

# REGISTER AN ACCOUNT

Quick Reference Guide (QRG)

## OVERVIEW

This QRG provides an overview of how to register an account on the Provider Portal.

## AUDIENCE

This QRG is for all users.

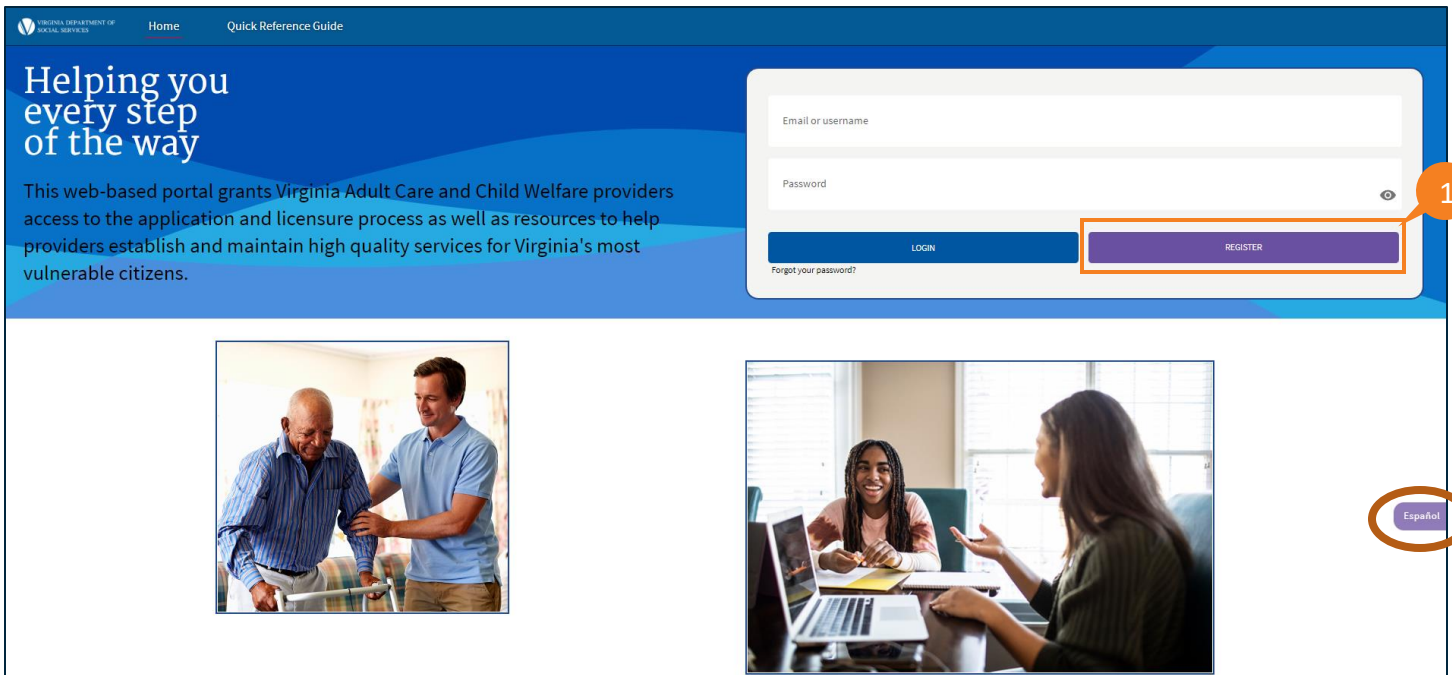
**About Registering an Account:** All new applicants and current providers navigate to the Provider Portal homepage to begin the registration process. Registering for an account allows new applicants and current providers to submit initial applications to open a new facility or center.

