LAST REVISED: 5/30/2019

Facility VPro Software Overview

Self Service Portal | Logging in & Out, Reviewing & Processing Access Requests

*This technical document is designed to assist Facility Contacts in utilizing specific functions of their self-service portal for the purpose of: **logging in to their portal**, **reviewing VPro profiles**, and **reviewing and processing access requests**.*

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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.

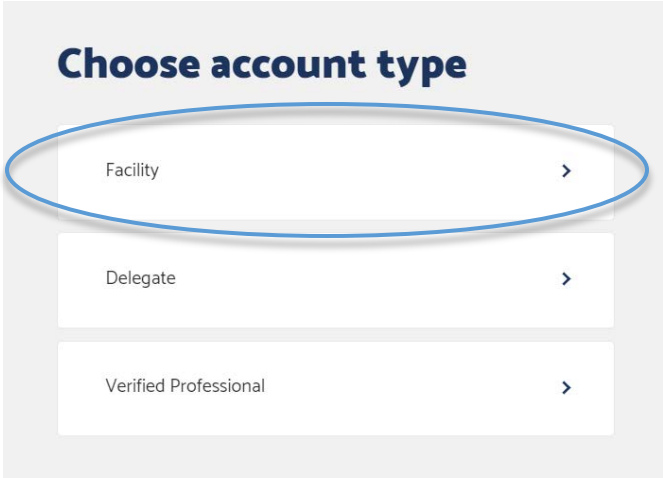
Please note: All VPro accounts are self-registration. They will need to create the account.

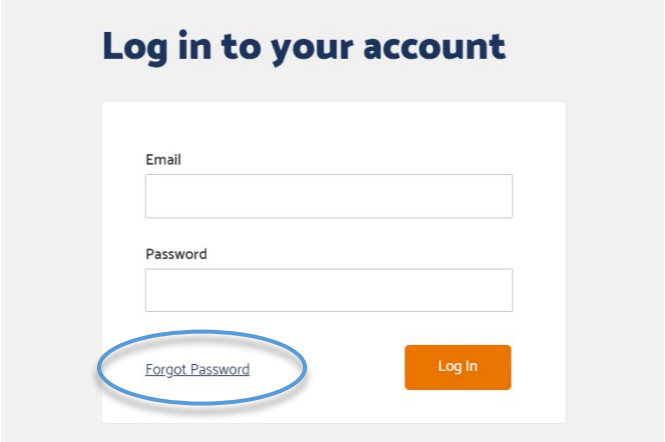
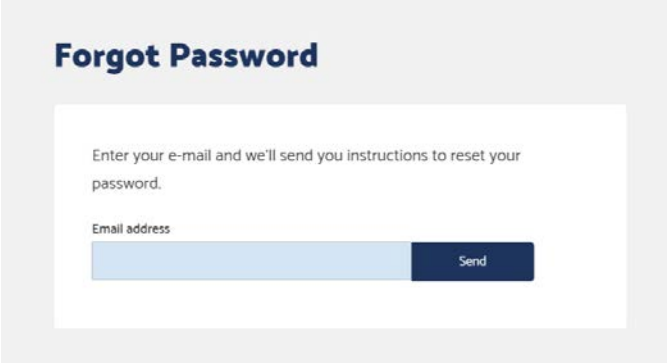
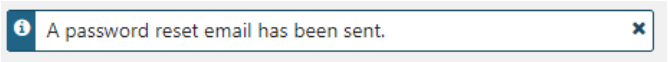
First Time User Set-Up

*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 Facility Contact account.*

Once you receive confirmation of having your account set-up, please proceed with the below steps on logging in:

Note: You will no longer be using your 3-4 ID to log in. Please log in using the email address provided.

1.	Go to the website link **https://www.hwsverified.com/** and select ***Facility***.	

2.	Select ***Forgot Password***. *Note: This will establish your new password.*	
3.	Type in your HCA email address and select ***Send***.	
4.	A message will pop-up confirming it has been sent.	
5.	Once you receive the email, select the link provided.	
6.	You will be prompted to reset your password. *Note: Passwords are confidential and unique to you. For the protection of yourself and the company, please do not share your password.*	
7.	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. *Note: For the best experience, ensure you are using Google Chrome.*	

