

**RSR Town Hall - Written Q & A Summary**

**May 17, 2023**

#	Questions	Answers
1.	Can you review who selects the Service Provider portal and who selects the Applicant/Grantee portal to login to the RSR web system?	<p>The two different portals to access the Electronic Handbooks (EHBs) are based on your agency type. If you're a recipient or recipient-provider that receives a grant directly from the Health Resources &amp; Services Administration's HIV/AIDS Bureau (HRSA HAB), then you use the <a href="#">Applicant/Grantee portal</a>. If you're just a provider and you do not receive a grant directly from HRSA HAB, then you login using the <a href="#">Service Provider portal</a>.</p> <p>For a breakdown of all the different agency types, we recommend reviewing the <a href="#">2022 RSR Instruction Manual</a>. Please also contact <a href="#">RWHAP Data Support</a> if you need any additional assistance with this.</p>
2.	Provider comments for warnings were not editable once submitted. Was that intentional? In a couple of cases providers' comments did not make sense and they had to submit an additional comment.	<p>Yes, that is intentional. All comments submitted are read, so we encourage you to submit additional comments when needed to clarify original warning comments that were entered.</p>
3.	Regarding synchronization in the provider reports, we had issues with the contact information we entered in the General Information section disappearing. How will this synchronization happen so that the report is updated with the most recent information?	<p>The synchronization banner shows up whenever the information in the RSR report does not match up with what is the Organization Profile. The information that you entered in the General Information section of the RSR was captured and submitted to HAB, so do not worry about trying to synchronize reports that were already submitted.</p> <p>For future submissions, providers should update the Organization Profile within the EHBs, and once they synchronize, the report will pull in the updated information. For instructions on how to update information in the Organization Profile, please review the <a href="#">Completing the 2022 RSR Provider Report</a> webinar.</p> <p>Since there isn't an Organization Profile available for recipients in the EHBs, Recipients that want to update this information for themselves or on behalf of their providers, can contact <a href="#">RWHAP Data Support</a> for assistance.</p>

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4.	When working on the RSR it was a bit challenging to complete the zip code merging for the Ryan White Part A & B programs.	<p>There are a few different strategies you could try. We encourage you to determine whether your Part A &amp; Part B funds are serving the same clients. If you think the same clients are living in both of those systems, then consider uploading one zip-code report that has the most clients in it. If the clients differ greatly between the two program parts, then you should try to merge those reports by adding them or pulling zip codes from different reports.</p> <p>Please feel free to reach out to the <a href="#">DISQ Team</a> for assistance working through the best strategy for your agency.</p>
5.	Why do the providers not have access to the resources tab in their version of the EHBs?	<p>The Resources Tab is just for Applicant/Grantee accounts and is separate from the RSR. There are some resources available in the RSR web system for providers, such as the <a href="#">RSR Data Validations</a>, but the majority of <a href="#">RSR resources</a> are available on the <a href="#">TargetHIV website</a>.</p>