



Reserve Health Readiness Program

SERVICE COMPONENT PORTAL (SCP) USER MANUAL Rev SCP 2.9.24



Reserve Health
Readiness Program

Service Component Portal

Securely access event and appointment information



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Important Information

1. The QTC Service Component Portal (SCP) web address is: <https://scp.qtcm.com>
2. If you need help please contact us at:
 - 833-QTC-RHRP [(833) 782-7477]
 - RHRPSupport@qtcm.com
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. <ul style="list-style-type: none"> - 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

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

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

[New 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 *).

Reserve Health Readiness Program | User Registration

CONTROLLED UNCLASSIFIED INFORMATION

New Unit POC Request

First Name *
Middle Name
Last Name *

Service Component *
Rank *

Military email address *
Civilian email address

Unit Location *
POC's UIC *

Phone *
DOD ID *
Title/Position *

UICs to be updated

Justification *

Authority details

Authority First Name
Authority Middle Name
Authority Last Name

Authority Service Component *
Authority Rank *

Authority Position *
Authority Military email address
Authority Civilian email address

Authority UIC *

SUBMIT REQUEST

CUI

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 >**.



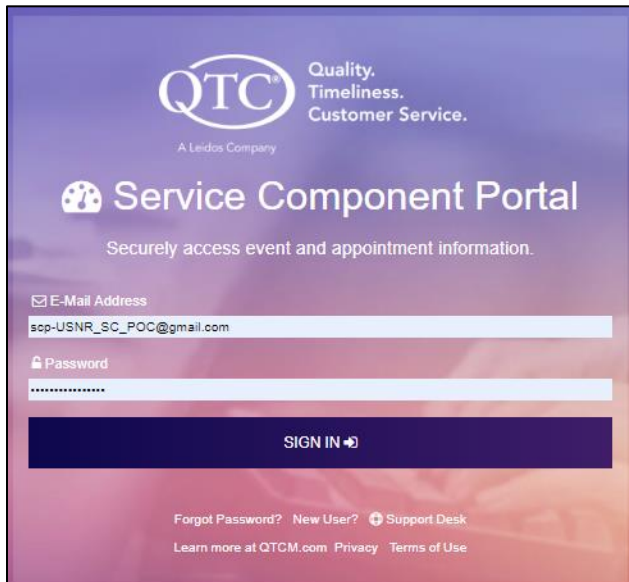


Accessing the Portal

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.

