YOUR LIFE
YOUR CARE
YOUR PEOPLE

MyAccount Training

PA ODP
AE & SC Training

Created: June 2024
Updated: March 2025

Agenda

01 Cannot Access MyAccount

02 Logging In

03 Creating & Viewing a Referral

04 Enrollment Dashboard

05 Actionable Documents

06 Assisting the Participant

07 Other Information

08 Lead Role

01

What to do if you cannot access MyAccount

If you cannot access MyAccount

Contact Your Lead Role

The lead role within your agency can create your profile within MyAccount. Send them the following information:

- Supports Coordinator (SC) or Administrative Entity (AE) Name
- SC or AE Email
- SC or AE Mailing Address

- If they are unable to complete this task for any reason you can reach out to our Customer Service team.

Questions?

02

Logging in

Logging in to MyAccount

for the first time

Email Invitation

You will receive an email from PPL with log-in details for MyAccount.

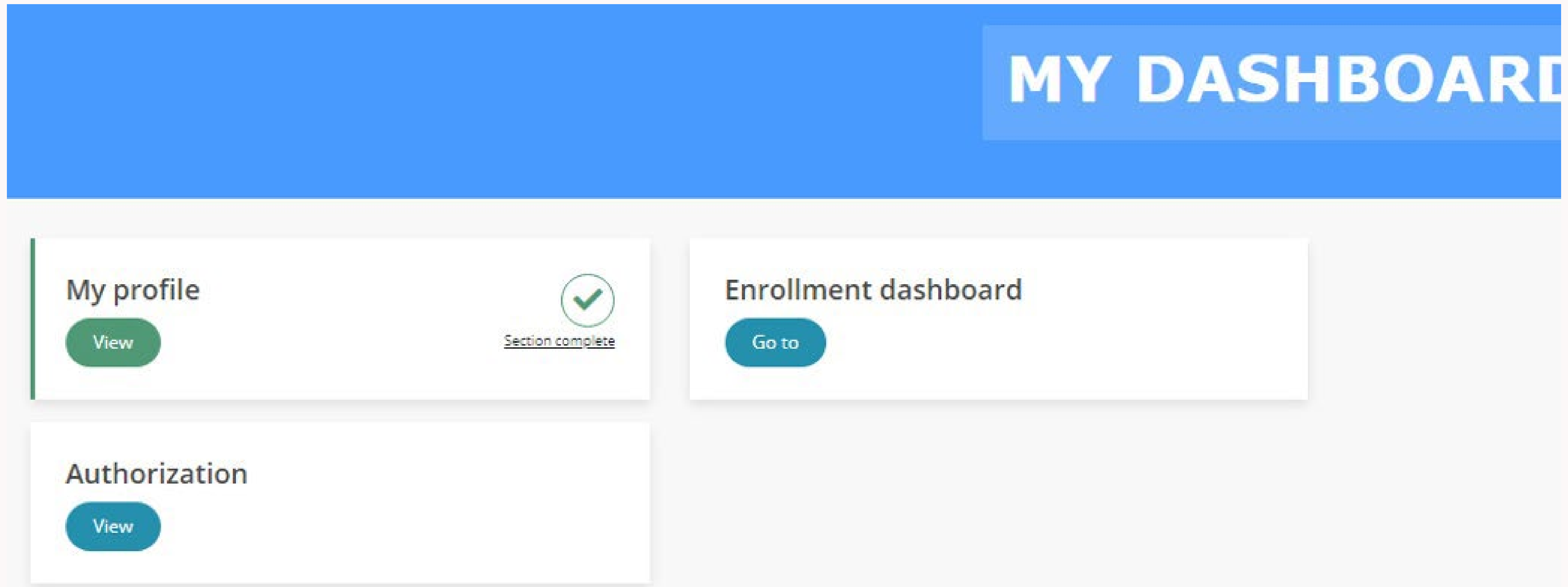
- Look for your temporary password.
- Go to: www.account.pplfirst.com
- Select: Log In

Username & Password

Your username is your email address. Please use the temporary password you received from PPL.

My Profile

Under My Profile, type a new password, set your security questions, and update mailing address.



