

## **Reserve Health Readiness Program**

## **SERVICE COMPONENT PORTAL (SCP) USER MANUAL Rev SCP 2.9.24**



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## **Important Information**

- 1. The QTC Service Component Portal (SCP) web address is: <u>https://scp.qtcm.com</u>
- 2. If you need help please contact us at:
  - 833-QTC-RHRP [(833) 782-7477]
  - <u>RHRPSupport@qtcm.com</u>
- 3. Service Center Hours of Operation:
  - Mon-Fri 08:00 23:00ET
  - Saturday 08:00 16:00ET
  - Sunday 08:00 16:00ET
- 4. Revision History

Date	Revisions								
2/9/2024	2.9.24 Modified formatting and revised the Table of Contents.								
	- Updated "Navigating the Portal" section, page 8								
	- Added details on requesting services, pages 9-12								
	- Added group event roster upload process, page 11								
	- Added information on approving services, page 13								



## **Registering for Access**

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- 1. Users needing access to the RHRP Service Component Portal should go to https://scp.qtcm.com.
- 2. Click "New User?" at the bottom of the page.

https://scp.qtcm.com/my.policy		AN 🏠
1	1997 - 1	
	QTC Management Inc. By using or accessing this system, you understand and agree that this system is the property of QTC Management Inc. ('QTC') and its affiliates and may be used only for official business purposes by authorized users in accordance with this notice. Such use must be consistent with applicable law, contractual requirements, and QTC policies. Unauthorized use or use in excess of authorization of this system is prohibited and may result in revocation of access and/or legal action. Unauthorized use or use in excess of authorization of this system by may be subject to disciplinary action, including termination. Subject to applicable law, you consent to the monitoring of your use of these computing and information resources. QTC routinely monitors the use of its information technology systems for security, operational, and regulatory and contractual compliance purposes. Subject to applicable law, communications or data stored on QTC information systems are subject to routine monitoring by QTC, and may be disclosed to third parties, including government and law enforcement agencies.	
	Agree	
	Cancel	
N	ew User? Support Desk Copyright © 1980 - 2023 - Powered by QTC - A Leidos Company	

3. After clicking **New User?**, the *User Registration* page will pop up. The user should complete all required fields (marked with an asterisk \*).

-						
First Namo		Middle Name		Last Name		
Find Name		Middle Name		Last Name		1
Service Component *		Rank*		Phone *		
-Select Component -	×	- Select Hank -	~	Глоги		
Military email address *		Civilian email address		DOD ID *		
Millary Email Address		Civilian Ernal Address		000 10		
Unit Location *		POC's UIC *		Title/Positi	on *	
Localian		POCAUC		TEM		
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Justification *	uc					
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Authority details	LIIC	Middle Nama Autority Middle Name		Last Name Authority L	>* auf Norre	
Lustication *	LIIC	Middle Name Authority Mathe Neme Authority Rank*	]	Last Name Autorty L Phone *	a mail fearm	
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Unit Station *	UIC VIC	Middie Name Authority Matte Nerse Authority Rank* - Saiwel Reik- Millary email address		Last Name Authority L Phone * Givilian en	s* auf Norro Toros	
Auditorian * Auditorian Authority details First Name * Audity for Name Audity for Name Audity Serve Component * -Beditor * Audity for Name Audity Serve Audity Se	vc	Middle Name Auftorfy Middle Name Aufhoffy Rank - Salect Tseek - Millary ornali address Aufhoffy Midary Strate A		Last Norm Authority L Phone * Civilian em Authority C	a al Tiarre and Tiarre Tiara 1911 adores S. Diala Schemistra Adores	
Authority details  First Name *  Authority Service Component *  Calcular Service Component *  Calcular Component *  Calcular Service Component *  Calcular S	vc	Middle Name Aufborty Midle Name Aufborty Midle Name - Salect Free - Miday denail address Aufborty Milary Small A		Last Norm Authority L Phone * Authority P Givilian en Authority C	o * auf Narre Titune Vall adofres S Johan Ernel Address	

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- 4. Once all required fields are completed, the user will click **Submit Request**. The request will then be sent to the approval authority's military email address (identified in the *Authority details*).
- 5. Once the approval authority has approved the request, the user will receive an email stating "RHRP-3 Service Component Portal registration is approved". The email will prompt the user to **Sign In Now >**.

