Vertafore

Provider Renewal and Course Renewal Notifications

Vertafore is excited to announce a new notification alert for Provider renewals and Course renewals. You will see an electronic notification "bell" on your Sircon for Providers dashboard when renewals are generated by the state, reminding you to process your upcoming renewals.

On Thursday, October 12, 2023, these new renewal alerts will begin appearing on your Sircon for Providers dashboard.

Important note: This new feature will not include provider and course renewals that were generated prior to October 12, even if the renewal date is in the future. Renewals generated prior to the date above will not be displayed on the Sircon for Providers dashboard.

What should I do now?

**Log in to your Sircon for Providers account as you normally would.**

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Look for the "bell" at the top of the dashboard, next to your name.

Upon login, every user may see a notification bell 🔔 on their Sircon for Providers dashboard, indicating the number of unread notifications that have been generated by the state. **Note:** the bell will only display when provider and course renewals have been generated after October 12 and the notification has not been read.
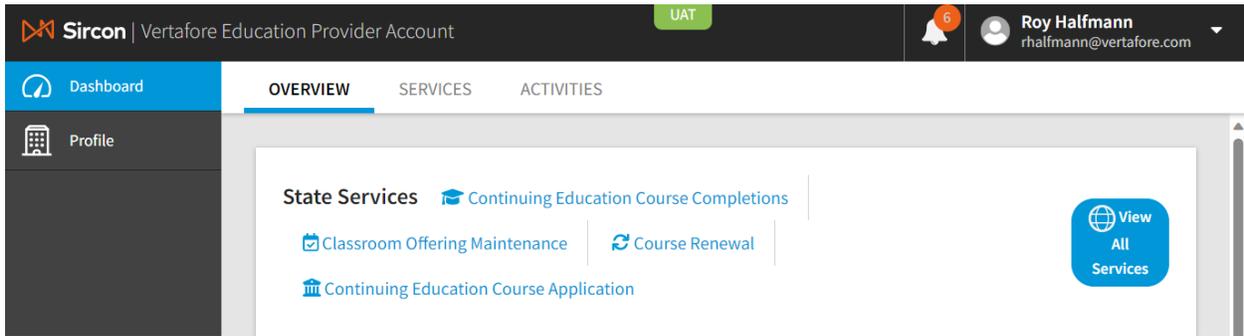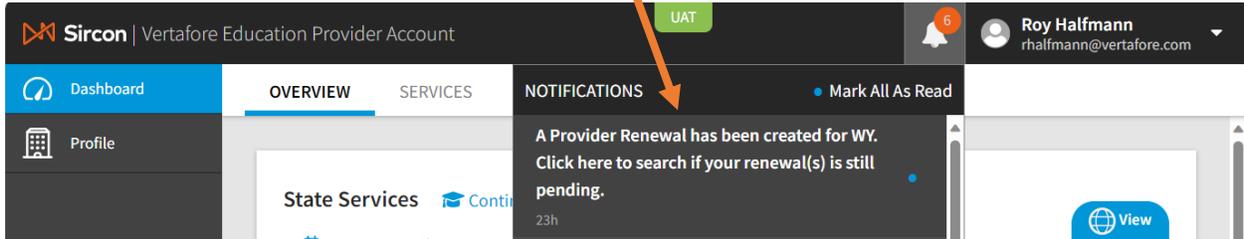

