## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support</td>
<td>4</td>
</tr>
<tr>
<td>AccreditNet Helpdesk</td>
<td>4</td>
</tr>
<tr>
<td>Client Services Inquiries</td>
<td>4</td>
</tr>
<tr>
<td>Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries</td>
<td>4</td>
</tr>
<tr>
<td>Supported Browsers and Platforms</td>
<td>5</td>
</tr>
<tr>
<td>Login</td>
<td>6</td>
</tr>
<tr>
<td>Logging Out</td>
<td>8</td>
</tr>
<tr>
<td>Multi-Factor Authentication</td>
<td>9</td>
</tr>
<tr>
<td>Authenticator (Recommended)</td>
<td>11</td>
</tr>
<tr>
<td>SMS</td>
<td>12</td>
</tr>
<tr>
<td>Email</td>
<td>13</td>
</tr>
<tr>
<td>Dashboard</td>
<td>15</td>
</tr>
<tr>
<td>Notifications</td>
<td>20</td>
</tr>
<tr>
<td>Documents</td>
<td>22</td>
</tr>
<tr>
<td>Resource Documents</td>
<td>22</td>
</tr>
<tr>
<td>Contacts</td>
<td>23</td>
</tr>
<tr>
<td>Application</td>
<td>24</td>
</tr>
<tr>
<td>Processes</td>
<td>27</td>
</tr>
<tr>
<td>Accreditation Milestones</td>
<td>29</td>
</tr>
<tr>
<td>Instruments</td>
<td>31</td>
</tr>
<tr>
<td>Instrument Overview Page</td>
<td>32</td>
</tr>
<tr>
<td>Instrument Question Types</td>
<td>33</td>
</tr>
<tr>
<td>Instrument Navigation</td>
<td>35</td>
</tr>
<tr>
<td>Request for Information (RFI)</td>
<td>36</td>
</tr>
<tr>
<td>Export</td>
<td>38</td>
</tr>
<tr>
<td>Issuer information</td>
<td>39</td>
</tr>
<tr>
<td>Accreditation/Certification</td>
<td>41</td>
</tr>
<tr>
<td>Seals</td>
<td>42</td>
</tr>
</tbody>
</table>
Notice of Change (NOC) ........................................................................................................................................................ 43
Important Contact Information ............................................................................................................................................ 46
  Support .............................................................................................................................................................................. 46
  AccreditNet Helpdesk ....................................................................................................................................................... 46
  Client Services Inquiries .................................................................................................................................................... 46
  Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries ..................................... 46
Support
https://www.urac.org/contact/

AccreditNet Helpdesk
The helpdesk is available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. To request assistance:

Phone: (202) 216-9010 (option 6)
Email: accreditnet@urac.org

Client Services Inquiries
Phone: (202) 326-3942
Email: clientrelations@urac.org

Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries
Phone: (202) 326-3968
Email: marketing@urac.org
Supported Browsers and Platforms

- Chrome
- Edge
- Safari

For best user experience we recommend using Chrome.

Other Browser Requirements:

- JavaScript must be enabled on your web browser
- Cookies must be enabled on your web browser
Login

Launch AccreditNet® 3.0 using this URL from your browser: https://accreditnet.urac.org/#/auth/login

If this is your first time accessing AccreditNet® 3.0, you will need to use the “Can’t Login or forgot your password” link. This will allow for the system to send a reset password email to your user account.

**Important!** If you enter your email address incorrectly or enter a non-existing email, the reset password email will not be sent.
Enter your email address on the “Having trouble logging in?” screen.

The Password Reset Confirmation email will be sent from “no-reply@urac.org”.

Important! You should request the “no-reply@urac.org email address to be white-listed in your organization’s email system.
Logging Out

The “Me” icon located in the blue banner, in the top right of your Home Screen/Dashboard provides access to log out of the system.

Select the “Me” icon, the “Logout” selection is listed:
Multi-Factor Authentication

The “Me” icon, located in the blue banner, top right corner of your screen provides access to configure multi-factor authentication. After selecting the “Me” icon, select “Edit My Profile”.

Select the “Security” tab, then “Configure authentication (MFA)”:

You will be prompted to re-enter your system password:
Three authentication methods are available, Authenticator, SMS and/or Email.

