SANDIS SOLUTIONS

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 submits 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.