# Plan Tracker Portal Updates

The Plan Tracker Portal just got even better!

Our recently launched online Portal has been super popular so far, with thousands of participants, support coordinators and service providers accessing the platform on mobile or desktop to get the information they need – 24/7.

Now our Portal is about to get even better, with three great updates.

1. The 'Our Team' feature is back, which provides a full overview of the individuals team.

2. Support coordinators can now view a participant's profile page.

3. Nominees are now able to view and edit a participant's profile page.

These new updates will provide support coordinators with a complete overview of their team and the Plan Tracker participants assigned to them, while giving nominees more self-serve capabilities.
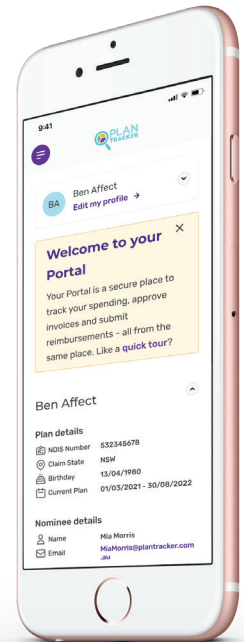
Key Features for Support Coordinators and Nominees

- View exactly which participants are assigned to each support coordinator, to quickly evaluate the capacity of each team member and assist in managing caseloads.

- View participant profiles via the portal, allowing access to contact details, invoicing preferences and reimbursement account information.

- Allows support coordinators to work more efficiently under one platform for improved performance and service.

- Easily view each team members contact details and allocated/shared participants at a glance.

- Makes it quick and easy to ensure all participants have allocated support.

- New view and editing capabilities for nominees, providing more control and reducing admin time.

Our Team Page

The Our Team page provides an overview of the team's contact information and a list of all support coordinators in the team who work with a Plan Tracker participant.

Here they can easily view their team members and their team contact details at a glance, then click through to view each team member's individual profile.

Team Member Profiles Page

The Team Member profile page shows the personal details of the individual support coordinator, including their contact information.

The Assigned Participants section underneath provides an overview of which participants are assigned to that individual support coordinator.

If the team member shares a participant with another support coordinator, that team member's initials will also appear next to that participant. This allows leaders to gauge the capacity of each team member quickly and easily, ensuring correct support is maintained for each participant.

View participants profile

After accessing the participants portal, support coordinators can now select a participant's profile and view the following information:

- ☑ Contact details
- ☑ Invoicing preferences
- ☑ Reimbursement account detail status

This allows quick and easy access to customer information whenever they need it, all from one place.

New Feature for Nominees

Nominees can now also view their participant's profile, with the additional ability to edit information should they need to.

After accessing the participant portal, they can view and edit the following information:

- ☑ Contact details
- ☑ Address information
- ☑ Invoicing preferences
- ☑ Notification options
- ☑ Reimbursement account detail status

Nominees can now also view their participant's profile, with the additional ability to edit information should they need to.