



# HOW TO CHANGE THE PRIMARY CONTACT

In the 6CPA Registration and Claiming Portal, a person is registered and a pharmacy/business is then connected to that person.

Changing the Primary Contact alters the details used to log in to the 6CPA portal as well as the details of the person that has authorisation to talk to the 6CPA Support Team in regards to claims and payments.

For this reason, we require any requests to change the primary contact to be sent to us in writing to our [support@6CPA.com.au](mailto:support@6CPA.com.au) inbox.

This request must come from either the existing primary contact or an owner of the business.

Please include the name of the old primary contact and the name and email address of the new primary contact so that we can contact them.

We will then send a one page document to the new primary contact to complete so that we can make the changes.

Changes to the primary contact are usually made on the day we receive the request, but during peak periods it may take up to two business days.

It is a good idea to request changes to the primary contact before the existing one leaves as this will make the process much easier.

# HOW TO CHANGE THE SECONDARY CONTACT

You can add your own secondary contacts in the 6CPA portal.

Log in to the portal and open the 'Update Details' tab. Scroll down to you 'Your Pharmacy/Business' and click on this.

A table of your business(es) will open under this. Click the blue 'Edit' button under Actions. This will open a page of your business details.

Scroll down to the bottom of the first page where you can see another table under the heading 'Contacts'.

Click the yellow 'New Contact' button and this will open a new page.

Complete the required information on this page. Click the yellow 'Save' button once this has been completed.

You will now be taken back to the main 'Edit Pharmacy/Business' details screen, and if you again scroll down to the bottom your new contact will be listed in the contacts table.

In order to get back into your main portal screen, you will need to press the yellow 'Next' button and the bottom of that page and the next (the second page lists ABN and Bank Account details). On the third page, scroll down to the bottom and press the yellow 'Submit' button.

You will now be brought back to a page that states your registration has been submitted. Please press the yellow 'Return to Home Page' button to return to the front page of the 6CPA portal.