<table>
<thead>
<tr>
<th>Authentication Method</th>
<th>On</th>
<th>Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authenticator (Recommended)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use a smart phone authenticator application to generate a one time password</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requires smart phone (iOS, Android, Windows 10 Mobile)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requires authenticator application Show Apps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide a phone number to receive a one time password via SMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requires phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requires SMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide an email address to receive a one time password via email</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requires email address</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Important!** While Authenticator is the recommended method, please configure an additional method as well. This will ensure that the loss of the Authenticator application does not result in an inability to access the system.
Authenticator (Recommended)

You have the choice of 3 authenticator applications: Google, LastPass and/or Microsoft. Using your cell phone authenticator application, add an account and scan the code that displays on the AccreditNet 3.0 screen. Then enter the Authentication code provided.

![Authenticator](image)

You will be prompted to add an Authentication code from your Authenticator each time when logging into AccreditNet 3.0.
SMS

Enter a phone number that accepts SMS messages.

![Text/SMS](image)

Configure SMS based MFA

Provide a phone number to receive a one time password via SMS

Requires phone, Requires SMS

Phone Number

202-555-1212

Send Code

A SMS text will be sent to your phone containing a Verification Code to be entered.

![Text/SMS](image)

Message Sent

A text message has been sent to 703-919-3051

If you did not receive your text click here to resend

Authentication code

4351712

Verify

Back

You will be prompted to add an authentication code received via SMS text each time when logging into AccreditNet 3.0.
Email

Provide an email address to receive a one-time password via email.

Once an email address is provided, you will receive an email containing a verification code to be used to enter your account.

Your one-time ARMATURE Fabric for URAC verification code

noreply@armaturecorp.com

Dear Margaret,

Below is your one-time verification code for your ARMATURE Fabric for URAC account.

1035180

Please note that this code will be valid for 15 minutes. After this time you will need to request a new code.

If you did not request a verification code, please contact your system administrator immediately.
You will be prompted to add an authentication code received via the provided email address each time when logging into AccreditNet 3.0.

**Important!!** Once configured you will be prompted to use authentication every time that you log into the system. Always configure at least 2 methods of authentication so that you have a back up method to access the system. The URAC Service Desk can assist you in this installation.
Dashboard

When you log into AccreditNet 3.0 you will be presented with your Organization’s Home Screen or Dashboard.

Note: If you have access to multiple organizations, AccreditNet® 3.0 will list the organizations for access selection.

Select the organization you wish to view to be taken to that organization’s Dashboard/Home Screen.
Your Dashboard/Home Screen provides a summary view, which is your ability to see what’s in progress at a glance with your application. In addition, navigation tabs located across the top of the screen provide more in-depth information. Each section of the Dashboard/Home Screen in the screenshot below is identified by a letter. You’ll find more information about each of these sections in the screenshots that follow.
A. The top-left screen shows general organization information. Additional detailed information can be found by navigating to the “Profile” tab.

B. “Notice of Change (NOC)” – gives you the ability to add new NOC by selecting from the drop-down menu or navigate to an existing NOC.

C. “Active Applications” – shows the list of incomplete application(s) with indicator on whether there are activities waiting for you on the application. You can also navigate to the “Applications” tab to view all applications (present and past).
D. Active accreditations and/or certifications are displayed on the right side of the screen in the "Certifications" area. Clicking on the "Certification Type" or navigating to the "Certifications" tab provides detail of the accreditation/certification.

**Important!** The Certification section displays active accreditations and/or certifications by default. If you wish to view prior, now expired accreditations and/or certifications, unselect the “Show Active Only” checkbox.
E. “In-Progress Reviews” - displays the Application Instruments that are in the Review process, specifically those that have been returned, Requesting Further Information (RFI). Selecting the Application name link will take you directly into the Instrument itself, while the orange “Requires Feedback” displays the number of items returned for further information (RFI).

F. “Scheduled Items” - shows the list of Instruments scheduled and not completed. You can also navigate to “Instruments” tab to view all instruments (present and past).

**Important!** In AccreditNet 3.0, when you apply for an accreditation and/or certification, you complete an “Instrument”. That is the tool used to collect your evidence of compliance to the Standards associated with the accreditation and/or certification.
Notifications

Organization contacts will receive notifications noted by a number next to the bell in the top right corner of your screen when certain actions need their attention.

Access your Dashboard Notifications by selecting the “bell” icon. Notifications are dismissed individually by selecting a “View Details” link or all at once by selecting the “Clear All” link on the top right of the notifications screen.

In addition, email notifications are sent directly to you. System Email Samples:

**You’ve been assigned to the Instrument Response 'APP: Contact Center v1.0'**

no-reply@urac.org <no-reply@urac.org>

To: clientemail@clientorg.com

Dear URAC Client,

You’ve been assigned to an Instrument Response.

