

Important Process Reminder:

Only Access Coordinators May Edit User Roles in AssessmentPro

Facilities are responsible for managing **ServiceMatters Respondent roles** for their users. However, only individuals with **AssessmentPro Access Coordinator** privileges are authorized to make role additions, deletions, or corrections.



Authorized Actions

Users with the **AssessmentPro Access Coordinator** role may:

- Assign the **ServiceMatters Respondent** role to an eligible facility user
- Remove the **ServiceMatters Respondent** role when it is no longer required

Support and Assistance

While role assignments and removals can be completed by any authorized **AssessmentPro Access Coordinator**, the [DE PASRR Help Desk](#) remains available to provide support or assistance upon request.