

# WELCOME!

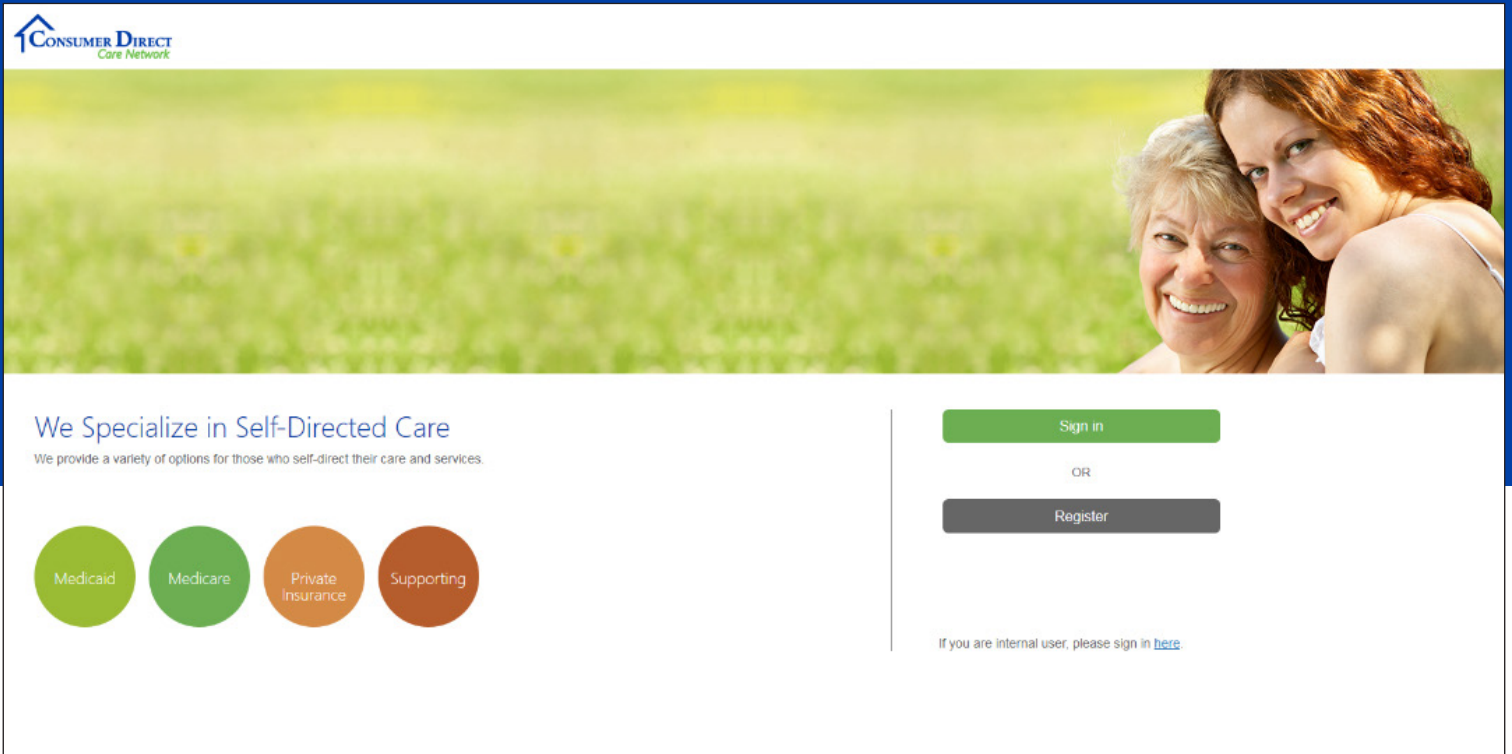


Figure 1: CDCN Portal home page with Sign In and Register Buttons

The Consumer Direct Care Network Portal, or CDCN Portal is a secure website that provides online payroll and budget management tools to individuals who receive services through a Consumer Direct Care Network company.

