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# **Quick Reference for Contracts Manager**

Go to: <u>nwkidney.policymedical.net</u>

## **Part One**

#### How to get a contract approved

- 1. Log in with the same credentials you use to log in to your computer.
- 2. Select Contracts from the drop down menu on the left that says Policies and Procedures.

Kidney Centers Live. Learn. Hope.	POLICIES & PROCEDURES	Logged in as: Alvin Tran 👻	3	\$	6	ĉ	×	0)	PM	0	Ċ
Policies & Procedures		Advanced Search		Ne	ew	Upda	81 ated	iAtte	st	Sign-o	ff
Northwest Kidney Centers	olicies & Procedures Library										

#### 3. Select Projects from the menu – (note your screen will not have all of the icons shown)

Kidney Centers	CON	TRACTS Logged in as: Alvin Tran 👻	a 4 🕜 X 🛪 💆 0	С С
Contracts		Advanced Search	New Update	ed
Northwest Kidney Centers	Contracts Library			

#### 4. The following screen opens

Kidney Centers Live. Learn. Hope.		CONTRACTS	Logged in as: Alvin Tran 🤜		s C X	( 🕾 💵 🛛 U
Contracts		Advan	ced Search			New Updated
Projects My Projects Ac	My Projects - Creator	Page 1 of 1 🚺 🚺	No items	Display:	My Projects Filter	r By Status: Not Completed
L. Creator	0 Name	Number	Status Date Create	d Due Date	Creator	Owner Ma
📇 Content Linkage						

This screen defaults to "My Projects" (those for which you are the creator, owner, or manager) and projects that are "Not Completed". You may change those choices via the drop down arrows.

Creator - the person who initiates the project

Owner – the person responsible for the content (the appropriate Vice President)

*Manager* – the person who ensures that documents are reviewed on time and all the information is accurate (typically the manager or director working on the contract)



These three roles do not need to be different people, although they may be. The creator, owner, and manager will receive email notifications as the project moves through the approval process and email links to any tasks they may need to complete.

5. Select Add from this screen

Contracts			Adva	inced Search				New Up	dated
Projects		My Projects - Creator							
My Projects	Active	Add Delete	of 1 🚺	1 🔁 No i	tems	Display:	My Projects 👻 Filt	er By Status: Not Com	pleted 🗸
Winer	0	Name	Number	Status	Date Created	Due Date	Creator	Owner	Ma

6. Now you will begin completing the required fields (indicated by "\*") on the *Primary Info tab* along with adding any other information that you wish to include about the contract.

New Project						E Co
Primary Info	inance	Document(s)	Work Group	Workflow	Notes & Updates	Summary
Project Info	(* - requi	red field )				
Project Creation Date	07/21/	2017				
* Contract Name:	Test Co	ontract ABC				
* Contract Number:	170721	1322				
* Contract Type:	Consulti	ng Agreement				
* Associated with Patient Care	O Yes €	No No				
* Contract Template Used:	Please s	elect Contract Temp	late Used			
Contract Description:	<b>*</b> II	10 4 10 × 4	A 🕸 🔟 B 1	$\underline{U}$ obe $X_2 X^2$	a 🗛 🗛 💩 🖾	
	IE E	信/信 19   臣:	E ∃ ■ <mark>•1</mark> 1•	Styles 💽 Fi	ormat 💽 Font	Size 🛡
	This is	a test contract for a ne	w inventory Manager S	oftware License		

*Contract Name*: include the vendor name and date of the contract in the title – it will make searching much easier

*Contract Number*: use the date and time that you loaded the project into the system for the contract number (yymmddhhmm, for example, 1707211322 for a contract loaded on July 21, 2017 at 1:22 PM)



Contract Type: select a type from the drop down

*Contract Template Used*: most often we would use Vendor Contract Paper unless it is a contract that we have written

