How to Change Survey Administrators and Add Backup Survey Administrators

CHANGING SURVEY ADMINISTRATORS: If you wish to remove yourself as the Survey Administrator, or remove a Survey Administrator who is no longer with your organization, please contact the helpdesk via email at gpdccahps@rti.org or via phone at 1-833-870-0486.

ADDING BACKUP SURVEY ADMINISTRATORS. The person currently assigned as Survey Administrator can add Backup Survey Administrators. Backups receive a user account and can perform all the functions of the original survey administrator. To add Backup Survey Administrators, the current Survey Administrators should follow Step 1 – Step 5 on this document.

EDITING OR REMOVING BACKUP SURVEY ADMINISTRATORS. Backup Survey Administrators can be edited or removed as needed. The Survey Administrator or a Backup Administrator should log into the website, access their dashboard, and follow Step 6 or Step 7 as appropriate.
**Step 1:** Log in to your GPDC CAHPS Survey Administrator account.
Step 2: Click on the “Dashboard” tab located in the top menu bar.
Step 3: Select the “Click here to add, edit, or remove SAs or Backup SAs” link.

Step 3

**Required Action Items**

<table>
<thead>
<tr>
<th>Item</th>
<th>Status</th>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register a Survey Administrator (SA) - Step One</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Register as the Survey Administrator (SA) for your DCE(s) - Step Two</td>
<td>1 DCE ID(s) already registered for SA</td>
<td>Click here to register as the SA for one or more DCE(s)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Click here to view a report of DCEs registered for the SA.</td>
</tr>
<tr>
<td>Register a Backup SA for your DCEs - Recommended Step</td>
<td>See below under Administrative Users to view people who are SAs and Backup SAs for your registered DCEs</td>
<td>Click here to add, edit, or remove SAs or Backup SAs.</td>
</tr>
<tr>
<td>Authorize a Survey Vendor – Step Three</td>
<td>0 of 1 DCEs have current authorization</td>
<td>Click here to view a report of your registered DCEs and their current survey vendor authorizations.</td>
</tr>
</tbody>
</table>

Step 4: Click the “Add New User” button to add a backup Survey Administrator.

Step 4

Manage Users

Add New User
**Step 5:** Enter their information on the “User Details” page and click on “Add User.”
Follow the steps below if you wish to edit or remove a Backup Administrator.

REMINDER: You will only be able to delete a Backup Administrator’s registration, not your own. If you wish to remove yourself as the Survey Administrator, or remove a Survey Administrator who is no longer with your organization, please contact the helpdesk via email at gpdccaahps@rti.org or via phone at 1-833-870-0486.

**Step 6:** Click the pen and paper icon to edit an existing user’s details.

**Step 7:** Click the X icon next to an existing user to remove this user.