Green Security Instructions for Sutter Health Vendors

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How to register

Follow the instructions on https://grn.ac/sutter-vendors.

How to log in

1. Navigate to https://www.greensecurityllc.com/
2. Select the **Login** link in the upper right-hand corner.
3. Enter your **email** address.
4. Select the **Continue** button.
5. Enter your **password**.
6. Select the **Login** button.

How to add or remove facilities

Click here for a video on this topic.

1. Select the **Facilities** icon.
2. Scroll down to select the **Change Plan or Add/Remove Facilities** link on the bottom right-hand side.
3. Scroll down to select the **Change Your Plan or Change Facilities** button on the bottom left-hand side.
4. Select the **Add** or **Remove** options as needed for each individual facility.
5. Scroll down to select the **Continue** button.
6. Select the **Continue** button on the Subscription screen.
7. Select the **Confirm** button.
8. Select the **Confirm** button again indicating you are sure you want to make the change.
9. Indicate whether you are a tissue/bone representative that will need access to the OR.

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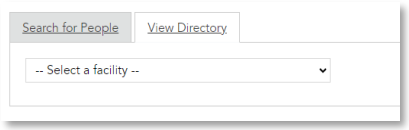
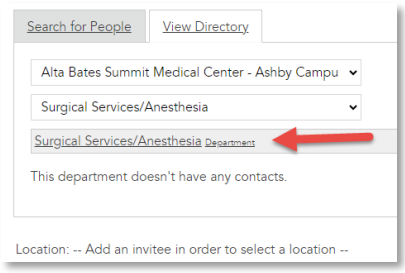
How to request an appointment

Click here for a video on this topic.

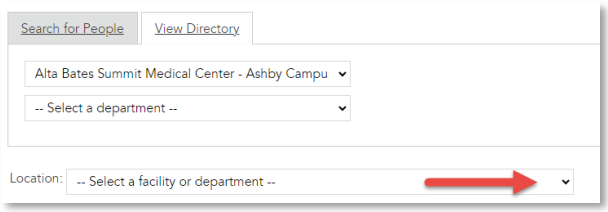
1. Select the **Dashboard** button in the upper right-hand corner.
2. Select the **Calendar** icon.
3. Select the **Request Appt** button.
4. Enter the **Reason for the Appointment**.
5. Indicate whether this is a standing appointment or an all-day appointment.
6. Enter details regarding the date and time of the appointment.
7. Select the **View Directory** tab.
   7.1. Select the **Facility**.



   7.2. Select the **Department** from the drop-down menu.
   7.3. Select the Department in the gray box.



   7.4. Select the department again from the **Location** drop down menu.



8. Enter any notes.
9. Select the **Request Appointment** button.
   Result: An email notification is sent to that department for review. Once a determination has been made an email will be sent to you.

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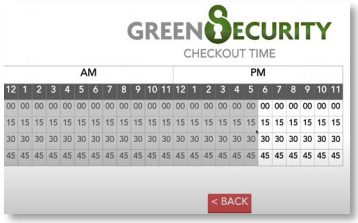
How to check in

1. Scan the QR code from your hard badge or the Green Security app.
2. Select the **Department** link then the Department you are visiting.

Note: These details are required to be entered even with an approved appointment.

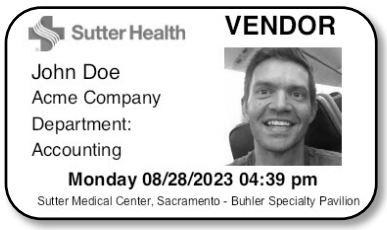
3. Select the **Checkout** link then the **estimated time of departure**.



4. Select the **Visiting** link then indicate who you are visiting.

5. Select the **Purpose** link then indicate the purpose of your visit.

6. Select the **Check In** button.



Result: Your day badge sticker prints.

Note: If you are trying to check in to a department that requires appointments and you do not have a pre-approved appointment with them, you will see a Wrong Department Violation and the badge will not print.