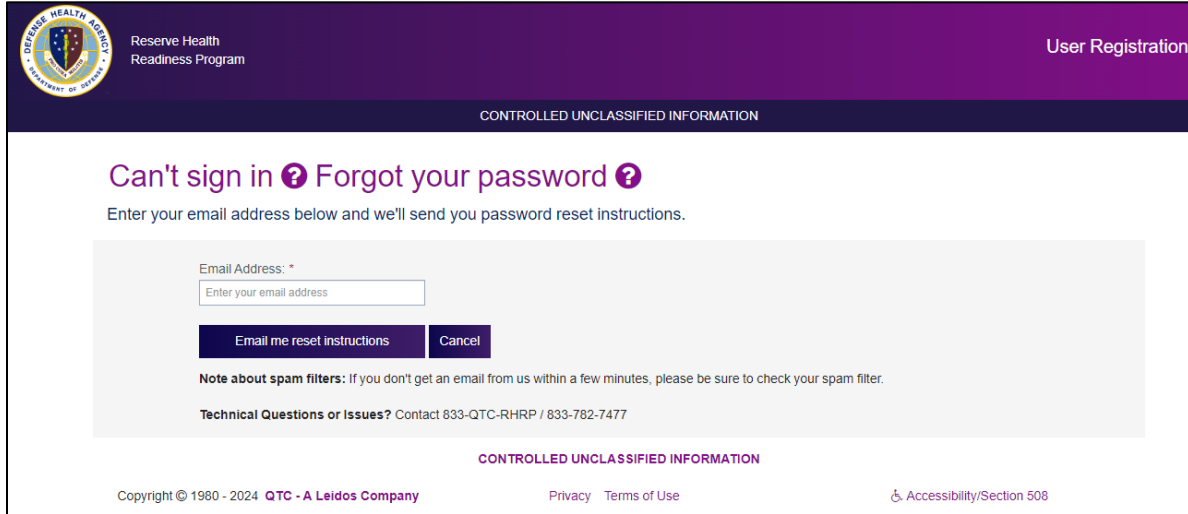


3. Login using registered email address and password.

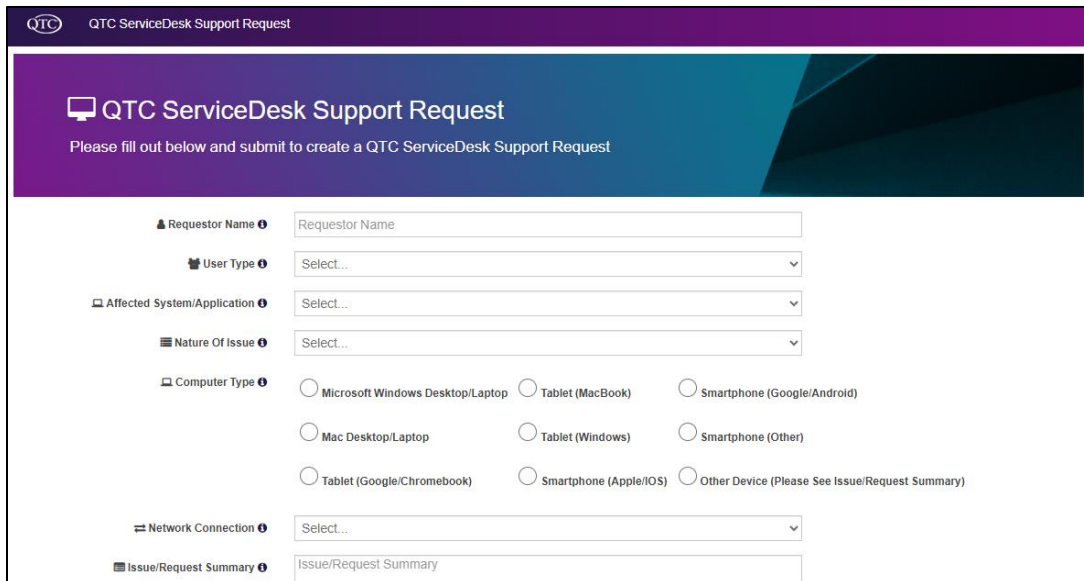


4. Users can also register for access, get password assistance and submit an IT trouble ticket from the login screen:

- 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?**”



- 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.





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

The screenshot shows the 'Search Event' form with the following fields:

- EVENT FROM DATE: MM/DD/YYYY
- EVENT TO DATE: MM/DD/YYYY
- EVENT ID: Enter Event ID
- EVENT STATUS: --Select Event Status--
- CITY: Enter City
- STATE: --Select State--
- SERVICE COMPONENT: U.S. Army Reserve (USAR)
- UIC(x): Enter UIC
- Buttons: RemoveAll, Search

Below the form is a table with columns: UIC, EVENT STATUS, EVENT ID, SERVICE COMPONENT, EVENT DATE, CITY, STATE, EVENT COORDINATOR, EVENT REGION. The table is currently empty with the message 'No data available.' and 'Showing 0 to 0 of 0 entries'.

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

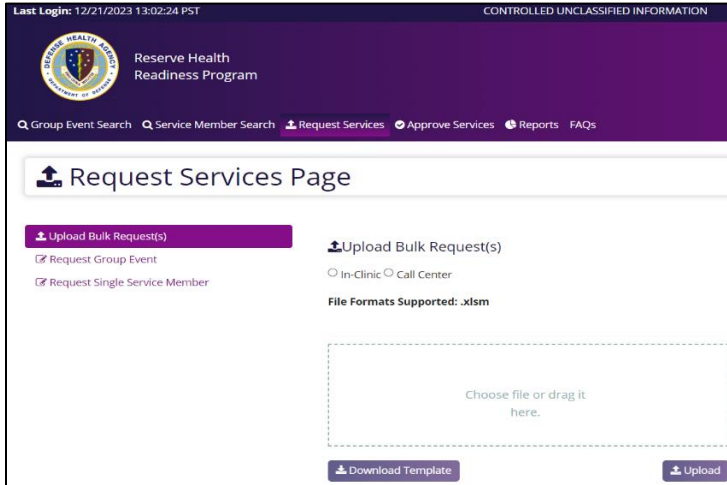
The screenshot shows the 'Search Service Member' form with the following fields:

- REQUEST TYPE: --Select Request Type--
- SM LAST NAME: Enter Last Name
- SM FIRST NAME: Enter First Name
- DOB: MM/DD/YYYY
- DOD ID: Enter DOD ID
- SSN: Enter Last 4-Digits
- UIC(x): Enter UIC
- Buttons: RemoveAll, Search

Below the form is a table with columns: SERVICE MEMBER NAME, DOD ID, UIC, SSN (LAST 4-DIGITS), DOB, SERVICE COMPONENT. The table is currently empty with the message 'No data available.' and 'Showing 0 to 0 of 0 entries'.

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.

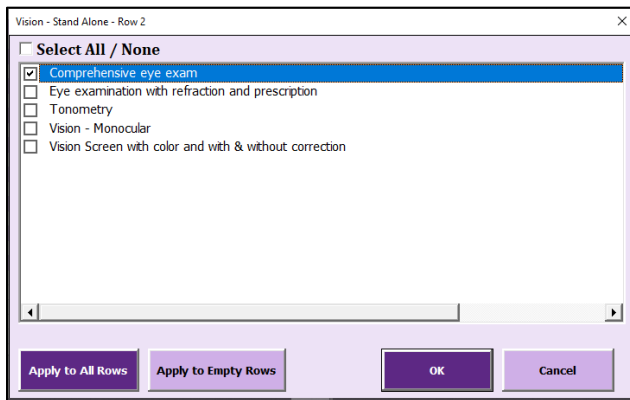


Upload Bulk Request

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).

| | A | B | C | D | E | F | G | H | I | J | K |
|---|--------------|--------------------------|-------------|------------|-----------|------------|----------------|----------|---------------------|---------------------------|-------------|
| 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



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

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 *)

Controlled Unclassified Information

Add Event

Event ID: [Event ID] Service Component*: [- Component -] Date Event Requested: [01/09/2024] Type of Event*: [- Select Event Type -] Other: [Other]

Event Start Date*: [MM/DD/YYYY] Start Time: [- Select Hr -] [- Select Mi -] # of Hours / Day: [- Select -] Event End Date*: [MM/DD/YYYY] Lunch Break: [- Select -] On / Off Post*: [- Select -]

Event Address*: [Address Line 1] [Address Line 2] Event Zip Code*: [Zip Code] Event City*: [City] Event State*: [- State -] Region: [- Select State -]

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

Controlled Unclassified Information

Add Dental Services

Dental Event Administration

Dental Exams

Comprehensive oral evaluation – Group
Event Tier 1,2,3 ⓘ

Dental Bitewings ⓘ

Comprehensive oral evaluation – Group
InClinic (Rarely used) ⓘ

Panoraphic radiograph ⓘ

Est # SMS must be between 1-2500.

Est # SMS must be between 1-2500.

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

Controlled Unclassified Information

Add POC/Notes

POC

Unit Pre-Event POC*
Unit Pre-Event POC First Name
Unit Pre-Event POC Last Name
Unit Pre-Event POC Rank
Primary Phone EXT
Secondary Phone EXT
email address

Unit Alternate POC
Unit Alternate POC First Name
Unit Alternate POC Last Name
Unit Alternate POC Rank
Primary Phone EXT
Secondary Phone EXT
email address

