MyIntealth® Entity User Guide:
Certification Verification Service (CVS)

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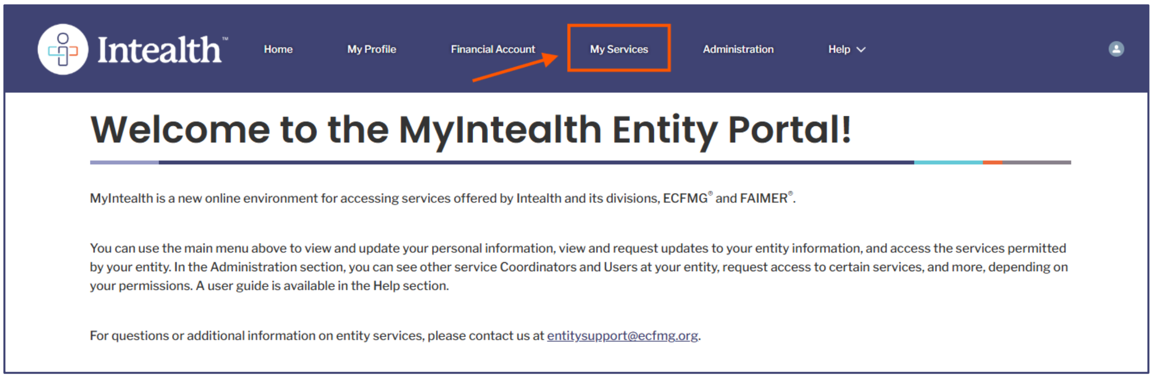
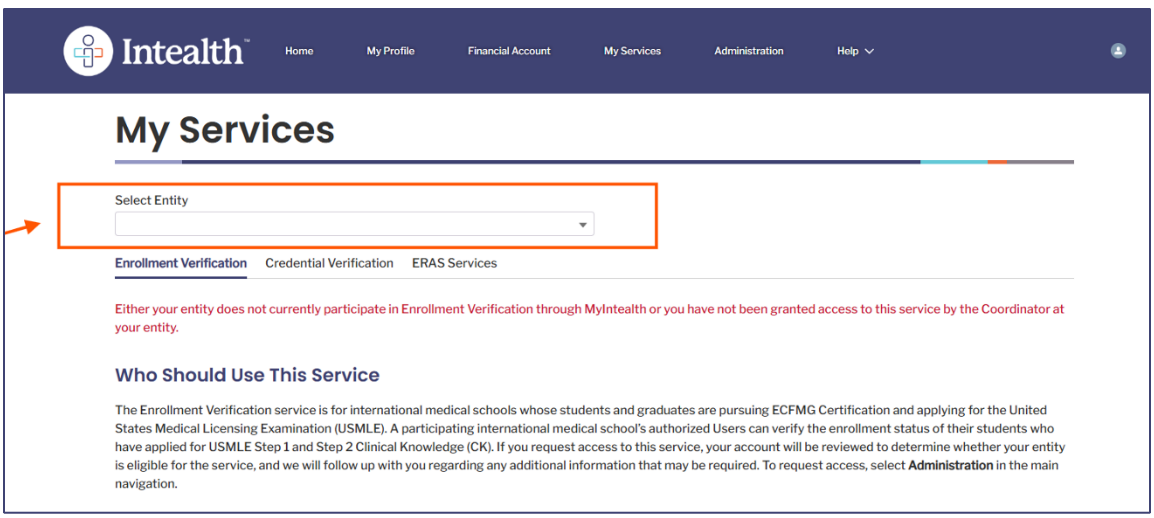
1 Certification Verification Service (CVS)

1.1 Navigating to CVS

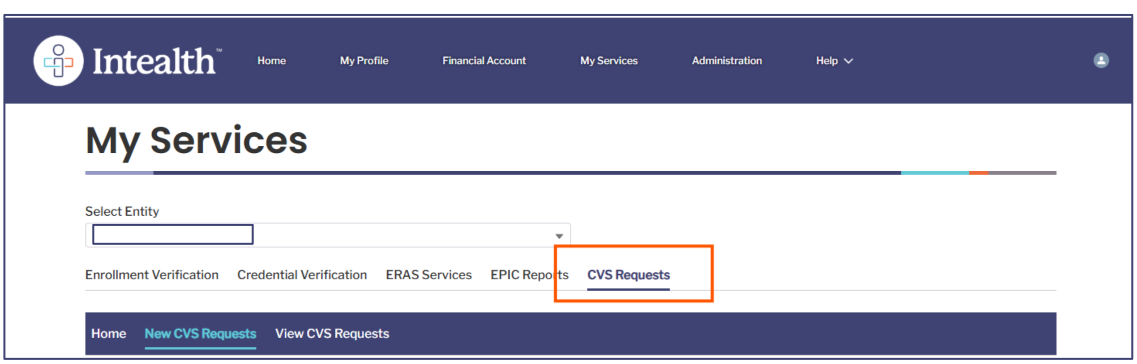
Step 1. Once you log in to the **MyIntealth Entity Portal**, click **My Services** in the main menu.



Step 2. On **My Services**, select the **Entity** that has access to CVS from the drop-down menu if your account is associated with more than one entity.



Step 3. Once you select the **Entity** that has access to CVS, click the **CVS Requests** tab.



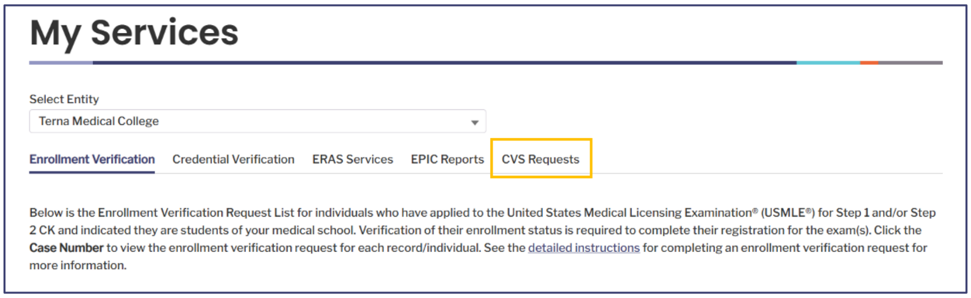
> ***Note:*** *The* ***MyIntealth Entity Portal*** *provides access to several services for different types of entities, including international medical schools. On* ***My Services****, you will see tabs for these services, such as* ***Enrollment Verification*** *and* ***Credential Verification****, even though your entity may not be eligible to use them. Please refer to the summary on screen for a description of the service.*

Step 4. To begin a new request for a CVS report, proceed to the Submit New CVS Requests section of this user guide.

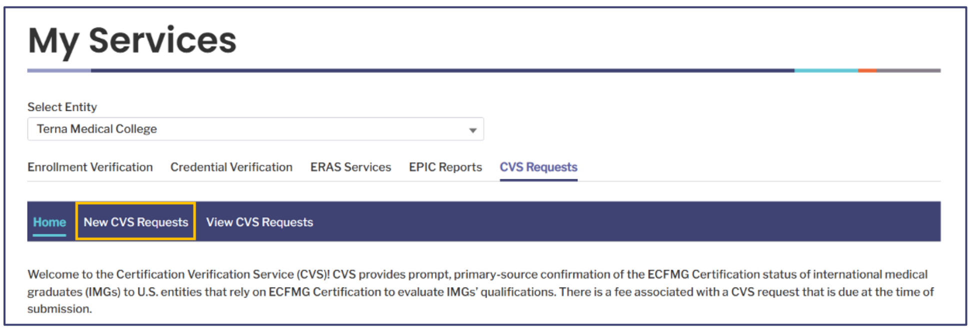
1.2 Submit New CVS Requests

Step 1. Log in to the **MyIntealth Entity Portal**. In the top banner, click **My Services**.

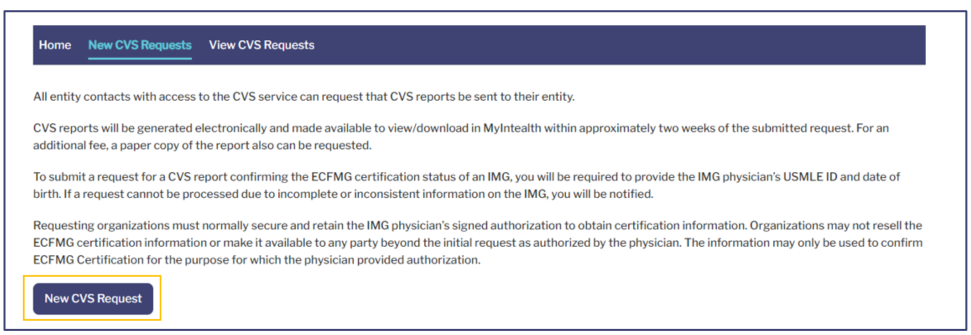
Step 2. Click the **CVS Requests** tab.