## REGISTER AN ACCOUNT

From the *Provider Portal* homepage, complete the following steps:

1. Click **Register**.

**Note:** To view a Spanish version of this site, click the **Español** link.



The screenshot shows the Provider Portal homepage. At the top left, there is a navigation bar with the Virginia Department of Social Services logo, "Home", and "Quick Reference Guide". The main heading reads "Helping you every step of the way". Below this, a paragraph states: "This web-based portal grants Virginia Adult Care and Child Welfare providers access to the application and licensure process as well as resources to help providers establish and maintain high quality services for Virginia's most vulnerable citizens." On the right side, there is a login/register form with fields for "Email or username" and "Password", a "Forgot your password?" link, and buttons for "LOGIN" and "REGISTER". The "REGISTER" button is highlighted with an orange box and a callout bubble containing the number "1". At the bottom of the page, there are two images: one showing a caregiver assisting an elderly man with a walker, and another showing two women in an office setting. A purple "Español" link is circled in orange in the bottom right corner.

# REGISTER AN ACCOUNT

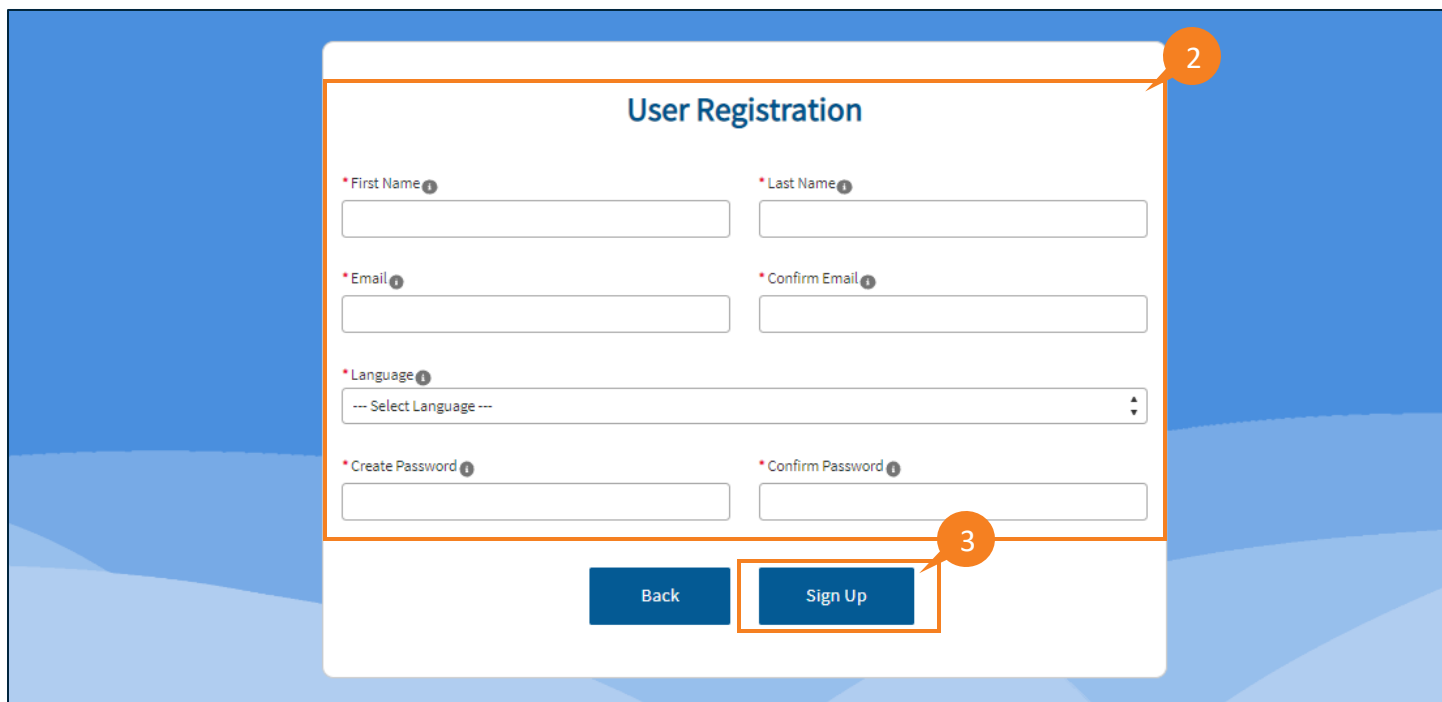
QRG

- The *User Registration* page displays. Enter the following required information: **First Name**, **Last Name**, **Email**, **Confirm Email**, **Language** (select your language preference from the *Language* dropdown menu), **Password**, and **Confirm Password**.

