

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.

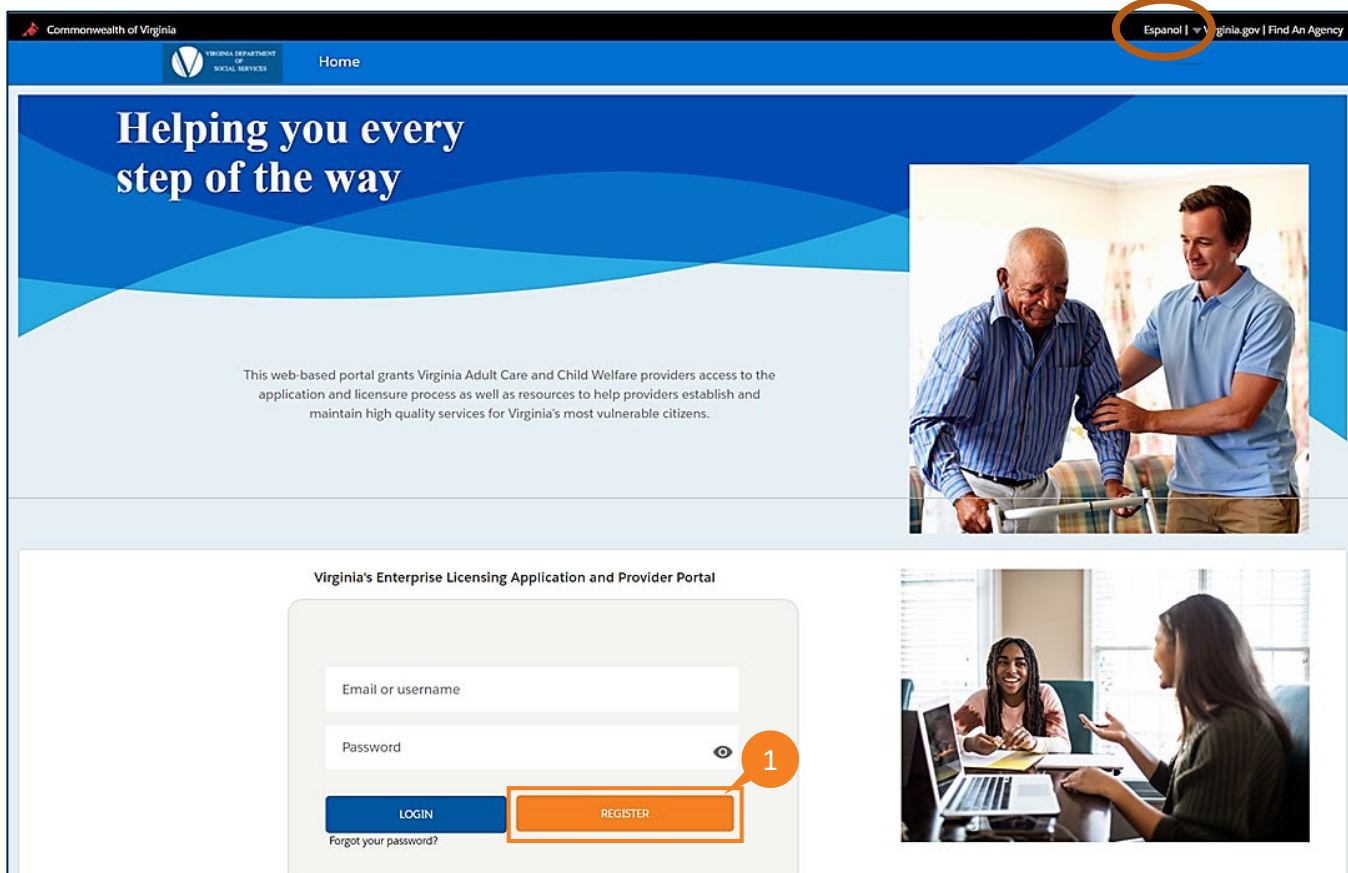
About Registering an Account: All new applicants and current providers navigate to the Provider Portal homepage to begin the registration process. Registering for an account allows new applicants and current providers to submit initial applications to open a new facility or center.

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.



Commonwealth of Virginia

Home

Español | Virginia.gov | Find An Agency

Helping you every step of the way

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.