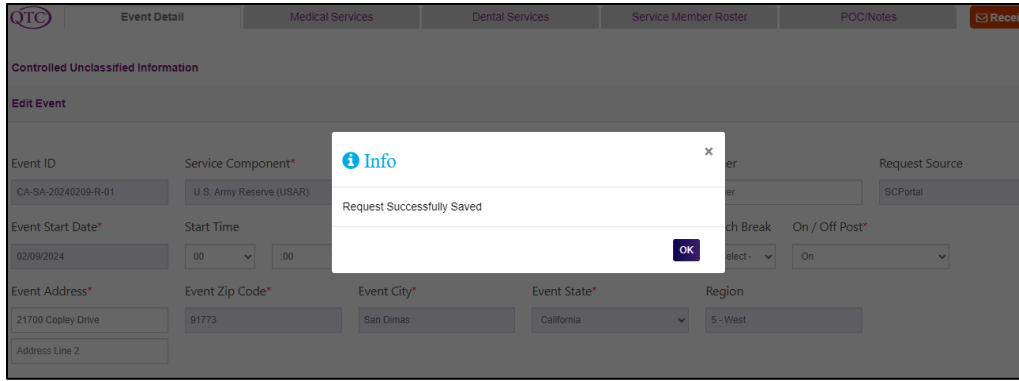
Unit On-Site Event POC
Unit On-Site Event POC First Name
Unit On-Site Event POC Last Name
Unit On-Site Event POC Rank
Primary Phone EXT
Secondary Phone EXT
email address

Other Event POC

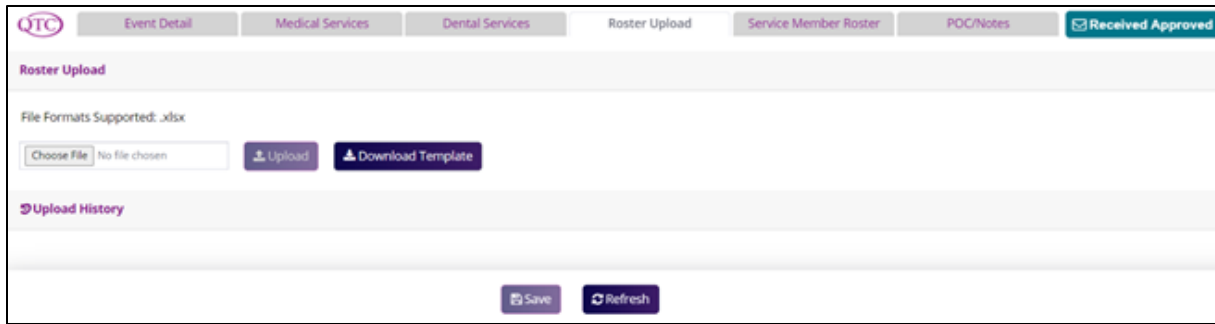
| FIRST NAME | LAST NAME | RANK NAME | POC TYPE | PHONE NUMBER | SECOND PHONE | EMAIL |
|------------|-----------|-----------|----------|--------------|--------------|-------|
| | | | | | | |

Save Refresh

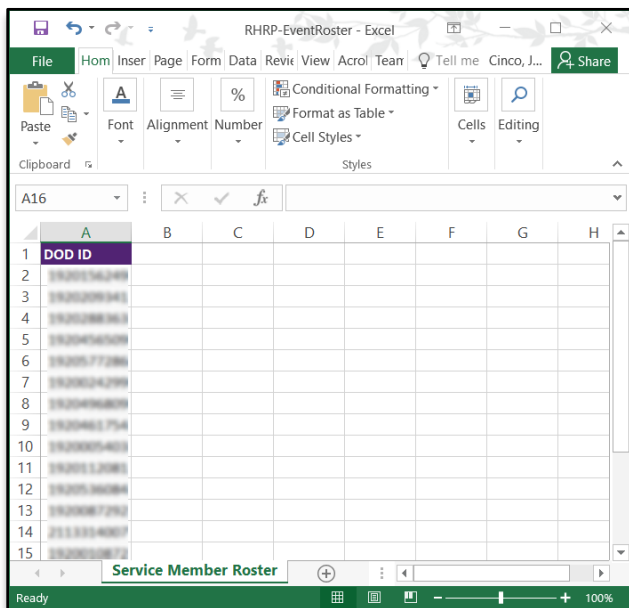
- Once all of the required information is entered, click **Save**. This will submit the request. An RHRP Event Manager will be assigned to finalize the planning and coordination.



