



Delegate VPro Software Overview

Self Service Portal | Logging in & Out, Managing Credentials & Roster, Reviewing Statuses & Profile Details

This technical document is designed to provide Delegates/Agency Contacts an overview of their self-service portal and assist in utilizing specific functions for the purpose of: logging in and out of the portal, managing VPro credentials and roster, and reviewing access request statuses and profile details.

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Verified Professional Process

Verified Professionals (VPro's/DHP's) have their own self service portals and may be represented by agencies that have delegates that process access requests on their behalf.

After a request and the necessary credentials are uploaded, HealthTrust Workforce Solutions processes the credentials to confirm validity. When this process is complete, the access requests will appear in the Facility Contact's Self-Service Portal for the contact(s) to approve or reject access to specified areas of their facility.

Within the Delegate Portal, this entire process can be monitored for each VPro's Profile within a Delegate's Roster.

Please note: All VPro accounts are self-registration. They will need to create the account.

List of Credentials

Below, we've listed all of the requirements currently in our system along with their frequency and the tier that requires them. If you have any questions, please feel free to contact us directly for more information.

Core Requirements

Type of Credential	Frequency	Description	Tier Needed	Completed By
Online in your VPro Account	Annual	Annual Fee – Tier 1 -\$125 and Tier 2/3 -\$225, Payment is necessary for your file to be worked.	All Tiers	VPRO / Delegate
		Changing Classifications will require a new account. Changing Tiers from 1 to 2 will be assessed a fee of \$100		
	Once	HCA Education Packet – need to attest online	All Tiers	VPRO
	Once	Confidentiality and Security Agreement – need to attest online	All Tiers	VPRO
	Once	HealthTrust Agreement – need to attest online	All Tiers	VPRO
	Once unless expired	Government Issued Photo ID – (ex. driver's license, passport, and visa) must be valid and current. No expired ID's accepted.	All Tiers	VPRO / Delegate
	Once	Badge/Headshot Photo – Clear, frontal headshot with light background. Photo needed for Kiosk badging system.	All Tiers	VPRO / Delegate
	Once unless changes occur	Division Orientation – Need to attest online.	All Tiers	VPRO
	Annual	Mid-America Annual Safety Training – Needed when accessing MidAmerica hospitals.	All Tiers	VPRO
HCA Attestation: Are You within the Policy? HCA	Once	Many types of individuals are out of scope for the Verified Professional Credentialing. This document outlines these individuals. Review the document carefully. If you can answer yes to any, please do not continue with your application, as HealthTrust cannot proceed with your	All Tiers	VPRO

Employee or LIP/APP?		Credentialing. If you answer yes to being an HCA employee, please contact HealthTrust for next steps.		
Scope of Service	Once	Scope of Service is essentially HCA’s job description for your role. This document contains the hospitals minimum qualifications as well as any state regulated requirements. REVIEW THE QUALIFCATIONS AND EXPERIENCE SECTIONS HealthTrust Web Page - All Documents	Tier 2/3	VPRO
Licensure / Certification	Upon Expiration	Professional Licensure or Certificate Also see requirements on your Scope of Service HealthTrust Web Page - All Documents	Tier 2/3 if noted on Scope of Service	VPRO / Delegate
Role Description	Once	Online document – you need to specifically state your role when working in the HCA Healthcare hospitals. This may be different than your full day-to-day job description. This information ensures your classification is accurate.	All Tiers	VPRO
Job Description	Once	Document detailing the role and duties you will perform when entering HCA hospitals or surgery centers. This may not be exactly what your day-to-day role is when working for your company. This is critical to accurately assign an HCA role.	All Tiers	VPRO / Delegate
	Details: Document must be on company letterhead or at minimum have the company logo or company name within the document; must include position title. Locate here a template for a Job Description Healthtrust Web Page - All Documents			
Letter of Compliance / Employment Good Standing	Every 5 Years	A letter or statement, from the employer that attests to your training and competencies on the services and/or products being provided. Must list products being brought in to the hospital or surgery center (product lines are fine to note). Must also confirm your work expectations are being met and in good standing with your employer.	All Tiers	VPRO / Delegate
	Details: <i>The letter should confirm your start date. Letter must be on company’s letter head, signed and dated within the last year by your Supervisor/Manager.</i>			
Background Check Result	Once Satisfied if employment does not change	Employment History Verification (5 yrs)	All Tiers	VPRO / Delegate
	Every 5 Years	NATIONAL Criminal Search Verification (7yrs) – Cannot be older than five years. If so, this portion of the background must be updated. <i>Criminal search may need to have multiple searches performed by your background company to ensure ALL STATES AND COUNTIES are utilized in the review.</i>	All Tiers	
	Once unless change in Scope	Education – Highest level of academic education completed, e.g. high school, GED, associate, bachelor’s degree.	Tier 2/3	
<i>No attestations are accepted.</i>				
<i>Education is not required for Tier 1 and Supplier Reps / Managers.</i>				

		Tier 2 and 3 should check your Scope of Service for specific education and training to be verified.		
	Once	Social Security Number Verification performed by a third part. Do not upload your SS Card.	All Tiers	
	Every 5 years	Violent Sexual Offender – Cannot be older than five years. If so, this portion of the background must be updated.	All Tiers	
	Once	OIG/GSA List of Excluded Individuals – Cannot be older than five years. If so, this portion of the background must be updated.	All Tiers	
	Once	OFAC SDN Search – Cannot be older than five years. If so, this portion of the background must be updated.	All Tiers	
	Once	San Antonio Only must be completed within 30 days of submitting your file.		
	<p>Details:</p> <ul style="list-style-type: none"> • MAKE SURE TO LOOK OVER YOUR SCOPE OF SERVICE FOR ANY ADDITIONAL BACKGROUND VERIFICATIONS REQUIRED FOR EDUCATION AND EXPERIENCE. • ALL EDUCATION and TRAINING MUST BE VERIFIED BY A THIRD PARTY FOR U.S. AND OUTSIDE THE U.S. Transcripts and diplomas are not acceptable proof. • Make sure the document is redacted for: Social Security numbers, Credit Report Results, and/or Salary Information. • Employment Gaps - The term “gap” includes any time frame exceeding 90 days in which there is no employment verification listed on the background check report submitted. The sole purpose of this document is to supplement information that is not verified on the background check report. Click here for Gap Form 			
BLS Card	Upon Expiration	American Heart Association or Red Cross are the only acceptable credentials. Submit front & back of the physical card, signed. eCards are acceptable as long as they are submitted as a PDF, JPEG, or screenshot.	Tier 2/3	VPRO / Delegate
Completed Employment Review	Annual	Confirmation of satisfactory evaluation from employer. Provide a letter confirming your annual evaluation is satisfactory.	All Tiers	VPRO / Delegate
		<i>This does not replace the Annual Evaluation by the Facility.</i>		
Training	Once	Operating Room Protocol Training – Required when entering the OR	Tier 2/3	VPRO / Delegate
	Annual	Bloodborne Pathogens Training – Required when entering the OR	Tier 2/3	
	Every 2 Years	HIPAA Training	All Tiers	
	Annual	Code of Conduct Training	All Tiers	
	<p>Details:</p> <p><i>Certificates of training may be accepted by a qualified vendor organization. We will also accept a letter from your current employer attesting to your training and must provide the date training completed. If self-employed please provide certificate only.</i></p> <p><i>The certificate/letter must include:</i></p>			

	<ul style="list-style-type: none"> • <i>The vendor company logo</i> • <i>DHP's name</i> • <i>Name of training</i> • <i>Date completed</i> 		
<p>Drug Screen</p> <p><i>No attestations are accepted.</i></p>	Once	<p>Drug Screen – This is not a panel, but seven specific drugs listed below.</p>	All Tiers
	Once	<p>San Antonio Only must be completed within 30 days of submitting your file. This may require a new test.</p>	
	<p><u>Details:</u> <i>Satisfactory Drug Screen result for the following meet HCA's minimum requirements. Panels are not required. Your credential must list out the drugs below. This test may be performed via urine, blood or saliva (must be via a chain of custody). Substances screened must include: amphetamines, barbiturates, benzodiazepines, opiates, marijuana, methadone and cocaine.</i></p> <ul style="list-style-type: none"> • <i>Documents must have the Social Security Numbers redacted</i> • <i>Diluted drug screening – Urine specific gravity should be in the range of 1.003 – 1.030. Any screening outside these ranges will have to be repeated.</i> • <u>Not Acceptable:</u> <ul style="list-style-type: none"> ○ <i>Rapid/POCT test (same day test) is NOT acceptable. This is because results are preliminary and require confirmation testing of the analytes by a method that has greater sensitivity. Home tests and hair screenings are NOT acceptable.</i> 		