Subject: APP: Contact Center v1.0
Open Date: 2021-03-08
Close Date: 2021-06-10

[Click here to access]

Sent from ARMATURE Fabric
Important! All system generated emails will be sent from “no-reply@urac.org”. Please request this email address be white-listed in your organization’s email system.
Documents
Certificates for accreditation and/or certification achievement are accessible via the “Documents” tab and filed in a folder within the “Library” section of the Documents screen.

Resource Documents
The Program Guide and other resource documents have been uploaded to your organizations Documents folder for reference. In order to download these documents, navigate to the “Documents” tab on your Dashboard.

The screen will default to the “Library” tab within the “Documents” page. To download the Program Guide and Standards, select to the “Shared” tab:

Important!! Downloading and referencing the Program Guide is imperative to achieving a successful Accreditation or Certification.
Contacts

The **Primary Organization Contact (POC)** should review the individuals listed via the Organization Home Screen or Dashboard under the “Contacts” tab. The individuals listed have access to all Organization information and can assist with Application Instrument completion.

<table>
<thead>
<tr>
<th>Name</th>
<th>User Account</th>
<th>Type</th>
<th>Primary</th>
<th>Trusted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armature Admin</td>
<td><a href="mailto:armature.dev-urac@gmail.com">armature.dev-urac@gmail.com</a></td>
<td>Application User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Margaret Frank</td>
<td><a href="mailto:margiecornett@verizon.net">margiecornett@verizon.net</a></td>
<td>Application User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Olisa Lamb</td>
<td><a href="mailto:olamb@urac.org">olamb@urac.org</a></td>
<td>Application User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test Person</td>
<td><a href="mailto:rhiggins@verizon.net">rhiggins@verizon.net</a></td>
<td>Application User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>text text2</td>
<td><a href="mailto:shubham.pati@armaturecorp.com">shubham.pati@armaturecorp.com</a></td>
<td>Application User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Margaret Weiner</td>
<td><a href="mailto:maggieenc@gmail.com">maggieenc@gmail.com</a></td>
<td>Application POC, Organization POC</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Organization POC is identified on the “Contacts” list with a green “P” under the “Primary” column. “Trusted” individuals are other Organization application users who can assist with Application Instrument completion and have access to all Organization information within the AccreditNet 3.0 system. Notify your Client Relations Manager (CRM) of any contacts that need to be added or deleted.

**Important!!** The Organization’s POC is responsible for notifying URAC of individuals that should be added or removed from the Organization’s Contact list.
Application

In AccreditNet 3.0 an Application encompasses all necessary activities to achieve accreditation/certification, including an Instrument used to submit documents and citations demonstrating compliance with URAC Standards and Elements of Performance.

The POC should review all information associated with the Accreditation or Certification being sought on the Application Information screen. Navigate to this screen by selecting the Application number listed in the Applications section of the Dashboard/Home Screen or using the “Applications” tab.

The Application Information screen defaults to the “Activities” tab and displays your Application number at the top of the page, along with your Organization name and the Accreditation of Certification program for which you are applying.

The Activities tab displays the current step within the Accreditation Process in a large box on the screen. Initially, the current Process step for the Accreditation Process will be “Application Open for Submission”. You can navigate to the Application Instrument by selecting the program name link within the box.
Do NOT select the “MARK AS COMPLETE” link at the bottom of the Process box. This process step is automatically completed for you when you “Submit” your Instrument.
Selecting the “Certifications” tab on the Application Information screen identifies the version of accreditation or certification being, additional designations in scope (if applicable) and impacted sites.

Important! Please review the list of applicable site names and locations for accuracy. Notify your Client Relations Manager (CRM) if this list is inaccurate.
Processes

AccreditNet 3.0 uses a process engine to control the accreditation and NOC workflows. As a client, your need to interact with processes is minimal.

There are different types of processes:

1) **Accreditation Process** - You will NEVER need to interact with the Process steps. For the Accreditation Process the process step “Application Open for Submission” will automatically be marked complete when you “Submit” your Application Instrument.

In all cases the process will work in a similar manner. You can access a process from:

- From the Dashboard/Home screen “Processes” tab

After opening the “Processes” tab, you’ll see any process activity that’s visible to the organizational contact. When the Application POC “Submits” the application Instrument, the “Application Submission” process step will automatically be marked as Complete.

