



NEW HAMPSHIRE VOCATIONAL REHABILITATION ONLINE CONSUMER PORTAL

External User Guide

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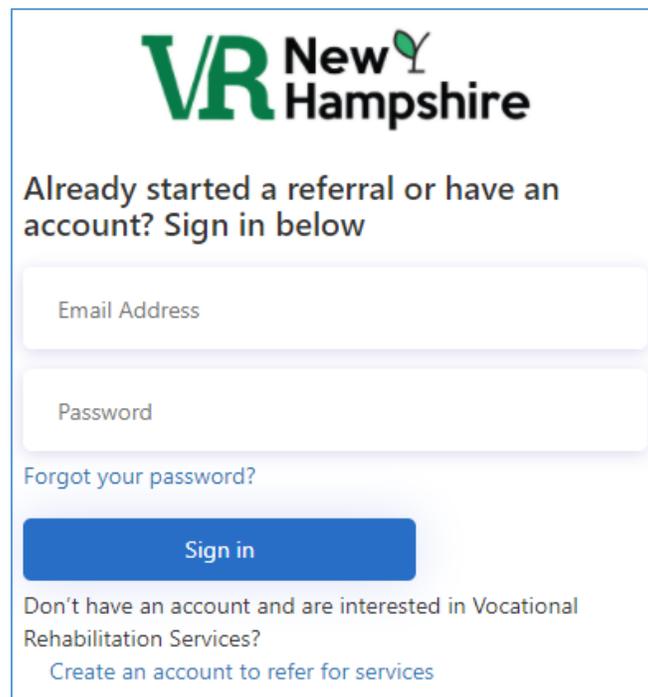
What is the Portal?

The Consumer Portal is an online service that allows individuals to refer themselves or someone else for Vocational Rehabilitation (VR) services, view their referral information after referring themselves, and edit some of their personal information.

At this time, the same email address cannot be used for multiple participants or referrals. For example, a parent or school cannot refer more than one individual using the same email address.

An individual that has applied for services may also use the portal by either using the same account information they created when completing the online referral process, or they may request access to the portal. This access allows them to review their case information, their counselor information, and edit some of their personal information.

The link to the online portal can be found on the NHVR website at <https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-of-vocational-rehabilitation/apply>.



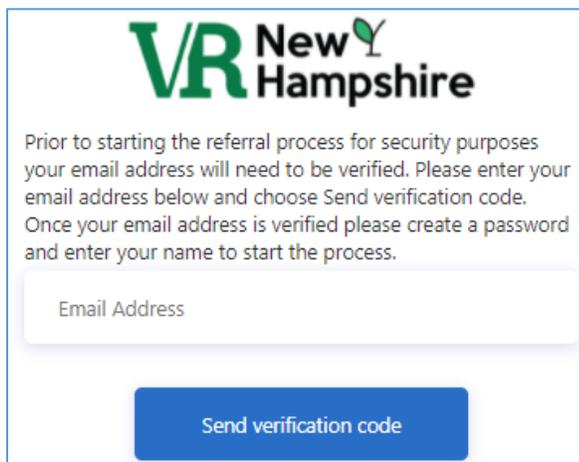
The image shows a sign-in form for the VR New Hampshire portal. At the top is the logo for VR New Hampshire, with 'VR' in large green letters and 'New Hampshire' in black. Below the logo is the text 'Already started a referral or have an account? Sign in below'. There are two input fields: 'Email Address' and 'Password'. Below the password field is a link for 'Forgot your password?'. A blue 'Sign in' button is positioned below the links. At the bottom, there is text for users who do not have an account: 'Don't have an account and are interested in Vocational Rehabilitation Services?' followed by a link 'Create an account to refer for services'.

External User Instructions

Referring Yourself or Someone Else for Services

Portal access is found on the NHVR website at <https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-of-vocational-rehabilitation/apply>.

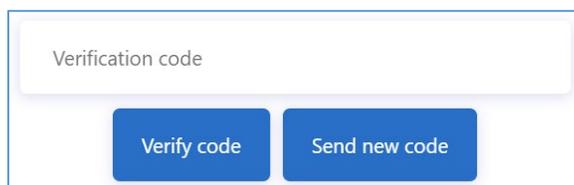
1. Enter your current email address and click on the “Send verification code button”.
 - For security purposes, NHVR needs to verify your email address. Your email address is verified using a unique system generated code.