Type of Credential	Frequency	Description		Completed By
Skills Checklist	Annual	<p>Yearly Evaluation completed by the employer that shows proof of current assessment for you and your competencies and skills to perform your job. The skills checklist can list soft skills along with daily tasks and procedures.</p> <p>It is also used to communicate additional requirements on the Scope such as cases completed annually or on the job training, if permitted.</p>	<p>Tier 2/3</p> <p><i>Except Supplier Reps / Mgrs</i></p>	VPRO / Delegate
	<p>Details:</p> <p>If your company does not have a standardized skills checklist to use for experienced and/or newly hired DHPs, see our template found here: HealthTrust Web Page - All Documents</p> <ul style="list-style-type: none"> Experienced employees will complete Section A. Newly hired employees will complete both Sections A and B. <p>If your company has a standardized skills checklist to use for experienced and/or newly hired DHPs, that document may be submitted to satisfy the credential.</p> <ul style="list-style-type: none"> Newly hired DHPs who have not achieved/passed/completed training required for the position (not the company related training), would need to complete a checklist that contains a detailed plan for on the job training (OJT) that includes the list of missing skills that will be attained during OJT, as well as a re-evaluation date. The re-evaluation date is necessary so that HealthTrust may follow up and retrieve an up to date Skills Checklist. This will then confirm the competency of the DHP. If the documentation does not include this piece, then the company needs to complete Section B (page 3) of the HealthTrust Skills Checklist document and submit with their company documentation. 			
Certificate of Insurance Attestation	Once unless changing employer	This is an online attestation required for Distributor/1099 Reps to attest having all the product insurance for the various products they represent.	Tier 2 Supplier Reps	VPRO / Delegate
Certificate of Insurance	Annual	This insurance resides on the company level requirement in most cases. If listed as part of the requirements in the credentialing account, upload the document. Certificate of Insurance Requirements	Tier 2/3	VPRO / Delegate
	<p>Details:</p> <p><i>If you use a product, product liability is required with General Liability. If you provide a service, Professional Liability is required. See above link to check your state requirements</i></p>			

Health Requirements for All Tiers

Type of Credential	Frequ	Completed By
MMR Varicella Hep B Tdap Tier 2/3 <i>Per CDC Schedule</i>	MMR (2 shots, 28 days apart or Titer) To determine whether or not you have positive titer results review the legend below your numerical result.	VPRO / Delegate
	Varicella (2 shots, 28 days apart or Titer) To determine whether or not you have positive titer results review the legend below your numerical result; History of childhood illness is not considered proof of immunity in Texas.	VPRO / Delegate
	HEP B <ul style="list-style-type: none"> HepB – 2 dose-series: 2-dose HepB vaccine series only applies when both doses consist of HepB-CpG, administered at least 4 weeks apart. 3-does series: (3 shots – 0 month, 1 month after and 4 or 6 months after or Positive Titer) 	VPRO / Delegate
	This vaccination can be declined and must use the HealthTrust form Tdap (Proof of vaccine for Diphtheria, Tetanus & Acellular Pertussis) Vaccination must be within the last 10 years (titers are not acceptable). Declination can be used, if applicable. Boosters are required after the initial Tdap and every 10 years. <i>Tdap cannot be declined if requesting access to Maternity & Nursery areas in the hospital or if you are a Security Guard.</i>	VPRO / Delegate

Type of Credential	Description	Completed By
TB/PPD All Tiers	<p>TB Risk Assessment – is required to be completed by everyone annually. Follow directions on the online form according to your TB status. (Annual requirement)</p>	VPRO
	<p>TB Evidence</p> <ul style="list-style-type: none"> Negative TB Skin Test, Negative TB Blood Test or Quantiferon. Document must show Negative TB results, date administered, and date read. Needed <u>once</u> in all Divisions except CA and TX where it is required annually TB Questionnaire will be required annually for all VPros <p>If positive result is submitted, you will be required to submit your:</p> <ul style="list-style-type: none"> Proof of positive history and TB Questionnaire Chest X-Ray (if you have proof of INH, please supply with your chest x-ray) <ul style="list-style-type: none"> You must submit the proof from the original TB, Tspot or Quantiferon test before a chest x-ray will be accepted. Provide proof of last chest x-ray report indicating negative results for TB. 	VPRO / Delegate
	<p>Details:</p> <ul style="list-style-type: none"> San Antonio – (Required annually) The below three options can be used to fulfill the requirement: <ol style="list-style-type: none"> <u>Negative TB Skin Test or Negative TB Blood Test</u> – Must show Negative TB results, date administered, date read and health center where the test was performed. <u>Negative TSPOT & Questionnaire</u> – If you answer YES to 2 or more questions, you will need to follow the POSITIVE RESULT process below. <u>Positive TSPOT, Questionnaire, Infectious disease/Pulmonary Physician evaluation letter</u> – If the TB blood test result is positive or equivocal, you must go to an infectious disease, pulmonary physician, or to the City Chest Clinic for an evaluation. You will not be cleared to begin work until this evaluation is completed and the results submitted. 	
<p>Details FOR ALL DIVISIONS:</p> <ul style="list-style-type: none"> Vaccinations must follow the CDC Healthcare Worker vaccine schedule. If you currently have evidence of one shot and it's time for another, you must obtain the shot to keep within the vaccination schedule. Titers are also acceptable (except Tdap). You must show immunity. TB vaccinations are dictated by the HCA Division and will be noted in your credential account as such. To document immunity, you must provide proof of immunizations, an actual lab report documenting proof of immunizations, or the blood draw from a titer test. History of disease is not considered adequate presumptive evidence of immunity for Healthcare Professionals in Texas only. Equivocal result is considered NOT immune. <p>Documents must show the date immunizations were given. Dates must be clearly documented from a medical professional showing full name, as well as name of clinical establishment/address/phone.</p>		

Type of Credential	Frequency	Description	Completed By
<p><u>MASK FIT - SAN ANTONIO - FOR ALL VPROS</u></p> <p>Details: N95 1870+ Mask Fit test is mandated for working in Methodist Hospitals.</p>			

YOU MUST BRING YOUR OWN MASK (N95 1870+) TO BE FITTED. THEY ARE NOT PROVIDED. You may obtain a mask by visiting Methodist HR Dept., 8109 Fredericksburg Rd., San Antonio TX then go to any Concentra to have the fitting.

*For Methodist, each DHP must perform an annual Mask Fit Test N95. Proof is **required for the pass or fail result**. Testing can be provided by a Concentra location in San Antonio.*

If the Fit Test indicates a non-passing result, you will need to supply with your fail document, the following: [Click here to obtain the Declaration N95 Unable to be Fit Tested](#)

Mask Fit Test Tier 2/3	Annual	N-95 (Aurora 1870+) Respiratory Mask Fit testing	VPRO / Delegate
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Type of Credential	Frequency	Description	Completed By
<p>MASK FIT - GULF COAST, CENTRAL WEST TX, AND NORTH TX – FOR DIALYSIS NURSES FOR THE LISTED DIVISIONS. YOU MUST BRING YOUR OWN MASK TO BE FITTED. THEY ARE NOT PROVIDED</p> <p><i>If the Fit Test indicates a non-passing result, you will need to supply with your fail document.</i></p>			
GULF COAST Tier 2/3	Annual	3M 1860 small or regular	VPRO / Delegate
CENTRAL WEST TX Tier 2/3	Annual	Kimberly Clark N-95/Halyard	VPRO / Delegate
NORTH TX Tier 2/3	Annual	<p>Alliance</p> <ul style="list-style-type: none"> • Progear N95 mask in Small and Regular <p>Arlington</p> <ul style="list-style-type: none"> • Progear N95 mask in Small and Regular <p>Dallas</p> <ul style="list-style-type: none"> • Progear N95 mask in Small and Regular <p>Denton</p> <ul style="list-style-type: none"> • TBD <p>Fort Worth</p> <ul style="list-style-type: none"> • Halyard N-95: Small and Regular <p>Frisco</p> <ul style="list-style-type: none"> • Halyard N-95: Small and Regular <p>Green Oaks</p> <ul style="list-style-type: none"> • Progear in sizes Small and Regular <p>Las Colinas</p> <ul style="list-style-type: none"> • Progear in sizes Small and Regular <p>Lewisville</p> <ul style="list-style-type: none"> • Halyard N-95: Small and Regular • Progear in sizes Small and Regular • 3M 1860 & 1860S 	VPRO / Delegate

State / City Requirements (where applicable)