**IMPORTANT!** When you Submit the Application Instrument the “Application Submission” Process step will automatically update to Complete.
2) **Notice of Change (NOC) Process** – as discussed earlier, if you have not completed and submitted the associated information form, the NOC is listed as “In Progress”, but will display with a Progress of “0%” under the “Processes” tab.
Accreditation Milestones
This is a high-level view of a process to help users understand how far their application is in the process. Demonstrated below are the 2 ways you may view Process Milestones:

1. From the Application Info screen, select the “Milestones” tab on the Accreditation Process. The current “In-Progress” Milestone will display with a blue diamond.

2. From the “Process” tab, select the active Accreditation process listed under the Process Info column.

Important! If you are completing more than one Accreditation or Certification Application, this can be confusing as the Process Info list does not specify the Application being completed.
On the Accreditation Process screen, use the drop-down menu in the right upper corner and select “Milestones”.

The current “In-Progress” Milestone will display with a blue diamond.
Instruments

Instruments are used to capture question responses or criteria compliance documentation. This feature is used for the following activities:

- **Application Instrument** – for program, addendums, designations

Instruments can be accessed in various ways:

- **Dashboard > Scheduled Items**: Lists all incomplete Instruments.
- **Instruments** (top navigation tab): Lists of all instruments including the completed instruments for the organization.

**Important!** Take note of the “Closes” date for the Instrument. Your initial submission of the Instrument must be completed and submitted by this date. The Application POC is the only person able to see and select the “Submit” button for the initial Application Instrument submission.
Instrument Overview Page

- **Instrument Overview**: Organization name, Opens/Closes dates, and Status (A)
- **Instrument Workflow**: Displays the actions the Instrument has undergone to date (B)
- **Review Scoring Summary**: Displays information after reviewer has gone through scoring and calculated score (C)
- **Instrument Detail**
  - Progress: List of pages in the instrument along with percentage of completion
  - Documents: List all documents uploaded into instrument (E)
  - Assignees: List users assigned to the instrument to access (F)

Users can navigate into the specific instrument pages using the page links on the right side of the screen (see green arrow).
Instrument Question Types

All accreditation/certification instruments begin with an Introduction, followed by a page of General Questions. In addition, some programs may include additional program specific questions. The program standards are listed on separate pages. A final Attestation, the “Thank You [M]” page concludes the application/certification instruments. The following types of questions can be found within the Instrument:

1. Text box: An open text field for data entry

   General Questions [M]

   1

   Please list your company website address

2. Radio buttons: Used typically for yes/no questions. To use, simply select the icon next to the appropriate response:

   7

   Does the organization delegate functions covered under the scope of the accreditation/certification?

   - Yes
   - No
   - Clear

3. Multi-select Buttons: Multiple options may be selected to provide the appropriate response to the question:

   Disease Management Specific Questions [M]

   1

   Please identify the conditions included within the scope of the Disease Management Accreditation

   - Anxiety Disorder
   - Asthma
   - √ Atrial Fibrillation
   - Back Pain
   - No Behavioral Health
   - No Cardio Vascular Accident
   - No Chronic Kidney Disease
   - √ Chronic Obstructive Pulmonary Disease
   - No Chronic Pain
   - No Congestive Heart Failure
4. Supporting Documentation: These questions allow you to upload evidence in the form of policies, procedures, minutes, etc. that demonstrate your organization’s compliance with the Standard or Element of Performance:

Select “Add Row” to enable the attach document function:

You can re-use an already-attached document or upload a document from file explorer. To attach additional documents, continue to use the “Add Row” function. In general, one or two documents can demonstrate compliance with an element. Only upload documents that specifically address compliance with the element. URAC will not review more than three documents per standard element prior to a “Request for Information” being sent.

Specify in the “Citation (page number and section)” text box the location within the attached document that the evidence is found. URAC will not accept or review any document that does not include a clear, specific citation.

Important! URAC will not review more than three documents per standard element prior to a “Request for Information” being sent.
IMPORTANT!!

DO NOT submit any protected health information (PHI) or individually identifiable health information (IIHI) in your Supporting Documentation. PHI/IIHI is any information about health status, provision of health care, or payment for health care that can be linked to a specific individual. Submitting PHI/IIHI to URAC is strictly prohibited.

Instrument Navigation

Navigate between instrument pages using the “PREV.” and “NEXT” icons at the bottom of each page or by using the page links on the right side of the screen.

The system performs an automatic “Save” when moving between pages or when exiting the Instrument. You may wish to select “Save” however when uploading or attaching a number of documents to an Instrument page.

