

Welcome to the Consumer Portal User Guide!

This guide will walk you through logging in to the Consumer Portal as a new user, and the features available.

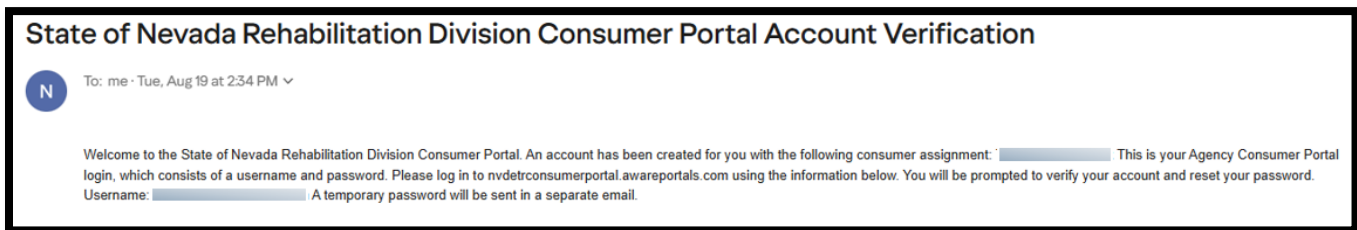
As a Consumer Portal User, you will have access to:

- Reference links that access VR Nevada resource guides and websites
- Case Information
- Options to validate, and/or update your contact information
- Options to communicate with your counselor, and upload documentation

Logging into the Consumer Portal:

Your counselor will activate access for you in the Consumer Portal using your personal email. Upon activation you will receive two emails in your inbox. Both emails will come from: NVVocRehab.no.reply@allianceenterprises.com.

The first email will contain the link for the Consumer Portal, and your username:



The Second email will contain your temporary password:



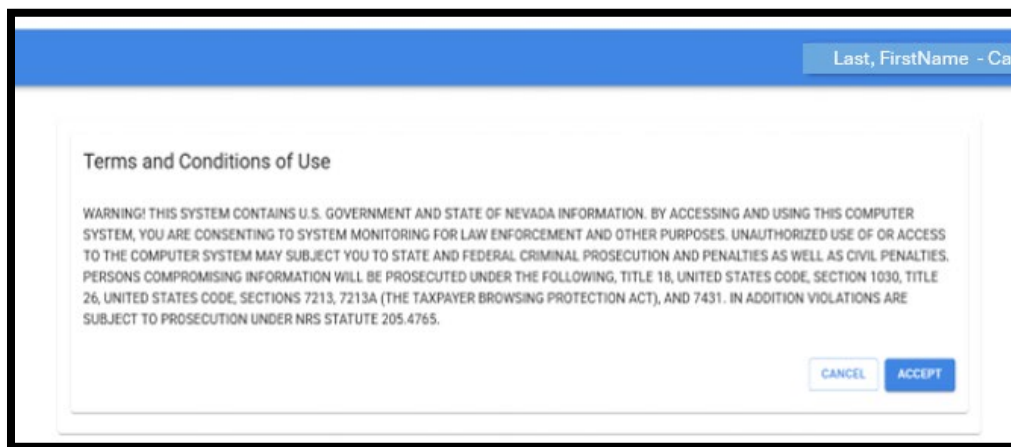
Click on the link (or copy and paste the link in your browser) in the first email, and you will be redirected to the Consumer Portal sign in page. Here you will enter the Username and Temporary password provided to you.

Click the **Sign in** Button:

A screenshot of the sign-in page for the Nevada Vocational Rehabilitation Consumer Portal. The page features the organization's logo at the top left. Below the logo, the text "Sign in with your sign in name" is displayed. There are two input fields: "Sign in name" and "Password". A link "Forgot your password?" is located below the password field. A blue "Sign in" button is positioned below the input fields. At the bottom, there is a link "Don't have an account? Sign up now".

When you have successfully signed in, you will see the Terms and Conditions Page. You will need to accept the terms and conditions each time you sign in the Consumer Portal to access your portal information.

