

# HOW-TO: RESPOND TO AN RFI

**FOR:** Applicants

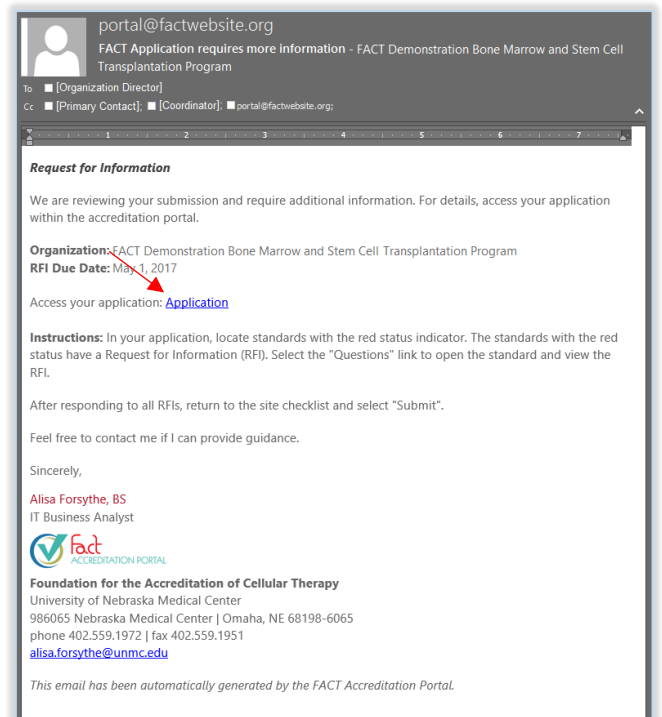
**DESCRIPTION:** Responding to a Request for Information (RFI)

**PREREQUISITES:**

- You must have an account in the new Accreditation Portal.
- To submit the organization’s response, you must be the Primary Contact or a Facility Director for the organization.

**PROCESS:**

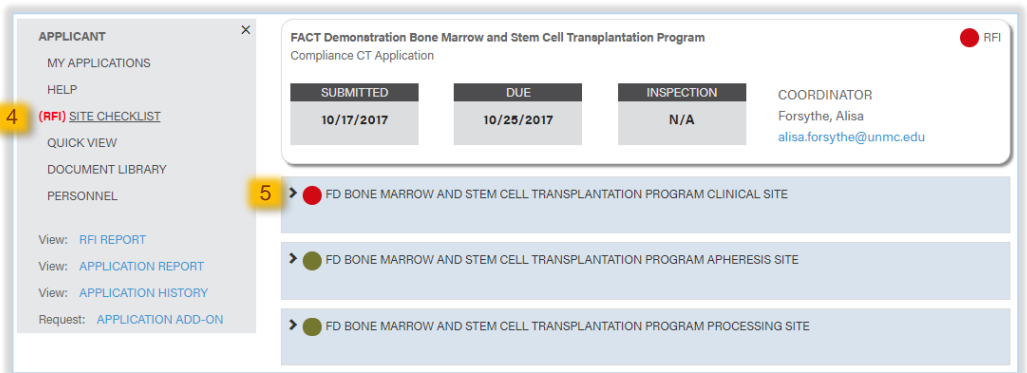
1. The applicant receives an email notification with a Request for Information (RFI).
2. Navigate to your application by selecting the **Application** link provided. The Accreditation Portal may prompt you to log in.