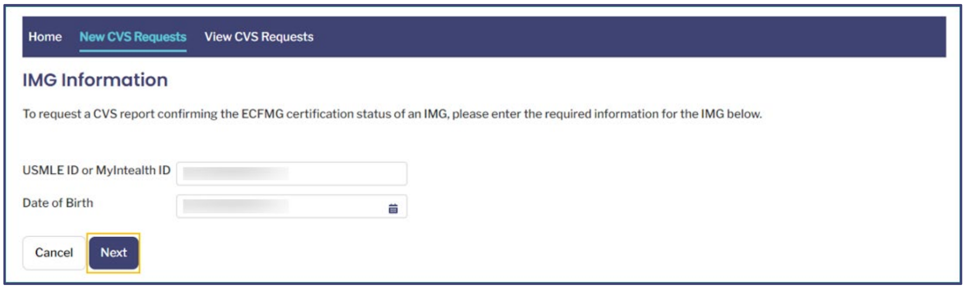
Step 3. Click the **New CVS Requests** tab in the blue banner.



Step 4. Click the **New CVS Request** button at the bottom of the screen.

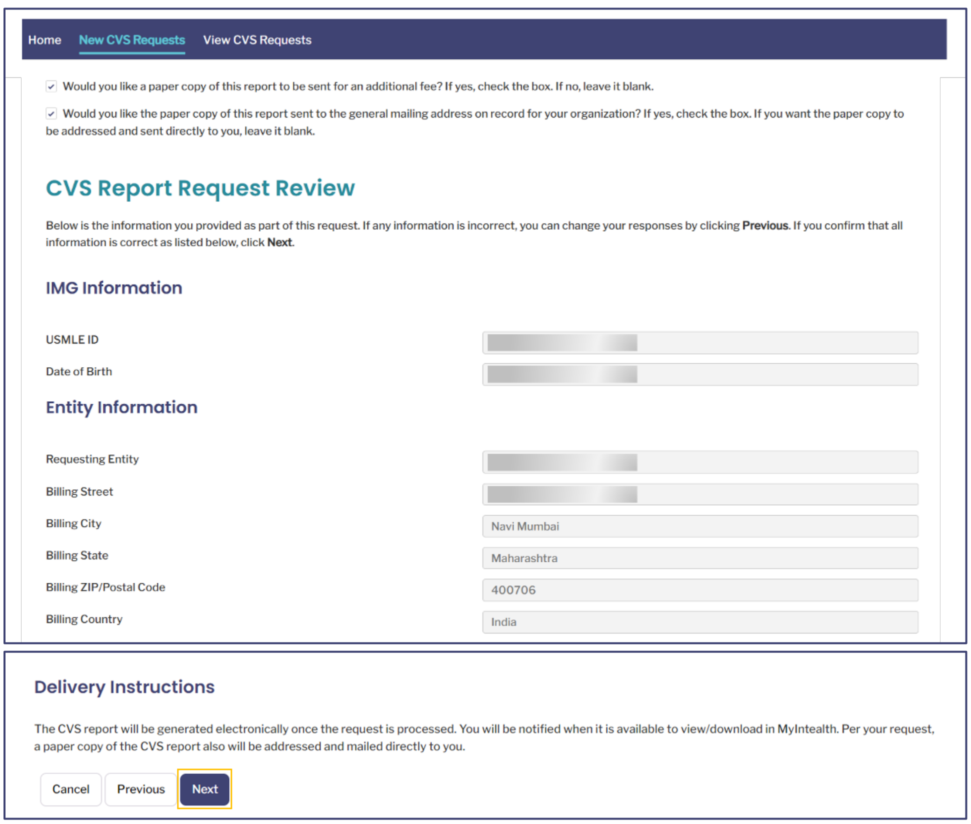


Step 5. In the **IMG Information** section, enter the **USMLE ID or MyIntealth ID** and **Date of Birth**.



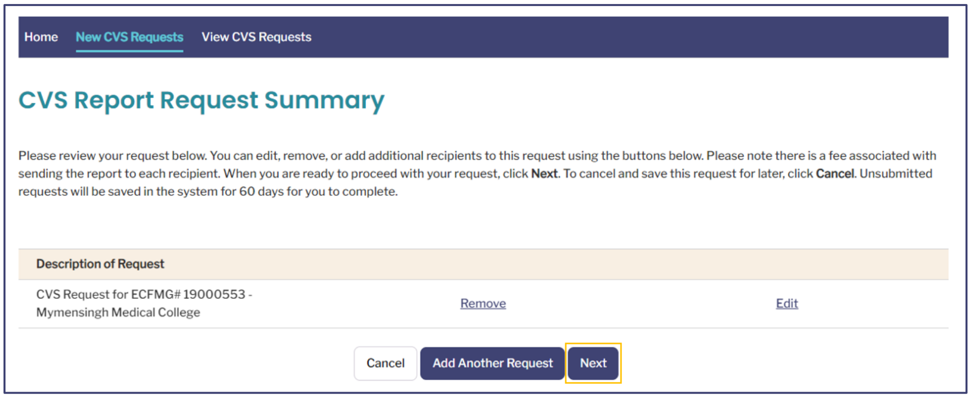
Step 6. Click **Next**.

Step 7. Review the information in the **CVS Report Request Review** section. Under the **Delivery Instructions**, click **Next**.



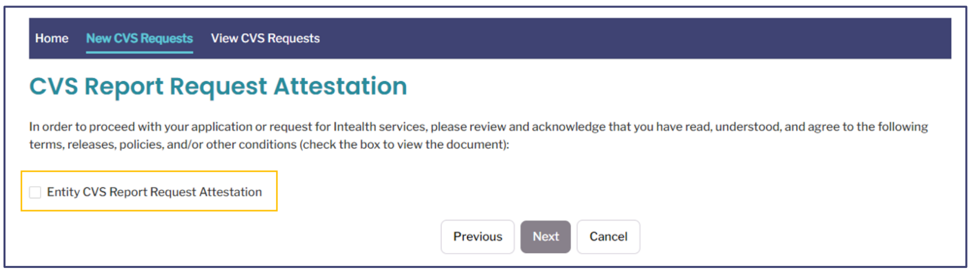
a. This page has the option to also request a paper copy of this report.

Step 8. The request is now available for review on the **CVS Status Report Request Summary** page. Once ready, click **Next**.

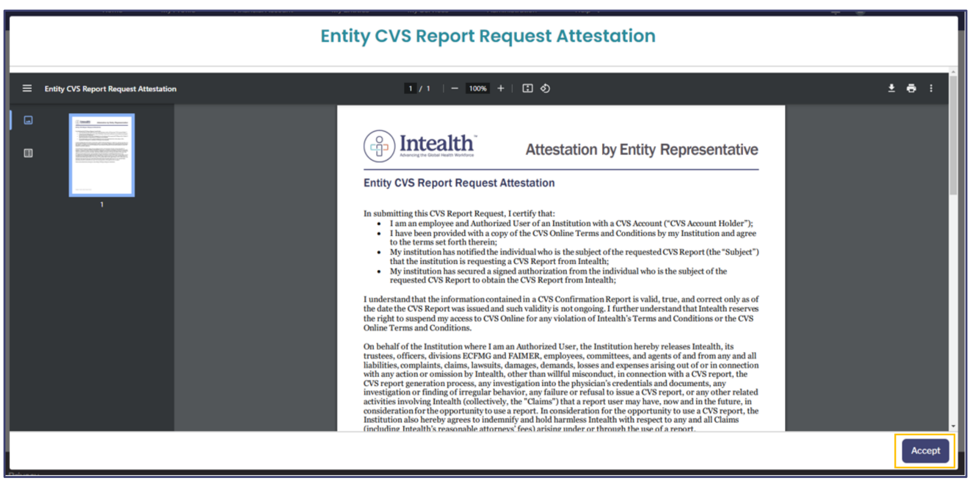


a. From this page, you can **Remove** or **Edit** the current request, as well as **Add Another Request**.

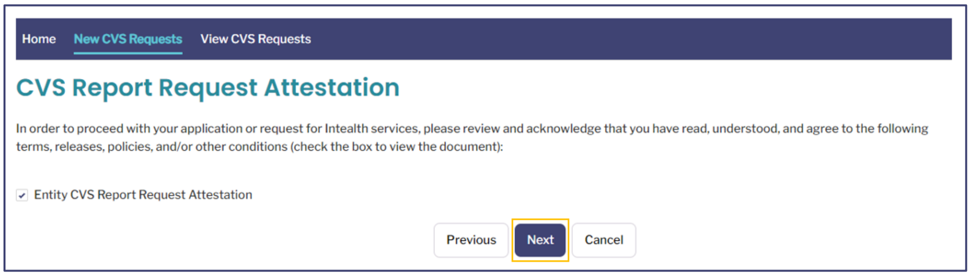
Step 9. Review the **CVS Report Request Attestation** section, and click the **Entity CVS Report Request Attestation** checkbox.



