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RHFAC Registry FAQ Document

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User Registration

Q: I forgot my password and the "Password Recovery" does not work. What is happening?

You cannot retrieve your password because your account is not yet active. You have begun your registration but your account does not become active until the organization is approved by CSA or your request to join an existing organization is approved by the Organization's Primary Contact.

Find the initial email verification message from rhfac.registry@csagroup.org and click on the link inside to continue and finish your registration.

If you have deleted the email verification message, please contact rhfac.registry@csagroup.org

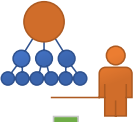






Q: How do I add more people to my organization?

During registration, a user has an option of joining an existing organization. If they select to join an existing organization, the Organization Primary Contact approves their registration.

Please see the User Guide for detailed instructions on how to join an existing organization.

Q: What is the registry process?

Here is a workflow diagram to help you understand the various steps in the RHFAC Registry process;

Workflow	Description
 <p>User and Organization Registration</p>	<ul style="list-style-type: none"> ✓ Initial Registration ✓ Verification Email ✓ Personal Information ✓ Organization Information ✓ Terms and Conditions ✓ Submit to CSA Group for review
 <p>Site Creation</p>	<ul style="list-style-type: none"> ✓ Provide Site Details like address, site size, site function, etc. ✓ Select RHFAC Professional ✓ Submit to CSA Group for review ✓ Once approved by CSA Group, send to RHFAC Professional
 <p>Site Visit & Rating Survey</p>	<ul style="list-style-type: none"> ✓ RHFAC Professional performs site visit ✓ Completes rating survey online including scores and photos ✓ Submits to RHFAC Adjudicator for review
 <p>RHFAC Adjudication</p>	<ul style="list-style-type: none"> ✓ RHFAC Adjudicator reviews rating survey submitted by the RHFAC Professional ✓ Once satisfied, submits to CSA Group for final review
 <p>CSA Group Final Review</p>	<ul style="list-style-type: none"> ✓ Performs completeness review of all information provided by RHFAC Professional and RHFAC Adjudicator ✓ Completes final review ✓ Scorecard is generated
 <p>Public Listing</p>	<ul style="list-style-type: none"> ✓ Site owner can list site publicly on the registry showcasing the rating score, certification level and scorecard.
 <p>Order Labels</p>	<ul style="list-style-type: none"> ✓ Site owner can purchase decals and plaques for showcasing on-site.

Site Registration

Q: I am on the “Projects” tab. How do I register a new site?

On your dashboard, click on the “New Project” button. You cannot register a new site from the “Projects” tab. The “Projects” tab is for monitoring your active site projects.

For more detailed instructions, please see the User Guide.

Q: What information do I need to fill in for the site?

Fill in the information of the building you registering to be assessed. This might be a duplication of your initial organization registration, but this allows for organizations for multiple sites to register all of their buildings on one account.

Q: I do not have a site photo! What do I do?

If you do not have a site photo, a default photo will be used for the registry. If you would like to add a photo later, please send the photo to rhfac.registry@csagroup.org.

Q: When will my site be approved?

We aim to completed your site approval within 3 business days. If there is an issue with your registration, it will be rejected back to you with comment.

Q: How can I cancel my site registration?

Please contact rhfac.registry@csagroup.org if you would like to cancel your Site. Cancellation fees may apply.

Assessment and Adjudication Phase

Q: How long until I can have my assessment completed? When will my assessment be?

Please contact your RHFAC Professional for this information. If you are unsure as to who your RHFAC professional is, please contact Rick Hansen foundation.

Q: I had my assessment done, when do I receive my score?

Once your assessment is complete, it must be input into the registry website before its status changes. After the submission to the website, a Rick Hansen Foundation Accessibility Certification Adjudicator reviews it. Once the adjudicator is satisfied with the scoring, it will be forwarded to CSA Group for a final check. Once CSA Group reviews the survey, you will get an automated email you inviting you to review the results.

If you have concerns about your assessment timeline, please contact the Rick Hansen Foundation.

Q: What is the status of my site?

You can check the status of your site from the “Projects” tab. If you enter a specific site by clicking its RHF registration number, you can see its action history.

After Your Scorecard Is Approved

Q: Thank you for the rating! What do I do next?

All actions following an approved scorecard are optional.

If the site has received a Certified or Certified Gold rating, it can be listed publically and a label and plaque can be ordered for display. Non-certified sites cannot be listed publically. Please see the User Guide for instructions on listing your site publically.

If you are interested in government grants involving the RHFAC Registry program, please contact the Rick Hansen Foundation with your questions.

Q: How do I list my site publically?

Please see the User Guide for instructions on listing your site publically.

Q: What does it mean to list my site publically?

If you list your site publically, it will be shown on the “Registered Sites” page. Anyone from the public can view the listings, site details, and organization details.

Non-certified sites cannot be listed publically.

Q: I accidentally listed my site and I want to make it private again. How can I do that?

Please contact rhfac.registry@csagroup.org if you would like to delist your site.

Q: How can I order labels?

You can only order a label for a site that is publically listed. Please see the User Guide for instructions on how to order labels.

Q: Changes have been made to the site since it was rated and I want a reassessment. How do I do that?

Please contact rhfac.registry@csagroup.org if you wish to have your site reassessed.