3. The Site Checklist displays.

4. A red (RFI) indicator displays in the left navigation pane.

5. The checklists with RFI comments have a red status indicator.



Site Checklist Collapsed

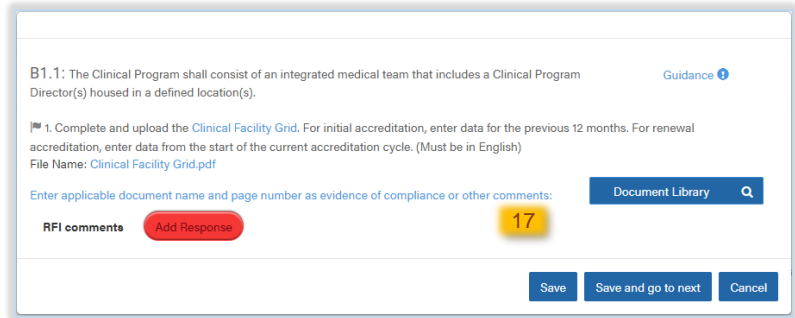
Site Checklist Expanded

Application Questions RFI Response Button

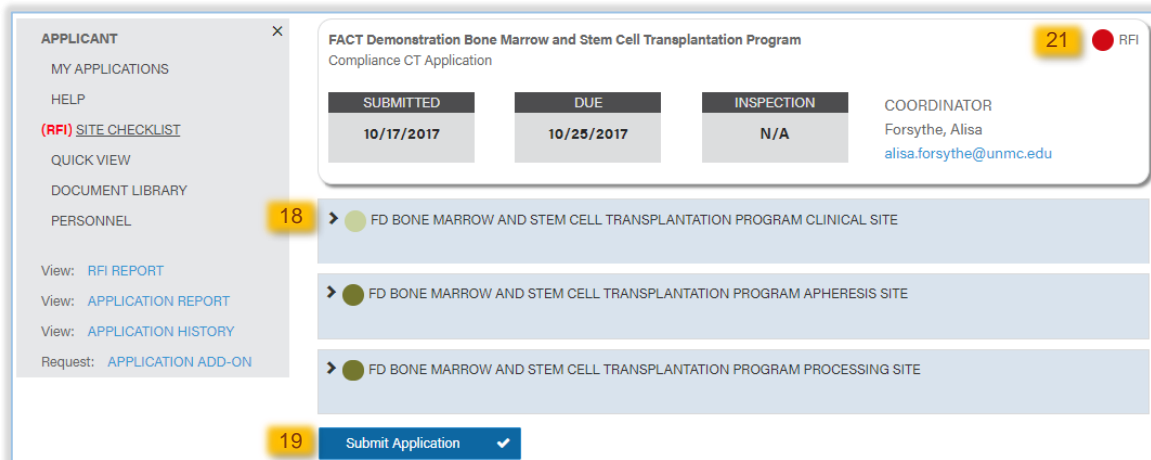
RFI Response Window

6. Expand checklists with red status indicators.
7. Select **Questions** to access the RFI Comment.
8. Questions with an RFI comment are editable. Update your application response as appropriate. Additional questions may display or hide as your responses change. All questions must have a response prior to submitting the application.
9. To complete the RFI, select the **Add Response** button.
10. The RFI Response window displays the original RFI comment and updated applicant responses.
11. Review all details.
12. Enter your RFI Response in the field provided.
13. To attach a file to the RFI response, select **Document Library**.
14. Select **Save Comment**.
15. Scroll down as needed to address other RFI Comments within the same requirement.
16. When all RFIs on the current requirement are complete, select **Save** to close the RFI Response window.

17. Select **Save** to close the Application Questions window and return to the Site Checklist.



Application Questions RFI Response Button

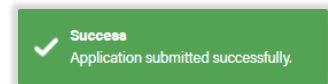


RFI Complete Checklist

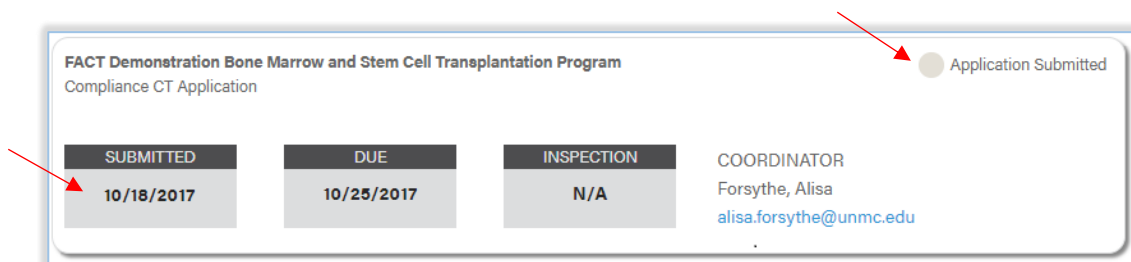
18. The RFI status indicator changes to light green when the RFI Response is complete.

19. Select **Submit Application**.

20. A success notification appears in the top right hand corner of the page.



21. On page refresh, the application status indicator changes to "Application Submitted" and the "Submitted Date" updates.



Application Header Tile