RHRP Service Component Registration (ACTION REQUIRED) (DO NOT REPLY) Interview			•	Ø
nhrpscpregistration@qtcm.com to SC Dawana.RHP3 *	24, 2021, 11:16 AM	☆	*	:
Dear Dawana Brickhouse,				
Your RHRP Service Component Portal registration is approved. Please sign in to RHRP Service Component Portal by clicking on the link below. Remember that the email address you used to regist the portal.	ster will be your u	user na	ame o	n
Sign In Now >				
To register or sign on please use one of these supported browsers: Google Chrome, Microsoft Edge, or Mozilla Firefox.				
Sincerely,				
Quality. Timelines. Customer Service.				



## Accessing the Portal

- 1. The user's CAC must be inserted anytime they are accessing the SC portal.
- 2. When the user agreement page displays, click "Agree" to access the SCP login page.

Reserve Health Readiness Program
erty of QTC, a Leidos Company, and its I for the use of authorized users only. All ing this computing system may be monitored ersonnel or by a third party. The corporation ponitor and review user activity, files, and
nauthorized use of this system is strictly in revocation of access, disciplinary action nd/or legal action.

3. Login using registered email address and password.



- 4. Users can also register for access, get password assistance and submit an IT trouble ticket from the login screen:
  - Register for system access by clicking "**New User?**"; same process as the section above "*Registering for Access*"
  - Get password assistance by clicking "Forgot Password?"
  - Note: Passwords expire and must be reset every 60 days. If the user has not accessed their SCP account in 180+ days, they will need to reset their account by clicking "Forgot Password?"

	Reserve Health Readiness Program		User Registration
		CONTROLLED UNCLASSIFIED INFORMATION	
E	Can't sign in <b>?</b> Forgot your	password ?	
	Email Address: * Enter your email address Email me reset instructions Cancel Note about spam filters: If you don't get an ema Technical Questions or Issues? Contact 833-Q	il from us within a few minutes, please be sure to c TC-RHRP / 833-782-7477	heck your spam filter.
		CONTROLLED UNCLASSIFIED INFORMATION	
	Copyright © 1980 - 2024 QTC - A Leidos Company	Privacy Terms of Use	& Accessibility/Section 508

- Submit a help desk ticket by clicking "Support Desk"
- This feature can be used to report any technical issues the user may experience with the portal.

QTO QTC ServiceDesk Support Reques	
QTC ServiceDe: Please fill out below and submit	sk Support Request I to create a QTC ServiceDesk Support Request
🛔 Requestor Name 🖲	Requestor Name
👑 User Type 🖯	Select 🗸
Affected System/Application 0	Select 🗸
■ Nature Of Issue <b>0</b>	Select 🗸
🖵 Computer Type 🖲	Microsoft Windows Desktop/Laptop Tablet (MacBook) Smartphone (Google/Android)
	Mac Desktop/Laptop         Tablet (Windows)         Smartphone (Other)
	Tablet (Google/Chromebook)     Smartphone (Apple/IOS)     Other Device (Please See Issue/Request Summary)
≓ Network Connection 0	Select 🗸
🔳 Issue/Request Summary 🖲	Issue/Request Summary





## Navigating the Portal

Once logged in to the portal the user will have the ability to conduct searches (Group Event and Service Member), request services (Bulk Request, Group Event or Single Appointment), and approve services (Depending on assigned role), view reports and FAQs.

### **Searching for a Group Event**

From "Group Event Search", the user can search their group event requests by entering any of the following fields:

• UIC, Service Component, Event Status, Event ID, Event Date, City/State

Last Login: 12/21/2023 13:02:24	PST		CONTROLLED UNC	LASSIFIED INFORMATION	rhrp3_usar_ge_	approver@gmail.com •
Q Group Event Search Q Serv	e Health ess Program ice Member Search	Request Services 🛛 🖉	Addrove Services 📾 Reports FAC	36		
<b>Q</b> Search Ev	/ent					
EVENT FROM DATE		EVENT TO DATE		EVENTID	EVENT STATUS	
MM/DD/YYYY		MM/DD/YYYY		Enter Event ID	- Select Event Status -	~
CITY	STATE		SERVICE COMPONENT	UIC(s)	RemoveAll	
Enter City	- Select State -	~	U.S. Army Reserve (USAR)	Enter UIC		C Search
UIC EVENT STATUS	EVENT ID	SERVICE CO	MPONENT EVENT	DATE CITY STAT	TE EVENT COORDINATOR EVENT F	REGION
			No da	ta available.		
showing 0 to 0 of 0 entries						Previous Next
			CONTROLLED UNCL	ASSIFIED INFORMATION		