- 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



- 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.
- Open the template, enter the DODIDs in Column A (beginning in Row 2) and save the file. The file must be saved as .xlsx



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.

| SERVICE MEMBER NAME | UIC | SSN | DOB ID | AUDIO | DENTAL EXAMS | IMMUNIZATIONS | LAB SERVICES | MHA STAND ALONE | MISCELLANEOUS | PHA BHS STAND ALONE | PHYSICALS | VISION | DIAGNOSTICS & PAPERWORK | STATUS | ACTIONS |
|-----------------------------|----------|------|------------|-------|--------------|-------------------------------------|-------------------------------------|-----------------|---------------|---------------------|-----------|--------|-------------------------|-------------------------------------|-------------------------------------|
| *Dewle-Villanueva, Mackenna | | 2596 | 192049809 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *HENRICH, GARE | | 6919 | 1920005403 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *Wardell, okuma | WSE113 | 5877 | 1920536084 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *Kotorman, brandon | FF882 | 0697 | 1920577286 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *FRITCHETTI, MENDEZ | WSDVZK | 5266 | 1920456509 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *McLennan, Naran | M1418SSN | 3958 | 1920010872 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *BURSE, Ocean Year | WTQ2AB | 2794 | 1920461754 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *Lizao-Jean, Tieghan | W5TAAA | 7166 | 1920156249 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Hewerette, KALEEM | W5Z2A4 | 5775 | 2113314007 | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

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

| SERVICE MEMBER NAME | UIC | SSN | DOB ID | AUDIO | DENTAL EXAMS | IMMUNIZATIONS | LAB SERVICES | MHA STAND ALONE | MISCELLANEOUS | PHA BHS STAND ALONE | PHYSICALS | VISION | DIAGNOSTICS & PAPERWORK | STATUS | ACTIONS |
|-------------------------|-----------|------|------------|-------|--------------|-------------------------------------|--------------|-----------------|---------------|---------------------|-----------|--------|-------------------------|-------------------------------------|-------------------------------------|
| *Hewerette, KALEEM | W5Z2A4 | 5775 | 2113314007 | n/a | n/a | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *Kotorman, brandon | FF882 | 0697 | 1920577286 | n/a | n/a | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| *Isai Donaf, Isai Donaf | WSR3AAWSR | 2567 | 1000545678 | n/a | n/a | <input checked="" type="checkbox"/> | n/a | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| McLennan, Naran | M1418SSN | 3958 | 1920010872 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Wardell, okuma | WSE113 | 5877 | 1920536084 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

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.

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.

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.

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

| Event Code | Approval Status | Start Date | End Date | State | Action |
|---------------------|-----------------|------------|------------|-------|--------|
| tx-sa-20230301-r-02 | Unapproved | 03/01/2023 | 03/02/2023 | TX | |
| NJ-KI-20230930-D-04 | Unapproved | 09/30/2023 | 10/01/2023 | NJ | |
| TX-SA-20230217-R-02 | Unapproved | 02/17/2023 | 02/20/2023 | TX | |

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


| Event Code | Approval Status | Start Date | End Date | State | Action |
|---------------------|-----------------|------------|------------|-------|--------|
| tx-sa-20230301-r-02 | Unapproved | 03/01/2023 | 03/02/2023 | TX | |
| NJ-KI-20230930-D-04 | Unapproved | 09/30/2023 | 10/01/2023 | NJ | |
| TX-SA-20230217-R-02 | Unapproved | 02/17/2023 | 02/20/2023 | TX | |