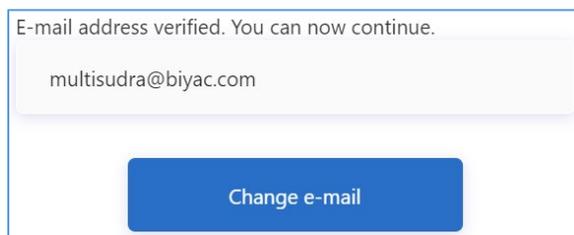
The screenshot shows the NHVR New Hampshire logo at the top. Below the logo, there is a paragraph of text: "Prior to starting the referral process for security purposes your email address will need to be verified. Please enter your email address below and choose Send verification code. Once your email address is verified please create a password and enter your name to start the process." Below this text is a text input field labeled "Email Address". At the bottom of the form is a blue button labeled "Send verification code".

Note: The same email address cannot be used for multiple participants or referrals. For example, a parent cannot refer more than one child using the same email address.

2. Open the email you receive with the subject line “New Hampshire Vocational Rehabilitation account email verification code” from microsoftonline.com, and copy the verification code.
 - You have the option to send a new code back on the portal webpage if needed.
3. Copy and paste or type the verification code on the portal webpage in the verification code field and click verify code. Once verified, you can change your email if necessary but you will need to verify the new email address as well.



The screenshot shows a text input field labeled "Verification code". Below the field are two blue buttons: "Verify code" and "Send new code".



The screenshot shows a message: "E-mail address verified. You can now continue." Below the message is a text input field containing the email address "multisudra@biyac.com". At the bottom of the form is a blue button labeled "Change e-mail".

4. Enter a password for your account. You will need to confirm your password by typing it again right below your password in the Confirm New Password field.
5. Enter the First and Last Name of the person being referred for services.
6. The Display Name is automatically populated using the information from the First and Last Name fields.

The screenshot shows a vertical stack of five input fields. The first two fields contain masked text (dots). The third field contains the text 'John'. The fourth field contains the text 'Doe'. The fifth field contains the text 'John Doe'. Below these fields is a blue rectangular button with the text 'Create' in white.

7. Click Create.
8. Enter the following information, the asterisk (*) signifies required fields:
 - Social Security Number
 - First Name*
 - Middle Initial
 - Last Name*
 - Date of Birth*
 - Gender*
 - Ethnicity
 - Reported Disability*
 - Home Address*
 - Phone Number* and Phone Type*

Personal Information:

Personal Information	
Social Security Number 999-99-9999	First name John
Middle Initial E	Last name Doe
Birth date 📅 01/01/2001	Gender Male
Ethnicity White	Reported Disability General Physical Debilitation (fatigue, pain, etc)

Contact Information:

Contact Information				
Home Address				
123 Main Street				
Line 2				
City		State	County	Zip
Concord		NH	Merrimack	03301
Email		Phone number		Type
multisudra@biyac.com		(603) 555-5555		Cell

9. Please describe the services you are requesting in the designated field (optional).
10. Attach any documentation you may have that you find helpful (optional).
 - You can attach a file by clicking on Select Files, find the file you would like to attach, select it, and click open. You can also attach a file by clicking on the file and dragging it to the portal screen to attach it.
11. Click Create Referral at the bottom of the page.



12. You will receive a successful submission notification.
13. Click OK and you are automatically logged out.

Successful Submission

Congratulations on your referral submission to NH's Department of Education Bureau of Vocational Rehabilitation. Someone will be reaching out to you in the next 5 business days to schedule an intake appointment to get you started.

OK

14. You may sign back in using your email and newly created password to see the information you entered.

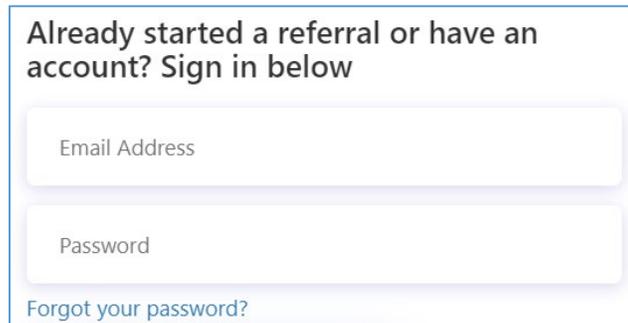
Accessing the Portal after Referring Yourself or Someone Else for Services

Individuals can access the portal after referring themselves or someone else for services.