## Searching for a Service Member

From "Service Member Search", the user can search for requests by entering any of the following fields:

Request Type, DOD ID, DOB, UIC, Last 4 of SSN, Last/First Name

Last Login: 12/21/2023 13:02:2	14 PST		CONTROLLED U	INCLASSIFIED INFORMATI	ION	rhrp3_usar_ge_approver@gmail.com •
Q Group Event Search Q Ser	ve Health ness Program vice Member Search <b>1</b> Re	quest Services 오	Approve Services 🏾 © Reports	FAQs		
<b>Q</b> Search S	ervice Mem	ber				
REQUEST TYPE		SM LAST NAME		SM FIRST NAME		DOB
- Select Request Type -	~	Enter Last Name		Enter First Name		MM/DD/YYYY
DOD ID	SSN		UIC(s)		RemoveAll	
Enter DOD ID	Enter Last 4-Digits		Enter UIC			C Search
SERVICE MEMBER NA	ME	DOD ID	UIC	SSN (LAST 4-DIGITS)	DOB SERVIC	E COMPONENT
			No	data available.		
Showing 0 to 0 of 0 entries						Previous Next
			CONTROLLED U	NCLASSIFIED INFORMAT	ΠΟΝ	
Copyright © 1980 -	2023 QTC - A Leidos Comp	any	Privad	cy Terms of Use		& Accessibility/Section 508

### **Requesting Services**

Users can request services for their unit by clicking **Upload Bulk Request(s)**, **Request Group Event** or **Request Single Service Member.** See details below for submitting each type of request.

Last Login: 12/21/2023 13:02:24 PST	CONTROLLED UNCLASSIFIED INFORMATION
Reserve Health Readiness Program	
Q Group Event Search Q Service Member Search	Request Services Approve Services C Reports FAQs
▲ Request Services I	Page
Upload Bulk Request(5)     Request Group Event     Request Single Service Member	LUpload Bulk Request(s)     O In-Clinic ○ Call Center     File Formats Supported: .xlsm
	Choose file or drag it here.
	Le Download Template

#### Upload Bulk Request

- 1. Click Request Services and Upload Bulk Request.
- 2. Select In-Clinic or Call Center.
- 3. Download the template (if needed).
- 4. Fill in the required fields- click each red cell and select or enter the data (columns A-H).

	А	В	С	D	E	F	G	Н		J	κ
1	Request Type 🔽	Service Component	🝸 SSN 🛛 🔽	DOD ID 🗾 🔽	Last Name 💌	First Name 💌	Middle Initial 💌	DOB 🔽	Audio - Stand Alone 💌	Audio with Exam (PHA/PHY 🔽	Dental Exam
2	In-Clinic	U.S. Army Reserve (USAR)	123-45-6789	9876543210	SM LNAME	SM FNAME	MI	01/01/80			
3	In-Clinic										
4											
5											

5. Double click on the services needed cells (starting with column I) and select the appropriate items

Vision - Stand Alone - Row 2	×
🗆 Select All / None	
Comprehensive eye exam     Eye examination with refraction and prescription     Tonometry     Vision - Monocular     Vision Screen with color and with & without correction	
↓ · · · · · · · · · · · · · · · · · · ·	1
Apply to All Rows Apply to Empty Rows OK Cancel	

- 6. Repeat for each Service Member.
- 7. Save the file and then Upload.

