Australian Government
Department of Education

Task card

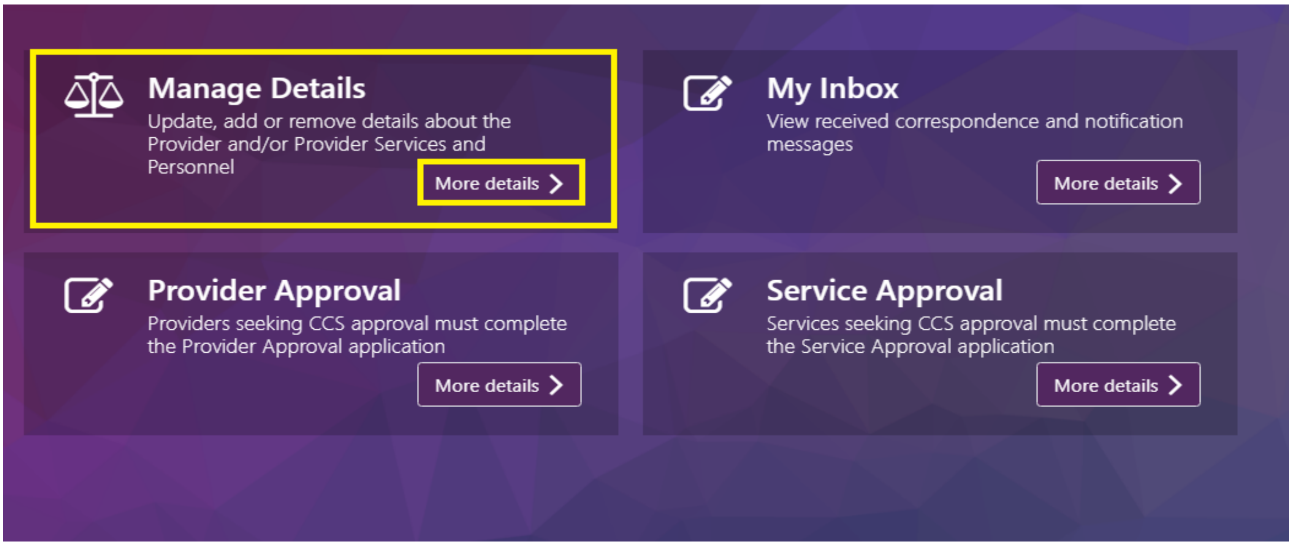
How to view and update organisation details in the Provider Entry Point

Note: Only certain special characters can be used in the PEP:

- full stop (.)
- comma (,)
- hyphen (-)
- slashes (/, \)
- apostrophe (‘).

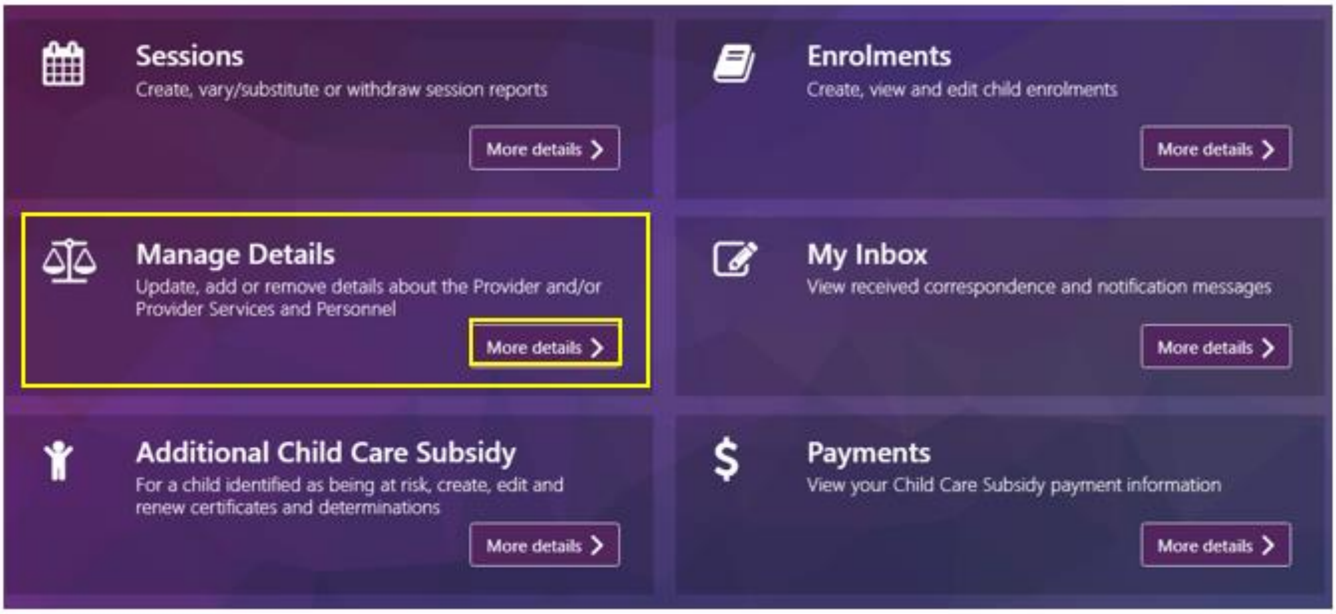
All other special characters will cause an error in the system.