Virginia's Enterprise Licensing Application and Provider Portal

Email or username

Password

LOGIN REGISTER

Forgot your password?

REGISTER AN ACCOUNT

Quick Reference Guide (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 the 'User Registration' form. A large orange box labeled '2' encompasses the 'User Information' and 'Password' sections. Within the 'Password' section, a smaller orange box labeled '3' highlights the 'Create Password' and 'Confirm Password' input fields. The form includes fields for First Name, Last Name, Email, Confirm Email, a Language dropdown menu, and buttons for 'Back' and 'Sign Up'.

- Click **Sign Up**.

REGISTER AN ACCOUNT

Quick Reference Guide (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.

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 

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

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*.

An Official Site of The Commonwealth of Virginia

Virginia.gov

Virginia Department of Social Services

Español

Home My Dashboard Business Entity Useful Links

Login

Username [email address]

Password

Login

[Forgot your password?](#) [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

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.

Cancel Continue

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**.

Commonwealth of Virginia

Home My Dashboard Business Entity Useful Links CRS Portal

Spanish | Virginia.gov | Find An Agency

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

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

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.

The screenshot shows the 'Business Entity - Individual/Sole Proprietor' registration form. The form is titled 'Business Entity - Individual/Sole Proprietor' and contains the following fields:

- *First Name (required)
- Middle Name (optional)
- *Last Name (required)
- Suffix (optional)
- *Mailing Address Line 1 (required)
- Mailing Address Line 2 (optional)
- *City/County (required)
- *State (required, dropdown menu showing 'VA')
- *Zip Code (required)
- *Phone (required)
- *Email (required)
- Social Security Number (required)
- Federal Employer Identification Number (required)

Below the fields, there is a note: 'Please enter either a Social Security Number (SSN) or a Federal Employer Identification Number (FEIN).' At the bottom of the form, there are two buttons: 'Back' and 'Save & Continue'. Callout 12 points to the form fields, and callout 13 points to the 'Save & Continue' button.

Commonwealth of Virginia | Virginia Department of Social Services | Home | My Dashboard | Business Entity | Useful Links | CRS Portal | Espanol | Virginia.gov | Find An Agency