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#### **Request Group Event**

- 1. Click Request Services and Request Group Event
- 2. On the Event Detail tab, enter all of the required event details (marked with \*)

QTC Event D	Detail Medic	al Services	Dental Services	S	Service Member Roster	POC/Notes
Controlled Unclassified Inform	nation					
Add Event						
Event ID	Service Component*	Date Event Requested	Type of Event *		Other	
Event ID	- Component - 🗸 🗸	01/09/2024	- Select Event Type -	~	Other	
Event Start Date*	Start Time	# of Hours / Day	Event End Date*		Lunch Break On / Off Po	ost*
MM/DD/YYYY	- Select Hi 🗸	- Select - 🗸 🗸 🗸	MM/DD/YYYY		- Select - 🗸	~
Event Address*	Event Zip Code*	Event City*	Event State*		Region	
Address Line 1	Zip Code	City	- State -	~	- Select State -	
Address Line 2						

3. On the **Medical Services** and **Dental Services** tabs, select the services requested and the estimated quantity for each

QTC	Event Detail	Medical Services	Dental Services	Service Member Roster	POC/Notes
Controlled Ur	classified Information				
Add Dental S	ervices				
Dental Ever	nt Administration				
Dental Exa	ns				
Compr	ehensive oral evaluation – Group		Comprehensive oral	evaluation – Group	
Event Lier	1,2,3 •		InClinic (Rarely used) <sup>or</sup>		
🗹 Dental	Bitewings 🖲	*	Panographic radiogr	aph <sup>0</sup>	× 0 A
		Est	# SMs		Est # SMs
		mu	st be		must be
		250	ween 1- 00.		2500.

4. On the POC/Notes tab, enter the required point of contact information.

TC	Event Deta	il	M	edical Services		Dental Services	Service Member Roster	POC/Notes
ntrolled Unclassifie	d Informatio	n						
d POC/Notes								
РОС								
Unit Pre-Event POC*		Unit Alternate PO	с	Unit On-Site Event PC	x			
Unit Pre-Event POC First	st Name	Unit Alternate PO	E First Name	Unit On-Site Event POO	First Name			
Unit Pre-Event POC Las	st Name	Unit Alternate PO	CLast Name	Unit On-Site Event POO	Last Name			
Unit Pre-Event POC Rai	nk	Unit Alternate PO	C Rank	Unit On-Site Event POO	Rank			
Primary Phone	EXT	Primary Phone	DIT	Primary Phone	EXT			
Secondary Phone	DIT	Secondary Phone	DAL	Secondary Phone	EXT			
emall address		email address		emall address				
Other Event POC								
FIRST NAME		LAST NAME		RANK NAME	POC TYP	PE PHO	NE NUMBER S	ECOND PHONE EMAIL
					🖺 Save	C Refresh		

5. Once all of the required information is entered, click **Save**. This will submit the request. An RHRP Event Manager will be assigned to finalize the planning and coordination.

QTO	Event Detail	Medical S		Dental Services				POC/	lotes	Receiv
Controlled Unclassi	fied Information									
Edit Event										
Event ID	Service Co	omponent*	1 Info			:	×er		Request Source	
CA-SA-20240209-R-01		Reserve (USAR)	Request Succes	ssfully Saved			er			
Event Start Date*	Start Time						ch Break	On / Off Post*		
02/09/2024	00	• :00				ОК	elect - 🗸	On	~	
Event Address*	Event Zip	Code*	Event City*	Eve	nt State*		Region			
21700 Copley Drive			San Dimas	Ca	alifornia	~				
Address Line 2										

6. If the user has the event roster available at the time of the request, it can be uploaded once the request is saved. If the roster is not available at the time of the request, this step can be done later by using the "Search Group Event" feature, opening the event request and adding (or updating) the roster. Additions can be made by adding to the original roster and uploading. Deletions can be made by

QTC Event Detail	Medical Services Dental Service	s Roster Upload	Service Member Roster	POC/Notes	Received Approved
Roster Upload					
File Formats Supported: .xlsx Choose File No file chosen	± Upload ▲ Download Template				
S Upload History					
	5	Save CRefresh			

- 7. Once the event is saved, click on the Roster Upload tab to add the roster. If needed, click Download Template to save a copy of the RHRP-EventRoster.xlsx template.
- 8. Open the template, enter the DODIDs in Column A (beginning in Row 2) and save the file. The file must be saved as .xlsx