To access the referral portal after referring themselves or someone else, the user will simply log back in to the portal with the same email and password created when creating the referral.

The link to the portal is found on NHVR’s website at <https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-of-vocational-rehabilitation/apply>.

If the user forgets their password, they can change it by selecting the “Forgot your password?” link on the portal login page. See the *Password Recovery* instructions within this document for more information.



Already started a referral or have an account? Sign in below

Email Address

Password

[Forgot your password?](#)

Accessing the Portal after Applying for Services

The user can access the portal after applying for services.

If you have an account, you can simply log back in to the portal using your email and password. You would already have an account if you referred yourself for services using the portal.

The link to the portal can be found on NHVR's website at <https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-of-vocational-rehabilitation/apply>.

If you do not have an account, you can request access from your VR Counselor.

1. Once you have been provided access to the portal, you will receive two emails. The first email will have the link to the portal and include your username. The second email will have the temporary password.
2. Click the link to the portal in the first email.
3. Enter the temporary password from the second email.
4. Create a new password. The password will need to be entered again to be confirmed.

A screenshot of a web form for creating a new password. At the top, the logo for 'VR New Hampshire' is displayed, with 'VR' in large green letters and 'New Hampshire' in black text with a small green leaf icon. Below the logo are two input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. At the bottom of the form is a blue button with the text 'Continue' in white.

5. You will now have access to the portal.

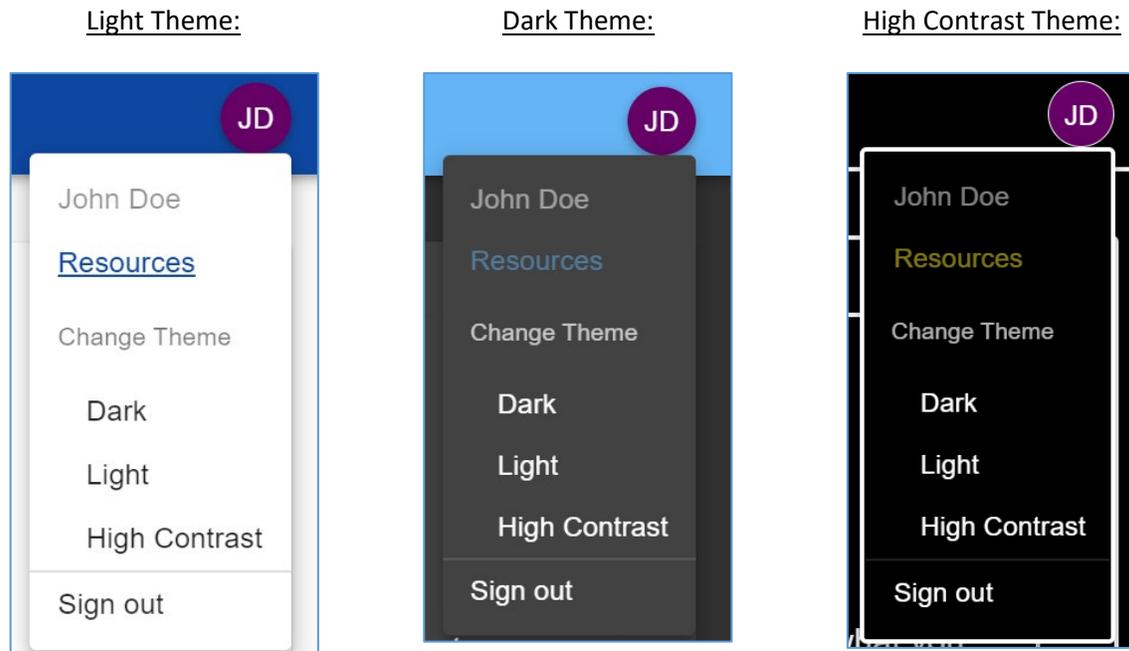
If you are unsure if you have an account, contact your VR Counselor.