©2021 Virginia Department of Social Services | Privacy Policy

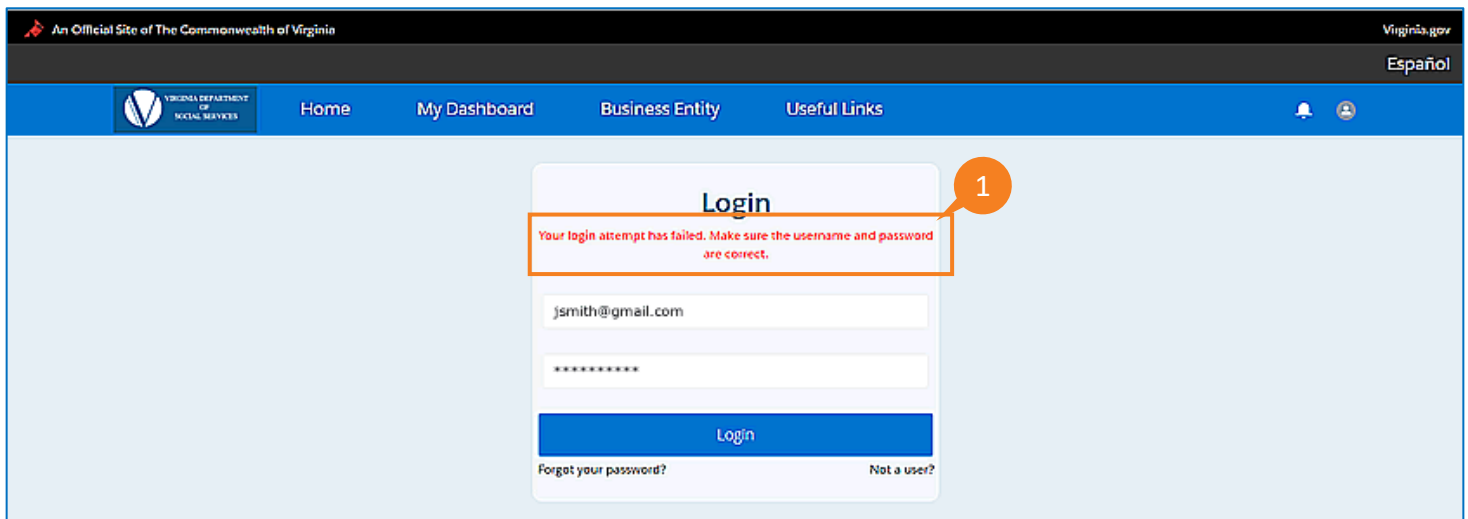
REGISTER AN ACCOUNT

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."*



The screenshot shows the Virginia Department of Social Services (VDSS) login portal. At the top, there is a header with the Virginia state logo and the text "An Official Site of The Commonwealth of Virginia". To the right of the header, it says "Virginia.gov" and "Español". Below the header is a navigation bar with links: "Home", "My Dashboard", "Business Entity", and "Useful Links". There are also icons for a notification bell and a user profile. The main content area is light blue. In the center, there is a white login box with the title "Login". Inside the box, there is a red error message: "Your login attempt has failed. Make sure the username and password are correct." This message is highlighted with an orange box and a callout bubble with the number "1". Below the error message, there are two input fields: the first contains the email address "jsmith@gmail.com" and the second contains a masked password "*****". Below the input fields is a blue "Login" button. At the bottom of the login box, there are two links: "Forgot your password?" and "Not a user?".

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.

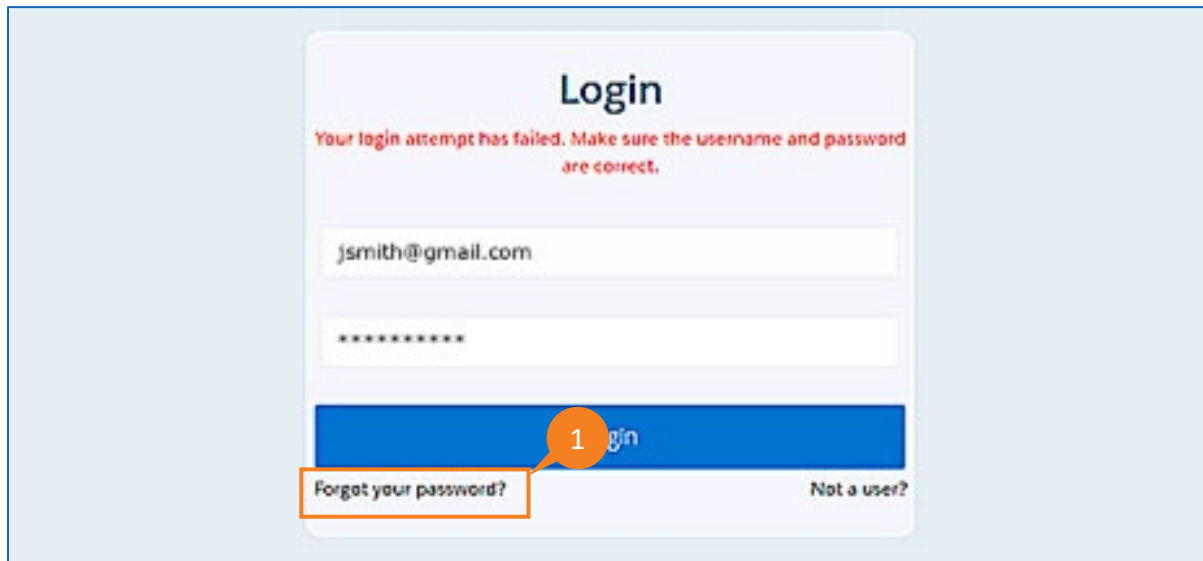
REGISTER AN ACCOUNT

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.