PPL

03

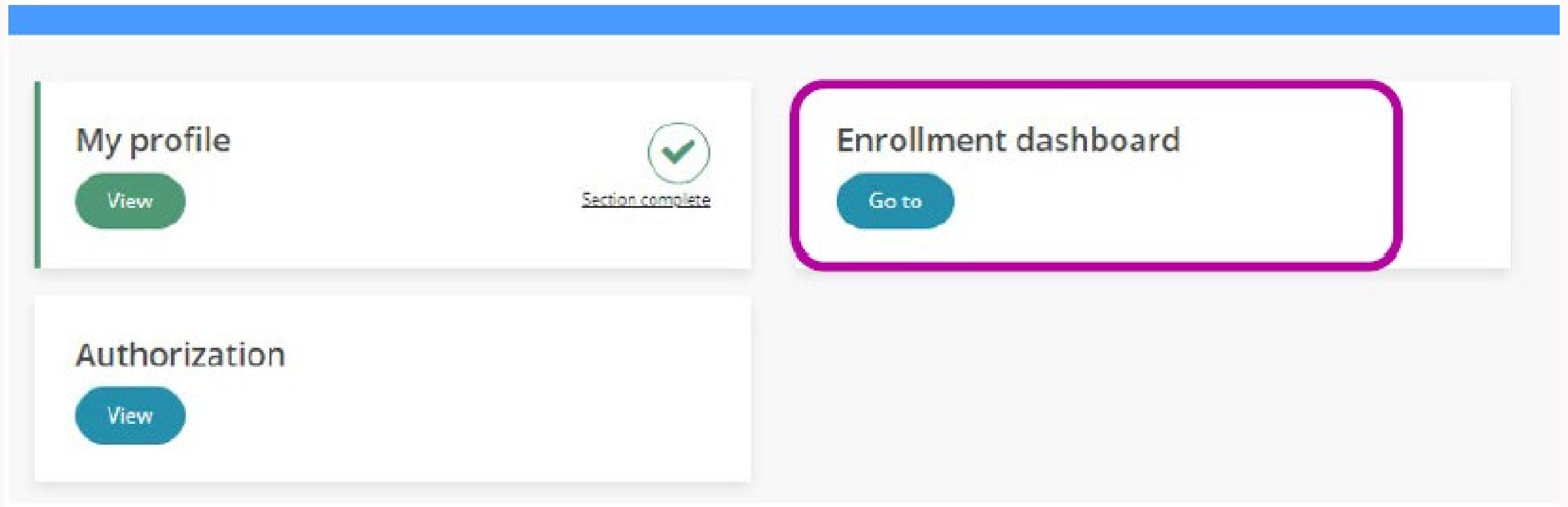
Creating & Viewing Referrals

Creating a Referral

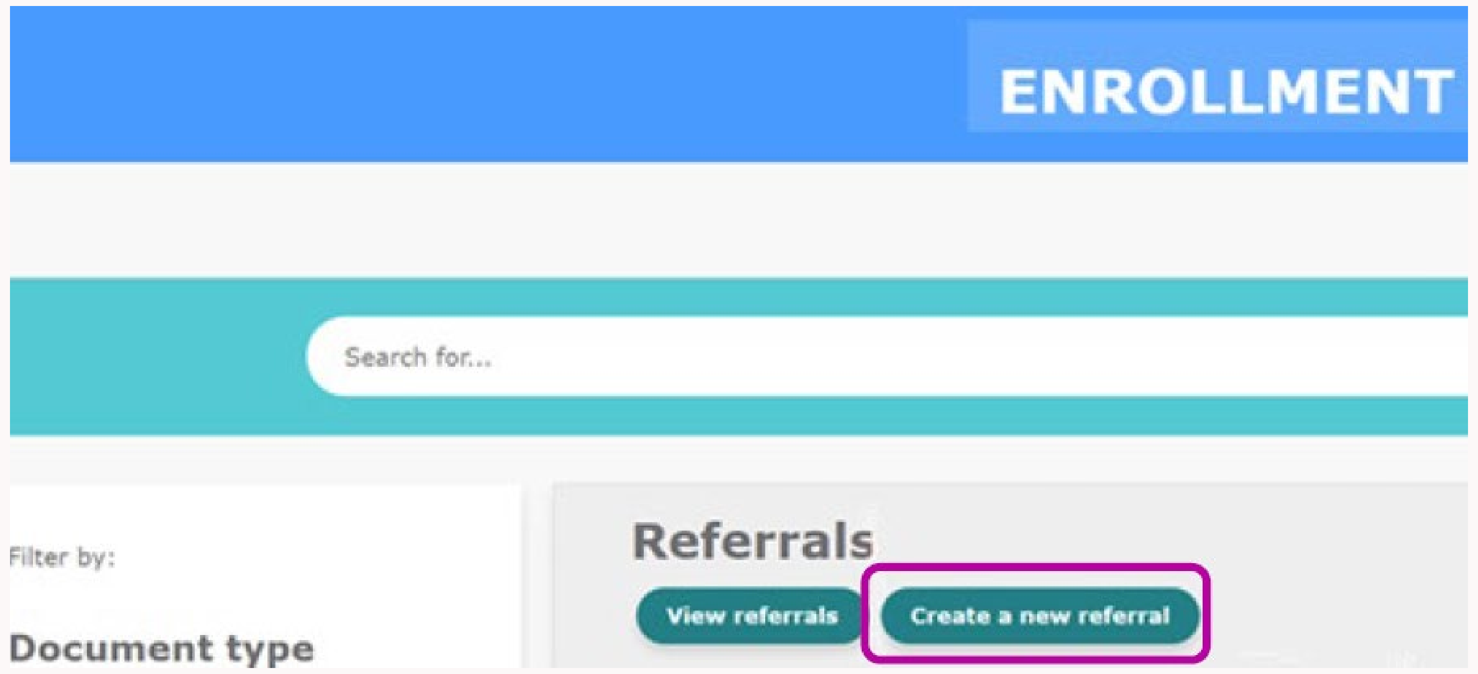
