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



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# Contents

Preface				
Documentation Accessibility Diversity and Inclusion	v v			
Introduction to Oracle Health Response Readiness				
What is Oracle Health Response Readiness?	1-1			
What are the Oracle Health Response Readiness portals?	1-2			
Who are the Oracle Health Response Readiness users?	1-2			
Multi-factor authentication	1-4			
Oracle Health Response Readiness Launchpad	1-4			
Self-Service Request Portal overview				
Self-Service Request Portal Site Registration Home page	2-1			
Self-Service Request Portal workflow	2-2			
Request and activate your account				
Sign up for an Oracle Health Response Readiness account	3-1			
Activate your account	3-2			
Activate your account with email verification	3-2			
Activate your account with mobile app QR code verification	3-3			
Access Oracle Health Response Readiness				
Sign in to Oracle Health Response Readiness	4-1			
Manage your profile	4-3			
Reset your password	4-5			
Sign out of Oracle Health Response Readiness	4-8			
Site registration				
Start site registration	5-1			



Enter site details	5-2
Enter receiving hours	5-4
Upload requested documents	5-5

### 6 Manage your requests

Modify your request	6-1
Cancel your request	6-1



### 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.



# Introduction to Oracle Health Response Readiness

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

#### Note:

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.

#### Note:

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 <b>Self-Service Approval Portal</b> for review and approval.
Self-Service Approval Portal	Review, approve, and activate requests sent from <b>Self-Service Request Portal</b> .
	After requests are approved and activated, users can sign in to <b>Site Portal</b> to order and manage response products.
Site Portal	Create response product orders for delivery and manage the inventory.
	<b>Site Portal</b> sends all orders to <b>Partner Portal</b> for approval and processing.
Partner Portal	Approve and process orders for response products sent from <b>Site Portal</b> 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 <b>Site Portal</b> and <b>Partner Portal</b> .

### 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	Users who set up and maintain products, responses, and partners.	
	<ul> <li>Set up and maintain products         <ul> <li>Configure product details, requirements, and options, such as apportionment (a partner places orders for a site)</li> <li>Set product ordering thresholds and distribution rules</li> </ul> </li> <li>Set up and maintain responses</li> <li>Set up and maintain partners         <ul> <li>Input partner information, permissions, and ordering rules</li> </ul> </li> <li>Review operational dashboards</li> </ul>	
	<ul> <li>Manage enhancement requests from users</li> </ul>	
	Push on-screen notifications to users	
	Administrator users can access Administrator Portal.	
Partners (and Organizations)	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.	
	<ul> <li>Set up and manage sites and organizations</li> <li>Input site and organization information, permissions, and ordering rules</li> </ul>	
	<ul> <li>Manage orders         <ul> <li>Process and approve direct orders from sites (sites place their own orders)</li> </ul> </li> </ul>	
	<ul> <li>Process orders for sites (apportionment)</li> </ul>	
	<ul> <li>Update inventory details         <ul> <li>Transfers, dispositions (wastages and returns), stock on hand, and stock administered</li> </ul> </li> </ul>	
	<ul> <li>Update inventory details (for example, transfers, dispositions, stock on hand, and stock administered)</li> </ul>	
	Communicate to their sites	
	Review operational dashboards for their sites only     Partner users can access Partner Portal	
Sites / site users	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.	
	Site users:	
	<ul> <li>Order and request response products according to rules/ permissions (may include ancillary kits)</li> </ul>	
	Set contact and logistical information	
	<ul> <li>Upuale inventory (transfers, dispositions, stock on hand)</li> <li>View shipment statuses</li> </ul>	
	Receive communication	
	Provide system feedback	
	Approved site users can access Site Portal.	
Distributors	Users who manage warehouse inventory and shipping information.	
	Access orders	
	Update distribution information	
	Distributor users can access Distributor Portal.	



### 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:

 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.

