

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.

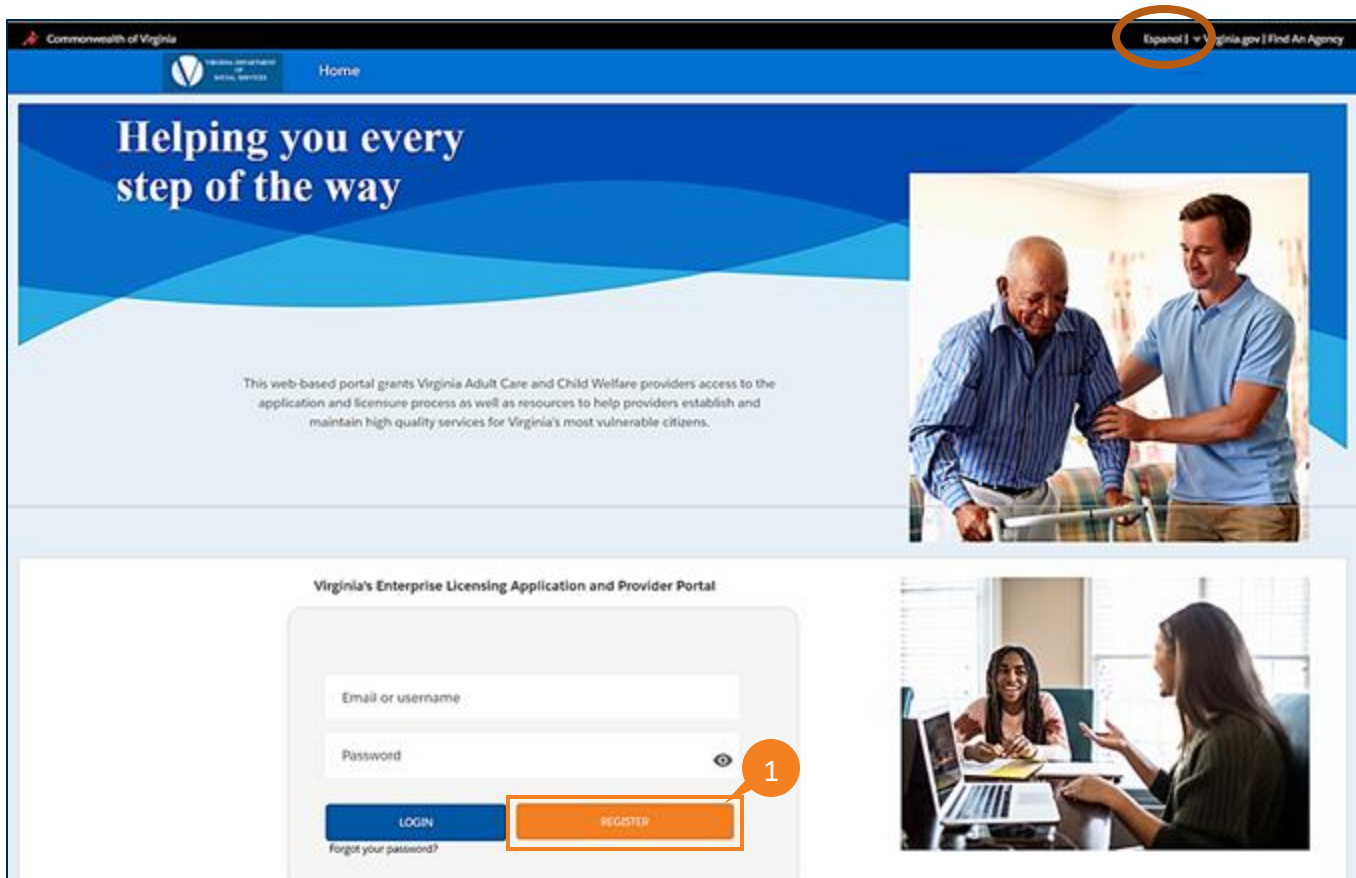
About Registering an Account: All new applicants and current providers navigate to the Provider Portal homepage to begin the registration process. Registering for an account allows new applicants and current providers to submit initial applications to open a new facility or center.

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.



