Obtaining a login and password to the Online Application

You should have received a password to the online application from Regional Credentialing. If you've forgotten your password, please contact us. Your username is the email address where the website link and password were sent. Please notify the **Regional Credentialing** group at **Regional-Credentialing-Online-Apps@kp.org** if you have any questions regarding access to this application.

Logging in and Opening the application

Follow steps 1 to 3 in the following figures to login and launch your online application.
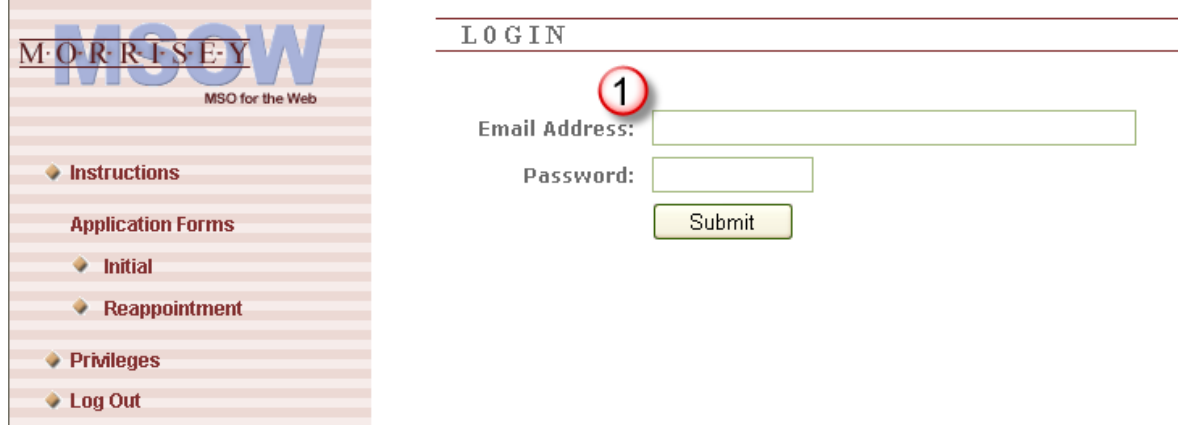
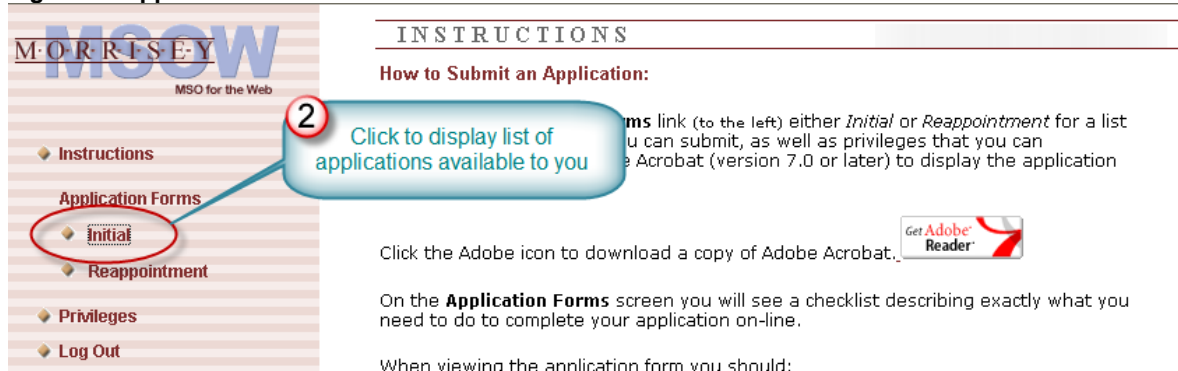**Figure 1: MSOW Login Page**
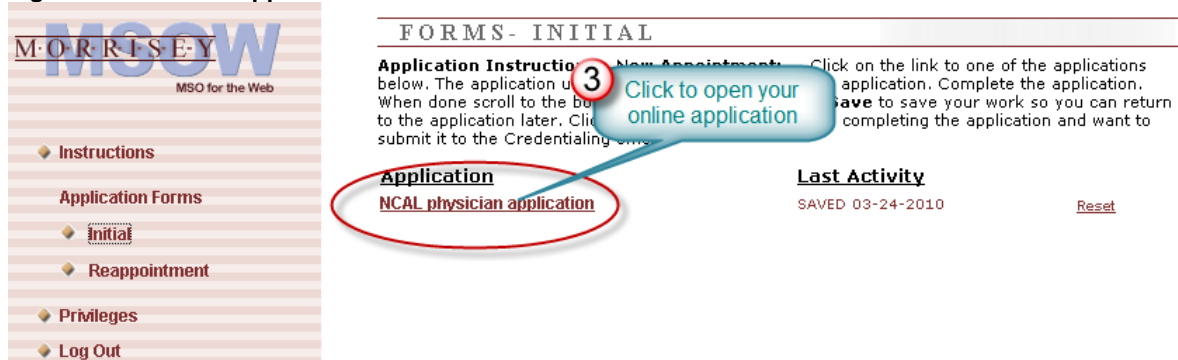