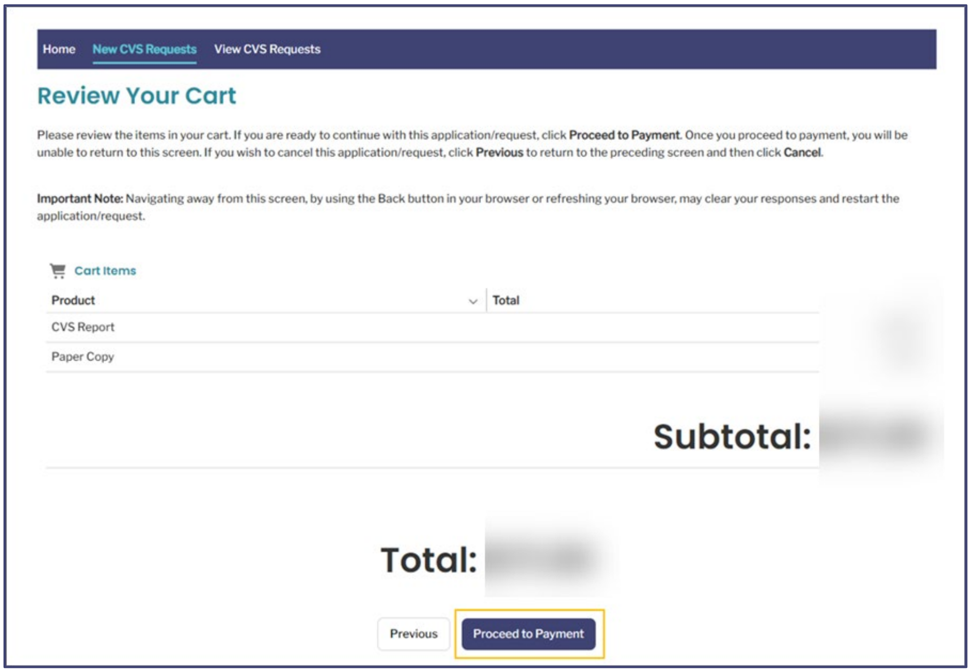
Step 10. The **Entity CVS Report Request Attestation** pop-up appears. Review the information, and click **Accept**.



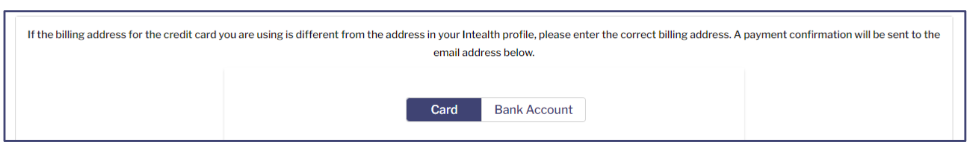
Step 11. Click **Next**.

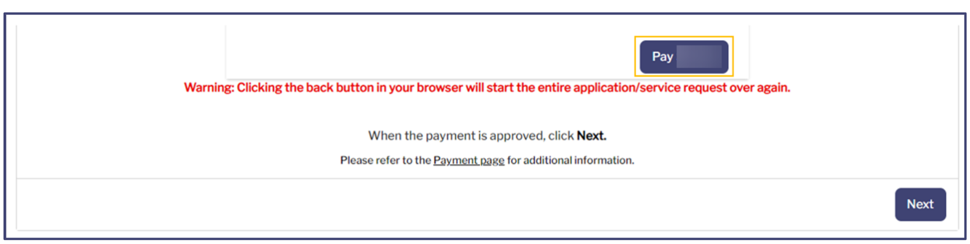


Step 12. The **Review Your Cart** page appears. Click **Proceed to Payment**.

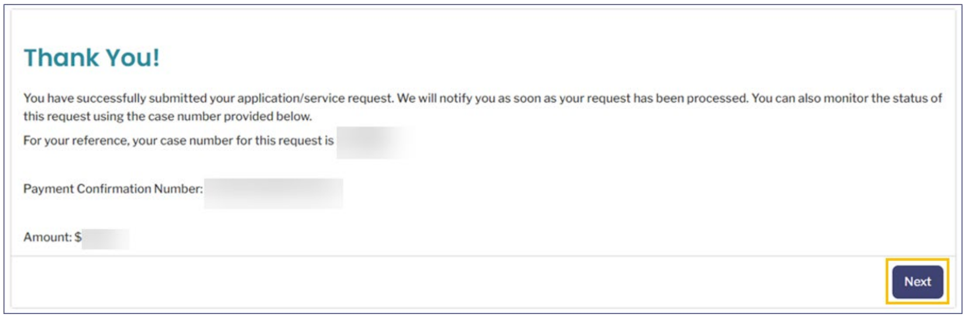


Step 13. Complete the subsequent **Billing Address** and **Payment Info** sections and click **Pay**.



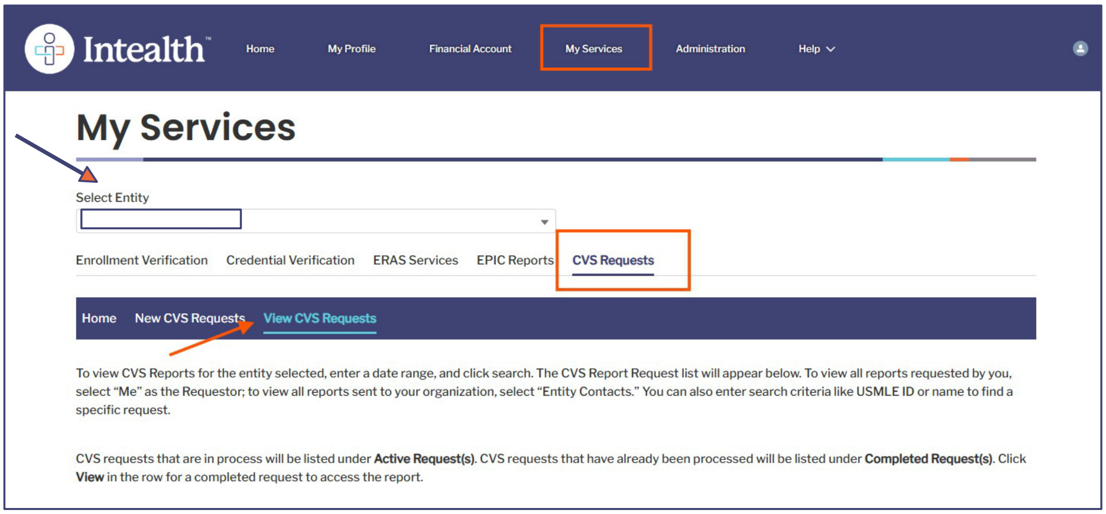


Step 14. A **Thank You!** notification appears with the **Case Number** for your request. Click **Next** to return to the **MyIntealth Entity Portal** home page.

