

What's new in the provider portal for organizations?



Support for head offices & their associated organizations.



New in the portal, you can associate your providers and head office. Support for head offices itself is new; you can register as a head office and submit bills for all of your organizations. If you don't have a head office but nonetheless use one organization to submit bills on behalf of other organizations, you can take advantage of this feature in the same way as if you had an official head office.

[Learn how to create and associate providers.](#)

[Learn how to register a head office and associate its organizations.](#)

You may also disassociate from your head office and/or your providers should the need arise.

[Learn how to disassociate from providers.](#)

[Learn how to disassociate from head office.](#)

Support for international organizations.



You can now register an organization, provider or head office even if you are located outside of Canada. The features described in this document apply no matter where you are located.

Self-serve bank account set-up.



You can configure and manage your own bank account using the banking application in the Provider Portal. Only Canadian bank accounts are supported.

To learn more, see [How do I set up direct deposit?](#)



Billing centralized & simplified.



Billing has been simplified and centralized in a couple of ways. First, if you had multiple logins to the provider portal for your multiple accounts, your accounts have been merged such that all of your information is available from a single login. This means you can perform your billing from a single login. If your accounts were not automatically merged, you can merge them yourself using the **Merge Accounts** link under the **My Account** menu in the provider portal .

To learn more, see [How do I merge two of my accounts?](#)

Second, it is now possible to submit bills for your providers and/or have your head office submit bills for you!

To learn more, see [How do I centralize my billing?](#)

Add users to your account whenever you want.



You can now add, edit and remove your account's users without the need to contact TELUS. As you hire new staff to assist you in your administrative and billing tasks, you can give them access to your account using the **User Access & Permissions** link under the **My Account** menu in the provider portal. You control their permissions, for example, if a user will be submitting bills, you can limit their access to bill submission without giving them access to your banking information.

To learn more, see [How do I add users to my account?](#)