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## Note on Terminology:

People enrolled in a Medicaid program and who receive Consumer Direct payroll services are called a **“Participant”** in the CDCN Portal. They may also be referred to as an “Employer”

Workers who provide services to the Medicaid recipient are called a **“Caregiver”** in the CDCN Portal. They may also be referred to as an “Employee”

# Registration Steps

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

**2 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).

**3 Retrieve and confirm your verification code.**

Upon clicking the “Send verification code” button, a code will be sent to the email address you provided in the box above the button from Microsoft. Check your email for the code. The code will be a numeric code, in an email similar to the one shown below.

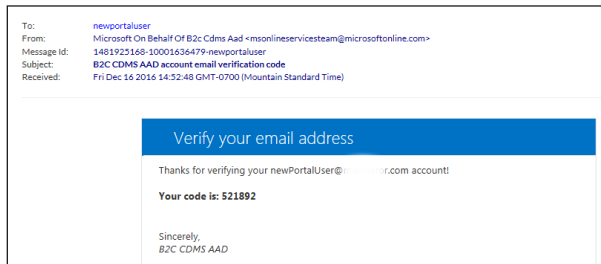


Figure 3.5: Verification Email from Microsoft.

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 inbox, look in your junk mail, for it may have been marked as spam. You may also click on “Send new code” to have another code sent if both of the above fail.

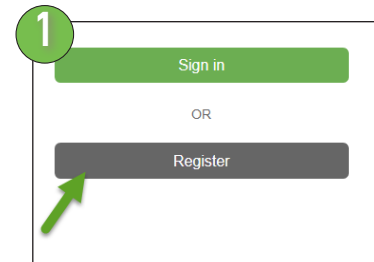


Figure 2: Register Button

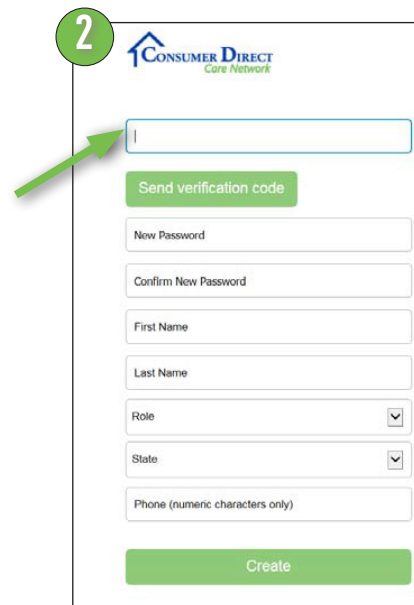


Figure 3: Registration Page Fields

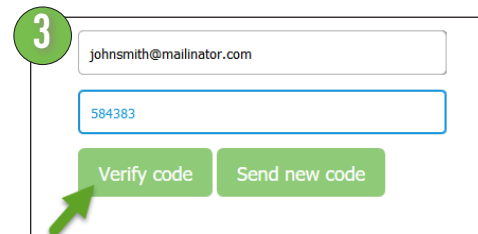


Figure 4: Verify Code

# Registration, cont.

**4 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 above the password entry fields (Figure 5).

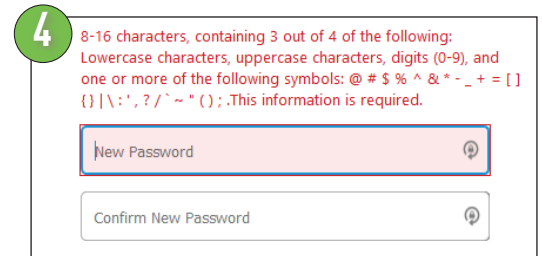


Figure 5: Enter Password

**5 Retype the same Password in the Confirm New Password field.**  
 The password must match exactly the New Password.

**6 Enter your name in the First Name and Last Name fields.**  
 As seen in [Figure 2](#), on page 2

**7 Select your Role.**  
 Click in the field labeled "Role" to receive a listing of roles in the system (Figure 6).

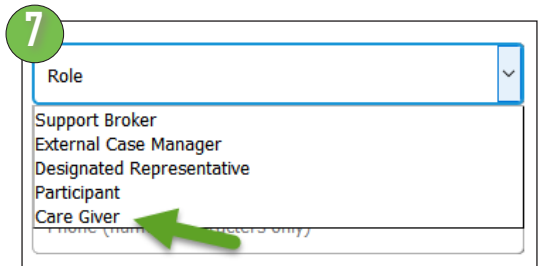


Figure 6: Select your Role

Workers providing care to program participants will select "**Caregiver**".

