

Oracle® Health Response Readiness Self-Service Request Portal User Guide



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Oracle Health Response Readiness Self-Service Request Portal User Guide,

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Preface

This preface contains the following sections:

- [Documentation accessibility](#)
- [Diversity and Inclusion](#)

Documentation accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

1

Introduction to Oracle Health Response Readiness

Learn about the Oracle Health Response Readiness product suite, its portals, users, and security features.

Caution:

Your implementation of Oracle Health Response Readiness may use a custom name for use in the banner that appears at the top of every page. For more information, contact your Oracle Customer Success manager.

- [What is Oracle Health Response Readiness?](#)
Oracle Health Response Readiness is a suite of web-based portals that enable large organizations (for example, government agencies) that own stockpiles of critical supplies to push the critical or limited resources from a central location to many different end sites.
- [What are the Oracle Health Response Readiness portals?](#)
Oracle Health Response Readiness consists of six integrated portals, each with a different purpose and different users.
- [Who are the Oracle Health Response Readiness users?](#)
There are multiple users of the Oracle Health Response Readiness portals. The users have different responsibilities and access to the portals and their features.
- [Multi-factor authentication](#)
To ensure security, Oracle Health Response Readiness requires multi-factor authentication (MFA) codes when you sign in to any of the portals. MFA ensures the security of the portals by requiring all users to enter something they know (their password) and something they have (an MFA code) before they can access the system.
- [Oracle Health Response Readiness Launchpad](#)
The Launchpad, which opens automatically after you sign in to Oracle Health Response Readiness, provides links to the portals you have rights to access. You can also open the Launchpad from within a portal at any time.

What is Oracle Health Response Readiness?

Oracle Health Response Readiness is a suite of web-based portals that enable large organizations (for example, government agencies) that own stockpiles of critical supplies to push the critical or limited resources from a central location to many different end sites.

A large organization receives order requests for those supplies from smaller organizations. The large organizations approve requests based on thresholds and prioritization, and then begin the distribution processes.

You can use Oracle Health Response Readiness to manage:

- Urgent and emergency situations (such as public health emergencies)
- Scenarios when supplies may be limited (such as limited water after a hurricane)
- Circumstances where new receiving sites are actively being created and organized. Oracle Health Response Readiness includes the ability to transfer resources between sites.

You can access the Oracle Health Response Readiness portals on your computer, mobile phone, or tablet.

Caution:

Your implementation of Oracle Health Response Readiness may use a custom name for use in the banner that appears at the top of every page. For more information, contact your Oracle Customer Success manager.

What are the Oracle Health Response Readiness portals?

Oracle Health Response Readiness consists of six integrated portals, each with a different purpose and different users.

You can access the Oracle Health Response Readiness portals on your computer, mobile phone, or tablet.

Portal	Purpose
Self-Service Request Portal	Submit an application to become an approved site that can order and manage response products. Requests are sent to Self-Service Approval Portal for review and approval.
Self-Service Approval Portal	Review, approve, and activate requests sent from Self-Service Request Portal . After requests are approved and activated, users can sign in to Site Portal to order and manage response products.
Site Portal	Create response product orders for delivery and manage the inventory. Site Portal sends all orders to Partner Portal for approval and processing.
Partner Portal	Approve and process orders for response products sent from Site Portal and create new orders, if needed.
Distributor Portal	Pick up orders ready for distribution and upload shipping information.
Administrator Portal	Set up partner, responses, and products for users to order and process in Site Portal and Partner Portal .

Who are the Oracle Health Response Readiness users?

There are multiple users of the Oracle Health Response Readiness portals. The users have different responsibilities and access to the portals and their features.

User	Description
Administrators	<p>Users who set up and maintain products, responses, and partners.</p> <ul style="list-style-type: none"> • Set up and maintain products <ul style="list-style-type: none"> – Configure product details, requirements, and options, such as apportionment (a partner places orders for a site) – Set product ordering thresholds and distribution rules • Set up and maintain responses • Set up and maintain partners <ul style="list-style-type: none"> – Input partner information, permissions, and ordering rules • Review operational dashboards • Manage enhancement requests from users • Push on-screen notifications to users <p>Administrator users can access Administrator Portal.</p>
Partners (and Organizations)	<p>Users who manage the allocation, distribution, and inventory within their area of responsibility. Partners include jurisdictions (states and territories), federal agencies, large healthcare/ pharmacy organizations, and independent pharmacies.</p> <ul style="list-style-type: none"> • Set up and manage sites and organizations <ul style="list-style-type: none"> – Input site and organization information, permissions, and ordering rules • Manage orders <ul style="list-style-type: none"> – Process and approve direct orders from sites (sites place their own orders) – Process orders for sites (apportionment) • Update inventory details <ul style="list-style-type: none"> – Transfers, dispositions (wastages and returns), stock on hand, and stock administered • Update inventory details (for example, transfers, dispositions, stock on hand, and stock administered) • Communicate to their sites • Review operational dashboards for their sites only <p>Partner users can access Partner Portal.</p>
Sites / site users	<p>Businesses or associations that administer or distribute response products to patients and customers. Sites include chain or independent pharmacies and organizations such as hospitals, clinics, doctors' offices, or dialysis centers.</p> <p>Site users:</p> <ul style="list-style-type: none"> • Order and request response products according to rules/ permissions (may include ancillary kits) • Set contact and logistical information • Update inventory (transfers, dispositions, stock on hand) • View shipment statuses • Receive communication • Provide system feedback <p>Approved site users can access Site Portal.</p>

