



Home Care – Supplier Confirmation Portal

How do I manage my visits in the Supplier Confirmation Portal?

Document Owner: Regis

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Objective: To help suppliers understand how to access and use the Supplier Confirmation Portal (SCP) to view, update, confirm, and cancel visits.

Note:

The Supplier Confirmation Portal allows suppliers to:

- View scheduled visits
- Update visit dates and times when required
- Confirm completed visits
- Cancel visits that cannot be completed
- Add notes and supporting information
- Upload attachments
- Capture location information during confirmation (if enabled)

This guide provides step-by-step instructions for using SCP.

Quick Reference

If you need to...	Do this
View a scheduled visit	Open the visit and click View
Update a visit	Open the visit and click Update Visit
Confirm a completed visit	Open the visit and click Confirm Visit
Cancel a visit	Open the visit and click Cancel Visit
View previous visits	Use the Status filter

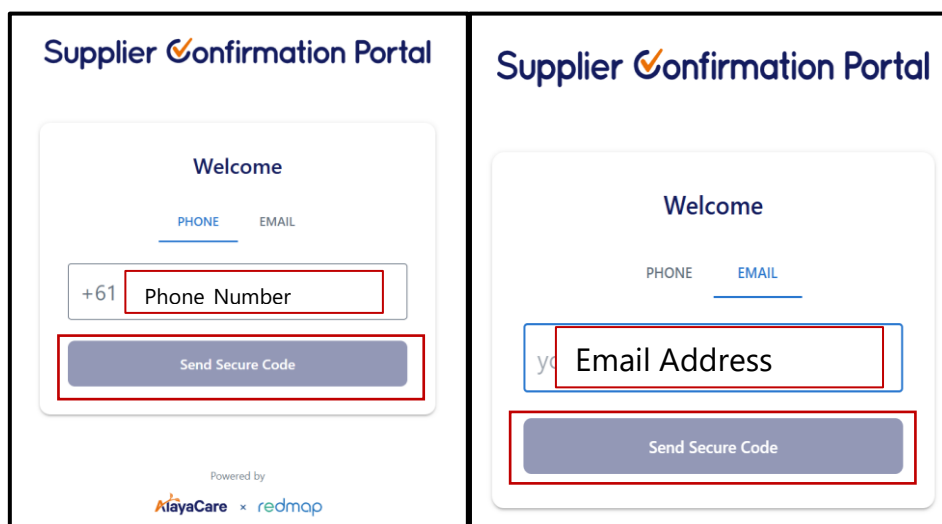
What is Supplier Confirmation Portal (SCP)?

The Supplier Confirmation Portal (SCP) is a secure online portal that allows suppliers to manage visits scheduled by Regis.

Information submitted through SCP is shared with Regis to support accurate service records and service delivery tracking.

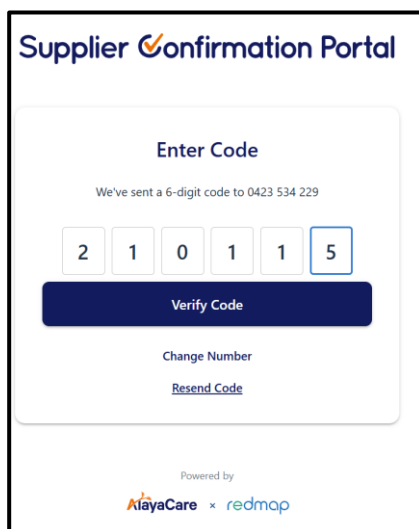
How do I log in?

- Open a web browser and navigate to: <https://scp.redmap.com/>
- Enter the mobile number or email address you have provided to Regis for SCP access.
- Click Send Code.



