RHFAC Registry
RHFAC Professional User Guide

https://Registry.RickHansen.com

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I. Register

To register for an RHFAC Registry account as an RHFAC Professional:

1. Click on the invitation email.
2. Enter your information in the form that opens.
3. Your User Account will now be active and Clients can now select you in the RHFAC Registry.

   *Ensure you have completed your profile on the Accessibility Professional Network before you create the Account on the RHFAC Registry.

II. Your dashboard

All Ratings you are assigned to will appear on your Dashboard. View all Ratings from the Home page or navigate them by status from the list in the left navigation bar.

i. View or start a Rating

- Click on the **Actions** button for the Rating.
- Select **View Rating**. The RHFAC Rating Survey for that Rating will open.

ii. Decline a Rating

- Click on the **Actions** button for the Rating.
- Select **Leave Rating** and confirm in the pop that follows. The Rating will be removed from your Dashboard.
  *You may leave a Rating at any time until it is Adjudicated.

III. Using the interactive RHFAC Rating Survey

i. Navigating the RHFAC Rating Survey

Navigate in order by clicking the next button on the top right of the page
or use the left navigation bar to navigate directly to any Category or Element.

ii. Rating status

The status of a Rating will change as it moves through the stages of the process.
Table 1 has a list of the available statuses and definitions.

Table 1: Rating status

Rating status	Description
Rating payment pending	A Site has been created but payment has not been completed.
Rating started	Both the Client and RHFAC Professional (if selected) have access to the RHFAC Rating Survey.
Rating locked	The RHFAC Professional has locked the survey. The Client can view only.
Adjudication payment required	Payment is pending for the Adjudication fee.
Adjudication	Payment is complete and the Rating is being adjudicated.
Revision requested	The Adjudicator has requested revisions.
Active	The Rating is complete and within the date of expiry. An active status applies to any Adjudicated Rating irrespective of Rating Score.
Expired	The certification expiry date has lapsed, and the Rating hasn't been renewed. No newer Rating exists for this Site.
Archived	Deleted Ratings

iii. Rating Score

The Rating Score is available in the left navigation bar. There are two options:

A. **The overall Rating Score:** The Rating Score will update as you score or N/A the Features.

B. **Rating Outcome:** A summary of the Rating Score by Category is available in this page. It will update as you score or N/A Categories, Elements, or Features.

iv. Save

The system will save your work automatically while you work on a Rating.
Before exiting the Survey, scroll down the left navigation bar and click **Save and exit**.
If you close the window without taking this action you may lose your work.

v. Feature description

Use the **Feature description** box to briefly describe the Feature. This is a mandatory field for all Features. You can edit your description at any time until you submit the Survey for Adjudication.
This field is visible to the Client.

vi. Comment

Comments are not visible to the Client. They may be left for the Adjudicator to provide additional context for a score or description.

Leave a comment: You can leave comments for the Adjudicator at the Category, Element, or Feature level. Comments are not mandatory. Add your text to the box and click the **Add comment** button to save. Comments can't be deleted.

Hide comments: To hide comments from your view, click on the Actions menu on the top right and select **Hide comments**. You can also toggle the individual comments sections on and off directly in the Survey.

Deleting a comment is not possible. If you need to add context or make a correction you must add another comment.

vii. Add images

Images are added at the element level. There is a limit of 30 pictures per element. Accepted file types: PNG, HEIC, and JPG.

To add images:
1. Click on the upload button under **Element images**.
2. Drag and drop your images or select the images you would like to upload.

To hide images from your view, click on the **Actions** menu on the top right and select **Hide images**.

To delete images:
1. Double click on the image to open the viewer.
2. Scroll down using the right scroll bar.
3. Click on delete image.

viii. Lock the interactive RHFAC Rating Survey

To lock the RHFAC Rating Survey:
1. Click on the **Actions** button on the top right of the page.
2. Select **Lock & begin Rating**. Accept the action in the pop up that follows. You can unlock the survey at any time until you submit for Adjudication. The Client will still be able to view the survey but will no longer be able to edit. Comments between the Adjudicator and the RHFAC Professional are not visible to the Client in either state (locked or unlocked).

ix. Clear the RHFAC Rating Survey

1. Navigate to the Actions button on the top right of the page.
2. Select **Clear all Rating values**, accept the action in the pop up that follows. This action **cannot** be undone and **will not** clear images.

x. Not Applicable (N/A)

To mark a Category, Element, or Feature as Not Applicable (N/A), click the green button marked Applicable aligned with the Category, Element, or Feature. It will turn grey to indicate the points in this section are no longer being counted in the available points. This action will delete anything previously entered in the relevant sections. You must provide an explanation for the Adjudicator.

- **N/A Category:** Please leave a **comment** at the Category level to briefly explain why this Category has been marked as not applicable.

- **N/A Element:** Please leave a **comment** at the Element level to briefly explain why this Element has been marked as not applicable.

- **N/A Feature:** Please enter a reason in the **Feature description** that briefly explains why this Feature has been marked as not applicable.
  There is no N/A option for Categories 11 and 12 in RHFAC_V4_2023.

xi. Innovation

If there is more than one Innovation to note in one category:

1. Write each Innovation in the box starting on a new line for each addition. Numbering them if there are more than one will help the Adjudicator in their review.
2. Enter the corresponding number of points.

xii. Upgrade to the newest version of the RHFAC Rating Survey

There is an option to upgrade to the newest version of the RHFAC Rating Survey, if available. To upgrade open the rating survey for the rating:

1. Click on the **Actions** button.
2. Select **Change Rating survey version**.
3. Confirm this action in the pop-up menu that follows.
   This action will delete any data previously entered in the survey.

xiii. Submit for Adjudication

Click the **Submit** button on the bottom left of the Rating survey.

If the RHFAC Rating Survey is complete:

- The RHFAC Rating Survey will be submitted.
- The Client will receive an email to proceed with payment and once completed
- The Adjudicator will be notified to begin the review.

If there are incomplete fields this action will not be completed. A **Warnings** page will be generated with a summary of incomplete fields.

xiv. Warnings

A summary of any incomplete mandatory fields will appear when you click the **Submit** button. Scroll down the left navigation bar and click Submit. To view the summary of all incomplete fields:

1. click on the **Warnings** page on the left sidebar.
2. click on the feature displayed to navigate directly to that feature. You can navigate directly to the feature by clicking on the feature number. When you complete the section it will be removed from the **Warnings** page.
3. Resubmit when all warnings are cleared.

IV. Adjudication

i.   Client payment

When you submit a Rating for adjudication the Client will receive an email to complete the payment for this Rating. Once payment is received the Rating will be added to the Adjudicator dashboard.

ii.   Adjudicator review

The RHFAC Adjudicator will review the Rating and will either approve it or request revisions.

No Revisions requested: If there are no clarifications or changes requested, the Rating will be accepted and the score will be finalized.

Revisions requested: You will receive an email prompting you to review the Rating. There will now be a option in the left navigation menu labeled to review the Adjudicators comments.

Adjustments required:

1. Navigate to the **Adjustments required** section from the left navigation bar. This will have a list of all adjustments or clarifications requested by the Adjudicator.
2. Make the adjustments and respond to the comments as needed. Click the **Add comment** to save the comment.
3. Click on the **Submit** button on the bottom of the left navigation bar to resubmit. If no additional changes are requested the Rating will be finalized by the Adjudicator.
4. You and your Client will receive an email confirming the Rating is now complete.

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