

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**).

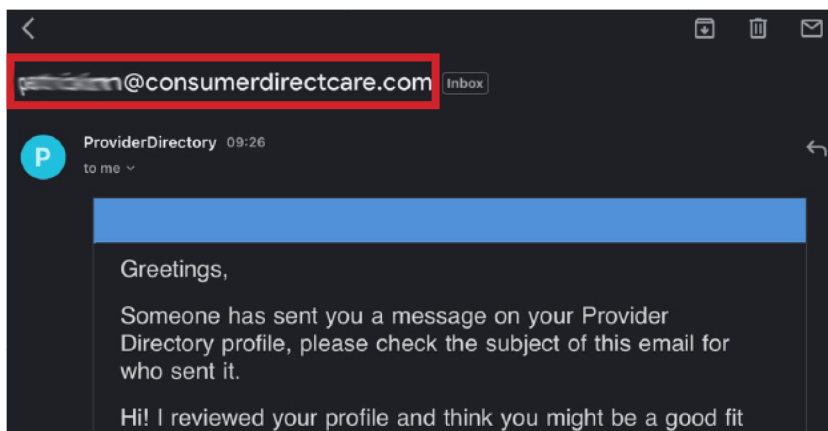


Figure 1: Client email on phone

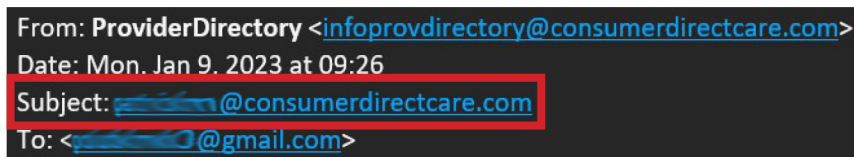


Figure 2: Client email on computer

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**).

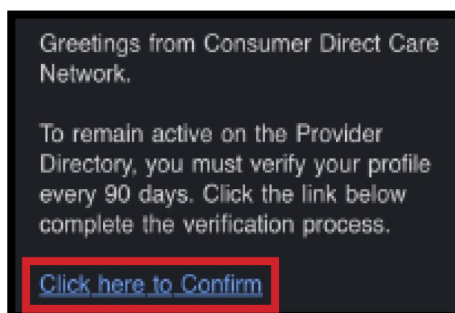


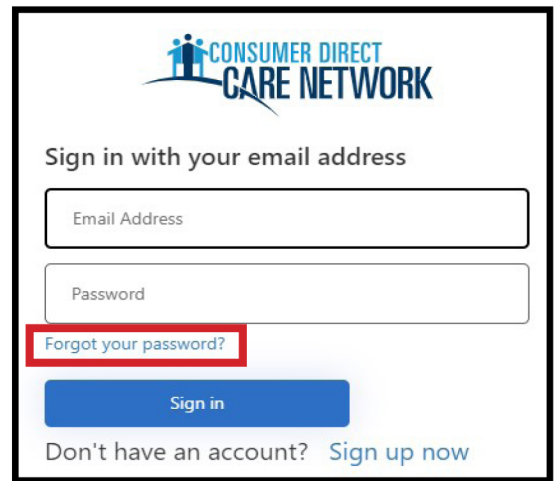
Figure 3: Confirm profile

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).



CONSUMER DIRECT
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Sign in with your email address

Email Address

Password

Forgot your password?

Sign in

Don't have an account? Sign up now

Figure 4: Forgot your password?



Cancel

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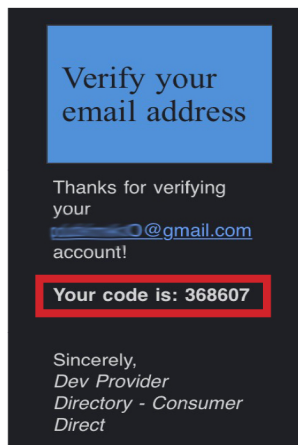
Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue

Figure 5: Verify email address




Verify your email address

Thanks for verifying your [redacted]@gmail.com account!

Your code is: 368607

Sincerely,
Dev Provider
Directory - Consumer Direct

Figure 6: Verification code



Cancel

CONSUMER DIRECT
CARE NETWORK

Verification code has been sent to your inbox. Please copy it to the input box below.

[redacted]@gmail.com

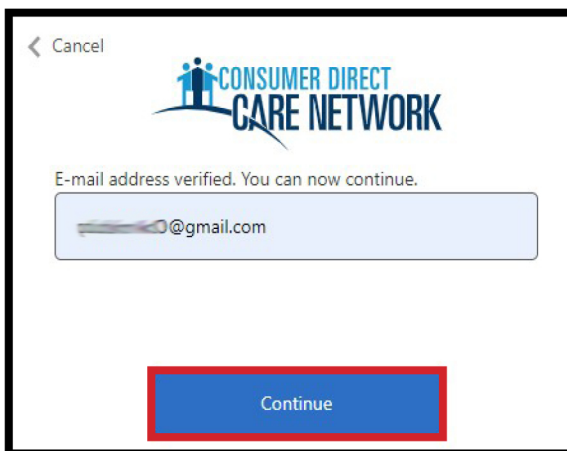
Verification code

Verify code Send new code

Continue

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).



Cancel

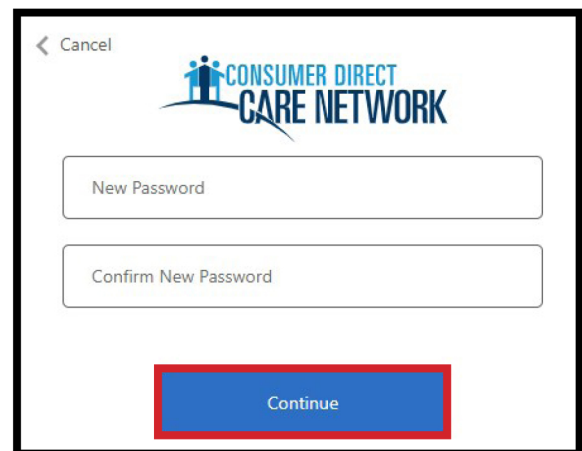
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E-mail address verified. You can now continue.

[redacted]@gmail.com

Continue

Figure 8: Email verified



Cancel

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New Password

Confirm New Password

Continue

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.

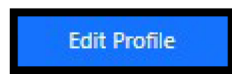


Figure 10: Edit Profile



Figure 11: Profile Status



Figure 12: Save profile