



## Reserve Health Readiness Program


# SERVICE MEMBER PORTAL MANUAL



## Reserve Health Readiness Program

# Welcome to Service Member Portal

Securely access your examination and appointment information.

 E-Mail Address

 Password

**SIGN IN** 

[New User?](#)

UNCLASSIFIED



# Contents

**“Helping one person might not change the world, but it could change the world for one person.”**  
- Unknown

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# Important Information

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## Key Information

1. The QTC Service Member Portal (SMP) web address is: <https://smp.qtc.com>
2. If you need help please contact us at:
  - a) 833-QTC-RHRP [(833)782-7477]
  - b) [RHRPSupport@qtc.com](mailto:RHRPSupport@qtc.com)
3. The QTC toll-free [(833)782-7477], dedicated customer service department and a dedicated scheduling line available M-F 08:00 -23:00 Eastern Standard Time (EST) and Saturday 08:00– 16:00 EST to perform all appointment scheduling and customer service related services.

## Why use the SMP?

1. You can view upcoming appointment dates and times, Provider locations, and provide contact information.
2. You can set a calendar reminder for any automated calendar types (Apple, Google, Outlook, Samsung).
3. You can use our map-it function to connect to your favorite mapping application.
4. You can update your contact data so we can better contact you, as well as adjust your preferences for contact.
5. You can upload documents from any smart device.
6. Scales to any smart device.

Unclassified



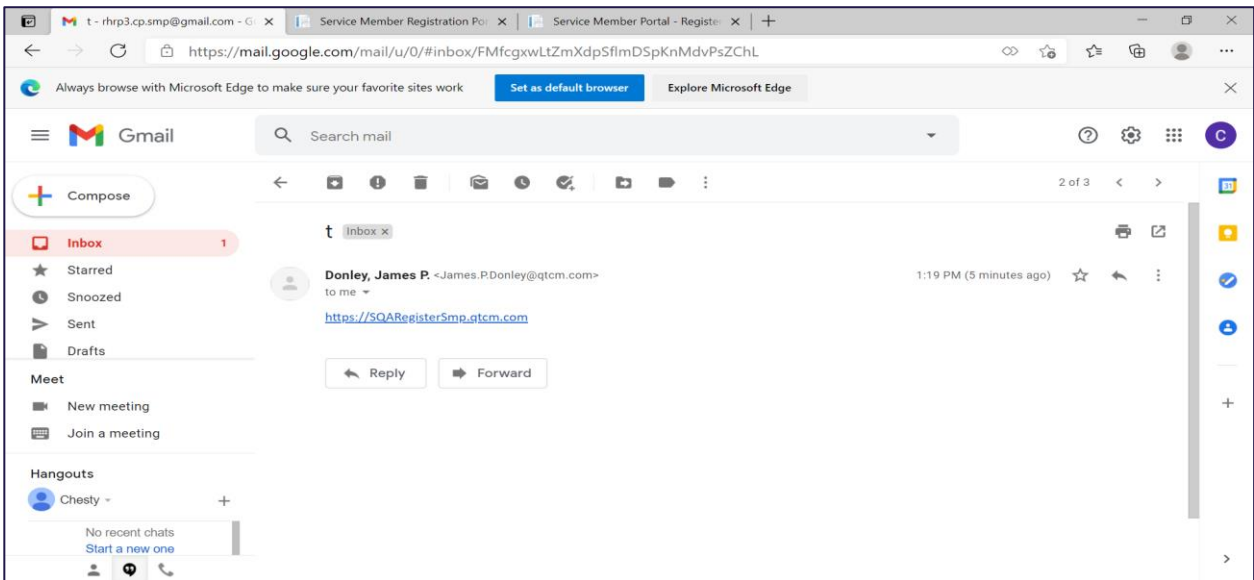


# Registration

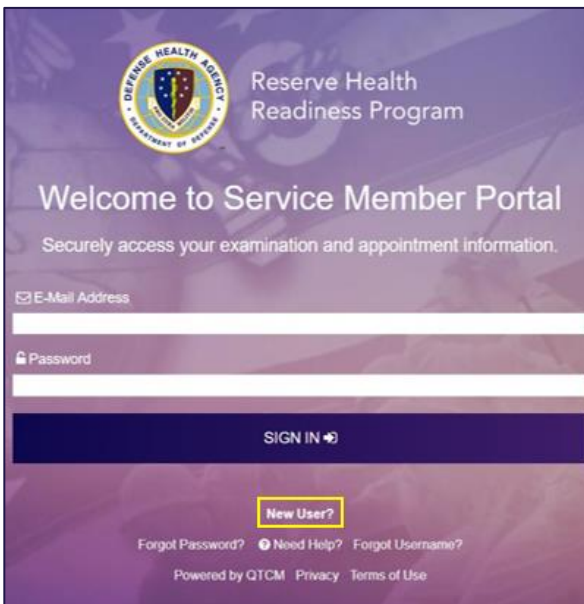
## Registering for the Portal

There are two ways for a Service Member (SM) to register for the SM Portal (SMP).

1. The SM may receive an email from QTC inviting them to register for the QTC SMP.
  - a) SM will receive an email with the link to register for the SMP. The email will come from the QTC Customer Service Agent's work email; the email address will always end with, "@qtc.com"



- b) Once the SM clicks on the link, the QTC SMP page will appear. The SM should click the "New User" button.



Unclassified



- c) SM will click “New User”, which will take the SM to the “Welcome To Service Member Registration Portal”, then will fill in the information and click, “Create New Account”.

