Introduction

The Consumer Direct Care Network Portal, or CDCN Portal (https://CDCNPoral.com/) is a secure website that provides online payroll and budget management tools to individuals who receive services through a Consumer Direct Care Network company. Online time entry and approval through this secure website provides an efficient and error-minimizing way to enter time directly into the Consumer Direct payroll system. Electronic time sheets provide information on the status of all time and payroll entries.

Figure 1. CDCN Portal home page with Sign in and Register buttons

Note on terminology: People enrolled in a Medicaid program and who receive Consumer Direct payroll services are called a “Participant” in the CDCN Portal. Workers who provide services to the Medicaid recipient are called a “Care Giver” in the CDCN Portal.

Registration Steps

1. **Go to the CDCN Portal.** On a computer with internet access, open a browser and enter https://CDCNPoral.com/ in the address bar. This will take you to the opening page of the CDCN Portal as shown in Figure 1 above.

2. **Click on the Register button** (Figure 2) to open the registration page.

3. **Enter your email address and click the Send Verification Code button.** An email address is required to register. Enter your email address in the top-most field and click the “Send verification code” button (Figure 3).
4. **Retrieve and confirm your verification code.** Upon clicking the “Send verification code” button, a code will be sent to your email address you provided in the box above the button. Check your email for the code. The code will be a numeric code. Copy and paste the code, or type the code into the box that appears below the email address labeled “verification code” (Figure 4). If you did not receive the code in your email, you can click on “Send new code” to have another code sent. If you still don’t see an email, please look in your junk email, for it may have been marked as spam.

![Figure 4. Verify Code](image)

5. **Enter a password in the New Password field.** Your password must be between 8 and 16 characters. It must contain a combination of lowercase, uppercase and special characters and digits as explained in the accompanying red text next to the field (Figure 5).

6. **Retype the same Password in the Confirm New Password field.** The password must be typed exactly as the New Password field.

7. **Enter your name in the First Name and Last Name fields.**

8. **Select your Role.** Click in the field labeled “Role” to receive a listing of roles in the system (Figure 6). Workers providing care to program participants will select “Care Giver”. Program participants will select “Participant”. An authorized or designated representative of a participant who provides employer functions will choose “Designated Representative”.

![Figure 6. Select your Role](image)
9. **Chose the state where service is provided.**
   Click in the field labeled “State” to receive a listing of states where Consumer Direct Care Network companies operate (Figure 7). Select the state where the Participant resides and service is delivered.

10. **Enter your primary phone number in the bottom most field labeled “Phone”.** A Consumer Direct representative will contact you at this number to confirm your registration. This is a security step to prevent someone from impersonating you. Please enter only numbers in this field. Do not enter any parentheses “( )” or dashes/hyphens “-”.

11. **Click the Create button to finish the registration process.** Once you have completed all the necessary information, click the “Create” button to finish your registration process at CDCNPortal.com.

**Note on Activation of All Features:** All enrollment paperwork for both the Care Giver and Participant must be submitted and approved prior to complete activation of all CDCN Portal functions. Once all paperwork has been approved and we have contacted both the Care Giver and Participant to verify registration, you may begin to enter time online. Once registered, users can also sign-in to check on their activation status and whether they are ready to begin using the site.

### Overview of the Time Entry and Approval Process

- Upon completion of a scheduled shift, the employee (Care Giver) will log onto the CDCN Portal and enter the shift worked. Time entry for each shift will include the Participant’s name, the service provided (Service Code), and beginning and ending shift times. In some situations, tasks performed and other service information must also be logged.
- The employee (Care Giver) submits their shifts for their employer’s approval.
- When the last shift for the work week has been completed and submitted, the Participant (or their Designated Representative) will log into the CDCN Portal to review and approve the employee’s time.
- Once the time has been approved by the Participant (or their Designated Representative), entries can be processed and paid by Consumer Direct.
- Time submitted online is due each Monday by midnight.
Employee Time Entry Steps

1. **Click on the “Sign In” button on the CDCN Portal home page.** On your computer, go to the opening page of the CDCN Portal (https://CDCNPortal.com/) as shown in figure 1. Click on the green “Sign in” button. Please remember, if you are not completely verified in our system, time cannot be entered.

2. **Enter the email address and password you created at registration to enter the site.**

   ![Email and Password Entry](image)

3. **My Dashboard.** Once logged in, you will be directed to a “dashboard”. The Dashboard contains a lot of information. There is information on outstanding time and mileage entries (time or mileage entered, but not yet submitted for approval). The Participants that the employee works for are listed. Announcements may be displayed. And there are buttons for access to time and mileage entry, pay stubs, job postings, and trainings.

![Dashboard Image](image)

   Figure 8. My Dashboard (Care Giver)

4. **Click on the “Time/Mileage Entry” button.** From the upper right part of the Dashboard, click on the Time/Mileage Entry button to get to the time entry screen.
5. **Select week of service.** Select which week you wish to begin time entry for by using the back or forward arrows in the top right corner of the Dashboard (Figure 9).