User	Description
Distributors	<p>Users who manage warehouse inventory and shipping information.</p> <ul style="list-style-type: none"> • Access orders • Update distribution information <p>Distributor users can access Distributor Portal.</p>

Multi-factor authentication

To ensure security, Oracle Health Response Readiness requires multi-factor authentication (MFA) codes when you sign in to any of the portals. MFA ensures the security of the portals by requiring all users to enter something they know (their password) and something they have (an MFA code) before they can access the system.

An MFA code is also known as a one-time code because it changes or expires within a set amount of time to ensure no one can guess it.

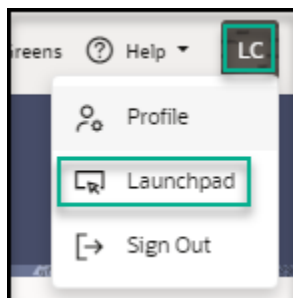
You can access your MFA code for Oracle Health Response Readiness in an email or by scanning a QR code with an authentication app (such as Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator) on your mobile device. You can use either method to receive an MFA code, but you must use an MFA code to activate your account and each time you sign in to an Oracle Health Response Readiness portal.

Oracle Health Response Readiness Launchpad

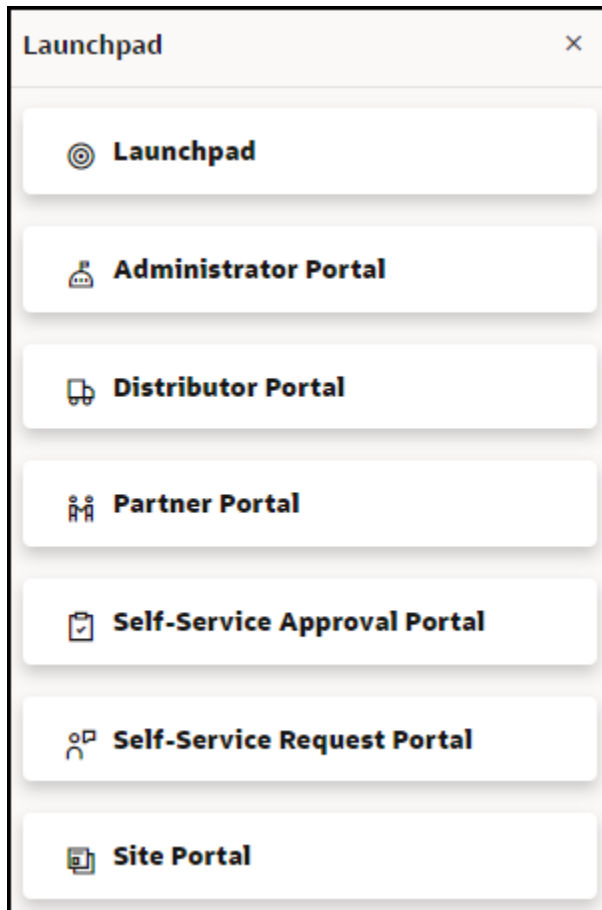
The Launchpad, which opens automatically after you sign in to Oracle Health Response Readiness, provides links to the portals you have rights to access. You can also open the Launchpad from within a portal at any time.

To open the Launchpad from within a portal:

1. Locate your user name (initials) on the right side of the banner and select **Launchpad** from the drop-down menu. For example:



2. In the **Launchpad** panel, select a link to open a Oracle Health Response Readiness portal. Only the portals you have access to appear in the Launchpad panel. For example:



3. If you don't want to select a portal, at the top right select the X to close the Launchpad panel.

2

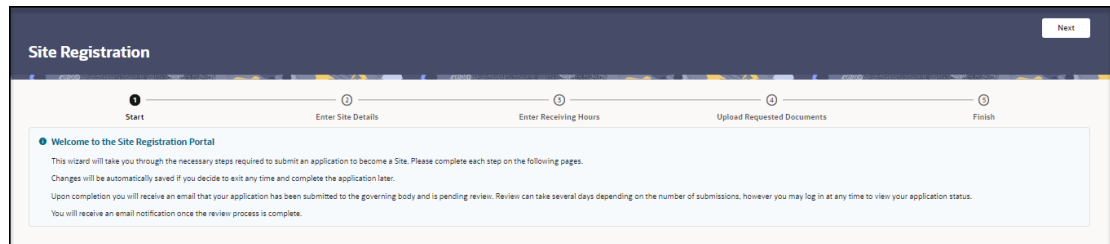
Self-Service Request Portal overview

Self-Service Request Portal is one of the portals in the Oracle Health Response Readiness product suite. You use Self-Service Request Portal to submit an application to become an approved site that can order and manage response products.