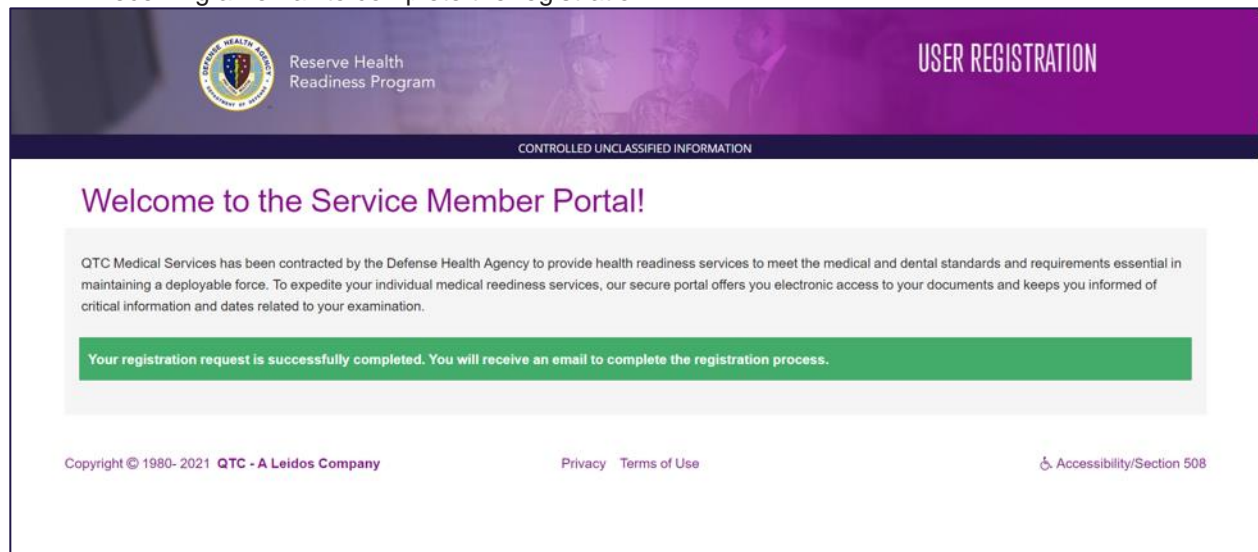


### Welcome To Service Member Registration Portal

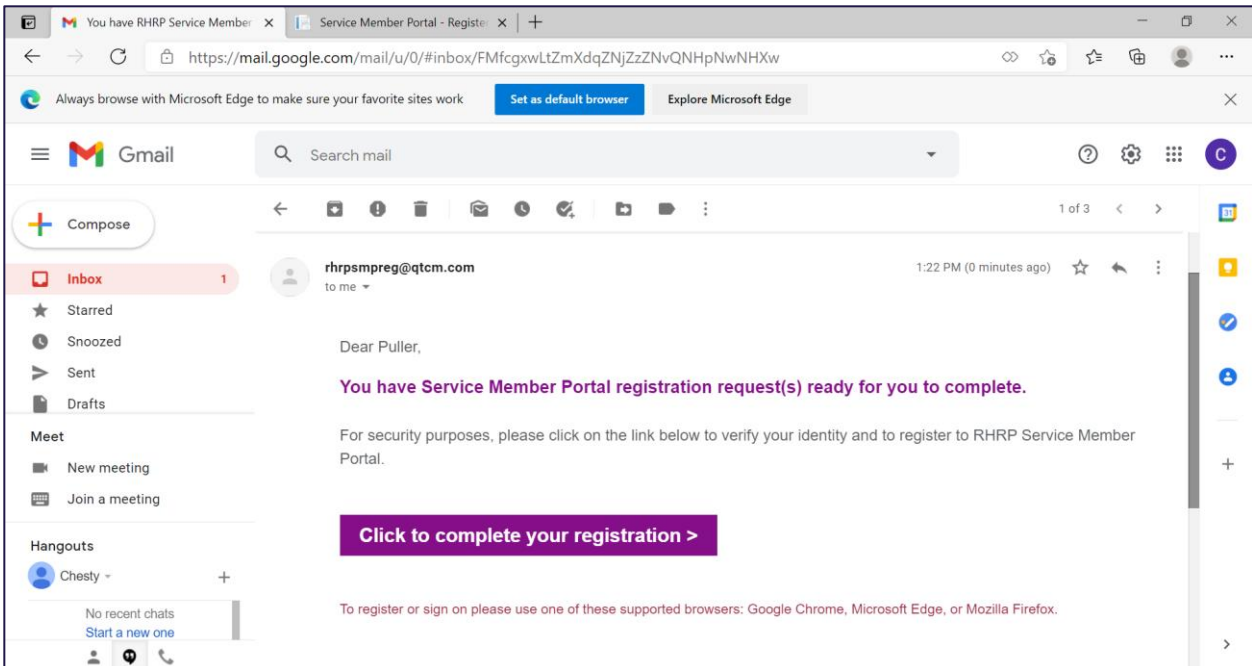
Please complete the information below to register with our secure portal.

First Name *	<input type="text" value="Enter First Name"/>
Last Name *	<input type="text" value="Enter Last Name"/>
Email Address *	<input type="text" value="Enter Email Address"/>
Service Component *	<input type="text" value="Enter Service Component"/>
DOD id *	<input type="text" value="Enter DOD id"/>

- d) SM will receive a “Welcome to the Service Member Portal” and a message that the SM will be receiving an email to complete the registration.



e) SM will then open the email with instructions to click the link in order to complete registration.

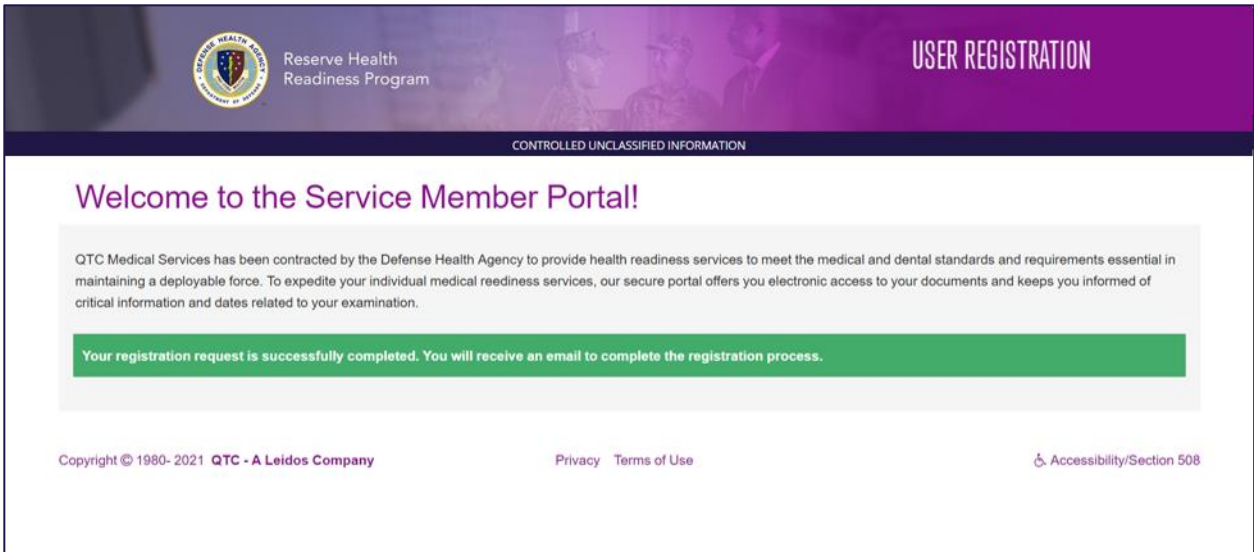


f) A User Registration page appears and the SM will complete the registration by filling in the requested information and then will click "Register".

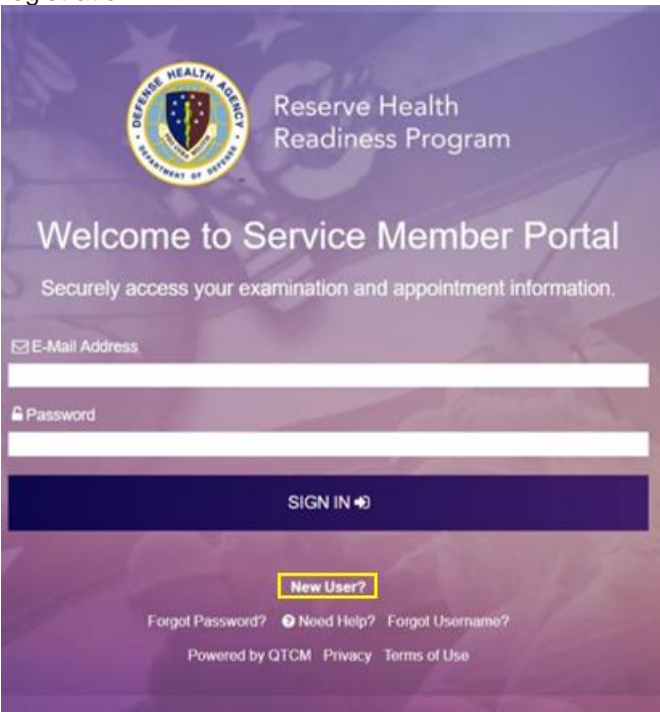
A screenshot of the "USER REGISTRATION" page for the "Reserve Health Readiness Program". The page title is "Welcome To Service Member Registration Portal". Below the title, it says "Please complete the information below to register with our secure portal." The form contains several fields: "First Name" (filled with "Chesty"), "Last Name" (filled with "Puller"), "Email Address" (filled with "puller@smg@gmail.com"), "Date of Birth" (filled with "11/01/1975"), "Service Component" (dropdown menu showing "U.S. Marine Forces Reserve (30402)"), "DOG ID" (filled with "221541401"), "Security Question #1" (dropdown menu showing "What is your favorite food?"), "Answer #1" (filled with "Pizza"), "Security Question #2" (dropdown menu showing "What is your birth city?"), "Answer #2" (filled with "Quincy"), "Security Question #3" (dropdown menu showing "Who is your favorite movie?"), "Answer #3" (filled with "Lionel"), and "Password Requirements" (a list of requirements with checkmarks). At the bottom, there are fields for "New Password" and "Confirm Password", and a "Register" button.

g) The "Welcome to the Service Member Portal" page will appear notifying the SM that the registration was successful.

h) SM can now click on the "Sign on to Service Member Portal" link.



