**Department of Rehabilitation Vocational Rehabilitation Connections**

**Frequently Asked Question (FAQs) for Vendors**

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# **General**

1. **As a DOR vendor, how do I get a VR Connections Portal account?**
   * When DOR issues an authorization for goods/services, an email notification will be sent to the vendor with a link to the VR Connections portal. Vendors will be able to create an account by following the link in the authorization notification email.
2. **As a vendor, do I have to use the VR Connections Portal?**
   * For optimal invoice processing and timely payment, the VR Connections (VRC) Portal is a great option. However, vendors that do not want to use the VR Connections Portal may continue to receive authorizations issued by the district by mail or via email.
3. **As a vendor, what happens if I submit my invoice through the VRC Portal rather than mailing it like I used to?**

* When your invoice is received in the mail, it will be date stamped and scanned into our system to start the payment process. By submitting your invoice through the VRC Portal, your invoice will be routed for payment processing to the appropriate staff immediately. This will allow faster payment for invoices submitted through the VRC portal.

1. **Who do I contact with Portal questions or issues?**

* Vendors may contact the authorizing DOR staff for assistance. The contact information for the authorizing DOR staff is provided in the Authorization email sent to a vendor.

# **Multi-Factor Authentication**

1. **If I check the box for "Remember Me", what does that do?**

* If the “Remember Me” checkbox is checked, you will not need to complete the MFA process for subsequent logins for up to 30 days. If you do not use this feature, MFA will need to be completed every time you login.

1. **If I do not check the box for "Remember Me," how often do I need to use MFA?**

* Every login.

1. **How can I access the Portal without following a link from the Authorization email?**

* Once you have established a Portal account and MFA, you may access the VR Connections Portal at [www.dor.ca.gov/vrconnections](http://www.dor.ca.gov/vrconnections).

1. **I've chosen an MFA method, but I am not receiving any notifications. What do I do?**

* Confirm the notification has not gone to your Spam folder. If it has not, and it has been more than 20 minutes, return to the original email and redo the process to sign up for MFA. Confirm all information is entered correctly and no errors appear at the top of the page. If you continue to have issues, please contact your local DOR office for assistance. **Note**: There is a button on the Verification Page, to click, that prompts the Portal to send a new MFA code, if one is not received, or used within 5 minutes of receipt.

1. **How can more than one person at the same office use MFA?**

* They can use Salesforce App on multiple devices or select one central device to use for all MFA. One person may be designated to receive the MFA code and distribute for each new user login or use a central email which can be accessed by multiple users within the same company. Each user will log into the Portal with the same credentials (business email and a shared password).

1. **How do I reset my password?**

* Select the “Forgot your Password” option on the Portal login page.

1. **What if I want to change my MFA method (e.g., from text to email)?**

* Currently, once you select your MFA method it cannot be changed.

1. **Can I add a backup/multiple MFA method?**

* No, not at this time.

1. **What do I do if I lose access to my MFA device?**

* Contact your DOR District VR Connections Change Agent for assistance and inform them that you will need to reset your MFA method. Select the following link to access a list of VR Connections Change Agents – [VR Connections District Change Agents](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdor.ca.gov%2FContent%2FDorIncludes%2Fdocuments%2FVRC%2FVR%2520Connections%2520-%2520District%2520Change%2520Agents.docx&data=04%7C01%7CJessica.Popjevalo%40dor.ca.gov%7C026ce4c0a10a412c2bd608d99afcb19d%7C19ed70549d9743c792b16781b6b95b68%7C0%7C0%7C637711232368670480%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Yuz1OVJbOarboF0mjGcJtIcx0VvXOIR1%2BfyKsY32L70%3D&reserved=0).

1. **What if our contact person has changed, and we need to update the email address assigned to our vendor account? How do we do this from behind an MFA wall if the previous contact person has left?**

* Please contact a DOR authorization issuer and let them know the new email address to use for your vendor account; once a change is made to the vendor email address DOR has on file and an authorization is sent, it will trigger the option to setup a new MFA method. A vendor will still be able to view past authorizations for that same business location. Note: The Authorization issuer contact information may be located on a current or past Authorization.

1. **Where can I download the Salesforce Authenticator App from?**

* You may download the Salesforce Authenticator App from either Google's [Play Store](https://play.google.com/store?hl=en_US&gl=US) or [iPhone App Store](https://www.apple.com/app-store/). You want to install the Salesforce Authenticator app with this logo:



1. **I accidentally deleted the email notification with the access link. How do I access the Portal?**

* Once you have established a Portal account and MFA, you may access the VR Connections Portal at [www.dor.ca.gov/vrconnections](http://www.dor.ca.gov/vrconnections). If you have not yet established an account, please contact your local DOR office to request the Authorization email be re-sent.