File       Hom       Inser       Page       Form       Data       Revit       View       Acrol Tear $\bigcirc$ Tell me       Cinco, J $\bigcirc$ Share         Paste $\checkmark$ $\bigcirc$ <t< th=""><th></th><th><del>،</del> ۴</th><th>ð</th><th></th><th>RHRF</th><th>D-EventRoste</th><th>er - Excel</th><th>T</th><th></th><th><math>\rightarrow</math></th><th></th></t<>		<del>،</del> ۴	ð		RHRF	D-EventRoste	er - Excel	T		$\rightarrow$	
A       E       %       Conditional Formating*       E $P$ Pase       Font       Alignment       Number       P format as Table*       Cells       Editing         Clipboard $rs$ Alignment       Number $fx$ $rs$ $rel       rel       rel     $	Fi	le Hon	n Inse	er Page Fo	orm Data R	evie View A	crol Team	♀ Tell me	Cinco, J	A Share	e
A16 $\cdot$ $\cdot$ $f_x$ $f_x$ A       B       C       D       E       F       G       H         1       DOD ID       -<	Past	te 💉	A Font	E Alignmen	% t Number	E Condition Format a Cell Style	nal Formatti s Table * ss * Styles	ing * 👘 Cells	P Editing		~
Abb     F     G     H       A     B     C     D     E     F     G     H       1     DOD ID     -     -     -     -     -       2     -     -     -     -     -     -       3     -     -     -     -     -     -       4     -     -     -     -     -     -       5     -     -     -     -     -     -       6     -     -     -     -     -     -       7     -     -     -     -     -     -       9     -     -     -     -     -     -       10     -     -     -     -     -     -       12     -     -     -     -     -     -       13     -     -     -     -     -     -		-			4 F		,				
A         B         C         D         E         F         G         H           1         DOD ID	Alt	5	*	~	√ Jx						*
1     DOD ID       2		А		В	С	D	E	F	G	Н	-
2	1	DOD ID									
3     3       4     1       5     1       6     1       7     1       8     1       9     1       10     1       11     1       12     1       13     1	2	1920156	249								
4	3	1920209	941								
5     6       6     6       7     6       8     6       9     6       10     6       11     6       12     6       13     6	4	1920288	363								
6     6       7     6       8     9       9     6       10     6       11     6       12     6       13     6	5	1920456	509								
7	6	1920577	286								
8 9 9 10 11 12 13 14	7	1920024	299								
9     0       10     0       11     0       12     0       13     0	8	1920496	809								
10     11       11     12       13     14	9	1920461	754								
11 12 12 12 12 12 12 12 12 12 12 12 12 1	10	1920005	403								
12 13 13 14 14 14 14 14 14 14 14 14 14 14 14 14	11	1920112	081								
13	12	1920536	084								
14	13	1920087	292								
14	14	2113314	007								
	15	1920010	872					-			-
Service Member Roster     (+)	4	•	Ser	vice Mem	ber Rostei	r (+)				•	
Ready 🖩 🗉 – — + 100%	Read	ly				#			-	-+ 100	6

- 9. On the **Roster Upload** tab, click **Upload** to add the roster to the event. Once the upload process is complete, the individuals attending will appear on the **Service Member Roster** tab. The event is now ready to be planned.
  - Note: During the roster upload process, the event will be locked.

Roster Upload is in process. Updates to this Event can be resumed once processing has completed.

- No services can be added or removed.
- No buttons except refresh will be available.
- No changes can be made to the event.
- The message above will remain present.
- All editing services will be re-enabled once the upload is completed.
- User can press **Refresh** to update the status of upload.
- 10. Once the upload is complete, all of the service members will be shown with the services requested marked.

QTC Event	Detail		Medical	Services		Dental Service	\$	Roster U	pload	Service Member	Roster		POC/Notes	Receive	ed Approved
Roster Search															
stal # n10k #manded Fuent															
und no une nuested uren y + Add Service Member Search:															
SERVICE MEMBER NAME 11 UIC 11 SSN 11 DOO D 11 AUDIO DENTAL EXAMS IMMUNIZATIONS LAB SERVICES ALONE MISCELLANEOUS PHA BHS STAND ALONE PHYSICLES VISION PAPERWORK STATUS											ACTIONS				
*Steele-Villanueva, Mackenna		2596	1920496809	nla	nla	8	۵	nia	n/a	nla	n/a	n/a	n/a	8	å.
*HEINRICH, GARE		6919	1920005403	nla	nia	ø	ø	n/a	n/a	n/a	n/a	n/a	n/a	8	44
• Wardell, okuma	W6E113	5877	1920536084	nia	nia	8	۵	n/a	n/a	nia	n/a	n/a	n/a		44
*Kolorman, brandon	FF082	0697	1920577286	nta	nia	8	8	n/a	n/a	nia	n/a	n/a	n/a		4
PRITCHETT, MENDEZ	W8DVZK	5266	1920456509	nta	nia	8	۵	n/a	n/a	nia	n/a	n/a	n/a	8	4
Mclennan, Naran	M14185SN	3958	1920010872	nta	n/a	8	8	n/a	n/a	n/a	n/a	n/a	n/a		4
AUBE, Orren Yoav	WTQ2A8	2794	1920461754	nia	n/a	8	۵	n/a	n/a	n/a	n/a	n/a	n/a	8	4
Louis-Jean, Tieghan	WSTAAA	7186	1920156249	nia	n/a	8	8	n/a	n/a	n/a	n/a	n/a	n/a	8	4
Neverette, KALEEM	WS2ZA4	5775	2113314007	nia	n/a	a	٥	n/a	n/a	n/a	n/a	n/a	n/a		44
Nowing 1 to 9 of 9 entries Previous 1											1 Next				