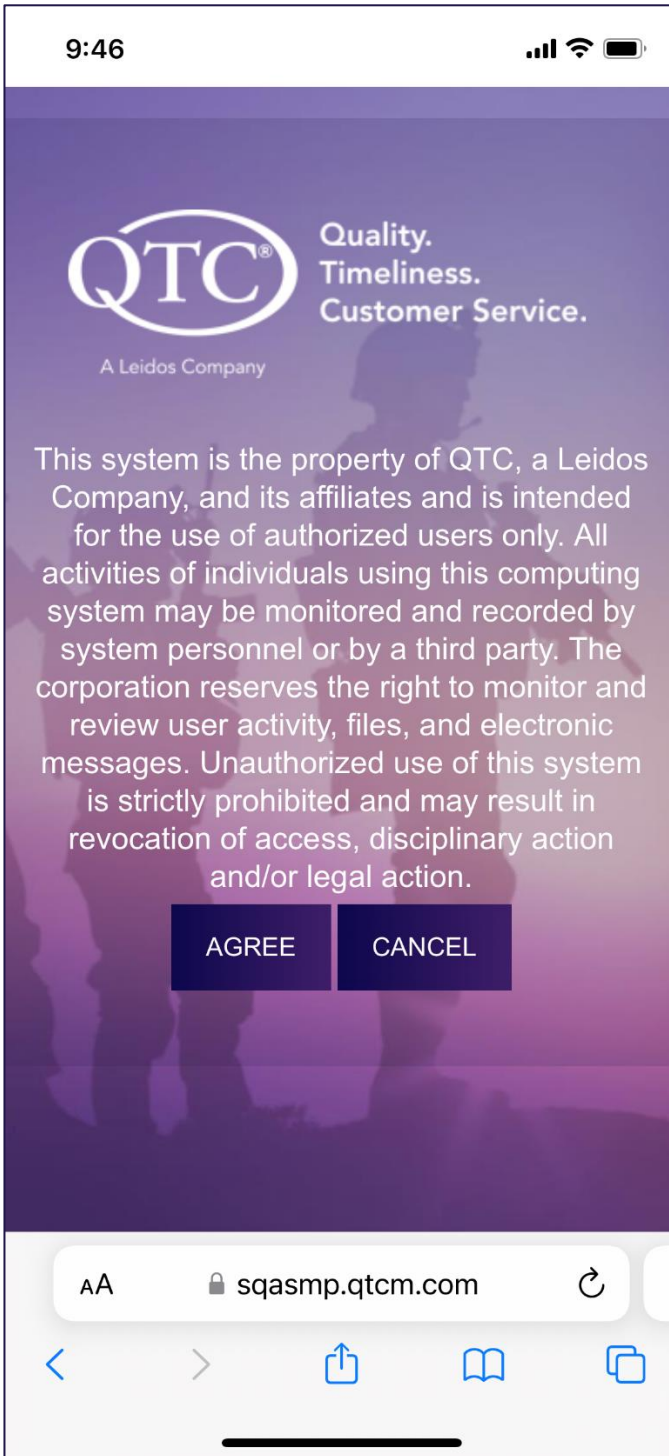
2. If a SM would like to register for the QTC SMP before receiving an email from QTC, they can click “New User” on the SMP webpage (<https://smp.qtc.com>), then follow the steps above to complete the registration.





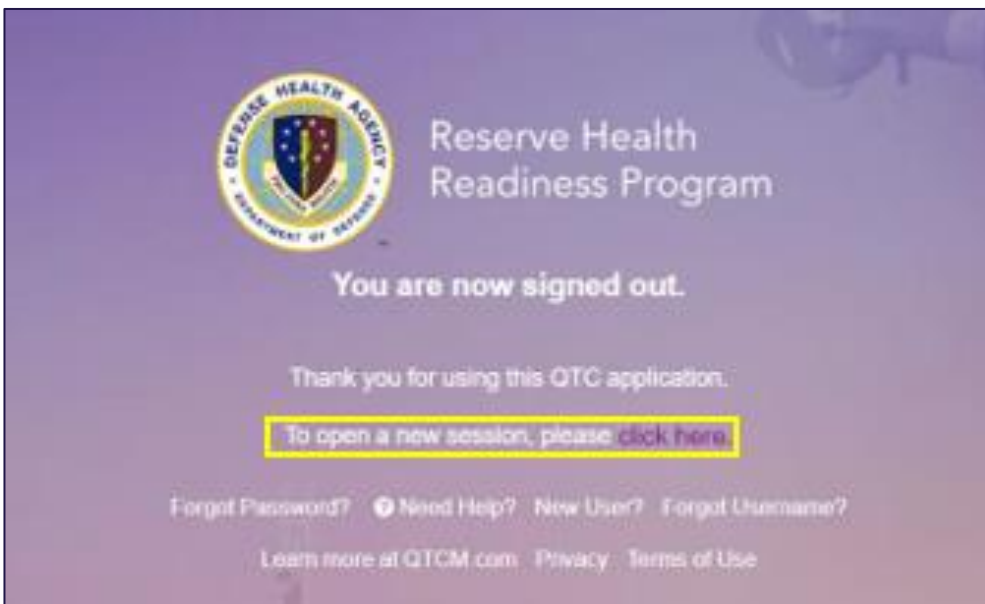
# Accessing the Portal

1. The QTC Agreement page will display and the SM will click "Agree" to access the SMP page.





2. The SM has several options from this page
  - ▶ “Open a New Session” – to access the portal
  - ▶ “Forgot Password” – choose a new password
  - ▶ “Need Help” – troubleshooting issues
  - ▶ “Forgot Username” – have the user name displayed





# Logging On

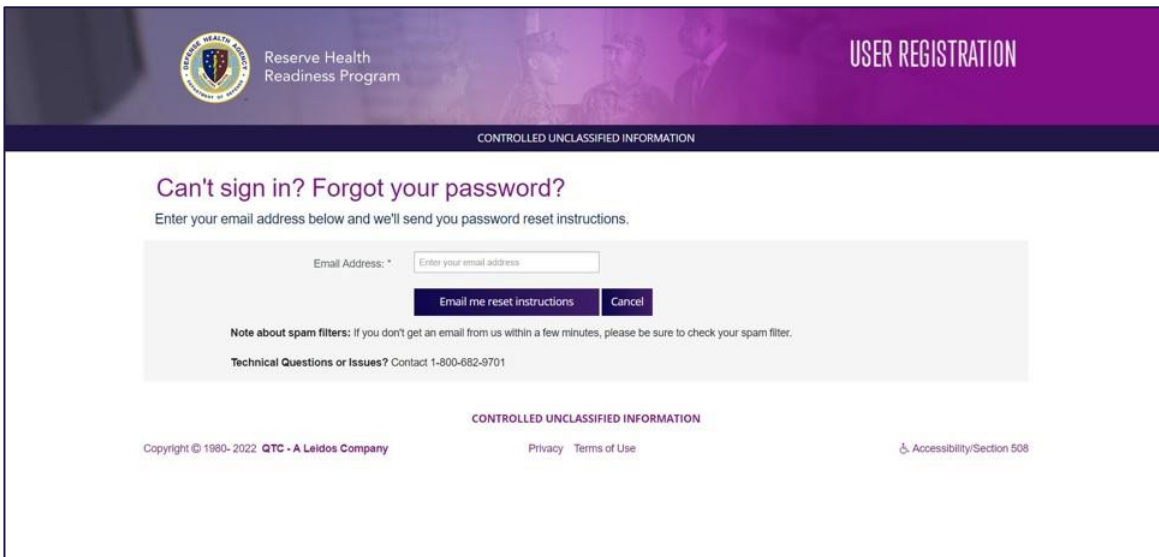
1. From the "Opening a New Session" link the logon screen will appear
  - ▶ The SM enters their email and password and then clicks "SIGN IN"

A screenshot of the "Reserve Health Readiness Program" Service Member Portal login page. The page has a purple background with a faint image of a person in military uniform. At the top left is the Defense Health Agency logo. To its right, the text "Reserve Health Readiness Program" is displayed. Below this, the main heading reads "Welcome to Service Member Portal" followed by the subtext "Securely access your examination and appointment information." There are two input fields: "E-Mail Address" and "Password", each with a corresponding icon (envelope and lock). Below the password field is a dark blue "SIGN IN" button with a right-pointing arrow. At the bottom, there are links for "New User?", "Forgot Password?", "Need Help?", and "Forgot Username?". The footer text reads "Powered by QTCM Privacy Terms of Use".

