

Example 2019 Frequently asked questions for the **2019** Practice Greenhealth Environmental Excellence Awards

Visit practicegreenhealth.org/awards for additional information and resources.

1. Do I have to be a member to apply for a Practice Greenhealth Environmental Excellence Award?

Yes, you must be a member to apply for an Environmental Excellence award. To check if your organization is already a member of Practice Greenhealth, contact Scott Rich, membership development manager, at srich@practicegreenhealth.org or call 888-508-0198.

2. What browser is needed to complete the award application?

Internet Explorer version 8 or above, Firefox, Chrome, or Safari. Check which browser you're using by <u>clicking</u> <u>here</u>.

3. How do I log in to begin the application process?

- Go to <u>awards.practicegreenhealth.org</u>.
- To login, click the "User Login" button in the upper right corner of the screen.
- Enter user name (primary email) and password, and you will arrive at your organizational dashboard.
- Under "User Account" header, click on the tab that says "Request New Password," enter your current email address and then click "Email New Password." You will then receive an email with a unique, one-time hyperlink that will allow you to confirm your email and set up your password. Once you log in again, you will arrive at the home screen.
- Click on any organization (an orange arrow should appear next to each facility) on your dashboard to get started.

4. I got a message that says my email is not recognized as a username or an email address. What should I do?

There can be several reasons for this. Contact <u>awards@practicegreenhealth.org</u> or 888-378-2259. Our help desk will assist you in setting up an awards account.

5. What is my first step once I am logged in to account and see the dashboard?

- If you are a first-time applicant, before starting an application, the system will require you to click the "Verify Business Unit Type" button, select the appropriate type of facility, and click "Save" at the bottom.
- Then you will be returned to the home screen. Click on "Start a New Application" and select the appropriate application.
- Important: There will be a short pause during the initial creation of a new application (up to 90 seconds). You should not experience any delays when accessing an already generated application.

6. I want to invite other members of my team to complete a topic page on the award. How do I do this?

• Once you are logged in and are on your dashboard, if you are an admin-level user, you can add additional users. These are topic experts or departmental leads that can assist you in completing one or more sections of the application. Click the "Add User" button

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• Enter the person's name, title, phone, and email address.

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First name *					
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Add user	Cancel				

• This person will get an email with directions for setting up a password so they can access the same awards dashboard and navigate the application.

Important: You will need to tell them in advance what to expect and ask them to complete the topic page that is in their area of expertise. For instance, a facility manager might be asked to click on the icon with the red plug (Energy) or blue raindrop (Water) in the navigation bar at the top of the page.

7. Can my vendor put data into the application?

Yes. Invite your vendor contact as a user using the directions in question 6.

8. I collect all of my facility's waste, water, and energy data using a dashboard provider. Are you able to import my data into the application?

Yes. Practice Greenhealth has already partnered with several sustainability dashboard providers to import data into award applications. Contact <u>Lara Sutherland</u> for more information on setting up an import. We ask that you try and reach Lara before Jan. 15 if possible, if you intend to use the import feature.

9. How do I submit my application?

• To submit an application, first click the "Review This Application" button in the upper righthand corner above the application page.

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- This link will take you to the review page, which will cycle through each section of the application and let you know if you have:
 - Empty data fields
 - Validation errors (e.g. entered data in the wrong format)
 - Unusual or invalid numerical data (this can be an indication of improperly entered data)
 - Missing required data fields
- Each of these can be checked by clicking on the corresponding question or page link. None of these will prevent you from submitting the application except required fields.
- When all required fields have been entered, you will see a "Submit an Application" button at the bottom of the screen. After clicking it, you will receive an email confirming your application has been received.

10. How do I complete Appendix A?

- If you use single stream or commingled recycling please answer yes to question 1 on Appendix A and then check each type of material included in that commingled recycling stream.
- Fill in the requested tonnage and cost information for single stream recycling in the box provided.
- Then indicate in question 2 which other materials are recycled. For each material selected, a box will be provided for tonnage and cost information. There will also be a space to indicate any rebate you might receive for the material.
- Do not select materials in question 2 that are already included in single stream (question 1). Only select materials that are source-separated and a hauler picks up separately.

11. What is the deadline for completing the awards application?

- The awards submission deadline is March 6, 2019, at 8 p.m. ET, 5 p.m. PST.
- No extensions will be granted. Please ensure all applications are submitted before the time on the appropriate day.

12. I have general questions and need help. How do I get help?

- Call 888-378-2259 or email <u>awards@practicegreenhealth.org</u>.
- Contact your organization's Practice Greenhealth <u>member engagement liaison</u> for more in-depth assistance.