Site Registration		<b>1992</b>		Next
0		3		
Start	Enter Site Details	Enter Receiving Hours	Upload Requested Documents	Finish
Welcome to the Site Registration Portal This wizard will take you through the necessary step	os required to submit an application to become a Site. Please cor	nplete each step on the following pages.		
Changes will be automatically saved if you decide to	exit any time and complete the application later.			
Upon completion you will receive an email that you	r application has been submitted to the governing body and is pe	ending review. Review can take several days depending on th	e number of submissions, however you may log in at any time to view yo	ur application status.
You will receive an email notification once the review	v process is complete.			

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.

				Sign Op
Self-Service Site Sign Up				
			Received and a second	
Instructions				
Welcome to Self-Service Site Sign Up!				
<ul> <li>You will need to provide your name, contact details, and</li> </ul>	physical address in order to proceed w	th 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 y	u can complete setting up other account details and	then enter your Site details.	
If you are not authorized to enter as a sen-service site o	ten piease exit inimediatery. Pandre t	to so may lead to prosecution for trespassing.		
First Name	.e			
Required	Required			
Job Title				
Email must be 40 characters or less.				
	Required			
Disco Disco Disco di Compili scherologi				
Hone humber, Phone Extension, and Pax will only accept	numenc input.			
Dhane Extension	Fau			
Phone Extension	Pax			
Required				

- 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.
- 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.
- In the Select Your Default Secure Verification Method dialog box, select Email. An email is sent to you with a one-time verification passcode.
- Locate the message from Oracle in your email and open it. It contains your six-digit MFA code.



The MFA code expires in 10 minutes.

- 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.



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 you 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.

#### Note:

- If you did not activate your account yet, see Activate your account.
- If you have not signed in for 180 days, your account is automatically disabled and you will not be able to sign in. Emails are sent with a 10-day and 5-day notice when you are reaching 180 days of inactivity. If you cannot sign in, contact your administrator for assistance.

#### To sign in:

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**.

#### Note:

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:



				L.
Preferences				
Report Date Format MM/DD/YYYY	•	Report Time Format HH24:MI		¥
Time Zone / Region (UTC offset) US/Eastern (-04:00)	6			-
US/Eastern (-04:00), US/Central (-0	5:00). US/Mountal	n (-06:00). US/Pacific (-0	7:00). Asla/Kolka	eta (+05:30)
Current Core Language (Territory English (United States) [ei	) @ n-us]			•
Sets the "core" translation language	and supports the r	egion/territory language	NLS settings.	

- 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:

 Open Oracle Health Response Readiness in a browser to access the Sign In page. For example:

Identity domain 🕖	
User Name	
User name or email	
Password	
Password	
Forgot Password?	
Sign In	
Need help signing in?	

2. In the **Sign In** page, select **Forgot Password?**. The Forgot Your Password page opens. For example:



Identity domain 🕢	
Forgot Your Password?	
Having trouble with your passwor	d? Reset it here.
What's your user name?	
Enter user name	
Next	
Cancel	

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. For example:

@oracle.com
Identity domain ④
Password Reset Notification Sent.
A password reset notification will be sent to the recovery email address associated with your username <b>@oracle.com</b> . If you haven't received the password reset email, then please check your spam folder or contact your system administrator. You can also retry after 10 minutes.
Return to sign in

- 4. In the Password Reset Notification Sent page, select Return to sign in.
- Locate the password reset email notification email sent to you from Oracle, and select the Password Reset link in the email. The Password Reset page opens. For example:

Password Reset				
Enter Password	d			
Password		0		
		Required		
Confirm Passw Password	vord	0		
		Pequired		
		Required		
Reset Passw	vord			
	-			
Password Po	blicy			
- Decemo	wel:			
- Passwo	nu. Iust be between 8 and	25 characters		
- 0	annot be the same as t	the last 4		
	asswords			
- E	xpires after <b>120</b> davs			
Passwo	ord must include the fo	llowing:		
• 1	uppercase letter	5		
• 1	lowercase letter			
• 1	number			
• 1	special character			
<ul> <li>Passwo</li> </ul>	ord must not contain th	e following:		
• T	he user's first name			
• T	he user's last name			
• T	he user's username			

- 6. Enter your new password in the Enter Password and Confirm Password fields. The password:
  - Must be between 8 and 25 characters
  - Cannot be the same as the last 4 passwords
  - Expires after 120 days
  - Must have at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character
  - Cannot contain the user's first name, last name, or user name
- 7. Select **Reset Password**. A confirmation message is sent to your email account, and the Sign In page opens.
- 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.