Type of Credential	Frequency	Description	Tier Needed	Completed By
CO: CAPS <i>(Colorado Adult Protective Services)</i>	Once	<p>Pertains to anyone hired by his or her employer after 1/1/19. If this does not pertain to you, upload a document stating as such.</p> <p>Per new Colorado State requirements, individuals who will be providing direct care to at-risk adults including DHPs, are now required to submit results from a CAPS search.</p> <p>DHPs will be required to request the results from their employer and upload in eDHP to satisfy this credential requirement. For more information, your employer can visit https://www.colorado.gov/pacific/ccu#statrule</p> <p>Classifications that will not need one this requirement. Others may apply based on providing direct patient care or <u>proximity</u> of care. When this does not apply, upload a document stating not applicable due to role in the hospital. Each of these documents will be evaluated.</p> <ul style="list-style-type: none"> • Tier 1 • Supplier Rep • Guards • Community Liaison • Scribes • Newborn Hearing Screeners • Birth Doula • Sexual Assault Nurse • Medical Videographer • Lithotripsy • Pharmacist • Pharmacy Tech • Medical Transcriptionist • Death Doula • Lab Assistant <p>Most organizations are not able to establish an account with Colorado to perform this requirement. If you cannot locate a vendor to perform this, contact HealthTrust to get information on how to get the Evolution Consulting contact and form to complete.</p>		VPRO / Delegate
MO: State Requirements	Once	Missouri Highway Patrol.	Tier 2/3	VPRO / Delegate
	Every 90 Days	Missouri Employee Disqualification list (MOEDL).		VPRO / Delegate
	<p>Details:</p> <p><i>Please note that if you are requesting access to HCA Facilities in the State of Missouri, additional searches must be included in your background:</i></p> <ul style="list-style-type: none"> • <i>If your background report include a Statewide Criminal Search for Missouri the MISSOURI HIGHWAY PATROL CHECK is included in those searches.</i> • <i>The (MOEDL) MISSOURI EMPLOYEE DISQUALIFICATION LIST must be completed every 3 months. You may use the form attached and send to the fax number or address below to complete the search. Once you have the results, upload them to your eDHP account.</i> <p><i>You can perform the MO State Hwy Patrol Check yourself by visiting the website: https://www.machs.mshp.dps.mo.gov/MocchWebInterface/home.html. You will need to create an account and pay the fee, print the report and upload to your acct. The report is available almost immediately. The</i></p>			

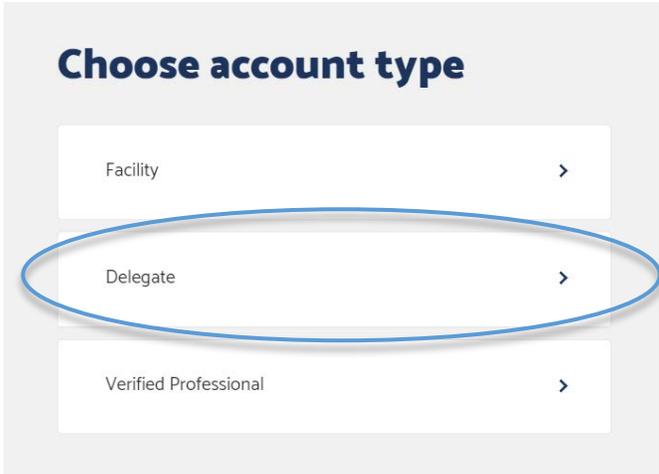
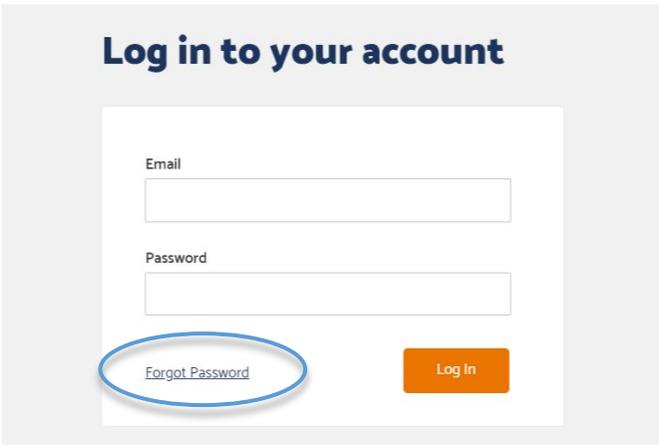
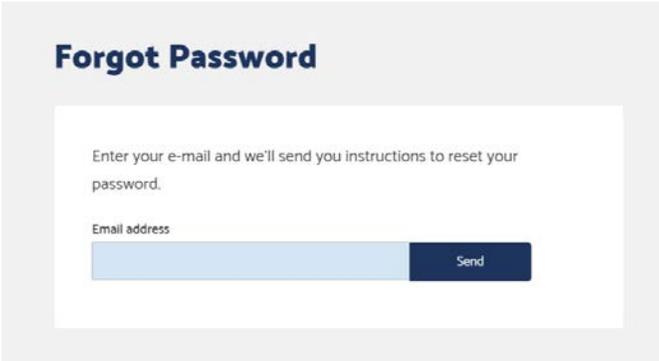
	<p><i>document, when printed has a seal in the upper left corner, will include the findings of the search and has a Watermark on the background.</i></p> <p><i>You may contact the Missouri Department of Health and Senior Services directly for them to perform the checks for you. You must provide a physical report for both. Their contact information is:</i></p> <p><i>Missouri State Highway Patrol Criminal Justice Information Services Division P.O. Box 9500, Jefferson City, MO 65102 Fax: 573-522-8463</i></p> <p><i>You will need to register with the Family Care Safety Registry http://health.mo.gov/safety/fcsr/</i></p>			
MS: State Requirement	Once	Garden Park Fingerprints	Tier 2/3	VPRO / Delegate
	<p><u>Details:</u> <i>You will be required to have fingerprints done for a criminal history record search. The clearance letter must be dated within the last 2 years and it can be obtained from any Mississippi Healthcare Facility. Please see attached Fingerprinting information.</i></p>			
AK: State Requirements	Once	<p>Alaska Background – This is required for a Proximity Badge. <i>Alaska Regional Medical Center & Surgery Center of Anchorage</i></p>		VPRO / Delegate
	<p><u>Details:</u> <i>Any questions in regards to the Alaska Background Check, you may contact Alaska Regional at 907.264.1777 or call the State of Alaska directly at 907.334.4475</i></p>			

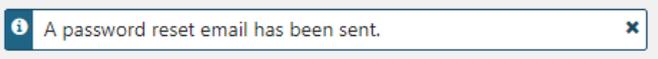
When Credentialing has been completed, the hospital will need to approve your file. Only then are you able to enter the facility to work.

You must login to the Kiosk each working day, regardless of the number of hours you work or your role. When logging in at the Kiosk, a validation code will be sent to your phone to use to complete the login process.

First Time User Set-Up

If you have not yet set-up an account, or wish to create one, please contact HWS at **954-514-1440** for assistance on setting up your Delegate Contact account. Once you receive confirmation of having your account set-up, please proceed with the below steps on logging in:

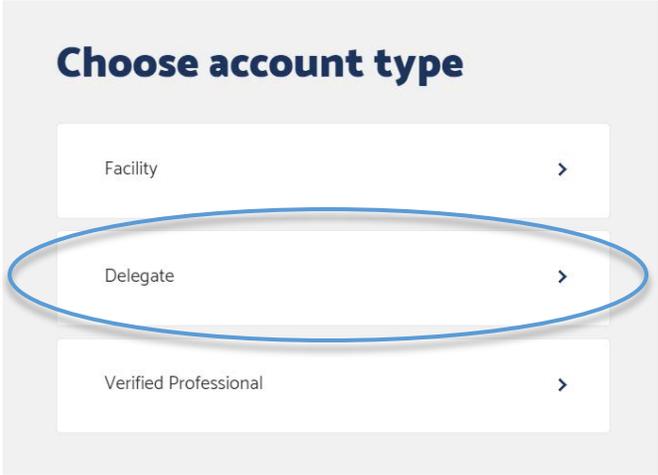
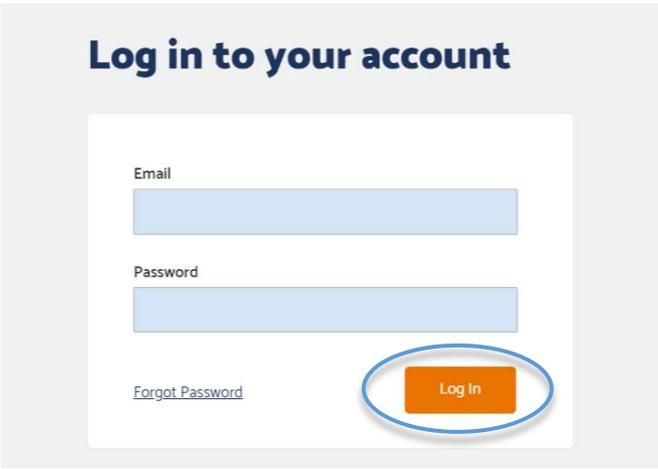
<p>1.</p>	<p>Go to the website link https://www.hwsverified.com/ and select <i>Delegate</i>.</p>	 <p>The screenshot shows a 'Choose account type' page with three options: Facility, Delegate, and Verified Professional. The 'Delegate' option is circled in blue.</p>
<p>2.</p>	<p>Select <i>Forgot Password</i>. <i>Note: This will establish your new password.</i></p>	 <p>The screenshot shows a 'Log in to your account' page with fields for Email and Password, and buttons for 'Forgot Password' and 'Log In'. The 'Forgot Password' link is circled in blue.</p>
<p>3.</p>	<p>Type in your email address and select <i>Send</i>.</p>	 <p>The screenshot shows a 'Forgot Password' page with the instruction 'Enter your e-mail and we'll send you instructions to reset your password.' and a 'Send' button.</p>