1(a) Updating Details (Provider in context)



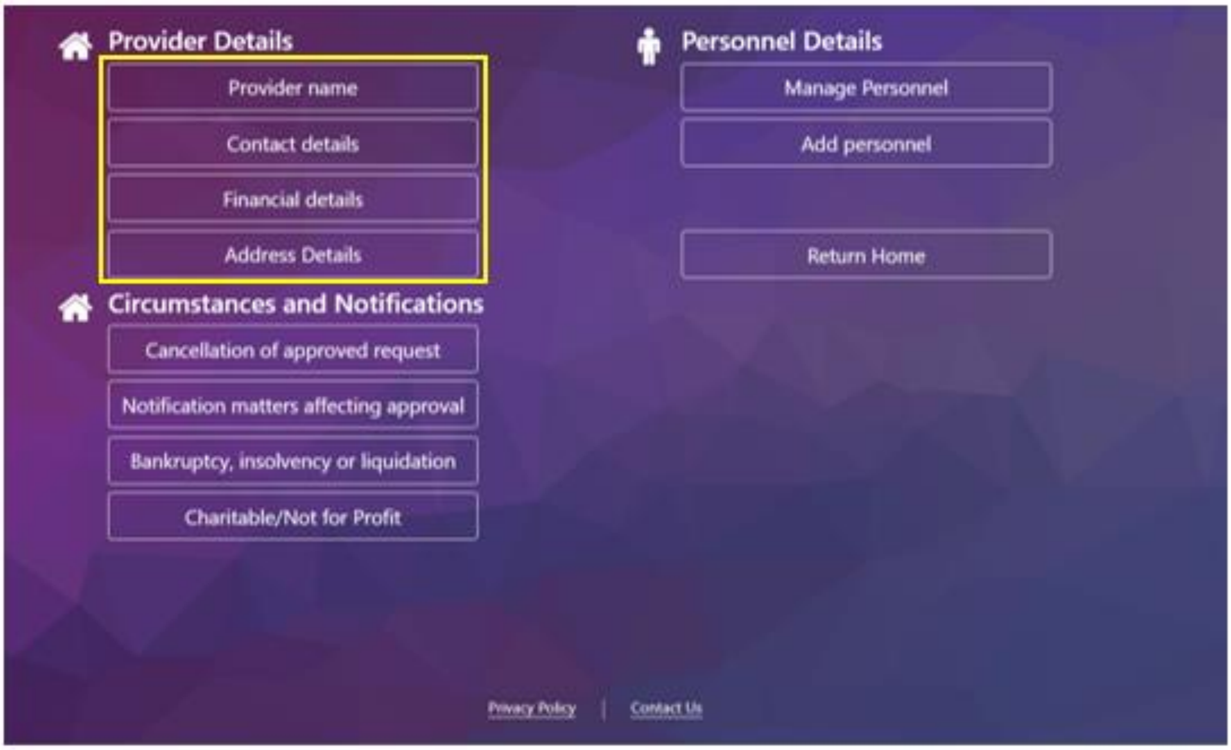
If you are a Provider, select ‘More details’ in the ‘Manage Details’ box of the Provider Entry Point (PEP).

