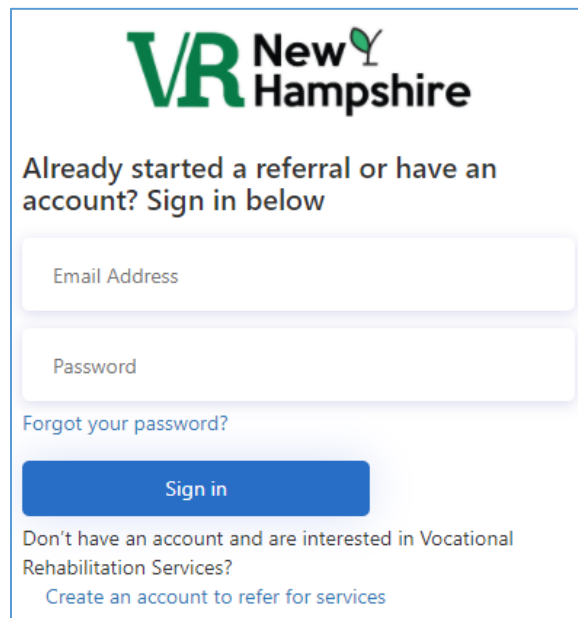




VOCATIONAL REHABILITATION
NEW HAMPSHIRE
CONSUMER PORTAL USER GUIDE

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The image shows a sign-in page for VR New Hampshire. At the top is the logo with 'VR' in large green letters, 'New Hampshire' in black, and a small green leaf icon. 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 'Forgot your password?'. A blue 'Sign in' button is centered below the links. At the bottom, there is text 'Don't have an account and are interested in Vocational Rehabilitation Services?' followed by a link 'Create an account to refer for services'.

What is the Portal?

The Portal is an online service that allows individuals to refer themselves or someone else for Vocational Rehabilitation (VR) services and view case information after they apply for VR services. Portal access is found on the VRNH website on the [Apply for VR Services](#) page or through this link: <https://nhdoeconsumer.awareportals.com/>.

Referral

After making a referral, the user can log in to the Portal to view their referral information or the information of the individual they referred. This information includes the referral's name, address and contact information, date of birth, gender, ethnicity, reported disability, as well as their Referral ID and Referral Status.

Referral Summary

Name Smith, Sally	Referral ID 41422
	Status Open
Address and Contact Information	
123 Main Street Concord, NH 03301 Merrimack	Email SampleEmail@SampleEmail.com
	Primary Phone (603) 123-4567
Birth Date 01/01/2000	Ethnicity White
Gender Female	Reported Disability Cognitive Impairments

A parent, school, or other entity can refer more than one individual for VR services using the same email address and Portal account. They may view the information for the individuals they have referred to VR as well as view the status of the referrals.

Consumer (After Application for Services)

In addition, the Portal can be used by individuals that have applied for VR services. The individual may request access to the portal from their Counselor at or after application for services. They will either use the same account information they created when completing the online referral, or they will create a new account at that time if they do not already have one. This access allows them to review their case, counselor, and personal information, as well as edit some of their personal information.

Case Information

Case ID 57067	Case Status Application
-------------------------	-----------------------------------

Counselor Information

Name Test Counselor	E-mail Test.Counselor@doe.nh.gov	Phone (603) 123-4567
-------------------------------	---	--

PERSONAL INFORMATION

Name Smith, Sally	Home Address 123 Main Street Concord, NH 03301	EDIT
Contact Information Home: (603) 555-5555	Mailing Address NH	

Personal Contact Information

Download Refresh Menu

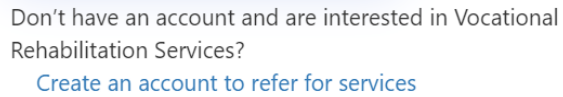
Name	Relationship	Contact Type	Email	Phone
No records available				