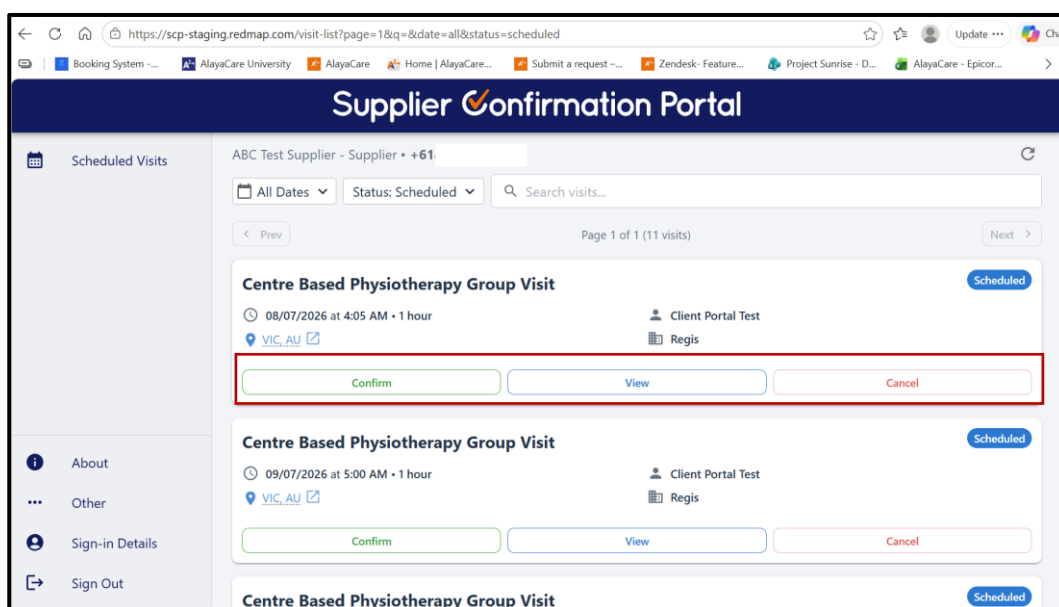
- **Note:** For SCP access, Regis will configure either a mobile number or an email address for your account. Please use the contact method that has been provided to Regis for SCP access. If you are unsure whether your account has been configured with a mobile number or email address, please contact Regis before attempting to log in.

- A one-time passcode (OTP) will be sent to your nominated mobile number or email address.
- Enter the OTP and click Verify Code.



The image shows a web form titled "Supplier Confirmation Portal" with the subtitle "Enter Code". It states "We've sent a 6-digit code to 0423 534 229". Below this is a row of six input boxes containing the digits 2, 1, 0, 1, 1, and 5. A "Verify Code" button is positioned below the digits. At the bottom, there are links for "Change Number" and "Resend Code". The footer indicates it is "Powered by AlayaCare x redmap".

- Once logged in, you will see a list of your scheduled visits.



The image shows a screenshot of the "Supplier Confirmation Portal" after login. The page title is "Supplier Confirmation Portal". On the left is a sidebar with links: "Scheduled Visits", "About", "Other", "Sign-in Details", and "Sign Out". The main content area shows a list of "Scheduled Visits" for "ABC Test Supplier - Supplier +61". The list has filters for "All Dates" and "Status: Scheduled", and a search bar. The first visit is "Centre Based Physiotherapy Group Visit" on "08/07/2026 at 4:05 AM • 1 hour". It includes links for "Client Portal Test" and "Regis". Below the visit details are three buttons: "Confirm" (green), "View" (blue), and "Cancel" (red). The second visit is similar, dated "09/07/2026 at 5:00 AM • 1 hour". The page indicates "Page 1 of 1 (11 visits)".

How do I view my scheduled visits?

All visits assigned to you by Regis will appear with a status of Scheduled until they are confirmed or cancelled.

- From the Scheduled Visits list, click View next to the visit.
- You will be able to see:
 - Service type
 - Visit date and time
 - Duration

- Service instructions
- Client name
- Client phone number
- Visit address
- You can then choose to:
 - **Update** the visit
 - **Confirm** the visit
 - **Cancel** the visit

ABC Test Supplier - Supplier • +61

All Dates

Status: Scheduled

Search visits...

< Prev

Page 1 of 1 (11 visits)

Next >

Centre Based Physiotherapy Group Visit

Scheduled

08/07/2026 at 4:05 AM • 1 hour

VIC, AU

Client Portal Test

Regis

Confirm

View

Cancel

Visit Details
ID: 621841

Scheduled

Occupational Therapy Treatment

DESCRIPTION

Occupational Therapy Treatment

DATE & TIME

14/07/2026 at 6:15 AM

DURATION

1 hours

SERVICE INSTRUCTIONS

Visit has no instructions.

Client Information

CLIENT NAME

CLIENT PHONE

PROVIDER

Regis

Service location

Open in Maps

Attachments

Attachments saved for this visit.