4.	A message will pop-up confirming it has been sent.	
5.	Once you receive the email, select the link provided.	
6.	<p>You will be prompted to reset your password.</p> <p><i>Note: Passwords are confidential and unique to you. For the protection of yourself and the company, please do not share your password.</i></p>	
7.	<p>The site should automatically log you in. If it does not, or it opens the site in a different browser, go to the link in Step 1 and login using your new password.</p> <p><i>Note: For the best experience, ensure you are using Google Chrome.</i> </p>	

VPro Tip:
Trying to return to a previous screen in your portal? Click the back button in your browser!

Logging in and out of the Portal

Once you establish your password for initial login, you will be able to login regularly moving forward using the password created.

<p>1.</p>	<p>Go to the website link https://www.hwsverified.com/ and select <i>Delegate</i>.</p>	 <p>Choose account type</p> <p>Facility ></p> <p>Delegate ></p> <p>Verified Professional ></p>
<p>2.</p>	<p>Type in your email address and the password established and select <i>Log In</i>.</p>	 <p>Log in to your account</p> <p>Email [Input Field]</p> <p>Password [Input Field]</p> <p>Forgot Password</p> <p>Log In</p>
<p>3.</p>	<p>To Log Out of the portal, click the <i>Log Out</i> button on the far top right corner of your Home page.</p>	 <p>Your Name Delegate</p> <p>Log Out</p>

Understanding your Portal

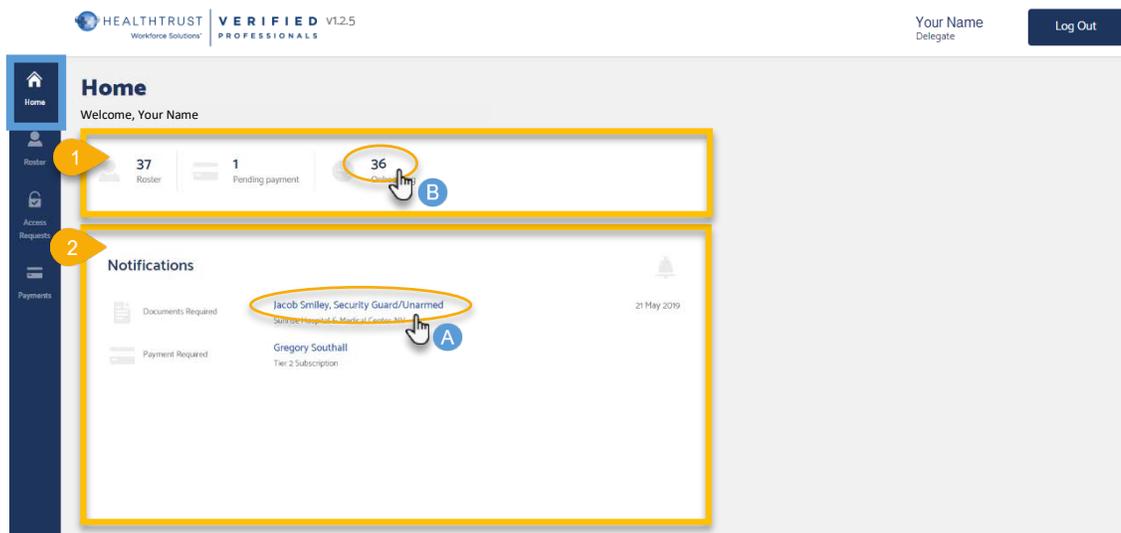
The portal will consist of 4 tabs:

- Home
- Roster
- Access Requests
- Payments

Below, we will explain the actions you can take on each individual tab and what they represent.

Home Tab

This is your landing page. Every time you log in, the portal will open to this section. The Home Tab will provide a general overview of your account, where daily activity and Notifications can be monitored/reviewed.



Section Descriptions

- 1 **Status Bar** – Displays the count/quantity of files within each status.
- 2 **Notifications** – List of current VPro's names, along with the name of the Facility to which access is requested and date.

Actionable Items

- A Select the **VPro's name** under the Notification's section, and you will be redirected to their account.
- B Select the **Number** in Status Bar link to review full list of VPro's under this number.

Roster Tab

The Roster can be used to track daily access activity and progress of the VPro's assigned to you, as well as Unassign workers from your Roster and act as a proxy when needed.

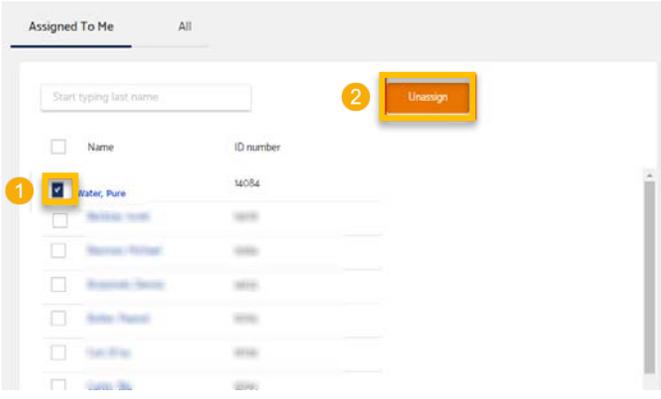
Note: You can review a VPro's profile including the Facility Access status information from any of the subpages within this roster by clicking the professional's name hyperlink.

Section Descriptions

- 2 The Roster tab will default to the *Assigned to Me* subpage which displays a list of VPro's assigned to you as the Delegate. The VPro selected you during their initial account set as the person who will manage their access.
- 2 *All* displays a full list of the VPro's currently under your agency.

Unassign a VPro from your Roster

Note: This action is done from the *Assigned to Me* tab.

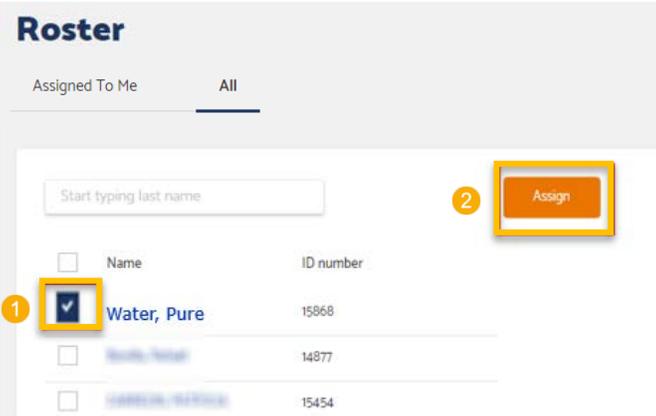
1.	Click the checkbox next to the Verified Professional's name(s)	
2.	When selected, click the <i>Unassign</i> button.	
3.	The <i>Assigned to Me</i> sub-page will refresh reflecting the changes made.	

Assign a VPro to your Roster

Note:

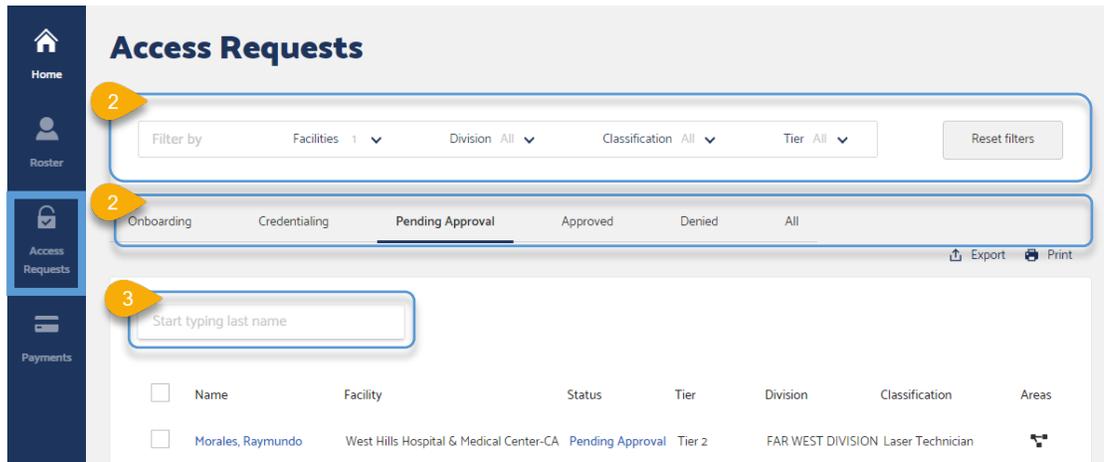
This action is done from the *All* tab.