User Instructions

Referring Yourself for Services – Without an Existing Account

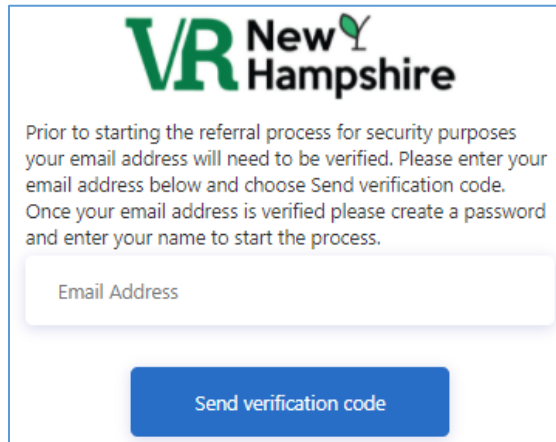
Portal access is found on the VRNH website on the [Apply for VR Services](#) page or by using this link: <https://nhdoeconsumer.awareportals.com/>.

1. Once on the Portal login screen, click on the “Create an account to refer for services” link at the bottom of the sign in screen.



Don't have an account and are interested in Vocational Rehabilitation Services?
[Create an account to refer for services](#)

2. Enter the email address you'd like to use for your account and click on the “Send verification code” button.
 - For security purposes, VRNH needs to verify your email address. Your email address is verified using a unique system generated code.



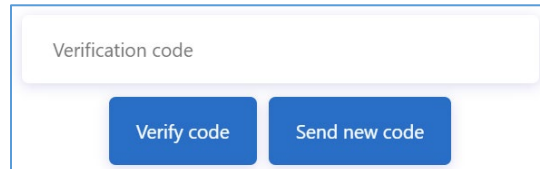
VR New Hampshire

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.

Email Address

Send verification code

3. 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 by clicking on the “Send new code” button.
4. 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, by clicking on the “Change e-mail” button, but you will need to verify the new email address as well.



Verification code

Verify code Send new code

5. 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.
 - The password must be 8-16 characters long and contain 3 out of 4 of the following:

- Lowercase Character,
- Uppercase Character,
- Digit (0-9),
- One or more of the following symbols:
@ # \$ % ^ & * - _ = + [] { } | \ : ' , ? / ` ~ " () ; .

6. Enter **your** First and Last Name.

7. The Display Name is automatically completed using the information from the First and Last Name fields.

8. Click the Create button at the bottom of the screen.

9. Once on the Portal Home Page, select the “New Referral” link at the top of the page.



10. Enter the following information for **yourself**. The asterisk (*) signifies required fields:

- Social Security Number
- Relation to Referral (this is used for third party referrals)
- First Name*
- Middle Initial
- Last Name*
- Gender*
- Date of Birth*
- Ethnicity
- Reported Disability*
- Home Address*
- Email Address
- Phone Number* and Phone Type*

Personal Information Fields in the Portal:

Personal Information		
Social Security Number - Leave Blank for Temporary SSN 123-45-6789		
Relation to Referral		
First name	Middle Initial	Last name
John	E	Doe
Gender	Birth date	
Male	01/01/1990	
Ethnicity		
White		
Reported Disability		
Other Physical Impairments		

Contact Information Fields in the Portal:

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

- 11. Add a description of the services you are requesting in the designated field (optional).
- 12. 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 the document section and releasing the mouse click to attach it.

Notes and Attachments
Please describe the services you are requesting
Attach supporting documents (Optional)
<input type="button" value="SELECT FILES..."/> Drop files here to upload
<small>Files cannot exceed the maximum size limit of 20MB</small>

- 13. Click Create Referral at the bottom of the page.



14. You will receive a successful submission notification. Click OK. If you do not receive this notification, please email VR Portal Support at AwareUAT@nh.gov.

Successful Submission

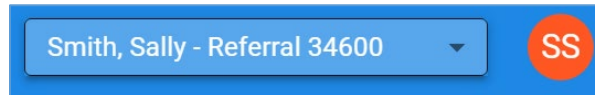
Congratulations on your referral submission to NH's Department of Education Bureau of Vocational Rehabilitation. Someone will be reaching out to you in the next 5 business days to schedule an intake appointment to get you started.

OK

Note: Steps 9-14 can be repeated to make another referral for someone else if desired. See also the [Referring Someone Else for Services – With an Existing Account](#) section within this document.

To see details of your submission, you can log out of the Portal and log back in or you can refresh your browser after submitting the referral.

1. Once in the Portal, or after refreshing your browser, ensure the dropdown menu in the top right corner is showing your referral.