*Contract Description* – not required, but may be used to describe the contract contents

lew Project							📇 Conte	ent
Primary Info	Fina	ance	Document(s)	Work Group	Workflow	Notes & Updates	Summary	
5 74 <del>.</del>		body			.k0	al 31	h	^
Creator:	0	nwkidr	ney, admin - (adm	in@nwkidney)			4	
* Committee[ + ]:		General	Contract Team				✓ [edit]	
* Owner/SME:	0	nwkidr	nev, admin - (adm	in@nwkidney)			0	

The Creator field automatically populates with your name. *Committee:* Select the "General Contract Team"

Owner: Select the appropriate VP from the drop down list

*Manager:* Select a name from the drop down list, which will most likely be the same as the Creator.



7. Scroll down to find additional required fields.

Primary Info	Finance	Document(s)	Work Group	Workflow	Notes & Updates	Summai
* Activation Options: * File Contract Under (Folder Location):	<ul> <li>Autor</li> <li>Manu</li> <li>Please s</li> <li>* Please</li> </ul>	natically after Project ( ally by Activator after F select folder location t select Destination	completion Project completion to activate this contrac	tunder (+ )		
* Contract Access Rights: * Contract Documen File Type: * Contracting Organization:	O Gene t O MS W ▶ □ s	oral  Restricted /ord/Excel  PDF/Sc Site: Northwest Kidne	canned Images ey Centers			
	O Yes	• No				

Activation Option: Already set to "Automatically" – please leave that as is.

*Please select folder location to activate this contract under* [+] – click on the + sign

* File Contract Under	Please select folder location to activate this contract under [ - ]
(Folder Location):	Northwest Kidney Centers
	▶ I Administration
	I Administrative Operations
	I Chronic Kidney Disease
	▷ 🖡 Clinical Operations

Select the folder you want the contract to be placed in. The folder choices are shown below:



In Northwest Kidney Centers

- Administration
- 4 📕 Administrative Operations
  - 🖻 🚺 CAHPS
  - Community Relations
  - Hospital Services
  - Nutrition and Fitness Services Affiliations
  - 🖻 🚺 Pharmacy
  - I Social Services
  - Chronic Kidney Disease
- A I Clinical Operations
  - Affiliation Agreements
  - I Home Programs
  - Nursing Home Agreements
  - Other Clinical Operations
  - I Technical Services
- 4 🧵 Development
  - 🖻 🚺 Consultants
  - 🖻 🚺 Events
  - 🖻 🚺 Sponsorships
- Facilities
- 4 🧵 Finance
  - Accounting
  - a 🧵 Billing
    - Þ 🚺 KDP
    - 🖻 퇻 Provider
  - Payor Agreements
  - 🖻 🚺 Purchasing
- a 🧵 HR
  - 4 🧵 Health Benefits
    - 🕨 🚺 Compass
    - 🖻 🚺 Dental
    - 🖻 🚺 Health
    - 🕨 🚺 LifeAD&D
    - 🖻 🚺 Vision
    - Other Human Resources
  - a 🧵 Training
  - 🕒 📕 e Learning
  - TravelersTemp Agencies
- 4 🧵 Information Services
  - 🕨 📕 LicensesMaintenance
  - ▶ 🖡 Operations Support Services
  - 🕨 🚺 Professional Services
  - 🚺 KRI
  - Planning
  - I Public Relations
  - Strategic



* Contract Access Rights:	○ General	^
* Contract Document File Type:	O MS Word/Excel O PDF/Scanned Images	
* Contracting Organization:	Site: Northwest Kidney Centers	
* Contracting Organization as Vendor:	⊖Yes ◉No	
* Contracting With:	Please type Company Name to select [add   edit ]	
Product/Services to be Provided:		İ

*Contract Access Rights:* Do not change the access rights. Access to the contracts is restricted by folders; e.g., the folders under Development may be accessed by Sr. Leadership, Admin support, and the Development Manager.