Figure 2: Application General Instructions

Figure 3: Available Applications List
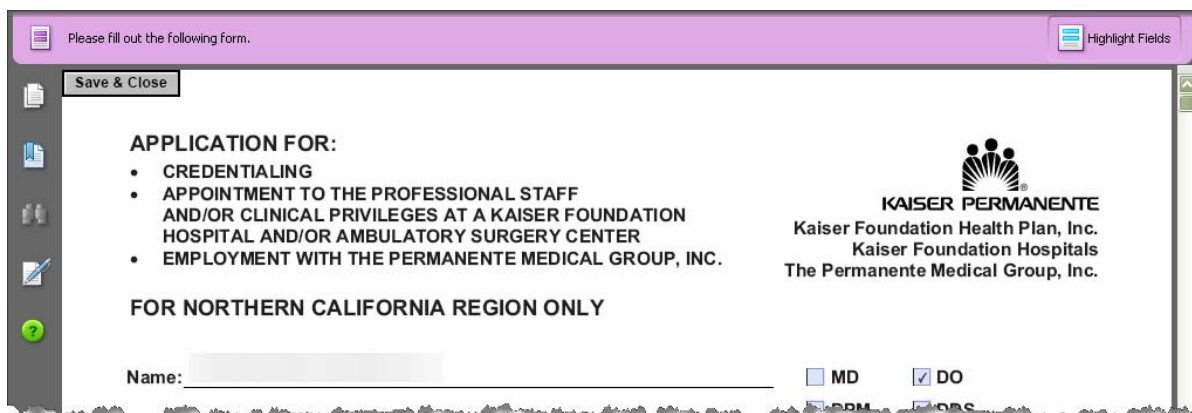
Navigating the application

After successfully logging in and accessing the appropriate application link, an application similar to the following will open in PDF format:

- ▪ To navigate the document, please use the options within Acrobat Reader. **Do not use the browser's navigation buttons.**

- ▪ Use **Tab** or **Shift-Tab** or your mouse to move from field to field and back.

- ▪ You may have more information to enter than available rows. For example, the application allows you to enter up to four hospital affiliations, but you may have five or more. Some sections will have a link similar to the one below at the bottom of the page that will allow you to add more information:

Link to Add Additional Current and Previous Hospital Affiliations...

Click the **Back** link to return to the section you were previously on in the application.

Data entry rules/conventions

- • You must complete all sections of the application. Please do not leave any field blank or write "See CV". If a particular section does not apply to you, such as the DEA section, you must check "Does Not Apply" for that section. **Incomplete applications will not be accepted.**

- • Explain time gaps between your medical education/training, employment or affiliation as reported on your application in a separate 'Time Gaps Explanation' document.

- • Date format masks, e.g., 'mm/dd/yyyy', are provided to assist you in entering dates in the required format.

- • If you check "Does Not Apply" in any section, you will not be able to enter any information in that section. Text you previously entered will not be deleted until you save the application, although it will not be displayed unless you close the application without saving and launch it again. If you need to enter information into the section, uncheck "Does Not Apply" to make the section available for data entry.

Saving the application

You can save your work and exit the program at any time by clicking '**Save & Close'** to save your application without submitting it.
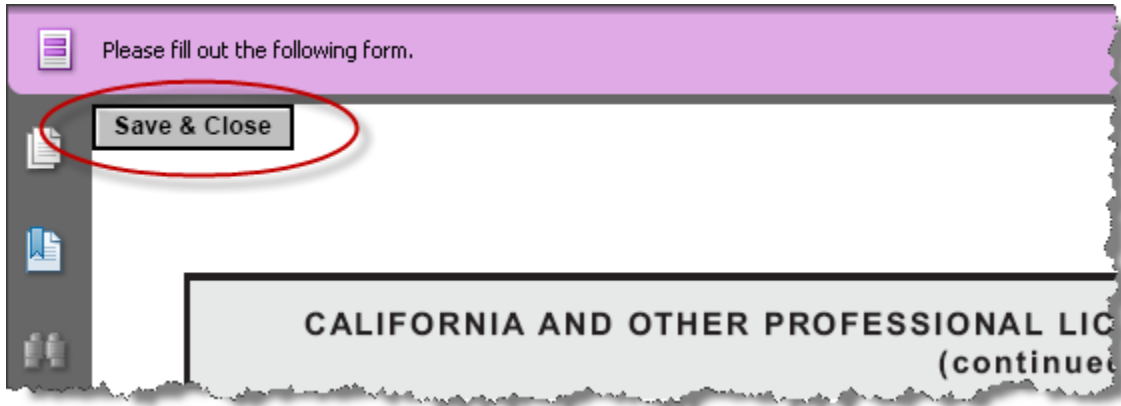
Resetting the application