2. Select the "Referral Summary" link at the top of the page to view the referral information.



3. Log out of the Portal once finished.

Referring Yourself For Services – With an Existing Account

You may have an existing account if you previously referred yourself or someone else for VR services using the Portal. If you are unsure if you have an existing account, please email VR Portal Support at AwareUAT@nh.gov.

Portal access is found on the VRNH website on the [Apply for VR Services](#) page or by using this link: <https://nhdoeconsumer.awareportals.com/>.

1. Once on the Portal login page, using your existing account information, enter your email and password and click on the Sign in button.
 - If you forgot your password, please see the [Password Recovery](#) section within this document.
2. Once on the Portal Home Page, select the “New Referral” link at the top of the page.



3. Enter the following information for **yourself**. The asterisk (*) signifies required fields:
 - Social Security Number
 - Relation to Referral (this is used for third party referrals)
 - First Name*
 - Middle Initial
 - Last Name*
 - Gender*
 - Date of Birth*
 - Ethnicity
 - Reported Disability*
 - Home Address*
 - Email Address
 - Phone Number* and Phone Type*

Personal Information Fields in the Portal:

Personal Information		
Social Security Number - Leave Blank for Temporary SSN 123-45-6789		
Relation to Referral		
First name John	Middle Initial E	Last name Doe
Gender Male	Birth date 01/01/1990	
Ethnicity White		
Reported Disability Other Physical Impairments		

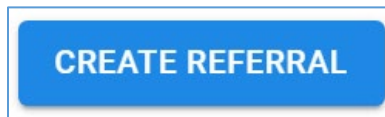
Contact Information Fields in the Portal:

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

4. Add a description of the services you are requesting in the designated field (optional).
5. 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 the document section and releasing the mouse click to attach it.

Notes and Attachments
Please describe the services you are requesting
Attach supporting documents (Optional)
<input type="button" value="SELECT FILES..."/> Drop files here to upload
<small>Files cannot exceed the maximum size limit of 20MB</small>

6. Click Create Referral at the bottom of the page.



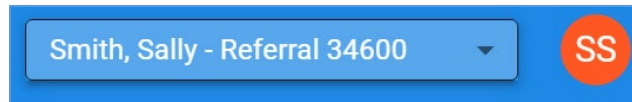
7. You will receive a successful submission notification. Click OK. If you do not receive this notification, please email VR Portal Support at AwareUAT@nh.gov.

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.
<input type="button" value="OK"/>

Note: Steps 2-7 can be repeated to make another referral for someone else if desired. See also the [Referring Someone Else for Services – With an Existing Account](#) section within this document.

To see details of your submission, you can log out of the Portal and log back in or you can refresh your browser after submitting the referral.

1. Once in the Portal, ensure the dropdown menu in the top right corner is showing your referral.



2. Select the “Referral Summary” link at the top of the page to view the referral information.

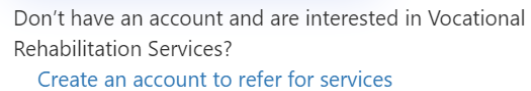


3. Log out of the Portal once finished.

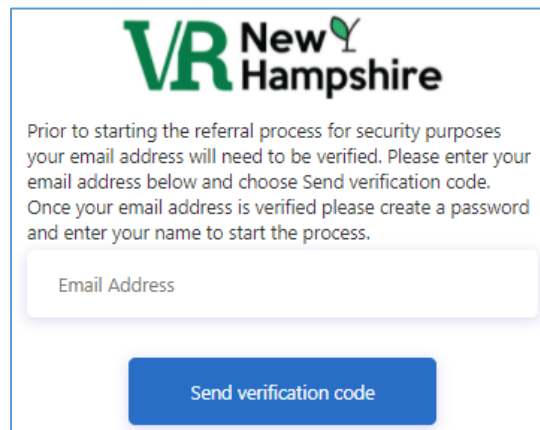
Referring Someone Else for Services – Without an Existing Account

Portal access is found on the VRNH website on the [Apply for VR Services](#) page or by using this link: <https://nhdoeconsumer.awareportals.com/>.