1(b) Updating Details (Service in context)



If you are a Service, select ‘More details’ in the ‘Manage Details’ box of the PEP.

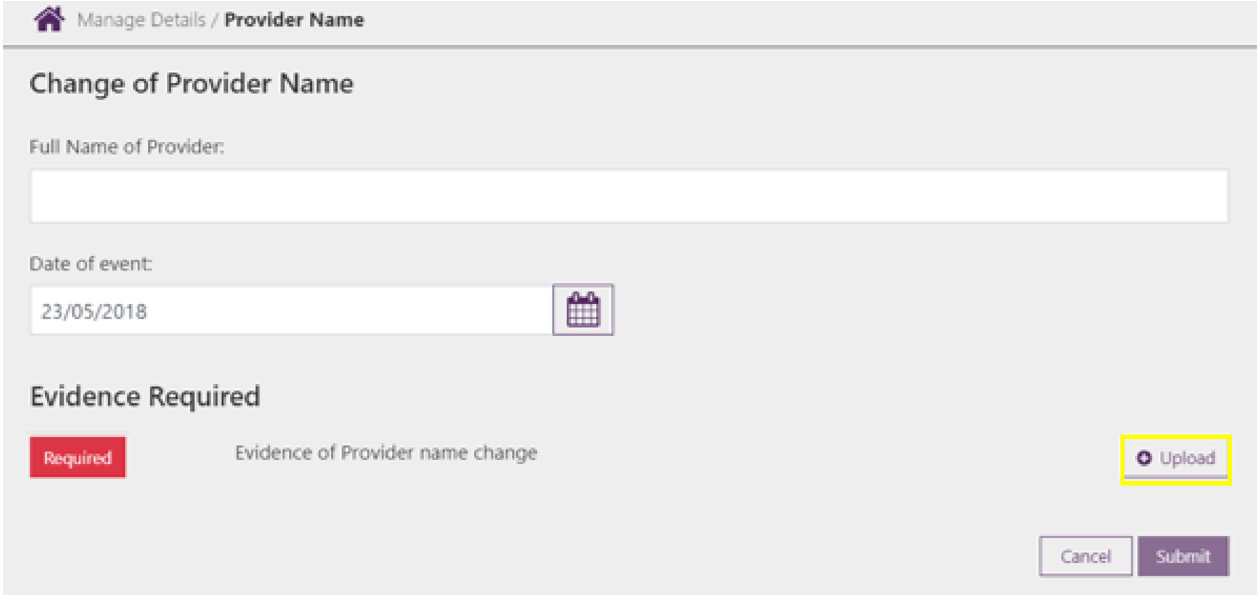
1(c) Updating Details (Provider and Service in context)



Provider Details: Select the information you wish to update:

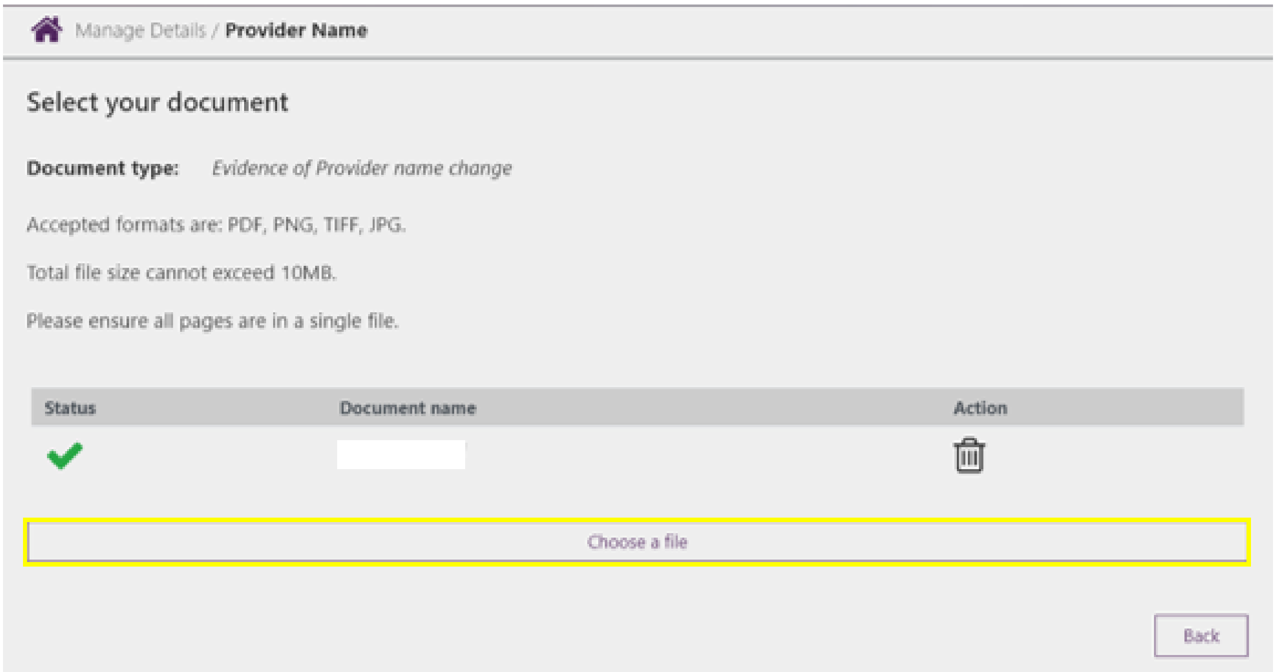
- Provider name
- Contact details
- Financial details
- Address details

2(a) Update name details



- **Full name of provider:** Insert the new details here.
- **Evidence required:** If evidence is required, it will be displayed here.
- **Upload:** Select this to upload and attach the required evidence.

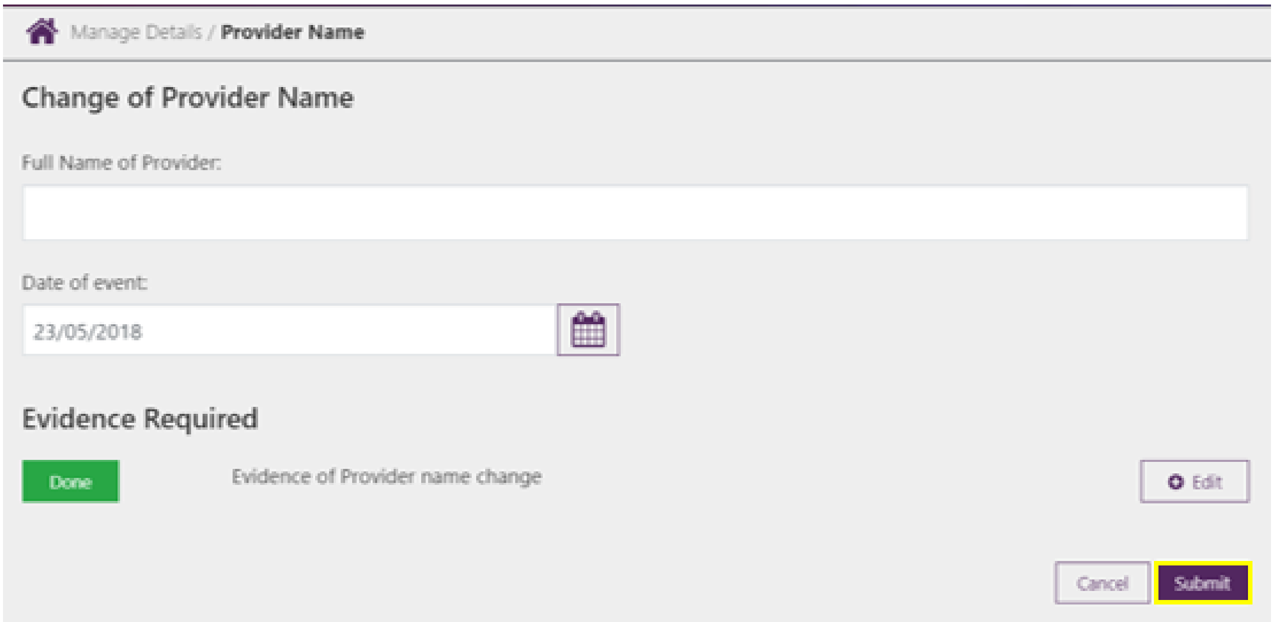
2(b) Update name details – select your document



