Consumer Portal User Guide

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.

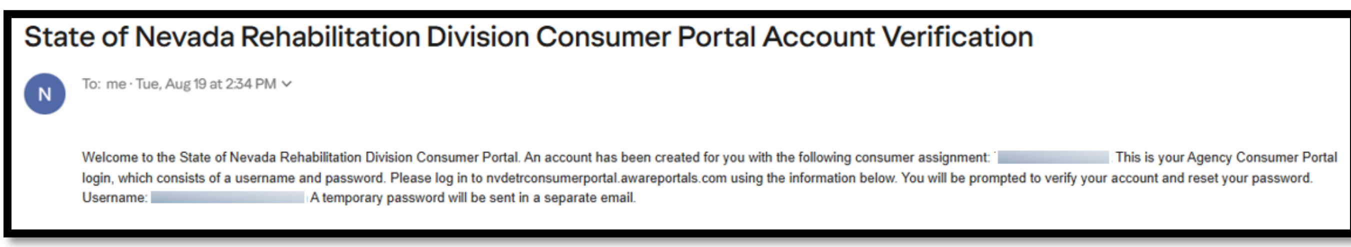
As a Consumer Portal User, you will have access to:

- 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:


State of Nevada Rehabilitation Division Consumer Portal Account Verification

N To: me · Tue, Aug 19 at 2:34 PM

Welcome to the State of Nevada Rehabilitation Division Consumer Portal. An account has been created for you with the following consumer assignment: This is your Agency Consumer Portal login, which consists of a username and password. Please log in to nvdetrconsumerportal.awareportals.com using the information below. You will be prompted to verify your account and reset your password. Username: A temporary password will be sent in a separate email.

The Second email will contain your temporary password:


State of Nevada Rehabilitation Division Consumer Portal Account Verification

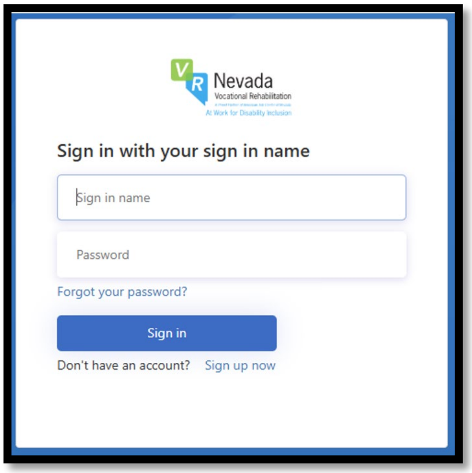
N NVVocRehab.no.reply@allianceenterprises.com

To: me · Tue, Aug 19 at 2:34 PM

Your temporary password for the State of Nevada Rehabilitation Division Consumer Portal is:

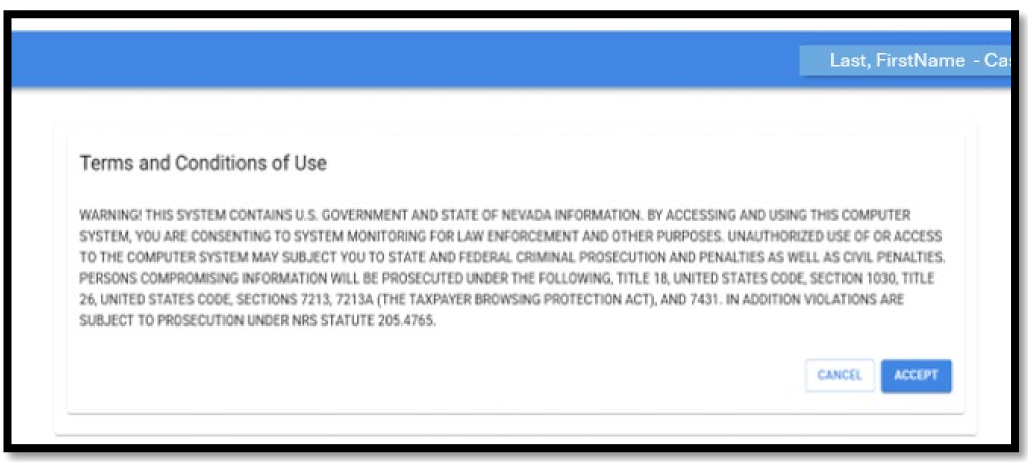
Click on the link (or copy and paste the link in your browser) in the first email, and you will be redirected to the Consumer Portal sign in page. Here you will enter the Username and Temporary password provided to you.