Click the **ACCEPT** button:

A screenshot of the "Terms and Conditions of Use" dialog box. The dialog has a blue header bar with the text "Last, FirstName - Ca". The main content area contains a warning message: "WARNING! THIS SYSTEM CONTAINS U.S. GOVERNMENT AND STATE OF NEVADA INFORMATION. BY ACCESSING AND USING THIS COMPUTER SYSTEM, YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF OR ACCESS TO THE COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES AS WELL AS CIVIL PENALTIES. PERSONS COMPROMISING INFORMATION WILL BE PROSECUTED UNDER THE FOLLOWING, TITLE 18, UNITED STATES CODE, SECTION 1030, TITLE 26, UNITED STATES CODE, SECTIONS 7213, 7213A (THE TAXPAYER BROWSING PROTECTION ACT), AND 7431. IN ADDITION VIOLATIONS ARE SUBJECT TO PROSECUTION UNDER NRS STATUTE 205.4765." At the bottom right of the dialog are two buttons: "CANCEL" and "ACCEPT".

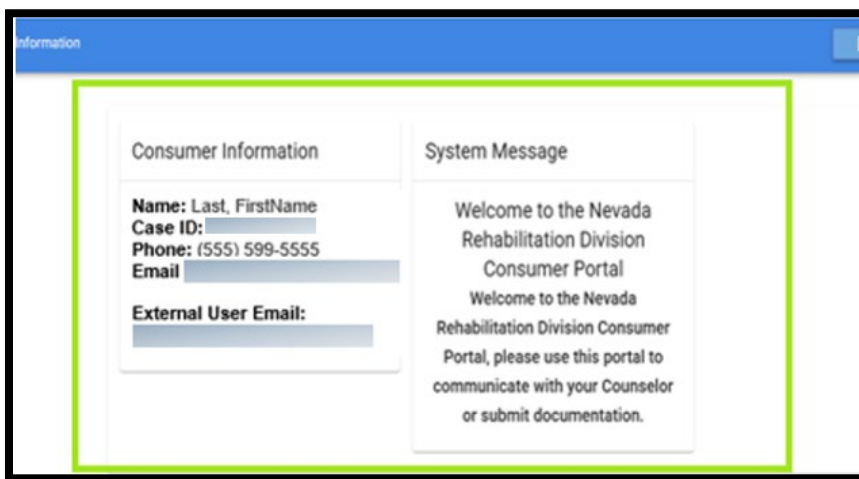
Consumer Portal Landing Page:

After successfully logging into the Consumer Portal, the first screen you will see is the landing page.

The tool bar that runs along the top of the screen will display two tabs (Resources, and Case Information), a Case field, and a User Icon.

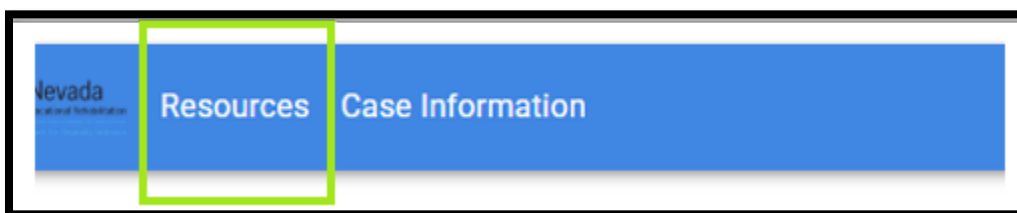


The center of the landing page will display your Consumer Information, along with a welcome message.



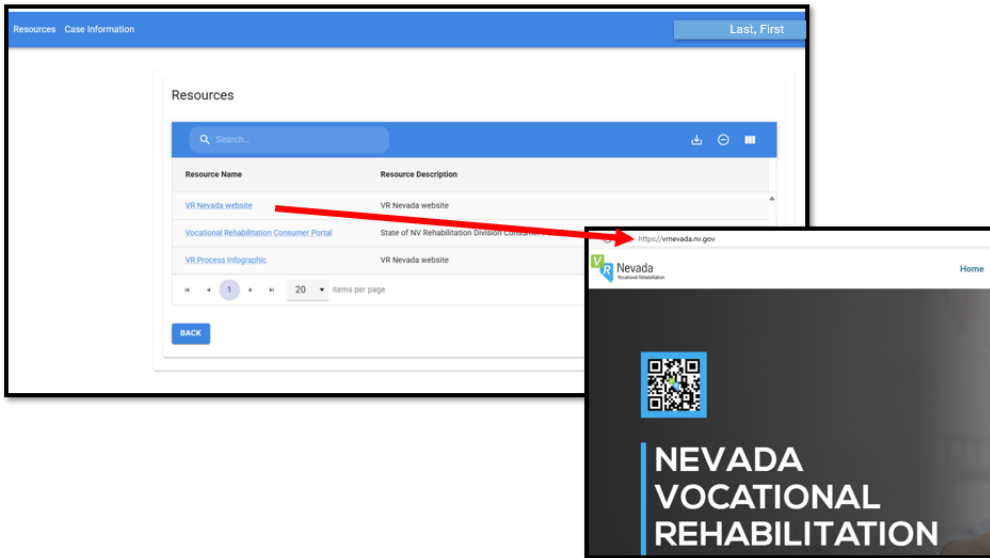
Resources Tab:

The Resources Tab provides quick access to useful VR Nevada tools, including the VR Nevada Website. To enable this page, click on *Resources* in the top tool bar:



After you have clicked on the Resources tab, you will enable the Resources screen.