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.

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:



te Registration						Previc	Save and Exit Next
2080		0		)		<	(3)
Start		Enter Site Details	Enter Recei	ring Hours	Upload Requested Doc	uments	Finish
Instructions     Welcome to the Site Registration Portal     First you will need to enter all of the Site deta     submit the Site request.     Once all of the details have been successfully     If approved, you will receive an email notificat	is, then enter the Rec entered, the governir on. After being appro	teiving Hours (which is when your Site ca ng body or one of its agents will review yo oved, the next time you log in, you will be	n accept product deliveries), followe ur submission, Please be patient as able to start utilizing the Site Portal	I by uploading the requested docum reviews may take several days deper to enter Orders, complete Wastage r	ents. You can save your Site request rding on the number of submission reports, and other inventory function	t by selecting Save and Exit button wh 5. 15. If rejected you will also be sent a n	ich will save your information, but not
te Name			Required	Partner	Read	National Provider ID (NPI	I) Non-Public
to Tuno			-	Setting(s) where this location will a	dminister products		
te type			Required	(Select one or more)			Reg
				Population(s) served by this location	n		
lamacy type			-	(Select one or more)			
cense		License Expiry Date					
ddress Line 1		Address Line 2		City	State	- Zip	
	Required						Req
pecial Instructions				Loading Dock			
Receiving Email and Phone must be moni	ored for commun	nications from the distribution cen	ter.				
cenng Email mail must be 40 characters or less.			Required				
one Number, Phone Extension, and Fax will	only accept nume	eric input.					
none Number	hone Extension	Fax					

- 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.

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.

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 Detail	5	D Enter Receiving Hours	Upload Requested Documents	
Instructions     Please enter the hours you can receive deliveries.     Click within any field to start selecting hours you can     If you can receive deliveries 24 hours a day simply o     If there are certain hours during the day you can tree	n receive deliveries or toggle 24 Hours Switch Do: 24 Hours' for their day, Othervies, when the Opening 1' and 'Doing 1' ho selve deliveries, also fit our Opening 2' and 'Doing 2'.	ur.			
When editing To and From values 12.00 am at the However, 12:00 am at the bottom of the list represe	top of the list represents 00:00. ents 24:00.				
Monday	24 Hours	Monday Opening 1	Monday Closing 1	▼ Monday Opening 2	Monday Closing 2
Tuesday	24 Hours	Tuesday Opening 1	▼ Tuesday Closing 1	▼ Tuesday Opening 2	▼ Tuesday Closing 2 ▼
Wednesday	24 Pours	Wednesday Opening 1	Wednesday Closing 1	Wednesday Opening 2	♥ Wednesday Closing 2 ♥
Thursday	24 Mours	Thursday Opening 1	▼ Thursday Closing 1	Thursday Opening 2	▼ Thursday Closing 2 ▼
Friday	24 Hours	Friday Opening 1	▼ Friday Closing 1	▼ Friday Opening 2	▼ Friday Closing 2 ▼
Saturday	24 hours	Saturday Opening 1	Saturday Closing 1	▼ Saturday Opening 2	▼ Seturday Closing 2 ▼
Sunday	24 Hours	Sunday Opening 1	Sunday Closing 1	▼ Sunday Opening 2	▼ Sunday Closing 2 ▼
Holiday	24 Hours	Holiday Opening 1	Holiday Closing 1	Holiday Opening 2	▼ Holiday Closing 2 ▼

- 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.
- **3.** 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:

- 1. 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.



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.
- 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.

 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.

### 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.
- 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.