Clicking on the notification bell will display a list of all unread notifications.
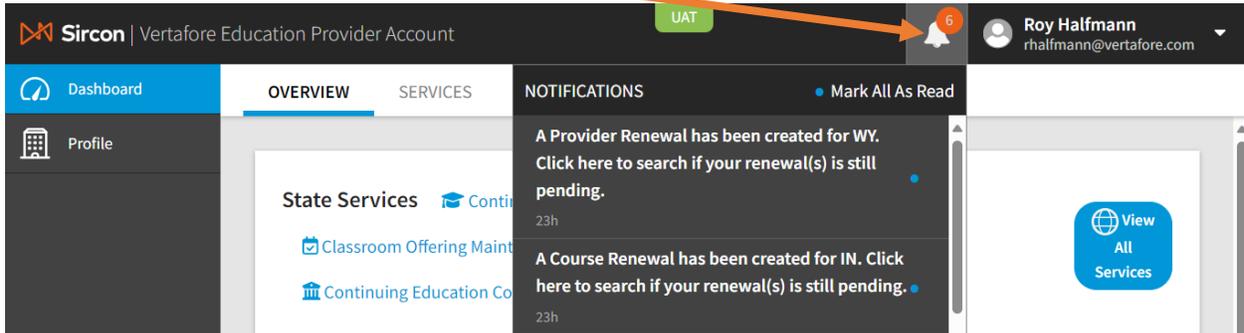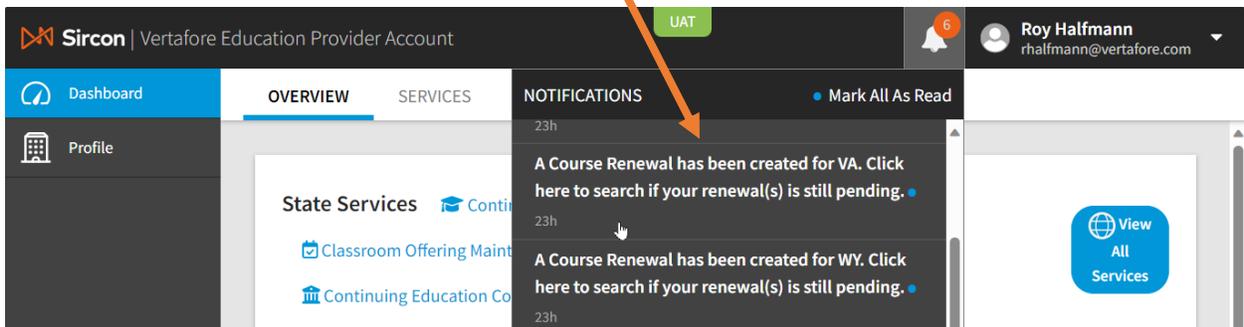
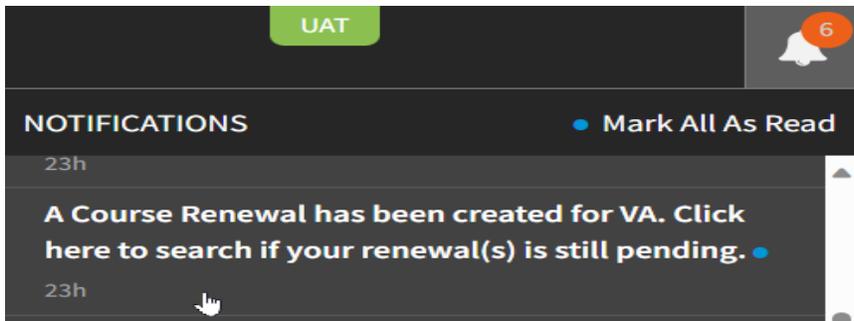# Provider Renewal and Course Renewal Notifications

Notifications are generated for Provider renewals,

and/or for Course renewals.