Inside the Resources table, you can click on the hyperlinks located in the resource name column, which will open the resource in a new browser window:



Case Information Tab:

The Case Information Tab enables an interactive tool that allows you to view information about your case such as case status, update your personal contact information, communicate with your counselor, and upload important documentation.

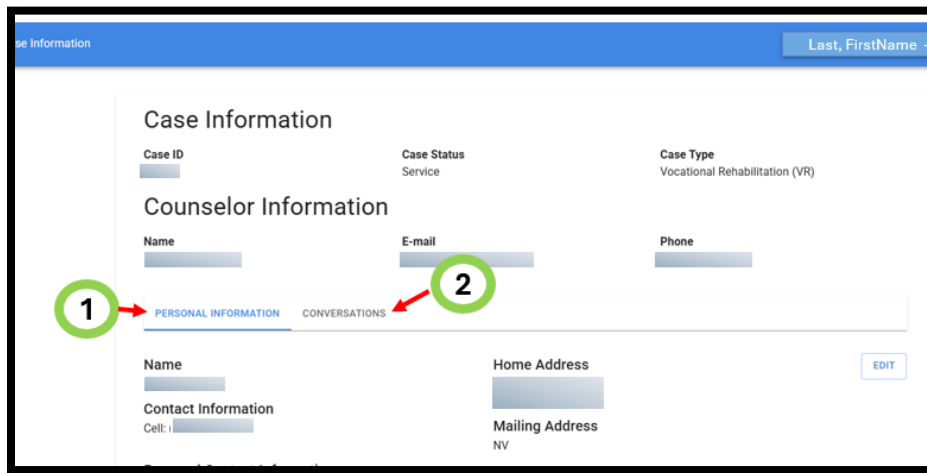
To enable this page, click on *Case Information* in the top tool bar.



After you have clicked on the Case Information tab, you will enable the Case Information screen. The first section of the Case Information screen will display details about your case:

- Case ID
- Case Status
- Case Type
- Counselor Information

Below the Counselor information section, you will see two tabs, Personal Information, and Conversations:



The screenshot shows a web interface for Counselor Information. At the top, there's a blue header with 'se Information' and a dropdown menu for 'Last, FirstName'. Below this, the 'Case Information' section includes fields for Case ID, Case Status (Service), and Case Type (Vocational Rehabilitation (VR)). The 'Counselor Information' section has fields for Name, E-mail, and Phone. Below these are two tabs: 'PERSONAL INFORMATION' and 'CONVERSATIONS'. A red arrow points from a green circle with the number '1' to the 'PERSONAL INFORMATION' tab. Another red arrow points from a green circle with the number '2' to the 'CONVERSATIONS' tab. Below the tabs, there are fields for Name, Contact Information (Cell:), Home Address, and Mailing Address (NV). An 'EDIT' button is located to the right of the Home Address field.

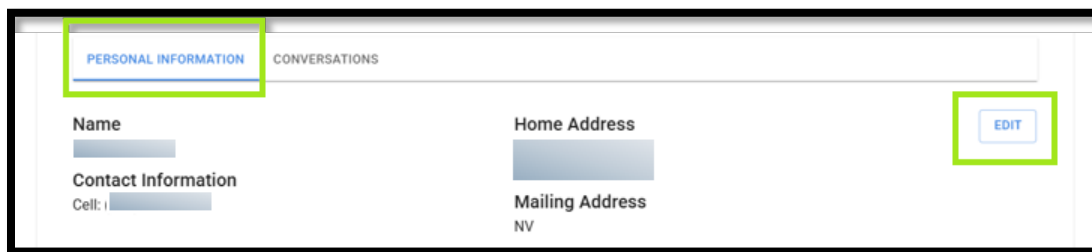
Personal Information:

To view Personal Information, click on the Personal Information tab.



This close-up screenshot shows the 'PERSONAL INFORMATION' tab selected. A red arrow points from a green circle with the number '1' to the tab label.