- 11. Making roster changes prior to the event.
  - To add someone to the group event, click + Add Service Member, complete the required information, select the appropriate services and click Save.
  - To remove someone from the event click ACTIONS and confirm by clicking Yes or No
     + Prior to 5 days before the event, the SM will be "Inactivated" and no fee will apply
    - + Within 5 days of the event, the SM will be considered a "No Show" and the no-show fee will apply

QTC	ent Detail		Med	dical Serv	ices	Dental S	Services	Ro	ster Upload	Service Me	mber Roster		POC/Notes	3	Received
Roster Search															
atal # of SMs Attended Even	al ≢ of SMs Attended Event c L ### Covering Furnisher														
dd Services To All															
Search:															
SERVICE MEMBER NAME	UIC 1	SSN 1	DOD ID	AUDIO	DENTAL EXAMS	IMMUNIZATIONS	LAB SERVICE S	MHA STAND ALONE	MISCELLANEOUS	PHA BHS STAND ALONE	PHYSICALS	VISION	DIAGNOSTICS & PAPERWORK	STATUS	ACTIONS
Neverette, KALEEM	WS2ZA4	5775	2113314007	n/a	n/a	۵	n/a	n/a	n/a	n/a	n/a	n/a	n/a		<b>4</b> e
Kotorman, brandon	FF082	0697	1920577286	n/a	n/a	۵	n/a	n/a	n/a	n/a	n/a	n/a	n/a		*
*last-Donal's, first-Donal's	WSR3AAWSR	Z567	1000545678	n/a	n/a	۵	n/a	n/a	n/a	n/a	n/a	n/a	n/a		<b>4</b> *
Mclennan, Naran	M14185SN	3958	1920010872	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	۵	-
Wardell, okuma	W6E113	5877	1920536084	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	۲	4
howing 1 to 5 of 5 entries														Previous	1 Next

#### **Request Single Service Member**

- 1. Click Request Services and Request Single Service Member.
- 2. On the Add Request screen, select the Request Type, enter the DODID.
- 3. Click >>Get Demographic Data. This will retrieve the SM's data from DEERS.

QTC					Request	
Controlled Uncl	assified Information					
Add Request						
Request Type*	- Request Type - - Request Type - In-Clinic Call Center Record Update	~	Date of Request*	01/09/2024	DOD ID*	DOD ID
			N Cat Demogra	Paphic Data		

4. Click on the **Medical Services**, **Dental Services** or **Dental Treatments** tab to request services and click **Save**. Once the request is approved, the services will be scheduled with the SM.

QTC	Request	Service Member	Medical Services	Dental Services	Dental Treatments	POC/Notes	Received; NOT Pre-Approv
Controlled	I Unclassified Information	1					
Edit Denta	I Services						
Dental	zams						
Ar Co Do Do Pa	nual Dental Exam (Compre mplete series x-ray ental bitewing, set of three f ental bitewing, single film nographic x-ray	hensive Oral Examination) ilms		☐ Annua ☐ Dental ☐ Dental ☐ Intraor	Dental Exam (Periodic Oral bitewing, set of four films as bitewing, set of two films al periapical x-ray	Examination) ; indicated	
				Save 2 Refres	h		

### **Approving Services**

1. Designated Service Component users are assigned as "approvers" and can review and approve requests for services by clicking **Approve Services**. Once a request is approved, it will be scheduled and completed.