- **Status:** The status will update when evidence has been successfully added.

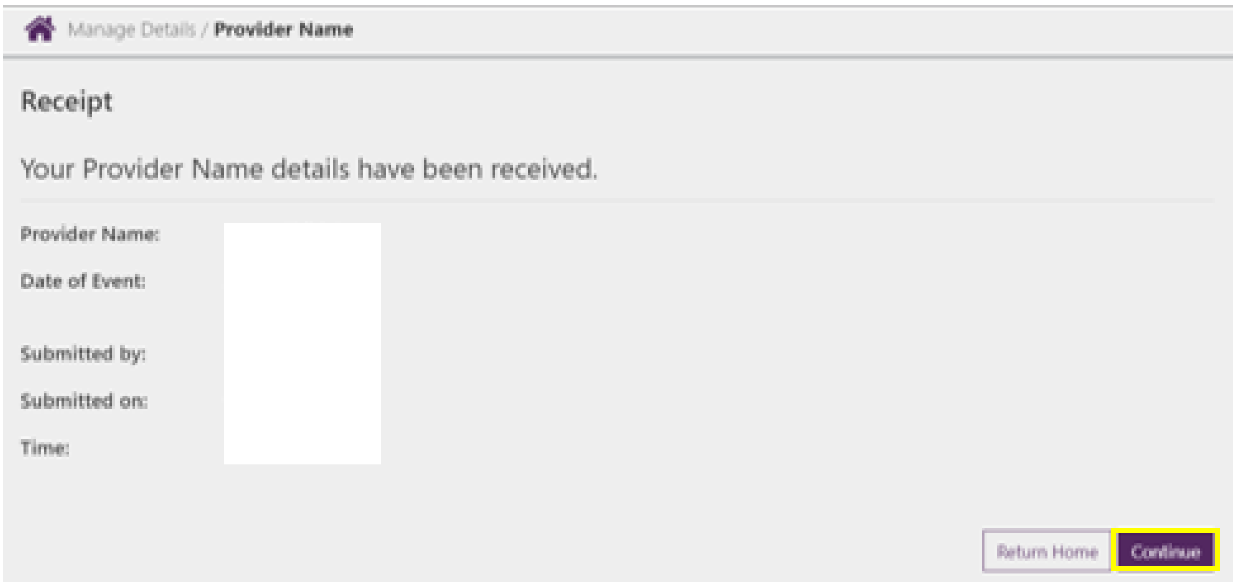
- **Choose a file:** Select and follow the prompts to attach evidence.