**Note:** The email address entered is your Username when logging into the portal.

**Note:** The Language dropdown sets the default language (Spanish or English based on selection) for the Provider when Users log in. If Spanish is selected, then this is the default language for the portal upon logging in.

**Note:** Passwords must contain a minimum of 12 characters and utilize at least three of the following: special characters, alphabetical characters, numerical characters or a combination of upper-case and lower-case letters.



The screenshot shows a 'User Registration' form with the following fields and buttons:

- First Name** (required)
- Last Name** (required)
- Email** (required)
- Confirm Email** (required)
- Language** (dropdown menu with "-- Select Language --")
- Create Password** (required)
- Confirm Password** (required)
- Back** button
- Sign Up** button



Callout 2 points to the top right corner of the form area. Callout 3 points to the Sign Up button.

- Click **Sign Up**.

# REGISTER AN ACCOUNT

QRG

4. After clicking **Sign Up**, a new account is created in the system. The user receives an email containing a link to verify their account. Once the user clicks the **Verify Account** link in the email, they are verified and routed to the *Provider Log-In* page.

 No Reply - Licensing <no-reply-licensing@dss.virginia.gov>  
 Monday, September 12, 2022 2:35:05 PM

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**CONGRATULATIONS!** You have successfully registered your account in the Virginia Department of Social Services Licensing Programs Portal.  
Your user ID is XXXXXXXXXX

Please [click here](#) to verify your account.

You may return to the [Virginia Enterprise Licensing Portal](#) to apply for an applicable adult care or child welfare program license, manage your online account or to learn more about programs overseen by the Virginia Department of Social Services.

If you would like to learn more about adult care or child welfare programs licensed by the Virginia Department of Social Services, we suggest visiting the following resources:

**ADULT CARE PROGRAMS RESOURCES**  
[Adult Day Care Centers \(ADCC\)](#)  
[Assisted Living Facilities \(ALF\)](#)  
[CHILD WELFARE PROGRAMS RESOURCES](#)

**DEPARTMENT OF AGING AND REHABILITATIVE SERVICES (DARS)**  
[Adult Services Programs](#)  
[Adult Services Auxiliary Grants](#)  
[Adult Protective Services](#)

**TRAINING**  
[Available Adult Care Training in the VLC \(Virginia Learning Center\)](#)  
[VLC instructions and guidance](#)

Thank you,  
Virginia Department of Social Services

# REGISTER AN ACCOUNT

QRG

## LOG IN TO THE PROVIDER PORTAL

From the *Provider Login* page:

5. Enter the **Username** in the *Username* text field, set at the time of registration.  
**Note:** Your Username is the email entered when you registered for an account.
6. Enter the **Password** in the *Password* text field, set at the time of registration.
7. Click **Login**.

When login is successful, the user enters the *Provider Portal*.

A Commonwealth of Virginia Website

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Home Quick Reference Guide

Virginia.gov | Find An Agency

Login

Username

Password

Login

Forgot your password? Create an account

# REGISTER AN ACCOUNT

## QRG


8. The *Disclaimer* page is displayed. Read the disclaimer statements to acknowledge that access to the information contained in the Provider Portal is restricted to Department of Social Services authorized users. Unauthorized access or misuse can result in violations, including fines or other actions.
9. Click **Agree**.

A Commonwealth of Virginia Website

Virginia.gov | Find An Agency

Home My Dashboard Business Entity Useful Links CRS Portal Quick Reference Guide

### Disclaimer



The Virginia Department of Social Services computer system, and its component parts, contains privileged customer and government information. Access to information is restricted to Department of Social Services authorized users.