No attachments.

Confirm Visit

Update Visit

Cancel Visit

How do I update a visit?

If a visit will be completed at a different date or time than originally scheduled, you can update the visit before confirming it.

To update a visit:

- Open the scheduled visit.
- Click Update Visit.
- Update the details as required:
 - Visit date
 - Start time
 - End time
 - Your name
 - Additional notes (if required)
- Click Update.

New Visit Times

Change the visit date, start time or end time

Date

14/07/2026

Start Time

06:15 AM

End Time

07:15 AM

Updated By *

Enter the name of who is making this update

Enter name (minimum 2 characters)

Notes

Explain why the visit is being updated (optional)

Enter any notes about the update...

Attachments

Add one or more attachments. They're saved as soon as they upload.

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Add attachments

Reset

Update

Note:

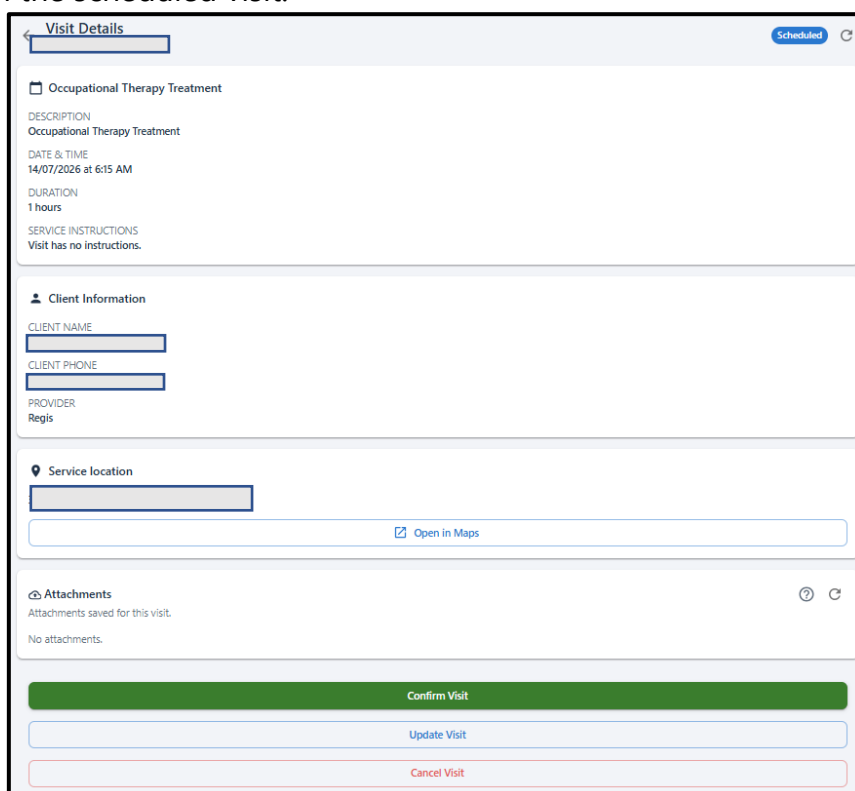
- Updating a visit does not confirm that the service has been completed.
- The visit will remain in Scheduled status until it is confirmed or cancelled.
- Please continue to follow your organisation's normal process as well for advising Regis of schedule changes

How do I confirm a completed visit?

When a service has been completed, you can confirm the visit in SCP.

To confirm a visit:

- Open the scheduled visit.



Visit Details Scheduled

Occupational Therapy Treatment

DESCRIPTION
Occupational Therapy Treatment

DATE & TIME
14/07/2026 at 6:15 AM

DURATION
1 hours

SERVICE INSTRUCTIONS
Visit has no instructions.