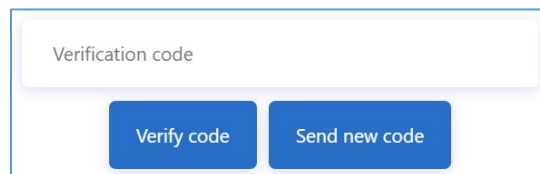
1. Click on the “Create an account to refer for services” link at the bottom of the sign in screen.



2. Enter the email address you'd like to use for your account and click on the “Send verification code” button.
 - For security purposes, VRNH needs to verify your email address. Your email address is verified using a unique system generated code.



3. 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 by clicking on the “Send new code” button.
4. 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, by clicking on the “Change e-mail” button, but you will need to verify the new email address as well.



5. 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.
 - The password must be 8-16 characters long and contain 3 out of 4 of the following:
 - Lowercase Character,
 - Uppercase Character,

- Digit (0-9),
- One or more of the following symbols:
@ # \$ % ^ & * - _ = + [] { } | \ : ' , ? / ` ~ " () ; .

6. Enter **your** First and Last Name.

7. The Display Name is automatically completed using the information from the First and Last Name fields to display your name.

The screenshot shows a form with five input fields and one button. The first two fields contain dots, representing masked input. The third field contains 'John', the fourth contains 'Doe', and the fifth field contains 'John Doe'. Below these fields is a blue button labeled 'Create'.

8. Click the Create button at the bottom of the screen.

9. Once on the Portal Home Page, select the “New Referral” link at the top of the page.



10. Enter the following information **for the individual you are referring**. The asterisk (*) signifies required fields:

- Social Security Number
- Relation to Referral – Enter your relation to the individual you are referring for services.
- First Name*
- Middle Initial
- Last Name*
- Gender*
- Date of Birth*
- Ethnicity
- Reported Disability*
- Home Address*
- Email Address
- Phone Number* and Phone Type*

Personal Information Fields in the Portal:

Personal Information		
Social Security Number - Leave Blank for Temporary SSN 123-45-6789		Relation to Referral Parent
First name John	Middle Initial E	Last name Doe
Gender Male	Birth date 01/01/2008	
Ethnicity White		
Reported Disability Other Physical Impairments		

Contact Information Fields in the Portal:

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

11. Add a description of the services you feel will be helpful for the individual you are referring in the designated field (optional).
12. 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 the document section and releasing the mouse click to attach it.

Notes and Attachments
Please describe the services you are requesting
Attach supporting documents (Optional)
<input type="button" value="SELECT FILES..."/> Drop files here to upload
<small>Files cannot exceed the maximum size limit of 20MB</small>

13. Click Create Referral at the bottom of the page.



14. You will receive a successful submission notification. Click OK. If you do not receive this notification, please reach out to VR Portal Support at AwareUAT@nh.gov.

Successful Submission

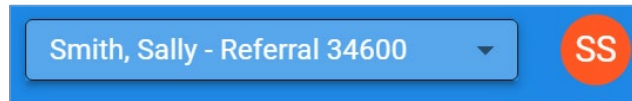
Congratulations on your referral submission to NH's Department of Education Bureau of Vocational Rehabilitation. Someone will be reaching out to you in the next 5 business days to schedule an intake appointment to get you started.



Note: Steps 9-14 can be repeated to make another referral for someone else if desired. See also the [Referring Someone Else for Services – With an Existing Account](#) section within this document.

To see details of your submission, you can log out of the Portal and log back in or you can refresh your browser after submitting the referral.

1. Once in the Portal, ensure the dropdown menu in the top right corner is showing the referral name you'd like to view the information for.



2. Select the "Referral Summary" link at the top of the page to view the referral information.



3. Log out of the Portal once finished.

Referring Someone Else for Services – With an Existing Account

You may have an existing account if you previously referred yourself or someone else for VR services using the Consumer Portal. If you are unsure if you have an existing account, please contact VR Portal Support at AwareUAT@nh.gov.

Portal access is found on the VRNH website on the [Apply for VR Services](#) page or by using this link: <https://nhdoeconsumer.awareportals.com/>.

1. Once on the Portal login page, using your existing account information, enter your email and password and click on the Sign in button.
 - If you forgot your password, please see the [Password Recovery](#) section within this document.
2. Once on the Portal Home Page, select the “New Referral” link at the top of the page.



