

Provider Agreement Frequently Asked Questions (FAQs)

1. *What web browsers are supported by the Provider Agreement?*

Apple Safari, Google Chrome, Microsoft Edge (Chromium Version), and Mozilla Firefox are all supported by the survey platform.

2. *I am a coordinator for more than one site. I have submitted the Provider Agreement for one of my sites, but when I attempted to submit a Provider Agreement for a different site, I couldn't get back to the screen to enter a different PIN. What should I do?*

Once you have submitted the Provider Agreement for one of your sites, you will need to either:

- A. Access the link to the Provider Agreement using a different internet browser than the one used to submit the first form (See question 1 for supported browsers); or
- B. Clear the cookies from the internet browser you used to submit the first Provider Agreement and click on the link again. This will allow the application platform to recognize that you are filling out a Provider Agreement for a different site despite having the same contact information.
 - This [article](#) contains step by step instructions for clearing the cookies from all internet browsers listed above.

3. *Who can sign the Provider Agreement?*

The site's medical director or physician equivalent in most cases. However, a nurse practitioner may sign if a site does not employ an MD or DO. Pharmacists may sign for pharmacies.

4. *Will I be able to save my progress, close out of the Provider Agreement, and return later?*

As long as you use the same internet browser to return to your Provider Agreement, your progress up to the most recently completed page should be saved in most cases.

5. *Will I receive confirmation that my Provider Agreement has been received?*

Yes. You will receive an automated email confirming your successful submission along with a completed copy of your Provider Agreement. This confirmation and copy of your Provider Agreement will be sent to your medical director, primary, and back up vaccine coordinators.

6. *Will I be notified once my Provider Agreement has been processed and accepted?*

No. You will only be notified if there is missing or incomplete information.

7. *When will I be notified if there are any issues with my Provider Agreement?*

If there are any issues or missing information, you will be contacted as soon as your Provider Agreement is processed. Provider Agreements will be processed in the order that they are submitted.

8. *How do I save my training certificates and DDL certificates as PDFs?*

Your IT Department should be able to help you with file conversion.

Here's a helpful article from Microsoft Support with instructions on converting various files to PDF:

<https://support.microsoft.com/en-gb/office/save-or-convert-to-pdf-or-xps-in-office-desktop-apps-d85416c5-7d77-4fd6-a216-6f4bf7c7c110>

You can find helpful tutorials on YouTube by searching, "how to save files as pdf."

9. *I only have hard copies of my training certificates and DDL certificates. How do I get them on my computer?*

There are several ways to scan hard copies of documents to create digital copies you can save as PDFs on your computer. The most common methods include:

- A. Use the "scan to PDF" feature on a printer and
- B. Take a photo with your phone and email it as an attachment to yourself.

Your IT Department should be able to help you scan documents and save them as PDFs on your computer.

Here's a helpful article from WikiHow with instructions for five different methods of scanning documents into PDFs:

<https://www.wikihow.com/Scan-Documents-Into-PDF>