Important!! For the initial submission, only the Application POC can “Submit” the Instrument. All pages must be 100% complete before the “Submit” button is active.
Request for Information (RFI)
Submitted instruments will go through URAC’s Desktop Review (DTR) process with potential Request for Information (RFI). When an RFI is issued, assignees will receive notification via email and within the “Notifications” screen accessible through the bell icon in the top right corner of the system banner.

- Feedback/Changes Requested: Indicates that there is feedback expected
- Orange Hazard Triangle: Indicates there is a question marked for follow-up on the page
- Review Scoring Summary: Shows the current score after the initial DTR and RFI rounds

Navigate to the page where further clarification or feedback is requested.

Respond to each Request for Information by uploading a new or amended document. DO NOT delete any documents that were previously uploaded or linked to an element. Best practice is to append the name of the documents being added in response to the RFI with either the RFI round or the date of the upload, example: “Test Doc2_RFI1_03012024.pdf”

Important! You do not reply to the RFI, rather you need to upload additional documentation to demonstrate compliance. DO NOT delete any documents that were previously uploaded or linked even if the previously submitted document has been modified. Rather, rename the amended document, adding “RFI response” and the date modified and add to the Supporting Documentation section.
Once you have responded to each of the RFIs, select “Submit Changes” to proceed. This will notify the URAC Reviewer that you have responded and are ready to proceed with the accreditation/certification process.

**IMPORTANT!**
Do NOT delete any previously uploaded documents when responding to an RFI.
Export

You can export details regarding your instrument submission from within your instrument by selecting the “Export” icon in the right upper corner of the banner:

Select the details you wish to include in the export:

You will be able to export to .pdf or print the results for your records.
Issuer information

Your organization can view all issuer information at any point in time. However, you may only add or archive issuer records during an active application. Any changes during non-application periods should be done by submitting a “NOC: Change in Issuer Information [For HPL, DPL and HIM only]”

Access Issuer Information from top navigation bar:
If **Issuer Information** has changed, you will need to archive the previous record and add a new one.

- To Archive outdated information, select the menu “≡” icon to the left of the Program Name.

- To add new Issuer information, select the “+” sign in the right upper corner of the screen and complete the form.

**Important!** If the Issuer Information remains unchanged, you do not need to add or modify record.
Accreditation/Certification

You can navigate to certification record via:

- Dashboard: Click on certificate type name
- Top navigation: Certification - Click on certificate type name

When a record is selected via the certificate type name, the detail page will display current stats, historical decisions, sites and the seal (html code) to be copied and used on the organization’s website.
Seals

URAC-accredited or certified organizations should display a valid, dated URAC Accreditation or Certification Seal applicable to your program status on your company website. The seal contains a hyperlink to your listing on the URAC Directory of Accredited Organizations or the URAC Directory of Certified Organizations web page as appropriate. With a “click-to-verify” Accreditation or Certification Seal, you ensure that anyone visiting your website can easily recognize and verify your status.

Located on the Certification Record, AccreditNet 3.0 provides a more versatile format for seal generation. The HTML code provided includes the URAC seal image, the program for which you have been accredited/certified, the expiration date of the accreditation/certification and an embedded link back to your organization’s directory information. **Copy the code provided to Notepad and save it as an HTML file. Provide the file to your website administrator for incorporation on your website.**
Notice of Change (NOC)

To start an NOC:

- Select the type of NOC that you wish to submit from the drop-down menu in the “Notice of Change” section on your Dashboard/Home screen.

- Click on the “Submit” button.

- After selecting the “Submit” button:
  1. The form that generates outlines the information that needs to be collected in order to process the NOC.
  2. Depending upon the type of NOC, you may be asked to provide the impacted Application Number.
  3. Once the information is entered, you can choose to “Save”, “Submit” or “Abandon” this form.
Once “Submit” is selected, the NOC instrument will be available to URAC staff for processing.
**Important!** If you do not have access to the information required to complete the form, you can select "Save", however the NOC will not be available for URAC staff to process until the information is added and the form is submitted. NOCs that have yet to be submitted are still listed as “In Progress”, but will display with a Progress of “0%” in the **Processes** tab.
Important Contact Information

Support
https://www.urac.org/contact/

AccreditNet Helpdesk
The helpdesk is available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. To request assistance:

Phone: (202) 216-9010 (option 6)

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Client Services Inquiries
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Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries
Phone: (202) 326-3968

Email: marketing@urac.org