- [Self-Service Request Portal Site Registration Home page](#)
The Self-Service Request Portal Site Registration Home page opens after you sign in to Oracle Health Response Readiness and select Self-Service Request Portal from the Launchpad. The Home page provides access to the Site Registration wizard. A progress bar appears across the top of the page to indicate your place in the process.
- [Self-Service Request Portal workflow](#)
Use the workflow steps to guide you through working in Self-Service Request Portal.

Self-Service Request Portal Site Registration Home page

The Self-Service Request Portal Site Registration Home page opens after you sign in to Oracle Health Response Readiness and select Self-Service Request Portal from the Launchpad. The Home page provides access to the Site Registration wizard. A progress bar appears across the top of the page to indicate your place in the process.



Item	Description
Start	Introduction to the Site Registration wizard.
Enter Site Details	Provide identification details for your site. After you enter the site details, you can exit the wizard in any step if you want to complete the remaining tasks at a later time. The system automatically saves your work, and the next time you sign in you can start where you left off.
Enter Receiving Hours	Specify the hours when the site can receive deliveries for each day of the week and on holidays.
Upload Requested Documents	Upload any requested documents. The system automatically lists the documents the pharmacy or large organization (for example, a government agency) associated with your site wants to review.

Self-Service Request Portal workflow

Use the workflow steps to guide you through working in Self-Service Request Portal.

To work in Self-Service Request Portal:

1. Sign up for an account as described in [Sign up for an Oracle Health Response Readiness account](#).
2. Activate your account using multi-factor authentication as described in [Activate your account](#). You only have to activate your account one time.
3. Sign in to Oracle Health Response Readiness and open Self-Service Request Portal as described in [Sign in to Oracle Health Response Readiness](#).
4. Register your site as described in [Site registration](#).
5. Manage your requests as described in [Manage your requests](#).
6. At any time after you sign in, you can:
 - Review and update the date, time, and language details that appear in the portal, as described in [Manage your profile](#).
 - Reset your password, as described in [Reset your password](#).
 - Re-open the Launchpad to switch to a different Oracle Health Response Readiness portal, as described in [Oracle Health Response Readiness Launchpad](#).

3

Request and activate your account

Before you can access Oracle Health Response Readiness, you must sign up for an account. You then receive an email with instructions for setting your password and activating your account, which requires a multi-factor authentication (MFA) code. You only activate your account one time.

After you activate your account, you can sign in to Oracle Health Response Readiness, open Self-Service Request Portal, and register sites.

- [Sign up for an Oracle Health Response Readiness account](#)
Before you can use Site Portal to place orders, you need to access a public URL that takes you to the Self-Service Registration Portal website and sign up for an account. The sign up process requires you provide personal information (name, contact details).
- [Activate your account](#)
An administrator creates an account for you that allows you to access Oracle Health Response Readiness. You then receive an email with instructions for setting your password and activating your account, which requires a multi-factor authentication (MFA) code. You only activate your account one time.

Sign up for an Oracle Health Response Readiness account

Before you can use Site Portal to place orders, you need to access a public URL that takes you to the Self-Service Registration Portal website and sign up for an account. The sign up process requires you provide personal information (name, contact details).

After you submit your information, you wait for account approval. Once approved, an administrator creates an account for you that allows you to access Oracle Health Response Readiness. You then receive an email with instructions for setting your password and activating your account, which requires a multi-factor authentication (MFA) code to ensure secure access. You only activate your account one time.

You then complete the site registration forms. If your organization (such as a federal government agency) approves your request, your site gets assigned to a Partner Portal. You can then sign in to Site Portal as an approved user and start placing orders.

To sign up for an Oracle Health Response Readiness account:

1. Open the **Oracle Health Response Readiness Self-Service Registration Portal** in a browser. The Self-Service Site Sign Up page opens. For example:

 **Note:**

If you don't know the web address, contact your administrator.

The screenshot shows a web form titled "Self-Service Site Sign Up" with a "Sign Up" button in the top right corner. The form includes an "Instructions" section with the following text: "Welcome to Self-Service Site Sign Up! You will need to provide your name, contact details, and physical address in order to proceed with this self-service sign-up process. Once you sign up, you will receive an email with a link to the Site Portal. Within the Site Portal you can complete setting up other account details and then enter your Site details. If you are not authorized to enter as a self-service Site then please exit immediately. Failure to do so may lead to prosecution for trespassing!" Below the instructions are input fields for "First Name" (required), "Last Name" (required), "Job Title", "Email" (required, with a note "Email must be 40 characters or less."), "Phone" (required), "Phone Extension", and "Fax". A note states "Phone number, Phone Extension, and Fax will only accept numeric input."