The notification text within the list is a link. When you click on the link, you will be navigated to the Provider renewal or Course renewal search page in Sircon for Providers.
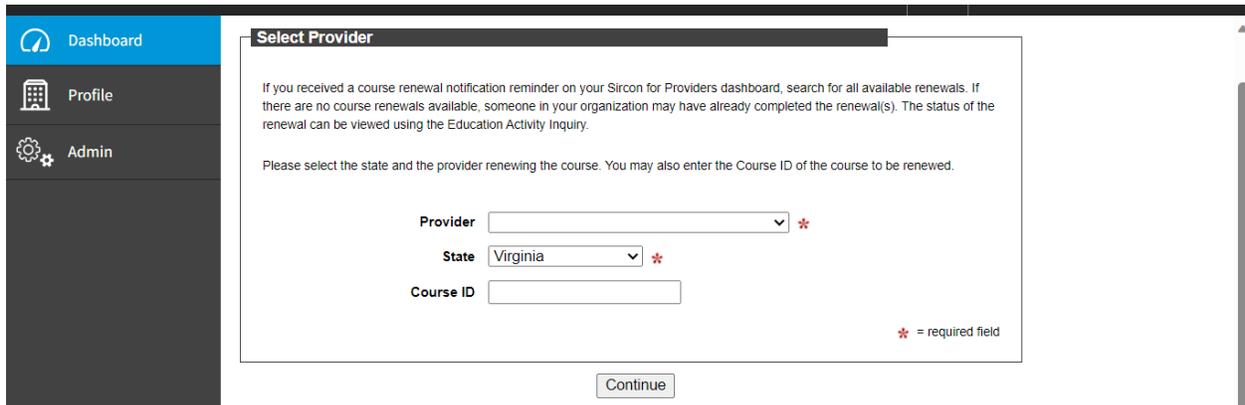
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Nothing has changed about the renewal process itself. Go ahead and process the renewal as you currently do.
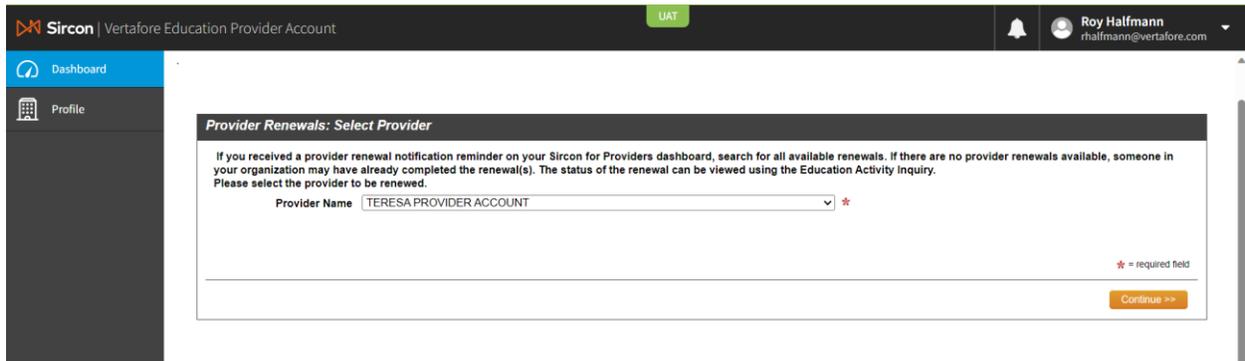
For course renewals, the Course Renewal search page will pre-populate the state based on the notification selected.

Course Renewal search page (with the notification state pre-selected)

Provider Renewal search page

What happens if there is no renewal when I search?

The notification bell tells you when a renewal has been generated by the state. Renewals may have already been processed by someone else in your organization before you click on the notification.

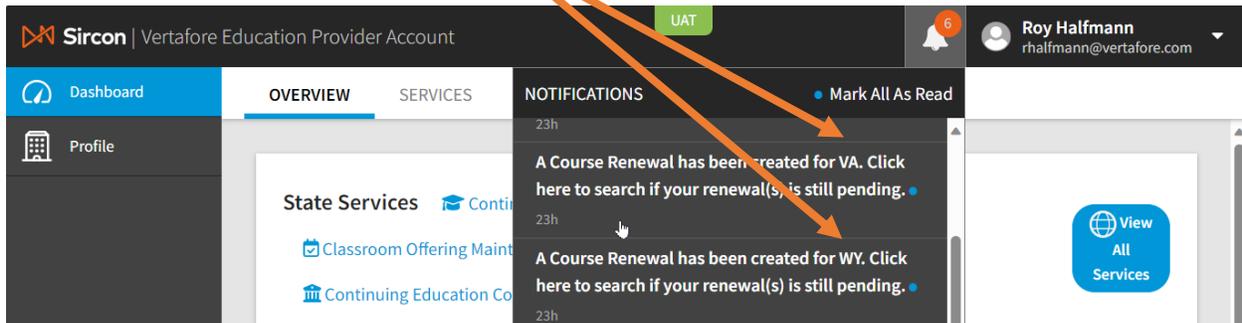# Provider Renewal and Course Renewal Notifications

How do I know when the notification was generated?