Custom Meta Data: Please leave blank

Contract document file type: Select the file type of the contract document

Contracting organization: check the box for Northwest Kidney Centers

Contracting organization as vendor: this can be left as "No"

*Contracting With:* If this is a new vendor select "add", otherwise type the first three letters of the vendor name and then select from the pop up window that appears

*Product/Services to be Provided:* this can be left blank

*Product/Services Notes/Comments:* this can be left blank

8. When the required fields have been completed, select "Next" at the bottom of the page.



9. Now the *Finance Tab* is open.

New Project						G Content
Primary Info	Finance	Document(s)	Work Group	Workflow	Notes & Updates	Summary
* Contracting Peri (Months): Grace Period	od0					
* Original Contrac Term Effective D	t ate: 07/21/2	017				
Term Expiration Estimated Month Value:	Date:					
Estimated Annua Value:	al					
Estimated Total Value:	[ calculat	e ]				
Send review re	minder for this c	ontract day(s)	prior to the Original C	ontract Term Expi	ration Date.	
Financial Notes:	× 6	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	始 森 🔟 В I	U abe X <sub>2</sub> X <sup>2</sup>	· A. · A · A A 🖪 🖬	
	1= 1=	④ 塩   99   巻 巻	를 📄 📲 S	lyles 🔄 Form	nat 🔽 Font 💽	Size 🔽 💽

The two required fields on this screen are the Contracting Period (months), and the original term effective date. If there are additional comments that you want to make about the financial aspects of the contract, use the "Financial Notes" section at the bottom of the tab.

10. When the required fields have been completed, select "Next".



### 11. The *Document Tab* appears

w Project						E Co
Primary Info	Finance	Document(s)	Work Group	Workflow	Notes & Updates	Summary
* Master Documer	nt: n/a					
* Master Documer	nt: n/a					
* Master Documer * Contract Docum	nt: n/a ent(s):	dd Contract Docum	ent(s)			

12. Select Upload Master Document. The file uploader appears:

File Uploader	8
* Title:	
Description:	
* Document:	Browse
	Cancel Upload

Give the contract document a Title (required), add a "Description", and use "Browse" to select the document from your files. Then select "Upload". Any additional documents, for example, a signed purchase request, may be similarly added by selecting the add contract attachments button. If the purchase request is required, it should be approved prior to loading a contract into the system.

13. When all of the relevant documents have been uploaded, select "Next".



14. Skip the Work Group tab, and move to the *Workflow tab*.

Task 1   * Member(s) Role:   * Member(s)   * Member(s)   * Member(s)   * Please select member type   * Member(s):   * Please select member(s)   • Task Name:   Task Description:   * Start Date:   * End Date:			Project Saved	8		19612
Primary Info Finance Document(s) Work Group Workflow Notes & Updates Summary   Workflow Setup [ save ] Workflow Templates V [ reset ]   Task 1   * Member(s) Role: Please select a role V   * Member(s) Type: Please select member type V   * Member(s): Please select member(s) •   * Task Name: Image: Imag	est Contract ABC					E Cont
Workflow Setup [save] Workflow Templates     Task 1   * Member(s) Role:   * Member(s)   * Member(s):   Please select member type   * Member(s):   Please select member(s)   * Task Name:   Task Description:   * Start Date:     * End Date:	Primary Info Fin	nance Document(s)	Work Group	Workflow	Notes & Updates	Summary
Task 1         * Member(s) Role:       Please select a role         * Member(s) Type:       Please select member type         * Member(s):       Please select member(s)         * Task Name:       Image:	Workflow Setup [ save ]	Workflow Templat	tes	>		v [ reset ]
<ul> <li>* Member(s) Role: Please select a role</li> <li>* Member(s) Type: Please select member type</li> <li>* Member(s): Please select member(s)</li> <li>* Task Name:</li> <li>Task Description:</li> <li>* Start Date:</li> <li>* End Date:</li> </ul>	Task 1					
* Member(s) Type:       Please select member type         * Member(s):       Please select member(s)         * Task Name:       •         Task Description:       •         * Start Date:       •         * End Date:       •	* Member(s) Role: 🕡	Please select a role				<b></b>
* Member(s): Please select member(s)  * Task Name: Task Description:  * Start Date:  * End Date:	^ Member(s) Type:	Please select member type				~
Task Name: Task Description:     Start Date:     End Date:	^ Member(s):	Please select member(s)				•
Task Description:         * Start Date:         * End Date:	* Task Name:					
* Start Date:  * End Date:						
* End Date:	* Start Date:					
	* End Date:					
						Ľ