The screenshot shows the Virginia Department of Social Services Provider Portal homepage. At the top, there is a navigation bar with the state logo, the text 'VIRGINIA DEPARTMENT OF SOCIAL SERVICES', and a 'Home' link. On the right side of the navigation bar, there is a circled link for 'Español | v | Virginia.gov | Find An Agency'. The main content area features a large blue header with the text 'Helping you every step of the way'. Below this, there is a paragraph: '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.' To the right of this text is an image of a caregiver assisting an elderly man with a walker. Below the main content, there is a section titled 'Virginia's Enterprise Licensing Application and Provider Portal'. This section contains a login and registration form with two input fields: 'Email or username' and 'Password'. Below the fields are two buttons: 'LOGIN' and 'REGISTER'. The 'REGISTER' button is highlighted with an orange box, and a callout bubble with the number '1' points to it. To the right of the form is another image showing two women sitting at a table, one using a laptop.

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- 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 the 'User Registration' form. The form is titled 'User Registration' and is divided into two main sections: 'User Information' and 'Password'. The 'User Information' section includes fields for 'First Name', 'Last Name', 'Email', 'Confirm Email', and a 'Language' dropdown menu. The 'Password' section includes fields for 'Create Password' and 'Confirm Password'. A blue 'Sign Up' button is located at the bottom right of the form, and a grey 'Back' button is located at the bottom left. Callout 2 points to the 'User Information' section, and callout 3 points to the 'Sign Up' button.


- Click **Sign Up**.

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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.

Sandbox: VA Licensing Portal  

 **DSS Licensing Portal** (no-reply-licensing@dss.virginia.gov) Tue, Feb 22, 2022 2:39 pm

To: you [Details](#) ▾

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

Please verify your account to complete user registration.

[Verify Account](#)

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

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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*.

The screenshot shows the login interface for the Virginia Department of Social Services. At the top, there is a header with the state logo and 'An Official Site of The Commonwealth of Virginia'. Below that is the 'Virginia Department of Social Services' logo and a navigation menu with 'Home', 'My Dashboard', 'Business Entity', and 'Useful Links'. The main content area is titled 'Login' and contains three input fields: 'Username [email address]', 'Password', and a 'Login' button. Three orange callout boxes with numbers 5, 6, and 7 point to the Username, Password, and Login button respectively. Below the Login button are links for 'Forgot your password?' and 'Not a user?'.

MANAGE YOUR INFORMATION

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 **Continue**.

An Official Site of The Commonwealth of Virginia

Virginia.gov

Virginia Department of Social Services

Español

Home My Dashboard Business Entity Useful Links CRS Portal

Disclaimer

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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

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This information may be provided upon request to authorized personnel.

Cancel Continue

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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**.

Commonwealth of Virginia

Home My Dashboard Business Entity Useful Links CRS Portal

Please Select Business Entity Type

--- Select Business Entity Type ---

- Individual/Sole Proprietor
- Partnership
- Corporation
- Association
- Limited Liability Company (LLC)
- Public Agency
- Business Trust
- Religious Organization

de of Virginia 5 22.1-certified preschool or governing instrument, or more trustees will behalf of one or more beneficial owners. A business trust is a separate legal entity and, generally, its trustees and beneficial owners are not liable for the obligations of the business trust.

Association
Business associations are organizations that bring together business owners from a specific area. They range from nationwide associations to those that encompass businesses in individual states, counties, cities, or neighborhoods.

Public Agency
Public Agency is defined to mean the Government of the United States; local government; state agency, including any department, institution, authority, instrumentality, board, or other administrative agency of the Commonwealth

Back Continue

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

Commonwealth of Virginia | Virginia Department of Social Services | Home | My Dashboard | Business Entity | Useful Links | CRS Portal | Espanol | 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).