Client Information

CLIENT NAME

CLIENT PHONE

PROVIDER
Regis

Service location

☒ Open in Maps

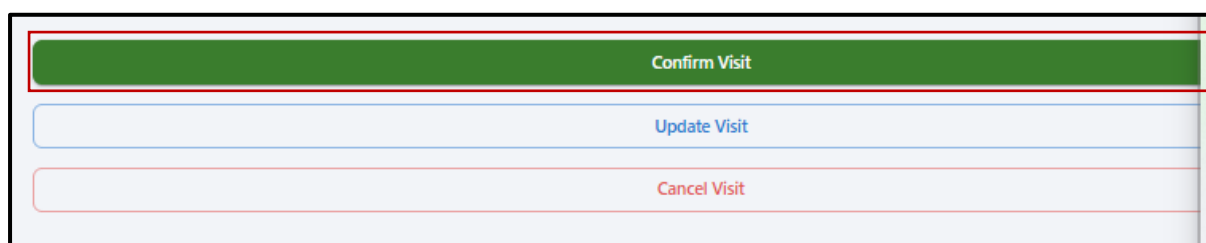
Attachments
Attachments saved for this visit.
No attachments.

Confirm Visit

Update Visit

Cancel Visit

- Click Confirm Visit.



Confirm Visit

Update Visit

Cancel Visit

- Update the following details where required:
 - Date the visit was completed (if different from the scheduled date)
 - Start time and end time (if different from the scheduled time)
 - Name of the person who delivered the service
 - Additional notes about the visit

- Upload an attachment such as a photo or supporting document (if required)
- If location capture has been enabled by Regis, your location may be recorded when confirming the visit.
- Click Confirm Visit.
- Once confirmed, the visit status will change from Scheduled to Confirmed.

Occupational Therapy Treatment

Scheduled

Fotios Koutsodimitropoulos

14/07/2026 at 6:15 AM

End Time: 7:15 AM

Regis

Actual Visit Times

Confirm or update the actual visit date and times

Date *

14/07/2026

Start Time *

06:15 AM

End Time *

07:15 AM

Confirmed By *

Enter the name of who delivered these services

Enter name (minimum 2 characters)

Notes

Add any additional notes about the visit

Enter any notes about the visit confirmation...

Attachments

Add one or more attachments. They're saved as soon as they upload.

Add attachments

Please enter who confirmed the visit

Confirm Visit

←

Visit Details

ID: 621841

Confirmed

↻

Occupational Therapy Treatment

DESCRIPTION

Occupational Therapy Treatment

DATE & TIME

14/07/2026 at 6:15 AM

DURATION

1 hours

SERVICE INSTRUCTIONS

Visit has no instructions.

Client Information

CLIENT NAME

CLIENT PHONE

PROVIDER

Regis

Service location

Open in Maps

Confirmation Details

VISIT TIMES

Started: 6:15 AM

Ended: 7:15 AM

COMPLETED DURATION

1 hour

COMPLETED BY

Isha

COMPLETED NOTES

notes

COMPLETED AT

16/07/2026, 11:51 AM

Attachments

Attachments saved for this visit.

📎

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Note:

- Once a visit has been confirmed, it can no longer be edited.
- If the duration entered differs from the original scheduled duration, Regis may need to adjust the duration separately.
- Notes should be added whenever additional information needs to be shared with Regis.

Attachments

If enabled by Regis, you may upload an attachment as part of the visit confirmation process.

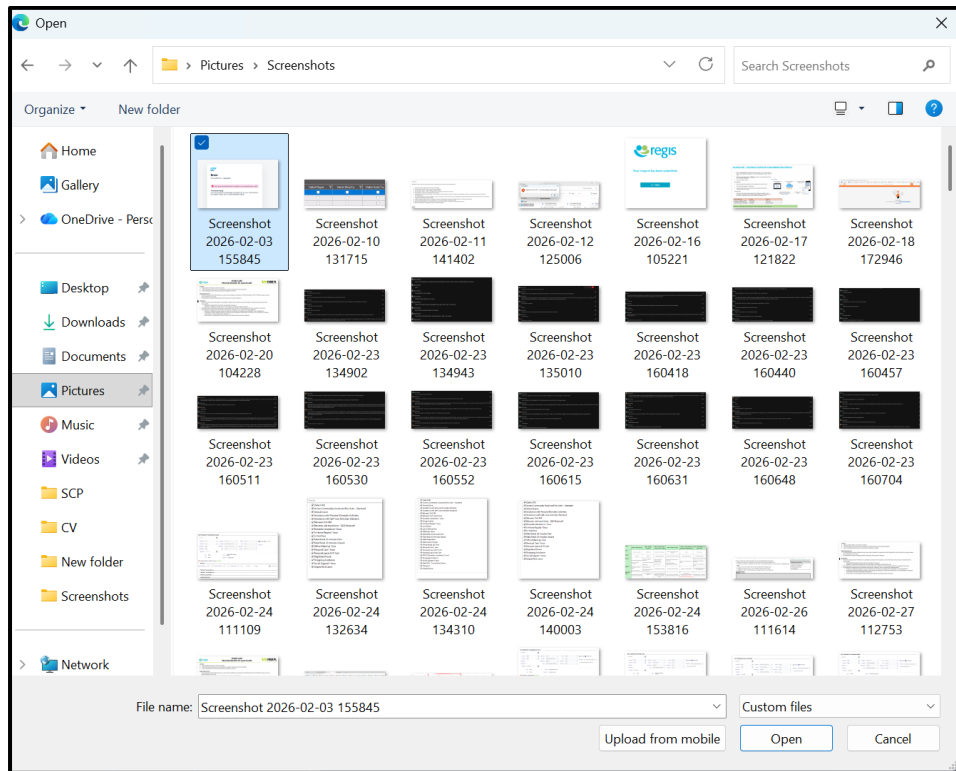
Examples may include:

- Photos
- Supporting documentation
- Service records

Only upload information relevant to the service being provided.


Attachments

Add one or more attachments. They're saved as soon as they upload.




Attachments (1)

Add one or more attachments. They're saved as soon as they upload.

[Screenshot_2026-02-03_155845.png](#)
29.8 KB · attached

Location Information

If enabled by Regis, your location may be captured when you confirm a visit. This information is used to support service verification and will be visible to Regis.

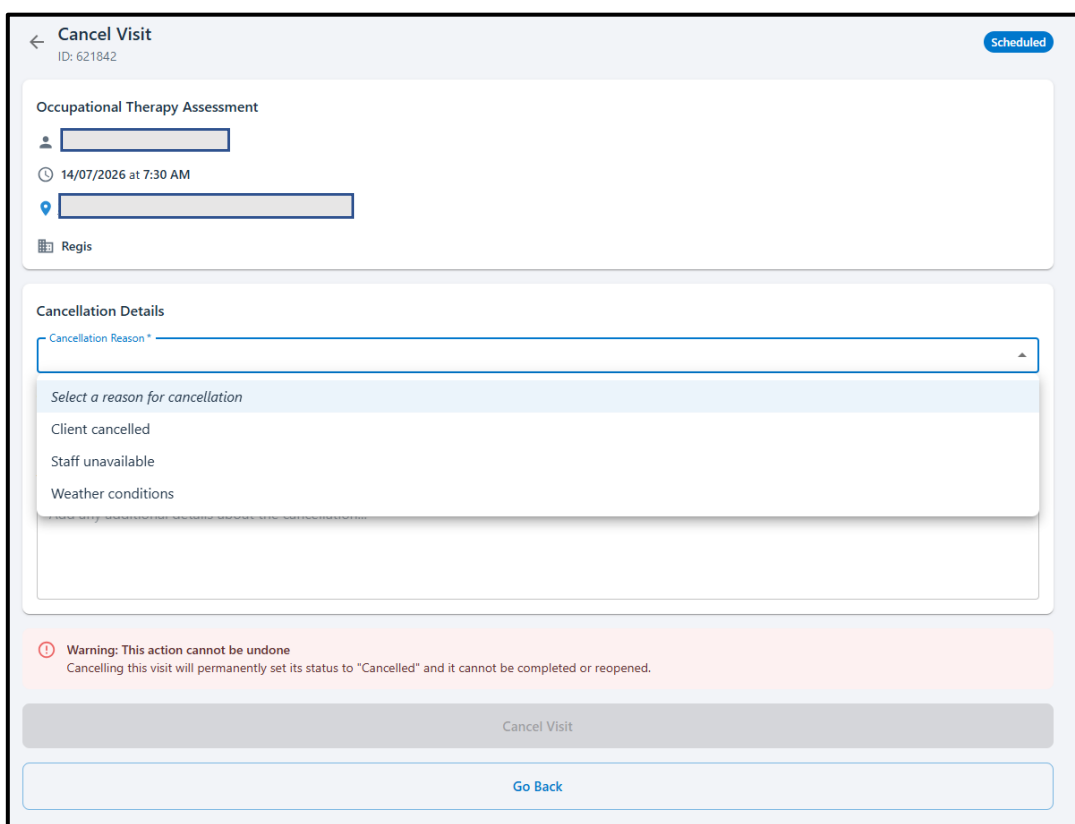

Service location

How do I cancel a visit?

