

A User Account is required for Resource Requests through the MHOAC.

Please Follow the instructions below to complete your registration.

This User Account will allow your facility representative to;

1. Submit Resource Requests(213RR) via electronic portal.
2. Receive status updates for each step in the Resource Request process.

The new functionality allows the MHOAC better options for order processing and fulfillment.

Estimated delivery times are 5-7 days as most requests will be processed and shipped directly by the State via UPS. So please ensure "Delivery Instructions" are filled out on EVERY ORDER.

Important KEY Items!!!

Registration

DO NOT USE INTERNET EXPLORER for anything Salesforce related.

- You will need a unique account for each facility that you need to register.
- For that account you will need a unique email address that is used as your username. (for those that manage several facilities, this means you will need several email addresses).
- Facility type= Healthcare Facility
- License #= N/A unless an ACH

Submitting Resource Requests

- Under "Order information" there is a dropdown for "Priority of Requests". All requests are **URGENT**. Emergent is reserved for true emergent requests in coordination with the MHOAC. Sustainment requests will be rejected as they do not meet EOM requirements.
- Describe mission/tasks = A brief statement of what your facility needs this PPE for. Example: Our SNF/ACH/LTC needs this PPE to support our COVID-19 Response.
- Actions Taken on This Request = What you have done to try to acquire this PPE and why it is needed from the State. Example; Unable to obtain from outside vendors, back order, etc.

Please view the two linked videos and visit <https://caloes.force.com/phos/s/login/> to register.

Portal Self Registration: <https://youtu.be/1pjzE4DTrg>

Log in and Create Order: <https://youtu.be/nRYj-81GSXQ>

ALL Salesforce questions regarding registration and Resource Requesting should be directed to EOCLogistics@stanoes.com