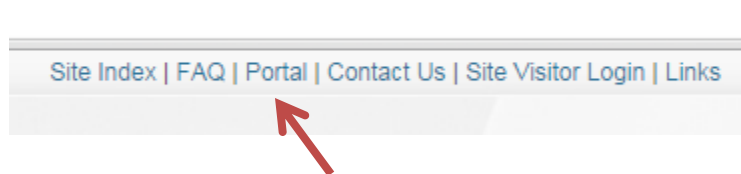# PORTAL POINTERS

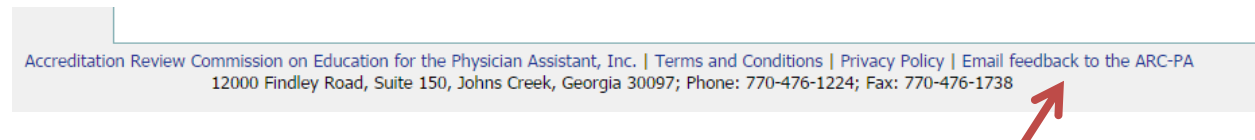## OCTOBER 2014

ACCESSING THE PORTAL AND QUESTIONS

The link to the Portal is found in the upper right hand corner of the ARC-PA web site.

Site Index | FAQ | Portal | Contact Us | Site Visitor Login | Links

Questions about use of the Portal should be submitted to the Portal team at the email located on the bottom of each page of the Portal (Portalfeedback@arc-pa.org).

Accreditation Review Commission on Education for the Physician Assistant, Inc. | Terms and Conditions | Privacy Policy | Email feedback to the ARC-PA
12000 Findley Road, Suite 150, Johns Creek, Georgia 30097; Phone: 770-476-1224; Fax: 770-476-1738

Questions about accessing the Portal or those related to forgotten passwords should be addressed to Mercedes Beard at Mercedes@arc-pa.org.

Only those authorized by the program director should enter or edit data in the Portal. Sharing of log- in and password information is a violation of the terms of usage for the Portal.

LOGGING INTO THE PORTAL AND INTERNET EXPLORER 11

The Portal simply does not like Internet Explorer 11! If you are trying to use the Portal with Internet Explorer the screen resolution may prevent you from seeing your entire dashboard, or entering and saving data in any of the pop-up menus. This notice remains on the login screen.

Before contacting Portal help via email, try switching to Google Chrome, Firefox, or even Internet Explorer 9 or 10.

Login

User Name:

Password:

Log In   Forgot Your Password?

If you've forgotten your *User Name*, please contact your system administrator.

Internet Explorer 11 Notice: We have recently become aware of some issues on our site that affect Internet Explorer 11 users. We are currently working on fixes for these compatibility issues. Until those fixes are released, please use Internet Explorer 9 or 10, Firefox, or Chrome to access this site to avoid the issues. Thank you and we apologize for the inconvenience.

Login

User Name:

Password:

Log In   Forgot Your Password?

If you've forgotten your *User Name*, please contact your system administrator.

Portal Update Alert: A new enhanced version of the portal has been released **(July 25, 2014)** and some of your screens may look different. Email questions to the portal team at 'portalfeedback@arc-pa.org'. Thank you.

Internet Explorer 11 Notice: we have recently become aware of some issues on our site that affect Internet Explorer 11 users. We are currently working on fixes for these compatibility issues. Until those fixes are released, please use Internet Explorer 9 or 10, Firefox, or Chrome to access this site to avoid the issues. Thank you and we apologize for the inconvenience.

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ALL DATA FIELDS REQUIRED

ALL DATA FIELDS in Tabs and ALL POP-UP MENUS of the Portal must be completed, even if there is no *Required indication by the field. The red indication is a software requirement. If those fields are not completed, the program will not be able to update or save data.

As Portal audits are done by Portal staff, programs with incomplete data entry will be notified and may be placed on Accreditation-Administrative Probation until such time as the Portal is complete.

ANNUAL REPORT DEADLINE DECEMBER 15, 2014

All accredited PA programs must complete data entry for the required ARC-PA Program Management Portal in sufficient time to activate the SUBMIT button on the Portal dashboard which will send the report data. The SUBMIT button will appear on the dashboard on December 1, 2014. (Reports for programs that were first accredited in September 2014 and all clinical postgraduate programs are due March 31, 2015.) A separate Portal Pointer for the Annual Report will be sent to all programs November 1, 2014.

A special SCPE Directions document is available on the web in the Accreditation Resources page of the Accredited Programs section (http://www.arc-pa.org/accreditation/resources/).

ACCREDITATION PROGRAM MANAGEMENT PORTAL SOFTWARE UPDATE

The Portal was revised to include changes related to multi-campus programs. Multi-campus programs are now able and required to enter data in the personnel, SCPE and budget tabs with data categorized by campus. This update affects data entry for all programs, whether single campus or multi-campus programs.

CHANGES TO PERSONNEL

Those with Program Admin status are allowed to edit and delete personnel from the Portal. If an individual is changing from one position to another in the program, changing percent FTE or changing from one campus to another, the role should be edited via the Edit popup menu in Personnel.

If the individual will be leaving the program permanently, a date of resignation or termination must be entered via the Delete pop-up menu in Personnel. By default the date is presented as the current date, but may be adjusted. This pop-up update is included in the newest HELP manuals.

The ARC-PA refers to the program Portal data routinely for contact information for program faculty and institution administrators. **It is imperative and required that programs keep their Portal data accurate, particularly in terms of personnel.** Changes in principal faculty require that a faculty change form be completed and uploaded to the Portal for processing by ARC-PA staff.

PORTAL PROGRAM DATA SHEETS
When submitting Program Data Sheets as a required component of an accreditation application, it is important to submit the report requested. Report options will display in a drop down menu. By default all boxes are checked. Program should check "For application" which will then include only the subcomponents needed*. Do not "Select All."

PORTAL HELP UPDATE
The online and pdf downloadable HELP manuals for Program Admin and Program Staff have been updated. Each manual is customized to the Portal access role assigned by the program director. In looking for HELP, it is important to use the correct pdf manual.

The recent manual update addresses the newest software release. Since there are new pop-up menus relating to the program *Campus* within Personnel, SCPE and Budget Tabs, it is very important that

programs review and update their data. The Campus pop-up menus must be completed when editing current data or entering new. Not doing so will result in an error code which will prevent the user from saving the data.

WHEN DOES THE ARC-PA ACCESS PORTAL DATA?

The ARC-PA staff routinely will access a program's data as below. Programs are expected to keep their data accurate and up to date. Staff will review the Portal for all programs scheduled on an ARC-PA agenda for any action.

- To find contact information for the program director, faculty, staff.
- To find contact information for the individual to whom the program director reports.
- To review the program's web site and NCCPA PANCE report.
- To verify any information entered by the program as a means of updating older information collected by paper in the ARC-PA files, such as program personnel in place within the program, degree awarded, regional accreditation status, tuition and budget information, students enrolled, SCPEs, etc.
- After receiving a change notice of personnel to be sure the change has been documented correctly in the Portal.
- To check on the status of "reports due" to the ARC-PA as required by information sent to the program in an accreditation letter.
- Six weeks in advance of a commission meeting when a program is scheduled on the meeting agenda for any reason.
- During a commission meeting when a program is scheduled on the meeting agenda.
- After receiving a question from a program about its Portal site.
- Concurrently with an authorized program user when that person has asked a question.
- When alerted by the Portal that the program has uploaded a document for submission to the ARC-PA as requested by the ARC-PA.