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Organization Management

If you are a subscriber or subscriber proxy, you will manage your organization(s) by logging in to the NOMS web tool with your ASHA website login. You can use the web tool to complete all tasks related to participating in NOMS, such as the following:

- Add and remove users
- Add and remove facilities
- Manage compliance issues
- Generate outcome reports
- View patient records
- Download your organization’s data
- Upload patient data (if your organization is set up for electronic data transmissions)

To access the NOMS Data Collection and Reporting Tool, go to

[https://nomsregistry.asha.org/login](https://nomsregistry.asha.org/login)

For a brief demonstration of how to use the new NOMS system to manage your organization, please watch [this video](#).

Navigation and Dashboard Overview

Use the top and side menu bars to navigate through the system. Please see the descriptions of the navigation features below.
This is the registry of the profile you have selected.

This is the role of the profile you have selected.

To switch your profile to another organization, registry, or role, click the **Switch Profile** button.

To view your profile or to sign out, click your name to expand the menu.
Side Navigation Menu

You will use the side menu to navigate through the NOMS system and to take actions necessary to manage your organization’s NOMS registration.

There are additional links at the bottom of the left menu that will be helpful as you get started with NOMS.

1. To access the Clinician and Subscriber User Guides, click the User Guide link.

2. To access a PDF copy of each patient-reported outcome form, click the Patient Reported Outcome Forms link.

3. To email NOMS staff, click the Contact NOMS Staff link.
## Subscriber Dashboard

<table>
<thead>
<tr>
<th>Facilities</th>
<th>Clinicians</th>
<th>Clinician Proxies</th>
<th>Subscriber Proxies</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### HOW IS MY ORGANIZATION DOING?

- **Data Coming Soon!**

### COMPLIANCE

- **DATA COLLECTION**
  - Organization and clinicians must regularly submit data.
  - **Organization Compliance**
  - **Clinicians Lapsed**
  - **Clinicians Not Started**

- **CLINICIAN CREDENTIALS**
  - **Membership Issues**
  - **Certification Issues**

- **MY CREDENTIALS**
  - **My Membership**
  - **My Certification**

### RECORDS

- **Total** 19
- **Admitted** 10
- **Discharged** 6
- **Incomplete** 3
- **Records Requiring Updates** 0

### Quarterly Data Coming Soon!

The top of your dashboard provides an overview of your organization. In a future update, you will be able to preview outcomes data from the dashboard.

The compliance section is where you will manage all compliance issues for your organization.

The records section provides an overview of all patient records that have been submitted for your organization.
Manage Users and Roles

You will use the NOMS tool to manage your list of users and manage their access to the NOMS tool. Only users who have been added to your list of NOMS users can log in to the system.

To manage your users, click Users in the left menu.

Two-Factor Authentication

All users are required to set up a phone number for two-factor authentication the first time they log in to NOMS.

Users can update the phone number used for two-factor authentication purposes after they have logged in. Click on your name at the top right corner of the screen and click My Profile. Click Update next to the phone number. See screenshot below.

If you need to update your phone number but you are unable to log in to the system to change it yourself, contact NOMS@asha.org.
User Role Options

You can assign each NOMS user one or more roles. There are four possible roles.

Subscriber

*What is the purpose of this role?*

The subscriber is the main point of contact for your organization. They are responsible for managing the implementation of and ongoing participation in NOMS. Each organization must designate one person to serve as the subscriber for the registry.

*Who is eligible to be a subscriber?*

To be eligible to serve as the subscriber for your organization, the individual must be certified by ASHA or the American Board of Audiology (ABA) and meet one of the membership and payment scenarios described in the table below.

<table>
<thead>
<tr>
<th>Registry</th>
<th>Certification</th>
<th>ASHA Membership</th>
<th>Registry Fee Required*</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLP</td>
<td>ASHA-certified SLP or audiologist</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Audiology</td>
<td>Audiology ASHA-certified audiologist</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Audiology</td>
<td>ASHA-certified audiologist</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Audiology</td>
<td>ABA-certified audiologist</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Audiology</td>
<td>ABA-certified audiologist</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*For more information on the Audiology Subscription Fee, please visit the [Audiology Subscription page](#) on our website.