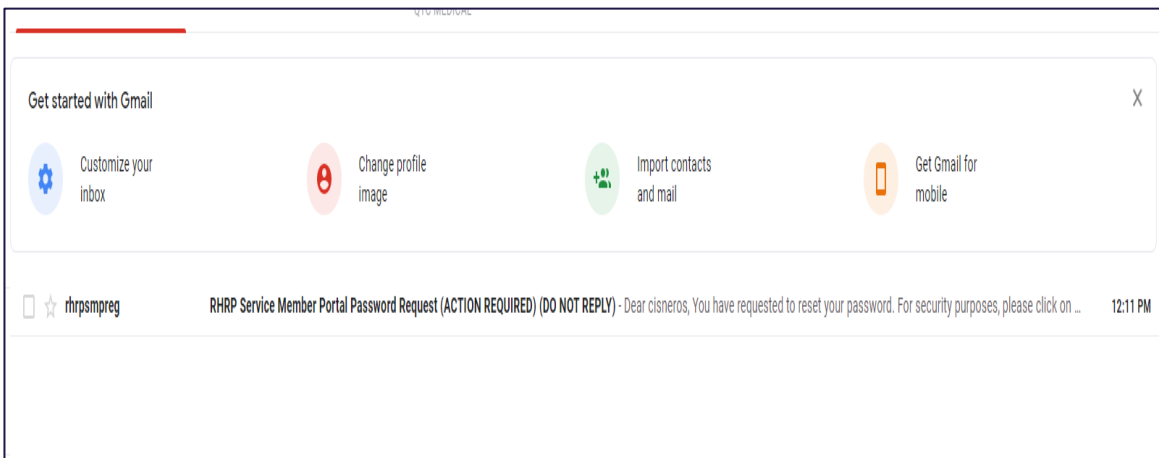


# Change Password

1. From the “Forgot Password” link a screen will appear to prompt the SM to enter their email address to receive instructions on how to reset password
2. SM will receive a message indicating that an “Email has been sent to your email address, please check”



3. The SM then receives an email to reset password



4. The SM clicks on email received, which will prompt a “Create a New Password” page.
5. The SM then enters the security question/answer and new password.
6. The SM then clicks “Create Password”.



## Create a New Password

You have requested to reset your password. Please verify your information below and create a new password for accessing your account.

Email Address	rhrp3.lc.smp@gmail.com
Security Question	What is your birth city?
Answer *	<input type="text"/>
Password Requirements	<ul style="list-style-type: none"><li>• Minimum of 8 characters in length</li><li>• Can't contain the user's email address or user's full name</li><li>• At least 1 uppercase character (A-Z)</li><li>• At least 1 lowercase character (a-z)</li><li>• At least 1 number (0-9)</li><li>• At least 1 special character (i.e., !, ?, @, \$ ...)</li></ul>
Password *	<input type="password"/>
Confirm Password *	<input type="password"/>
<input type="button" value="Create Password"/>	

7. The SM will receive a message “Your password was successfully updated. Please click here to navigate back to site”.



# Username Retrieval

1. From the “Forgot User Name” link a page will appear where the SM will be asked to fill in the information and click “Retrieve User Name”.

The screenshot shows the 'USER REGISTRATION' page for the Reserve Health Readiness Program. The page title is 'Welcome To Service Member Registration Portal'. Below the title, it says 'Please provide the following information to retrieve your User Name.' There are four input fields: 'Last Name \*' with the placeholder 'Enter Last Name', 'Service Component \*' with a dropdown menu showing 'Enter Service Component', 'DOD Id \*' with the placeholder 'Enter DOD Id', and a 'Retrieve User Name' button. At the bottom, there is a copyright notice 'Copyright © 1980- 2021 QTC - A Leidos Company', a link to 'Privacy Terms of Use', and an accessibility icon with the text 'Accessibility/Section 508'.

2. The SM's username will appear.

The screenshot shows the same 'USER REGISTRATION' page, but now the input fields are filled with data. The 'Last Name \*' field contains 'Cisneros', the 'Service Component \*' dropdown is set to 'U.S. Marine Forces Reserve (MARFORRES)', the 'DOD Id \*' field contains '2021041301', and the 'Your User Name \*' field contains 'rhrp3.ic.smp@gmail.com'. The 'Retrieve User Name' button is still present. The footer information remains the same as in the previous screenshot.



# Troubleshooting Login

1. From the "Need Help" link a page will appear with the "User Help Information".

The screenshot shows a help page for the Reserve Health Readiness Program. At the top left is the Defense Health Agency logo. To its right, the text "Reserve Health Readiness Program" is displayed. The main heading is "Need Help Logging in?". Below this, there are four sections of help information:

- What is my username?**  
When your account was created for you, the email address where you received your notifications from us was assigned as your username. This email address cannot be changed at this time using the portal.
- My password is not working. What do I do?**  
If you're having trouble logging in using your password or have forgotten it, you will need to reset it. Click on the Forgot your Password link and follow the instructions to reset.
- I don't have an account. How can I create one?**  
To create an account, you will receive an email with a link to create an account. If you haven't received an email, please contact one of our QTC representatives.
- How do I contact a QTC representative?**  
Call 1-800-682-9701 if you need further assistance.

At the bottom center, there is a dark blue button with the text "X CLOSE".



# Navigating the Portal

## Navigating the portal

1. Once logged in to the SMP the SM will have access to

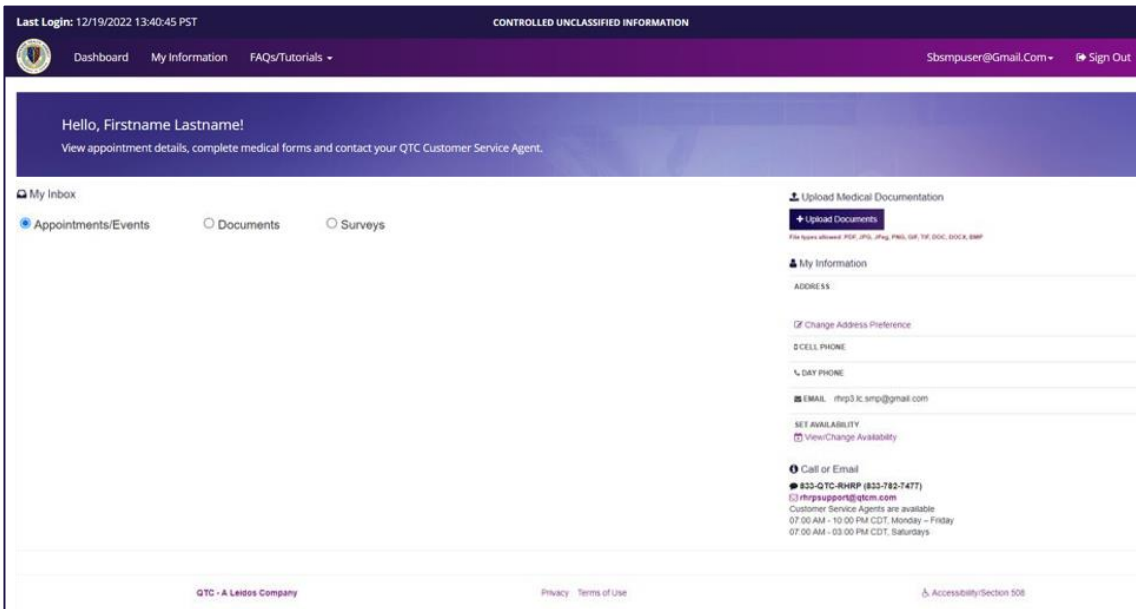
- ▶ Dashboard
- ▶ My Information
- ▶ FAQs/Tutorials.