Unauthorized access, use, misuse, or modification of the data or the system, or unauthorized printing or release of data, is a violation of Department policy. It is also a violation of Title 18, United States Code Section 1030. Violators may be subject to criminal and civil penalties, including but not limited to a fine of up to \$5,000 and/or 5 years in prison, as set forth in Title 26, United States Code, Sections 7213 and 7431.

The computer system, its component parts, and related equipment are subject to monitoring. Any and all transactions on the online system or its component parts may be monitored, recorded or analyzed. This includes, but is not limited to, accessing, communicating, transmitting, processing or storing data.

Please be aware that during your visit to the system, we will record the following information:

- Your User ID
- Date/Time of transaction
- IP Address
- Actions Performed

This information may be provided upon request to authorized personnel.

Spanish

# REGISTER AN ACCOUNT

QRG

## SELECT BUSINESS ENTITY TYPE

10. Select the corresponding **legal (business) entity** that you are associated with from the *Business Entity Type* dropdown menu. This information is used when applying for licensure. Virginia businesses are required to register with the State Corporation Commission. The Business Entity Type selected must be the same as is registered with the SCC.

**Note:** Selecting the Business Entity Type is completed once during the registration process and does not need to be selected again unless you want to change the User ID (Username email required to log in) or you wish to submit a new application using a different Business Entity.

11. Click **Continue**.

A screenshot of the Virginia Department of Social Services website. The page title is "Please Select Business Entity Type". The navigation bar includes "Home", "My Dashboard", "Business Entity", "Useful Links", "CRS Portal", and "Quick Reference Guide". The main content area features a dropdown menu with the following options: Individual/Sole Proprietor, Partnership, Corporation, Association, Limited Liability Company (LLC), Public Agency, Business Trust, and Religious Organization. A callout bubble with the number "10" points to the dropdown menu. Below the dropdown are "Back" and "Continue" buttons. A callout bubble with the number "11" points to the "Continue" button. The page footer includes "Español" and "Virginia Department of Social Services © 2022".

# REGISTER AN ACCOUNT

## QRG

12. When selecting from the *Business Entity* dropdown, the corresponding information related to that business entity is displayed (see example below).
13. Once all the required fields have been completed, click **Save and Continue**. The user is routed to the *Dashboard* page.

A Commonwealth of Virginia Website

Home My Dashboard Business Entity Useful Links CRS Portal Quick Reference Guide

Virginia.gov | Find An Agency

### Business Entity - Individual/Sole Proprietor

\* First Name Middle Name \* Last Name

Suffix

\* Mailing Address Line 1

Mailing Address Line 2

\* City/County \* State \* Zip Code

\* Phone \* Email

Social Security Number Federal Employer Identification Number

Please enter either a Social Security Number (SSN) or a Federal Employer Identification Number (FEIN).

