

The Quality Award Portal: User Roles & Descriptions

This guide aims to help you and your center identify and approve each staff member for the best user role in the [Quality Award Portal](#). Please note that if a user moves or leaves a center, their user role(s) and access must be adjusted in the Quality Award Portal, as these roles are not updated by any other AHCA/NCAL resources (ie. LTC Trend Tracker).

If you have any questions, please contact the Quality Award team at qualityaward@ahca.org.

Questions	User Roles & Descriptions			
	Corporate Account Administrator(s)ⁱ	Primary Center Contactⁱⁱ	Center Contact(s)ⁱⁱ	Center Associates(s)
What are my user options?				
Who is assigned typically to these user roles?	Corporate directors, regional staff, etc.	Executive directors and administrators	Leadership team at a center	Consultants and other corporate staff
Can I approve staff requests to access our center/corporation on the Quality Award portal?	Yes; can grant access to Primary Center Contact(s), Center Contact(s) and Center Associate(s)	Yes; can grant access to Center Contact(s) and Center Associate(s) only	No	No
How many staff can be assigned for each role?	More than one	Only one per center	More than one per center	More than one per center
Can I read our application(s) and/or add a comment?	Yes	Yes	Yes	Yes
Can I edit the application?	No	Yes	Yes	No
Can I submit our application(s)?	No	Yes	Yes	No
Can I submit our application payment?	Yes	Yes	Yes	No
Can I view our application history?	Yes	Yes	Yes	Yes

ⁱ The AHCA/NCAL Quality Award Program Administrators will approve all requests for Corporate Account Administrators.

ⁱⁱ A user will typically only be the Primary Center Contact or Center Contact for one center. If they need access to more than one center, their request to be a Primary Center Contact or a Center Contact for another center will come to the AHCA/NCAL Quality Award Program Administrators for approval.