

## Immuware FAQs

### 1. I can't log into Immuware.

You may log on through the link in your Welcome email.

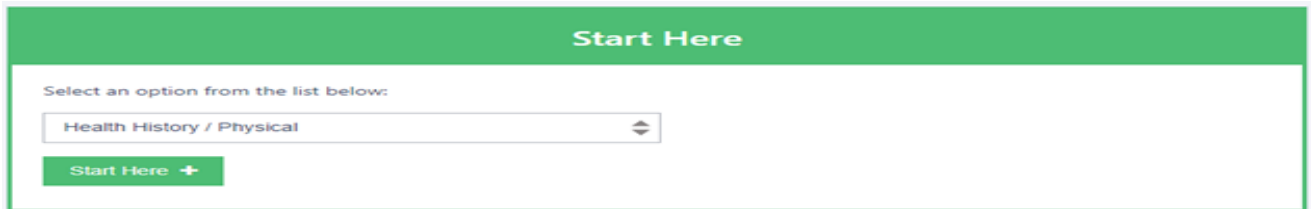
Please make sure to use your CSCC username and Password to login to Immuware.

You must wait 24 hours after requesting access to Immuware to be able to log in.

\*If you are still experiencing login issues, please email April Pace at [apace3@csc.edu](mailto:apace3@csc.edu)

### 2. How do I upload documents?

Under Start Here, select a requirement from drop-down menu, click the green "start here" button.



- Fill in all information that has a red asterisk \* (please note: the occurrence will automatically generate, do not change this date) Ensure you are inputting the dates of all immunizations, testing, physical, and health history where applicable.
- Attach your files under "Select files" and make sure it is in the correct format (.jpg, .jpeg, .pdf, .png, or .gif) and click save. You will not be allowed to continue or save this entry unless your attached document is saved in one of these formats (.jpg, .jpeg, .pdf, .png, or .gif).
- When you are finished uploading all documents under your requirements, click the Record Next Step, and save the ready for review status, then click "Back to Personnel Details", continue this process until you are finished uploading all your documentation under each requirement.
- The last step is to ensure you have selected Health Record Requirements listed under "START HERE", click start here; under status details ensure you have reviewed the student requirements, signed and saved your acknowledgement, select record next step and save "All submissions complete and ready for review".

### 3. It won't let me upload documents.

You must wait up to 24 hours after requesting access to Immuware before you can upload documents.

### 4. I uploaded the wrong document; how do I upload the correct one?

You may select ready for review and upload correct documents at that time.

### 5. Did I upload and everything correctly?

Please ensure each document is uploaded right side up, all 4 corners are in view with minimal background, documents are light enough to view, and documents is uploaded as (.jpg, .jpeg, .pdf, .png, or .gif)

We will review your documents within 10 business days, if there are any issues that need addressed, we will attempt to reach out to you via phone and list follow up instructions in Immuware; listed under each requirement that needs attention.

### 6. I've uploaded all my documents and need to know the next steps.

The last step is to ensure you have selected Health Record Requirements listed under "START HERE", click the Start Here button, under status details ensure you have reviewed the student requirements, signed and saved your acknowledgement, select record next step and save "All submissions complete and ready for review". It may take up to 10 business days for your documents to be reviewed. You will receive an email once your health record has been processed.