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 located in the upper right-hand corner of the page.
2. 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.

3. Click Sign Up.
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.

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**CONGRATULATIONS!** You have successfully registered in the Virginia Department of Social Services Licensing programs portal. Your user ID is

Please verify your account to complete user registration.

You may return to the Licensing Portal to apply for an applicable Adult Care or Child Welfare program license, to learn more about programs overseen by VDSS, or to manage your online account.

If you would like to learn more about Adult Care or Child Welfare programs licensed by the Virginia Department of Social Services, may we suggest 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
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**.
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 Continue.
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**.
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.
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.
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.
2. **Password Reset** is displayed asking the user to enter their **Username**.

3. When the username has been entered, click **Continue**. Instructions on resetting your password are sent to the email address associated with your account.
Not Registered Yet

Providers who have not registered yet, click on the 'Not a user?' link from the Login page, to navigate to the User Registration page and to register in the system.

1. Clicking the 'Not a user?' link from the Login Page, directs the user to the Registration page.