within MyAccount

Enrollment Dashboard

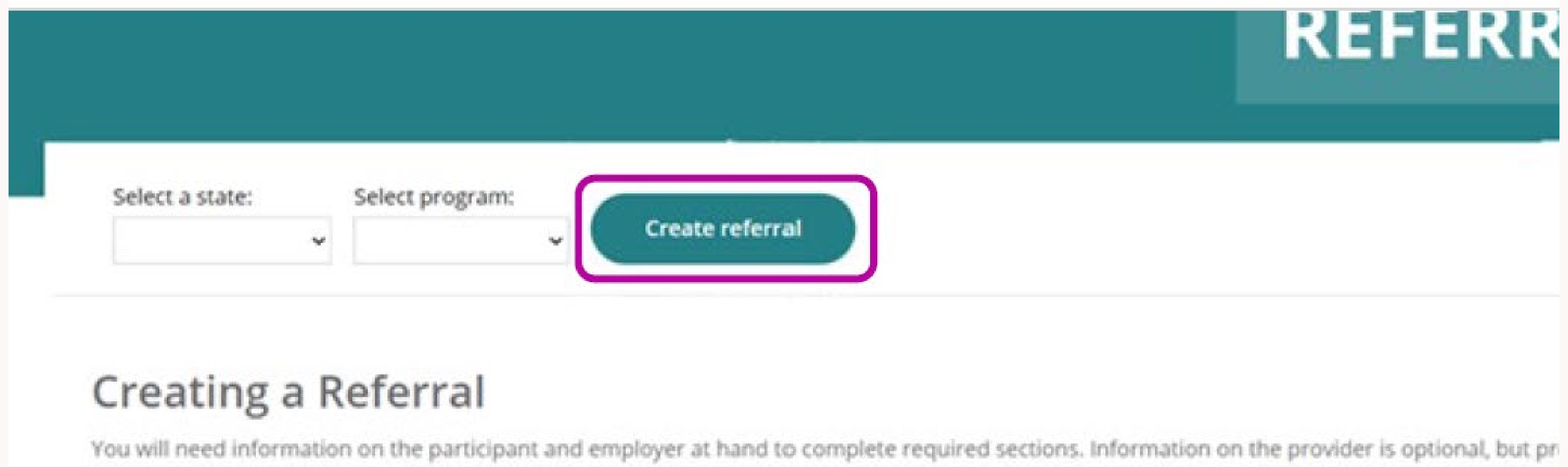
1. After you log in to MyAccount, click on Enrollment Dashboard.