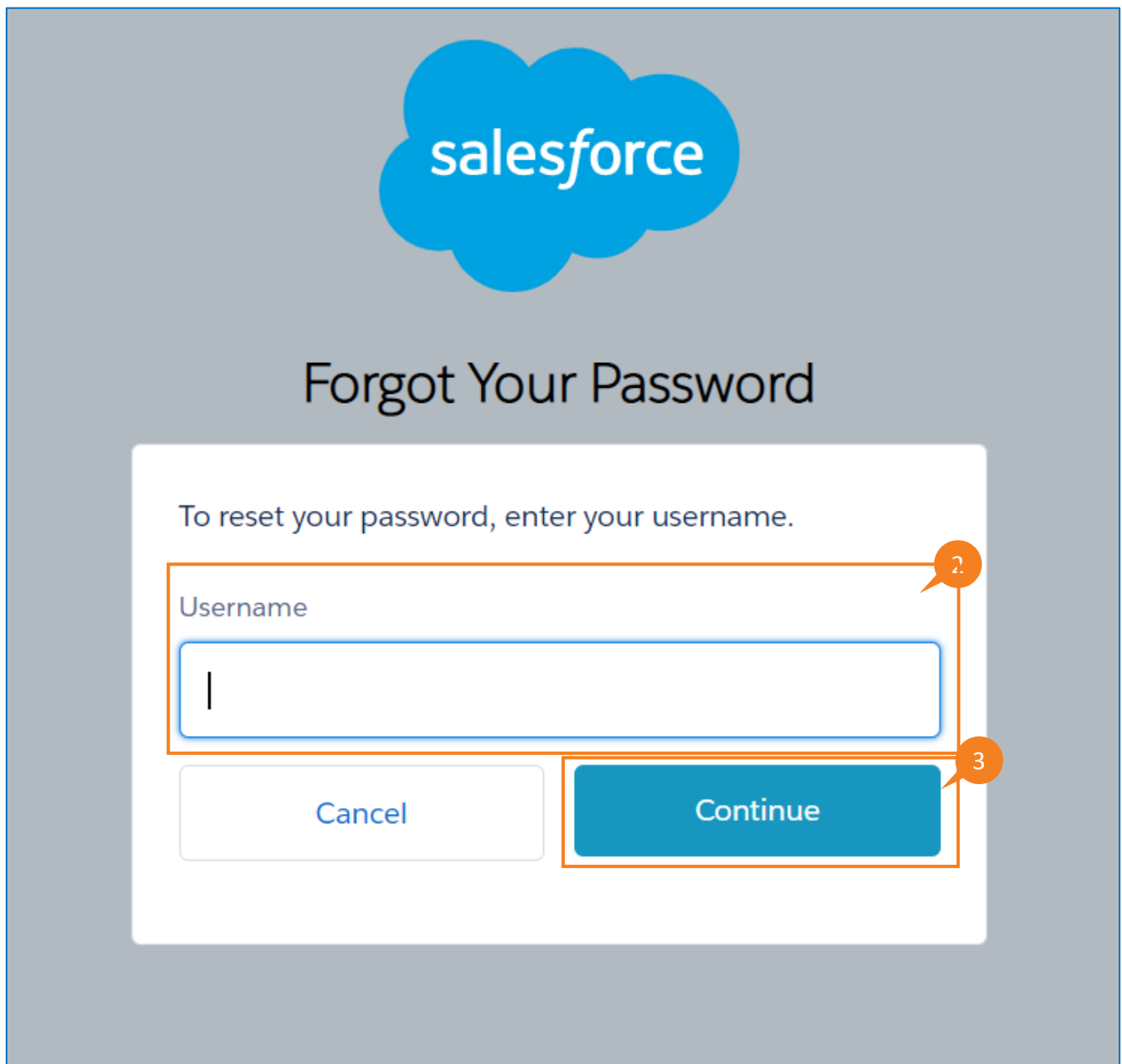
The screenshot displays a login interface with the title "Login". Below the title, a red error message states: "Your login attempt has failed. Make sure the username and password are correct." The username field contains "jsmith@gmail.com" and the password field is masked with "*****". A blue "Login" button is positioned below the password field. An orange callout bubble with the number "1" points to the "Login" button. Below the button, there are two links: "Forgot your password?" (highlighted with an orange box) and "Not a user?".

REGISTER AN ACCOUNT

QRG

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.



The image shows the Salesforce 'Forgot Your Password' interface. At the top is the Salesforce logo. Below it, the text 'Forgot Your Password' is centered. A white box contains the instruction 'To reset your password, enter your username.' Below this is a 'Username' label and a text input field with a vertical cursor. At the bottom of the white box are two buttons: 'Cancel' and 'Continue'. An orange line with circular callouts highlights the input field and the 'Continue' button. Callout '2' points to the input field, and callout '3' points to the 'Continue' button.