Click the **Sign in** Button:



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

Click the **ACCEPT** button:

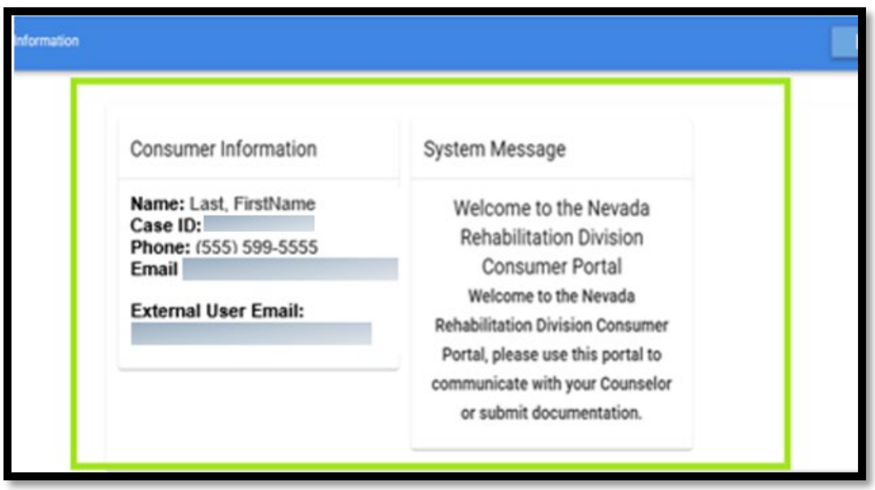


Consumer Portal Landing Page:

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

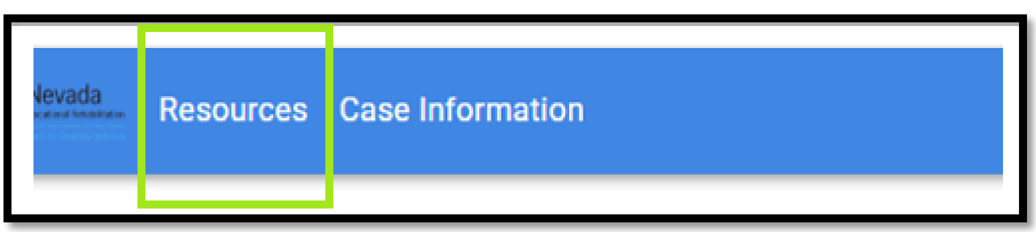
The tool bar that runs along the top of the screen will display two tabs (Resources, and Case Information), a Case field, and a User Icon.

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



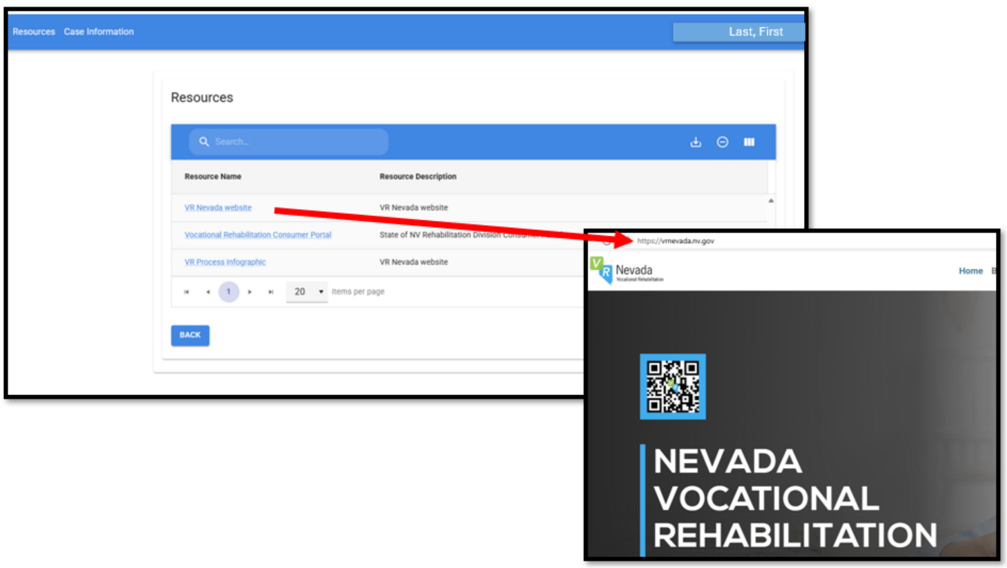
Resources Tab:

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:

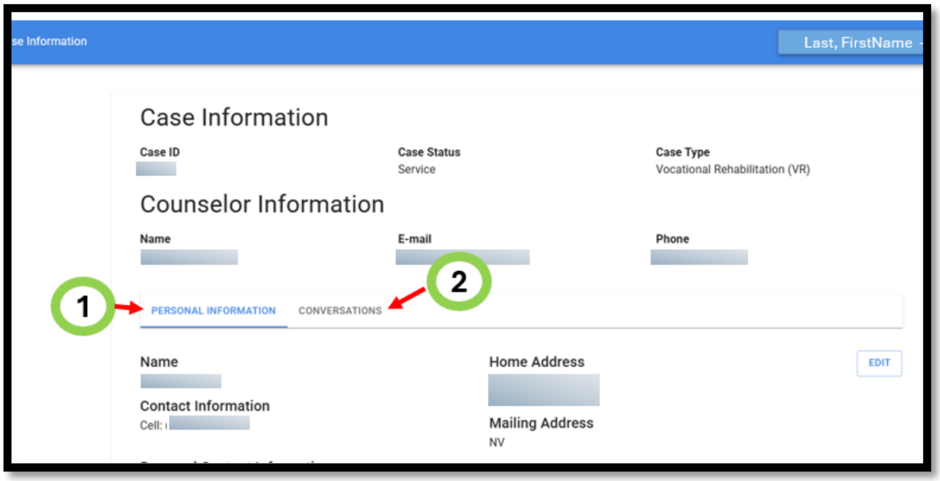
The Case Information Tab enables an interactive tool that allows you to view information about your case such as case status, update your personal contact information, communicate with your counselor, and upload important documentation.

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:

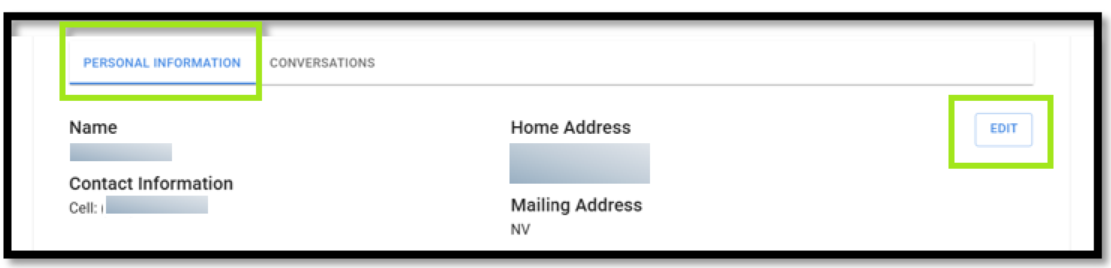
- Case ID
- Case Status
- Case Type
- Counselor Information

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



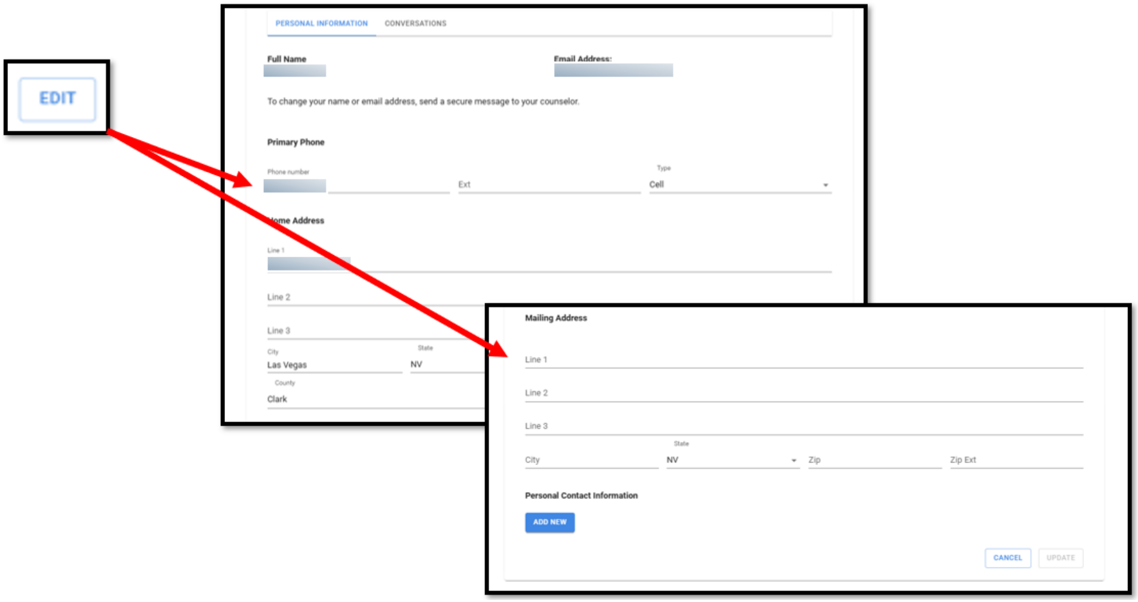
Personal Information:
To view Personal Information, click on the Personal Information tab.

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



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.