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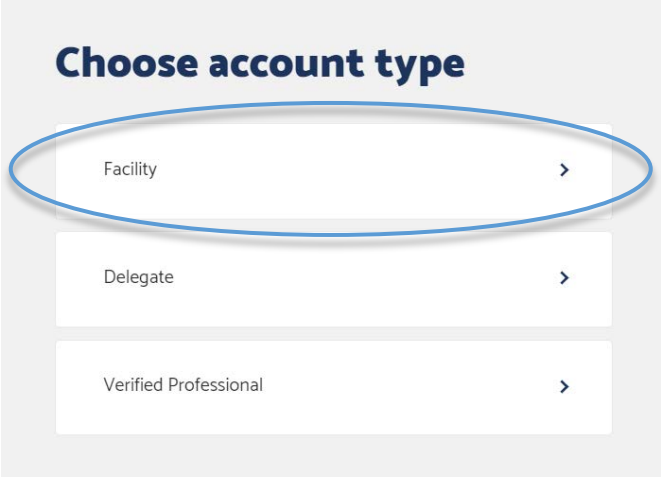
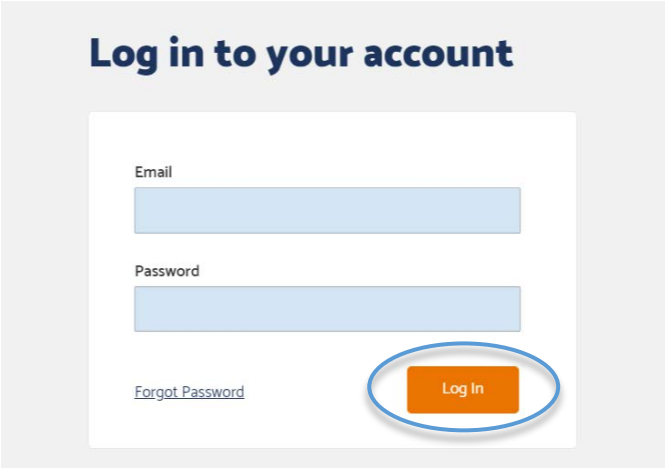
Logging in and out of the Portal

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

1.	Go to the website link **https://www.hwsverified.com/** and select ***Facility***.	
2.	Type in your HCA email address and the password established and select ***Log In***.	
3.	To Log Out of the portal, click the ***Log Out*** button on the far top right corner of your **Home** page.	

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Understanding your Portal

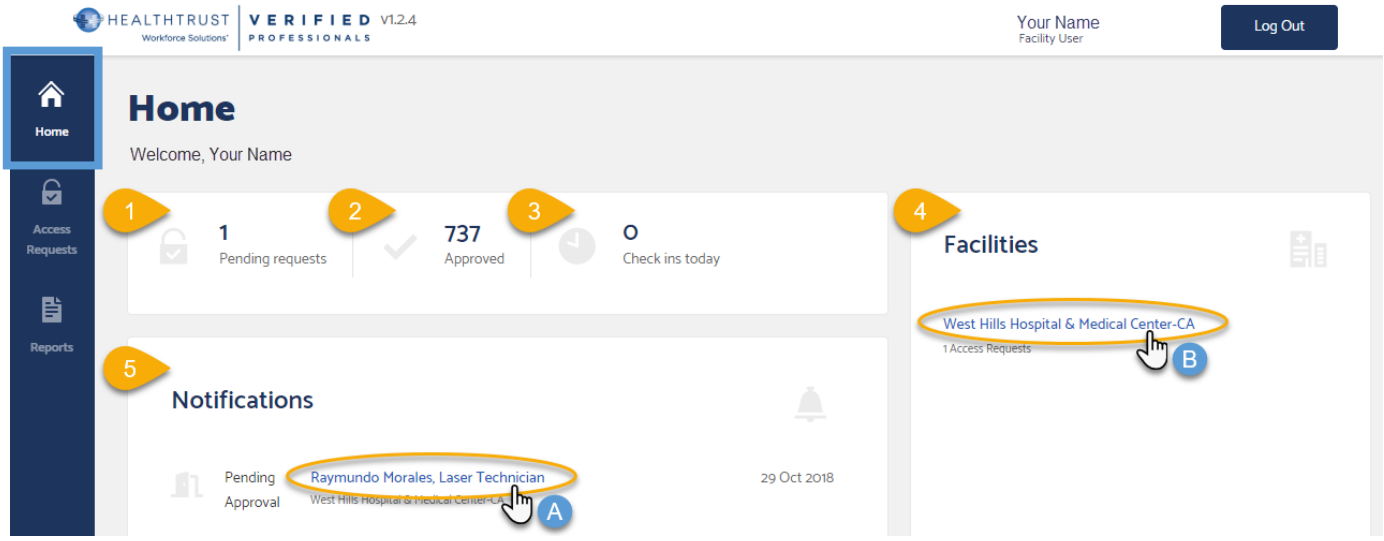
The portal will consist of 3 tabs:

- *Home*
- *Access Requests*
- *Reports*

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. The amount of requests in your queue pending review.
2. How many VPro's you have approved for access.
3. How many VPro's have logged in to the Kiosk for the day.
4. Actionable link to all requests to that specific facility.
5. Actionable single instance request.

