



## Frequently Asked Questions for 2015 Practice Greenhealth Environmental Excellence Awards

In addition to these FAQs, please visit <https://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. Contact [scahill@practicegreenhealth.org](mailto:scahill@practicegreenhealth.org) or visit our website for more information: <https://practicegreenhealth.org/membership>

### 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 clicking here: <http://www.whatbrowser.org/>

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

- Go to <https://awards.practicegreenhealth.org>
- To login, click the **User Login** button in the upper right corner of the screen.
- Under header of **User Account** 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 setup your password. Once you login again, you will arrive at the home screen. Click on "Dashboard" underneath your name in the upper right hand corner to view your **Workgroup Dashboard**.
- Click on any organization (an orange arrow should appear next to each facility) within the Workgroup to get started.

### 4. I got a message that says my email is not recognized as a user name or an e-mail address. Now what do I do?

There can be several reasons for this. Contact [awards@practicegreenhealth.org](mailto:awards@practicegreenhealth.org) 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 all set up and see the dashboard?

- Before starting an application, the system will require you to **Verify Business Unit Type**. You can do this by clicking the **Verify Business Unit Type** button and selecting the appropriate type of facility:
- Healthcare Facility with Beds and ORs,
- No Beds (this would be an outpatient medical facility), or
- Beds but no ORs (a long term care, nursing or rehabilitative facility).
- Then click **Save** at the bottom
- Now 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 you, as the **Client Admin** can add **Users**. These are topic experts that can complete one or more sections of the application.

- You see the screen that has your facility name, address and applications
- Look all the way to the left of the screen....sort of on the same level as the word Applications. You see the little link that says Invite Users to this business unit
- Click on that and it brings you to a screen where you enter the email address of the person you choose to help you.
- This person will get an email with directions for setting up a password. Once done, they can navigate the application.
- Important points: You will need to tell these folks in advance what to expect and ask them to just complete the topic page that is in their area of expertise. For instance, the energy expert will click on the icon with the red plug in the navigation bar at the top of the page. The data they enter is saved as it's entered. Instruct them to **only** complete the topic areas that you assign.

## 7. Can my vendor put data into the application?

Yes! Invite your vendor contact as a User using the directions in question # 7.

## 8. How do I complete Appendix A?

- If you use single stream or commingled recycling please check **single stream** and every type of material that you recycle in the checklist,
- Fill in the requested tonnage and cost information for **single stream recycling ONLY** in the box provided.
- **DO NOT** complete the boxes that open for the individual materials handled in this single stream but
- **DO** include other waste data (not included in single stream) in the boxes provided such as fluorescent lamps and oil

- **IMPORTANT:** Review your facility's Total Recycling Summary, Recycling Waste Total and Universal Waste Total.
- When you are satisfied that all data has been entered, **click in each of these summary cells** to send the data to Table B on the Waste page.
- Open the Waste Page located in the navigation bar.
- Refresh your browser of the Waste Page (located at the top of the screen) to see these pre-populated values under Current Year.

## 9. What is the deadline for completing the Awards?

Friday, February 27, 2015 at 5:00 p.m. PST.

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

Call 888-378-2259 or email: [awards@practicegreenhealth.org](mailto:awards@practicegreenhealth.org). Your Facility Engagement Managers, Hermine, Janet, Cecilia, John, and Kaeleigh, are more than happy to assist you with getting started or at any point in the process.