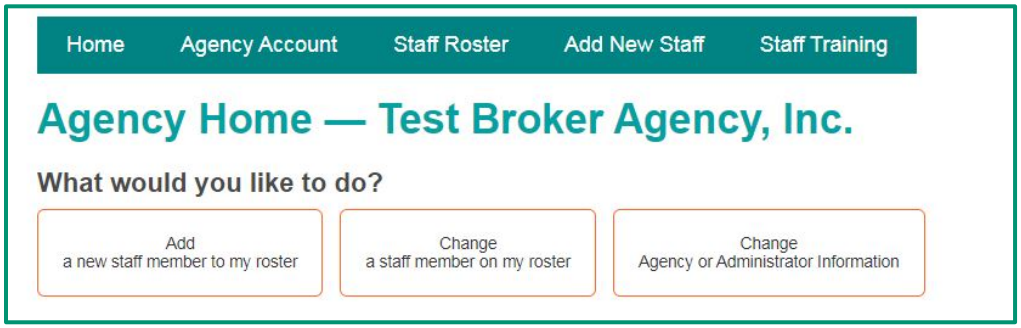
Updating Staff on Agency Roster

An agency can use BAMP to update any of the following information:

- Inactivate or reactivate staff
- Update staff name and contact information
- Update assister directory listing status and information

To make any of these updates, log in to BAMP. From the “Agency Home” screen, click on “Staff Roster” or “Change a staff member on my roster.”



To edit the information for any individual staff member, click on the “View” link to the left of the name of the staff member.

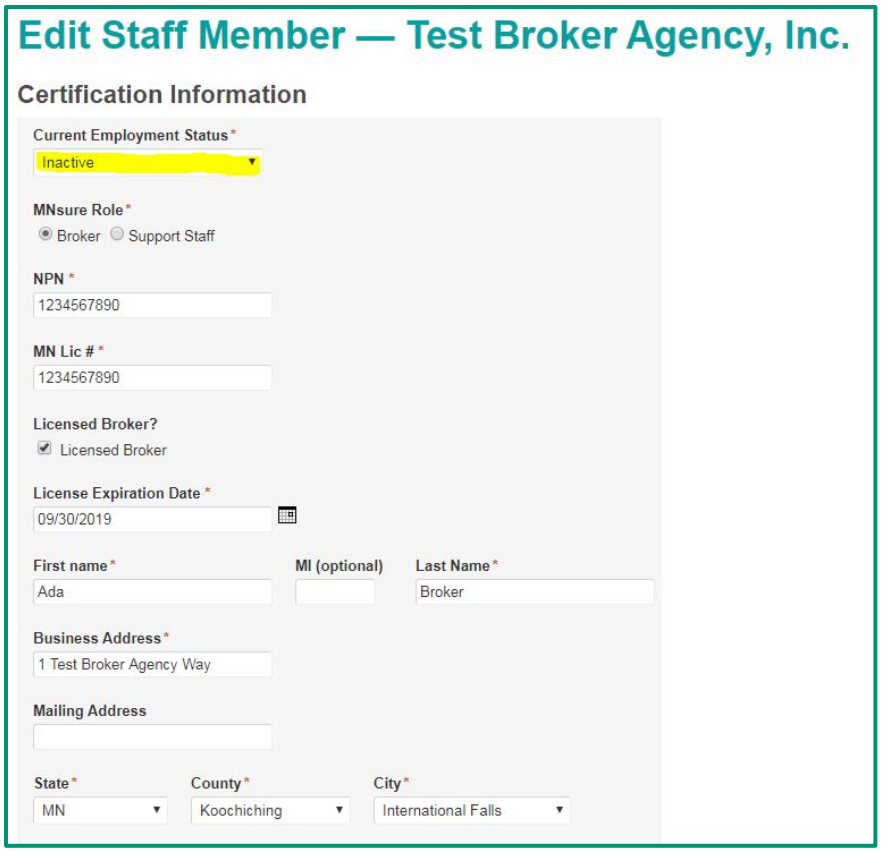
Inactivate or Reactivate Staff

To inactivate a staff member, or to reactivate a staff member who was previously active, click on “Edit Certification Information” on the “View staff member” screen.