Actionable Items

- A Select the VPro's name under the Notification's section, and you will be redirected to their account.
- B Select the facility under your Facilities section to be redirected to that specific facility's Access Requests.

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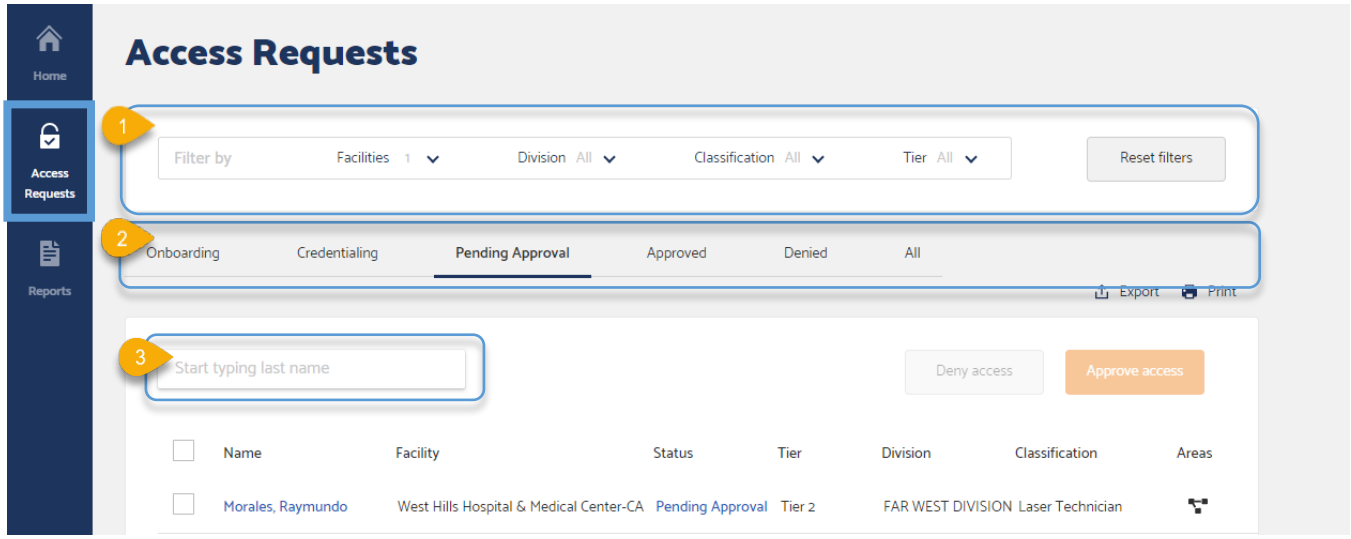
Access Requests Tab

Allows the facility contact to review, monitor, and process daily Verified Professional requests throughout their life cycle with a facility. Utilize the steps below to process facility access requests.

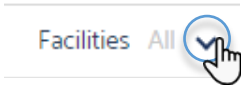
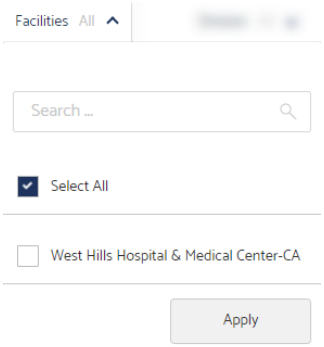


Section Descriptions

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

- Facilities
- Division
- Classification

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***.	

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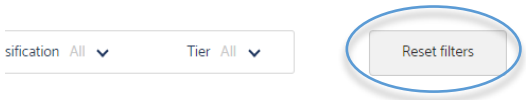
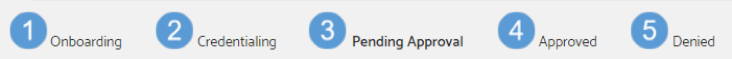
4.	Click the ***Reset Filters*** button to search using the filters chosen.	

