

PROVIDER DIRECTORY Maintaining Your Profile

Responding to a Client Email

1. When a prospective client contacts you from your Provider Directory profile, you will receive an automated email from infoprovdirectory@consumerdirectcare.com containing the client message (**figure 1**).
2. To respond directly to the prospective client, send your email reply to the address listed in the **"Subject"** line of the email (**shown in red**) (**figures 1, 2**).

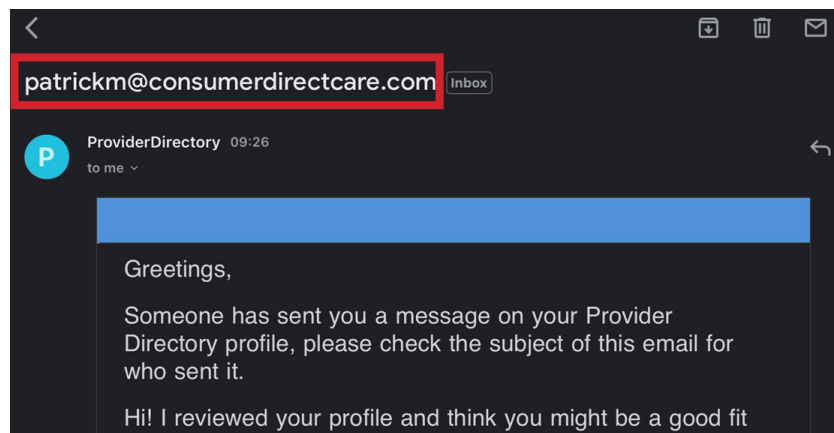


Figure 1: Client email on phone

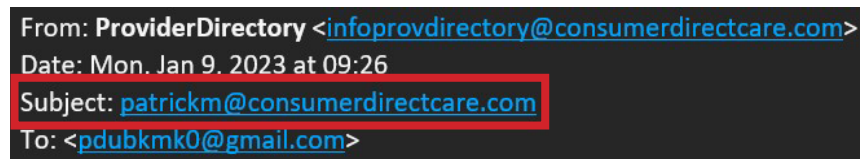


Figure 2: Client email on computer

90-Day Profile Reactivation

1. To keep your Provider Directory attendant profile active you are required to reactivate your profile every 90 days.
2. You will automatically receive an email when it is time to reactivate your attendant profile. Click or tap the **"Click to Confirm"** link to keep your attendant profile active on the directory (**figure 3**).
 - Upon completion you will receive a confirmation notice (**figure 3.1**).

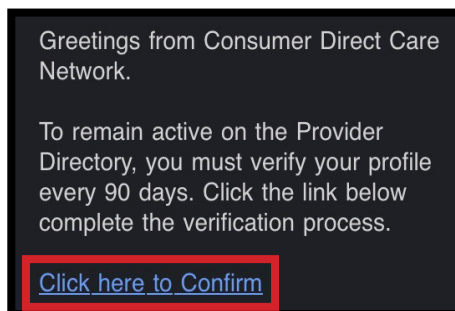


Figure 3: Confirm profile

You have confirmed your account and will now continue to be displayed in the search results. Thank you!

Figure 3.1: Profile confirmed

Resetting your Password

1. If you forgot your password, click or tap **"Forgot your password?"** on the sign in page (**figure 4**).
2. Enter the email address associated with your attendant profile, click or tap **"Send Verification Code,"** then click or tap **"Continue"** (**figure 5**).
3. You will receive an automated email with a verification code. Check your email and enter the code in the **"Verification code"** text box. Then click or tap **"Verify code."** If you did not receive a code, click or tap **"Send new code."** When you are finished, click or tap **"Continue"** (**figures 6, 7**).

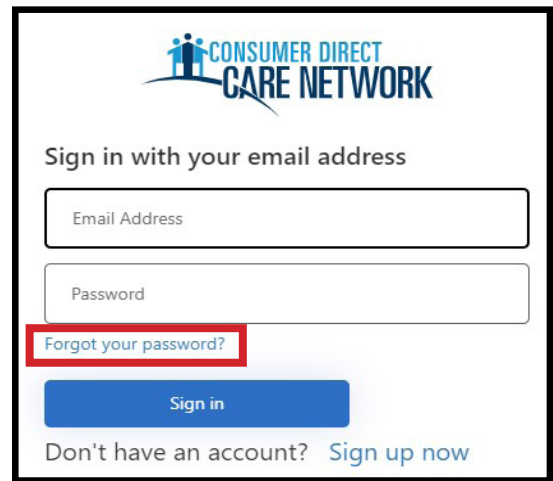
The screen shows the 'CONSUMER DIRECT CARE NETWORK' logo at the top. Below it is the heading 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. A red box highlights the link 'Forgot your password?'. Below the fields is a blue 'Sign in' button. At the bottom, it says 'Don't have an account? Sign up now'.

Figure 4: Forgot your password?

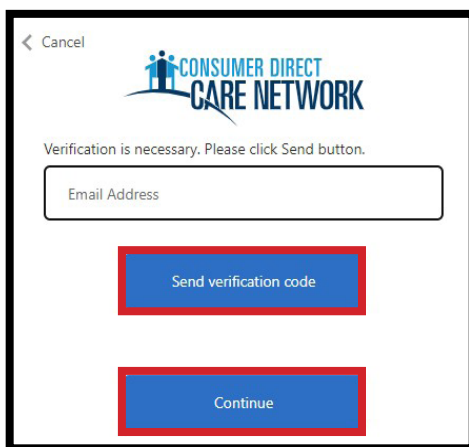
The screen shows the 'CONSUMER DIRECT CARE NETWORK' logo. Below it is the text 'Verification is necessary. Please click Send button.' There is an 'Email Address' input field. Below the field are two buttons: 'Send verification code' and 'Continue', both highlighted with red boxes.