Program participants will select "**Participant**".

An authorized or designated representative of a participant who provides employer functions will choose "**Designated Representative**."

**Note:**

It is important that Participants, Caregivers and Designated Representatives all register on the portal.

**8 Choose 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).

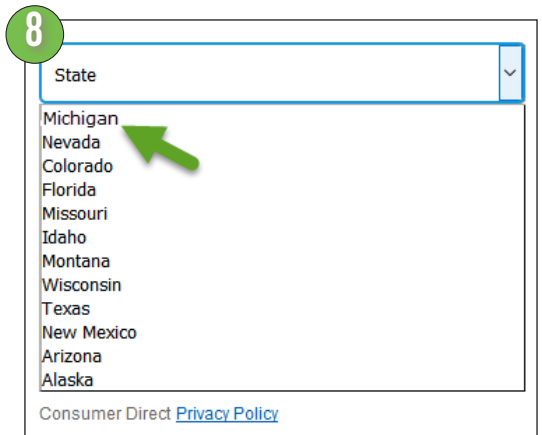


Figure 7: Select your state

Select the state where the Participant resides and service is delivered.

# Registration, cont.

**9 Enter your primary phone number in the bottom most field labeled "Phone" (Figure 7.1).**

A Consumer Direct representative will contact you at this number or by email 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 "-".

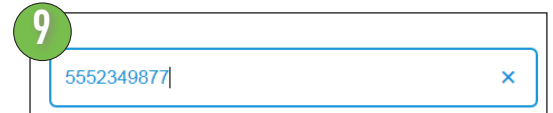


Figure 7.1: Phone Number entry field

**10 Click the Create button to finish the registration process (Figure 7.2).**

Once you have completed all the necessary information, click the "Create" button to finish your registration process at CDCNPortal.com.



Figure 7.2: Create button

**Important!**

Completing Registration is only the first step towards using the Portal. See "Finalizing Account Setup," below.

## Finalizing Account Set Up

Now that we've received your registration, setup can be finished.

After registration, and all enrollment paperwork has been submitted, we can begin finalizing your portal account. This typically takes between two and five business days.

During this time, users can sign-in to check on their activation status. While incomplete, a message like the one below will be displayed (Figure 7.3).

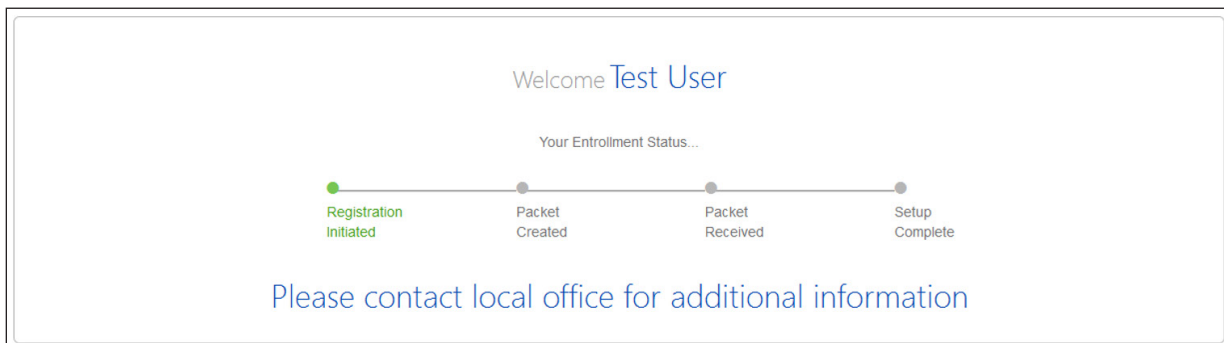


Figure 7.3: Account Activation Status

# Resetting A Password

If a password is forgotten or misplaced, it can be changed at the CDCN Portal Sign In screen. Resetting a password is a two step process. First step is account verification, to make sure the password is changed by the user. The second is submitting a new password.

**1** On the CDCN Portal Home page, click the "Can't access your account?" hyperlink located under the "Sign In" button (*Figure 8*).