*What actions can this user take?*

- Add and remove users
- Add and remove facilities
- Manage compliance issues
- Generate reports
- View patient records
- Download organization patient data
- Upload patient data (if applicable)

Subscriber Proxy

*What is the purpose of this role?*

The subscriber proxy role allows non-SLPs to assist with managing the organization. The subscriber can add as many subscriber proxies as they would like.
Note: Email correspondence sent by the NOMS system will only be sent to the subscriber.

Who is eligible to be a subscriber proxy?
Anyone who works for your organization.

What actions can this user take?
- Add and remove users
- Add and remove facilities
- Manage compliance issues
- Generate reports
- View patient records
- Download organization patient data
- Upload patient data (if applicable)

Clinician

What is the purpose of this role?
A clinician can submit patient data to NOMS. Each organization must have at least one clinician to participate in NOMS.

Who is eligible to be a clinician?
To be assigned the clinician role for the SLP Registry, all SLPs must be ASHA Certified Members. Clinical fellows (CFs) are not eligible for the clinician role.

To be assigned the clinician role for the Audiology Registry, all audiologists must be certified by ASHA or the American Board of Audiology (ABA). Payment is required for nonmembers. Please see the possible certification, membership, and payment scenarios described in the table below.

<table>
<thead>
<tr>
<th>Certification</th>
<th>ASHA Membership</th>
<th>Registry Fee Required*</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASHA-certified audiologist</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>ASHA-certified audiologist</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>ABA-certified audiologist</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>ABA-certified audiologist</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*For more information on the Audiology Subscription Fee, please visit the Audiology Subscription page on our website.

What actions can this user take?
- Submit patient data
- “Favorite” frequently used facilities
- View patient records
- Generate reports
Clinician Proxy

What is the purpose of this role?
A clinician proxy can assist clinicians with data entry. The subscriber can add as many clinician proxies as they would like.

Who is eligible to be a clinician proxy?
Anyone who works for your organization.

What actions can this user take?
- Assist clinicians with data entry
- “Favorite” clinicians for whom they frequently submit data
- View patient records

Add New Users

These are the general steps you should follow when you add a new user to NOMS:

1) Obtain the user’s 8-digit ASHA account number. If the user does not have an ASHA account number, see the instructions in the How to Register for an ASHA Account Number section.
2) Log in to NOMS and add the user (see more specific instructions below). As soon as a user has been added and has a status of “Active,” they can log in to NOMS and can begin data collection. Users with a “Pending” status will be approved upon review of their credentials.
3) Notify “Active” users that they have been added and provide them with information about NOMS.
   a. If your organization submits data using the web-based tool, provide the user with the NOMS website address so they can log in. The URL is https://nomsregistry.asha.org/login
   b. If your organization has set up electronic data transmission from your electronic medical records (EMR) system, you will need to provide the user’s ASHA account ID to your IT staff (or EMR vendor). As soon as you have registered a clinician with NOMS and their ASHA account ID is set up for electronic transmission, patient records they submit will be automatically transmitted to ASHA via the method and schedule that was set up during the EMR integration process.
4) If the user you have added is a clinician, instruct the clinician to read through the Clinician User Guide. All NOMS users can download a copy of the Clinician User Guide at any time by logging in to NOMS and clicking the User Guide link located at the bottom of the left navigation menu.

How to Use the NOMS System to Add a New User

There are two ways to add a new user to NOMS. You can add users one at a time with the “Add User” option or you can add multiple users at once with the “Upload Users” option.
**Add User Option**

Click **Users** on the left menu. Click **Add User** at the top right corner to be taken to the add user form. Enter the user’s 8-digit ASHA account number and select the desired role(s).

The user’s name will populate on the form after you have selected a role. Please make sure that the correct name populates. If a different name appears on the form, check that you entered the correct ASHA account number. Click **Add New User**.