1. **How often do I have to re-enter my MFA?**

* If the “Remember Me” checkbox is checked, you will not need to complete the MFA process for subsequent logins for up to 30 days. If you do not use this feature, MFA will need to be completed every time you login.

# **Authorizations and Payment Status FAQs**

1. **Why hasn't my payment process started?**

* The product or service may not have been received or is still being verified.

1. **If the same vendor email is in use by multiple vendor business locations, what content is visible?**

* Vendors will see all authorizations for all locations.

1. **How often are new invoices and authorizations uploaded to the Portal?**

* Invoice statuses are updated at login. Authorizations are uploaded approximately every 8 minutes. When one user logs in, the Portal refreshes. When a subsequent user logs in, using the same credentials as the first, the documents on each user’s computer/Portal page, will refresh.

1. **How long are invoice and authorization records kept and available to view in the Portal?**

* The most recent 500 invoices will be visible. All Authorizations will be visible since first quarter of 2021.

1. **How will I be notified that my authorization is available to view in the Portal?**

* Vendors will receive an email with a link to the Portal where they can view the Authorization.

1. **What if the individual handling an authorization is not available? Who else can access the documents issued for the vendor?**

* Only the individual who has access to the Portal for the vendor location on file with DOR will have access to Authorizations for that vendor location. Login information may be shared if multiple users need access.

1. **What happens when an individual who was working on an authorization leaves the vendor’s organization or is unavailable and no other staff have login information to the portal?**
   * Contact your local DOR office to request a change to the vendor email on file with DOR and request the most recent Authorization be re-sent.

# **Vendor Invoicing**

1. **What date range can I invoice for?**
   * Invoices should be submitted to DOR as soon as the services are provided, and the service dates must be within the authorized dates of service.
   * Invoice date should be the date the invoice is submitted to DOR. Note that the date you submit the invoice IS the date DOR will consider as the turnaround time for payment.
2. **What is the purpose of the invoice number?**
   * Invoice number is the vendor’s internal tracking number that allows vendors to keep track of submitted invoices and payments.
   * An invoice number is required when submitting your invoice through the Portal.
3. **How many authorizations may go on a single invoice?**
   * You may link multiple authorizations to a single invoice; however, if you wish to attach supporting documents you *must*only link a single authorization per invoice.
4. **Can I make edits to a submitted invoice?**
   * No, it is not possible to edit an already submitted invoice as it may be *in process*. You may submit a revised invoice and contact the district office to let them know that a revised invoice was submitted.
5. **Is there a maximum file size for attachments?**
   * Yes, 6MB is the maximum size for a single document. You may submit multiple documents, if needed, for a single invoice.
6. **What type of files can I upload?**
   * You can upload .pdf, .doc, and .exe file types.
7. **I am having trouble finding the authorization I want to submit an invoice for.** 
   * Please contact the [district office](https://www.dor.ca.gov/Home/FindAnOffice) for assistance.
8. **I am trying to submit an invoice, but I cannot see an option for attaching supporting documentation. What do I need to do?**
   * The supporting documents can be uploaded only when the invoice has 1 authorization linked to it. You cannot attach supporting documents if invoice is for multiple authorizations. Please send the supporting documents to VR Team (Counselor, Service Coordinator, or Office Technician) directly.
9. **What date do I enter on the Service Date screen?**
   * Enter the date when you began providing services to the consumer that you are invoicing for.
   * BEST PRACTICE: Submit authorizations of similar timeframes on one invoice. (ie: all November dates)
10. **What if the dates of service on my invoice are outside of the dates on the authorization?**
    * It is important to provide authorized services during the authorized service periods only. Your invoice might be disputed if the dates of service are outside the authorized dates of service.
11. **How do I confirm which invoices have been submitted?**

* You can click on the “Submit Invoice” tab to see a list of the submitted invoices in the Uploaded Invoices table.

1. **Can I dispute/contest a payment to a submitted invoice in the portal?**

* If your invoice was disputed, you will receive a dispute notification. Please see the reason for dispute and, if needed, resubmit the invoice with corrections.

1. **Will my invoice be paid faster if I submit it through the VRC Portal?**
   * Submitting invoices through the VRC Portal will ensure timely processing of payments and limit delays such as mail time.