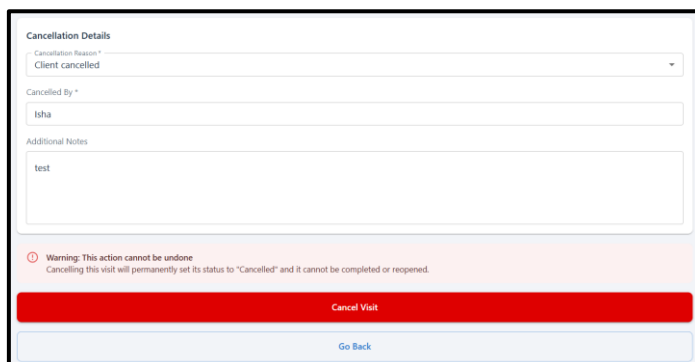
If a visit cannot be completed, you can cancel the visit in SCP.

To cancel a visit:

- Open the scheduled visit.
- Click Cancel Visit.
- Enter the following details:
 - Cancellation reason
 - Your name
 - Additional notes (if required)



- Click **Cancel Visit**.
- Once cancelled, the visit status will change from Scheduled to Cancelled.



Note:

- Once a visit has been cancelled, it can no longer be edited.
- Please provide as much information as possible when cancelling a visit to help Regis understand the reason for the cancellation.

How do I view previous visits?

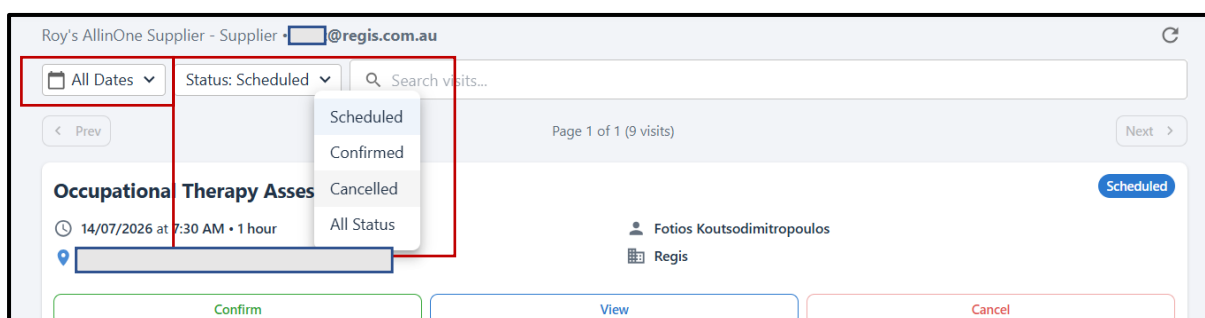
When you log in, SCP will display Scheduled visits by default. You can also view visits that have already been confirmed or cancelled.

To view previous visits:

- Click the Status filter.
- Select one of the following options:
 - Scheduled – Visits that have not yet been confirmed or cancelled
 - Confirmed – Visits that have been confirmed as completed
 - Cancelled – Visits that have been cancelled
 - All Status – Displays all visits
- The visit list will refresh based on your selection.

Filter visits by date

- Click All Dates.
- Select the required date range.
- The visit list will refresh and display matching visits



Important Tips

Confirm visits as soon as possible

- Please confirm visits as soon as practical after services have been delivered. This helps Regis maintain accurate service records.

Update visits when details change

- If a visit will be completed on a different date or time, update the visit details in SCP as soon as possible.

Add notes when required

- Use notes to provide any additional information that may assist Regis.

- Examples may include:
 - Changes to visit times
 - Delays affecting service delivery
 - Additional information relevant to the visit

Upload attachments when required

- If attachment upload has been enabled by Regis, you may upload photos or supporting documents as part of the visit confirmation process.
- Only upload information relevant to the service being delivered.

Keep your details up to date

- Ensure the mobile number or email address provided to Regis is current, as this will be used to access SCP and receive your One-Time Passcode (OTP).

Need Help?

If you experience any issues accessing or using the Supplier Confirmation Portal, please contact Regis.