Delegates cannot assign VPro profiles out to other Delegates. A user can ONLY self-assign VPro profiles from the unassigned list to herself/himself.

1.	Click the checkbox next to the VPro's name.	
2.	When finished, click the <i>Assign</i> button. The selected VPro's will assign to your roster.	
3.	The <i>All</i> sub-page refreshes, removing the selected VPro from this section. The Professional will now be assigned to you and will appear on your <i>Assign To Me</i> roster.	

Access Requests Tab

Allows users to review detailed information for VPro’s within each status phase of the process. Utilize the steps below to review VPro’s statuses and profile details.

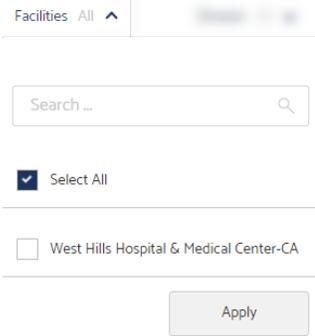


Section Descriptions

1 **Filters** – Ability for multiple searches. Provides functionality to filter/set search criteria by:

- Facility
- Division
- Classification
- Tier

To set Search Criteria:

1.	Click the desired filter dropdown arrow.	
2.	A list of menu options will open.	
3.	From the dropdown list, select desired criteria and select Apply .	

4.	Click the Reset Filters button to search using the filters chosen.	
----	--	--

2 Status Search – These sub-sections will provide a full list of all the VPro’s under each status. The underlined tab represents the current status selected for review. This will default to the [Pending Approval](#) section. The available status’ are:

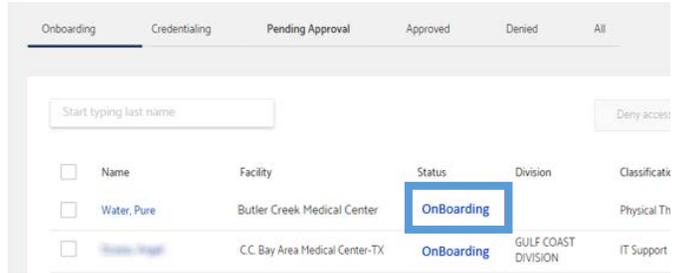


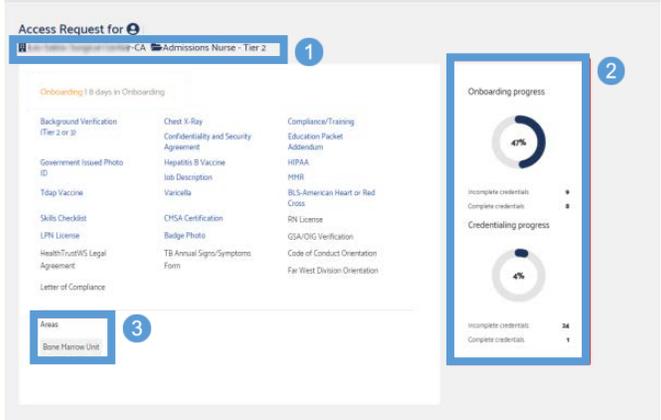
Understanding a Credential Request Status

- 1 **Onboarding** – Two possible scenarios:
 - A. VPro recently created their profile and has not yet uploaded all required documentation.
 - B. Documents have been rejected by credentialing specialist and are now pending VPro/Delegate’s action.
- 2 **Credentialing** – Documents needed have been uploaded and are pending review by Credentialing Specialist.
 - You will be able to see how long the person has been under this status by viewing the [Status Wheel](#).
- 3 **Pending Approval** (Default Sub-Section) – VPro has completed credentialing and is pending facility review and approval/denial.
- 4 **Approved** – VPro has been approved for access to this facility.
- 5 **Denied** – VPro has been denied for access to this facility.

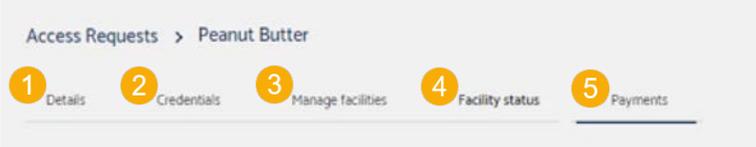
3 Last Name Search – To search for a specific VPro under specific sub-section selected.

Review a VPro’s Status Page

1.	Click the status link next to the VPro you wish to view.	
2.	The VPro’s status page will open displaying details related to the status.	

<p>3.</p> <ol style="list-style-type: none"> 1 Displays VPro's name, the facility and the classification and tier information. 2 Displays the areas the VPro is requesting to access. 3 Displays the progress percentages for Onboarding and Credentialing 	
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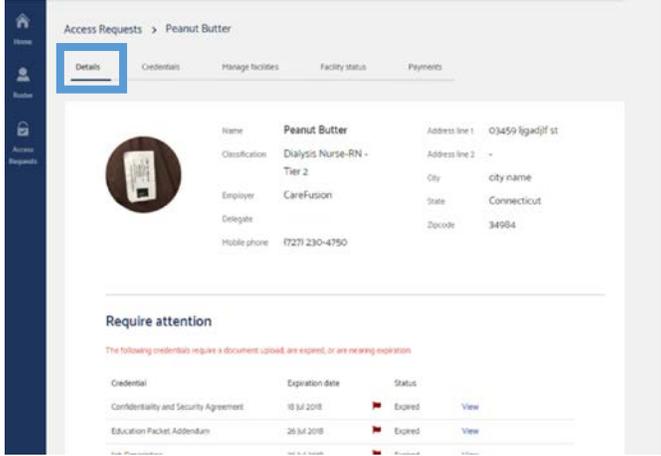
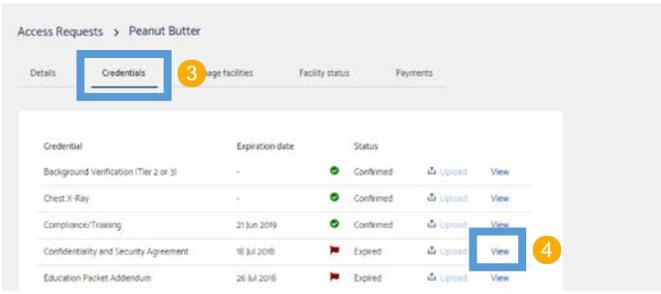
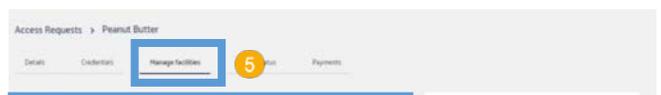
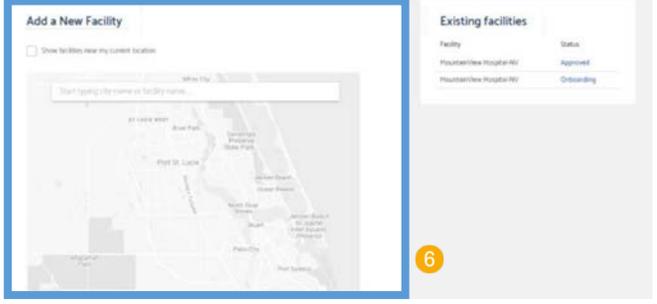
Reviewing & Managing a VPro's Profile

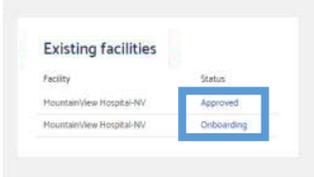
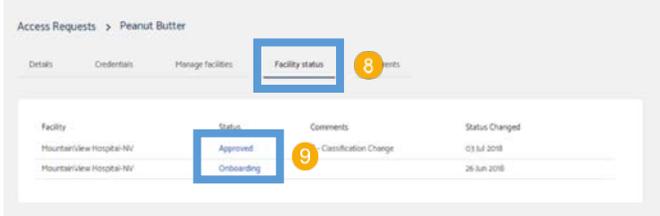
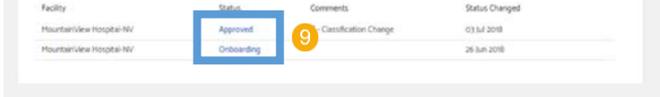
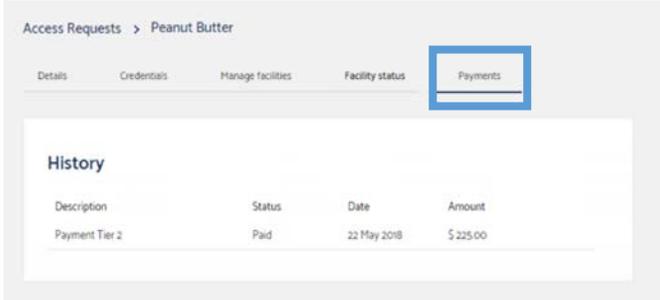


A VPro's profile will consist of 5 sections that each display a subset of the VPro's information.

