

# How to upload:

## Consent to release an electronic Aged Care Client Record form (AC010) in the Aged Care Provider Portal (ACPP)

'A users' (ACPP users) require Maintain Events and Claim Finalisation access to upload documents.

### Document upload

Providers can upload a 'Consent to release an electronic Aged Care Client Record (eACCR) AC010' form, to prove that a care recipient or nominee has consented that an aged care service can request a copy of their eACCR.

If Services Australia doesn't have a copy to issue, the provider will need to contact [My Aged Care](#) to request the record.

#### 1. From the **Activity summary** screen, select **Upload document**.

Activity Id	Activity type	Created date	Last updated	Status
No records available				
				<a href="#">Upload document</a>

A completed AC010 form needs to be uploaded to Services Australia via the ACPP for staff to review.

#### 2. In the **Upload documents** section, **Select document**.

Select and open the completed AC010 form file from your computer and select **Attach documents**. A successful confirmation message will display.

Upload documents	
Select a file to upload with a maximum of 5MB (JPG, JPEG, PNG, TIF, TIFF and PDF file types only)	
Document type	AC010 Form <a href="#">Select document</a>
<a href="#">Go to activity summary &gt;</a>	

A Services Australia staff member will need to sight the form (AC010) to approve and send the eACCR via mail or fax to the service.

#### 3. Check status from the **Activity summary** screen.

Activity ID, Activity type and Status will display.

Activity summary				Status
Search <input type="text"/>				
Search using any keyword in the table. To search for multiple keywords, provide a space between words.				
Activity Id	Activity type	Created date	Last updated	
XXXXXXXXXX	Upload AC010 Form			<a href="#">NEW</a>
XXXXXXXXXX	Upload AC010 Form			<a href="#">APPROVED</a>
XXXXXXXXXX	Upload AC010 Form			<a href="#">REJECTED</a>

Status will display, and Activity details can be accessed through the hyperlinks.

