



RHFAC Registry

New Registry FAQs

<https://Registry.RickHansen.com>

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Common Questions

When will the new RHFAC Registry be available?

The new RHFAC Registry will be available on January 15, 2024.

The last day to enter data in the current system is November 30, 2023.

Will I have to create a new password?

Yes. An email will be sent to the email attached to your existing account with a link to create a new password on January 15, 2024.

What if I don't receive the email to create a new password?

The email may be filtered into your junk folder.

For support email registry@rickhansen.com.

Will all Site ratings be transferred over?

All adjudicated ratings will be transferred to the new RHFAC Registry.

Can I still use RHFAC v3.0?

All existing ratings moved to the new Registry will continue to use RHFAC V3.0 with an option to upgrade to RHFAC V4.0. Ratings registered after June 30, 2024, will use RHFAC V4.0.

Is the new RHFAC Registry accessible?

The new RHFAC Registry has been tested extensively for accessibility. If you identify any accessibility concerns or require support, email registry@rickhansen.com.

I have a suggestion, where can I share?

We are continually striving to maximize the user experience of the new RHFAC Registry. Please share your feedback to registry@rickhansen.com.

FAQs for clients

What's new in the RHFAC Registry?

- Interactive Rating Survey: The RHFAC Rating Survey can be viewed and edited by both Clients and RHFAC Professionals. Feature explanations and design tips are included.
- Register Sites right away when you create a new Organization.
- Easier navigation.
- Real time scoring and category summary.
- Export Rating Survey data to CSV.
- Invite and promote Users to the Organization account.
- Access to a celebration package.

Will I get charged for Site ratings moved to the RHFAC Registry?

No. You will not be charged for any existing ratings that have been paid for in the previous system. If you have not yet paid for the rating, you will be charged when your rating is submitted for adjudication.

Will there be support available for Users before the new platform is launched?

Yes. A new user guide will be available with supporting videos. For Registry related questions and support, email registry@rickhansen.com. A help form will be available directly from the Registry.

I don't see the RHFAC Professional I want to work with listed in the RHFAC Registry.

Only active RHFAC Professionals in good standing are listed in the RHFAC Registry.

My rating was listed publicly, will it still be listed on the public pages in the new RHFAC Registry?

Yes. All active ratings previously listed on the public facing pages will remain unless you chose to log into your account and unpublish the rating.

FAQs for RHFAC Professionals

What's new in the RHFAC Registry?

The new RHFAC Registry has been redesigned to provide a smoother experience.

Key changes include:

- Interactive rating survey: The RHFAC Rating Survey can be viewed and edited by both Clients and RHFAC Professionals.
- RHFAC Professionals can lock the survey.
- Easier navigation.
- Summary page for missed sections.
- Summary page for Adjudicator change requests.
- Real time scoring.
- Easier image upload.
- New feature description box to differentiate between comments.
- Minimum and maximum score requirements included.
- Option to decline a rating.

Once the new RHFAC Registry is available, will I still have access to the CSA site for in progress ratings?

No. All in progress ratings and work will be transferred over to the new Registry.

Will there be training available for Users before the new RHFAC Registry is launched?

Yes. A new user guide will be available with supporting videos as well as an introductory webinar. Ad hoc guidance will be provided ongoing. For Registry related questions and support email registry@rickhansen.com. A help form will be available directly from the Registry.

Does my profile still exist in the Accessibility Professionals Network?

Yes. There is no change to the APN. Ensure your profile is up to date to help Clients connect with you.

Will I still have access to my previous ratings?

Yes. You will retain access to all previous ratings you have conducted in the Registry. The full rating will be available to download with all comments. Images in past ratings will not be transferred.

Can I still use RHFAC v3.0?

All existing projects moved to the new Registry will continue to use RHFAC V3.0 with an option to upgrade to RHFAC V4.0. New projects registered after June 30, 2024 will use RHFAC V4.0. Pre-Construction ratings that have already been registered will retain access to RHFAC V3.0.

Can I select RHFAC V4.0?

Yes. If the rating hasn't been submitted for Adjudication, there will be an option to select RHFAC V4.0 'however' any information already entered in the Rating Survey will have to be reentered. This is only an option in the new RHFAC Registry.

Is the new RHFAC Registry mobile friendly?

Yes. The new Registry is mobile friendly, 'however' for the best User experience we recommend accessing it through your desktop.

Will the Adjudication process change?

There are no changes to the Adjudication process 'however' there have been enhancements to make this process easier.

Can clients see the revision process?

Clients can view the interactive Rating Survey, but they can't see any comments exchanged between the RHFAC Professional and the Adjudicator.



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