Figure 5: Verify email address

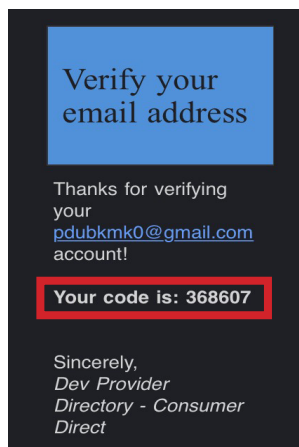
The screen has a blue header with the text 'Verify your email address'. Below it, it says 'Thanks for verifying your pdubkmk0@gmail.com account!'. A red box highlights the text 'Your code is: 368607'. At the bottom, it says 'Sincerely, Dev Provider Directory - Consumer Direct'.

Figure 6: Verification code

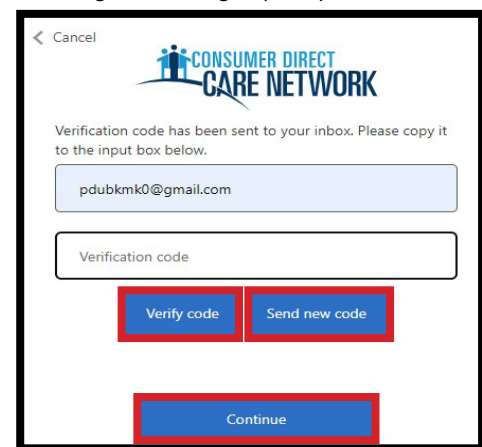
The screen shows the 'CONSUMER DIRECT CARE NETWORK' logo. Below it is the text 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is an input field containing 'pdubkmk0@gmail.com'. Below it is a 'Verification code' input field. Below the field are two buttons: 'Verify code' and 'Send new code', both highlighted with red boxes. At the bottom is a 'Continue' button, also highlighted with a red box.

Figure 7: Verify code

4. Your email address has now been verified. Click or tap **"Continue"** (**figure 8**).
5. Create a new password and confirm your new password, then click or tap **"Continue"** (**figure 9**).

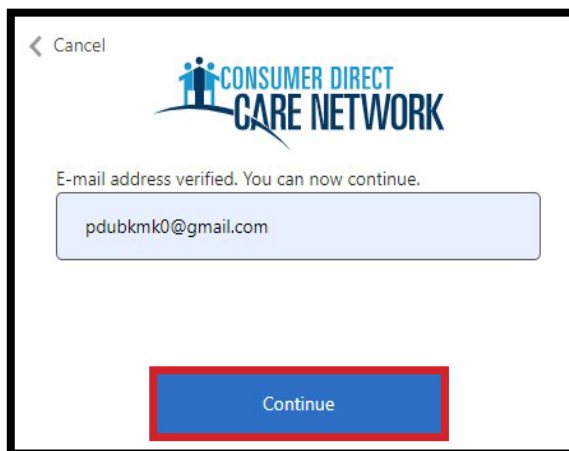
The screen shows the 'CONSUMER DIRECT CARE NETWORK' logo. Below it is the text 'E-mail address verified. You can now continue.' There is an input field containing 'pdubkmk0@gmail.com'. At the bottom is a 'Continue' button, highlighted with a red box.

Figure 8: Email verified

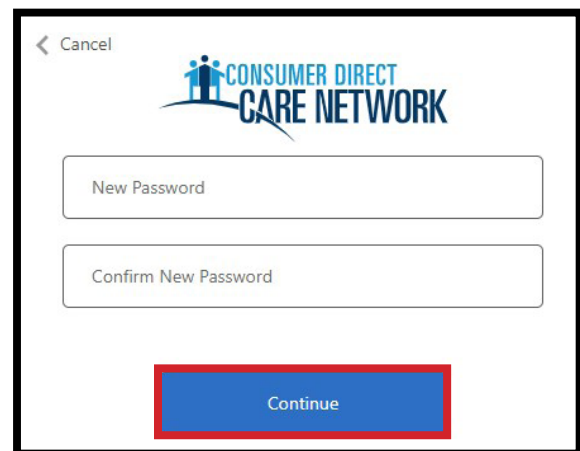
The screen shows the 'CONSUMER DIRECT CARE NETWORK' logo. Below it are two input fields: 'New Password' and 'Confirm New Password'. At the bottom is a 'Continue' button, highlighted with a red box.

Figure 9: Create new password

Deactivating and Deleting Profiles

1. If you would like to deactivate your attendant profile, sign into your profile and click or tap **"Edit Profile"** (figure 10).
2. Scroll down to the bottom of your profile page and uncheck the **"Active"** status checkbox under **"Profile Status."** To reactivate your profile, simply check the **"Active"** status checkbox (figure 11).
3. When you are finished, click or tap the **"Save"** button (figure 12).
4. If you would like to **permanently delete** your profile, send an email to infoCDCO@consumerdirectcare.com with your deletion request.

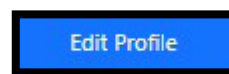


Figure 10: Edit Profile



Figure 11: Profile Status



Figure 12: Save profile