2(c) Update name details – edit evidence



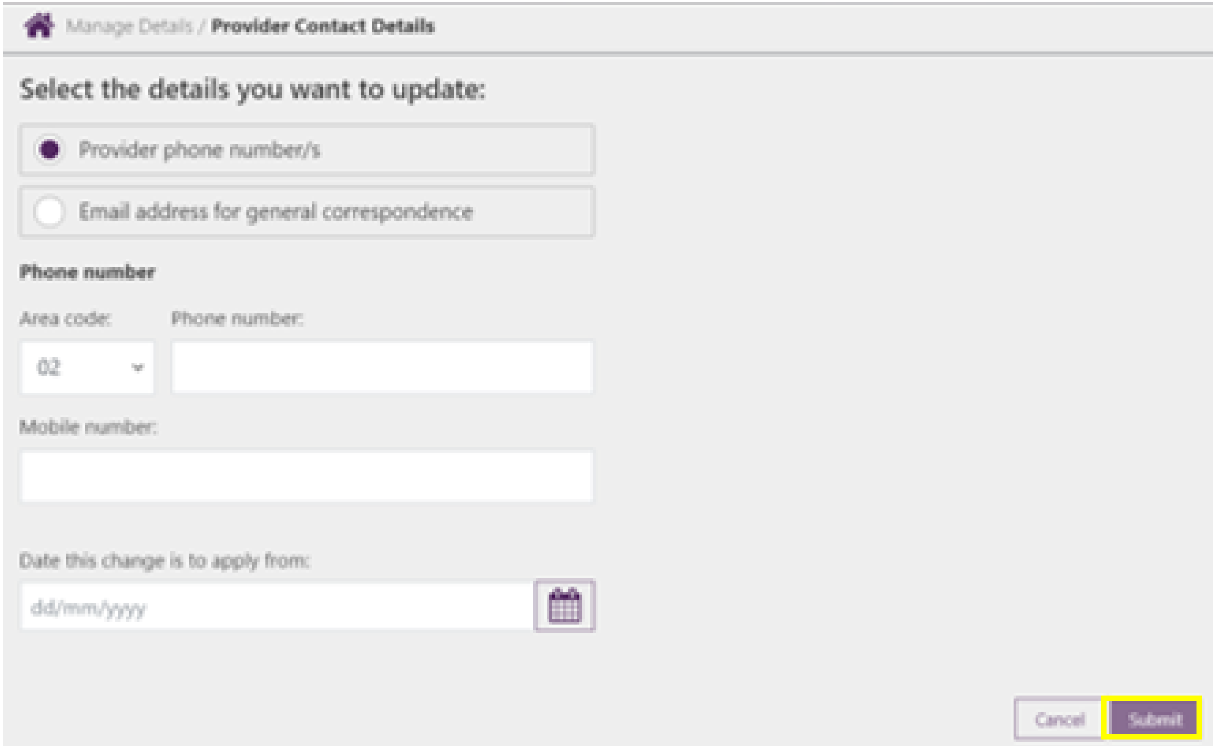
- **Edit:** Select 'Edit' if you need to change the evidence provided.
- **Submit:** Select 'Submit' to confirm changes.