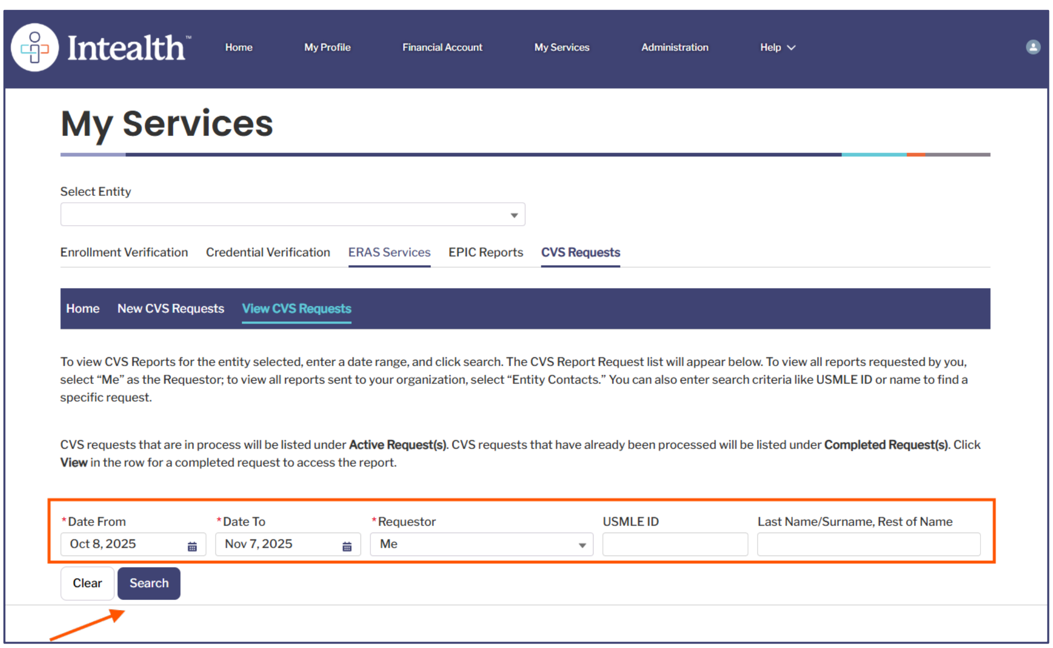


1.3 Search for CVS Reports

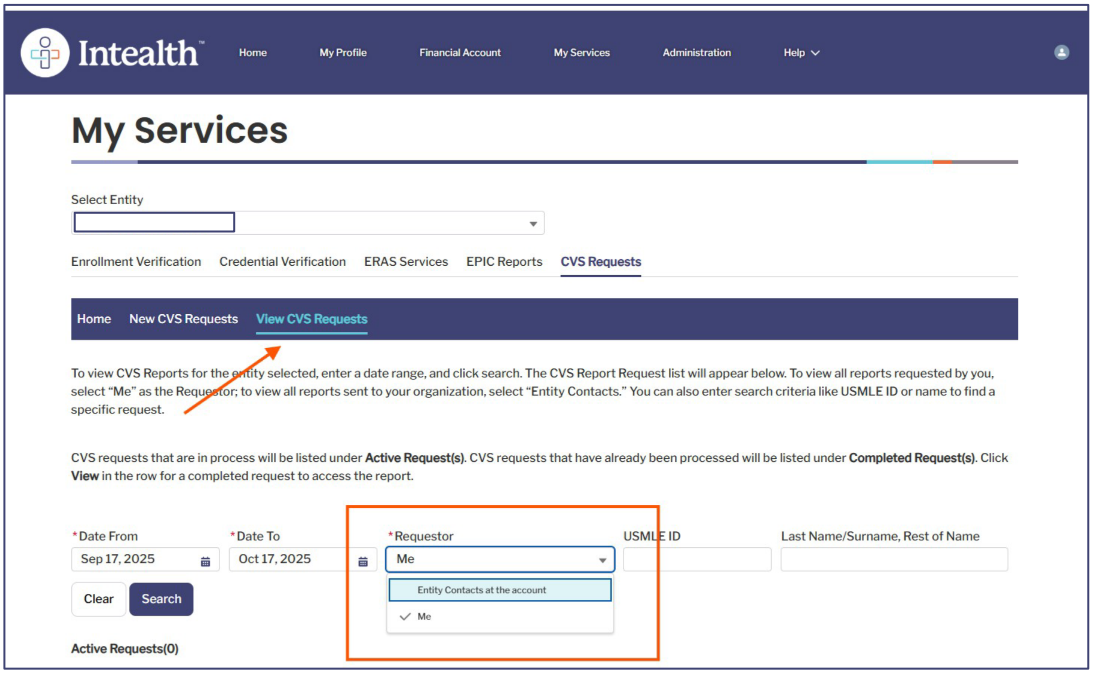
Step 1. To search for CVS reports that have been issued to you or your organization, click **My Services** in the main menu, select the **Entity** that has access to CVS from the drop-down menu if your account is associated with more than one entity, click the **CVS Requests** tab, and then click the **View CVS Requests** sub-tab.



Step 2. Enter the desired search criteria, and then click the **Search** button to view reports.



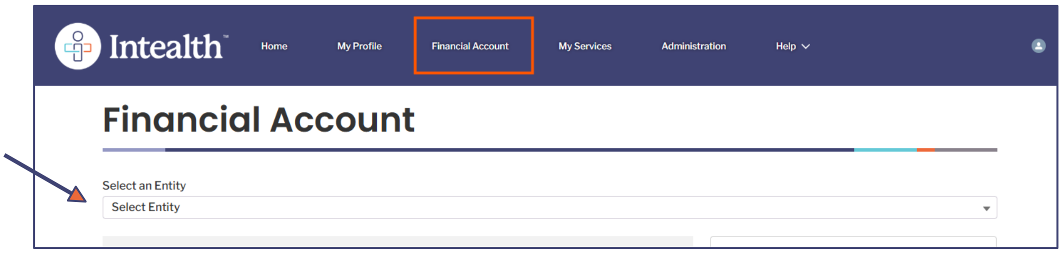
Step 3. The system defaults to show reports issued to you. To search and view reports issued to other contacts at your organization, select **"Entity Contacts at the account"** from the drop-down menu under **Requestor**.



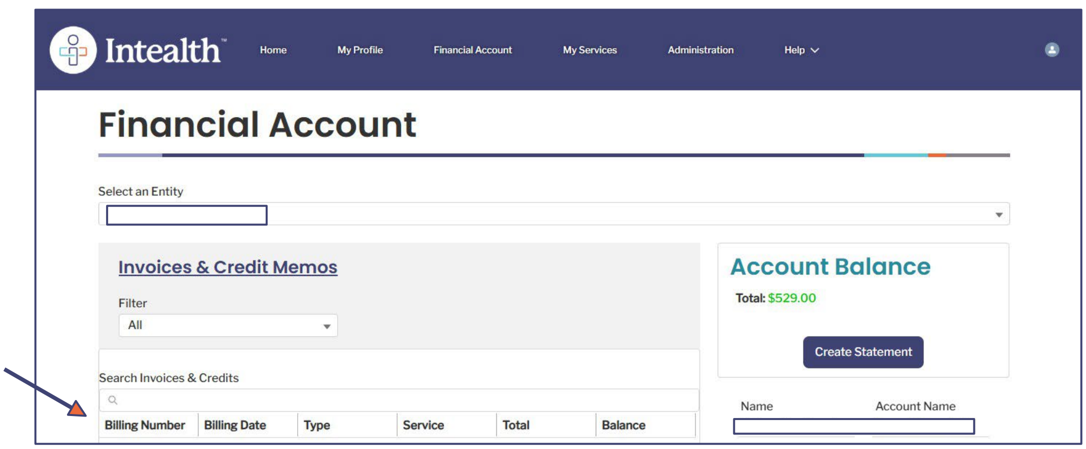
1.4 Access Your Financial Activity in the Entity's Financial Account

Step 1. If you are the MyIntealth Coordinator for the CVS service, you can view your financial activity for the entity on the **Financial Account** screen. Select the **Entity** from the drop-down menu to view your activity.

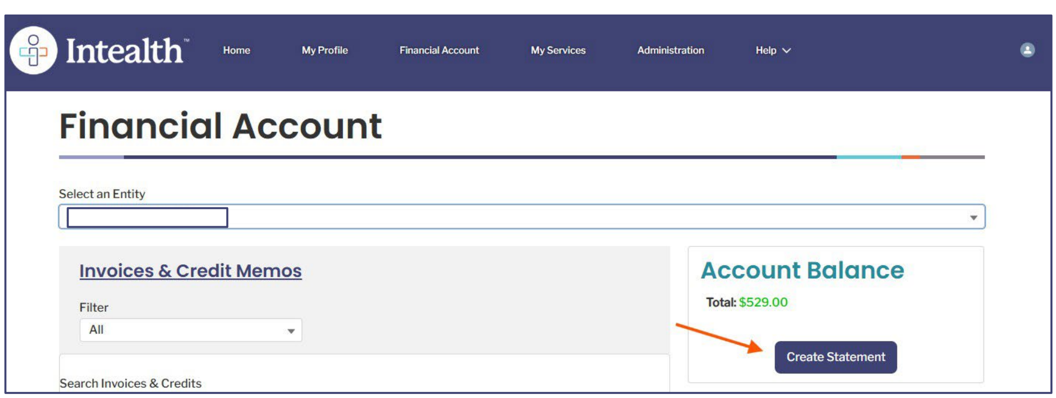
> ***Note:*** *If you are not the MyIntealth Coordinator for the CVS service for an entity, you will not see any information on the* ***Financial Account*** *screen.*



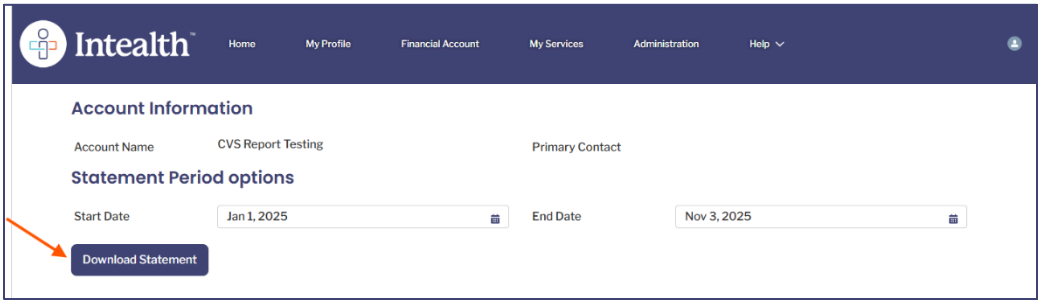
Step 2. Once the entity is selected, your financial activity for that entity will be visible. Click the **Billing Number** to see additional details.



Step 3. To create a downloadable PDF statement of your financial activity, click the **Create Statement** button under the **Account Balance** section of the **Financial Account** screen.

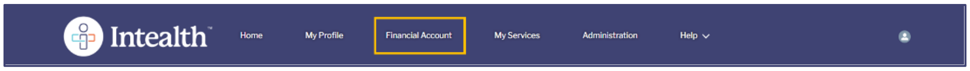


Step 4. On the **Account Information** screen, enter a **date range** for the statement period of your financial activity that you would like to view, and then click the **Download Statement** button.

