

NAVIGATION

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🔔 **Announcements** — urgent updates, policy changes, or new guidance go here. One line only.

RSN Guide Wiki

Reference guidance for contact center staff. Last updated July 2026.

🔍 Search the wiki...



☆ **Most used pages**

- Authentication — calls
- New registrations
- Renewals
- Record status & examples
- Call or email escalation

— JUMP TO A SECTION



Start here
Job scope, acronyms, tools



Authentication
MFA for calls, emails, chat



Registration lifecycle
New, renewals, retirement



Modifications
Address, name, email



Special reg. types
Military, MAT, telemedicine



Forms & fees
222 forms, fee exemptions



Disposal & diversion
TLR, Form 41, collectors



Systems & programs
RICS, CSOS, ARCOS, CURES



Investigations & legal
Suspensions, show cause



Contacts & escalation
Offices, RPS, DRRC



Troubleshooting
RICS issues, login, certs



Internal / admin
Timesheets, training, tech

🕒 **What's new**

[See full change log →](#)

DATE	TOPIC	WHAT CHANGED	TYPE
Jun 10	MFA steps — calls	Updated authentication script for new RICS login flow	Updated
Jun 4	Fee exemption	Added SSN requirement guidance for online applications	Updated
May 28	Withdrawals	New page added — withdrawal process and example emails	New
May 20	MATE attestation	Updated attestation questions per new policy guidance	Updated
May 15	Canine handlers	Outdated contact info removed	Removed

Wireframe only — dates and content are placeholders.