

PROVIDER DIRECTORY

Keeping Your Profile Updated

Answering an Email

1. When someone wants your help they will message you. You will get an email from infoprovdirectory@consumerdirectcare.com with their message (**figure 1**).
2. To answer the person, email them back. Their email address is in the “**Subject**” of the email you got (**outlined in red**) (**figures 1, 2**).

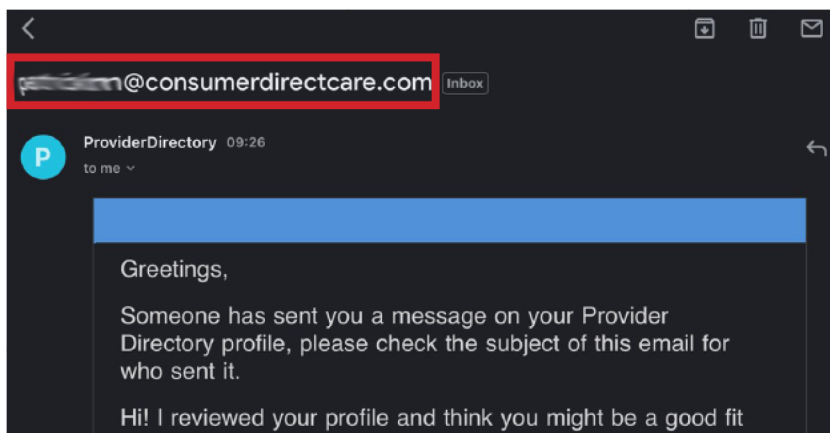


Figure 1: Client email on phone

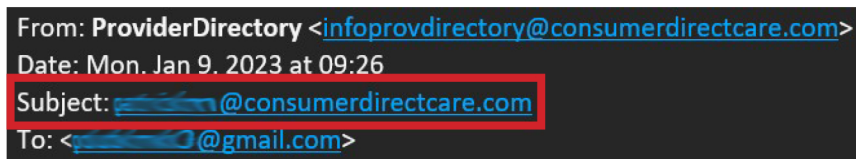


Figure 2: Client email on computer

90-Day Profile Update

1. To keep your profile active, you need to update it every 90 days.
2. You will get an email when it is time to update your profile. Click “**Click to Confirm**” to keep your profile active (**figure 3**).
 - You will get a confirmation email after you do this (**figure 3.1**).

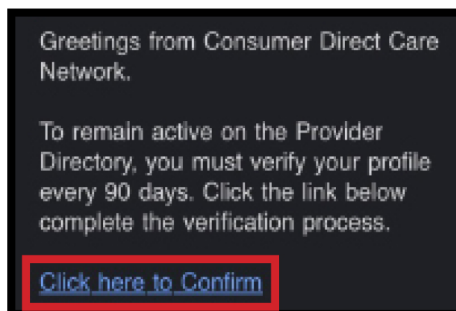


Figure 3: Confirm profile

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

Figure 3.1: Profile confirmed

Changing your Password

1. If you can't remember your password, click "**Forgot your password?**" (figure 4).
2. Put in the email you used for your profile. Click "**Send Verification Code**" and then "**Continue**" (figure 5).
3. You will get an email with a code. Check your email. Put that code in the "**Verification code**" box. Click "**Verify code.**" If you didn't get a code, click "**Send new code.**" Then click "**Continue**" (figures 6, 7).

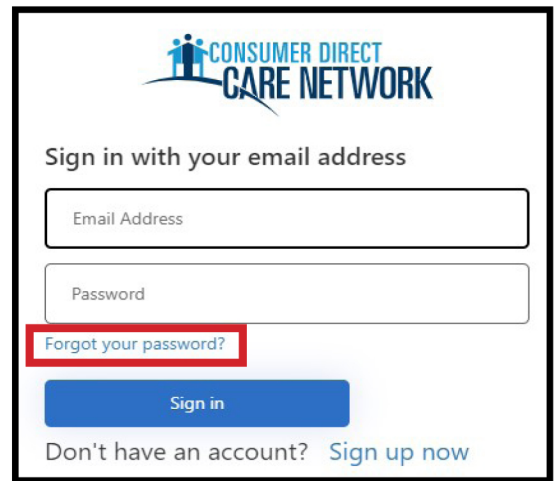


Figure 4: Forgot your password?