The Personal Information tab displays your name, contact information, home and mailing address, and a button to Edit (**EDIT**).



This screenshot shows the 'PERSONAL INFORMATION' tab selected. The 'EDIT' button is highlighted with a green box. The form displays fields for Name, Contact Information (Cell:), Home Address, and Mailing Address (NV).

To update your personal information, click on the **EDIT** button which will enable the edit functionality.

Once enabled, you can type in your updated information. To add a new contact information line, such as a mailing address, click the **ADD NEW** button.

The image shows a screenshot of the 'PERSONAL INFORMATION' section of the Consumer Portal. A red box highlights the 'EDIT' button. A red arrow points from the 'EDIT' button to the 'Mailing Address' form. The 'Mailing Address' form includes fields for Line 1, Line 2, Line 3, City, State (dropdown menu), Zip, and Zip Ext. Below the form is a section titled 'Personal Contact Information' with an 'ADD NEW' button. At the bottom right of the form are 'CANCEL' and 'UPDATE' buttons.

When you complete updating your contact information, click the **UPDATE** button.

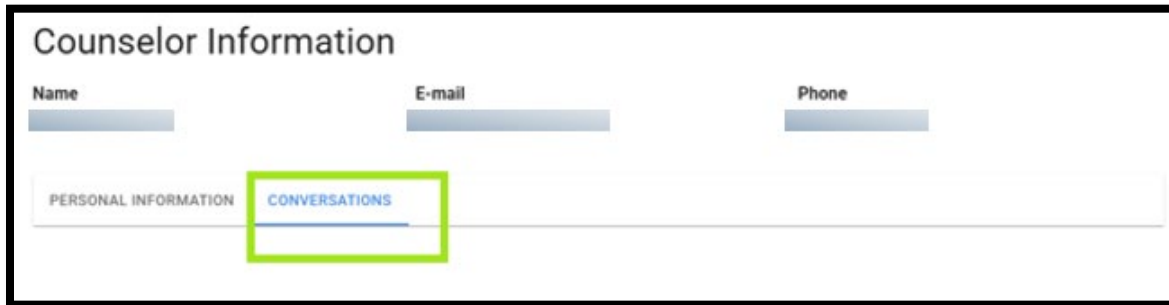
To cancel your changes, click the **CANCEL** Button.

The image shows a close-up of the 'Mailing Address' form. The 'ADD NEW' button is highlighted with a green box. The 'CANCEL' and 'UPDATE' buttons are also highlighted with a green box.

Note: Personal Information can only be updated once every 24 hours.

Conversations:

To enable the conversation feature, click on the Conversations link:



Counselor Information

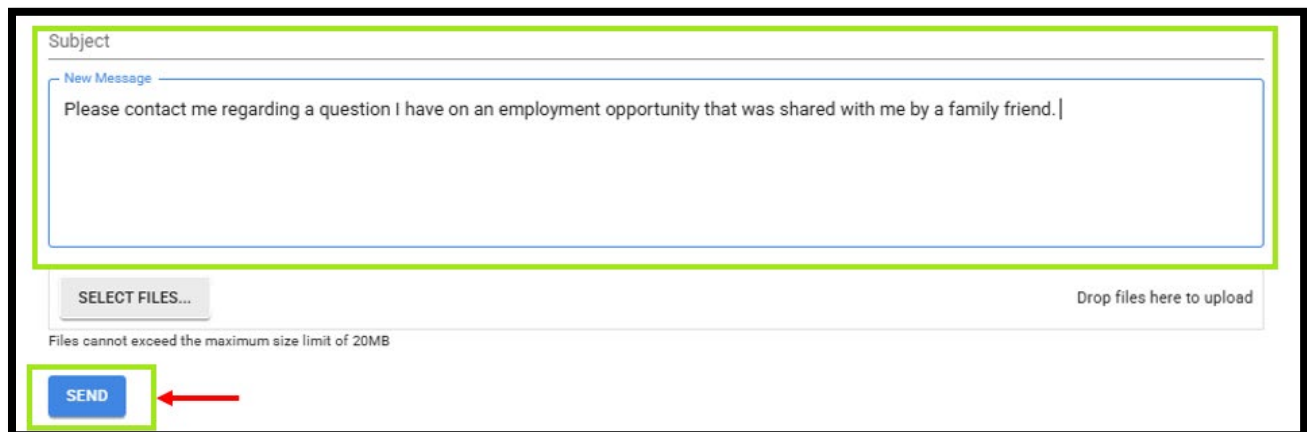
Name E-mail Phone

PERSONAL INFORMATION **CONVERSATIONS**

Your screen will now display an open subject box which you can document and submit new messages or attach files for your Counselor to review and respond to.