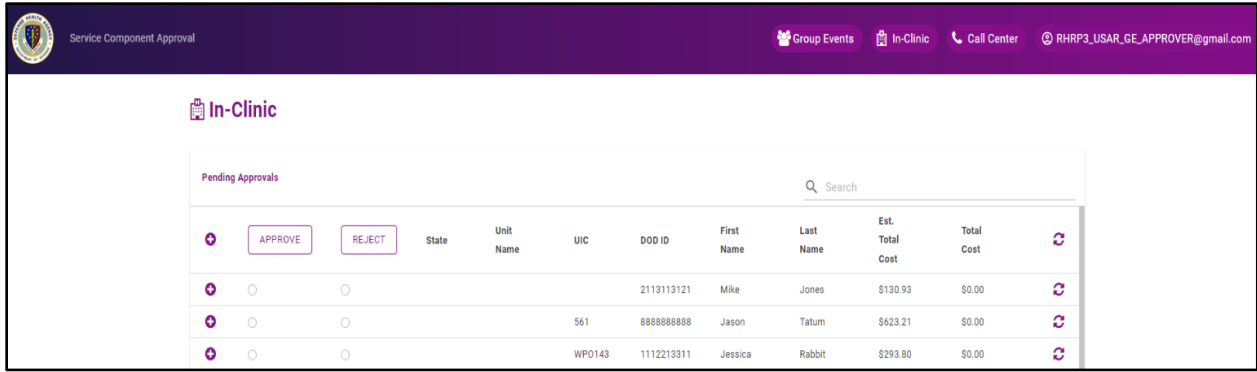
4. Review the **Group Event** and click **Approve Event** or **Reject Event**, then **Submit**. If event is rejected, you will be prompted to enter a reason


| Service Description | Quantity |
|---|----------|
| PHA - With MHA | 10 |
| Vision Screening | 10 |
| HIV Testing | 10 |
| Blood type and determination of Rh factor w/ venipuncture | 10 |
| Total Cost: \$0.00 | |

