

RMS FAQ's

1. Question: How do I get started using RMS?

Answer: You must first create an account using the link sent to you or click on the RMS button on the homepage of the PRI Registrar website. Enter your company details and review the application to confirm all is correct before clicking submit. Your assigned Business Development Specialist will then review your application and issue a quote. The RMS Client Guide is available to help you along the way as needed.

2. Question: How will audit scheduling work with RMS?

Answer: We have a dedicated Scheduling Department that will do the scheduling of our audits. The Scheduling Department will use the auditor calendar and profile details to know who is qualified and available to perform your audit. A Scheduler will contact both you and auditor to confirm dates via email notification and a task that will appear on your Task Dashboard asking you to confirm dates. We will also work with you to schedule your next audit right after the current audit to be sure we save the date and auditor.

3. Question: What do I do if I need to reschedule an audit?

Answer: Please contact the Scheduling Department and your assigned auditor to select alternate dates.

4. Question: How will audit planning be done differently?

Answer: We will begin by asking you to review and update your company information 120 days before audit. There is also 1 form we require you to complete prior to the audit. You will receive an email from RMS when the document is required. Once completed and submitted in RMS, the auditor will use this information to begin planning your audit. The auditor will provide an audit plan 30 days prior to audit start date.

5. Question: How will recertification work with RMS?

Answer: Once your last surveillance audit has closed in RMS, you will receive an email from RMS within in 90 days that will allow you to update your application. Your Business Development Specialist will review your application and provide you with a new 3-year recertification quote. We will then begin scheduling your recertification audit once the recertification quote is accepted.

6. Question: How will communication improve with RMS?

Answer: We have built in a notification and task dashboard to enable our clients, auditors and PRI Registrar Staff to work together through the certification cycle processes efficiently and timely by

automatically prioritizing actions and assigning tasks to those who are responsible for the next step in the process.

7. Question: Where do I get help if I run into a problem or have a question about RMS?

Answer: By clicking on the Help Tab, in the top banner section in RMS, you will find the RMS Client User Guides. You may also contact RMS Support at rmssupport@p-r-i.org or 724-772-8679.