- 1 **Details:** Will show you a general overview of the VPro's file.
- 2 **Credentials:** Will show you a full list of the credentials required for the VPro and their status.
 - To view the uploaded document, in the requirement row click the View link.
- 3 **Manage Facilities:** Allows you to add new facility access requests, view the status of existing facility access requests.
 - To add: Type in the search bar **or** select the Show facilities near my current location checkbox.
 - Select status link under **Existing Facilities** to view VPro's status page and Status Wheel.
- 4 **Facility Status:** Facilities where access has been requested. Select status to view VPro's status page.
- 5 **Payments:** Information related to the Professional's payment transactions.

<p>1.</p> <p>To review the VPro's profile, from within the Status sub-sections, click the VPro's Name.</p>	
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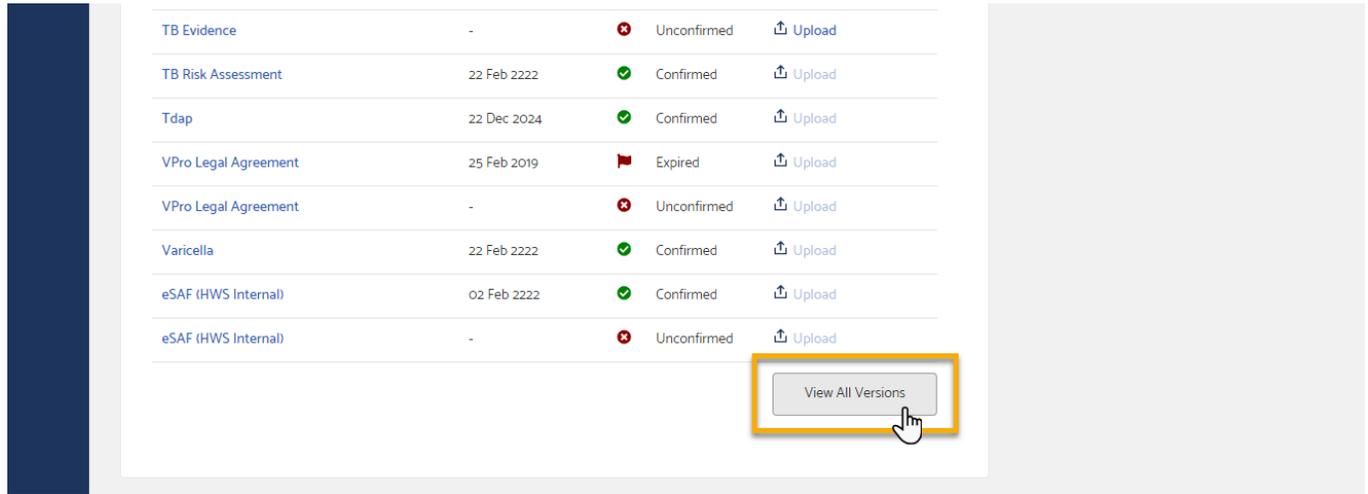
<p>2. The Access Requests page for the VPro will default to the <i>Details</i> tab.</p> <p>Within the Details tab:</p> <ul style="list-style-type: none"> • The top section displays the VPro’s detailed information. • The bottom section displays a listing of requirements that still need VPro/delegate attention. 	
<p>3. Within the <i>Credentials</i> tab:</p> <ul style="list-style-type: none"> • Displays a list of requirements in various statuses. 	
<p>4. Click the <i>View</i> link in the requirement row to view the uploaded document.</p>	
<p>5. Provides functionality to add a new facility access request and view the status of existing requests.</p>	
<p>6. Request access to new facilities by selecting the <i>Show facilities near my current location</i> checkbox OR start typing city name or facility in the text field, then select the desired facility.</p>	

<p>7. To view access status to existing facilities, from the Existing Facilities section click available link.</p> <p><i>Note: This will take you to the Status page for the VPro.</i></p>									
<p>8. Displays the names of facilities where access has been requested and related access information with links to the status for each.</p>									
<p>9. To view the status details, click the status link. This will take you to the Status page for the VPro.</p>									
<p>10. Displays information related to the VPro's payment transactions.</p>	 <table border="1" data-bbox="699 1115 1308 1268"> <thead> <tr> <th>Description</th> <th>Status</th> <th>Date</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Payment Tier 2</td> <td>Paid</td> <td>22 May 2018</td> <td>\$ 225.00</td> </tr> </tbody> </table>	Description	Status	Date	Amount	Payment Tier 2	Paid	22 May 2018	\$ 225.00
Description	Status	Date	Amount						
Payment Tier 2	Paid	22 May 2018	\$ 225.00						

VPro Credentials Break-down

You will have two views: *Collapse Previous Versions* and *View all Versions*.

To change the view, click the button at the bottom right of the credential's section of the VPro's profile (below).



As documents are uploaded and requirements expire, VPro is configured to create a new "line" for every requirement. For this reason, it may look as a duplicated requirement; however, below, we listed scenarios of how the requirements are broken out and why you may see duplicates.

1.	1 Expired ¹ 1 Expiring Soon 1 Pending Upload ¹ Updated prior year.	<i>Collapsed:</i>		
		Far West - Scope of Service	28 Mar 2019	Expires soon
		Far West - Scope of Service	-	Unconfirmed
		<i>All Versions:</i>		
		Far West - Scope of Service	06 Mar 2018	Expired
		Far West - Scope of Service	28 Mar 2019	Expires soon
		Far West - Scope of Service	-	Unconfirmed

2.	<p>1 Expired ¹ 1 Expiring Soon 1 Rejected</p> <p>¹ Updated prior year.</p>	<p><i>Collapsed:</i></p> <table border="1"> <tbody> <tr> <td>Far West - Scope of Service</td> <td>28 Mar 2019</td> <td></td> <td>Expires soon</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>-</td> <td></td> <td>Rejected</td> </tr> </tbody> </table> <p><i>All Versions:</i></p> <table border="1"> <tbody> <tr> <td>Far West - Scope of Service</td> <td>06 Mar 2018</td> <td></td> <td>Expired</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>28 Mar 2019</td> <td></td> <td>Expires soon</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>-</td> <td></td> <td>Rejected</td> </tr> </tbody> </table>	Far West - Scope of Service	28 Mar 2019		Expires soon	Far West - Scope of Service	-		Rejected	Far West - Scope of Service	06 Mar 2018		Expired	Far West - Scope of Service	28 Mar 2019		Expires soon	Far West - Scope of Service	-		Rejected				
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3.	<p>1 Expired ¹ 1 Expiring Soon 1 Ready for Review ²</p> <p>¹ Updated prior year. ² Document has been uploaded by VPro / Delegate, not yet reviewed by HWS.</p>	<p><i>Collapsed:</i></p> <table border="1"> <tbody> <tr> <td>Far West - Scope of Service</td> <td>28 Mar 2019</td> <td></td> <td>Expires soon</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>-</td> <td></td> <td>Ready for Review</td> </tr> </tbody> </table> <p><i>All Versions:</i></p> <table border="1"> <tbody> <tr> <td>Far West - Scope of Service</td> <td>06 Mar 2018</td> <td></td> <td>Expired</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>28 Mar 2019</td> <td></td> <td>Expires soon</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>-</td> <td></td> <td>Ready for Review</td> </tr> </tbody> </table>	Far West - Scope of Service	28 Mar 2019		Expires soon	Far West - Scope of Service	-		Ready for Review	Far West - Scope of Service	06 Mar 2018		Expired	Far West - Scope of Service	28 Mar 2019		Expires soon	Far West - Scope of Service	-		Ready for Review				
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4.	<p>2 Expired ¹ 1 Confirmed</p> <p>¹ Previous annual expirations.</p>	<p><i>Collapsed:</i></p> <table border="1"> <tbody> <tr> <td>Drug Screen</td> <td>-</td> <td></td> <td>Ready for Review</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>14 Mar 2020</td> <td></td> <td>Confirmed</td> </tr> <tr> <td>Far West Division Orientation</td> <td>-</td> <td></td> <td>Confirmed</td> </tr> </tbody> </table> <p><i>All Versions:</i></p> <table border="1"> <tbody> <tr> <td>Far West - Scope of Service</td> <td>06 Mar 2018</td> <td></td> <td>Expired</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>13 Mar 2019</td> <td></td> <td>Expired</td> </tr> <tr> <td>Far West - Scope of Service</td> <td>14 Mar 2020</td> <td></td> <td>Confirmed</td> </tr> </tbody> </table>	Drug Screen	-		Ready for Review	Far West - Scope of Service	14 Mar 2020		Confirmed	Far West Division Orientation	-		Confirmed	Far West - Scope of Service	06 Mar 2018		Expired	Far West - Scope of Service	13 Mar 2019		Expired	Far West - Scope of Service	14 Mar 2020		Confirmed
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Far West - Scope of Service	14 Mar 2020		Confirmed																							

In the scenario that you find a VPro with multiple **Unconfirmed** requirements (example below), please reach out to HWS at 954-514-1440 for review. These duplicates will not collapse.