2. In the **Self-Service Site Sign Up** page, provide the following personal and contact details:
 - **First Name**—Required.
 - **Last Name**—Required.
 - **Job Title**
 - **Email**—Required. The email address of the person you want to use as the contact for orders at the site. The email address must be 40 characters or less.
 - **Phone**—Required. The best phone number to use to reach the contact at the site.
 - **Phone Extension**
 - **Fax**
3. At the top right, select **Sign Up**. Then, check your email for a message with details on how to activate your account. For more information, see [Activate your account](#).

Activate your account

An administrator creates an account for you that allows you to access Oracle Health Response Readiness. You then receive an email with instructions for setting your password and activating your account, which requires a multi-factor authentication (MFA) code. You only activate your account one time.

You can request to receive the MFA code in an email or through an authentication app on your mobile device.

- [Activate your account with email verification](#)
After you receive your Oracle Health Response Readiness Welcome email, you can choose to activate your account by setting a password and requesting your multi-factor authentication (MFA) code in an email.
- [Activate your account with mobile app QR code verification](#)
After you receive your Oracle Health Response Readiness Welcome email, you can choose to activate your account by setting a password and scanning a QR code one time with a mobile device using an authentication app. The QR code is associated with your account and Oracle Health Response Readiness.

Activate your account with email verification

After you receive your Oracle Health Response Readiness Welcome email, you can choose to activate your account by setting a password and requesting your multi-factor authentication (MFA) code in an email.

To activate your account with email verification:

1. Locate the Welcome email message sent to you from Oracle.
2. In the email message, select **Activate Your Account**.
3. In the **Reset Your Password** dialog box, enter the password you want to use for your account, confirm it, and select **Reset Password**.

Your password must be between 8 and 25 characters and must include:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

Your password cannot:

- Contain the first name of the user
- Contain the last name of the user
- Contain the user name
- Repeat the last four passwords

 **Note:**

Your password expires after 120 days.

4. In the **Congratulations** dialog box, select **Continue to Sign In**.
5. In the **Login** dialog box, enter your user name and password, and select **Sign In**.
6. In the **Enable Secure Verification** dialog box, select **Enable Secure Verification**.
7. In the **Select Your Default Secure Verification Method** dialog box, select **Email**. An email is sent to you with a one-time verification passcode.
8. Locate the message from Oracle in your email and open it. It contains your six-digit MFA code.

 **Note:**

The MFA code expires in 10 minutes.

9. In the refreshed **Select Your Default Secure Verification Method** dialog box, in the **Code** field, enter the six-digit MFA code you see in your email, and then select **Verify Email Address**.
10. In the **Successfully Enrolled** dialog box, select **Done**.

11. Sign in to [Oracle Health Response Readiness](#).

Activate your account with mobile app QR code verification

After you receive your Oracle Health Response Readiness Welcome email, you can choose to activate your account by setting a password and scanning a QR code one time with a mobile device using an authentication app. The QR code is associated with your account and Oracle Health Response Readiness.

To scan the QR code, you must download an authentication app (such as Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator) to your phone or tablet. You only need to scan the QR code one time. From then on, Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator generates a new MFA code for your account each time you need it. You must leave the authentication app on your device to open it and access a new MFA code each time you want to sign in to Oracle Health Response Readiness.

If you need to install Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator on the same device again or another device (for example, a new mobile phone), you need to request that an Oracle Health Response Readiness administrator resets your MFA. You can then scan a new QR code on your device and sign in to Oracle Health Response Readiness.

Note:

If you cannot or do not want to use your mobile device to scan the QR code, you can skip the scanning step and receive your MFA code through an email message.

To activate your account with mobile application QR code verification:

1. Locate the Welcome email message sent to you from Oracle.
2. In the email message, select **Activate Your Account**.
3. In the **Reset your Password** dialog box, enter the password you want to use for your account, confirm it, and select **Reset Password**.

Your password must be between 8 and 25 characters and must include:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

Your password cannot:

- Contain the first name of the user
- Contain the last name of the user
- Contain the user name
- Repeat the last four passwords

 **Note:**

Your password expires after 120 days.

4. In the **Congratulations** dialog box, select **Continue to Sign In**.
5. In the **Login** dialog box, enter your user name and password, and select **Sign In**.
6. In the **Enable Secure Verification** dialog box, select **Enable Secure Verification**.
7. In the **Select Your Default Secure Verification Method** dialog box, select **Mobile App**.
8. On your mobile device, open Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator.

 **Note:**

If you need to download the application, open the store used to download applications on your phone or tablet. Search for the application and download it. For example, open the App Store for an iPhone or Google Play Store for an Android phone. After you download the application keep it on your device to access an MFA code each time you sign in.

9. In Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator, tap **Scan a QR Code**. When prompted, allow access to your camera.
10. Hold your device up to the QR code on your screen in the **Download and Configure the Mobile App** dialog box so the camera can focus and automatically scan the code. (You do not take a picture.) You should see the QR code come up on your camera screen as it focuses.
11. After the authentication app scans the QR code, in the **Successfully Enrolled** dialog box, select **Done**. In Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator you see an identifier, your user name, and a six-digit code.

 **Note:**

For security, the MFA code changes approximately every 30 seconds.