2 **Status Search** – *These sub-sections will provide a full list of all the VPro's requesting access to the user's facility. The underlined tab represents the current status selected for review. This will default to the* ***Pending Approval*** *section. The available status' are:*

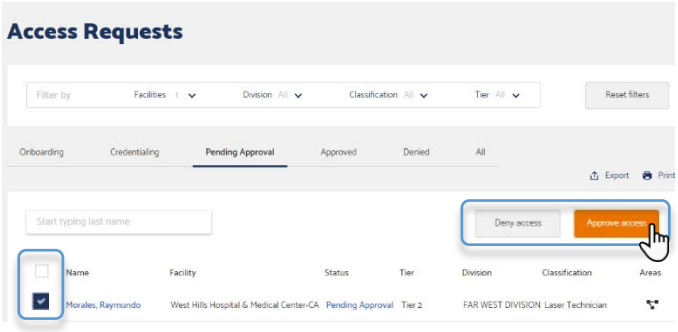


Understanding a Credential Request Status

1. **Onboarding** – Two possible scenarios:
   A. *Recently created their profile and has not yet uploaded all required documentation.*
   B. *Documents have been rejected by credentialing specialist and are not pending VPro'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.*

Approving or Denying access from Access Requests Tab

1.	Select the **Checkbox(es)** of the VPro to approve and select either ***Approve Access*** or ***Deny Access***. *Note: To approve **all** listed on the page, in the top header row select the top checkbox to "select all listed."*	
2.	When activated: The checkboxes will highlight blue with a white checkmark.	
3.	Click the ***Approve Access*** button.	

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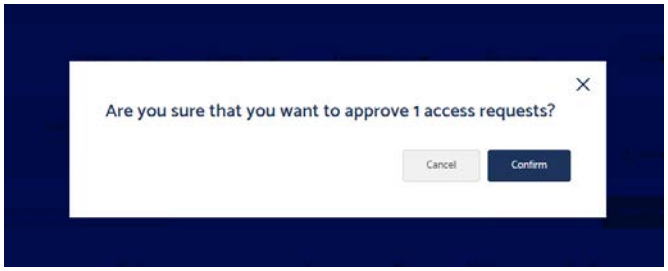
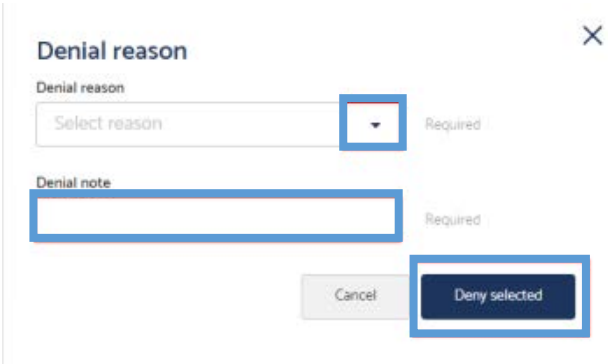
4.	**If approving**: Portal will ask you to confirm and profile(s) will move to the ***Approved*** sub-section.	
5.	**If denying:** after the ***Deny Access*** button is selected, a Denial reason popup will appear. To process the Denial reason: • Click the drop down menu arrow from ***Denial Reason***. • Select the desired reason. • Type/enter brief note in ***Denial Notes***. • Click the ***Deny Selected*** button once done. *Note: If multiple VPro's are selected from the list, the denial reason and notes entered will apply to ALL selected profiles. Profile(s) will move to the **Denied** sub-section.*	

Processing Access Requests from the Individual VPro's Status Page

1.	After selecting the criteria you wish to run your search, select the VPro's ***status column*** to review the details of their account.	

