



# How to Complete Your MA Responds Profile

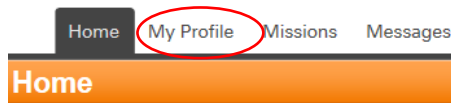
**You are an important part of our team. Make sure you can be deployed with us by completing your profile and keeping it up to date.**

This Quick Reference Guide shows you how to review your profile to:

1. Complete all the information that is required in order to be deployed:
  - a. Complete your entire profile
  - b. Enter occupation and license number so that it can be verified (*clinical volunteers only*)
2. Provide your SMS/Text Message number so that you can receive more urgent communication from us via text message.
3. Enter your Language Skills to help us meet language access needs of our residents.

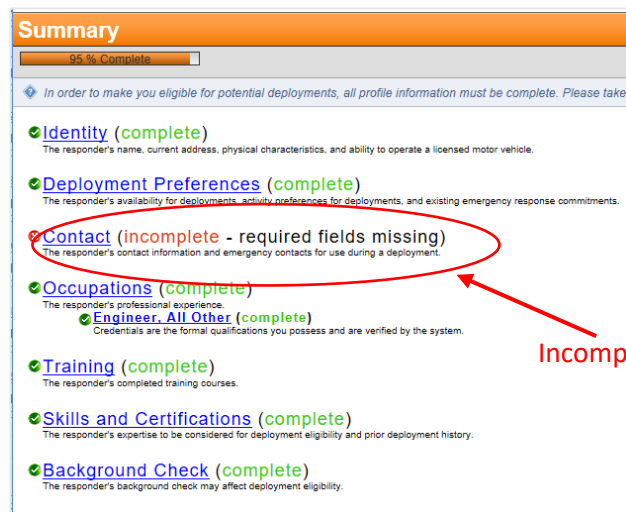
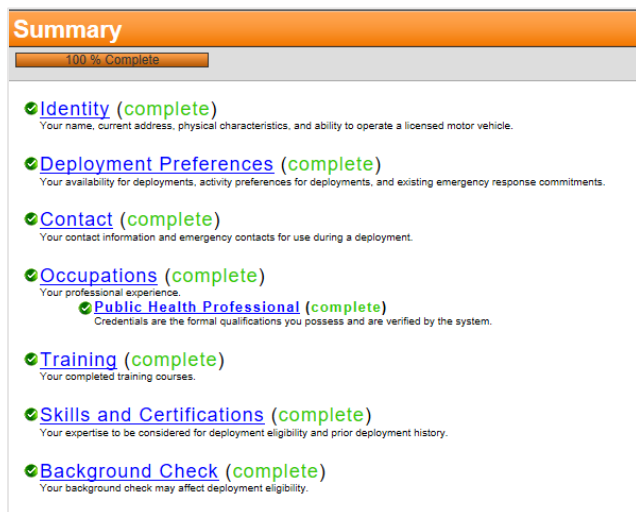
## How do I access my MA Responds profile?

1. Go to [www.maresponds.org](http://www.maresponds.org)
2. Login with your username and password
3. Click on the “My Profile” Menu
4. You’ll see a Summary screen, along with a menu to allow you to update each section of your profile (*Identity, Deployment Preferences, Contact, Occupations, Training, Skills and Certifications, and Background Check*)

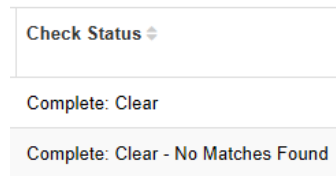


## How do I know if my profile is incomplete?

Here’s an example of a complete profile (left) and an incomplete profile (right). If any of the profile sections shows that it is complete, click on the section name, enter all of the required information, and save changes.



**A Note on Background Check:** If you have been a Boston MRC volunteer for a long time, your profile may show “incomplete” for background check. Edit that section, and as long as the status of both the CORI and VSOS is “Complete”, this will not prevent you from being deployed.



# How do I know if my clinical credentials are not verified?

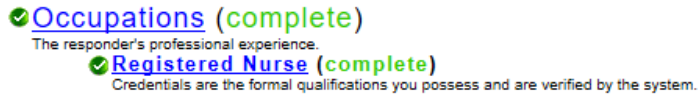
Here are some reasons your clinical credentials may not be verified:

1. **Your credential information is not entered in your profile.** If your profile looks like this, click on the occupation, then “Edit Information”, and update your professional status, professional license, etc. Save changes.



2. **Your professional License information is entered but cannot be verified by the system.**

- a. If your profile summary looks fine, with occupations complete and in green text, then you still need to make sure it is actually verified:



- b. Click on “Occupations” to view your occupations.
- c. Make sure your occupation is verified. The Occupation should have an ECL (Emergency Credentialing Level). Here’s an example of a physician whose license is not verified and does not have an ECL:

| Occupations   |                           |        |                        |
|---|---------------------------|--------|------------------------|
| Add up to 2 occupations that you currently hold or have held in the past. Use the arrows in the Occupation Rank column to determine your primary (1) and secondary (2) occupations. |                           |        |                        |
| Add Another Occupation  |                           |        |                        |
| 1 row displayed   |                           |        |                        |
| <input type="checkbox"/>  | Occupation Name           | ECL    | License Last Checked   |
| <input type="checkbox"/>  | <a href="#">Physician</a> | No ECL | 01/26/2021 07:24:19 PM |

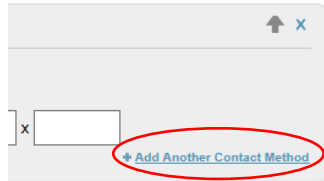
- d. Make sure your Occupation is valid. Click on the Occupation Name, and review the information:
  - a. Verification Status must be “Success”.
  - b. “Professional Status” must be one of the following:
    1. “Licensed/Certified and Active”
    2. “Licensed/Certified and Active Part-Time”

Here’s an example of a Physician that has not been verified (Verification Status = “Not Checked”) because the Professional Status is inactive.

| Physician  |  |
|--|--|
| Manually set the verification status using the Change link located below. Only credential elements which can not be automatically verified are editable. |  |
| <a href="#">Edit Information</a> <a href="#">Return to Occupations</a>   |  |
| Professional Status  | Verification Status: <b>Not Checked</b> <a href="#">Change</a> |
| Professional Status:   | <b>Licensed/Certified and Inactive for Less than 5 Years</b>   |
| Professional License   | Verification Status: <b>Not Checked</b> <a href="#">Change</a> |
| Name on License:   | <b>Yes</b>   |
| License Type:  | <b>Osteopathic</b>   |

## How do I provide an SMS/Text Message number?

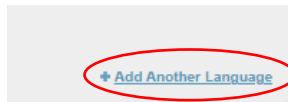
1. Edit your profile
2. Click “Contact” to edit your contact information and check your “Contact Method”
  - a. You should have two methods:
    - i. Phone number (Mobile Phone, Home Phone, or Work Phone)
    - ii. SMS/Text Msg
3. If you need to add SMS/Text, then click the “Edit Information” button.
4. Under “Contact Method”, click “Add Another Contact Method”



5. Select “SMS/Text Msg” and enter your mobile SMS number.
6. Save Changes.

## How do I enter my Language Skills?

1. Edit your profile
2. Click “Skills & Certifications” to add or edit the skills in your profile.
3. If you need to add Language Skills, click the “Edit Information” button.
4. Under “Languages”, click “Add Another Language”, and enter the language, your spoken ability, and your written ability.



5. Save Changes.