

# Important Information for Accessing HRS Support



To the HCQU:

As we roll out the HRST state-wide, you are likely to receive requests and reports of issues from providers and their users using or trying to access the HRST. In order to help you and us better field these requests, here is some information we have learned from past rollouts that you may find helpful. Please feel free to distribute this broadly, or as needed, to your provider community.

1. All requests for technical assistance should be sent directly to our technical help desk at [pasupport@replacingrisk.com](mailto:pasupport@replacingrisk.com).
2. All requests for clinical assistance should be sent directly to our clinical help desk at [paclinassist@replacingrisk.com](mailto:paclinassist@replacingrisk.com).
3. The user who sends the request should receive an almost immediate reply acknowledging the request has been received. If the automated reply is not received within one hour, then mostly likely the user sent the request to the wrong email address or there is something else wrong, such as email being blocked.
4. HRS does NOT offer phone support and users should be discouraged from calling our corporate office or toll-free number. However, they should be encouraged to include their phone number in all requests, so our help desk can contact them, when necessary.
5. Individual users should add [\\*@hrstonline.com](mailto:*@hrstonline.com) to their safe senders, or non-spam list, to ensure email from our help desk and other HRS staff is not mistaken for spam. Sometimes a spam filter is applied at the agency's server and not left up to individual users. In that case, the provider IT department should whitelist us.
6. Raters are required to complete Online Rater Training (ORT) before accessing the HRST. Once they complete, they will be notified automatically by our help desk of their HRST login credentials. If this notification is not received within 72 hours of their completion, they should contact our help desk at [pasupport@replacingrisk.com](mailto:pasupport@replacingrisk.com).

Thank you,

HRS, Inc.