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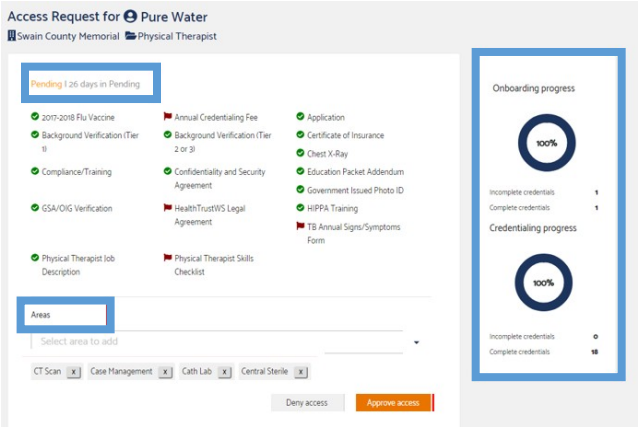
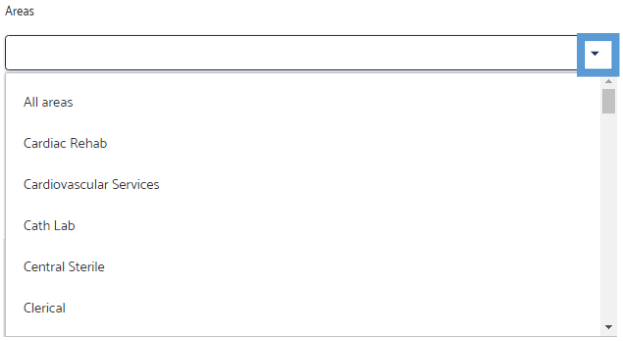
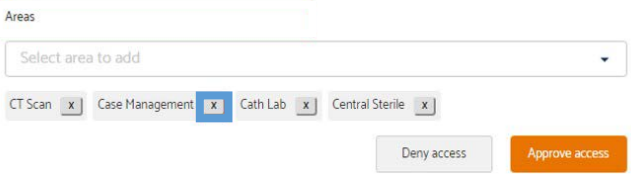
2.	The VPro's ***Detailed Access Request*** page will open. You will see listed: • Facility Name and VPro's title. • Outstanding Progress section and Status Wheel. • Credentialing Progress section and Status Wheel. • Pending Section which displays: o Number of days the request has been pending. o The requirements and their statuses. • Areas the VPro requests to access.	
3.	**Add areas** to VPro's account by: 1. Selecting the drop down menu. 2. Select areas to be added.	
4.	**Remove areas** from account by clicking the gray X icon next to areas.	
5.	To Approve or Deny Access, select the respective buttons on the screen.	

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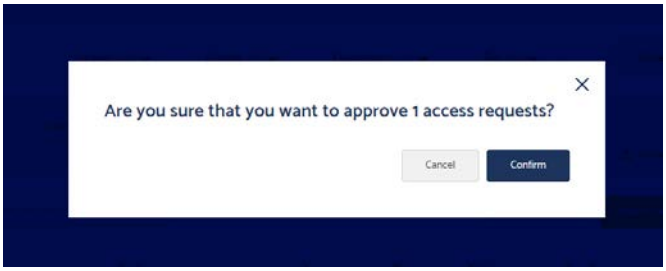
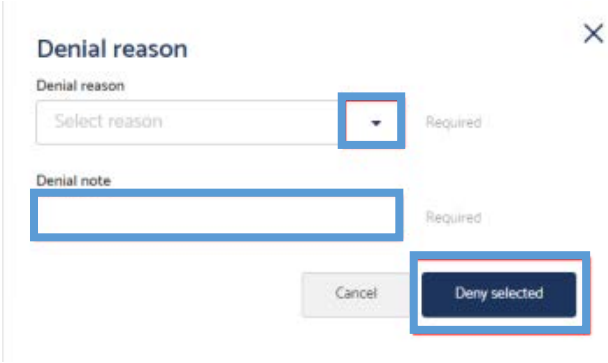
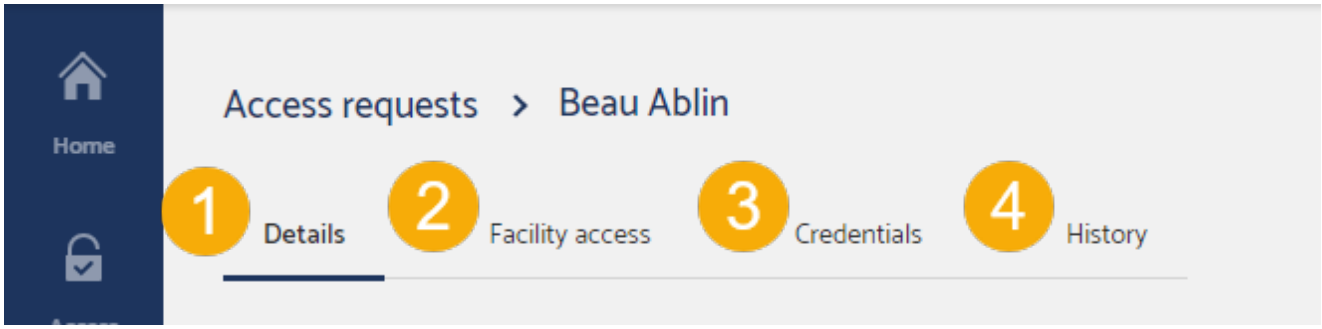
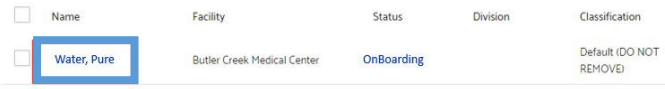
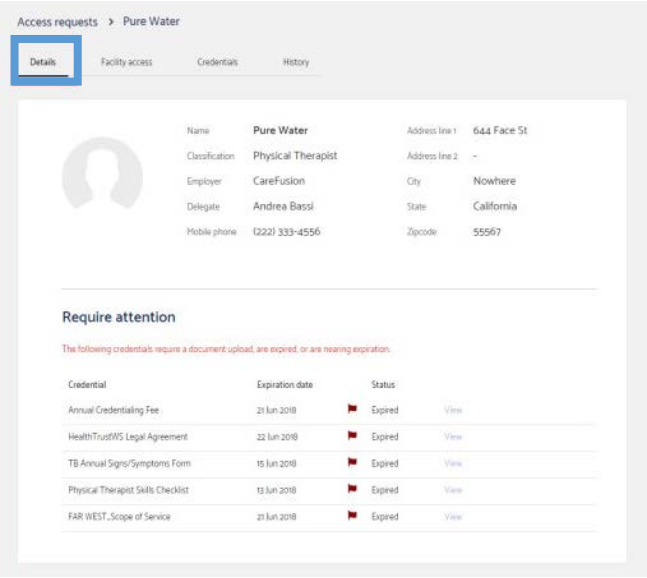
6.	**If approving**: Portal will ask you to confirm and profile(s) will move to the ***Approved*** sub-section.	
7.	**If denying:** after the ***Deny Access*** button is selected, a Denial reason popup will appear. To process the Denial reason: • Click the drop down menu arrow from ***Denial Reason***. • Select the desired reason. • Type/enter brief note in ***Denial Notes***. • Click the ***Deny Selected*** button once done. *Note: If multiple VPro's are selected from the list, the denial reason and notes entered will apply to ALL selected profiles. Profile(s) will move to the **Denied** sub-section.*	

