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**).
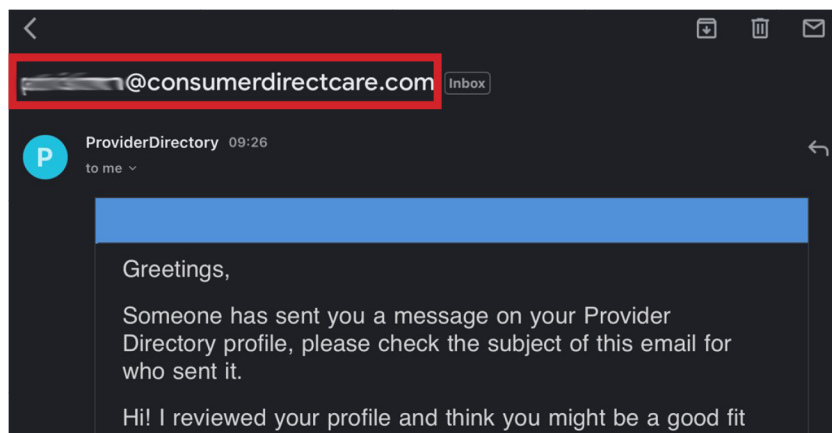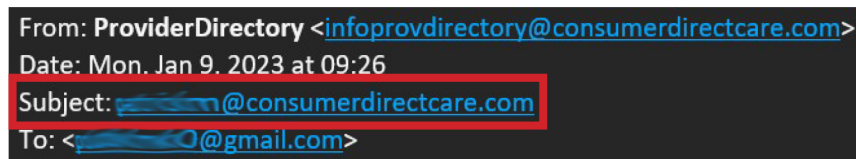

Figure 1: Client email on phone

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**).
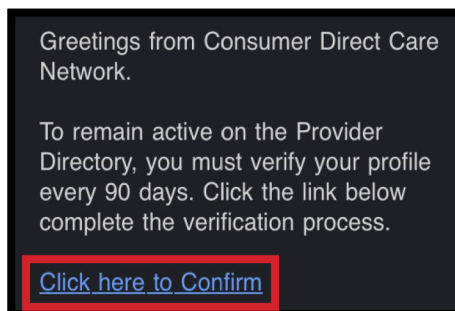   - Upon completion you will receive a confirmation notice (**figure 3.1**).

Figure 3: Confirm profile

Figure 3.1: Profile confirmed

EVERY LIFE. EVERY MOMENT. EVERY DAY.

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 verfication 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**).
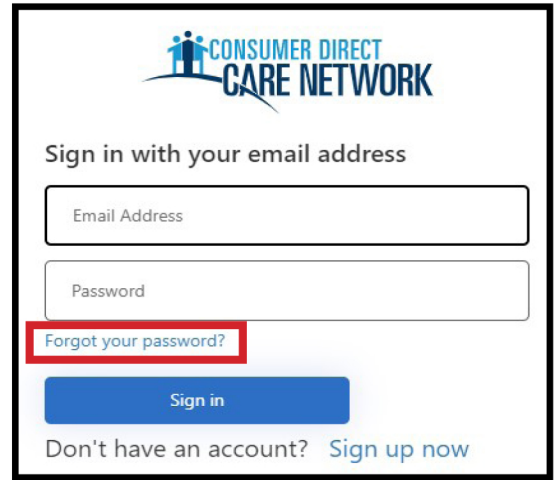
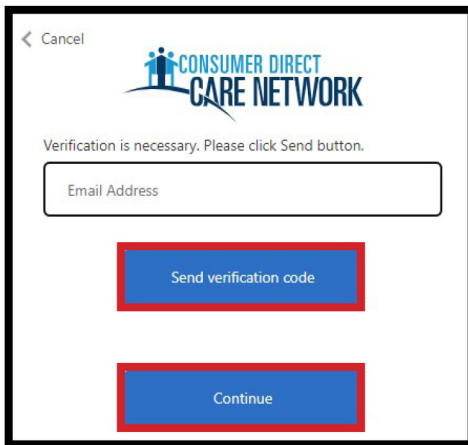Figure 4: Forgot your password?

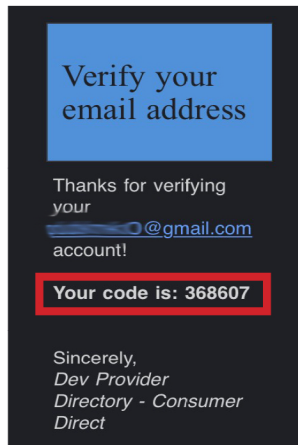Figure 5: Verify email address

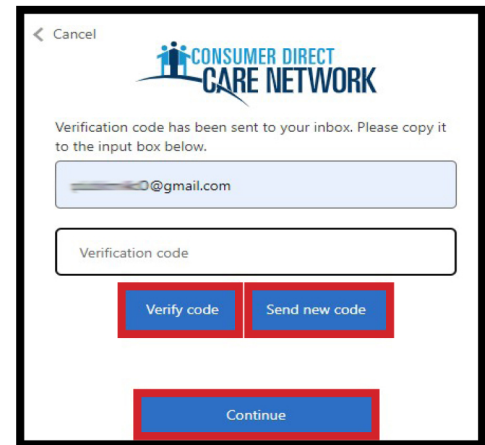Figure 6: Verification code

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**).
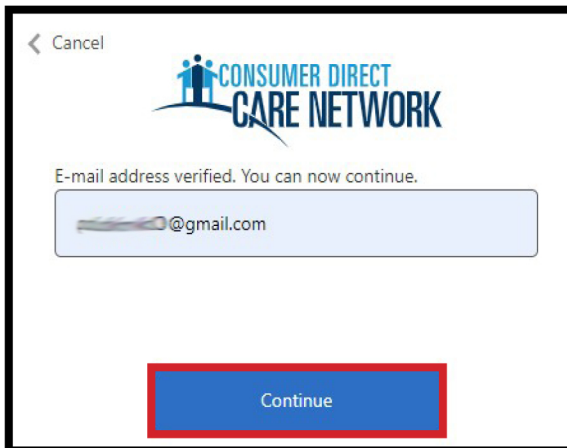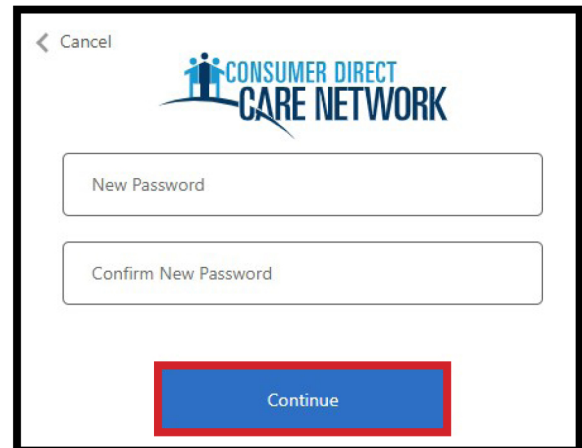
Figure 8: Email verified

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 infoprovdirectory@consumerdirectcare.com with your deletion request.
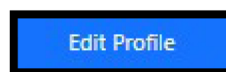
Figure 10: Edit Profile

Figure 11: Profile Status

Figure 12: Save profile