2(d) Update name details – receipt



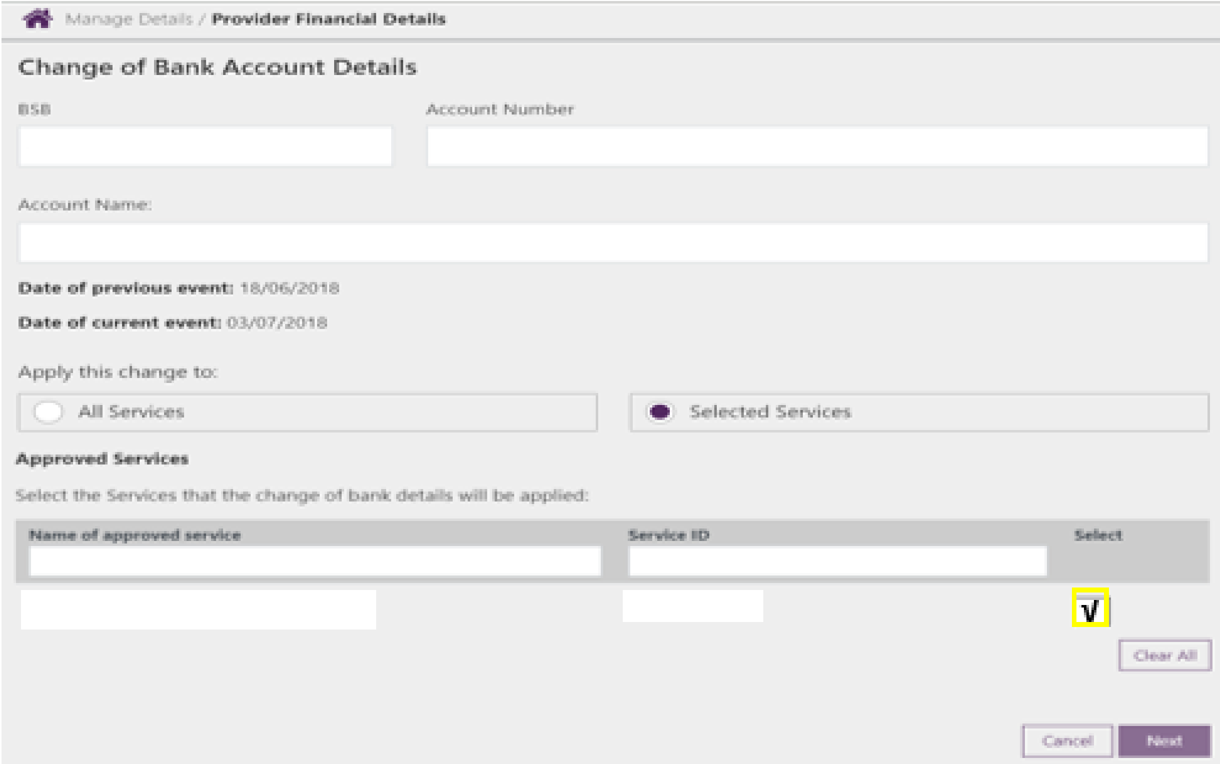
Receipt: A receipt will present upon submission.

3(a) Update contact details



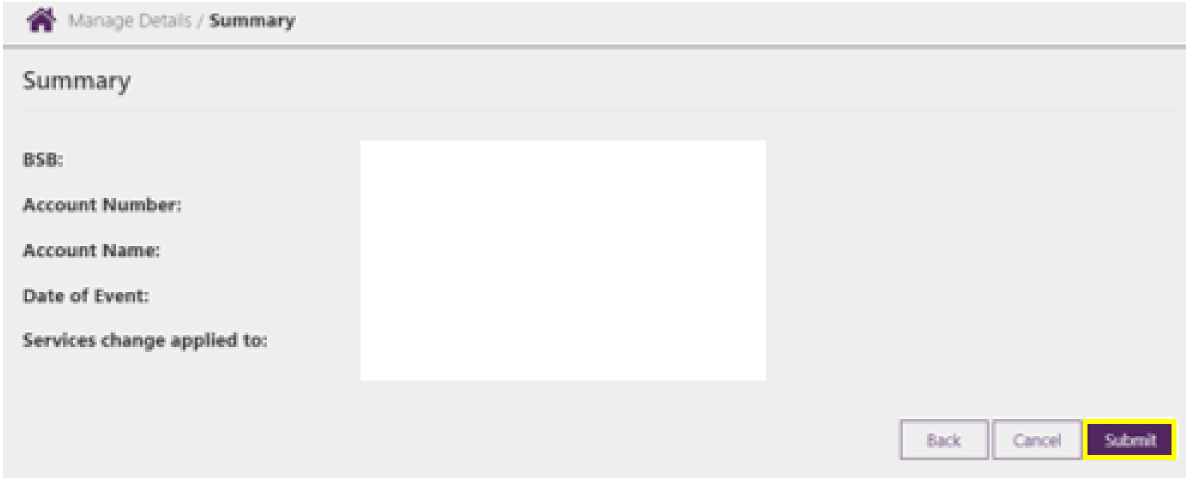
- **Select the details you want to update:** Select the relevant change you want to make and follow prompts to update information. You can choose the following options:
    - Provider phone number/s
    - Email address for general correspondence
- **Submit:** Select 'submit' to confirm changes. A receipt will be generated confirming the changes have been applied.