Reviewing a VPro's Profile



A VPro's profile will consist of 4 sections that each display a subset of the VPro's information.

1. **Details**: Will show you a general overview of the VPro's file. All of their information along with a summary of the credential's that **require attention** from the VPro or Delegate.
2. **Facility Access**: Will show you the status of their ***Credentialing Request***.
   - *Selecting the **VPro's Status** will redirect you to their **Progress Page**.*
   - *You will be able to see where they stand using the Progress Wheels.*
3. **Credentials**: Will show you a full list of the credentials required for the VPro and their status.
4. **History**: Any previous changes made to an account will be detailed here.

1.	To review the VPro's profile, from within the Status sub-sections, click the ***VPro's Name***.	
2.	The Access Requests page for the VPro will default to the ***Details*** tab. Within the Details tab: • The top section displays the VPro's detailed information. • The bottom section displays a listing of requirements that still need VPro/delegate attention.	

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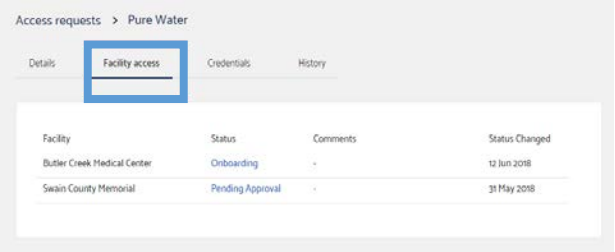
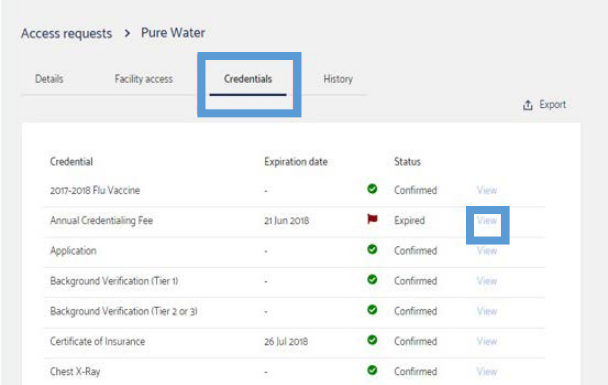
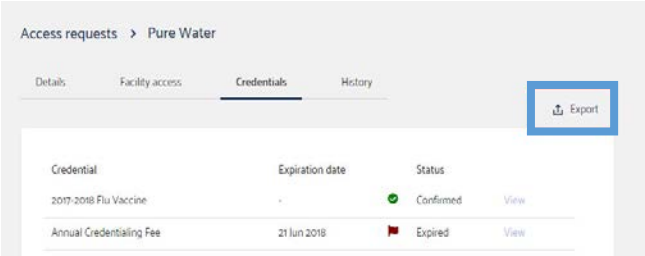
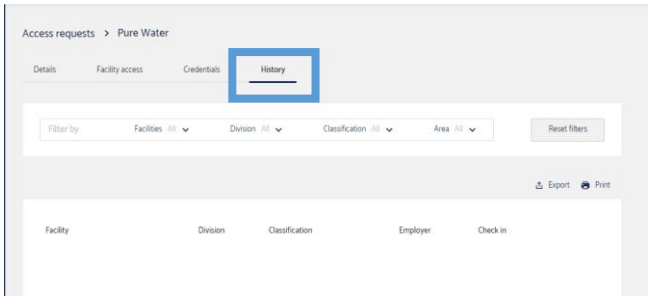
3.	Within the ***Facility Access*** tab: • View name(s) and status of the facilities the VPro is requesting access to.	
4.	Within the ***Credentials*** tab: • View a list of requirements in various statuses. *Note: To view the uploaded document click the View link*	
5.	To **Export** the credentialing table to an Excel file, click the Export link at the top right corner of the page.	
6.	Within the History tab: • Can view all previous work history at your facility.	