Appointments/Events     Documents     Surveys

The screenshot shows the QTC member portal dashboard. At the top, it displays the user's last login time (12/19/2022 13:40:45 PST) and the text "CONTROLLED UNCLASSIFIED INFORMATION". The navigation bar includes "Dashboard", "My Information", and "FAQs/Tutorials", along with the user's email (Sbsmpuser@Gmail.Com) and a "Sign Out" button. A welcome message reads "Hello, Firstname Lastname!" and "View appointment details, complete medical forms and contact your QTC Customer Service Agent." Below this, there are sections for "My Inbox" (with radio buttons for Appointments/Events, Documents, and Surveys), "Upload Medical Documentation" (with an "Upload Documents" button and supported file types: PDF, JPG, PNG, GIF, TIFF, DOC, DOCX, BMP), "My Information" (with fields for ADDRESS, CELL PHONE, DAY PHONE, and EMAIL), and "Call or Email" (with contact information for QTC-RHRP, including a phone number, email address, and availability hours). The footer contains "QTC - A Leidos Company", "Privacy Terms of Use", and "Accessibility/Section 508".

## The Dashboard

1. From dashboard the SM can
  - ▶ Upload Documents
  - ▶ Change Address Preference
  - ▶ View/Change Availability
  - ▶ Email Customer Service Agent (CSA)
  - ▶ View Appointments, Documents, and Surveys
  - ▶ Check any emails sent by a CSA, in the “My Box” section



2. The SM will select the appropriate radio button
  - ▶ Appointments/Events will display all scheduled appointments
  - ▶ Documents will display all documents sent to the SM from QTC (Test results, Referral Documents) and documents uploaded by the SM through Service Member Portal.



## My Information

1. The “My Information” tab allows the SM to update their profile
  - ▶ Address
  - ▶ Rank
  - ▶ Contact information
  - ▶ Preferred address for setting up appointments
  - ▶ Medical Services Requested
  - ▶ Upload Documents
2. To save changes the SM must click, “Save”

### My Information

If any of the information below is incorrect, please call 833-QTC-RHRP (833-782-7477).

SSN (LAST 4 DIGITS)	****-**-7896	DOD ID #	2021041301	DOB	1/1/1970	GENDER	M
SERVICE COMPONENT	U.S. Army (USA)		RANK	Select an option			
NAME (L,F,I)	Cisneros		Louis	M.I.	Suffix		
HOME ADDRESS	110 Cedar Springs		ZIP	CITY	STATE		
	Address line 2		90210	Beverly Hills	CA		
MILITARY WORKPLACE ADDRESS	Address line 1		ZIP	CITY	STATE		
	Address line 2		ZipCode	City	State		
CIVILIAN WORKPLACE ADDRESS	Address line 1		ZIP	CITY	STATE		
	Address line 2		ZipCode	City	State		
EMAIL ADDRESS	CELL PHONE		DAY PHONE				
rhrp3.lc.smp@gmail.com	(210) 260-3238		(210) 260-3238				

Which Address Is Preferred For Setting Up Appointments?

HOME ADDRESS  MILITARY WORKPLACE ADDRESS  CIVILIAN WORKPLACE ADDRESS

Medical Services Requested

- IN-CLINIC PHA W/ MHA [Form Pending Completion](#)
- AUDIO EXAM
- IN-CLINIC PHA W/ MHA [Form Pending Completion](#)
- AUDIO EXAM
- IN-CLINIC PHA W/ MHA [Form Pending Completion](#)
- VISION EXAM

Upload Medical Services Documentation

[+ Upload Documents](#)

FILE UPLOAD INSTRUCTIONS: Please rename files according to the medical services completed. For example: OCT-10-2017-DTAP-Immunization  
File types allowed: PDF, JPG, JPeg, PNG, GIF, TIF, DOC, DOCX, BMP

Important: If you cannot upload, please send secure fax to 1-800-QTC-0000 and notify the Call Service Agent.

[Save](#)

## Change Address

1. To change the address the SM clicks “Change Address Preference”

HOME ADDRESS

110 Cedar Springs  
Beverly Hills, CA 90210

[✎ Change Address Preference](#)

2. “My Information” appears
3. The SM can fill in address change information

HOME ADDRESS	<input type="text" value="110 Cedar Springs"/>
	<input type="text" value="Address line 2"/>
MILITARY WORKPLACE ADDRESS	<input type="text" value="Address line 1"/>
	<input type="text" value="Address line 2"/>
CIVILIAN WORKPLACE ADDRESS	<input type="text" value="Address line 1"/>
	<input type="text" value="Address line 2"/>

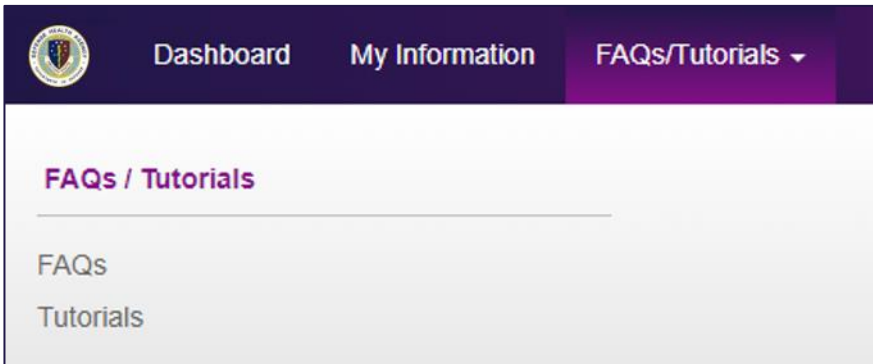
4. The SM must click, “Save”



# Additional Options

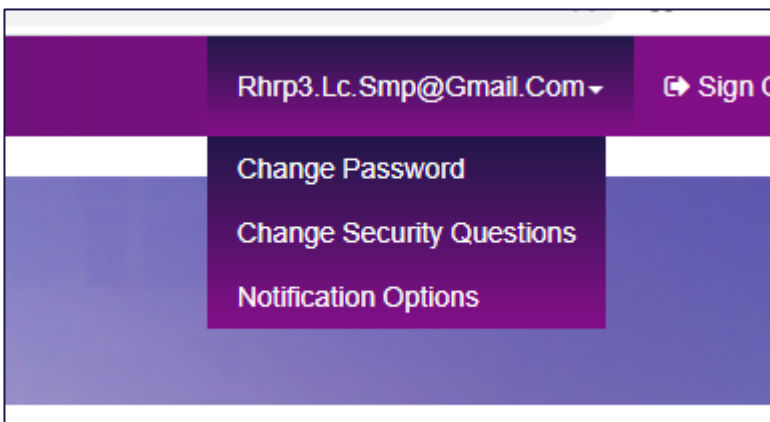
## FAQs/Tutorial

1. Frequently Asked Questions (FAQ) tab list “Answers to common question about SMP”.
2. The Tutorial page will show a video of how to use the portal.