Note:

Skills Checklist	03 Jan 2019		Expired	Upload
Skills Checklist	-		Unconfirmed	Upload
Skills Checklist	-		Unconfirmed	Upload

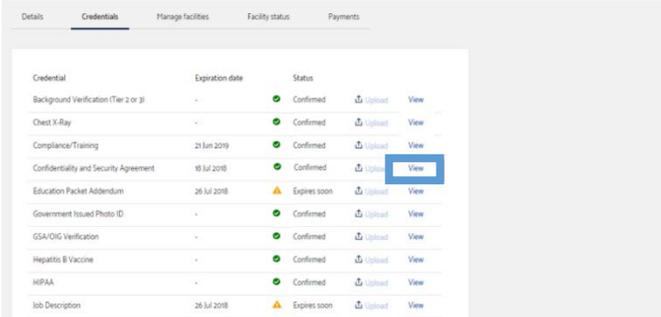
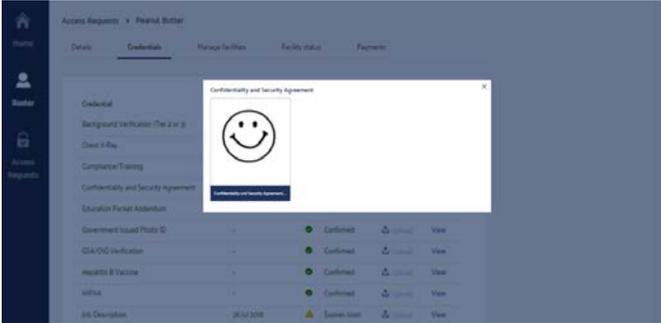
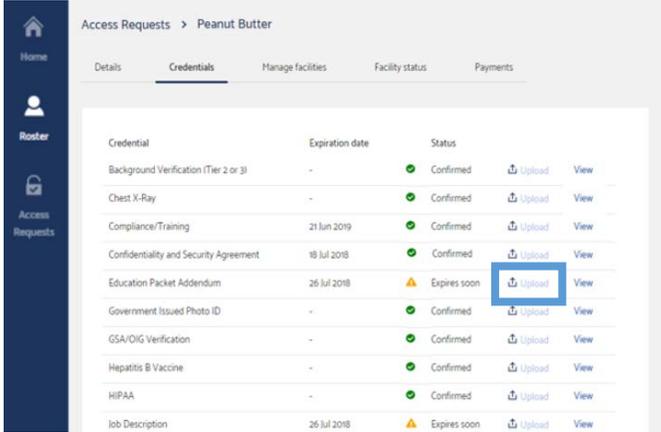
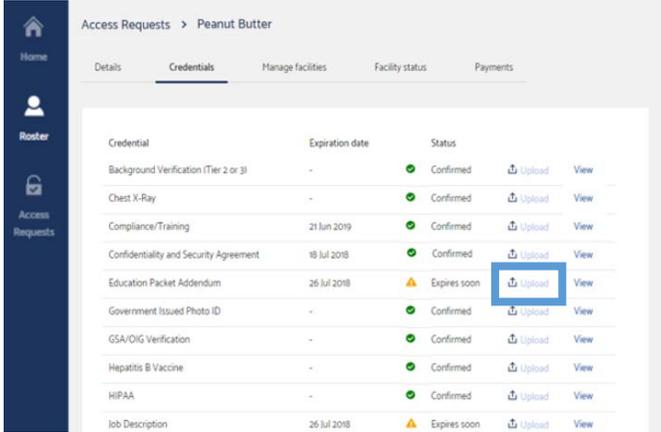
Understanding a VPro’s Credential Status

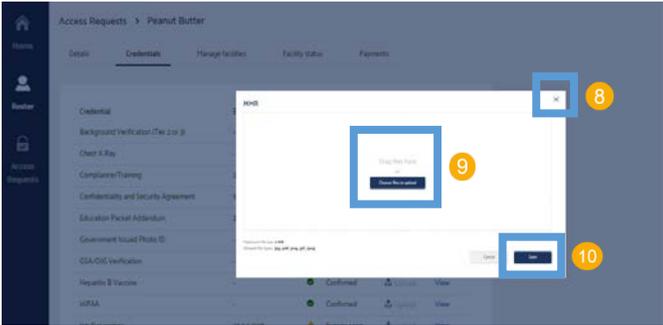
Types of Credential Status:

- Ready for Review — Document uploaded, pending review
- Confirmed — Credential in good standing
- Unconfirmed — No document has been uploaded
- Expired — Credential expired
- Expires soon — Will be expiring within the next 90 days
- Rejected — Document did not meet standard, needs to be re-uploaded

Managing a VPro’s Credentials

1.	Select the VPro’s name.	
2.	The VPro’s profile will open. Select the Credentials Tab.	

<p>3.</p>	<p>To view a credential, select the View link in the requirement row.</p>	
<p>4.</p>	<p>The document will open in a separate popup window.</p>	
<p>5.</p>	<p>After reviewing the document, to close the popup, click the X icon in the top right corner.</p>	
<p>6.</p>	<p>To upload credentials on behalf of the VPro, click the Upload link.</p>	

7.	The document will open in a separate popup window.	
8.	After reviewing the document, click the X icon in the top right corner to close window.	
9.	Begin attaching documents by dragging the file to designated area or choosing a file to be uploaded.	
10.	When finished, click the Save button.	

Payments Tab

You will be able to view all payment-related items for VPro's in your roster.

The screenshot shows a 'Payments' tab interface. At the top left is the title 'Payments'. Below it are four numbered categories, each with a yellow circle containing a number and a horizontal line underneath. Category 1 is 'Pending Vendor Payment', category 2 is 'Expired Payments', category 3 is 'Expire Soon', and category 4 is 'History'.

- 1 VPro's whose payments are due.
- 2 Payment's that are past-due.
- 3 Payments expiring soon. System will calculate from 90-day expiration.
- 4 Previous payments made.

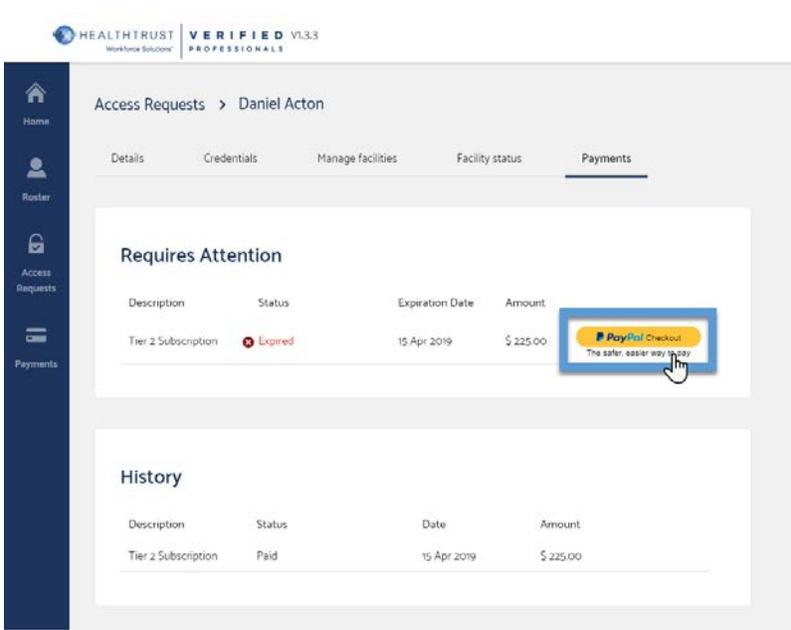
Details on making payment the following page.