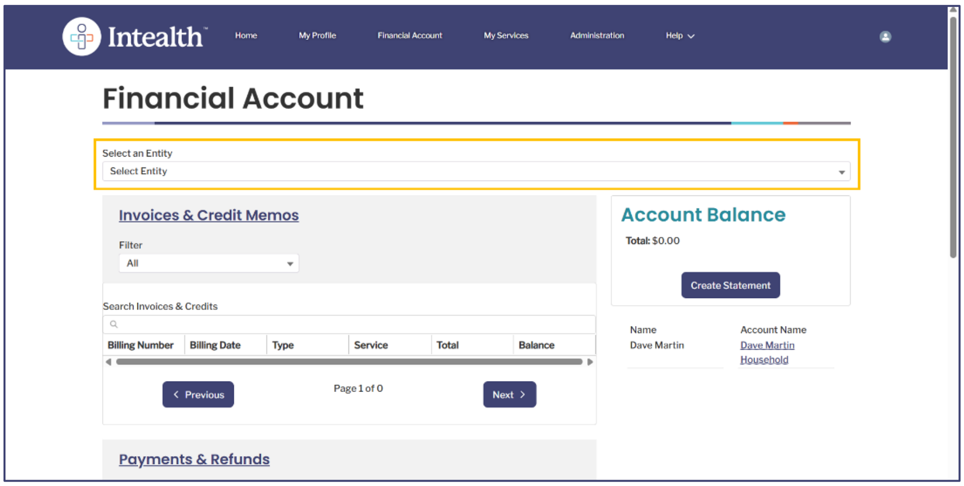


1.5 Add Funds to a Financial Account

Step 1. From the **MyIntealth Entity Portal** homepage, in the top banner, click **Financial Account**.

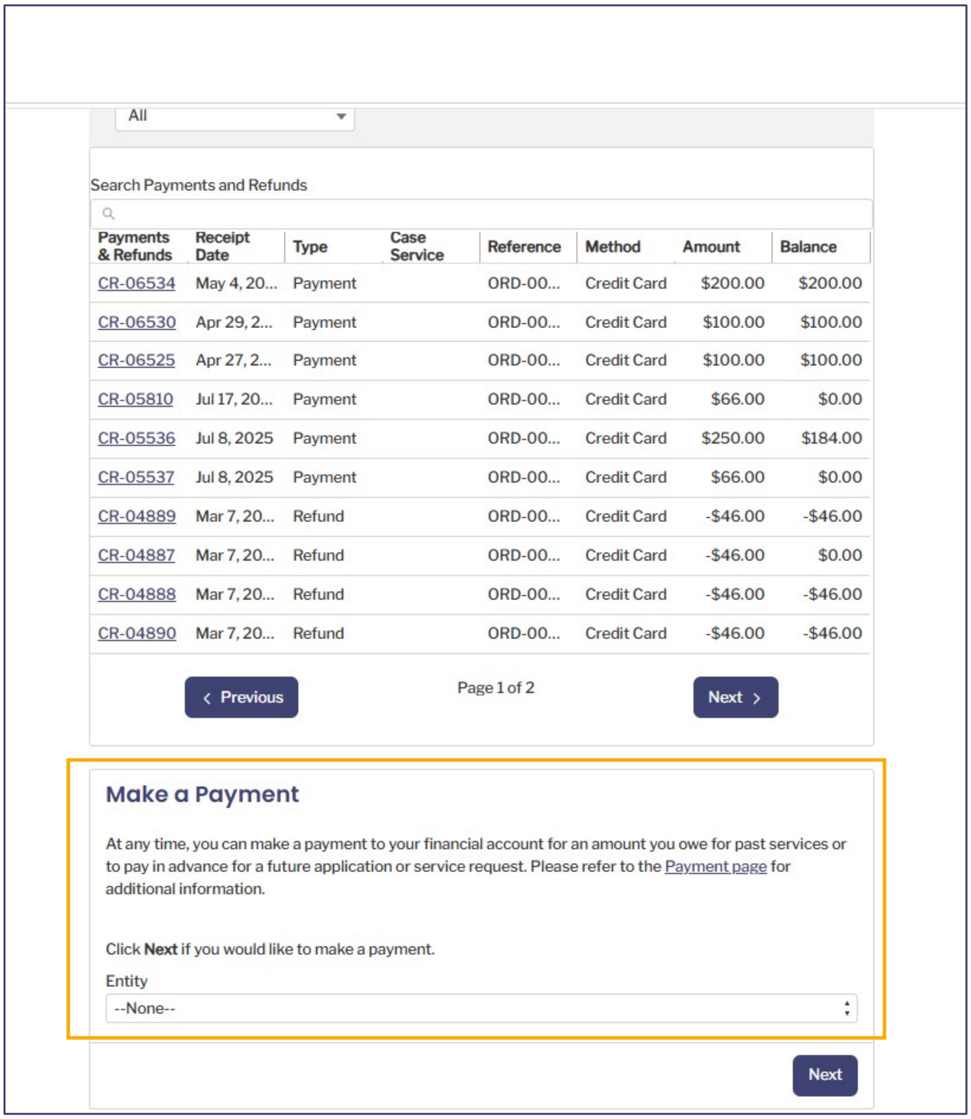


Step 2. The **Financial Account** page appears. **Select an Entity** from the drop-down menu.



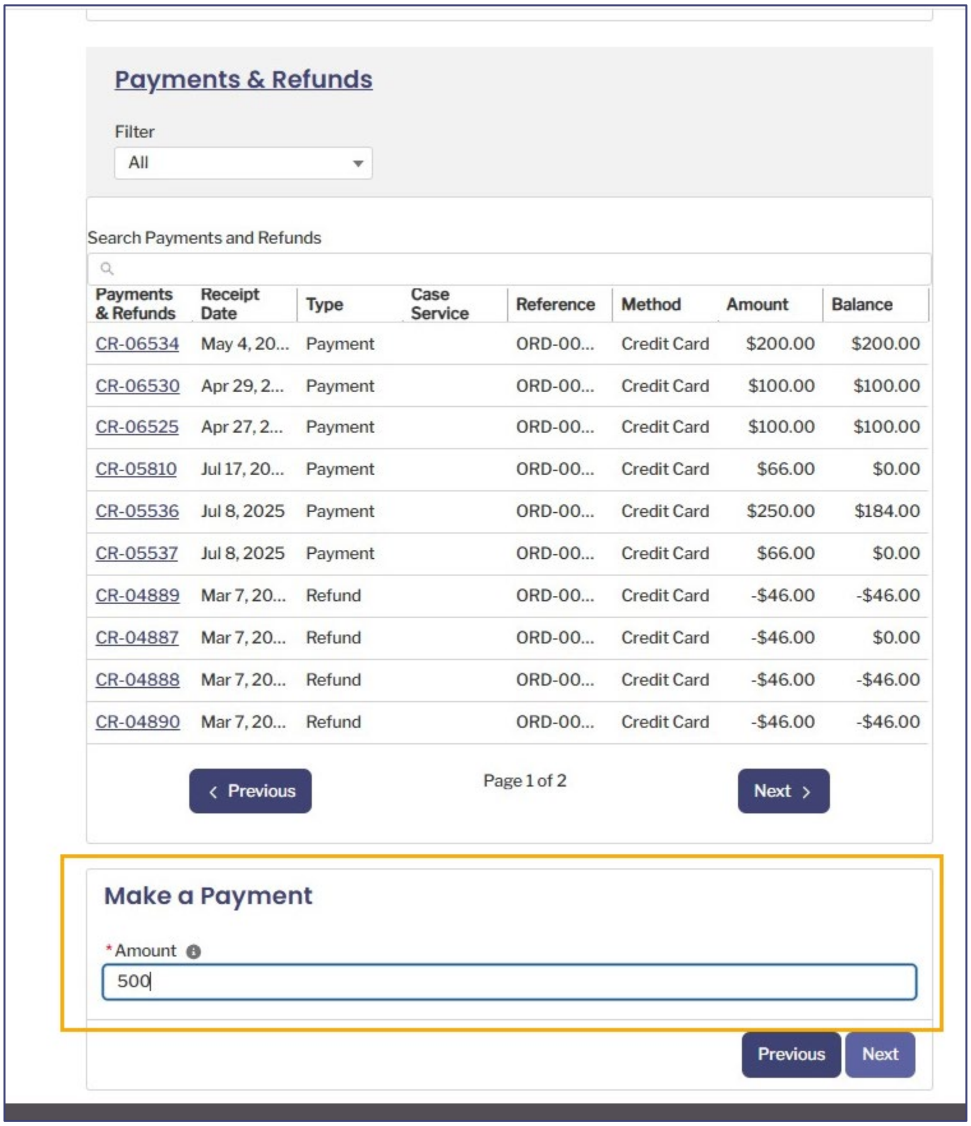
> ***Note:*** *Once selected, a list of past* ***Payments & Refunds*** *appear for reference.*

Step 3. Under the **Make a Payment** section, select an **Entity** from the drop-down menu.

