# How do I register as a New User?

Click *New User Register Here*.



# How do I create a Health Provider or Facility Profile?

Create your User Account and check the box to *Add New Health Provider Profile*.



# I have a User Profile. How do I add a new Health Provider or Facility Profile?

Check the box to Add Only New Facility.



# Do I have to submit a Letter of Determination before submitting a Letter of Intent?

No, if you believe a Certificate of Need is required to offer or develop a health service or facility or to obligate a capital expenditure in the District of Columbia, you may submit a Letter of Intent without obtaining a determination from the SHPDA.

# Do I have to submit a Letter of Intent before submitting an Application?

Yes, with very limited exceptions, a Letter of Intent is required to initiate to Certificate of Need application process.

# I submitted a Letter of Intent. When can I submit my Certificate of Need Application?

Once your Letter of Intent is accepted by the SHPDA, you may begin completing a Certificate of Need Application. With limited exceptions, the Application will not be accepted by the SHPDA until the sixty (60) day waiting period expires.

# Where can I find my saved Application?

Click *CON Applications* from the dropdown.



Click Application Queue then Select a Queue.



# There is more than one person assigned to my facility. How do I find their saved Application?

Click *My Health Provider Profile*. The Records associated with the Health Provider Profiles to which you are assigned will be listed.