If there are multiple notifications, each one will display how long ago the notification was created. If it was today, you'd see how many hours ago.
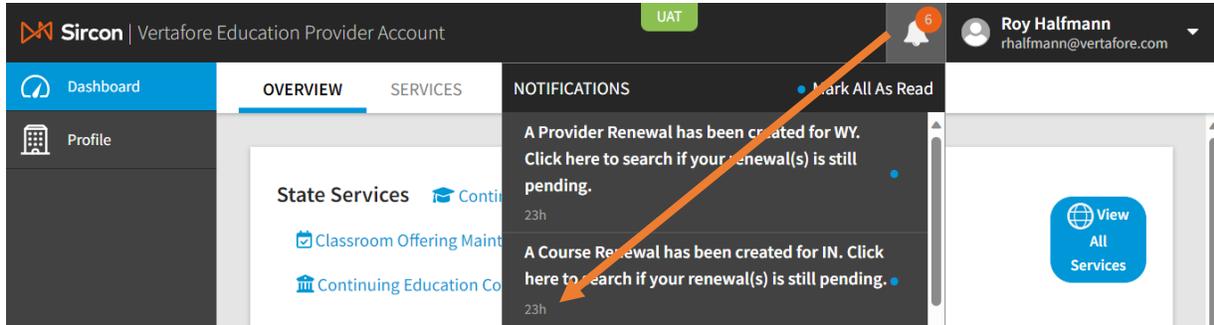
Which state is the renewal for?

Notifications will include the state abbreviation.

Note: *If there is more than one provider renewal or course renewal generated at the same time for a state for a given provider, only one notification message will display.*

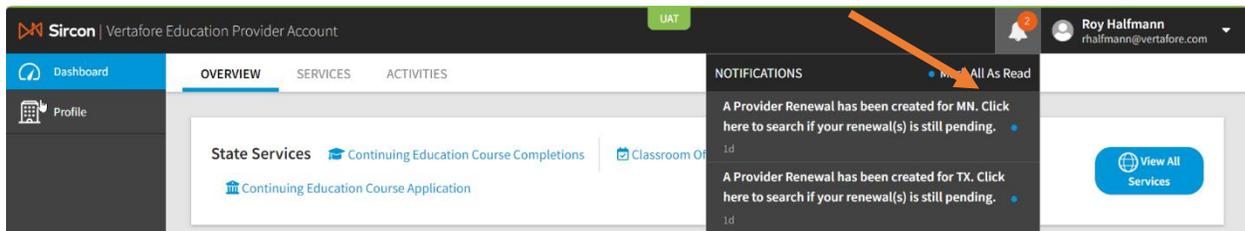# Provider Renewal and Course Renewal Notifications

Who gets renewal notifications?

Because your work processes may differ from other education providers, all users will see all notifications.

Users who do not process renewals can ignore the notification bell or periodically Mark All as Read. Marking your notifications as read will not impact the notification alerts for other users on your provider account.
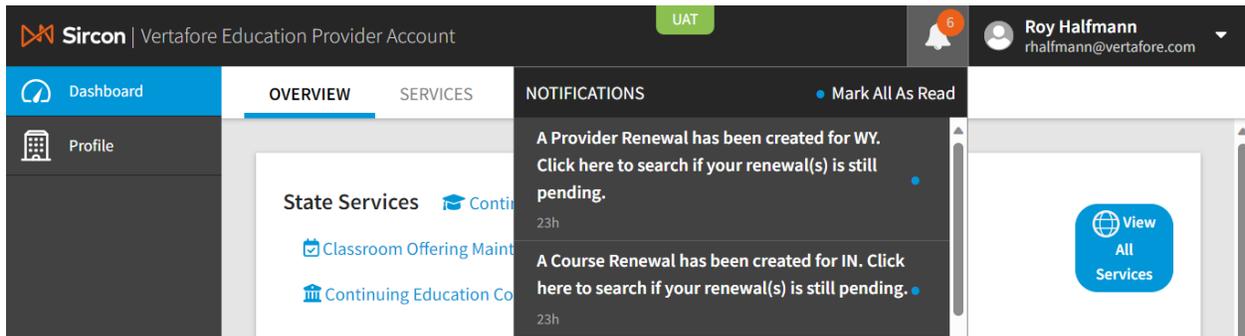
When you refresh the page, the notification bell count will update accordingly.

