FACTWeb
User Guide

ESCAPE THE PAPER
Experience how the new online FACTWeb portal will free you from piles of paper and connect you to FACT in an intuitive and organized profile!

Welcome!
Please enter your Username and Password to
Enter your Username
Password
Login
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I. INTRODUCTION

The FACT inspection and accreditation process is managed online in the FACTWeb system. The purpose of this guide is to provide step-by-step instructions to users of the system.

The system consists of two major parts: a database of individual and organizational information and a portal that directs an organization’s pursuit of FACT accreditation.

The information will be updated as needed, such as when additional tips are warranted or when new modules of the system become available. For questions and answers, see the last page of this guide for contact information.
II. PROFILE MANAGEMENT

FACTWeb profiles maintain information about individuals and organizations, including contact information, accreditation and inspector status, and registration details. This is FACT’s main source of data for all of its contacts, and users are encouraged to keep their individual and organizational profiles as complete and current as possible.

A. Create a FACTWeb Profile

1. To create a FACTWeb Profile, go to www.factwebsite.org, click on the FACTWeb tab, and select “Create a New Profile”.
2. Enter your first name, last name, and email address. Select “Continue to Step 2”.

3. If the user potentially already has a profile, possible matches appear. If one matches the user, select “This is me”. Otherwise, select the “continue creating a new Personal Profile.”
4. Complete all fields on the “Create a Personal Profile: Step 2” page.

Users are asked to select their organization. If the user is the first individual in the organization to create a profile, he/she will need to enter the organization’s information. If the organization is already entered, the user will be able to select the existing entry. Primary and alternate contacts of the organization will be able to update organizational information, and edit staff member’s individual profiles. See the section titled, “Manage an Organization’s Staff in FACTWeb” for details regarding individual roles for updating organizational information.

After completing all fields, select “Continue to Step 3”. 
5. Select Mailing Address by choosing one of the addresses entered for the user's organization or by adding another address. Select “Continue to Demographics”.
6. The Demographics page is optional. However, individuals from FACT accredited or applied organizations are encouraged to complete the Job Functions area at a minimum. Once finished completing this page, select “Save/Finish”.
7. Congratulations! The FACTWeb Profile is complete! From the “Thank you” page, select the “Welcome to FACTWeb” link and enter the username and password to log into FACTWeb.
B. Update a FACTWeb Profile

1. Go to www.factwebsite.org, click on the FACTWeb tab, and enter the FACTWeb username and password.
2. From the Welcome page, select “Manage my FACTWeb Profile”.
3. To edit any of the areas listed below, select the "(edit)" link.

- **BASIC INFORMATION**: Prefix, Nickname, Email, Username, Password, Current Organization, Title.
- **ADDRESSES**: Primary, Shipping, Directory, Home.
- **CONTACT INFORMATION**: Work phone number, Fax number, Mobile phone number, Home phone number.
- **DEMOGRAPHICS**: Photo, job functions, ISCT/ASBMT membership, Annual Compliance.

4. Once the profile is updated, select “Welcome to FACTWeb” on the top right of the screen to return to the welcome page.
C. Access Meeting Documents and View FACT Event History

FACTWeb profiles keep track of the following information:

- Registration for FACT live events
- Documents and educational recordings downloaded from the FACT store

How does this feature help you?

- Access meeting-related information (such as handouts) for which the user is registered.
- Access purchased documents and educational recordings.
- View a summary of all FACT events in which the user participated.

1. Go to www.factwebsite.org, click on the FACTWeb tab, and enter the FACTWeb username and password. Select “My Meetings” to view meetings for which the user has registered and all upcoming FACT meetings.
In the example below, there is one upcoming meeting for which the user has registered. A complete list of upcoming FACT meetings is at the bottom of the screen.

The “Meeting Documents” link contains handouts or additional information for the applicable meeting.
2. Select “My Downloads” to access items purchased from the FACT Store such as tutorials, recorded webinars, and/or documents. Each item has an expiration date; it is usually set two weeks after the purchase date. To keep the file longer, download it to a computer.
3. Select “My FACT Transactions Summary” to access the last five years of transactions. The earliest date of transactions will be from September 2010, which is when the system was launched. Only transactions from this date forward will appear. Click on the “Invoice” links to access detailed information about individual purchases.
D. Manage an Organization’s Staff in FACTWeb

The FACT website contains information that is valuable to many individuals in an organization. Registration in FACTWeb will ensure access to the information. Individuals may either register themselves or be registered by the organization’s primary or alternate contact or by a FACT staff member.

The first individual to enter an organization into the system is defaulted as the primary contact; however, the organization must ensure the organization’s information is updated to correspond to the various roles established in FACTWeb:

- **PRIMARY CONTACT**: Physician or Director responsible for all administrative operations of the organization. The primary contact is generally the Clinical Program Director, Processing Director, Cord Blood Bank Director, etc.

- **ALTERNATE CONTACT**: Person responsible for coordinating the organization’s accreditation process with FACT. Many individuals can be flagged as alternate contacts.