Prior to submitting the application, you have the option to remove all the information you have entered by resetting the application. Click the Reset option on the application list tab.

Again, if you **reset** the application, you will delete all entries you made to the application.

Submitting the application

Before submitting your application, please review the 'Before you submit the application' section to ensure your application meets all the requirements. After submitting the application, you will return to the application list page. The application status will change from 'Not Submitted' or 'Saved' to 'Submitted' at which point, you cannot make any further changes to your application.
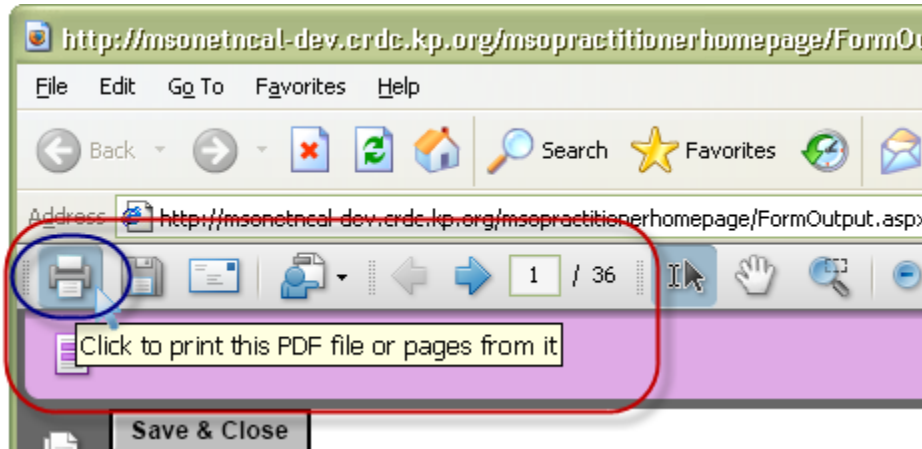
Printing the application

You have two options for printing your application:

1. **Print BEFORE submitting your application**
   With the application open, click the print icon or go to File > Print. Follow your system's instructions for printing the application.

2. **Print AFTER submitting your application**
   Click the print option on the available applications window. This option is only available after you submit your application. If the application does not print, check to make sure your browser is not set to block pop-up windows. Follow your browser's instructions on allowing pop-up windows.

Technical Information

Workstation Requirements

Web Browser
> Microsoft Internet Explorer 6, 7, and 8
> Firefox 2.0013 or higher

Operating System
> Microsoft Windows 2000, Windows XP, Windows Vista

Macromedia Flash 6.0 or higher
Screen resolution 1024 x 768 pixels

Required software
Internet Explorer
The online credentialing application is certified to run on Internet Explorer version 7.0 or higher and may not work other browsers. Prior to using the online credentialing application for the first time, please follow the instructions below to check your Internet Explorer settings and modify if necessary. You will only need to do this once to ensure the application runs properly.

1. From the Tools menu, select '**Internet Options'**
2. Select the '**General'** tab
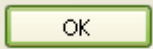3. Under the Temporary Internet Files section, click the Settings... settings button.