©2021 Virginia Department of Social Services | Privacy Policy

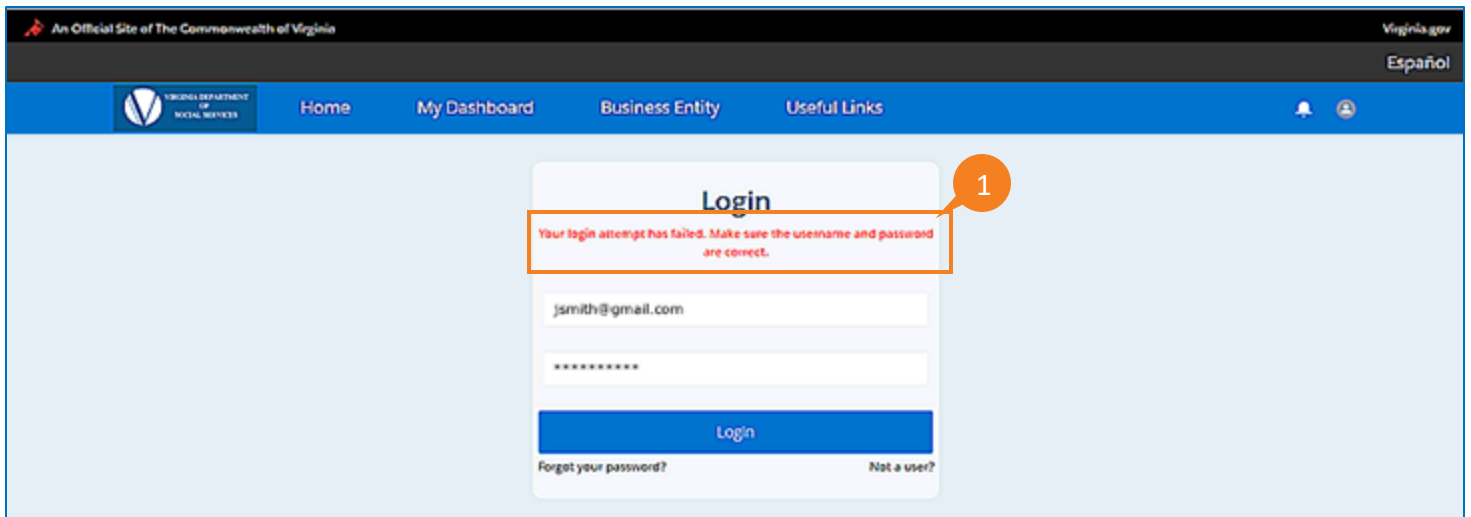
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PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

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.

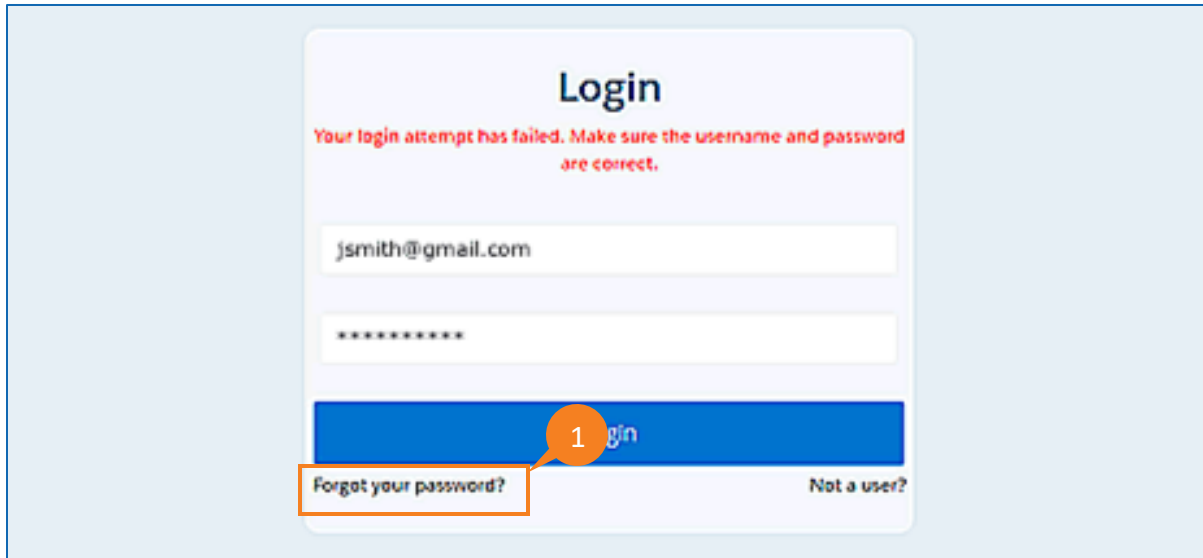
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PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

Forgot Password

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



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PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

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.

salesforce

Forgot Your Password

To reset your password, enter your username.