Go to the drop down list for "Workflow Setup". Select the "NKC Standard Workflow".

A pop up box appears that says the template will replace your workflow set up - select "OK".

This will then populate the workflow with Chris's and Carrie's names so that your contract will route to them for approval.



lew Project						E Cont
Primary Info	Finance	Document(s)	Work Group	Workflow	Notes & Updates	Summary
Workflow Setup [ sav	/e]	NKC Standard Wo	rkflow			[reset]
Task 1						
* Member(s) Role:	Approve	er .				×
* Member(s) Type:	Commit	tee Member				×
* Member(s):	Matala	a, Chris - (Cm9391	@nwkidney)			*
* Task Name:	approv	ve first draft				×
Task Description: * Start Date: * End Date: Task 2 * Member(s) Role: * Member(s) Type: * Member(s): * Task Name:	<ul> <li>Approve</li> <li>Commit</li> <li>McCab</li> <li>approve</li> </ul>	er tee Member be, Carrie - (cm915 re the contract	i0@nwkidney)			
* Start Date: * End Date:						
Task 3 * Member(s) Role:	Reviews	ar				
* Member(s) Type:	Commit	tee Member				
* Member(s):	Benn,	Catherine - (cb86)	36@nwkidney)   I	lizzo, Michelle -	(mr9144@nwkidney)	\$
* Task Name:	Compl	etion				
Task Description:	Obtai	n the fully execu	uted version and	upload into t	he system	6
* Start Date: * End Date:		$\supset$				
* Start Date: * End Date:						

- 15. You will need to enter the start date and end date for each of the reviewers.
- 16. When the required fields have been completed, select "Next".
- 17. You may use the Notes and Updates tab if you wish no fields are required.



18. The *Summary tab* provides a quick look at everything you've entered. From here you may Save and Start Project, which will route the contract to Chris, or Save as Draft if you haven't finished



w Project						E Content					
Primary Info	Finance	Document(s)	Work Group	Workflow	Notes & Updates	Summary					
Project Review	,										
Primary Info											
Project Creation	Date: 07/21	/2017									
Contract Name:	Test (	Contract ABC									
Contract Number	r: 1234					17					
Contract Type:	Consu	Iting Agreement									
Contract Templa	te Used: Vendo	or Contract Paper									
Contract Descrip	tion:										
Creator:	Tran,	Alvin - (ht8635@nwkidr	iey)								
Committee:	Gener	ral Contract Team									
Owner/SME:	Tran,	Alvin - (ht8635@nwkidr	ney)								
Manager:	Tran,	Alvin - (ht8635@nwkidr	iey)								
Activation Option	ns: Auton	tomatically after Project completion									
Folder Location:	/North	Aorthwest Kidney Centers/Information Services/Professional Services									
Access Rights:	Restri	Restricted									
Contract Docume Type:	ent File PDF/S	PDF/Scanned Images									
Contracting Organization:	/Site:	/Site: Northwest Kidney Centers/Department: Information Technology									
Contracting Orga as Vendor:	nization No										
Contracting With	: Synov	ate, Inc. dba Ipsos Publ	ic Affairs								
Product/Services Provided:	to be										
Product/Services Notes/Comments											
Finance											
Contracting Perio	od: 12										
Grace Period:	0										
Original Contract Effective Date:	Term 07/21/	2017									
Original Contract Expiration Date:	Term 07/21/	2018									
Estimated Month Value:	ly										
Estimated Annua	I Value:										
Estimated Annua											