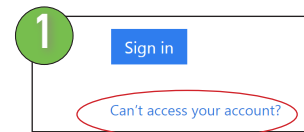


Figure 8. Sign In Area

**2** In the next screen, first enter your email address in the top field (*Figure 9*). Then enter the letters displayed in the image into the bottom field. These characters are often difficult to read. If you can't make out what they are, click the 'reset' button for a new set of letters, or the audio button to hear them (your computer or electronic device will need to be sound enabled). When both fields have been filled, click "Next."

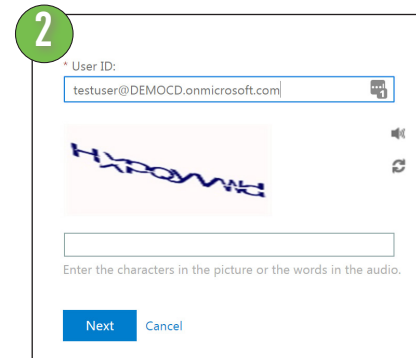


Figure 9. Beginning Account Verification

**3** Click the blue 'Email' button when prompted to choose how to receive your verification code (*Figure 10*).

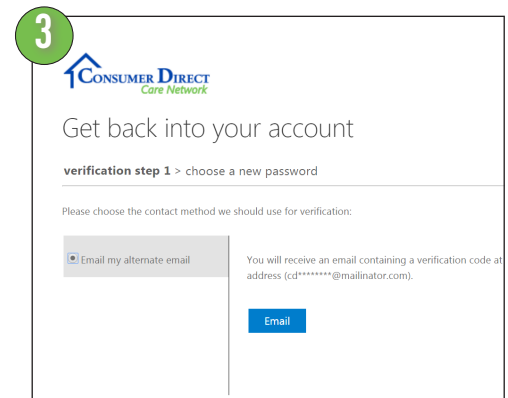


Figure 10. Requesting a Verification Code

**4** Check your email inbox for the verification code. The message should contain an image similar to the one displayed in Figure 11. Find and copy, or memorize, the six digit verification code. You will need this code for step five.

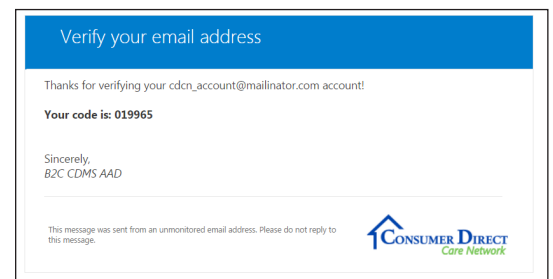


Figure 11. Email containing verification code

# Resetting A Password, cont.

- 5 Enter the 6 digit code from the verification email into the password change form (Figure 12). Then click "Next."

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- 6 Enter a new password into the form, then enter it again to confirm the change (Figure 13). Remember that passwords must be a combination of letters, numbers and symbols.  
Click "Finish."

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- 7 Your password should now be reset, and you should see a confirm message, as shown in step 8 (Figure 14).  
You'll also receive an email confirmation that your password has been reset (Figure 15).

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- 8 Click the "Click Here" link to return to the portal and sign in with your new password.