2. Select, Create a new referral.



3. Select, Create referral



Quick Tip

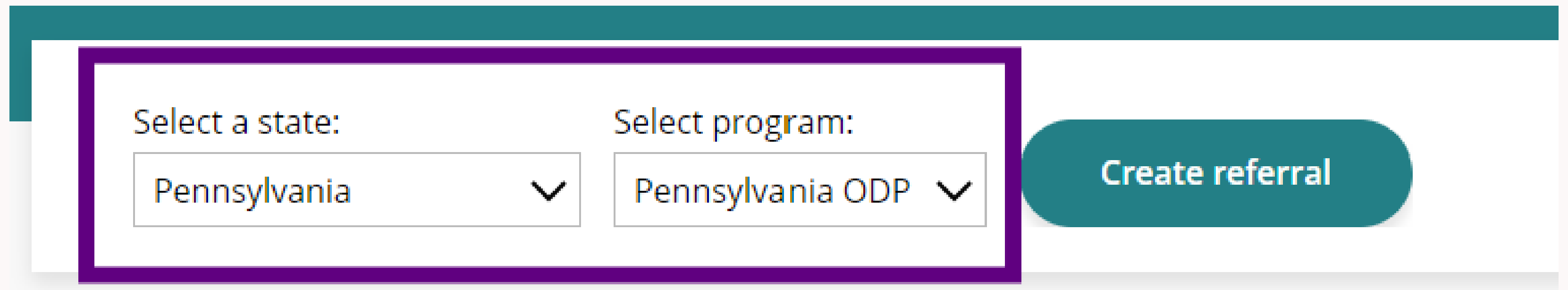
Referrals should not be submitted until the Participant has been approved for a Waiver Program.

Creating a Referral

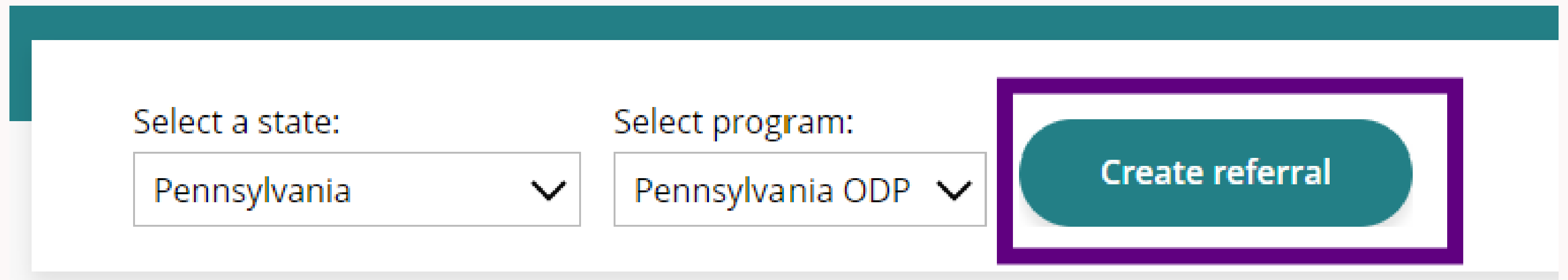
within MyAccount

Enrollment Dashboard

4. Select your state, the program will automatically populate.



5. Select, Create referral.



<u>Note:</u>

You will need information on the participant and employer at hand to complete required sections. Information on the provider is optional but preferred.