Back Save & Continue

Español

Virginia Department of Social Services © 2022

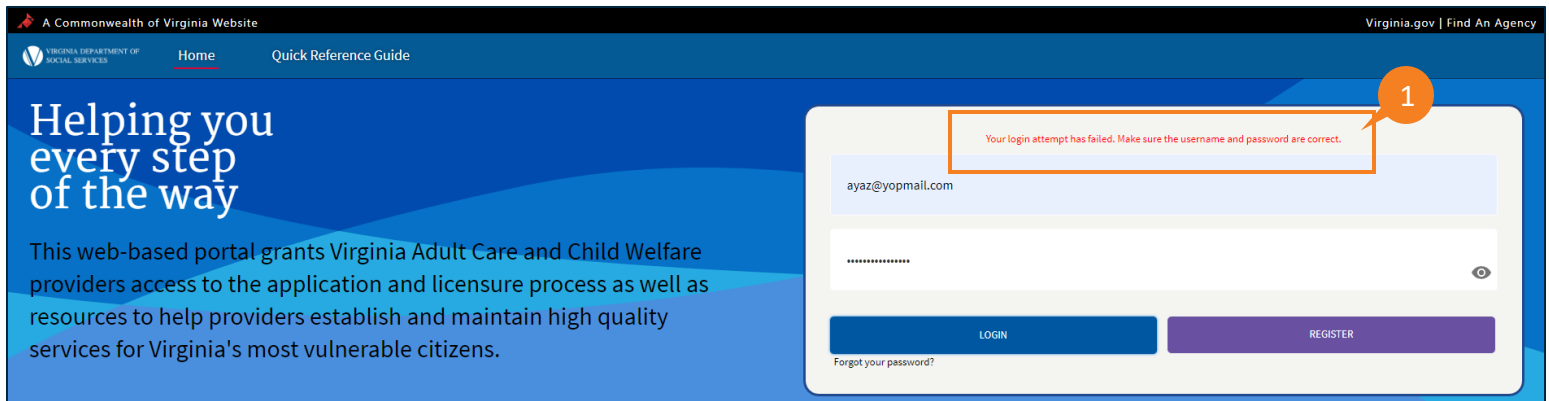
# REGISTER AN ACCOUNT

QRG

## PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

### Username and Password Entered Incorrectly

1. When the username and password combination doesn't match, the following message is displayed *“Your Login attempt has failed. Make sure the username and password are correct.”*



2. If the user enters their password incorrectly 3 times, then the account is disabled for a period of 30 minutes. After an account has been disabled and subsequently enabled after 30 minutes, the user can successfully log in to the system by entering the correct username and password.



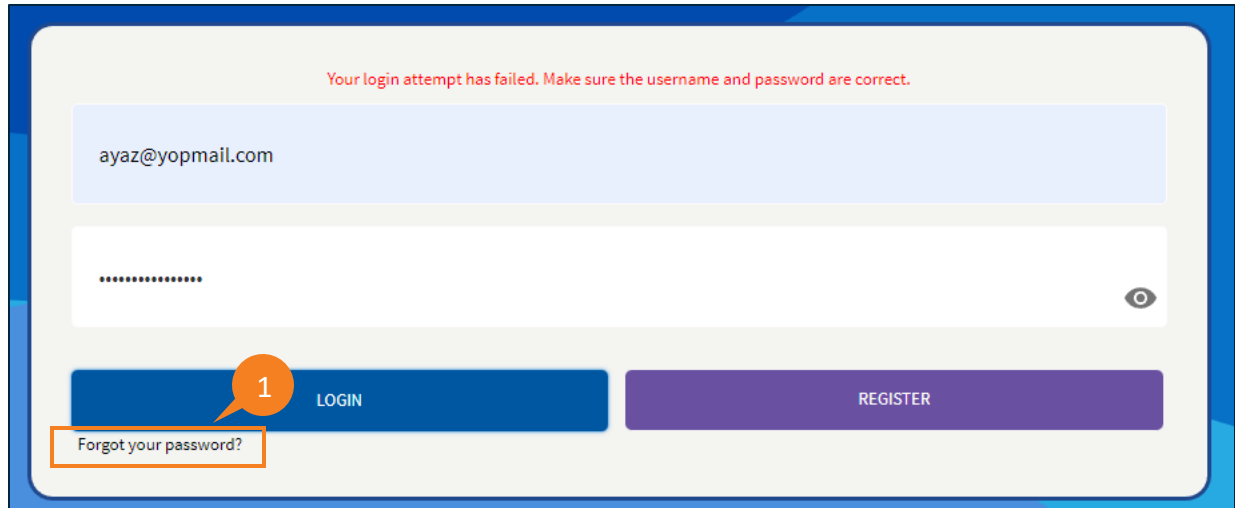
# REGISTER AN ACCOUNT

QRG

## PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

### Forgot Password

1. When the user forgets their password, click the **Forgot your password?** link located below the *Login* button.



# REGISTER AN ACCOUNT

QRG

## PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

2. The **Password Reset** is displayed asking the user to enter their **Username**.
3. When the username has been entered, click **Reset Password**. Instructions on resetting your password are sent to the email address associated with your account.