**Upload User Option**

You can add multiple users at once using the **Upload Users** button (see screenshot above). First, obtain a CSV template by emailing NOMS@asha.org.

Enter the required information into the template, and save it as a CSV file. Click **Users** on the left menu. Click **Upload Users** at the top right corner. Upload your file, and click **Submit**.

If there were any issues processing your file, the system will give you the option to download an error file that lists the issue(s).

**Pending Users**

Some users may be added with a status of “Pending” if they are certified by the American Board of Audiology (ABA). A NOMS staff member will verify the user’s ABA credentials and approve them to participate in NOMS. As soon as the user has been approved, their status will change to “Active” and the user can now log in to NOMS.

**How to Register for an ASHA Account Number**

If a user does not have an ASHA account number, they must first register for one using the steps below.
1) Go to [https://nomsregistry.asha.org/login](https://nomsregistry.asha.org/login) and click the **Create a new account** link located on the login page.

2) Select **I do not have an ASHA or NSSLHA Account Number** and enter your email address.

3) Follow the prompts to create an ASHA account.

**How to Locate Your ASHA Account Number**

Users can find their assigned ASHA account number by logging in to the ASHA website. Go to [www.asha.org](http://www.asha.org), click **My Account** at the top right corner of the ASHA website, and complete the login process. Each user’s ASHA account number is listed at the top of their “My Account” page.

**Add a Role**

You can add a role to an existing user from the user’s profile. Click **Users** on the left menu, locate the user in the list, and click their **Account ID** or click **View**. Click **Add Role**, and select the desired role(s); then, click **Add New**.

**Switch Profile**

Users can toggle between their assigned roles and organizations (if applicable) using the **Switch Profile** button. Only users who have been assigned multiple roles will see the **Switch Profile** button.
Withdraw Users and Roles

You can manage a user’s roles from their user profile page. Click **Users** on the left menu. Locate the user in the list, and click their **Account ID** or **View** to go to their user profile. Click **Withdraw** for the desired role(s). The user’s status for that role will change to “Withdrawn” and they will no longer be able to access that role. If you withdraw all roles, the system will withdraw the user from your organization, and they will no longer be able to log in to NOMS.
Re-Activate Users and Roles

To re-activate a user or role, you must navigate to their user profile page. Click **Users** on the left menu. Locate the user in the list, and click their **Account ID** or **View** to go to their user profile. Click **Re-Active** for the desired role(s).

![User Profile](image)

**NOMS Tip:** If your organization transmits data electronically from your EMR, you will need to provide each user’s ASHA account ID to your IT staff (or EMR vendor) each time you re-activate a user. You can retrieve the ASHA account ID from the user listing page.

Assign a New Subscriber

If you would like to designate a new subscriber, please email [NOMS@asha.org](mailto:NOMS@asha.org) with the clinician’s name, ASHA account number, and preferred email address for NOMS communication. The new subscriber must meet the [subscriber eligibility requirements](#).
Export User List

You can export the full list of users for your organization from the user listing page. Click Users on the left menu. Click Export Users at the top right corner. The system will download a CSV file to your computer that includes all users and other important information such as their ASHA account number, assigned roles, and the status for each role.

Manage Facilities

Organizations must have at least one active facility to participate in NOMS. If you are registered as a “System” organization (i.e., a multi-facility organization), you can register all facilities that are interested in participating in NOMS. You are not required to add all facilities at your organization.

Add a Facility

If your organization uses the NOMS web tool to submit data, new facilities become available for data collection as soon as you add them and they have a status of “Active.”

All clinicians (and clinician proxies) at your organization can submit data for any active facility at your organization.

If your organization has integrated NOMS into your EMR and it is set up for electronic data transmission, the NOMS facility ID must be set up in your EMR for electronic transmission to occur. When you register a facility for NOMS, the system assigns it a facility ID, which can be retrieved from the facility listing page. You must provide the facility ID to your IT staff (or EMR vendor). Once the facility ID has been set up with your EMR, NOMS patient data submitted by clinicians at your organization should transmit automatically via the method and schedule that was set up during the EMR integration process.