Username

Cancel Continue

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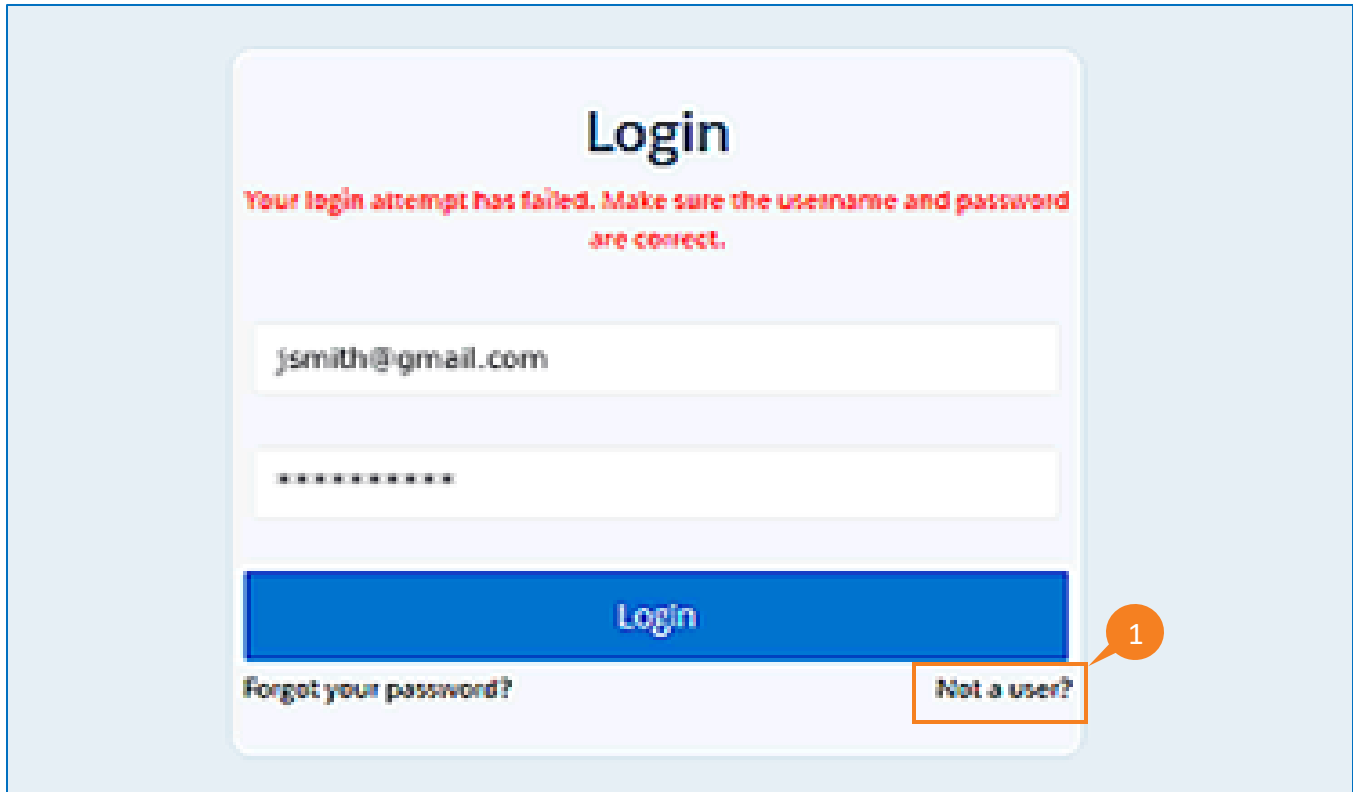
QRG

PROBLEMS LOGGING IN TO THE PROVIDER PORTAL

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.



The screenshot displays a login interface 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 "jsmith@gmail.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.
- Not a user?:** A link located to the right of the "Forgot your password?" link, highlighted with an orange box and a callout bubble containing the number "1".