## Making Changes

1. Clicking on the SM's email address at the top bar will allow the SM to:
  - ▶ Change Password
  - ▶ Change Security Questions
  - ▶ Change Notification Options



## Change Password

1. From the “Change Password” link the SM will:
2. Enter the new Password
3. Will click “Change Password” to save or “Cancel” to disregard the changes

The screenshot shows the 'Change Password' page in a web portal. At the top, there is a navigation bar with 'QTC', 'Dashboard', 'My Information', and 'FAQs/Tutorials'. The user's email 'Rhrp3.Lc.Smp@gmail.com' and a 'Sign Out' link are visible in the top right. The main heading is 'Change Password' with the subtext 'Change and save password.' Below this, there are 'Password Requirements' listed as bullet points: Minimum of 8 characters in length, Can't contain the user's email address or user's full name, At least 1 uppercase character (A-Z), At least 1 lowercase character (a-z), At least 1 number (0-9), and At least 1 special character (i.e. !, ?, @, \$, ...). The form contains three input fields: 'OLD PASSWORD', 'NEW PASSWORD', and 'CONFIRM PASSWORD'. Below the fields are two buttons: 'Change Password' and 'Cancel'. The footer includes 'QTC - A Leidos Company', 'Privacy Terms of Use', and 'Accessibility/Section 508'.

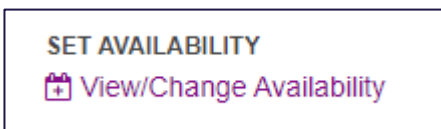
## Change Security Question

1. From “Change Security Question” link the screen appears to change security questions.
2. The SM uses the drop down boxes to choose a question and then types I the answer
3. The SM must click, “Save Security Questions” to save the changes or “Cancel” to disregard the changes.

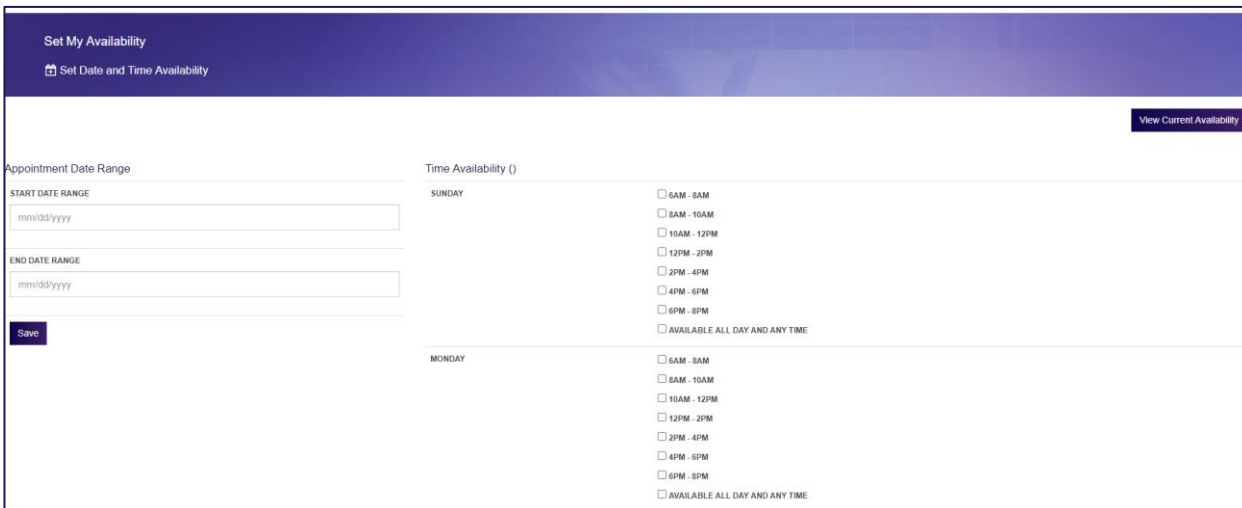
The screenshot shows the 'Security Questions And Answers' page. The navigation bar is identical to the previous page. The main heading is 'Security Questions And Answers' with the subtext 'Select your security questions and update your answers.' The form consists of three rows, each with a 'SECURITY QUESTION' dropdown menu and an 'ANSWER' text input field. All three dropdown menus are currently set to 'Who is your favorite teacher?'. Below the form are two buttons: 'Save Security Questions' and 'Cancel'. The footer is the same as the previous page.

## Setting Availability

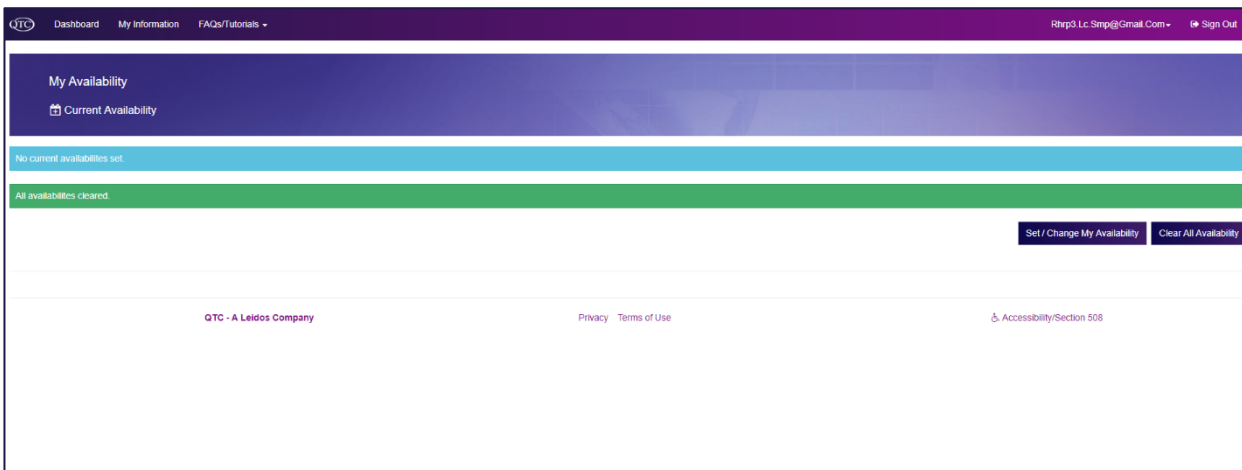
1. SM is able to set when they are available for appointments by clicking “View/Set Availability”



2. From “Set my Availability”, the page appears
  - ▶ The SM enters the date(s) and time (s) for availability
  - ▶ When updating availability, SM must enter all availability
  - ▶ The SM must click “Save” to save changes.

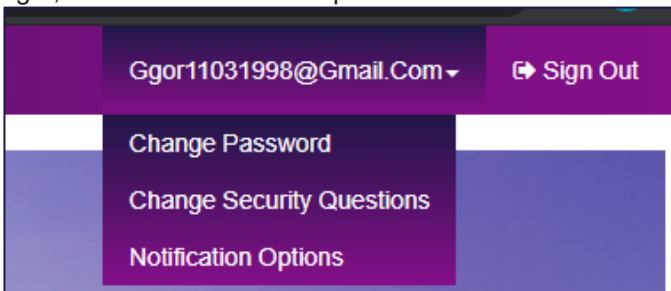


3. The SM can clear all availability by clicking “Clear Availability”



## HEART Notifications

1. **H**uman or **E**lectronic **A**ppointment **R**eminder **T**echnology (HEART) is QTC's appointment reminder application that allows QTC to reach a SM in up to three modes:
  - An email to the provided email address
  - A phone call to any type of phone (cellular or home/ work phone); if the SM is unavailable to take the call, the HEART application will leave a voicemail.
  - A SMS text to a cellular phone.
2. SM can select the method of receiving HEART notifications by clicking on the email address in the upper right, then on "Notification Options".



3. The SM can opt-in or opt-out of up to two methods of contact, but must opt-in for at least one mode to allow QTC to contact the SM.

A screenshot of the 'Notification Options' form. At the top, it says 'Notification Options' and 'Service Member Portal (Opt-In/Out)'. A green banner indicates 'Notification options saved.' Below this, there are instructions: 'Instructions: Select notification values below and choose "Opt-in" to start receiving notifications. Select "Opt-out" to stop receiving notifications.' The form has several fields: 'NAME' with two input boxes containing 'Ginger' and 'Gorilla'; 'PHONE NUMBER (FOR TEXT/SMS)' with two dropdowns for 'DAY - (210) 416-3709' (set to 'Opt-in') and 'CELL - (909) 407-0798' (set to 'Opt-out'); 'PHONE NUMBER (FOR VOICE CALLS)' with two dropdowns for 'DAY - (210) 416-3709' (set to 'Opt-out') and 'CELL - (909) 407-0798' (set to 'Opt-out'); and 'EMAIL ADDRESS (FOR EMAIL NOTIFICATIONS)' with one dropdown for 'ggor11031998@gmail.com' (set to 'Opt-out'). At the bottom, there are 'Submit Request' and 'Cancel' buttons.