- **DIRECTORY CONTACT**: Person listed as the organization's contact on the directory of FACT-accredited organizations.

- **BILLING CONTACT**: Person responsible for billing-related correspondence with FACT.

Note: Only the Primary Contact or Alternate Contact can manage the staff in FACTWeb. This includes designating alternate contacts, updating organizational information, and editing staff member’s individual profiles.

FACT suggests that the following individuals, as appropriate for your organization, be encouraged to register:

**Cellular Therapy Programs:**

- Clinical Program Director
- Transplant Physician
- Consulting Physician
- Clinical Transplant Coordinator
- Transplant Nurse
- Data Manager
- Bone Marrow Collection Facility Director
- Bone Marrow Collection Facility Medical Director
- Apheresis Collection Facility Director
- Apheresis Collection Facility Medical Director
- Collection Facility Supervisor
- Collection Nurse
- Processing Facility Director
- Processing Facility Medical Director
- Processing Facility Supervisor
- Medical Technologist
- BMT Administrator
- QM Manager
- QM Supervisor

**Cord Blood Banks:**

- Cord Blood Bank Director
- Cord Blood Bank Medical Director
- Cord Blood Collection Site Director
- Cord Blood Processing Facility Director
- Cord Blood Bank Personnel
- QM Manager
- QM Supervisor
- Registry Personnel
1. Go to www.factwebsite.org, click on the FACTWeb tab, and enter the FACTWeb username and password.
2. Select “Manage your Organization Contact Information” on the right side of the screen.
3. The Organization Profile Management Page provides the following options:

**Edit Your Individual Profile:** This link allows a user to edit their personal profile.

**View/Edit Your Organization Profile:** This link allows a user to edit basic information of the organization (name, description, email address, website address, and mailing address). This area also provides the user with the name and phone number of the Accreditation Coordinator assigned by the FACT Office.

**View/Edit Your Staff Roster:** This link allows the user to review the staff roster, select appropriate roles for staff (primary contact, alternate contact, directory contact, billing contact), add new staff, mark individuals as former staff, and edit staff members' individual profiles.

**Committee Participation Report:** This link allows the user to see staff participation on FACT Committees.
III. ELIGIBILITY APPLICATION

The Eligibility Application requests information necessary to determine eligibility, define the accreditation goal, and generate the Compliance Application.

1. To create a new Eligibility Application or edit an existing one, go to www.factwebsite.org, click on the FACTWeb tab, and enter the username and password. Select “FACT Accreditation Portal”.

![FactWeb User Guide](image)
2. Select “Manage Eligibility Applications” to create a new application for FACT accreditation or review previously submitted applications.

3. To create a new Eligibility Application, select “Create a new Eligibility Application”. If the organization has an existing application, it will be listed on this page.
4. On the Eligibility Application page, three tabs are displayed:

- **Overview**: View the status of the Eligibility Application.
- **Organization Staff**: Authorize additional staff members to edit the application. By default, only the Director (primary contact) and alternate contacts can edit the application.
- **Application**: Complete the Eligibility Application.

5. Select “Application” and then select “Eligibility Application” to access the application.
6. The Eligibility Application is displayed.

7. Start by completing “Part 1: BEGIN BY SELECTING THE TYPE OF ACCREDITATION”. By completing this part, the rest of the application will only contain the parts applicable to your organization. For example, a Clinical Program is only required to complete Part 2. The rest of the application will be inactive. If a Collection Facility is seeking independent FACT accreditation, it would only be required to complete Part 3.
8. Select 1.1.1 to start the application. Answer the questions. If necessary, select “GUIDANCE” to view a complete description of the customer types. Note that the “Not Complete” checkbox is automatically checked. Once the section is completed, uncheck the “Not Complete” checkbox and select “Save & Return to TOC” (table of contents).
9. After returning to the table of contents, only the parts applicable to the organization will be active. (For example, the customer type in the Eligibility Application below is Cord Blood Bank; therefore, only Part 5: CORD BLOOD BANK needs to be completed.)
10. Expand the applicable parts and complete the application.

11. An incomplete application cannot be submitted. The system will inform the user of any questions with a blank field or a checked “Not Complete” checkbox.
12. If a question requires a file upload, select “Select/Upload” and browse for the file. After files are added to the library, select “Refresh Library” to view the uploaded files.
13. Some questions in the application request an individual to be selected, such as the Director. First click on “Select Individual”. Search for the individual, select his/her name, and select “Use Selected Individual”.

14. When the application is completed, a green ‘Complete’ status will appear. Select “Back to Sites” from the menu once the application is completed.
15. To request the Director of the organization to sign the application, select “Go to Signatures” and select “Send Email”.

16. An email message will appear. To send the message, click “Submit”. The Director will receive an email notification containing the links to the application signature page.
17. Once the application is signed, the “Submit Application” button is activated. The Director has an opportunity to either submit the application or save it for further editing. Once the application is submitted, no changes can be made.
Need Further Assistance?

If you have additional questions or need further assistance, contact FACT at:

- Telephone: 402.559.1950
- Email: askfact@unmc.edu
- ASK FACT button on the FACT web site