Last Login: 12/19/2023 10:37:18 PS	P		CONTROLLED UNCL	ASSIFIED INFORMATION		rhrp:	1_usar_ge_approver@gmail.	com -
Q Group Event Search Q Service	lealth s Program Member Search ≰1	Request Services 🐱	Approve Services 📽 Reports FAC					
Q Search Eve	nt	EVENT TO DATE		EVENT ID		EVENT STATUS		
MM/0D/WW		MM/DD///W		Enter Event ID		- Select Event Status -		
Ministration of the second		Managerrer		Effect serves to		* Other Letter June .		
CITY	STATE		SERVICE COMPONENT	UIC(s)		RemoveAll		_
Enter City	- Select State -	v	U.S. Army Reserve (USAR)	Enter UIC			C Q Sear	ch
UIC : EVENT STATUS	EVENT ID	SERVICE CO	MPONENT : EVENT D	DATE : CITY	STATE EVENT CO	ORDINATOR	EVENT REGION	
			No dat	a available.				
Showing 0 to 0 of 0 entries							Previous 1	Vext
			CONTROLLED UNCL	ASSIFIED INFORMATION				
Convright @ 1980 - 2022	OTC - A Leidos Com	inany	Privacy *	Terms of Use		& Accessibility/Section	on 508	

2. Select Group Events, In Clinic or Call Center.

Service Com	ponent Approval	😤 Group Events	🛱 In-Clinic 📞 Call Center	@ RHRP3_USAR_	GE_APPROVER@gmail.com
📽 Group Eve	ents				
Upcoming Events			Q Searc	h	
Event Code	Approval Status	Start Date	End Date	State	Action
tx-sa-20230301-r-02	Unapproved	03/01/2023	03/02/2023	ТХ	۲
NJ-KI-20230930-D-04	Unapproved	09/30/2023	10/01/2023	NJ	۲
TX-SA-20230217-R-02	Unapproved	02/17/2023	02/20/2023	ТХ	۲

3. For Group Events, click the Action button on the right to Approve or Reject the event.

Service Component Approval		😁 Group Events	In-Clinic Call Center	@ RHRP3_USAR_	GE_APPROVER@gmail.com
📽 Group Events					
Upcoming Events			Q Sear	ch	
Event Code	Approval Status	Start Date	End Date	State	Action
tx-sa-20230301-r-02	Unapproved	03/01/2023	03/02/2023	ТХ	۲
NJ-KI-20230930-D-04	Unapproved	09/30/2023	10/01/2023	NJ	۲
TX-SA-20230217-R-02	Unapproved	02/17/2023	02/20/2023	ТХ	۲

4. Review the **Group Event** and click **Approve Event** or **Reject Event**, then **Submit**. If event is rejected, you will be prompted to enter a reason

۲	Service Component Approv	al				Sroup Events	🛱 In-Clinic	📞 Call Center	(2) RHRP	3_USAR_GE_APPROVER@gmail.com
		📽 Event tx-sa-20230301-r-02								
		Pending Approvals				Q Search				
		Service Description					Quant	ity	0	
		PHA - With MHA					10			
		Vision Screening					10			
		HIV Testing					10			
		Blood type and determination of Rh factor w/ venipuncture					10			
							Total	Cost: \$0.00		
			Approve Event	Reject Event	🖈 Submit	Rows per page: 10	▼ 1-4 of 4	< <	> >!	

5. For In-Clinic, select Approve or Reject for each service requested and then Submit. Clicking <sup>O</sup> opens the details for each request. If a service is rejected, you will be prompted to enter a reason.

Service Component App	oval								eroup Events	🛔 In-Clinic	💪 Call Center	() RHRP	3_USAR_GE_APPROVER@gmail.com
	🛱 In-	Clinic											
	Pendin	g Approvals							Q Search				
	0	APPROVE	REJECT	State	Unit Name	UIC	DOD ID	First Name	Last Name	Est. Total Cost	Total Cost	e	
	0						2113113121	Mike	Jones	\$130.93	\$0.00	C	
	0					561	888888888	Jason	Tatum	\$623.21	\$0.00	C	
	0	0	0			WP0143	1112213311	Jessica	Rabbit	\$293.80	\$0.00	0	

6. For **Call Center**, select **Approve** or **Reject** for each service requested and then **Submit**. Clicking O opens the details for each request. If a service is rejected, you will be prompted to enter a reason.