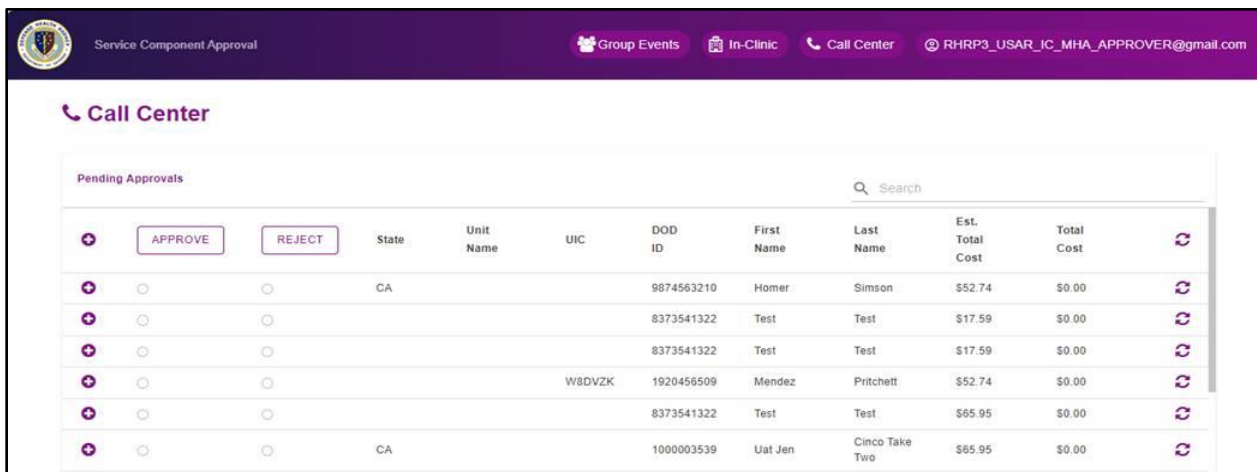
Rows per page: 10 | 1-4 of 4 | < >

Approve Event
Reject Event
Submit

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

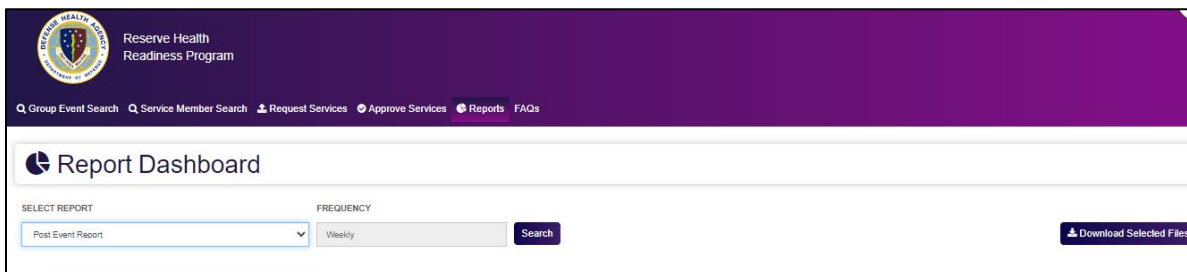


- For **Call Center**, select **Approve** or **Reject** for each service requested and then **Submit**. Clicking  opens the details for each request. If a service is rejected, you will be prompted to enter a reason.



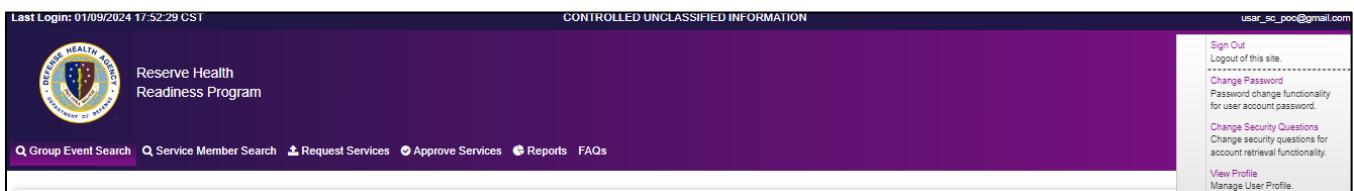
Viewing Reports

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

Reserve Health Readiness Program

Group Event Search Service Member Search Request Services Approve Services Reports FAQs

Change Password

Change and save password.

Password Requirements:

- Minimum of 15 characters in length
- Can't contain the user's email address or user's full name
- At least 1 uppercase character (A-Z)
- At least 1 lowercase character (a-z)
- At least 1 number (0-9)
- At least 1 special character (i.e. !, ?, @, \$...)
- At least half of the characters must change from the previous password

OLD PASSWORD

PASSWORD

CONFIRM PASSWORD

Change Password Cancel

Change Security Questions

Reserve Health Readiness Program

Group Event Search Service Member Search Request Services Approve Services Reports FAQs

Security Questions and Answers

Select your security questions and update your answers.

SECURITY QUESTION #1

ANSWER #1

SECURITY QUESTION #2

ANSWER #2

SECURITY QUESTION #3

ANSWER #3

Save Security Questions Cancel

View Profile

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

| User View Details | | Authority Details |
|--|---|---|
| FIRST NAME * USAR | MIDDLE NAME Middle Name | LAST NAME * UAT |
| SERVICE COMPONENT U.S. Army Reserve (USAR) | RANK * E3-Private First Class | PHONE * 8472582527 |
| MILITARY EMAIL ADDRESS USAR_SC_POC@gmail.com | DOD ID 9283273852 | UNIT LOCATION * Taxes |
| POC'S UIC UIC123 | TITLE/POSITION * Commander | CIVILIAN EMAIL ADDRESS Email Id |
| ASSOCIATED UIC(s) Associated UIC(s) | | |
| JUSTIFICATION * test | | |
| <input type="button" value="Update"/> | | |

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

| User View Details | | Authority Details |
|---|--|--|
| AUTHORITY DETAILS ARE PENDING APPROVAL. | | |
| FIRST NAME * Lindsay | MIDDLE NAME Authority Middle Name | LAST NAME * Lansi |
| AUTHORITY SERVICE COMPONENT U.S. Army Reserve (USAR) | AUTHORITY RANK * E8-First Sergeant | AUTHORITY UNIT * Unit 1 |
| POSITION * Manager | PHONE * 8795432897 | MILITARY EMAIL ADDRESS * sqaaauthority@gmail.com |
| CIVILIAN EMAIL ADDRESS Authority Civilian Email Address | | |
| <input type="button" value="Update"/> | | |