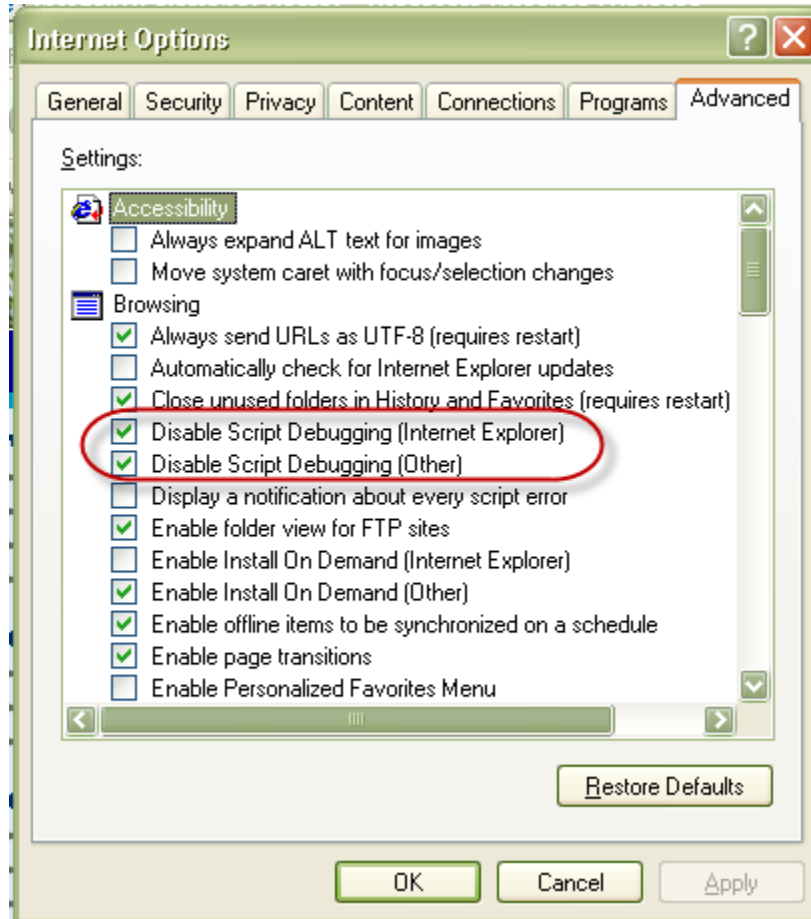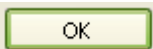4. Select the radio button for '**Every visit to the page'**
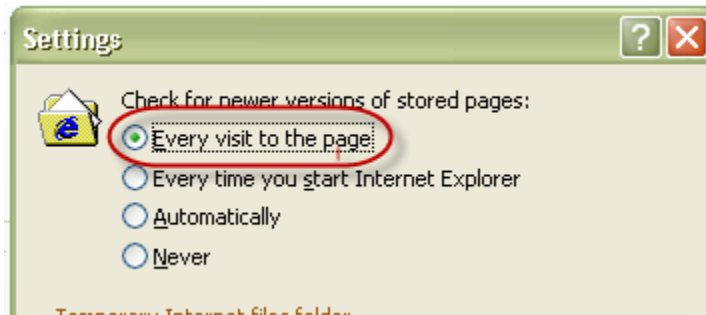
5. Click the [OK] OK button
6. Click the Advanced tab
7. Under the Browsing section, select the '**Disable script debugging'** checkboxes

8. Click the [OK] OK button

Adobe Acrobat Reader 7.0 or higher (uninstall previous versions when upgrading)
The online credentialing application works with Acrobat Reader version 7.0 or higher. If needed, please retrieve and install the latest version of **Adobe Acrobat Reader**. Prior to using the online credentialing application for the first time, follow the instructions below to check your Adobe Acrobat Reader settings and modify if necessary. You will only need to do this once to ensure the application runs properly.

Versions 7 & 8: Complete all steps.

Version 9: Skip steps 4-5

1. From the Edit menu, select '**Preferences'**
2. On the left, select '**Internet'**
3. **Select** the checkbox for '**Display PDF in browser'**
4. On the left, select '**Forms'**
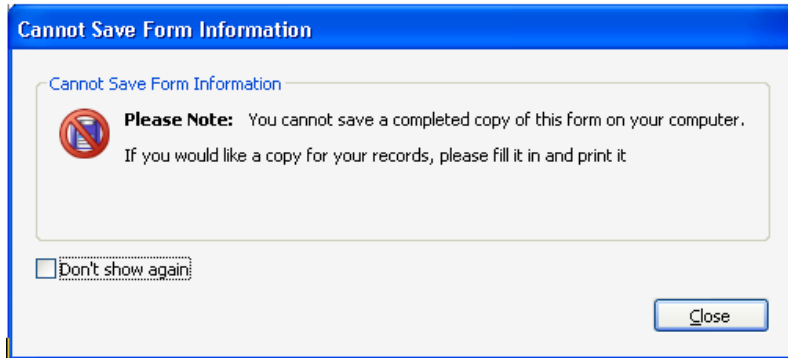5. **Deselect** the checkbox for '**Keep forms data temporarily available on disk'**

6. Click '**Ok'**

Important Message
When you launch the online credentialing application, you may see the messages shown below. You may safely ignore these messages because the data is stored in our databases as long as you save your changes by pressing the '**Save & Close'** or '**Submit'** buttons in the online credentialing application. Checking the "Don't show again" box in the 'Cannot Save Form Information' pop-up window will prevent the message from being displayed every time you access the online credentialing application.

or