Under “Current Employment Status,” select the drop down box.

- Select “Inactive” to inactivate a staff member.
- Select “Active” to reactivate a staff member who was previously inactivated.

Click on “Update” to submit the change.



If you are inactivating a staff member, do not change any other information. MNsure will take any necessary action to suspend assister portal access and remove the individual from the assister directory.

If you are reactivating a staff member, review all the other information under “Certification Information” and “Public-Facing Information” and update any information that has changed.

Update Staff Name and Contact Information

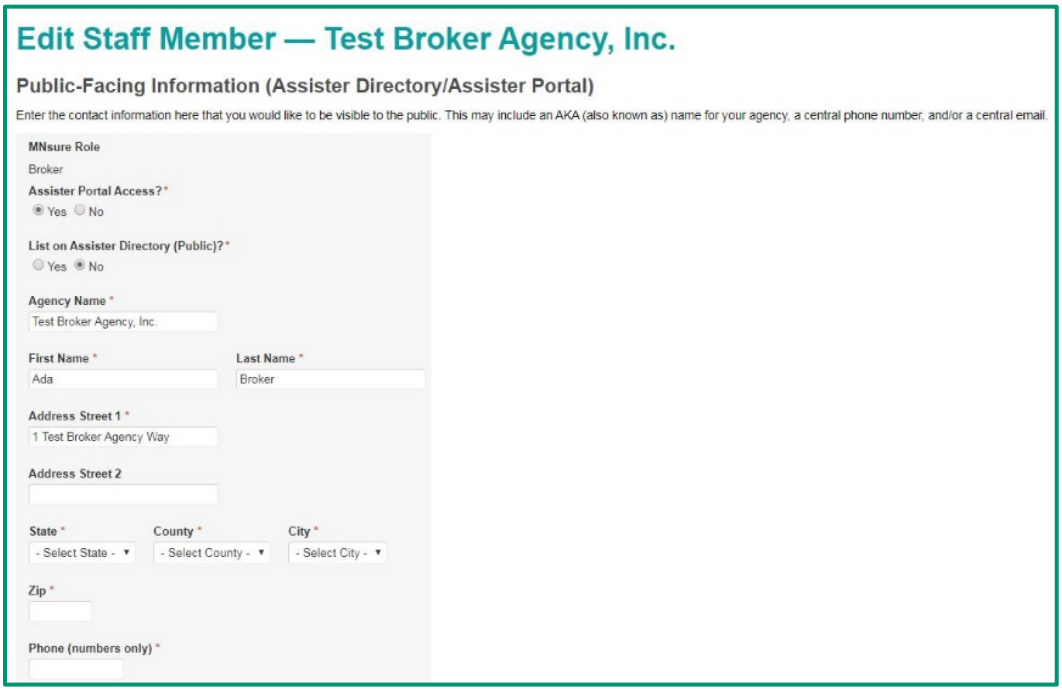
To make a change to a staff member’s contact information, such as their name, address, phone number or unique email, click on “Edit Certification Information” on the “View staff member” screen.

After completing all updates, click on “Update” to submit the change.

Update Assister Directory Listing Status and Information

To add or remove a staff member from the assister directory, or to change their public-facing information, click on “Edit Public-Facing Information” on the “View staff member” screen.

Click on “Edit Public-Facing Information.”



To add or remove a staff member from the assister directory, select the appropriate option under “List on Assister Directory (Public)?”

Note:

- The phone number and email entered here are what will appear to members of the general public in the assister directory. You may choose to enter a central phone number and/or email for the staff member.
- Select any language the individual speaks fluently enough to provide services.
- When selecting counties served by the staff member, **only select counties where the staff member is able to provide in-person assistance** if requested by a consumer.

Click “Update” when you have completed all changes in this section.