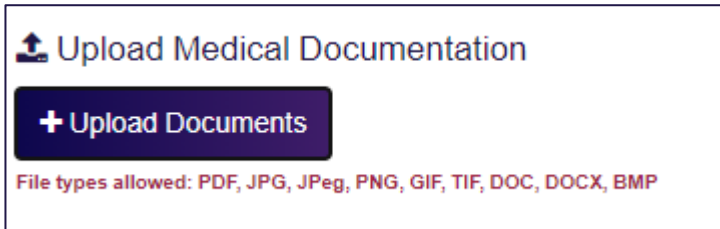


# Document Upload

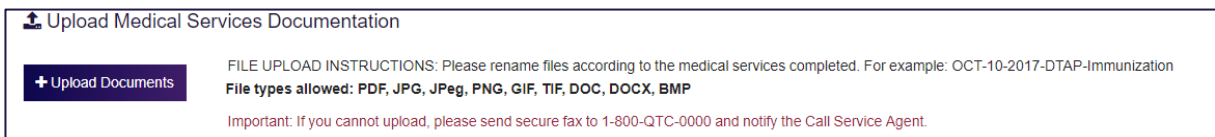
## Upload a Document

1. SM can upload a document by clicking, “Upload Document ” box from the dashboard or My Information tab

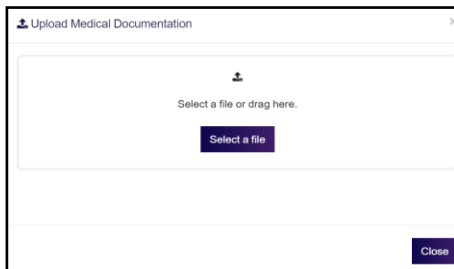
- ▶ Dashboard



- ▶ My Information

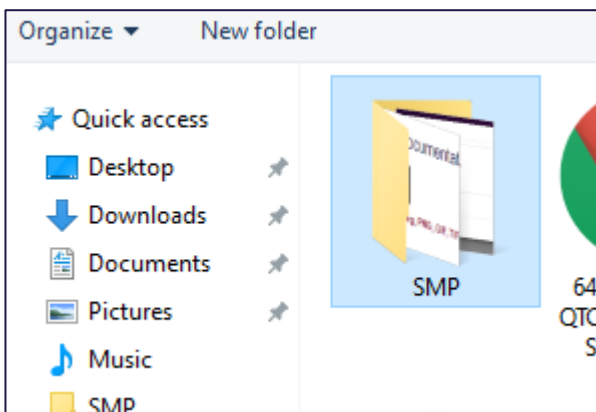


2. Once the SM clicks “Upload a Document” the “Upload Medical Documentation” box appears.

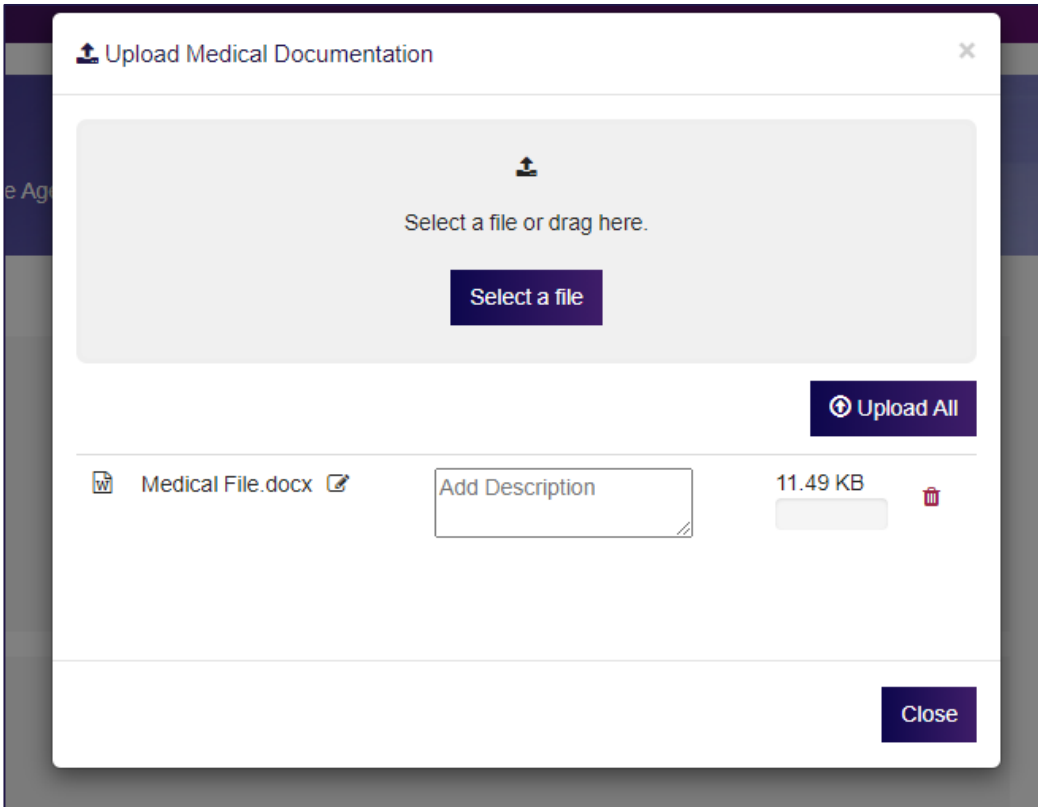


3. The SM clicks on “Select a file”

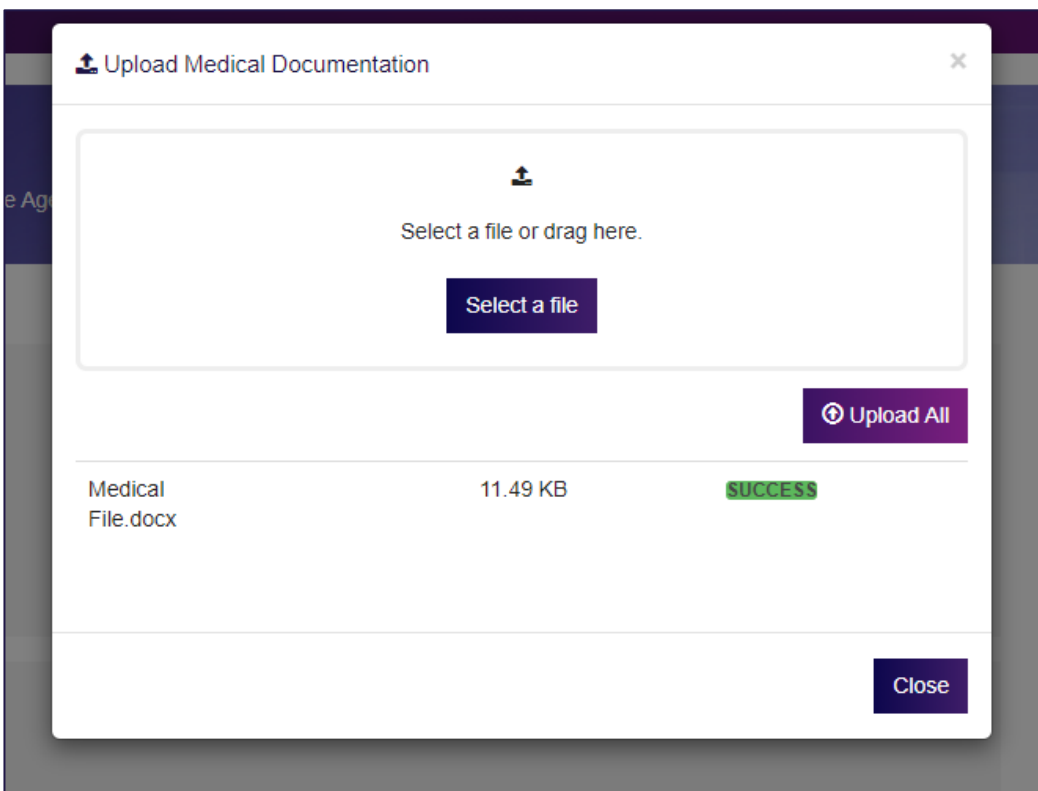
- ▶ The SM can navigate to the Files from the SM’s computer and chooses those files.
- ▶ Those selected files will appear for upload.