How to Use the NOMS System to Add a New Facility

There are two options for adding facilities to NOMS. You can add facilities one at a time with the “Add Facility” option. You can add multiple facilities at once with the “Upload Facilities” option.
Add Facility Option

Click Facilities on the left menu, and then click Add Facility at the top right corner. Enter all the required information, and submit the form.

Upload Facility Option

First, obtain a template by emailing NOMS@asha.org. Enter the required information into the template and save it as a CSV file.

Click Facilities on the left menu, and then click Upload Facilities at the top right corner. Upload your file, and click Submit.

If the system encounters any issues processing your file, it will give you the option to download an error file that lists the issue(s).
Pending Facilities

Some facilities may be added with a status of “Pending” if the system identifies it as a possible duplicate facility. Pending facilities will be activated within 2 business days. If there are any questions regarding the facility, a NOMS staff member will contact you.

Facilities with a Future Start Date

You have the option to schedule a facility to start at a later date. If you add a facility with a future start date, it will not become available for data collection or reporting purposes until that date arrives. If you add a facility with an incorrect start date, please contact NOMS@asha.org.

Edit a Facility Profile

You can edit some of the information contained in a facility’s profile. To make any changes, click Facilities on the left menu. Locate the facility in the list, and click the Facility ID. Click Edit at the top right corner.
You can edit the following fields:

- Facility name
- Address
- Phone number
- Data collection method*

*If your organization is collecting data via “Web” AND “EMR,” you can edit the facility’s data collection method.

### Remove a Facility

If a facility is no longer part of your organization, you should remove it from your list. To remove a facility, click **Facilities** on the left menu. Locate the facility in the list, and click **Withdraw** from the facility listing page or from the facility profile page. The facility status will change to “withdrawn,” and it will no longer be available for data collection; however, eligible data from this facility will continue to be available for inclusion in data reports.
The system will notify you if you try to remove a facility that has open records (i.e., records with a status of “Incomplete Admission” or “Incomplete Discharge”). You can view these records by navigating to the Patient Records list. If you remove a facility with open records, the records will be deleted.

**Re-activate a Facility**

To re-activate a facility, click Facilities on the left menu. Locate the facility in the list, and click Re-Activate from the facility listing page or from the facility profile page (see screenshot above). The facility status will change to “Active,” and it will be immediately available for data collection.

**Export Facility List**

You can export the full list of facilities registered with your organization from the facility listing page. Click Facilities on the left menu. Click Export Facility List at the top right corner.

The system will download a CSV file to your computer that includes all facilities, their NOMS facility ID, and the facility’s status.
Manage My Organization

Add a Registry
You can add a new registry to your organization by emailing NOMS@asha.org or by following the steps below.

1) Log in to NOMS and switch to your Subscriber role.
2) Click Organizations in the left menu.
3) Click the Organization ID to view the organization profile.
4) Click the Add Registry button (see screenshot below).
5) Select the desired data collection method and submit the form. You will be set up as the subscriber for the new registry.
   a. If you would like to assign a new subscriber for the new registry, email NOMS@asha.org.

View My Organization’s Executed NOMS Agreement
When your organization registers for NOMS, you are required to sign the NOMS Agreement. You can access a copy of the executed agreement at any time by logging in to NOMS. Click Organizations on the left menu. Click the Organization ID. The PDF is stored under Agreement(s) on the organization profile. Click the file name to download a copy.
Update My NOMS Subscriber Email

The NOMS system occasionally sends emails to the subscriber. If you would like to update the email address on file, click Organizations on the left menu. Click the Organization ID. Click Edit for the desired registry. The only field available for editing is the Subscriber Email. Enter in the new email and click Save.

Withdraw My Organization

There are a few ways to withdraw your organization from NOMS.

- From the Organization Details page.
  - To get to this page, click Organizations on the left menu. Click the Organization ID. Click Remove for the desired registry (see screenshot below).
• By withdrawing all facilities registered with your organization.
  o If you remove the last facility at your organization, you will receive a warning message. If you confirm the message, your organization will be withdrawn from NOMS.
• By submitting a request to NOMS staff.
  o Email NOMS@asha.org with your request to withdraw your organization.