12. Sign in to [Oracle Health Response Readiness](#).

4

Access Oracle Health Response Readiness

To sign in to Oracle Health Response Readiness you must enter your user name, password, and a multi-factor authentication (MFA) code. Once you activate your account, you can use email or a mobile device to access your MFA code.

At any time after you sign in, you can manage your profile or reset your password. Each portal automatically signs you out of the system after a set amount of time (for example, 1-8 hours). But, you can sign out of the system at any time.

- [Sign in to Oracle Health Response Readiness](#)
Oracle Health Response Readiness uses multi-factor authentication (MFA) to ensure secure access to the portals. Once you activate your account, you can use email or a mobile device to access your MFA code. You enter your user name, password, and the code to sign in.
- [Manage your profile](#)
You can set or update the format for the date, time, time zone, and language that appear in the portal if necessary. The time zone and language are originally set when your user account is created.
- [Reset your password](#)
You can reset your password if necessary (for example, if you forgot your password or if you were locked out of your account after five attempts to enter your password when signing in to Oracle Health Response Readiness). You can also ask an administrator to reset your password.
- [Sign out of Oracle Health Response Readiness](#)
Each Oracle Health Response Readiness portal automatically signs you out of the system after a set amount of time (for example, 1-8 hours). Once that time expires, you need to sign in again using multi-factor authentication. But, you can sign out at any time.

Sign in to Oracle Health Response Readiness

Oracle Health Response Readiness uses multi-factor authentication (MFA) to ensure secure access to the portals. Once you activate your account, you can use email or a mobile device to access your MFA code. You enter your user name, password, and the code to sign in.

To sign in (after activating your account):



Note:

If you did not activate your account yet, see [Activate your account](#).

1. Open Oracle Health Response Readiness in a browser to access the Sign In page.
If you do not know the web address for Oracle Health Response Readiness, check the Welcome email from Oracle. You used that email to set the password for your account. It includes a web address to Oracle Health Response Readiness. Select that link and bookmark it for future access.

 **Note:**

Oracle Health Response Readiness supports the Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari browsers. An error appears if you use Internet Explorer.

2. In the **Sign In** page, enter your user name or email address and password, and select **Sign In**.
If you need to reset your password, select the **Forgot Password?** link and follow the instructions in [Reset your password](#).
 - If you use email to get your MFA code, an email is sent to you with a one-time verification passcode, and the **Email Verification** page opens. Proceed to step 3.
 - If you use your mobile device with an authentication app (such as Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator) to get your MFA code, the **Mobile App Verification** page opens. Proceed to step 4.
3. If you use email to get your MFA code, do the following:
 - a. Locate the email sent to you from Oracle with your six-digit MFA code. The code expires in 15 minutes.
 - b. In the **Email Verification** page, enter the six-digit MFA code in the **Passcode** field, and select **Verify**. The Launchpad opens.
 - c. Proceed to step 5.
4. If you use your mobile device to get your MFA code, do the following:
 - a. Open the authentication app to see the six-digit MFA code.
 - b. In the **Mobile App Verification** page, enter the six-digit MFA code in the **Passcode** field, and select **Verify**. The Launchpad opens.
 - c. Proceed to step 5.
5. In the **Launchpad**, select a link to open a portal.

 **Note:**

Only the portals you have access to appear in the Launchpad list.

Optionally, do either of the following:

- Select **Profile** to open the **My Profile** panel to view and update your account preferences, as described in [Manage your profile](#).
- Select **Sign Out** to [Sign out of Oracle Health Response Readiness](#).

Manage your profile

You can set or update the format for the date, time, time zone, and language that appear in the portal if necessary. The time zone and language are originally set when your user account is created.

To manage your profile:

1. Locate your user name (initials) on the right side of the banner and select **Profile** from the drop-down menu. The My Profile panel opens. For example:

The screenshot shows a 'My Profile' dialog box with a close button in the top right corner. Under the 'Preferences' section, there are four settings:

- Report Date Format:** A dropdown menu currently set to 'MM/DD/YYYY'.
- Report Time Format:** A dropdown menu currently set to 'HH24:MI'.
- Time Zone / Region (UTC offset):** A dropdown menu currently set to 'US/Eastern (-04:00)'. Below the dropdown, a list of available options is shown: 'US/Eastern (-04:00), US/Central (-05:00), US/Mountain (-06:00), US/Pacific (-07:00), Asia/Kolkata (+05:30)'.
- Current Core Language (Territory):** A dropdown menu currently set to 'English (United States) [en-us]'. To the right of the dropdown is a 'Required' label. Below the dropdown is a descriptive text: 'Sets the "core" translation language and supports the region/territory language NLS settings.'

At the bottom right of the dialog box, there are two buttons: 'Cancel' and 'Save'.

2. In the **My Profile** panel, provide the following information:
 - **Report Date Format**
 - **Report Time Format**

- **Time Zone / Region (UTC offset)**—Select a time zone format and region.
 - **Current Core Language (Territory)**—Required.
3. Select **Save**.

