Vendor SIRs FAQ

1. How are users setup?
   a. A standard user is typically setup by an IT Superuser. If access to the Service Provider Portal (SPP) is needed for a superuser, please contact your Regional Center (RC).

2. Is there a limit to the number of users that can access the SPP?
   a. No. Although we recommend creating an account only for users who are allowed to create and/or submit SIRs.

3. How can we access the portal?
   a. The SPP can be accessed by using a desktop shortcut or by using the direct URL. Your IT Superuser will determine how to access the portal.

4. How are Service Coordinators at the RC notified that a report has been submitted?
   a. An email pop-up will display upon submitting the SIR. This will allow the vendor to notify the assigned Service Coordinator (SC) that an SIR is ready for review.

5. Will the vendor have the ability to print the SIR through the SPP?
   a. Upon submission, the portal will display a pop-up asking if a PDF of the SIR is needed. Selecting “Yes” will prompt additional screens to email the PDF. You can then print the document from your desktop.

6. Will vendors have access to all clients through the SPP?
   a. Vendors will only have access to clients that they have current authorizations for.

7. Can vendors use the SPP to enter/submit reports for different agencies?
   a. At this time, the SIR is the only report that can be submitted using the SPP.

8. If the Service Coordinator is out of the office. Can the SIR email notification go out to a different recipient?
   a. The program will automatically populate the email address of the assigned Service Coordinator. The Program Manager and SIR Coordinator will also be notified through the SANDIS 7 dashboard.

9. Who do we contact if the Service Provider Portal is down?
   a. If there’s an issue accessing the portal, please contact your IT Superuser to determine if the issue can be resolved at the vendor-level. If it cannot be resolved at the vendor-level, please contact your RC for support.

10. What happens if the vendor forgets to submit the SIR?
    a. The Program Manager and SIR Coordinator of the RC will have access to both unsubmitted and submitted SIRs via the SANDIS 7 dashboard.
11. Can the SPP reports be modified to include additional columns such as gender, ethnicity, time of event, date of the incident, staff involved, etc.?
   a. Report customization is limited. Additional columns can be added if the information is available in SANDIS.

12. I cannot find the SIR that I recently completed. Where did it go?
   a. After submitting the SIR, the report will disappear from the SIR History Screen. This allows the RC to fully review the completed report.

13. Can we limit who can submit the completed SIRs?
   a. The ability to submit can be modified per user profile. Contact your IT Superuser to request a change to the user profile.

14. The SPP did not generate an email to the SC after completing the report. What happened?
   a. If an email address is not setup, the option to email will not display. Please contact your IT Superuser to confirm an email address is associated with the user account.

15. How do I submit a completed SIR using the SPP?
   a. To submit the SIR, right-click the report from the SIR History Screen, and then click on “Submit.”

16. Who do I contact for support?
   a. For issues regarding the incident, you should contact your Service Coordinator. For technical issues, please contact your IT Superuser. If the issue cannot be resolved at the vendor-level, please contact your RC for support.