The Subject Box is an open field that you can type your message in.

Once you have completed your message, click the **SEND** Button, and your counselor will receive an alert that there is a new message attached to your case for review.



Subject

New Message

Please contact me regarding a question I have on an employment opportunity that was shared with me by a family friend.

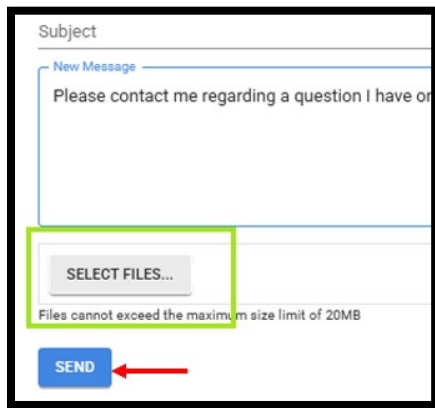
SELECT FILES... Drop files here to upload

Files cannot exceed the maximum size limit of 20MB

SEND

To attach a file or document, click the **SELECT FILES** button, this will enable your Quick Access Toolbar in File Explorer to select which document or file you wish to share with your Counselor. Please do not provide Personal Identifying Information (PII) such as full Social Security numbers, full account numbers, medical identifiers, or any other sensitive identifiers.

Click the **SEND** Button, and your counselor will receive an alert that there is a file attached to your case for review. File size cannot exceed 20MG.



Subject

New Message

Please contact me regarding a question I have on

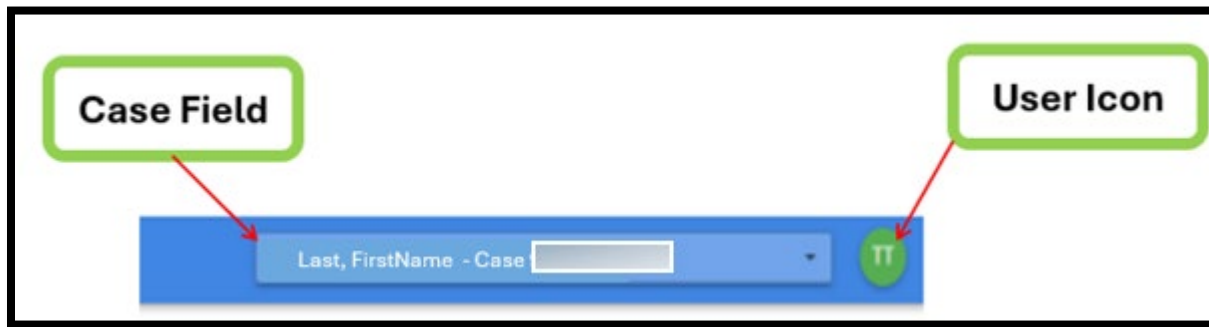
SELECT FILES...

Files cannot exceed the maximum size limit of 20MB

SEND

Case ID and User Icon:

The tool bar that runs along the top of each screen will display the same information from screen to screen. In addition to the Resources and Case Information links, there is a Case field, and a User Icon.



Case Field

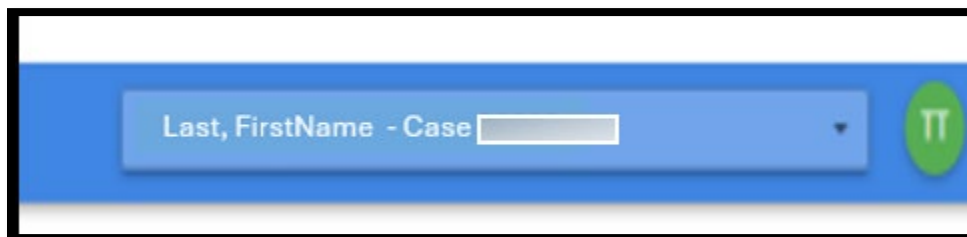
User Icon

Last, FirstName - Case

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You can validate you are in your personal case by validating the Name and Case ID in the Case field.



Last, FirstName - Case

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The User Icon is a navigation tool that will display a drop-down menu when you click on the icon. The Menu displays the following options:

- Last, First Name
- Sign Out
- Change Theme (Dark, Light, High Contrast)