	The order									
Respor	sible Part	y(s):								
Vendor	/Other Par	ty(s):								
Workflow										
Task #	Role	Туре	Member	Task	Start Date	End Date	Signature			
1.	Approver	Committee Member	Matala, Chris - (Cm9391@nwkidney)	approve first draft	07/21/2017	07/24/2017	no			
2.	Approver	Committee Member	McCabe, Carrie - (cm9150@nwkidney)	approve the contract	07/25/2017	07/25/2017	no			
3.	Reviewer	Committee Member	Benn, Catherine - (cb8636@nwkidney) Rizzo, Michelle - (mr9144@nwkidney)	Completion	07/25/2017	07/28/2017	no			



### **Contract Review by Approvers**

After submitting the contract of review the creator, owner, and manager will receive email updates of the progress. The first email will be acknowledgement of the contract being submitted. Subsequent emails will be of approval/denial of the contract by approvers and completion processes. Read each email to confirm whether or not you need to take further action.

#### **Contracts folders and permissions**

Senior leadership and the administrative staff have permissions to view the contents of all folders. See below for folders with additional individuals who have access.

Northwest Kidney Centers Administration Administrative Operations CAHPS **Community Relations Hospital Services** Nutrition and Fitness Services Affiliations Pharmacy Social Services **Chronic Kidney Disease Clinical Operations Affiliation Agreements Home Programs Nursing Home Agreements Other Clinical Operations Technical Services** Development Facilities Finance

Louise Kato Syrenka Slettebak Melina Randall Katy Wilkens Tom Montemayor Louise Kato Laura Brock

Gerry Morrison, Janice Omri Alice Chamberlin, Patsy Knight

Scott Hansen Tim Heimerle, Larry Richards Randy Thompson, Steve Matz

Betsy Mickel, Denise Matz Andy Voorhies, Ashok Varma, Karen Pemble

Planning Public Relations Strategic

**Information Services** 

HR

KRI

Linda Sellers



# Part Two

## **Finding a Contract**

Access to the contracts manager folders is restricted by department or area. You may be unable to view the contracts in a certain folder if you do not have the appropriate viewing privileges. If you encounter this issue, please contact the NKC helpline.

The contracts manager URL: <u>https://nwkidney.policymedical.net</u>

1. The following screen appears when you go to the contract manager URL. Enter the credentials that you use to log into your computer.

Last 90 days	General Quick Access Links	For Registered Users ONLY - Login here
A	Please enter search terms below and click on the icon:	Username
U New		aj9114
	Type above to search Policies & Procedures or use Advanced Search	Password
0		
Updated	Policies & Procedures (Click to Access Document Library/Table of Contents)	Forgot password?   H

2. When you login, the application defaults to Policies and Procedures. Use the drop down arrow on the left of the page to select contracts.

		POLICIES & PRO	OCEDURES	Logged in as: An	ie Jamieson 👻	1	C C X	<b>*</b>	0	Ċ
	Advance	d Search				Ne	ew Updated	iAttest	Sign-of	i i i i i i i i i i i i i i i i i i i
Centers Policies & Proc	edures Library	🚺 🔁 Noit	ems							
Print Folder										
	Policy Name	Number	Description	Committee	Next Review	Last Review	Published Date			
	enters Policies & Proce © 50 © @ Print Folder f	enters Policies & Procedures Library  9 30  9 1  9 Print Folder Policy Name	enters Policies & Procedures Library  Policies & Procedures Li	enters Policies & Procedures Library  Solution Search Policies & Procedures Library  Policies & Procedures Library  Policies & Procedures Library  Policy Name Number Description	enters  Policies & Procedures Library  Solution Search  Policies & Procedures Library  Policies Librar	enters Policies & Procedures Library  Policies & Procedures Li	POLICIES & PROCEDURES Logged in as: Anne Jamieson V I S S S Advanced Search Ne enters Policies & Procedures Library I S S J S Page 1 of 1 S S No items I Print Folder Policy Name Number Description Committee Next Review Last Review	enters POLICIES & PROCEDURES Logged in as: Anne Jamieson POLICIES & Procedures Library POLICIES Library POLICIES Library POLICIES Library POLICIES Library P	POLICIES & PROCEDURES Logged in as: Anne Jamieson V III Alterst Version Versio	POLICIES & PROCEDURES Logged in as: Anne Jamieson