7. Peel the sticker from the liner and wear the badge above the waist.

Note: If someone is walking around without a badge, Sutter staff may immediately question them and have the security team oversee the situation to ensure everyone remains safe.

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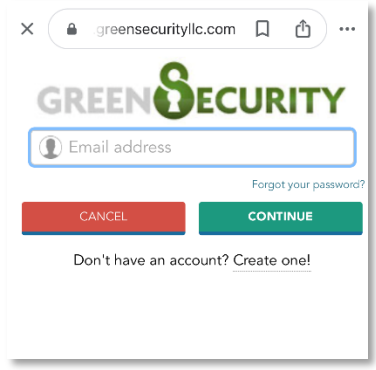
How to check in using the mobile app (when allowed)

Prior to utilizing the mobile check-in feature for Green Security, configure your phone following the steps below:

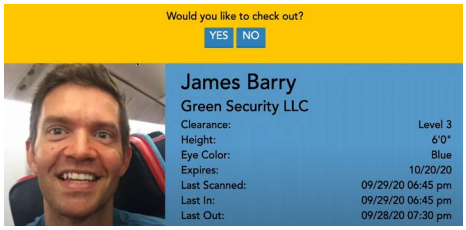
For iOS: There is a dedicated mobile app. 	1. Install the Green Security app from the Apple App Store. 2. Verify the following settings are set: ○ Settings > Privacy > Location Services > On ○ Settings > Green Security > Location > "While Using the App" ○ Settings > Privacy > Location Services > Green Security > "While Using" 3. Open the Green Security app.
For Android: Utilize mobile check-in using your mobile browser. 	1. Go to your Android phone Settings > Location. 2. Move the slider to "On". 3. Open your mobile browser and navigate to greensecurityllc.com.

When visiting the facility, utilize the mobile check-in using the following steps:

1. **Log in** using the iOS Green Security app or visiting greensecurityllc.com.
2. Choose **Mobile Check-in** from the menu.
3. Allow the app to use **your location**.
4. Click the **Check In** button beside the location you are visiting.
   Note: Your ability to check in is dependent on your location.
5. Present the scan-in result (if asked).

How to check out

1. Scan the QR code from your hard badge or the Green Security app.
2. Select the **Yes** button to indicate you would like to check out.



Note: Any vendors still checked in at midnight are automatically checked out.

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When trying log in, it says my company is inactive – What should I do?

This happens when you back out of the registration process without finishing it. You will need to contact Green Security at 866-750-3373 and they will remove what you started. Then you will have to start over from the beginning until it asks you to log in and then the first step is complete.

What do the pending credential statuses mean?

- **Pending Vendor** means you need to upload or fill out the form for that credential requirement.
- **Pending Approval** means you are waiting for the Green Security credential department to review them. Once reviewed, you will receive an email letting you know if the credential was approved or declined. You will also receive an email when you are completely cleared for a facility you have targeted.

Why was my credential declined?

You will receive a reason on the declined email. Frequent reasons your credential has been declined are the following:

- You do not have two doses or immunity (MMR, Varicella)
- Your name is not on the document
- It is expired
- You have uploaded the wrong credential

Why do I have to do a credential that does not pertain to me?

Sutter Health chooses credential requirements.

Why haven't I received my hard badge?

Badges are shipped by mail once all your credentials are submitted AND approved, you have chosen a hard badge type, and made your payment. You will receive an email once your hard badge ships.

Can I expedite my background check?

Unfortunately, that is not an option, and it takes at least 1-2 business days sometimes longer depending on the volume. There is a Vendor Guest option put in place to allow time for the Vendors to get registered and have their credentials submitted and approved (i.e., grace period).

Why does an optional credential (i.e., Proof of Product Training) show as declined?

If the vendor uploads a document for review that Green Security does not accept, the Green Security Review Team will decline it. For optional credentials, vendors should either resubmit the appropriate documentation OR go back into the portal and click the "I want to decline this credential" button to decline it to change the status to approved.