Changing the Theme of the Portal and Accessing Resources

When using the online Portal, the user has the ability to change the theme of the Portal. The options include Dark, Light, and High Contrast. The theme defaults to Light. The theme can be changed at any time.

To change the Theme:

1. Click on the circle with your initials in the top right-hand corner.
2. Select the desired theme under Change Theme from the menu. The theme automatically changes once selected.



In addition to changing the theme, users can access various resources. These resources can be found in the same dropdown menu used to change the Theme. Instead of clicking on the Theme, you will click on the Resources link. The resources will display.

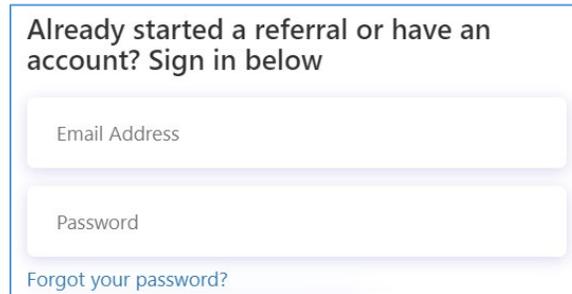
The screenshot shows a search bar at the top with the text 'Search...'. Below it is a table with two columns: 'Resource Name' and 'Resource Description'. The table contains three rows of data. At the bottom, there is a pagination control showing '1' of 3 items, '20' items per page, and '1 - 3 of 3 items'.

Resource Name	Resource Description
New Hampshire Vocational Rehabilitation Policy	New Hampshire Vocational Rehabilitation Policy
VR Portal External User Guide	A Guide for Participants on using the Portal
NH Vocational Rehabilitation Website	New Hampshire Vocational Rehabilitation Website

Password Recovery

If you forgot your password, you should follow the procedure below. If after following this procedure you continue to have issues with your password, you should contact your VR Counselor or email AWAREUAT@doe.nh.gov for assistance.

1. Select the *Forgot your password?* link on the portal login screen.



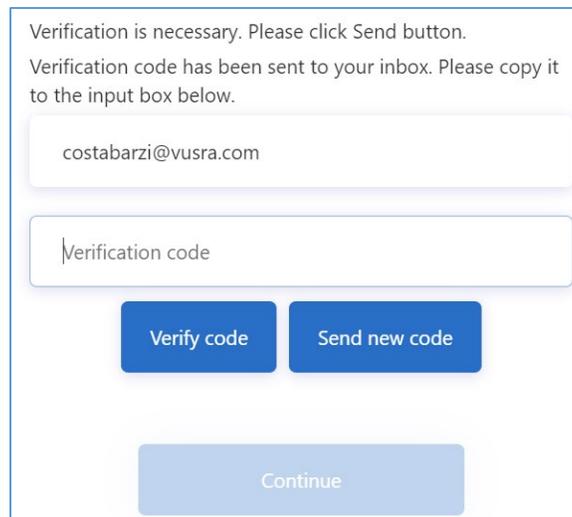
Already started a referral or have an account? Sign in below

Email Address

Password

[Forgot your password?](#)

2. Enter your email address and select the Send Verification Code button.
3. Enter the verification code on the screen and select the Verify Code button.



Verification is necessary. Please click Send button.
Verification code has been sent to your inbox. Please copy it to the input box below.

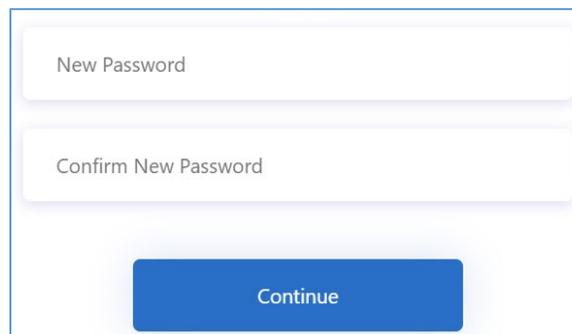
costabarzi@vusra.com

Verification code

Verify code Send new code

Continue

4. Once your email address is verified, you can change the email address or select the Continue button.
5. You will be prompted to enter a new password and type the password again to verify it.



New Password

Confirm New Password

Continue