Online SIR Vendor Portal FAQs

**Important:**

* SIRS submitted via the Online SIR Vendor Portal should be submitted within 24 hours of incident occurrence.
* Online Vendor SIR replaces paper faxed SIR. If your primary method for submitting a SIR is the Online SIR Vendor Portal, you do not need to fax a paper SIR within 48 hours.
* Online Vendor SIR Portal will only notify parties within SDRC. Please ensure you are reporting to other appropriate agencies as needed (CCL/HCL, CPS/APS, Law Enforcement, Ombudsman)
* Always call or leave a voicemail for your assigned SC so that they can be aware that a SIR has been submitted, regardless if it is submitted via fax or the portal.
* If the portal is down and you need to report a SIR, download the SIR form and fax to (858-496-4327). **SIR form can be found here**: <https://bit.ly/SDRCsirform>

**Acronyms:** SDRC= San Diego Regional Center, RC= Regional Center, SC= Service Coordinator, SIRC= SIR Coordinator, Online SIR Vendor Portal = also known as Service Provider Portal (SPP)

Setup & Troubleshooting:

1. How do vendors apply to use the Online SIR Vendor Portal?
	1. Download the SPP Agreement Form linked on <https://www.sdrc.org/special-incident-reporting>.
		1. Once completed, email the form to ebilling@sdrc.org.
	2. Vendors can be set up as a Standard user or as a Superuser. Standard users can edit/submit SIRs. Superusers can submit SIRs and add new users onto the portal for their organization.
2. Is there a limit to the number of users who can use the Online SIR Vendor Portal?
	1. No, however, we recommend creating an account only for users who are allowed to create and/or submit SIRs.
3. What do I do if I can’t reach the assigned SC within 24 hours of incident occurrence?
	1. Submit the SIR via the Online SIR Vendor Portal and leave a voicemail for your SC so they are aware it has been submitted.
4. Who do I contact for support or if the portal is down?
	1. For issues regarding the incident, contact your SC.
	2. For technical issues, contact your Superuser.
	3. If the issue cannot be resolved at the vendor-level, contact SIRCs at sirs@sdrc.org.

Submitting SIRs:

1. How do I submit a completed SIR using the Online SIR Vendor Portal?
	1. Right-click the report from the SIR History Screen, and then click on “Submit.”
	2. 
2. Will vendors have access to all clients through the Online SIR Vendor Portal?
	1. Vendors only have access to clients they have current authorizations for.
3. Can vendors print SIRs through the Online SIR Vendor Portal?
	1. Yes. Upon submission, the portal will display a pop-up asking if a PDF of the SIR is needed. Selecting “Yes” will prompt additional screens to email the PDF. You can then print the document from your desktop.
4. Do we still to need call SDRC after submitting a SIR on the Online SIR Vendor Portal?
	1. Yes. The vendor must make a phone call within 24hrs of the incident to ensure SC is aware of SIR.
5. Once the SIR has been submitted, how do we include additional information to the report?
	1. Contact the client’s assigned SC. They can coordinate with SIRCs to make changes.
	2. Do not create and submit another report.
6. How are SCs notified that a report has been submitted through the portal?
	1. An email pop-up will display upon submitting the SIR. This will allow the vendor to notify the assigned SC that a SIR is ready for review.
7. What happens if the vendor forgets to submit the SIR?
	1. A SIR should be submitted as soon as the vendor becomes aware that one hasn’t been submitted. DDS does track vendors who do not report in a timely manner.
8. I cannot find the SIR that I recently completed. Where did it go?
	1. After submitting a SIR, the report will disappear from the SIR History Screen. This allows SDRC to fully review the completed report. If you need a copy of the SIR, contact sirs@sdrc.org.

Training:

1. Is SIR training available for new users?
* The SIR Team offers two trainings:
	+ SIR Vendor Training: Reporting agencies and timelines, reportable vs nonreportable, followup questions
	+ SIRs & Words: How to write SIR narratives and case studies
* Trainings can be held in-person and via Zoom. To schedule a training, email sirs@sdrc.org.