6. **Select the Participant you will enter time for from the drop down list** (Figure 10).

7. **Click in the cell for the day of the work week you wish to enter time for** (Figure 11).

8. **Enter shift details** (Figure 12). Fill in the information for the shift worked in the pane on the right hand side of screen that appears after you click a cell representing a date in the calendar. The pane will pre-populate with the service code and date of service. These values can be changed here, if need be. Adjust the “Time In” and “Time Out” as needed by either clicking on the up or down arrows or typing in the value in hours and minutes.

9. **Click the Save or Submit button to complete the time entry.** Select “Save” to save your time entry. You will need to submit it to your Participant/Employer at a later time. Select “Submit” to immediately submit the time worked to your Participant/Employer. If you choose to submit the shift, you may be required to complete additional actions as shown in figure 13. Additional actions are program dependent, and may not apply to you. For example, in some Medicaid programs, the Care Giver must provide information on tasks performed.

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**Figure 9. Select week of service**

**Figure 10. Select Participant**

**Figure 11. Select date of service**

**Figure 12. Shift detail window**

**Figure 13. Additional action required to submit a shift**
10. After the shift(s) have been entered and you want to submit time to be approved by the Participant/Employer, you may choose to select and submit one shift (figure 14), multiple shifts (figure 15) or all shifts for the work-week (figure 16). To submit one shift, click in the cell you wish to submit, make sure the “Additional Actions” have been completed, then click the “Submit Entries” button.

![Figure 14. Submitting a single shift](image)

11. If you choose to submit multiple shifts, you may click on a row to submit the entire row (Figure 15, the entire row highlights yellow). Make sure all Additional Actions are complete and click the “Submit Entries” button. **Note:** if you try to submit an entire row or week and any shift requires additional action as shown with the yellow “Action Required” icon, the system will prompt you to complete the action before allowing submittal.

![Figure 15. Submitting an entire row of shifts](image)

12. You may also select the entire week by clicking on the box in the top left hand corner of the grid, next to the word “Participant”. Make sure all Additional Actions are complete and click the “Submit Entries” button.

![Figure 16. Submitting an entire week of shifts](image)

13. **Attest that your entry is true and accurate.** Upon clicking the “Submit” button, you will be presented with an Attestation clause (Figure 17). Click “OK” to agree that the information entered is true and accurate. Shifts are now marked with a purple “Submitted” symbol indicating the process is complete. The Participant/Employer will now need to review submitted shifts for approval.
Participant/Employer Time Approval Steps

1. **Click on the “Sign In” button on the CDCN Portal home page.** When your worker has completed their last shift of the work week, go to the opening page of the CDCN Portal (https://CDCNPortal.com/) as shown in figure 1 to log in to approve their time. Click on the green “Sign in” button. Please remember, you will need to be registered and completely verified in our system to review and approve time entries.

2. **Enter the email address and password you created at registration to enter the site.**

   cassiesmith@gmail.com

   

3. **My Dashboard.** Once logged in, you will be directed to a “dashboard” (Figure 18). The Dashboard contains a lot of information. There is information on time that needs to be submitted for approval, there is a listing of Care Givers that work for you, you can view announcements, and access trainings and FAQ’s.

![Figure 18. My Dashboard](image-url)
4. **Click on the “Time/Mileage Entry” button.** From the upper right part of the Dashboard, click on the “Time/Mileage Entry” button to get to the time entry approval screen.

5. **Select which Care Giver to approve time for.** If you have multiple Care Givers, select which you want to approve time for in the drop down box as shown in Figure 19.

6. **Approve employee work time.** You can choose to approve one shift at a time, a row at a time or an entire week at a time. To approve one shift, click in a cell where time has been submitted. When you click in a cell, the cell turns color and you will see a pane on the right hand side of the screen. Review all information in the pane and if correct, click “Approve” (Figure 20).

7. If you choose to approve one row of time, click in the box next to the Care Giver’s name in the row (Figure 21). The entire row will change color. Once the row is selected, click on the “Approve” button to complete the process. Similarly, you can choose to approve the entire week by clicking the checkbox in the top left hand corner of the grid, next to “Care Giver”.

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**Figure 19. Select Care Giver**

**Figure 20. Approving a single shift**

**Figure 21. Approving an entire row**
8. **Answer service questions (if applicable).** After you have clicked on the “Approve” button, you may be asked to answers some service questions, if they apply to your program. Please answer the questions and click “Approve”. If your program does not require these, you will not be asked.

9. **Attest that your entry is true and accurate.** Once you click the “Approve” button, you will be presented with an Attestation statement (Figure 17, same as Care Giver attestation). Click “OK” to agree that the information entered is true and accurate. You will now see all shifts you approved are marked with a blue “Approved” check mark (Figure 23).

**Note:** Status symbols used on time entry and approval screens are presented in figure 24.