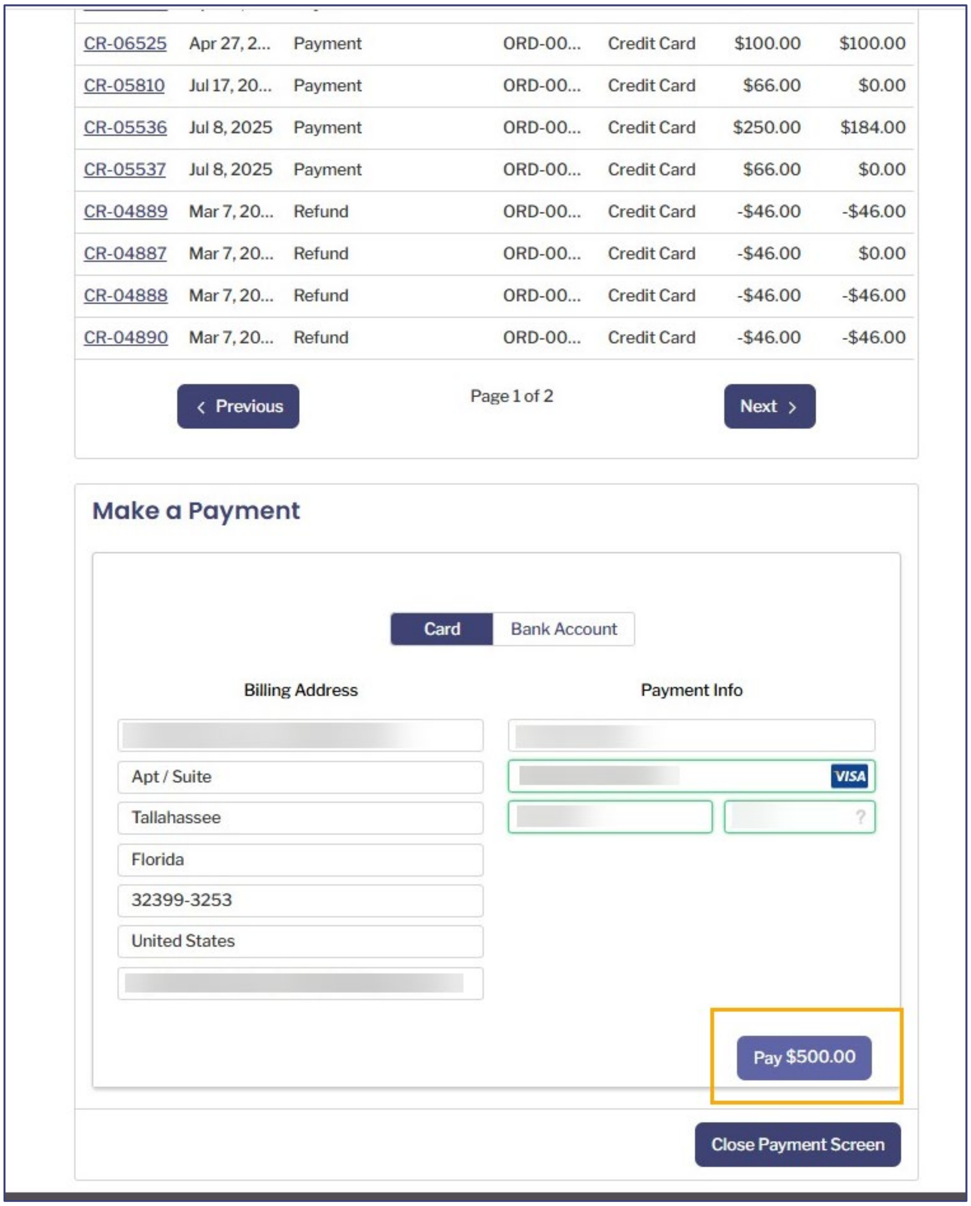


Step 4. Click **Next**.

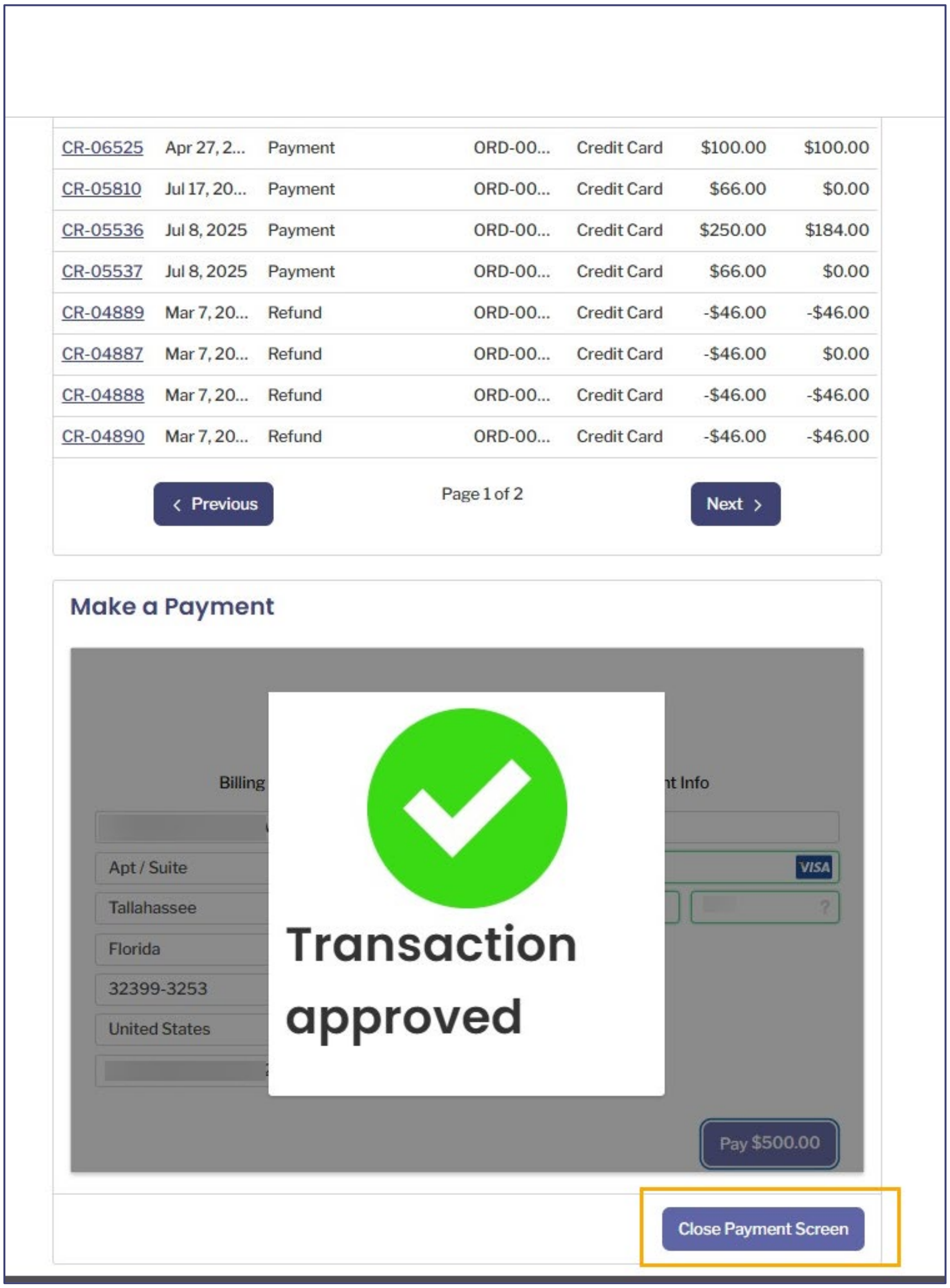
Step 5. Enter an **Amount**, and click **Next**.



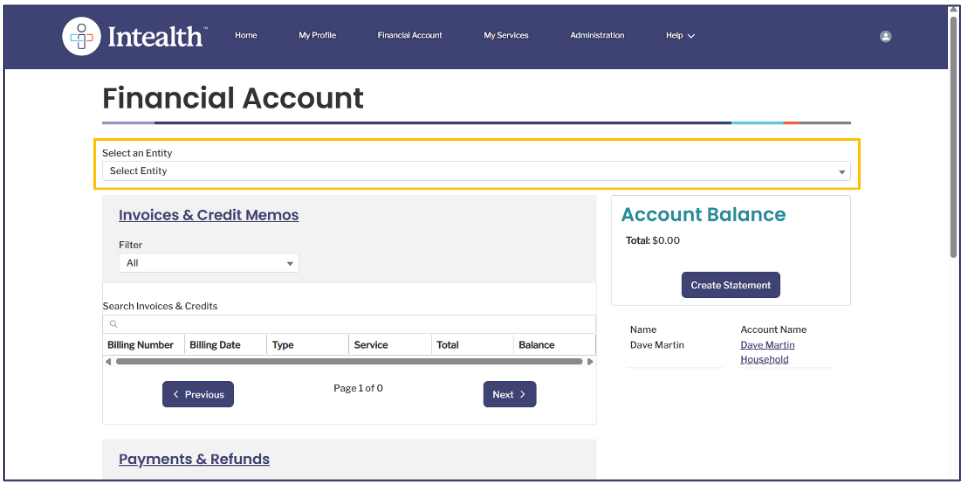
Step 6. Complete the subsequent **Billing Address** and **Payment Info** sections, and click **Pay**.