3. Enter the following information **for the individual you are referring**. The asterisk (*) signifies required fields:
 - Social Security Number
 - Relation to Referral – Enter your relation to the individual you are referring for services.
 - First Name*
 - Middle Initial
 - Last Name*
 - Gender*
 - Date of Birth*
 - Ethnicity
 - Reported Disability*
 - Home Address*
 - Email Address
 - Phone Number* and Phone Type*

Personal Information Fields in the Portal:

Personal Information		
Social Security Number - Leave Blank for Temporary SSN 123-45-6789		Relation to Referral Parent
First name John	Middle Initial E	Last name Doe
Gender Male	Birth date 01/01/2008	
Ethnicity White		
Reported Disability Other Physical Impairments		

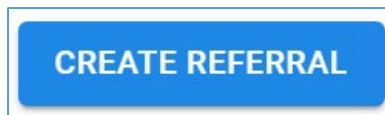
Contact Information Fields in the Portal:

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

4. Add a description of the services you feel will be helpful for the individual you are referring in the designated field (optional).
5. 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.

Notes and Attachments
Please describe the services you are requesting
Attach supporting documents (Optional)
<input type="button" value="SELECT FILES..."/> Drop files here to upload
<small>Files cannot exceed the maximum size limit of 20MB</small>

6. Click Create Referral at the bottom of the page.



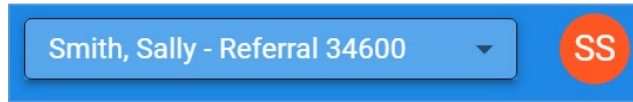
7. You will receive a successful submission notification. Click OK. If you do not receive this notification, please email VR Portal Support at AwareUAT@nh.gov.

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.
<input type="button" value="OK"/>

Note: Steps 2-7 can be repeated to make another referral for someone else if desired.

To see details of your submission, you can log out of the Portal and log back in or you can refresh your browser after submitting the referral.

1. Once in the Portal, ensure the dropdown menu in the top right corner is showing the referral name you'd like to view the information for.



2. Select the "Referral Summary" link at the top of the page to view the referral information.



3. Log out of the Portal once finished.

Accessing the Referral Portal after Referring Yourself or Someone Else for Services

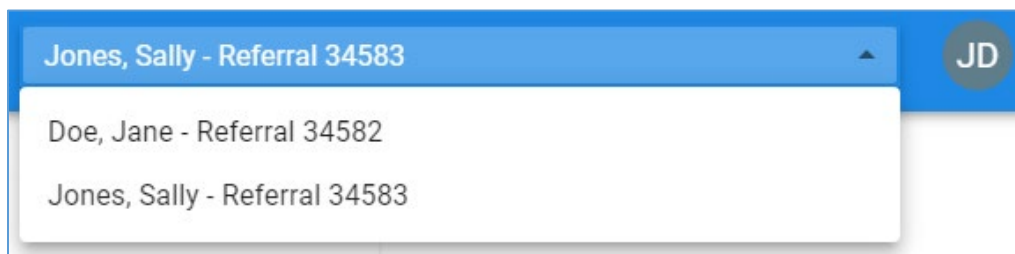
Individuals can access the portal after referring themselves or someone else for services to check on the status of the referral or confirm the information submitted. To access the referral portal after referring themselves or someone else, the user will simply log back into the portal with the same email and password created when submitting the referral. Portal access is found on the VRNH website on the [Apply for VR Services](#) page or by using this link: <https://nhdoeconsumer.awareportals.com/>.

If the user forgot their password, they can change it by selecting the “Forgot your password?” link on the Portal login page. See the [Password Recovery](#) section within this document for more information.

When logging back into the Portal, the user will see basic information related to the referral(s) submitted. This information includes the referral’s name, address and contact information, date of birth, gender, ethnicity, reported disability, as well as their Referral ID and Referral Status.

Referral Summary	
Name Smith, Sally	Referral ID 41422 Status Open
Address and Contact Information	
123 Main Street Concord, NH 03301 Merrimack	Email SampleEmail@SampleEmail.com
Birth Date 01/01/2000	Primary Phone (603) 123-4567
Gender Female	Ethnicity White
	Reported Disability Cognitive Impairments

To view this information, the user ensures the dropdown menu in the top right corner is showing the referral they would like to view.