4(a) Update financial details



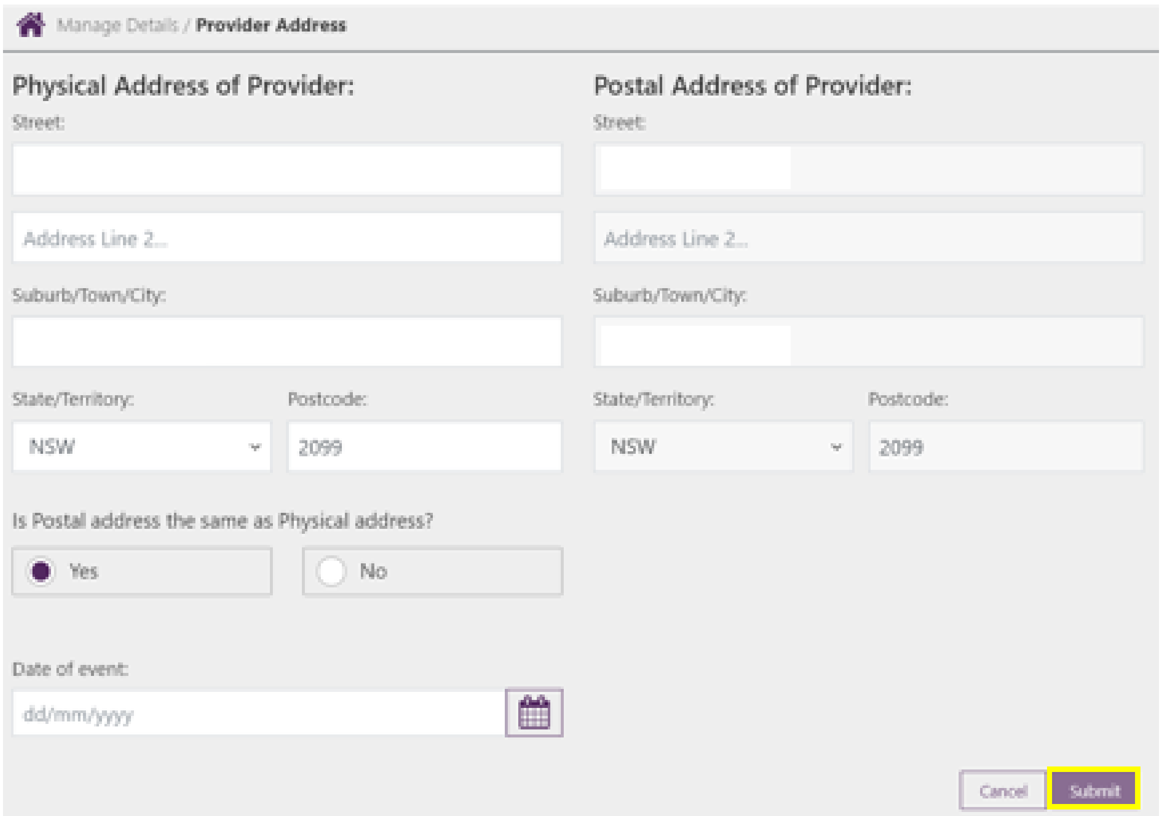
- **Date of current event:** Note that a change of bank account can only apply from the current date.
- **Apply this change to:** If you are a Provider select where you want the change applied to. Note that the following questions will not display if you are a Service.
- **Name of approved service:** If you are a Provider and 'Selected Services' is chosen, you will need to confirm which service/s you want to apply the changes to. You can do this by searching for a service individually or by choosing from the list presented and ticking the box on the right.

4(a) Update financial details – Summary



Submit: Select 'submit' to confirm the change. A receipt will be generated confirming the changes have been applied.

5(a) Update address details



Submit: Select 'submit' to confirm changes. A receipt will be generated confirming the changes have been applied.