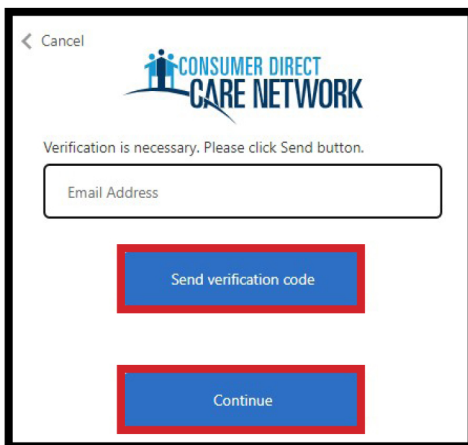


Figure 5: Verify email address

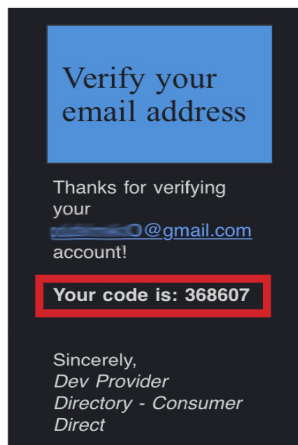


Figure 6: Verification code




Figure 7: Verify code

4. Your email is now verified. Click "**Continue**" (figure 8).
5. Make a new password. Type it again to make sure it matches. Click "**Continue**" (figure 9).

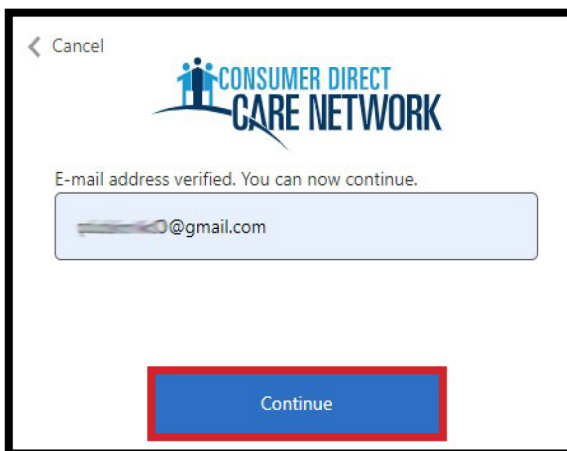


Figure 8: Email verified

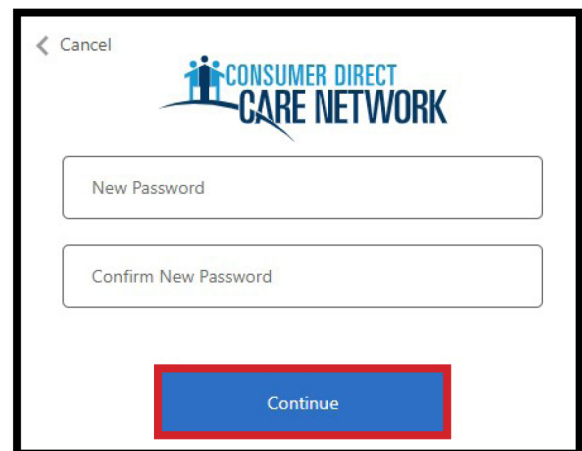


Figure 9: Create new password

Turning Off and Removing Profiles

1. To turn off your profile. Sign in and click “**Edit Profile**” (figure 10).
2. Go to the bottom of your page. See the box that says “**Active**” under “**Profile Status.**” Unmark it to turn off your profile. To turn it back on, mark the box again (figure 11).
3. When you are done, click “**Save**” (figure 12).
4. To remove your page. Send an email to infoprovdirectory@consumerdirectcare.com. Ask them to remove it.

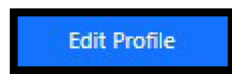


Figure 10: Edit Profile



Figure 11: Profile Status



Figure 12: Save profile