Reset your password

You can reset your password if necessary (for example, if you forgot your password or if you were locked out of your account after five attempts to enter your password when signing in to Oracle Health Response Readiness). You can also ask an administrator to reset your password.

To reset your password:

1. Open Oracle Health Response Readiness in a browser to access the **Sign In** page.
2. In the **Sign In** page, select **Forgot Password?**
3. In the **What's your user name?** field, enter or confirm your user name and select **Next**. A password reset notification email is sent to the email address associated with your user name, and the Password Reset Notification Sent page opens.
4. In the **Password Reset Notification Sent** page, select **Return to sign in**.
5. Locate the password reset email notification email sent to you from Oracle, and select the **Password Reset** link in the email. The Reset your password page opens.
6. In the **Reset your password** page, enter and confirm your new password, and select **Reset Password**. The Congratulations page opens, and a confirmation message is sent to your email account.

 **Note:**

You cannot re-use any of your four previous passwords.

7. In the **Congratulations** page, select **Continue to Sign In**. The Sign In page opens.
8. In the **Sign In** page, enter your user name or email and new password, and select **Sign In**. The Verification page opens.
9. In the **Verification** page, in the **Passcode** field, enter your MFA code, and select **Verify**. The Launchpad opens.
 - If you use email to get your MFA code, locate the email sent to you from Oracle with your six-digit MFA code. The code expires in 15 minutes.
 - If you use your mobile device to get your MFA code, open the authentication app to see the six-digit MFA code.
10. In the **Launchpad**, select a link to open a portal.

 **Note:**

Only the portals you have access to appear in the Launchpad list.

Sign out of Oracle Health Response Readiness

Each Oracle Health Response Readiness portal automatically signs you out of the system after a set amount of time (for example, 1-8 hours). Once that time expires, you need to sign in again using multi-factor authentication. But, you can sign out at any time.

To sign out of Oracle Health Response Readiness:

- Locate your user name (initials) on the right side of the banner and select **Sign Out** from the drop-down menu.

5

Site registration

Once you get approval for a Self-Service Request Portal account and activate it, you must provide the required information in the site registration wizard forms to submit your request to start using Site Portal to order response products.

- [Start site registration](#)
You must submit an application in Self-Service Request Portal to become an approved site that can then place orders in Site Portal.
- [Enter site details](#)
When registering your site, you must provide identification details about the site.
- [Enter receiving hours](#)
After you enter details on the location of your site, you can specify the days and hours when the site can receive deliveries.
- [Upload requested documents](#)
After you provide details on your site location and receiving hours, you can upload any requested documents. The system automatically lists the documents the pharmacy or large organization (for example, a government agency) associated with your site wants to review.

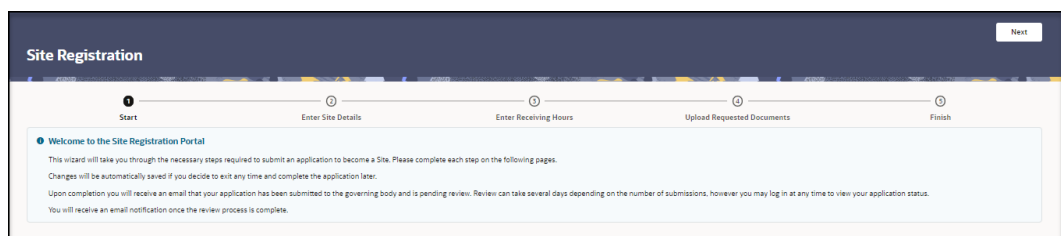
Start site registration

You must submit an application in Self-Service Request Portal to become an approved site that can then place orders in Site Portal.

Once submitted, the administrators for the pharmacy or large organization (for example, a government agency) and Partner Portal review the content and, if approved, register you in the system and notify you through an email message. You can then start placing orders.

To start site registration:

1. Sign in to Oracle Health Response Readiness and open Self-Service Request Portal, as described in [Sign in to Oracle Health Response Readiness](#). The Site Registration wizard opens, and shows a progress bar at the top of the page that highlights the steps required to register a site and where you are in the process. For example:



In the **Site Registration** wizard, you perform the following tasks:

- Enter details about your site as described in [Enter site details](#).
 - Specify the days and hours your site accepts deliveries as described in [Enter receiving hours](#).
 - Upload any requested documents and submit them as described in [Upload requested documents](#).
2. Read the **Welcome to the Site Registration Portal** message, and at the top right, select **Next**.
 3. Continue to [Enter site details](#).



Note:

After you enter the site details, you can exit the wizard in any step if you want to complete the remaining tasks at a later time. The system automatically saves your work and you can start where you left off.

You can modify the information in your request before you submit it. Just select **Next** or **Previous** to move forward or backward through the wizard pages, and then make any necessary changes. You cannot change a request after you submit it. For more details, see [Modify your request](#).

You can cancel your request after you submit it as long as it remains in the SUBMITTED state. Once it moves into another stage (for example, ASSIGNED or APPROVED), you cannot cancel it. For more details, see [Cancel your request](#).