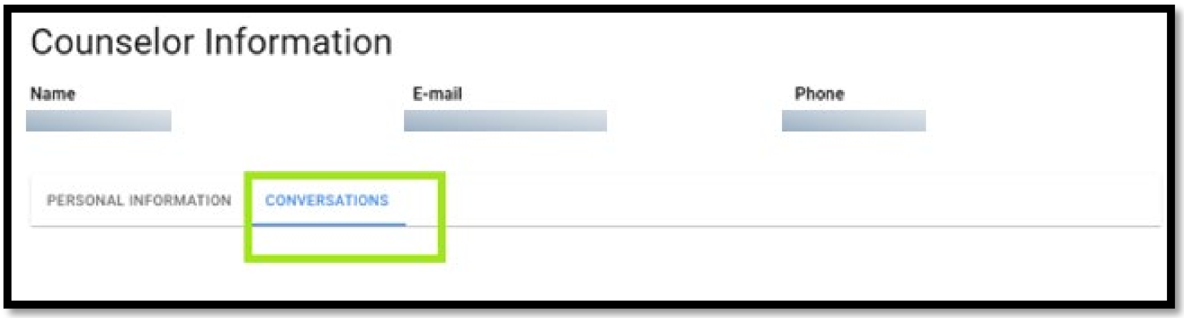


When you complete updating your contact information, click the **UPDATE** button.

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

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

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

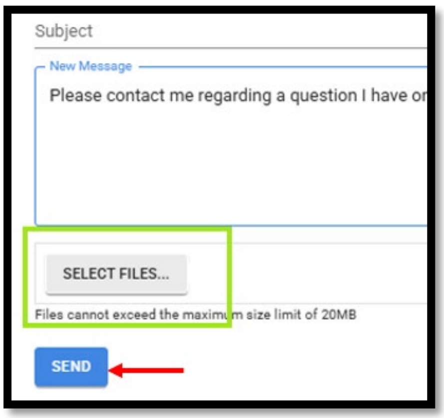


Your screen will now display an open subject box which you can document and submit new messages or attach files for your Counselor to review and respond to.

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.

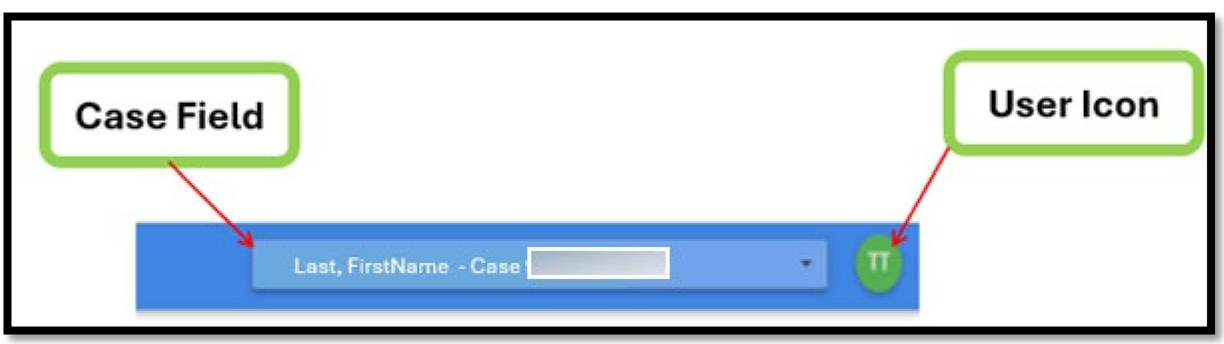
To attach a file or document, click the **SELECT FILES** button, this will enable your Quick Access Toolbar in File Explorer to select which document or file you wish to share with your Counselor. Please do not provide Personal Identifying Information (PII) such as full Social Security numbers, full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

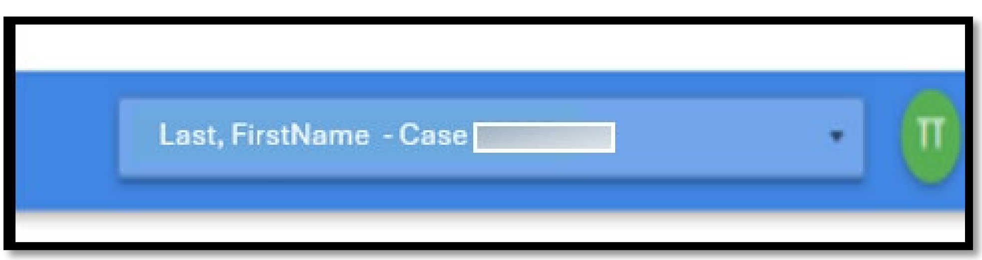


Case ID and User Icon:

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.



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



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)