When you click the link to navigate to the appropriate renewal page, the notification will automatically be removed from the list.
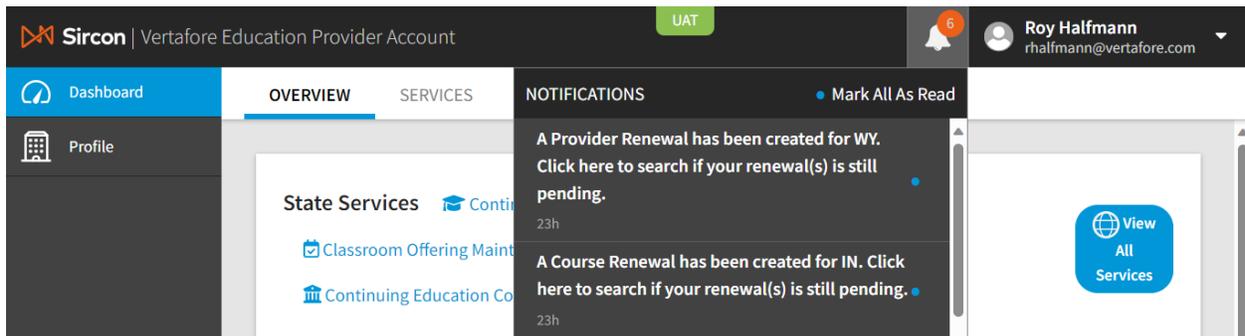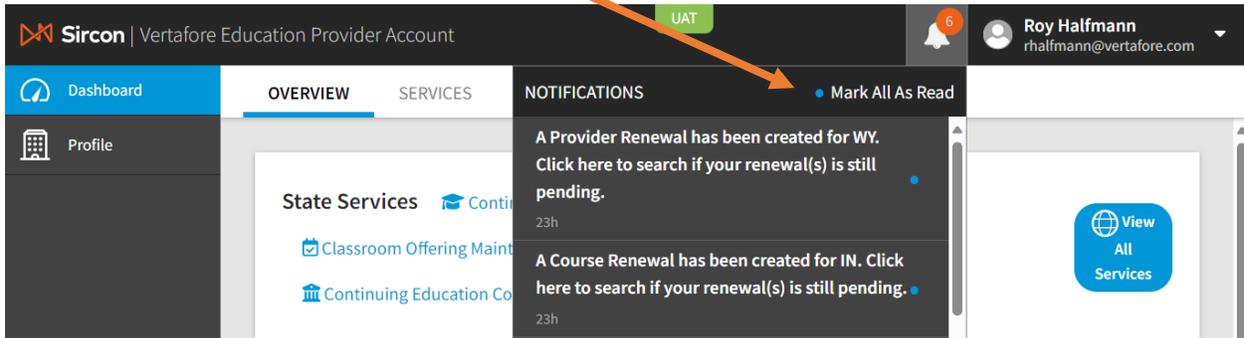
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How do I delete notifications?

If you do not need a specific notification, click on the blue dot next to that renewal. For example, if you are not responsible for Wyoming renewals, you can clear just that one.
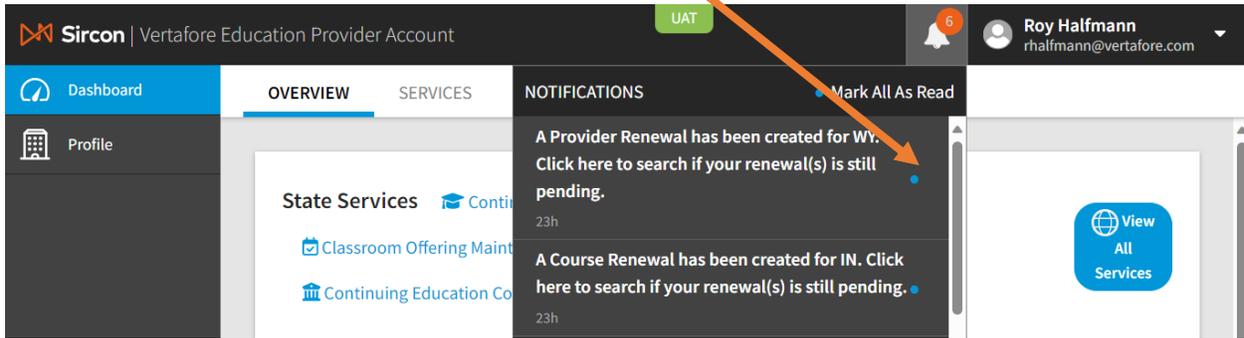
To clear all unread notifications, select the "Mark All as Read" option at the top of the Notifications box.

All done!

The notification bell will display without an orange circle when there are no unread notifications.