REGISTER AN ACCOUNT

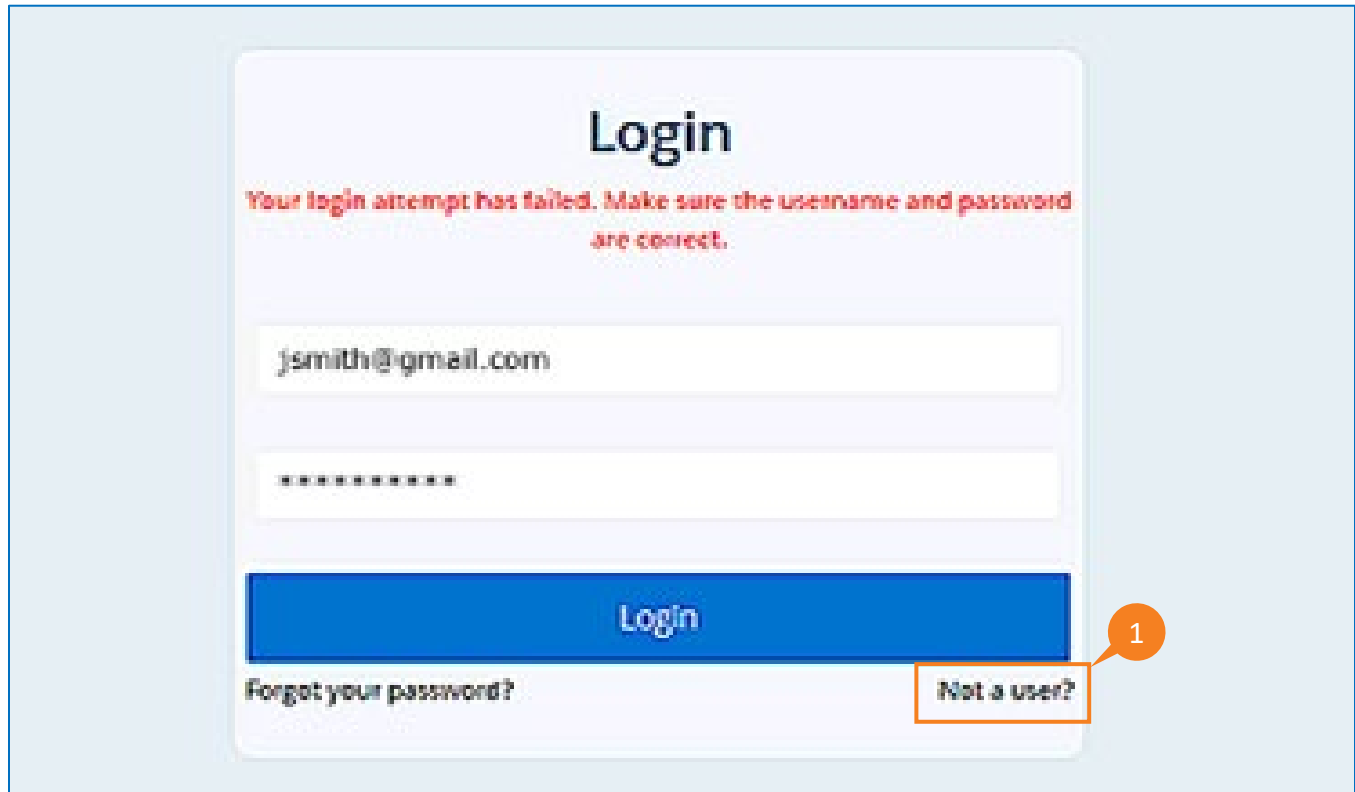
QRG

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 web interface for logging in. At the top, the word "Login" is centered in a large, bold, black font. Below it, a red error message reads: "Your login attempt has failed. Make sure the username and password are correct." There are two input fields: the first contains the email address "jsmith@gmail.com", and the second is a password field with masked characters. Below the password field is a large blue button labeled "Login". To the left of the button is a link that says "Forgot your password?". To the right of the button is a link labeled "Not a user?". An orange callout bubble with the number "1" points to the "Not a user?" link.