Serv	ice Component Appro	oval			🚰 Group	p Events 📑 I	n-Clinic ۹	Gall Center	@ RHRP3_USA	R_IC_MHA_APPF	ROVER@gmail
Cal	l Center										
Pending	Approvals							Q Search			
0	APPROVE	REJECT	State	Unit Name	UIC	DOD ID	First Name	Last Name	Est. Total Cost	Total Cost	C
0			CA			9874563210	Homer	Simson	\$52.74	\$0.00	0
0						8373541322	Test	Test	\$17.59	\$0.00	0
0						8373541322	Test	Test	\$17.59	\$0.00	C
0					W8DVZK	1920456509	Mendez	Pritchett	\$52.74	\$0.00	C
0						8373541322	Test	Test	\$65.95	\$0.00	0
0			CA			1000003539	Uat Jen	Cinco Take Two	\$65.95	\$0.00	C

### **Viewing Reports**

Click Reports, then Select Report from the drop down menu and click Download Selected Files

Reserve Healt Readiness Pro	h ogram			
Q Group Event Search Q Service Memb	per Search 👎 Request Services 🔮 Appr	rove Services GReports FAQs		
A Danart Daahl	aaard			
Report Dash	Joard			
SELECT REPORT	FREQUENCY			
Post Event Report	✓ Weekly	Search	🕹 Downlo	oad Selected Files

### **Logging Out**

Click on the login ID in the upper right hand corner and select Sign Out





## Additional Information

Users can manage additional features of their account by clicking on their login ID in the upper right hand corner.

## Change Password

Re Re	eserve Health eadiness Program	
Q Group Event Search Q	Service Member Search 🔹 Request Service	es 🛇 Approve Services 🕏 Reports FAQs
	Change and save	Password e password.
	Password Requirements: Minimum of 15 characters Can't contain the user's er At least 1 uppercase char At least 1 lowercase char At least 1 number (0-9) At least 1 special characte At least half of the charact	s in length mail address or user's full name racter (A-Z) acter (a-z) er (i.e.l.?, @,\$) :ters must change from the previous password
	OLD PAS SWORD	
	PASSWORD	
	CONFIRM PASSWORD	
	L	Change Password Cancel

## **Change Security Questions**

Reserve He Readiness	calth Program		
Q Group Event Search Q Service Me	ember Search 🔹 Request Service:	s 🖉 Approve Services 🔮 Reports FAQs	
	Select your secu	Questions and Answers rity questions and update your answers.	
	SECURITY QUESTION #1	Who is your favorite teacher?	
	ANSWER #1	Type answer	
	SECURITY QUE STION #2	Who is your favorite teacher?	
	ANSWER #2	Type answer	
	SECURITY QUESTION #3	Who is your favorite teacher?	
	ANSWER #3	Type answer	
		Save Security Questions Cancel	

CUI

### **View Profile**

User View Details: for making demographic updates and requesting access to additional UICs.

User View Details			Authority Details
FIRST NAME *	MIDDLE NAME		LAST NAME *
USAR	Middle Name		UAT
SERVICE COMPONENT	RANK *		PHONE *
U.S. Army Reserve (USAR)	E3-Private First Class	~	8472562527
MILITARY EMAIL ADDRESS	DOD ID		UNIT LOCATION *
USAR_SC_POC@gmail.com	9283273652		Taxes
POC'S UIC	TITLE/POSITION *		CIVILIAN EMAIL ADDRESS
UIC123	Commander		Email Id
ASSOCIATED UIC(s)			
Associated UIC(s)			
JUSTIFICATION *			
test			
	Ug	odate	17

Authority Details: for making updates to the users designated approval authority.

AUTHORITY DETAILS ARE PENDING APPROVAL.		
User View Details		Authority Details
FIRST NAME *	MIDDLE NAME	LAST NAME *
Lindsy	Authority Middle Name	Lansi
AUTHORITY SERVICE COMPONENT	AUTHORITY RANK*	AUTHORITY UNIT *
U.S. Army Reserve (USAR)	E8-First Sergeant	V Unit 1
POSITION *	PHONE *	MILITARY EMAIL ADDRESS*
Manager	8765432897	sqaauthority@gmail.com
CIVILIAN EMAIL ADDRESS		
Authority Civilian Email Address		
	Up	iate