Upon withdrawal, the system will delete all open patient records (i.e., patient records with a status of “Incomplete Admission” or “Incomplete Discharge”), and all users at your organization will lose access to the NOMS tool. If your organization has built NOMS into your EMR for electronic data transmission, you must remove NOMS from your EMR.
Data Collection

For more details about NOMS data collection, please review the NOMS Clinician User Guide for the registry or registries in which your organization participates. Each clinician should review the registry-specific Clinician User Guide before beginning NOMS data collection.

Who Can Participate in NOMS Data Collection?

Only clinicians who meet the registry-specific requirements are eligible to participate in NOMS data collection.

If your organization uses the web-based data collection tool, users who have been assigned the clinician proxy role can log in to NOMS to enter patient data on behalf of any clinician at their organization.

How Are Data Submitted?

Each organization indicates their preferred data collection method upon registration. If your organization would like to change its data collection method, or if you have questions about the options, please email NOMS@asha.org.

The options for NOMS data collection are:

1) Web
2) EMR

Web

If your organization selects “Web” as its data collection method, all users can log in to the NOMS online tool to enter data.

To enter a patient into the NOMS system, log in and check to make sure that you have logged in to your Clinician role. If not, use the Switch Profile button at the top of the page to switch to your Clinician role. If you do not see the Switch Profile button, you need to assign the clinician role to your profile.
Next, click **Patient Records** in the left menu. Click the **Create New Record** button located at the top right corner of the page.

Users can also log in to the web tool to generate reports and view patient records.

**EMR**

There are a few options for setting up electronic data transmission via your electronic documentation system or EMR. If your organization selects “EMR” as its data collection method, you will work with us to set up electronic data collection using one of the following options:

- JSON via a web services API
- CSV via manual upload
- CSV via sFTP
- SMART on FHIR App (for Cerner and Epic customers only)

Details about these options can be found on our [website](#). If you have any questions, please email NOMS@asha.org.

Regardless of your data collection method, users at your organization can log in to the NOMS online tool to generate reports and view patient records.

**NOMS Tip:** If some of your facilities will be set up for EMR and some of your facilities will use the web-based tool, please email NOMS@asha.org so that we can assign your organization’s data collection method as “Web” AND “EMR.” Once this change has been made, you will be able to edit each facility profile to update the data collection method as appropriate.
Patient Records

Regardless of your organization’s data collection method, subscribers and subscriber proxies can log in to the NOMS web tool to view patient records, export your organization’s raw data, and delete open patient records.

View Record Details

Subscribers and subscriber proxies can view the details of a submitted form, including the calculated Functional Communication Measure (FCM) and/or patient-reported outcome (PRO) scores, by navigating to the patient record details page.

Click Patient Records in the left menu. Locate the desired record in the list. Click on the Record ID for the desired patient record. You will be taken to the Patient Record Details page. To view the form details and the calculated FCM and/or PRO scores, click on View. Scroll down to the end of the page to view the calculated FCM and PRO scores.

Download Organization Data

Subscribers and subscriber proxies can download a CSV file that contains all discharged patient records, which can be analyzed outside of the NOMS system. To do this, navigate to the Patient Records page and click the Download Organization Data button.
Delete a Patient Record

Subscribers and subscriber proxies can delete forms with a status of Incomplete Admission or Incomplete Discharge. To do this, click Patient Records on the left menu.

Click on the Record ID for the desired patient record. You will be taken to the Patient Record Details page. Click the Delete button for the desired incomplete form.

To delete a form that has been submitted (i.e., has a status of “Admitted” or “Discharged”), please submit a request to NOMS@asha.org, and include the NOMS patient record number.
Compliance

Each organization that participates in NOMS is subject to several compliance rules. The NOMS system tracks compliance automatically and will send email notifications to the subscriber when necessary.

