**GUIDANCE 12**

It has been 10 months since our last guidance. Lots has happened as organizations and participants immerge into a post COVID world---well maybe not post COVID but certainly improving. We have come a long way. Please read this whole Guidance.

**1.** New **Fidelity/Implementation Manual is here. (There is now only one manual)** You will find it here <https://selfmanagementresource.com/resources/most-recent-smrc-manuals-and-information/>

If you forget you can find the manual under resources on the home page of the website and it is also in the Portal under Manuals.

You will find many changes. To make things easier there are many hyperlinks so you will not have to hunt for things. **PLEASE READ THE WHOLE MANUAL SOMETIME IN THE NEXT MONTH.**

**This manual replaces all past manuals.**

As always, if you have questions or find mistakes, please let us know.

**2. CTS Telephone Delivery.** The scripts and tool kits will be available in Jan. You can preorder tool kits from Bull Publications. 1-800-676 2855[**www.bullpub.com**](http://www.bullpub.com)

**3. Modes of delivery.** You can find all the different modes for all the different programs on pages 10 and 11 of the new fidelity manual.

**4. Not so New Website.** The new SMRC website is now functioning well but many things depend on you.

 **A.** **If you are a program administrator you must keep the information for your organization updated, including information about all the partner organizations covered by umbrella licenses. The information you provide is used to for the Organization Locator that is used by the public.**

**The Organization Locator on our website does not help people looking for workshops to find you if the information is missing or not accurate!** Unless Licensees/Program Coordinators keep their organization’s profile up-to-date, your organization might not even appear, or it will be difficult to search for you.  **Please log in to the member portal as soon as possible and update your organization’s profile, and be sure to include your city, state/territory, postal code, and country.**  It is also important that the email address and/or phone you list for contact goes to someone who knows about your self-management programs (not just ours).  If they can’t contact you, they contact us, and that frustrates both them and us, and we might lose someone who needs your help.

**Everyone: Please go to the Program Locator** [**https://selfmanagementresource.com/license-locator/**](https://selfmanagementresource.com/license-locator/)

**Check that the information for your organization is correct. If you are an umbrella organization, please put in all organizations covered by your organization.**  The reason for doing this is that when the public looks at the locator and sees only your address, they may decide they live too far away when there is a partner organization just down the street. **Remember that all partner organizations must also be named on your license.**

**B  Trainers** check that you profile is correct and complete as well, though the Trainer locator is only visible in the member portal, not to the public.

 To log in, just go to our home page and click “Login” on the top menu.  Your username is your email address.  If you can’t remember your password, click “Forgot your password” and then look in your email in box for the link to reset it.  If you don’t get the email, check your spam or junk folder.  If you still don’t get it, it’s possible your provider is blocking it.  You can always email web-support@selfmanagementresource.com for help.