

Communication Access Services Portal: Manager / Manager Designate Resource Guide

Purpose

This resource guide is for managers and manager designates who requested accounts for the new Communication Access Services (CAS) to submit communication access service (interpreters, captioners and intervenors) requests. It provides a quick reference for complementing the profile setup, service area management and user management.

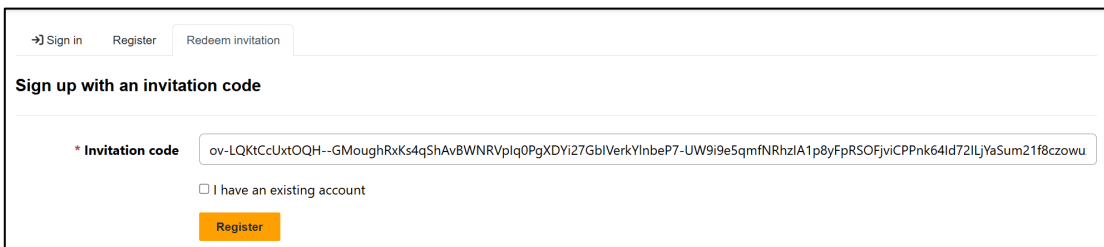
Before You Begin

- Locate the invitation email titled **Invitation to Access Provincial Language Service Portal**.
- Be prepared to use Single Sign-On and multi-factor authentication if required by your organization.
- Have your phone number and profile details ready before starting registration.

Step 1: Register Your Account

Managers and designated managers must register for access to the Communication Access Services portal before they can grant clinical staff access to the Communication Access Services Portal.

- Use the invitation email titled **Invitation to Access Provincial Language Service Portal**. Select the invitation link to open the portal. The invitation code should appear automatically when the portal opens.



- Select **Register**. If using a health authority email address, select register with a local account through **Single Sign-On (SSO)**.

Sign in with email and password	Register with a local account
* Email jdoe@phsa.ca * Password * Confirm password Register	SSO

- Accept the User Acceptance Policy and confirm that you are registering as a **Clinical Program Representative** and Select Update

Profile	
 John Doe Profile Security Change password Change email	🔔 Your email requires confirmation. Confirm Email Choose your profile role to continue. Please select your Profile role first. This helps us show the right fields for your role. Once selected, click Update to continue. I am registering as Clinical Program Representative ☒ I read and agree to privacy policy * ☒ I read and agree to terms and conditions * Update

- After registration, the portal opens your profile page. Complete the required profile fields and save your information.

Step 2: Review and Edit Service Areas

The Service Areas section of your profile lists the service areas assigned to you as a manager or manager designate. These assignments determine which service areas you can request communication access services for.

Service Areas

Remove Selected Service Area
Manage Contacts
Add Existing Service Area
Request New Service Area

Select	Name ↑	Facility	Service Area Type	Street 1	City	State Or Province	Postal Code
☐	Chemotherapy Treatment (BC Cancer – Kelowna) 3052	BC Cancer – Kelowna	Facility	399 Royal Avenue	Kelowna	BC	V1Y 5L3
☐	Chemotherapy Treatment BC Cancer – Victoria 2705	BC Cancer – Victoria	Facility	2410 Lee Ave	Victoria	BC	V8R 6V5

Action	When to Use It	What Happens
Remove Selected Service Area	Use when a service area should no longer be linked to your profile.	A confirmation pop-up appears. Once confirmed, the service area is removed from your profile.
Manage Contacts	Use when you need to add, edit, or remove users for a service area.	The service area details page opens where user access can be managed.
Add Existing Contact	Use when a user has already been created for another service area.	A list of previously created contacts appears so the same user can be added without creating a duplicate profile.

Request Additional Service Area Access	Use when you need access to a service area that is not already listed on your profile.	The request is submitted for PLS approval. Approval may take up to 24 hours.
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Step 3: Manage Contacts in a Service Area

There are 2 user roles in the system: **Manager Role** and **Staff role** (see details in the table below). Contacts are users who can submit/edit/cancel communication access service requests for patients being seen in a specific service area. Managers can add new contacts, add existing contacts, edit contact details, or delete users who should no longer have access.

Role Differences

Role	What the User Can Do
Manager	Can submit communication access service requests and manage users within the service area, including adding, editing, and deleting contacts. Manager role is responsible for granting access to all users that require submit communication access service requests
Staff	Can submit communication access service requests for the service area, edit or cancel any request under the specific service area but cannot add, edit, or delete other contacts.

- To Create a New Contact for a Service Area
 - Select the service area.
 - Select **Manage Contacts**.
 - Select **Create New Contact**.

[Home](#) / [Profile](#) / [Service Area Details](#)

Name Chemotherapy Treatment (BC Cancer – Kelowna) 3052	Facility BC Cancer – Kelowna
Street 1 399 Royal Avenue	City Kelowna
State Or Province BC	Postal Code V1Y 5L3
Phone Number Provide a telephone number	

Select a contact below to edit or remove it from this service area.

[Create New Contact](#) [Add Existing Contact](#) [Edit Selected Contact](#) [Remove Selected Contact](#)

Contacts

Select	Full Name ↑	Designation Role	Email	Phone Number
☐	Darko Curman	Manager	dcurman@phsa.ca	

- Enter the user's first name, last name, phone number, and health authority's email address.
 - Select the appropriate Designation Role: **Staff** or **Manager**.
 - Select **Submit**.
- Once requested has been submitted, the newly created contact will receive an email with an invitation to register a new account on the CAS portal.

Step 5: Request Access to Additional Service Areas

To request access to another service area, return to your profile by selecting your name at the top of the page and choosing **Profile**. Search for the service area under **Add Existing Service Area** or select **Request a New Service** if it is not listed. Complete the required information and submit the request.

Important: Requests to **add a new** service area requires Provincial Language Services' approval. Approval process may take 1-2 business days.