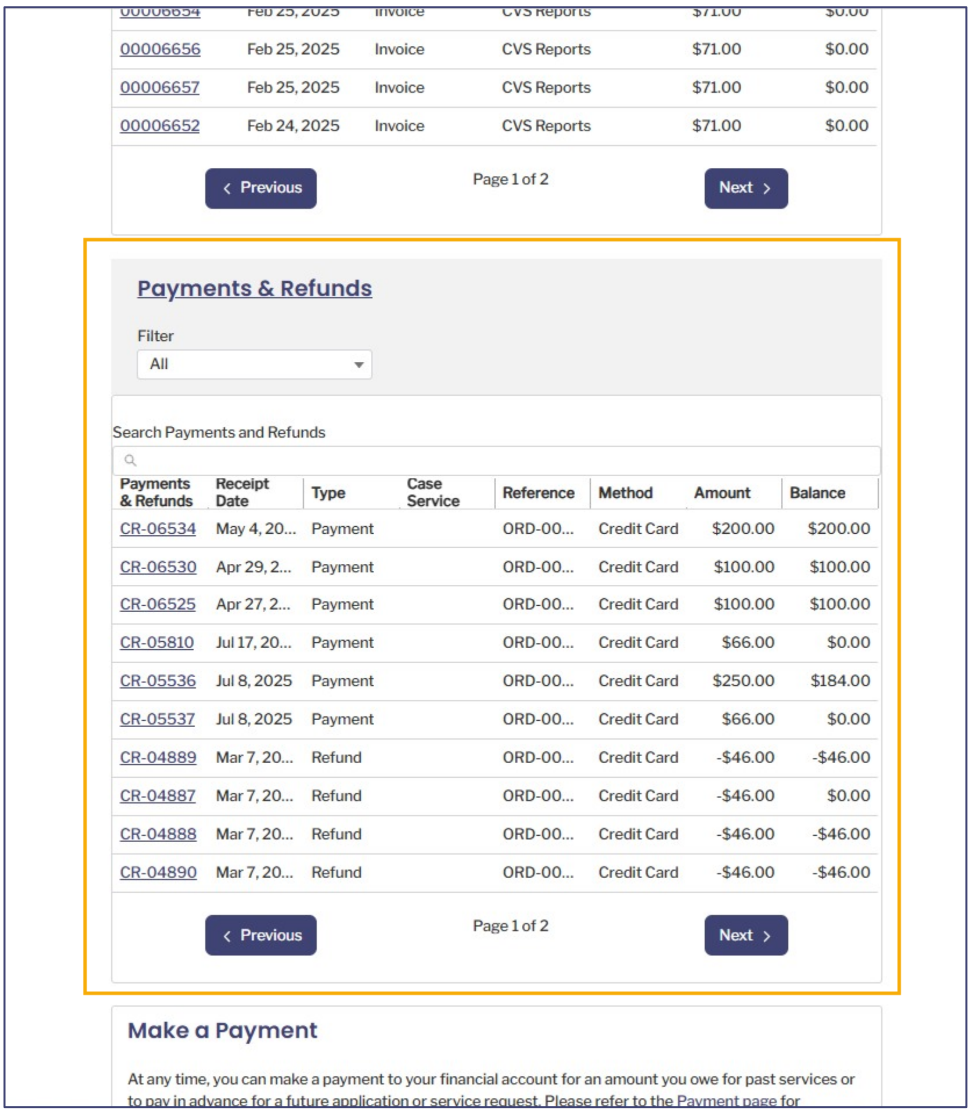
Step 7. A **Transaction approved** notification appears. Click **Close Payment Screen**.



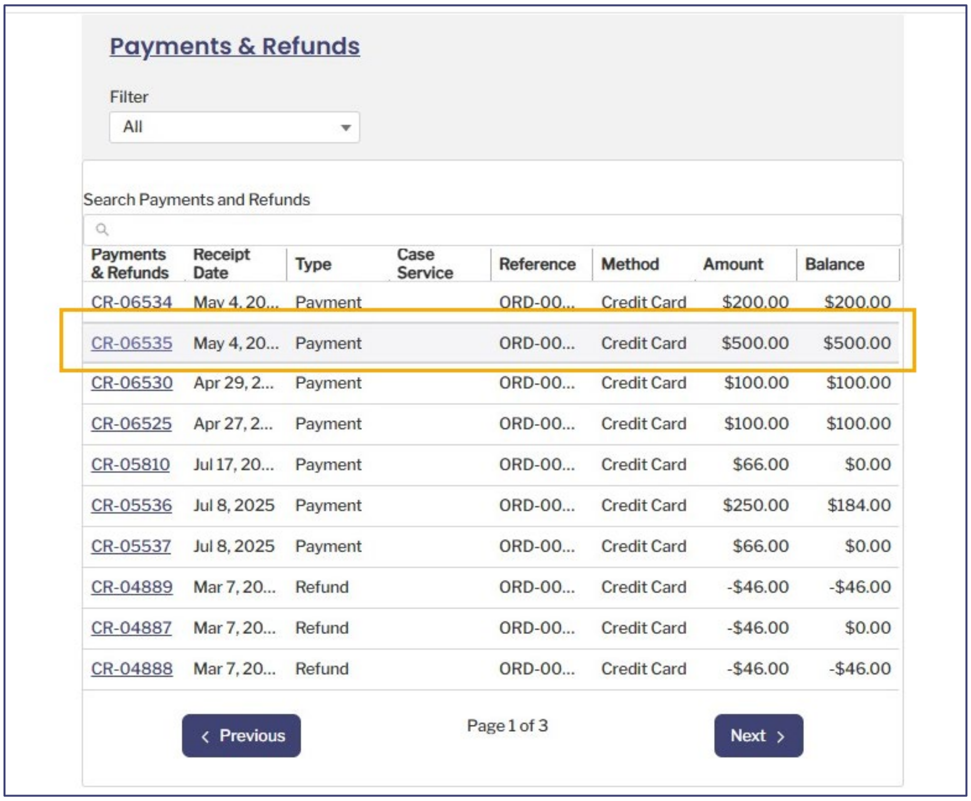
Step 8. To verify the transaction is complete, return to the **Financial Account** page, and select the **Entity** from the drop-down menu.



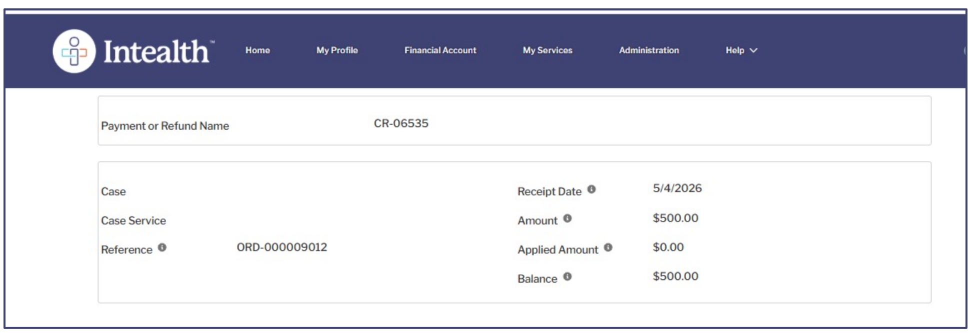
Step 9. Once the **Entity** has been selected, review the **Payments & Refunds** section.



Step 10. Identify and click the recent payment case.

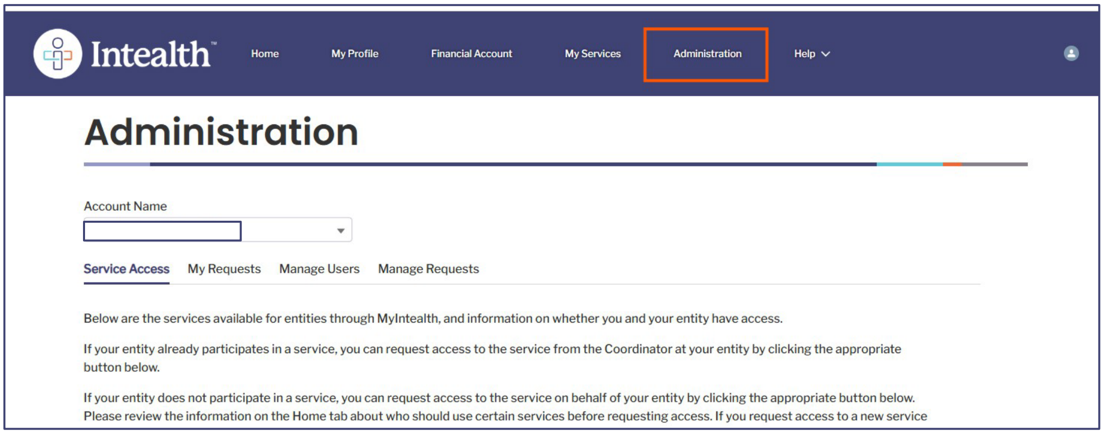


Step 11. The payment case details appear for reference.