3. Now you're in the Contracts Manager application. Use the search function to locate the contract in which you are interested. In the example below, the search term is Wells Fargo.

Advanced Search: Use this to refine your search if too many results are returned

Kidney Centers			CONTRACTS	Logged in as: Anne Jamieson 🧡	Main		Ĝ	×	<b>(</b> (0	PM	0	ტ
Contracts	wells fargo	Advanced Search					New	670	Update	26 d	Sign-off	0
Northwest Kidney Centers	Contracts Library	1 of 1 💽 🚺 🔁	Displaying 1 to 5	of 5 items								



4. The search results are displayed below. In addition to the contract name, the search function also returns the folder location. If you hover over the contract name, you will see the contract metadata on the right-hand side of the screen.

Contracts Adv	anced Search New Updated Sig
	List View Tabular V
Search Results:	
Displaying Page 1 of 1	Further Refine Search Re
🖻 Wells Fargo 150806	Document name:
Folder Location: /Northwest Kidney Centers/Finance/Accounting	Wells Fargo 150806
NKC Contract Review Form Page 1 of 7 General Description Wells Fargo Employer Application for a Health Sa General Comments Application asks for the following Information: FEIN: 91-6057438 NAIC	ings Account (HAS) Site name: Northwest Kidney Centers Original folder: Accounting
Copiers Northwest Amendment 151113	Contract Number: 1512261736 Created on: 12/26/2015
Folder Location: /Northwest Kidney Centers/Information Services/LicensesMaintenance	Activated on: 06/06/2016
CENTERS Lessor or Lender: WEIS FARGO FINANCAL This Supplemento the Program Agreement (the "Sup a part of the lease, rental or other agreement referenced above. As used herein, the words "You" and "You" me other customer named above. Twe, "Lus" and "Our" mean the lessor, lender or owner named above. This Suppl	plement") is hereby made Effective Date 080/05/015 an the lessee, renter or Expiration Date: 080/02/015 ment is hereby made Creator: Jamieson, Anne America Shereby made Creator: Jamieson, Anne
part of and	Custom Mata Data:
Mar Cor Portable RO 151119	FM:
Folder Location: /Northwest Kidney Centers/Clinical Operations/Technical Services	IND:
day the breach or other violation of this Agreement occurred until the award is fully paid, computed at the then- Wells Fargo Bank, N.A., Minneapolis, Minnesota. Judgment upon the arbitral award may be entered in any cou	revailing reference rate of rt having jurisdiction

5. Clicking on the contract name will pull up the contract in Document Viewer. This view displays the contract or document along with associated metadata.