The screenshot shows a web page with a dark blue header. On the left, it says "A Commonwealth of Virginia Website" and "VIRGINIA DEPARTMENT OF SOCIAL SERVICES". On the right, it says "Virginia.gov | Find An Agency". Below the header, there are links for "Home" and "Quick Reference Guide". The main content area is a light blue box titled "Password Reset". Below the title, it says "To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account." There is a white input field labeled "Username" and a blue button labeled "Reset Password". Below the button is a "Cancel" link. Two orange callout boxes with numbers "2" and "3" are present. Callout "2" points to the "Password Reset" title and the instructions. Callout "3" points to the "Reset Password" button.

# REGISTER AN ACCOUNT

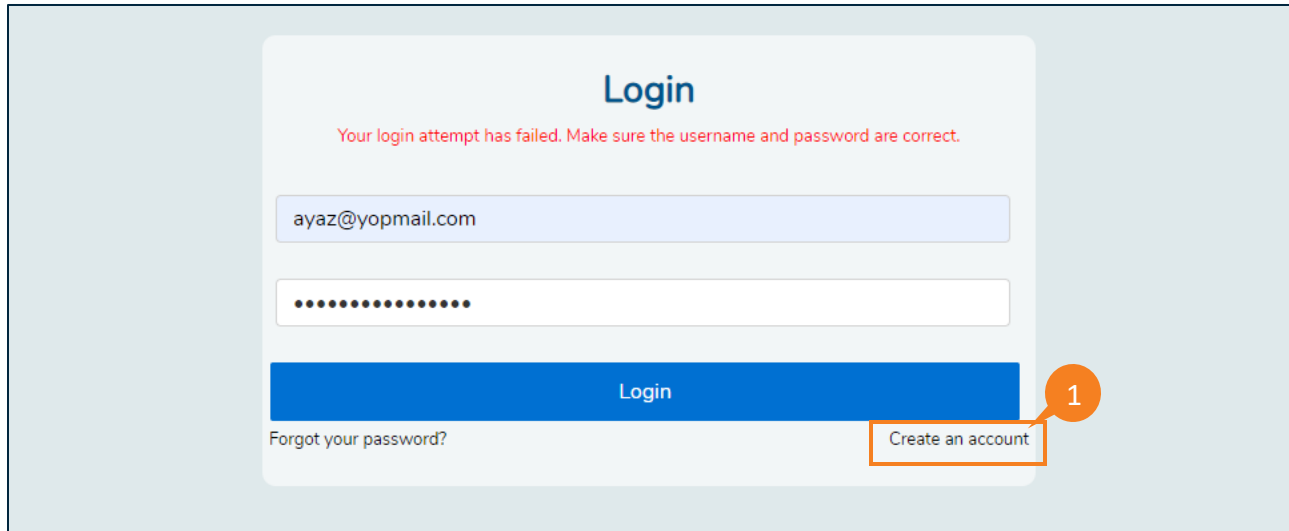
QRG

## PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

### Not Registered Yet

Providers who have not registered yet can click on the **Create an account** link from the *Login* page to navigate to the *User Registration* page and to register in the system.

1. Clicking the **Create an account** link from the *Login* Page directs the user to the *Registration* page.



The screenshot displays a login form with the following elements:

- Title:** Login
- Message:** Your login attempt has failed. Make sure the username and password are correct.
- Username Field:** Contains the text "ayaz@yopmail.com".
- Password Field:** Contains a series of dots representing a masked password.
- Login Button:** A blue button labeled "Login".
- Forgot your password?:** A link located below the login button.
- Create an account:** A link located at the bottom right of the form, highlighted with an orange box and a callout bubble containing the number "1".