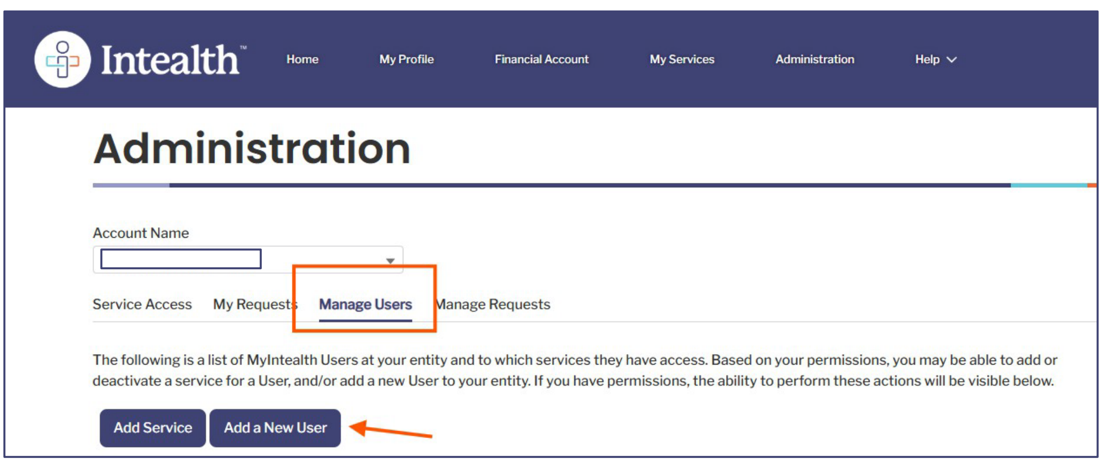
1.6 Add New Authorized Users to Your Entity Account

Step 1. If you are the MyIntealth Coordinator for the CVS service for your entity, you can request to add new Authorized Users with access to CVS to your entity account. To add a new user, select **Administration** from the main menu.



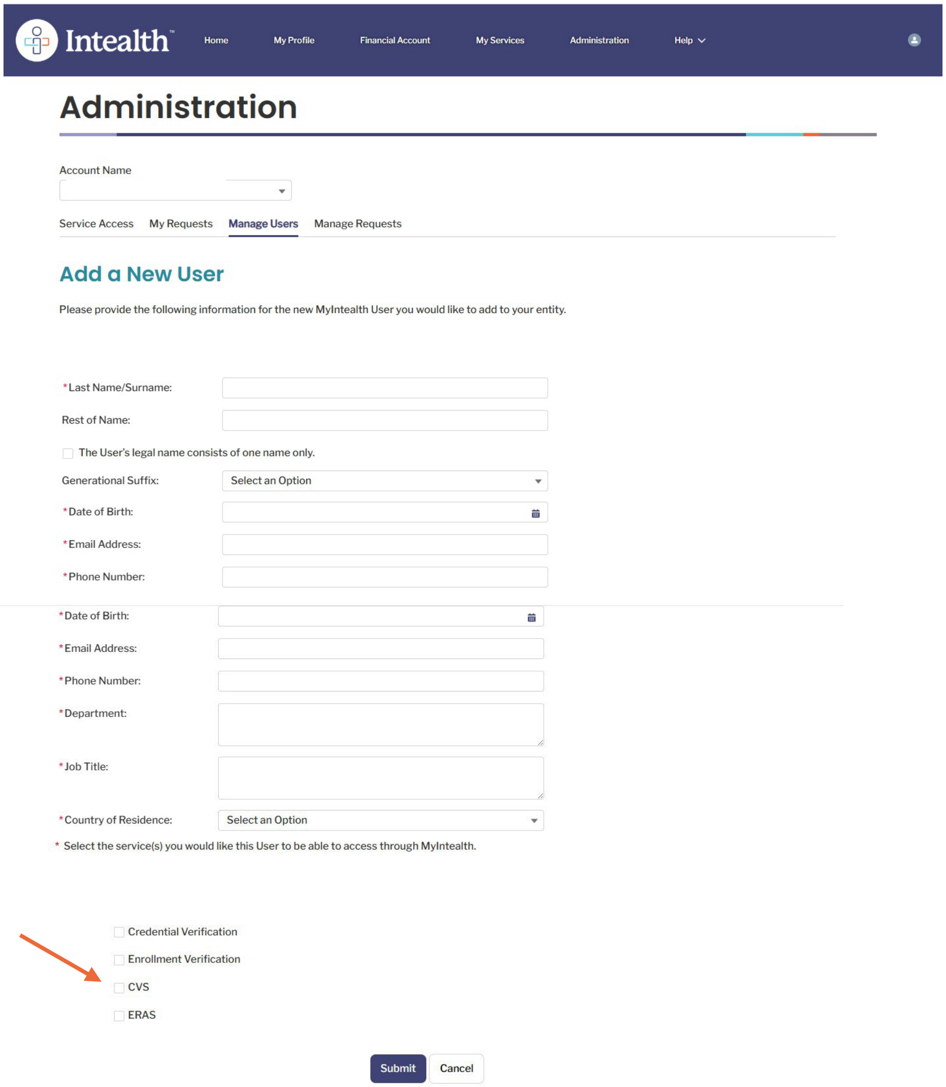
Step 2. On the **Administration** screen, select **Manage Users**, and then click the **Add a New User** button.

> ***Note:*** *If you do not see the* ***Add a New User*** *button, you need to contact the MyIntealth Coordinator for the CVS service at your entity and have them add the new user.*

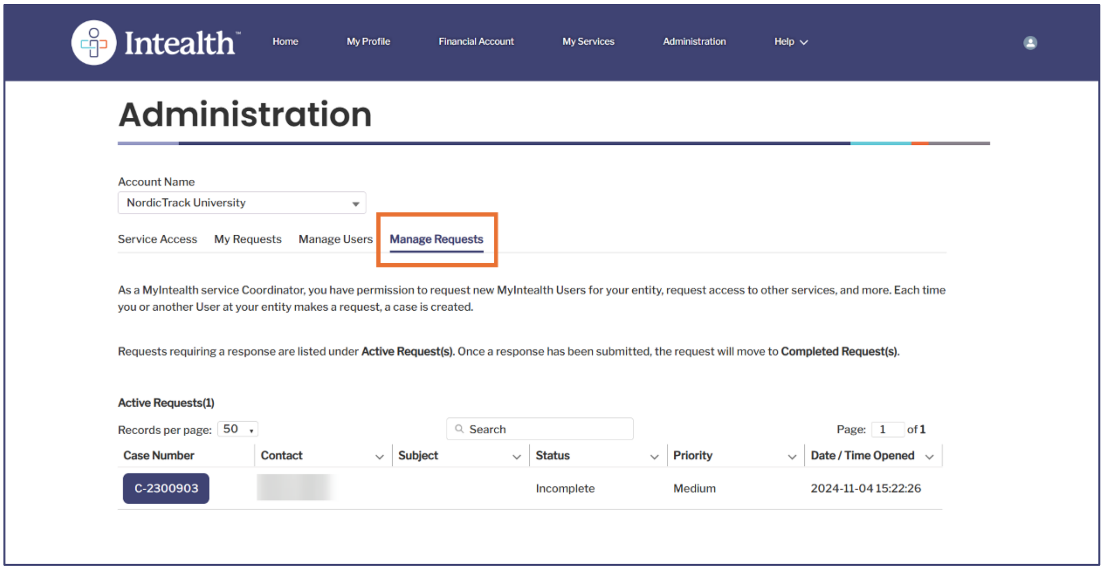


Step 3. Enter the required information for the new user, select **CVS** as the service you want the user to access, and click **Submit**.

> ***Note:*** *Once your request is submitted, it will be reviewed and processed by Intealth staff.*



Step 4. To monitor the status of your requests, click the **Manage Requests** tab.



1.7 View and Request Service Access

Step 1. On the **Administration** screen, click the **Service Access** tab to view the services to which your entity has access and to request access to new services. Select your **entity name** from the **Account Name** drop-down to see your information.

> ***Note:*** *If you request access to a new service on behalf of your entity, your account will be reviewed to determine whether your entity is eligible for the service, and we will follow up with you regarding any additional information that may be required.*