Enter site details

When registering your site, you must provide identification details about the site.

To enter your site details:

1. Open the **Site Registration** wizard as described in [Start site registration](#), and select **Next**. The **Site Registration - Enter Site Details** page opens. For example:

2. In the **Site Registration - Enter Site Details** page, provide the following information (scroll down to see all the fields):

- **Site Name**—Required.
- **Partner**—Required.
- **National Provider ID (NPI)**
- **Non-Public**—Select the checkbox for **Yes**. Do not select the checkbox for **No**.
- **Site Type**—Required.

 **Note:**

Select **Other** if you aren't sure of the Site Type.

- **Setting(s) where this location will administer products (select all that apply)**—Required. You must make at least one selection.
- **Pharmacy Type**—Examples of a pharmacy type are Community Clinic, Infusion Center, Dialysis Center, Specialty Pharmacy, or Virtual Pharmacy.
- **Population(s) served by this location (select all that apply)**—Required.
- **License**
- **License Expiry Date**—Select the calendar icon to select a date.
- **Address Line 1**—Required.
- **Address Line 2**
- **City**
- **State**
- **Zip**—Required.

- **Special Instructions**—Any details you want to add about the location.
- **Loading Dock**—Select the checkbox for **Yes**. Do not select the checkbox for **No**.
- **Receiving Email**—Required. The email address of the person you want to use as the receiving contact for orders at the site must be 40 characters or less. The receiving email must be monitored for communications from the distribution center.
- **Phone Number**—Required. The best phone number to use to reach the receiving contact at the site. The receiving phone number be monitored for communications from the distribution center.

 **Note:**

Enter a 10-digit number without any hyphens or spaces.

- **Phone Extension**
 - **Fax**
3. In the **Approximate number of patients/clients routinely served by this location** section, do the following:
 - Enter a number into the field for each type of patient/client, or select **Unknown**. Enter a zero "0" if the location does not serve the age group.
 - Select **Not applicable** if needed (for example, for commercial vaccination service sites).
 4. Do one of the following:
 - At the top right, select **Next** to continue in the wizard to specify the days and hours when the site can receive deliveries. See [Enter receiving hours](#).
 - Select **Save and Exit** to exit the portal if you want to complete the remaining tasks at a later time. The system automatically saves your work, and the next time you sign in you can start where you left off.

Enter receiving hours

After you enter details on the location of your site, you can specify the days and hours when the site can receive deliveries.

To enter the receiving hours:

1. Complete the steps in [Enter site details](#), and make sure the **Site Registration - Enter Receiving Hours** page is open. For example:

Site Registration

Previous Save and Exit Next

Start Enter Site Details **Enter Receiving Hours** Upload Requested Documents Finish

Instructions

Please enter the hours you can receive deliveries.

Click within any field to start selecting hours you can receive deliveries or toggle 24 Hours Select!

If you can receive deliveries 24 hours a day simply click "24 Hours" for that day. Otherwise enter the "Opening 1" and "Closing 1" hours. If there are certain hours during the day you can't receive deliveries, also fill out "Opening 2" and "Closing 2".

When setting To and From values: 12:00 am at the top of the list represents 00:00. However, 12:00 am at the bottom of the list represents 24:00.

Monday	24 Hours <input type="checkbox"/>	Monday Opening 1	Monday Closing 1	Monday Opening 2	Monday Closing 2
Tuesday	24 Hours <input type="checkbox"/>	Tuesday Opening 1	Tuesday Closing 1	Tuesday Opening 2	Tuesday Closing 2
Wednesday	24 Hours <input type="checkbox"/>	Wednesday Opening 1	Wednesday Closing 1	Wednesday Opening 2	Wednesday Closing 2
Thursday	24 Hours <input type="checkbox"/>	Thursday Opening 1	Thursday Closing 1	Thursday Opening 2	Thursday Closing 2
Friday	24 Hours <input type="checkbox"/>	Friday Opening 1	Friday Closing 1	Friday Opening 2	Friday Closing 2
Saturday	24 Hours <input type="checkbox"/>	Saturday Opening 1	Saturday Closing 1	Saturday Opening 2	Saturday Closing 2
Sunday	24 Hours <input type="checkbox"/>	Sunday Opening 1	Sunday Closing 1	Sunday Opening 2	Sunday Closing 2
Holiday	24 Hours <input type="checkbox"/>	Holiday Opening 1	Holiday Closing 1	Holiday Opening 2	Holiday Closing 2

- In the **Site Registration - Enter Receiving Hours** page, enter the hours you want to receive deliveries for each day of the week and optionally on holidays.
 - For each day and in the **Holiday** row, if the site is open 24 hours, select the white toggle button until it appears on the right. When you select this option, the Opening and Closing drop-down menus are not available.
 - For each day and in the **Holiday** row, if the site is not open 24 hours, select the white toggle button until it appears on the left, and then set the opening and closing times.
 - Select the opening time from the **Opening 1** drop-down menu, and select the closing time from the **Closing 1** drop-down menu.
 - Use the **Opening 2** and **Closing 2** drop-down menus if the location has separate opening periods. Use these options, if, for example, your location is open Monday through Friday with a daily lunch closure.
- Do one of the following:
 - At the top right, select **Next** to continue in the wizard to upload any requested documents. See [Upload requested documents](#).
 - Select **Save and Exit** to exit the portal if you want to complete the remaining tasks at a later time. The system automatically saves your work, and the next time you sign in you can start where you left off.