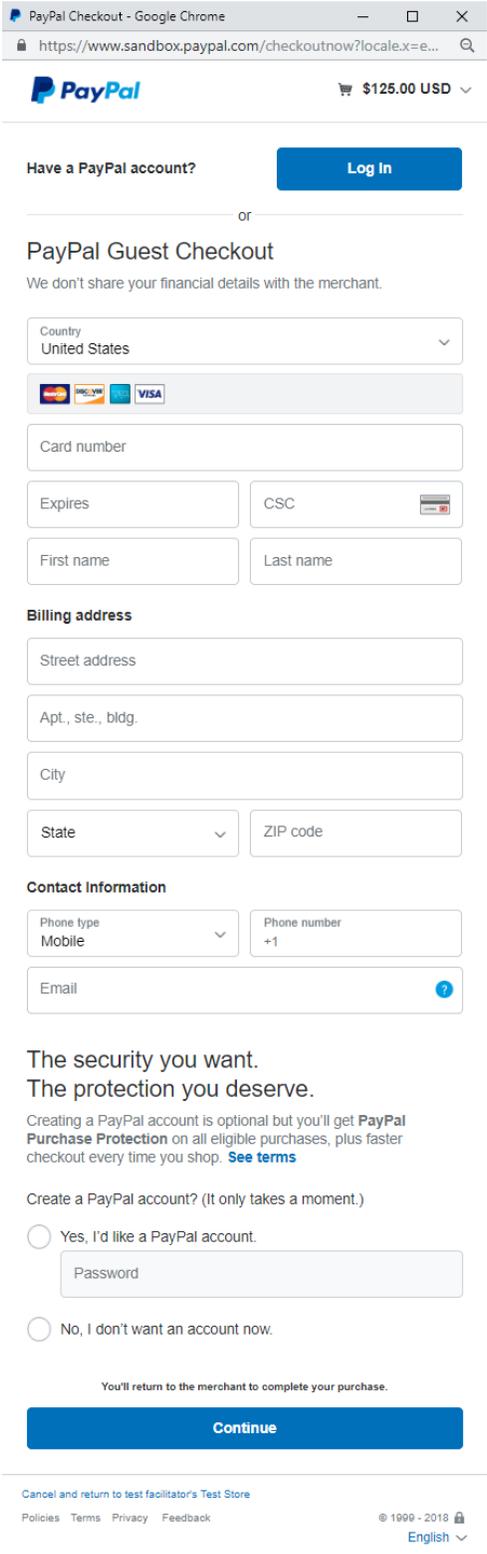
How to Renew Annual Payment Fee

There are two ways payment can be applied to a VPro’s account:

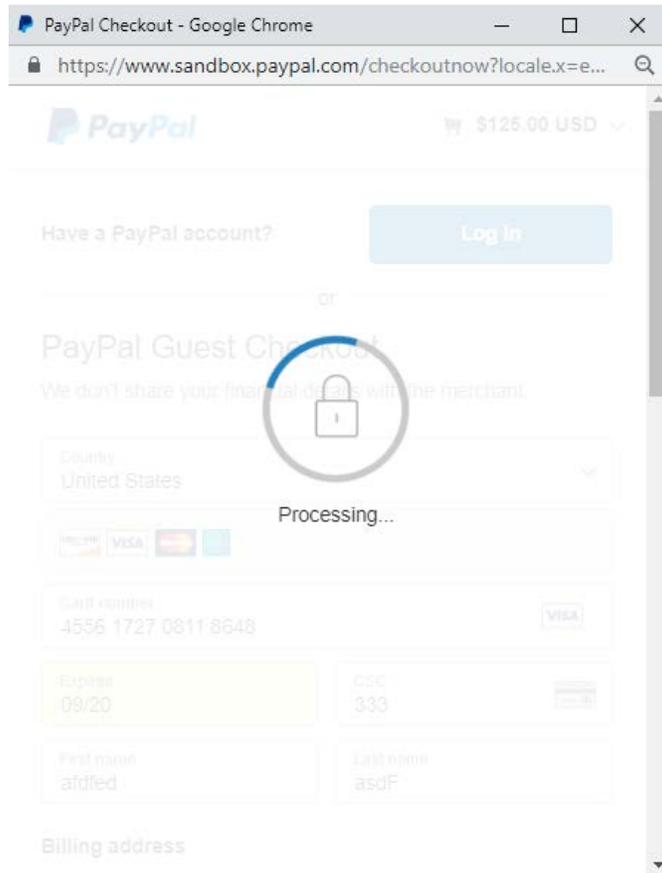
1. Through their profile (Payment Tab).
For steps on how to reach a VPro’s profile, follow instructions detailed here: [Reviewing & Managing a VPro’s Profile](#)
2. Through the Payment Tab in your account.

Making Payment through a VPro’s Profile

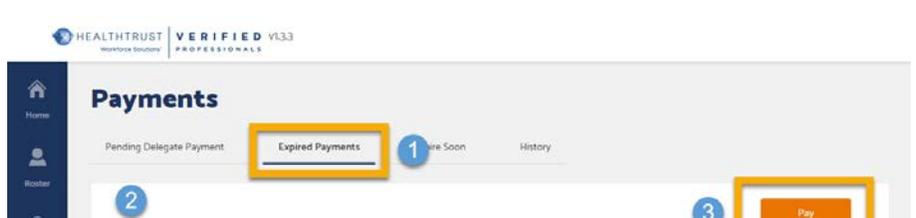
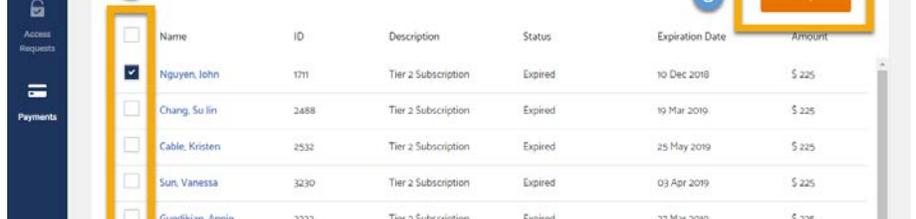
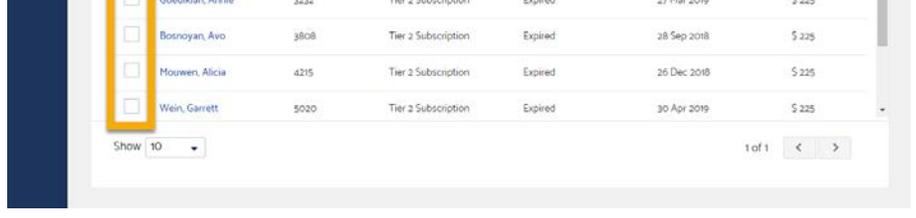
<p>1. Under the Payments section, select PayPal Checkout.</p>	
<p>2. Your screen will grey out and the PayPal link should automatically open as a new window. Select Click to Continue if it does not automatically open.</p>	

<p>3. If you wish to pay with your PayPal account, select Log In.</p> <p>Otherwise, fill out the fields with your card information to pay as a Guest.</p>	 <p>The screenshot shows the PayPal checkout interface. At the top, it says 'PayPal Checkout - Google Chrome' and the URL is 'https://www.sandbox.paypal.com/checkoutnow?locale.x=e...'. The PayPal logo is on the left, and the cart total is '\$125.00 USD'. Below this, there's a 'Have a PayPal account?' section with a 'Log In' button. An 'or' separator follows. The 'PayPal Guest Checkout' section includes a note: 'We don't share your financial details with the merchant.' The form fields include: Country (United States), Card type (MasterCard, Discover, American Express, VISA), Card number, Expires, CSC, First name, Last name, Billing address (Street address, Apt., ste., bldg., City, State, ZIP code), and Contact information (Phone type: Mobile, Phone number: +1, Email). Below the form, there's a security message: 'The security you want. The protection you deserve.' and a note about 'PayPal Purchase Protection'. At the bottom, there's a 'Create a PayPal account?' section with radio buttons for 'Yes, I'd like a PayPal account.' (selected) and 'No, I don't want an account now.'. A 'Continue' button is at the bottom. Footer text includes 'Cancel and return to test facilitator's Test Store', 'Policies Terms Privacy Feedback', '© 1999 - 2018', and 'English'.</p>
<p>4. Once all the Card, Billing and Contact information is filled out, select whether you wish to create a PayPal account or not.</p> <p>Then, select <i>Continue</i>.</p>	

5. It will show as processing.
The screen would then refresh and show you the payment confirmation.



Making Payment through Your Payments Tab

1.	Select the Expired Payments section.	
2.	Begin selecting the VPro's you wish to apply payment to.	
3.	Click Pay .	
4.	You will see a summary of your payment (total included).	
5.	Select PayPal Checkout and you will be redirected to make payment through a PayPal pop-up. See step 2 in Making Payment through a VPro's Profile for details.	