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Understanding a VPro's Credential Status

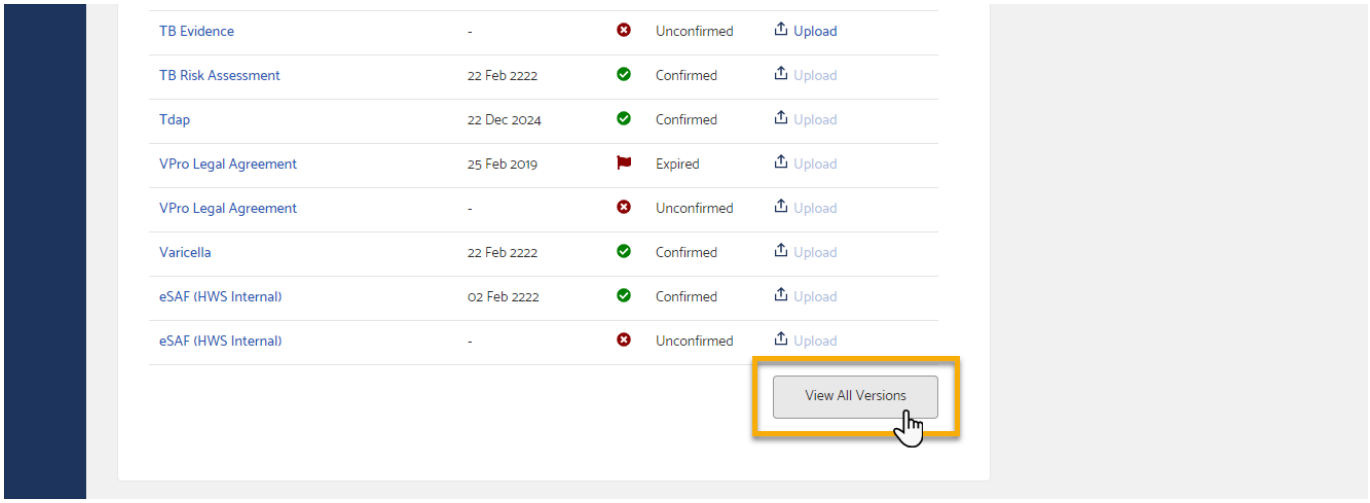
Types of Credential Status':

- 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

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).



TB Evidence	-	Unconfirmed	Upload
TB Risk Assessment	22 Feb 2222	Confirmed	Upload
Tdap	22 Dec 2024	Confirmed	Upload
VPro Legal Agreement	25 Feb 2019	Expired	Upload
VPro Legal Agreement	-	Unconfirmed	Upload
Varicella	22 Feb 2222	Confirmed	Upload
eSAF (HWS Internal)	02 Feb 2222	Confirmed	Upload
eSAF (HWS Internal)	-	Unconfirmed	Upload

View All Versions

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.	***Collapsed:*** Far West - Scope of Service — 28 Mar 2019 — Expires soon Far West - Scope of Service — - — Unconfirmed ***All Versions:***