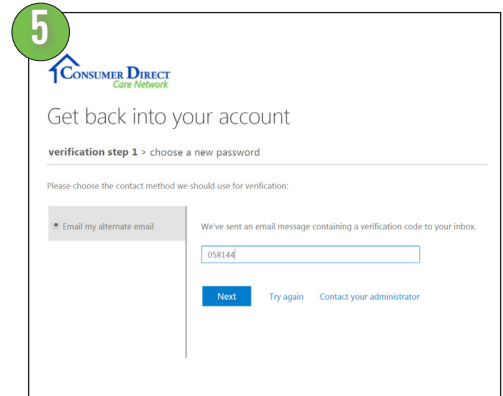


Figure 12. Entering the verification code

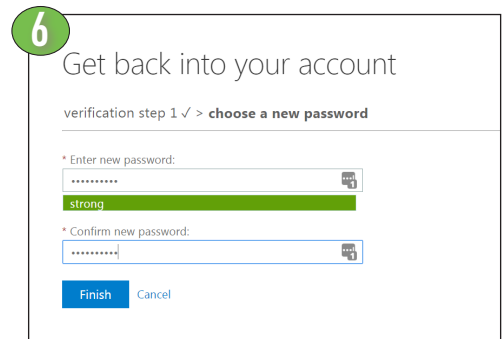


Figure 13. Choosing a new password

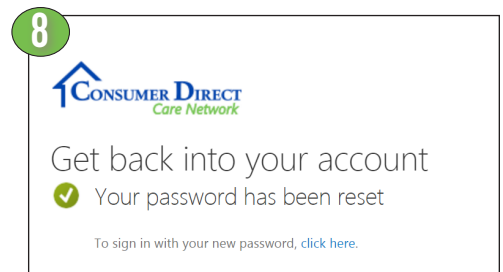


Figure 14. Password Reset Confirmation

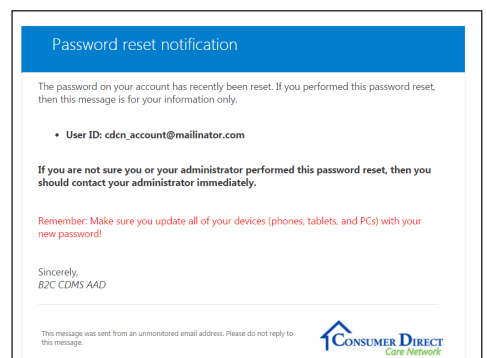


Figure 15. Password Reset Notification Email

# Frequently Asked Questions

## What devices/browsers does the Portal Support?

Google Chrome is preferred and provides the best experience. Firefox is an acceptable alternative.

Mobile devices may also be used, however connection speeds may affect performance. WiFi connections seem to be the most reliable.

Email services are available. Some of the more popular ones include:

<https://www.gmail.com>

<https://www.yahoo.com>

<https://www.outlook.com>

## When can I register?

Registration can be completed at any time (the earlier, the better!)

## What happens after I register?

Consumer Direct admin staff will need to load program setup information into the portal. This may take a few days. We encourage you to check back on the portal to see when this step has occurred and you can begin utilizing the web portal.

Please make Consumer Direct staff aware of persistent issues with utilizing the web portal so that we can help to ensure a speedy resolution!

## I've tried to register multiple times with no success. I have checked my junk mail for a verification code, and nothing seems to work.

Contact Consumer Direct. It is possible that we may need to reset the registration process for you.

## REGISTRATION FAQ

### Who needs to register?

Everyone! All paid Caregivers (regular or emergency), Participants and Authorized Representatives (when applicable.) Please note that Participants must register even if they have an Authorized Representative.

### What will I need to register?

You'll need:

**a phone number** (enter ONLY the numbers 0 through 9 during registration, for example 2027621401).

**an email address** and,

**a password** which meets the web portal requirements. The password requirements are as follows:

- 8-16 characters

- containing 3 out of 4 of the following:

- lowercase characters

- uppercase characters

- digits (0-9)

- one or more of the following symbols:

- @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ;

### I don't have an email address, how do I register?

An email address is required for registration. Free

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*More questions, next page*

## Frequently Asked Questions, cont.

### CAREGIVER FAQ

#### **Where can I print a pay stub?**

Your paystub can be found by accessing your dashboard and clicking the "Pay Stub Reports" button on the upper right part of the page.

#### **Where can I get a copy of my W2?**

To receive a copy of your W2, register with ADP. ADP registration instructions are located on the CDCN website.

#### **I'm interested in working, but don't have a Participant. Should I register?**

It is unnecessary to register before you have a client/ employer. You may check our provider directory to see if any opportunities are available in your region at <https://providers.consumerdirectcare.com/>. You may also call Consumer Direct with inquiries.

### PARTICIPANT/REPRESENTATIVE FAQ

#### **Where can I find my reports?**

Participant Reports can be accessed from the Profile screen. When at the dashboard, click your name in the upper right area of the screen to view your profile.

#### **I am a Designated Representative. How do I act on behalf of my Participant?**

You can register as a Designated Representative on the Portal. The participant you are representing will also need to be registered. When you have both completed registration, Consumer Direct admin staff can link your accounts.