CONSUMER DIRECT CARE NETWORK
VIRGINIA

GETTING STARTED **WITH**
Web Portal Registration

Q **What is the name of the Consumer Direct Care Network web portal?**

Direct My Care

Q **Who needs to register?**

Participants, Attendants, Designated Representatives, Employers of Record, and Service Facilitators

Q **What does the web portal do?**

DirectMyCare.com is your secure online website. It has payroll and management tools. Employers can use the web portal to approve submitted time and view reports.

Web portal time approval reasons:
- EOR was not available to sign the mobile app at the end of the shift.
- The shift was recorded using the CellTrak IVR.

Video tutorials on how EORs approve time can be found at **www.ConsumerDirectVA.com/training-materials.**

Q **How do I register?**

1 Open internet browser.

2 Go to DirectMyCare.com

3 Click on the **Register** button to open the registration page.

4 Enter your email address and click the **Send Verification Code** button.

5 Check your email for the verification code.

6 Enter the code into the verification box on the registration page.

7 Create a password.

8 Retype the same password.

9 Enter your first and last name into the boxes.

10 Select your role.

11 Choose VA for the state where service is provided.

12 Enter phone number.

13 Enter the last four digits of your Social Security Number.

14 Click the **Create** button to finish the registration process.

Q **What if I need more help?**

Go to www.ConsumerDirectVA.com/training-materials for step-by-step instructions.
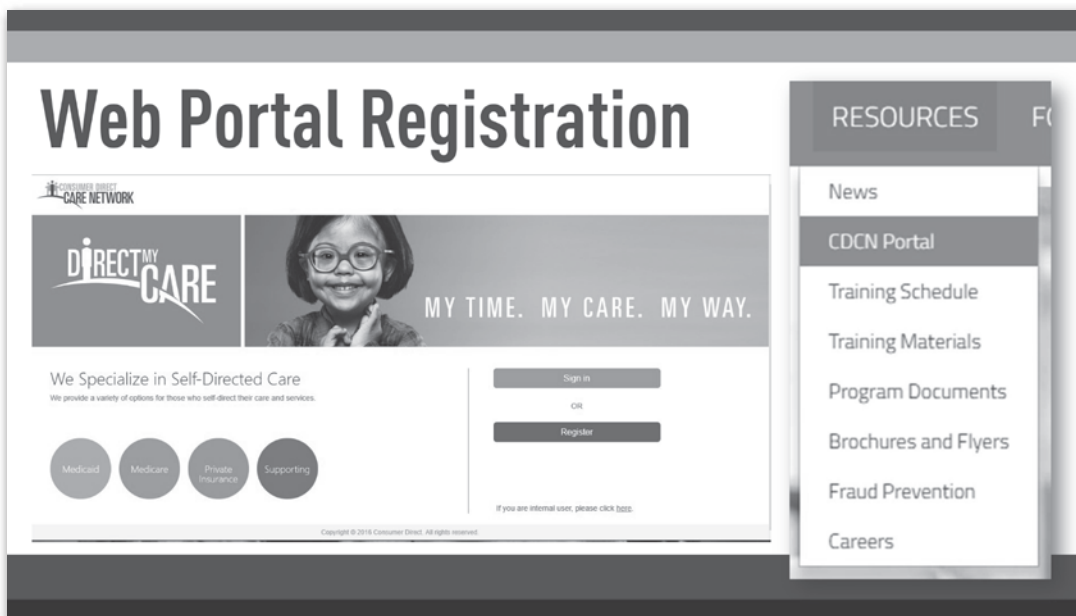Email Consumer Direct Care Network Virginia at infocdva@consumerdirectcare.com

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Q **I work multiple roles with CDCN. For example, I am the EOR for my daughter and the Attendant for my son. What do I need to do to see both roles on DirectMyCare.com?**

Users with multiple roles are able to log into DirectMyCare.com with one user name and password. Users with multiple roles can switch between roles by clicking on the drop-down arrow under your name in the upper right-hand corner.

For additional information, please visit our training materials page at **www.ConsumerDirectVA.com/training-materials**