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		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.	1 Expired [1] 1 Expiring Soon 1 Rejected [1] Updated prior year.	***Collapsed:*** Far West - Scope of Service — 28 Mar 2019 — Expires soon Far West - Scope of Service — - — Rejected ***All Versions:*** 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
3.	1 Expired [1] 1 Expiring Soon 1 Ready for Review [2] [1] Updated prior year. [2] Document has been uploaded by VPro / Delegate, not yet reviewed by HWS.	***Collapsed:*** Far West - Scope of Service — 28 Mar 2019 — Expires soon Far West - Scope of Service — - — Ready for Review ***All Versions:*** 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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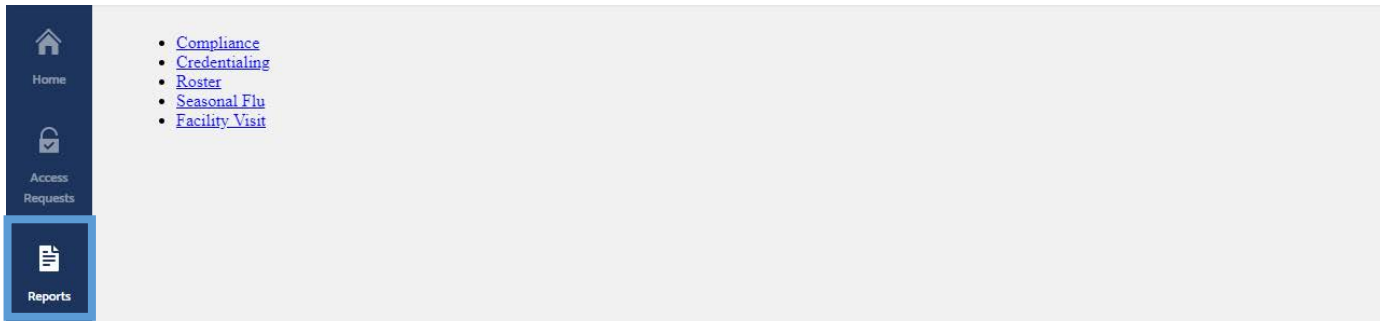
4.	2 Expired [1] 1 Confirmed [1] Previous annual expirations.	**Collapsed:** Drug Screen - Ready for Review Far West - Scope of Service 14 Mar 2020 Confirmed Far West Division Orientation - Confirmed **All Versions:** Far West - Scope of Service 06 Mar 2018 Expired Far West - Scope of Service 13 Mar 2019 Expired Far West - Scope of Service 14 Mar 2020 Confirmed

Note: 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.

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

Reports Tab

In this tab, you will be able to run all necessary reports.



Report Descriptions

- ***Compliance*** – *Shows complaint and non-compliant people.*
- ***Credentialing*** – *List all the credentials for the VPro's.*
- ***Roster*** – *Record of contact information, classification, tier, and employer for all facility approved DHPs.*
- ***Seasonal Flu*** – *Record of consent, decline, or missing Flu vaccines for all facility DHPs.*

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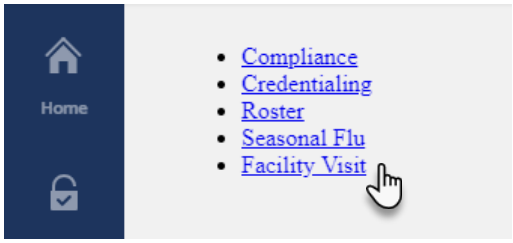
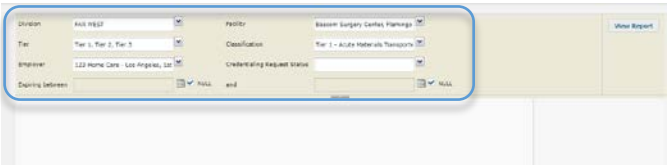
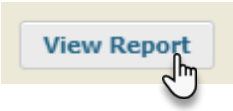
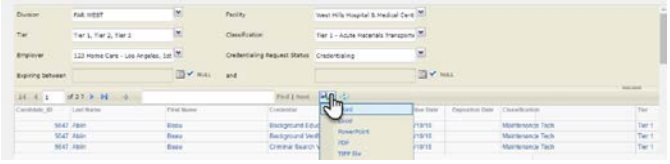
- ***Facility Visit*** *– Record of DHPs who have attempted to check in at the facility during a specified date range. Includes date, time, successful check in, failure reason, kiosk location and area accessing.*

How to Run a Report

1.	Select the report you wish to run.	
2.	When you select the report, you will be redirected to the filters you can select.	
3.	Once you're ready to run the report, select ***View Report*** and the report will populate.	
4.	Select the ***Export*** icon and select the format you wish to export it to.	

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