Cont		2 🖂 🛞 🚯 🚺 / 22		111%			Fill & Sign	Comment			1
	Q							-	Document name:	Quick Edit   Full Edit	
Sea	0								Wells Fargo 1	50806	
Dis	(Å)	Employer Apr	olication for	a He	ealth Saving	s Account (	HSA) WELLS		Path: Comment(s):	Show Full Path View / Write (0)	35
		1 2 11			0				Created on:	12/26/2015	
Fol		Company Information	Required field						Activated on: Contract Number	06/06/2016	
NKC		Company Name*				Website			Contract Type:	Confidentiality/Non-	
Ger		Street Address* (may not be a P	.O. Box)	1	City*	State*	Zip*			Disclosures / Service	
		700 Broadway	10 10 10 10 10 10 10 10 10 10 10 10 10 1		Sealtie	WA	98122		Contracting With:	Wells Fargo	
10		Mailing Address			City	State	Zip				
Fol		Federal Employer Tax ID	State of Incorporation (if a	applicable)	) Type of Industry (NAI	C Code)* Wells Fargo	HSA Program Start Date*		Financial Info:		
CEN		91-6057438	WA		621492				Contracting Period	0	
othe		The USA PATRIOT ACT of 2000 entity that opens an account. W individual), taxpayer identificati ask you for documentation that	requires financial institution that this means for you: before ion number (TIN), and other may include annual reports	ons to obta re you ope r informat	ain, verify and record inform on an account, we will ask for tion that will allow us to iden ent issued business licenses	ation to confirm the idea your name, address, dat tify you. For entities, op or partnership arright	tity of each individual or e of birth (if you are an ming new accounts, we will ts		(Months): Effective Date: Expiration Date:	08/06/2015 08/06/2015	
E		Employer Entity* (check one) C Corporation S Corporation	Partnership Sole Proprie	torship 🔳	Nonprofit Organization 🔲 Lim	ited Liability Corporation	Government Entity or Church		Committee &	Work Group:	
day		Business Principals Pl	ease list all business princip	als. Omiss	sion of husiness principals wi	ill delay the setup proces	6		Creator:	Jamieson, Anne	
We		Chairman of the Board Name (i Craig Goodrich	fapplicable)		CEO/President/Managing Joyce Jackson	Partner Name				Other Title (Not on List)	
		CFO Name			Other Equivalent Position	(Other Business Principa	ls) Name/Title		Custom Meta	Data:	
		Other Equivalent Position (Other	er Business Principals) Nam	e/Title	Other Equivalent Position	(Other Business Principa	ls) Name/Title		FM: IND:		
		HSA Contact Informat	tion vill receive HSA communica	ition.							
		Primary Contact* Denise Matz		Tit HR	le* R Manager						
		Phone* xxx-xxx-xxxx (ext) 206-720-3743	Fax* xxx-xxx-xxxx 206-652-4653	Em	nail* enise.matz@nwkidney.org						
		Administrative Inform	nation								



# **Part Three**

### **Getting Assistance**

- 1. Help is available from two sources. First, from within the Contracts Manager application and second, from the NKC helpline.
- 2. In the upper right of the Contracts Manager application you will see a question mark icon.



3. Select Support Portal from the pop up box.





- 4. From the Support Portal you may choose to submit a ticket, check on ticket status, or use the materials available from the knowledge base.
- 5. Any ticket you submit directly to Policy Medical goes directly to them and our NKC Helpline will <u>not</u> know anything about the ticket so you will be managing the progress of the ticket yourself.
- 6. When in doubt about submitting a ticket use NKC Helpline.

Hor	me Tickets	
E	Enter your search term here	Submit a new ticket Check ticket status Urgent Support - 1-888-697-6331 x1
(n	owledge base	
Ger	neral	
FA	<b>Q</b> (50)	Step by Step Guides (35)
U	Reset Password	1 Step-by-step Guide: Announcements
W.	How do I access the Table of Contents or folder structure?	1 Step-by-step Guide: Anonymous Privileges
U	How do I search for documents? And are there multiple method	W Step-by-step Guide: Attestations
ij.	What are the three different coloured boxes located on the ho	W Step by Step Guide: Committee Management
U	How long do new policies stay listed in the new policy section o	1 Step-by-step Guide: Content Linkages
Ø	How do I reset my password?	W Step-by-step Guide: Counter Logic
V	How do I create a new folder in the system?	Step-by-step Guide: Custom Meta Data
1	How do I move a folder?	1 Step-by-step Guide: Department and User Groups Managem
V	How do I delete a folder?	W Step-by-step Guide: Digital Signatures
is al	Once I save a policy into a folder, can it be moved to a different	W Step-by-step Guide: Document Templates

### Videos

Videos	(35)
202	