Then the user selects the Referral Summary link at the top of the page to view the referral information.



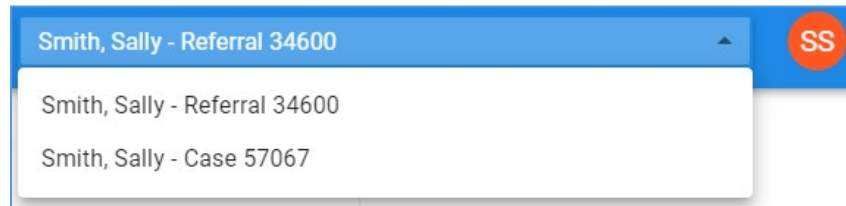
The user can then select another referral from the dropdown menu and select the Referral Summary link again to view the information for that referral.

Accessing the Portal after Applying for Services

The user can access the portal after applying for VR services to view limited details of their case, including their case status and Counselor information. Individuals can also use the portal to update their personal information.

If you have an existing portal account, you must request access from your VR Counselor. You will access the Portal using the same email address and password you previously created.

If you referred yourself for services using the Portal, you will see two options in the drop-down menu in top right corner of the Portal. The first option is to review your referral. The second option is to review your case information for your current VR case.



If you do not have a portal 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 form for creating a new password. At the top is the logo for "VR New Hampshire" in green and black. Below the logo are two input fields: "New Password" and "Confirm New Password". At the bottom of the form is a blue button labeled "Continue".

5. You will now have access to the portal.

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

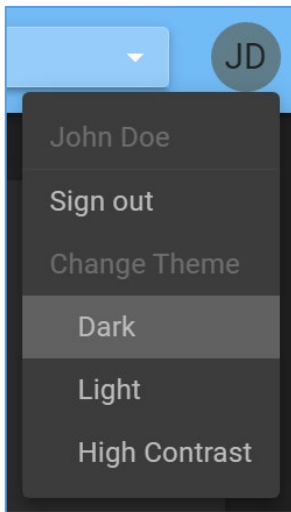
Changing the Theme of the Portal

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.

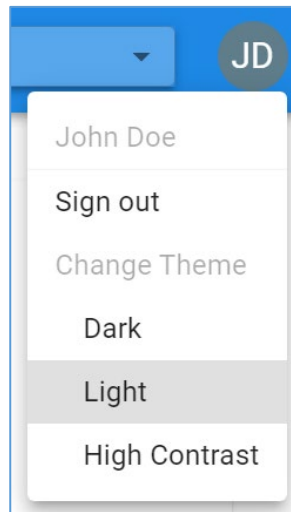
To change the Theme:

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

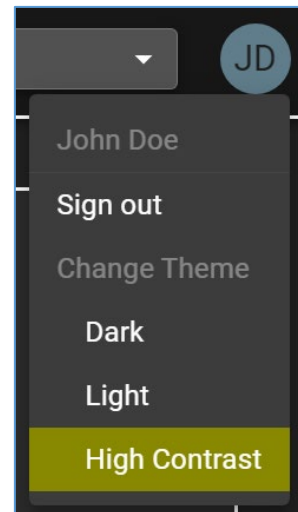
Dark Theme:



Light Theme:



High Contrast Theme:

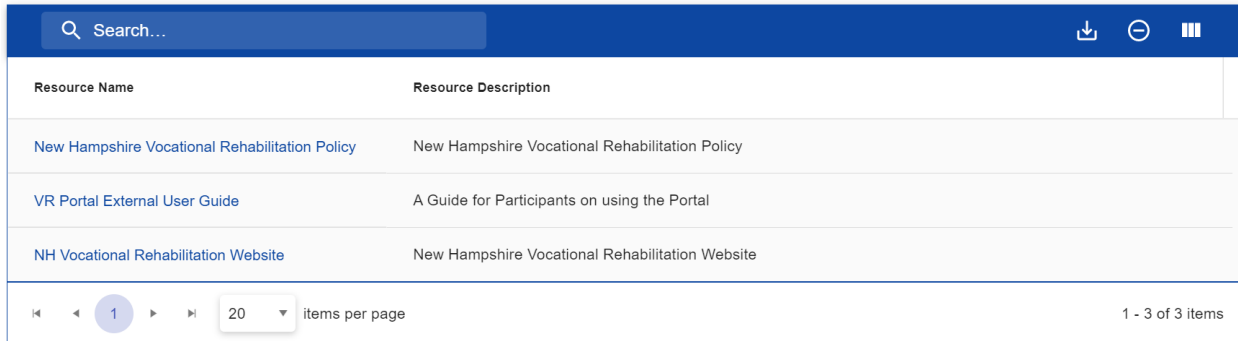


Accessing Resources in the Portal

There are resources available to the user within the Portal. These are accessed by selecting the Resources link in the top left corner of the Portal and the resources will display.



Click on any of the hyperlinks to access the resource. There are Resource Descriptions to describe the resource.

A screenshot of a web interface showing a table of resources. The table has two columns: 'Resource Name' and 'Resource Description'. There are three rows of data. Below the table is a pagination control showing '1' of 3 items, '20' items per page, and '1 - 3 of 3 items'.

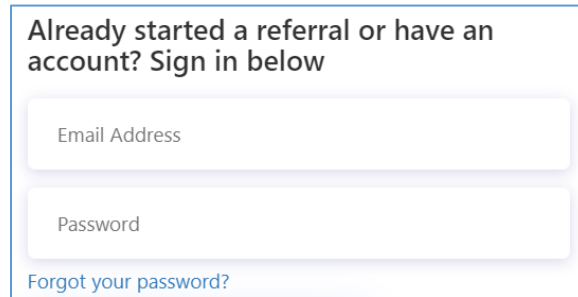
Resource Name	Resource Description
New Hampshire Vocational Rehabilitation Policy	New Hampshire Vocational Rehabilitation Policy
VR Portal External User Guide	A Guide for Participants on using the Portal
NH Vocational Rehabilitation Website	New Hampshire Vocational Rehabilitation Website

« ‹ 1 › » 20 items per page 1 - 3 of 3 items

Password Recovery

If you forgot your password, you should follow the steps below. If after following these steps you continue to have issues with your password, you should contact your VR Counselor or email VR Portal Support at AwareUAT@nh.gov for assistance.

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



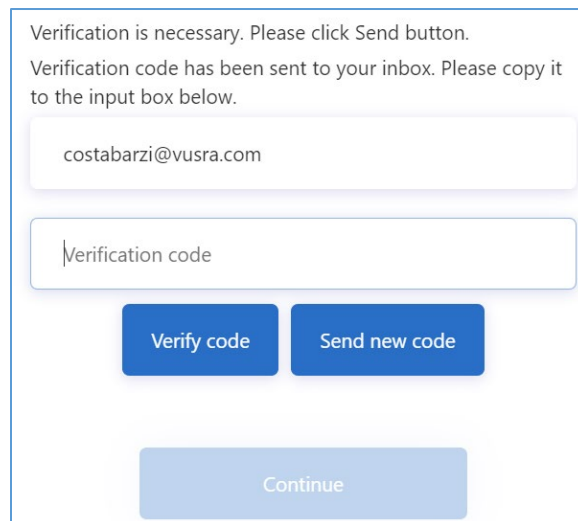
Already started a referral or have an account? Sign in below

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.

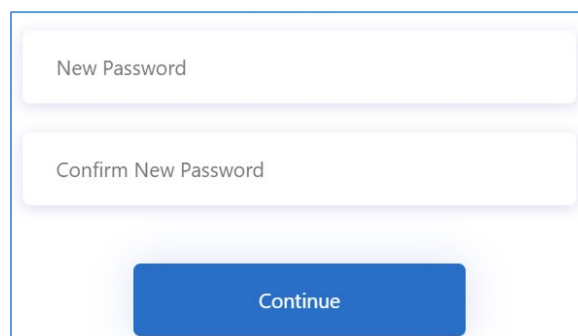
costabarzi@vusra.com

Verification code

Verify code Send new code

Continue

4. Once your email address is verified, you can change the email address by selecting the “Change e-mail” button 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