- Once the SM clicks the file to upload a new window will appear indicating file to upload.
- The SM will then click the "Upload All" box to complete the task



- After the SM clicks the "Upload All" box a new window will appear indicating "Success".
- The SM clicks the "Close" box







# Appointment Navigation

## Appointments

1. My Inbox, will have appointments set up by the CSA and forms to be completed by the SM. **Note, for the annual PHA (DD Form 3024), a link to the SM's specific Medical Readiness System (MRS) will appear to direct the SM to their service specific MRS to complete Part A of the DD Form 3024. All other forms that require SM input can be completed on the QTC Service Member Portal.**
2. The SM can also confirm, reschedule, or cancel any appointment(s) that have been setup.
3. SM can also add the appointment to their calendar

**My Inbox**

**APPOINTMENT CONFIRMED** Reschedule Cancel  
Friday, April 23, 2021 - 9:00 AM  
ROBINSON, DAVID  
LOCATION: 40941 WINCHESTER RD, TEMECULA, CA 92591 - [Map to Here](#)  
[Add to Calendar](#)

**Forms:**  
DD 3024 Periodic Health Assessment  
[View Forms \(Form Pending Completion\)](#)

**APPOINTMENT CONFIRMED** Reschedule Cancel  
Friday, April 23, 2021 - 11:00 AM  
AHMED, AYESHA  
LOCATION: 45 SOUTH MAIN ST STE 211, WEST HARTFORD, CT 06107 - [Map to Here](#)  
[Add to Calendar](#)

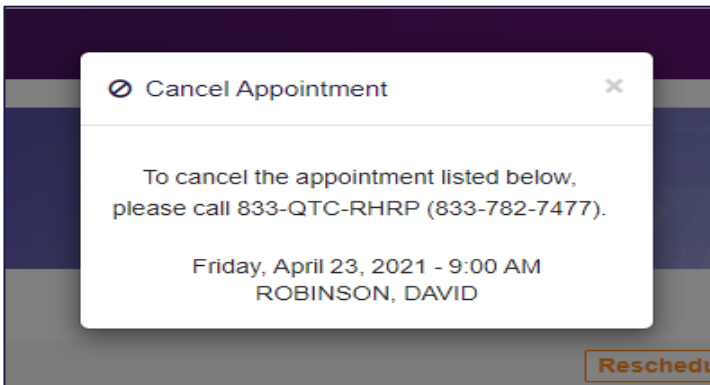
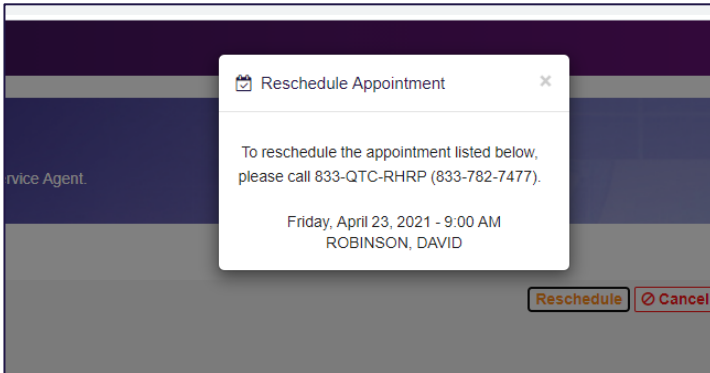
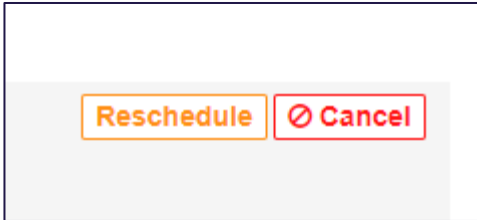
**APPOINTMENT CONFIRMED** Reschedule Cancel  
Friday, April 30, 2021 - 11:00 AM  
AHMED, AYESHA  
LOCATION: 45 SOUTH MAIN ST STE 211, WEST HARTFORD, CT 06107 - [Map to Here](#)  
[Add to Calendar](#)

4. The SM receives an “Unconfirmed” appointment from the CSA.
5. In order for the SM to confirm their appointment the SM will click the “Yes, I confirm” box.
6. The SM refreshes their dashboard and then will see the appointment confirmed in their “My Inbox”.

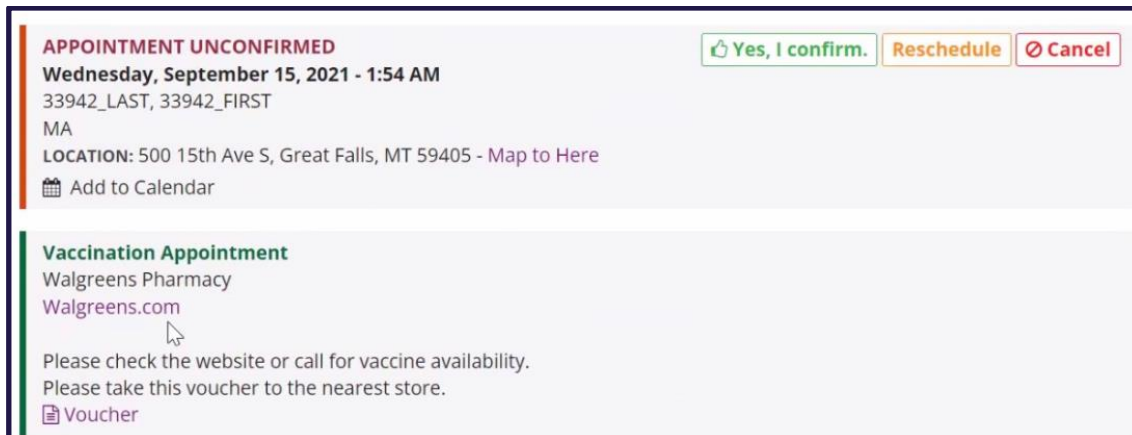
**APPOINTMENT UNCONFIRMED** Yes, I confirm. Reschedule Cancel  
Friday, May 7, 2021 - 1:00 PM  
MALLORIS, TONI S  
LOCATION: 187 S Wickham Rd Ste 102, MELBOURNE, FL 32904 - [Map to Here](#)  
[Add to Calendar](#)

**APPOINTMENT CONFIRMED**  
Friday, May 7, 2021 - 1:00 PM  
MALLORIS, TONI S  
FNP-C  
LOCATION: 187 S Wickham Rd Ste 102, MELBOURNE, FL 32904 - [Map to Here](#)  
[Add to Calendar](#)

7. To reschedule or cancel an appointment the SM will click on the appropriate link as seen below.
8. A message will appear with instructions for the SM.



9. The SM will receive a Walgreens appointment card for their vaccination appointment.
10. There will be a link for the SM to obtain the order for the vaccine. SM must take this order with to get the vaccine.

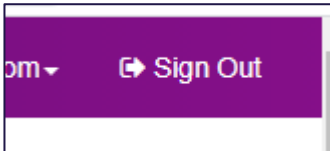




# Signing Out

## Sign Out

1. The SM clicks the “Sign Out” link to sign out of the SMP.



2. A box will appear indicating the SM is now signed out.

