

All User Roles Matrix and Flow Diagram

Category	Action	Commissioning Organisation				Service Provider	
		Admin	Com Approver (Tier 2)	Com User (Tier 1)	Com Finance	Provider Approver	Provider User
User Accounts	User impersonation	x	x	x	x	x	x
	Create Account (by invitation)	x	✓	✓	✓	✓	✓
	Edit Personal details	✓	✓	✓	✓	✓	✓
	Change Password	✓	✓	✓	✓	✓	✓
	Revoke User Access- Others' account	✓	x	x	x	✓	x
	Revoke User Access- Own account	✓	✓	✓	✓	✓	✓
	Approve personal details	x	x	x	x	✓	x
	Request Additional Roles/Access to Organisation	x	x	✓	✓	✓	✓
	Approve Requested Roles/Access	✓	x	x	x	✓	✓
	Opt In/Out of Email Notifications	✓	✓	✓	✓	✓	✓
	Withdraw Roles/Access	✓	x	x	x	✓	✓
Providers	View Providers	x	✓	✓	✓	x	x
	Edit Providers	x	✓	x	x	x	x
Services	View Services	x	✓	✓	✓	✓	✓
	Create Service	x	✓	✓	x	x	x
	Delete Draft Service	x	✓	✓	x	x	x
	Edit Service	x	✓	✓	x	x	x
	Create Component	x	✓	✓	x	x	x
	Edit Component	x	✓	✓	x	x	x
	Delete Component	x	✓	✓	x	x	x
	Edit Schedule	x	✓	✓	x	x	x
	Publish Service	x	✓	✓	x	x	x
	Clone Service	x	✓	✓	x	x	x

Category	Action	Commissioning Organisation				Service Provider	
		Admin	Com Approver (Tier 2)	Com User (Tier 1)	Com Finance	Provider Approver	Provider User
Contracts	View Contracts	✗	✓	✓	✓	✗	✗
	Create Contract	✗	✓	✓	✗	✗	✗
	Edit Contract	✗	✓	✓	✗	✗	✗
	Confirm Contract	✗	✓	✓	✗	✗	✗
	Amend Contract	✗	✓	✓	✗	✗	✗
Claims	View Claims	✗	✓	✓	✓	✓	✓
	Create Claim	✗	✗	✓	✗	✓	✓
	Edit Claim	✗	✗	✓	✗	✓	✓
	Submit Claims	✗	✗	✓	✓	✓	✓
	Submit Claim Correction	✗	✗	✓	✓	✓	✓
	Review Claim	✗	✓	✓	✓	✓	✗
	Submit claims on behalf of a provider	✗	✗	✓	✗	✗	✗
	Submit bulk claims	✗	✗	✓	✗	✗	✗
Reports	Generate Payment File	✗	✗	✗	✓	✗	✗
	Generate Report (View and Download)	✗	✓	✓	✓	✓	✓

All Roles Invite, Approve & Revoke