Organization Compliance

The system monitors your organization’s data submission compliance based on your data collection method.

If your organization is compliant, the circle next to the Organization Compliance item in the Compliance section on your dashboard will be teal with a check mark. If your organization is non-compliant, the circle will be fuchsia with an exclamation point.

Web-Based Data Collection Requirements

If your organization uses the NOMS web tool to submit patient data, the following rules apply:

- You must begin data collection within 90 days of your approval date.
- Once you start data collection, you must continue to submit data on a regular basis (i.e., at least one patient record submitted every 90 days).

If your organization does not begin data collection after 60 days, OR if there is a lapse of data submissions longer than 60 days, then your subscriber will receive a warning email.

If your organization does not resolve the compliance issue within 30 days from the first warning, your organization’s status will change to “Non-compliant.”
“Non-compliant” organizations may be withdrawn from NOMS and upon withdrawal, all users at the organization will lose access to the NOMS data collection and reporting tool.

**Electronic Data Collection Requirements**

If your organization uses your EMR to transmit data electronically, the following rules apply:

- You must begin data collection within 180 days of the date on which we sent you the file specifications.
- Once you start, you must continue to submit data on a regular basis (i.e., at least one patient record submitted every 90 days).

If your organization does not begin data collection after 120 days, the subscriber will receive a warning email. If your organization does not resolve the compliance issue after 60 days from the first warning, your organization’s status will change to “Non-compliant.”

If there is a lapse of data submissions longer than 60 days, the subscriber will receive a warning email. If your organization does not resolve the compliance issue within 30 days from the first warning, your organization’s status will change to “Non-compliant.”

“Non-compliant” organizations may be withdrawn from NOMS and upon withdrawal, all users at the organization will lose access to the NOMS data collection and reporting tool. In addition, all EMR access will be revoked, and the organization will be required to remove all references to NOMS from their EMR.

**User Compliance**

The system checks to make sure each user is compliant with all certification, membership, and data collection requirements.

If a user becomes noncompliant, you will be notified on your subscriber dashboard and via email (in the case of certification and membership compliance).
If there are no user compliance issues at your organization, the circles next to each compliance item will be teal. If there is a compliance issue that needs your attention, the circles will be fuchsia. You can click these links to be taken to a list of all users with the compliance issue.

☀️ **NOMS Tip:** Your organization can only be withdrawn due to noncompliance if ALL clinicians at your organization have a lapse in data collection or have not start data collection in the required timeframe. See the **Organization Compliance** section above for more information.
If a clinician becomes noncompliant, they will be notified at the top of their clinician dashboard when they log in to NOMS and via email (in the case of certification and membership compliance).

**Certification and Membership Compliance**

Only speech-language pathologists (SLPs) who are ASHA Certified Members are eligible to be assigned the subscriber and clinician roles.

If a user holds one or both roles and their certification and/or membership statuses become ineligible, the system will email the clinician and subscriber. The user will have 90 days to resolve the issue. Questions regarding a clinician’s ASHA membership or ASHA certification should be directed to the [ASHA Action Center](#).

The system displays the subscriber’s certification and membership status on the subscriber dashboard.

The system notifies the clinician of their certification and membership compliance at the top of their clinician dashboard.

If the compliance issue is not resolved in 90 days, then the user will be automatically withdrawn from NOMS and will no longer be able to log in to the NOMS web tool. For organizations that transmit data electronically using their EMR, the NOMS system will reject any records submitted by the withdrawn clinician.
If the SLP resolves their certification and/or membership issue, then they should contact their subscriber to be re-activated in NOMS. Upon re-activation, the clinician will be granted access to the NOMS web tool. For organizations that transmit data electronically using their EMR, the NOMS system will accept patient data submitted after the clinician is reactivated.

**User Data Collection Compliance**

Data submission is monitored at the individual clinician level. Clinicians should submit data on a regular basis. If there is a lapse in data submissions of more than 90 days, the system will notify them via their clinician dashboard (see screenshot below). The system will not automatically withdraw a clinician from NOMS due to a lack of data submissions.