



An Introduction to Procure for Team Members - Q&A by PAI

This document is intended to answer common questions about Procure and how PAI uses the platform to communicate with families, guardians, residential providers, case managers, and other team members. Because Procure was originally designed for childcare settings, some terminology or features may look unfamiliar or not fully apply to our services. We hope this guide helps make the platform easier to navigate.

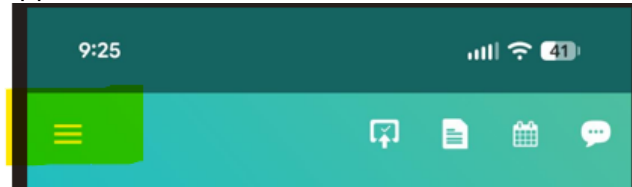
? Questions

Answers

Why might I see Procure reference the individual being supported at PAI as a “student” or myself as a “parent” or “family” (though I may hold the role of guardian, case manager or residential provider)?	Because the Procure program/app was initially designed to be used at daycare centers, in some places it refers to the enrolled individual as a “student” and that person’s team contacts as “parents” or “family.” There are unfortunately a few places where these fields are not customizable.
When I am looking at my profile and the different categories I can sort by, I see “bottle” and “nap.” Why is this?	Because Procure was originally designed for childcare settings, you may occasionally see terms or features that do not apply to the people we support. Please know that we have thoughtfully adapted this program for PAI and are not utilizing those features.
Why is there a “payments” option in my account? Will I ever be asked to make a payment through Procure?	Procure is utilized mainly by childcare centers, but also karate centers, dance studios, etc. – who, for the most part, are all directly paid for by the customer or the parent of the customer, rather than through Medicaid or other funding like PAI. No, you will never be asked to make a payment through Procure, and your balance should always show as \$0. If we add the ability to private pay or pay spend down amounts through Procure in the future, we will let you know.

I see references to a ‘Parent Pin’ and signing the individual I support in or out on my phone or at a kiosk. Do I need to do anything with that?	No – we’ll always take care of that.
What if there is specific information I need that I am not getting through Procure?	Ask your program supervisor and we can likely make that adjustment for you! We want you to have the information you need, when you need it. If for health reasons you are tracking something specific, like water intake, please let us know and we can incorporate that into our daily documentation practices.
How do I navigate Procure if I have more than one individual supported at PAI and they are at different locations?	All individuals connected to your account will appear within the same login. You can toggle between the different PAI sites by navigating to the upper left-hand corner and clicking the down arrow by the program location name. 
I would like to choose not to utilize Procure. Can I opt out?	Procure is PAI’s primary platform for communicating daily information, programming plans, news, and more. Whether or not you personally use Procure is up to you – but there will be information you do not have access to and there may be messages you miss if you opt out.
I would like to access the app, but do not need the daily emails. Can I opt out of those?	Unfortunately, the daily emailed summary is not a feature we can turn off. In most email systems, it is easy to set up a rule where all those emails coming from Procure can be sent directly to a specific folder, rather than your inbox. If you would like assistance in setting this up, let us know and we can help! You can customize which push notifications you receive throughout the day in the Procure app. Please note that you are unable to change these settings when accessing Procure through the web.

Click the three bars in the upper left-hand corner of the app.



Select “Edit Profile” under your name.



Here, you can choose which push notifications you would like to receive throughout the day, if any.