Upload requested documents

After you provide details on your site location and receiving hours, you can upload any requested documents. The system automatically lists the documents the pharmacy or large organization (for example, a government agency) associated with your site wants to review.

To upload documents:

- Complete the steps in [Enter receiving hours](#), and make sure the **Site Registration - Upload Requested Documents** page is open.
 - If no documents are required to be uploaded, the **Site Registration - Upload Requested Documents** page opens and shows the **No documents required to be uploaded** message. To complete your request, proceed to step 7.

- If documents are required to be uploaded, the **Site Registration - Upload Requested Documents** page opens and shows a list of the documents to be uploaded. To continue with the document upload, proceed to step 2.

 **Note:**

The **Status**, **Name**, **Mandatory**, and **Auto Add** columns automatically populate with details from the requester. You must upload any documents listed with **Yes** in the **Actions** column.

2. Find the document you want to upload and select **Upload** in the **Actions** column.
3. In the **Upload Requested Documents** panel, select the **Document** field, and browse to the file you want to upload.

 **Note:**

The **Name**, **Description**, and **Document Filename** fields automatically populate with details from the requester.

4. In the **Upload Comments** field, enter any comments about the document (if necessary).
5. Select **Upload**.
6. Do one of the following:
 - If this is your first request to use Site Portal and you did not submit documents to an approved partner already, skip the **I certify that I already supplied the requested documents to an approved partner** checkbox. Do not select it. You must upload the requested documents.
 - If you made a previous request and already provided the documents by working directly with an approved partner outside of Self-Service Request Portal, you do not need to provide the requested documents a second time. Select **I certify that I already supplied the requested documents to an approved partner**.

 **Note:**

Select **Save and Exit** to exit the portal if you want to complete the remaining tasks at a later time. The system automatically saves your work, and the next time you sign in you can start where you left off.

7. At the top right, select **Finish** to submit your request to the pharmacy or large organization (for example, a government agency). The status bar moves to Finish and a page with information about your submission opens.

 **Note:**

If you want to make changes to your request or cancel it, see [Manage your requests](#).

You now need to wait for an email response. You can return to the request to check on the progress of it. For example, the next time you sign in, you see your submitted requests in the Self-Service Registration Portal page with a status of SUBMITTED, ASSIGNED, APPROVED, REJECTED, or ACTIVATED.

Once approved and activated, you can sign into Site Portal with your Oracle Health Response Readiness account, and start placing orders.

If you do not get approved, you receive a message with more information. Without approval from the pharmacy or organization, you cannot use Site Portal.

6

Manage your requests

Before you submit your request, you can edit the content at any time. You can also cancel your request after you submit it as long as it remains in the SUBMITTED state.

- [Modify your request](#)
You can edit the details in your request while you create it. Just select **Next** or **Previous** to move forward or backward through the Self-Service Registration Portal and make any necessary changes.
- [Cancel your request](#)
You can cancel your request after you submit it as long as it remains in the SUBMITTED state. Once it moves into another stage (for example, ASSIGNED or APPROVED), you cannot cancel it.

Modify your request

You can edit the details in your request while you create it. Just select **Next** or **Previous** to move forward or backward through the Self-Service Registration Portal and make any necessary changes.

After you submit your request, its status changes to the SUBMITTED state, and you can no longer edit the content. You cannot edit the content for a submitted request.

- You can cancel any request in the SUBMITTED state, if necessary. See [Cancel your request](#).
- You can sign in to the Self-Service Registration Portal at any time to view the status of a request.

Cancel your request

You can cancel your request after you submit it as long as it remains in the SUBMITTED state. Once it moves into another stage (for example, ASSIGNED or APPROVED), you cannot cancel it.

Once you cancel, your request gets removed from the Site Portal system and the review process stops. If you still want to use Site Portal to order response products you must submit a new request and wait for approval.

To cancel your request:

1. Sign in to Self-Service Registration Portal, as described in [Sign in to Oracle Health Response Readiness](#).
2. If you already submitted your request, you see it in the Self-Service Registration Portal page with a status of SUBMITTED, ASSIGNED, APPROVED, REJECTED, or ACTIVATED.
3. If the request has a status of SUBMITTED and you want to withdraw it, select **Cancel Request**. You see a confirmation message that indicates that once you confirm the

cancellation, you cannot reverse the action. The system deletes all the data you entered in the forms.

4. Select **Cancel Request** again to confirm. But, if you change your mind and want to keep your request, select **Keep Request** instead.

 **Note:**

Once you cancel, you can start another request or select **Save & Exit** at any time. The system automatically saves your work. The next time you sign in, you can start where you left off.