

NC CSRS Unlicensed Delegate Role Sunsetting FAQs

1



What options are available to streamline searching without a licensed delegate on staff?

Gateway Integration can streamline searching by embedding a portal, linking your NC CSRS account in your practice electronic health record. Gateway Integration is only granted to authorized (practitioners) users.

2



What options are available if I did not transition to a licensed delegate account before the deactivation date?

You can apply for a new licensed delegate account through PMP AWARe and it will be reviewed for approval.

3



Are licensed delegates limited to performing searches for only one supervising user?

Delegates must select which supervising user they are making searches for. The supervisor will approve them in PMP AWARe. Inappropriate searching may result in account suspension.

4



How can supervising users monitor a delegate's use of the NC CSRS?

Supervising users may access the PMP AWARe system and select **Menu → Delegate Management** to view delegate activity.

5



Will the licensed delegate be able to retain access to perform searches for other supervising users, if the supervising user leaves the place of employment where the licensed delegate was approved?

Delegate accounts are not transferrable. The delegate must update the PMP AWARe system, select a new supervising user, and receive approval.