Why can't I add or remove a provider?

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Overview

Occasionally, health centres or care venues require that a provider be added or removed from Novari ATC.

If you have administrative privileges for Novari ATC and wish to manage your currently active providers:

1. Navigate to the Administrator module of the application

2. Select "Application Settings"

3. Select the "Metadata Management Tool"

4. Select "Provider" from the list of available metadata options

From this page, you can manage any provider by selecting their name from the list of currently listed providers.

Removing Providers

When deactivating a provider from the application, their wait list must not have any active entries. If a provider has active entries, you cannot change the value of the Provider Active Status field. If the provider's wait list is empty and you are still unable to deactivate the provider record, please ensure their Repeat/Follow-Up (RFU) list has also been cleared of wait list entries.

Adding Providers

When adding a new provider to the application, a Novari ATC license must be available. If you are informed that you cannot add a provider because "all Provider licenses have been filled", you need to do one of the following:

- Inactivate an existing active provider to free up a license

OR

- Contact Novari ATC Support to purchase a new provider license

If you receive a warning that the provider you are attempting to add already exists, but you are unable to locate them, please contact Novari ATC site administrator.

Never edit an existing provider to be a different provider.

For more information on managing users and groups, please refer to *[Novari ATC Administrator, Security and Administrative Reports User Guide](#)*.