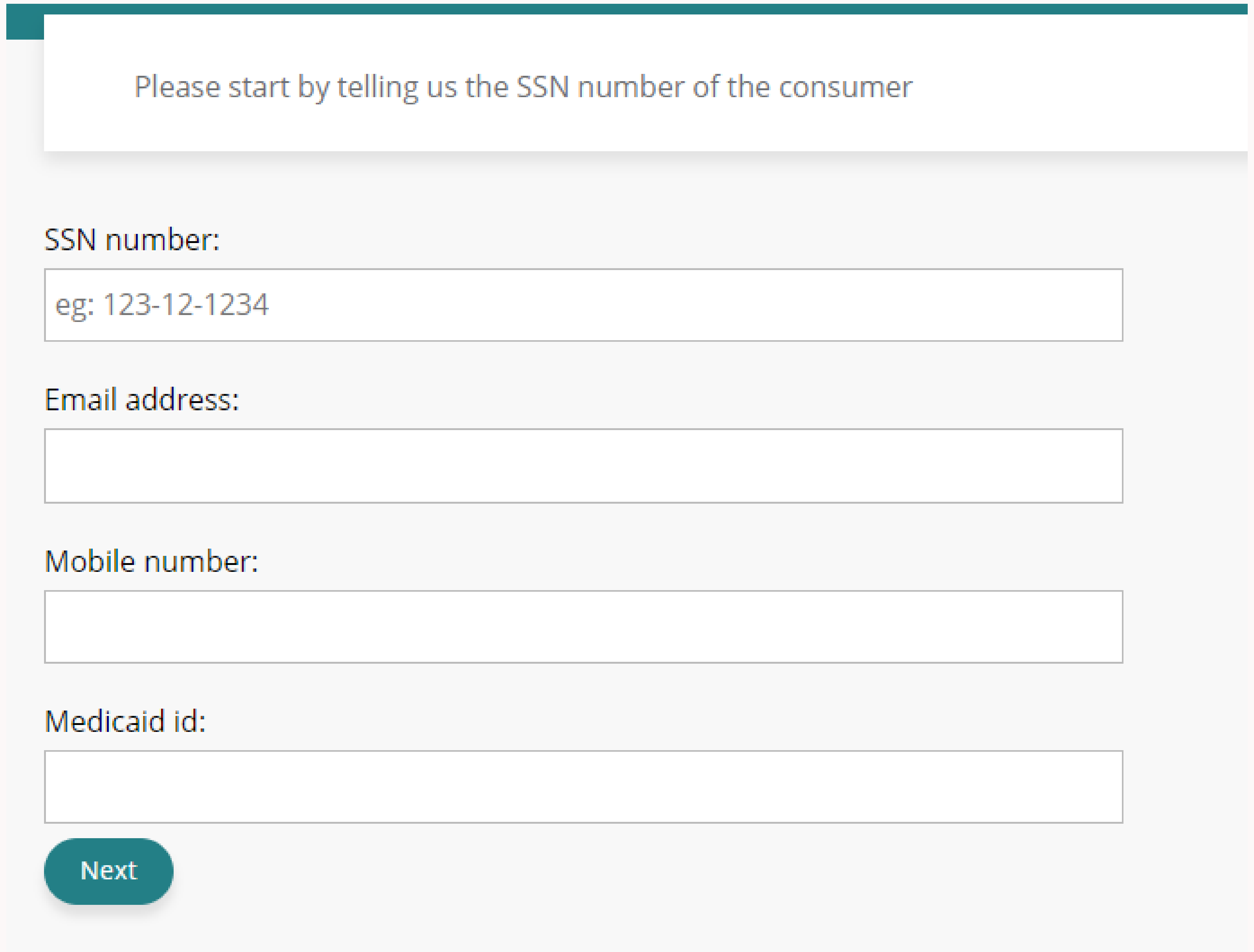
Information such as name, address, SSN, EIN, if applicable, birth date, and phone number for each role will be needed.

Creating a Referral

within MyAccount

Enrollment Dashboard

6. Complete all required fields, click next, and submit the referral. The more information that is entered the easier it will be for the Participant/Common Law Employee (CLE) and Support Service Professional (SSP).
7. Once the referral has been submitted, the CLE should receive an email invitation to begin registration within MyAccount.



Please start by telling us the SSN number of the consumer

SSN number:

eg: 123-12-1234

Email address:

Mobile number:

Medicaid id:

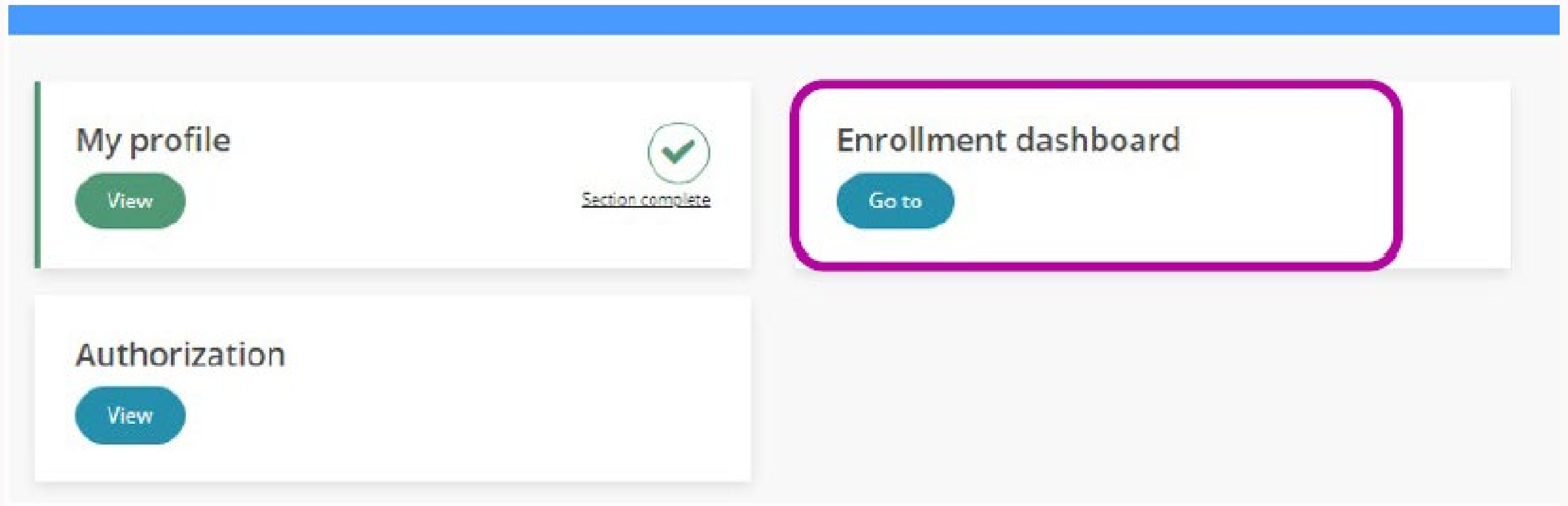
Next

Viewing Referrals

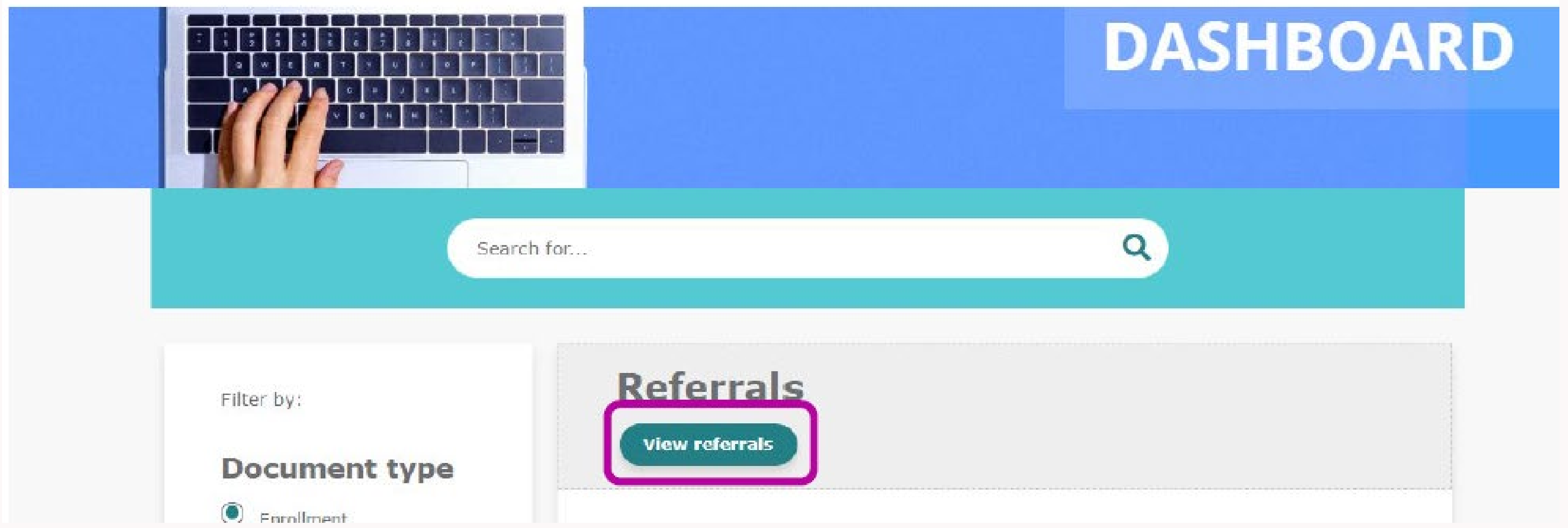
within MyAccount

Enrollment Dashboard

1. In MyAccount, select the Enrollment Dashboard.

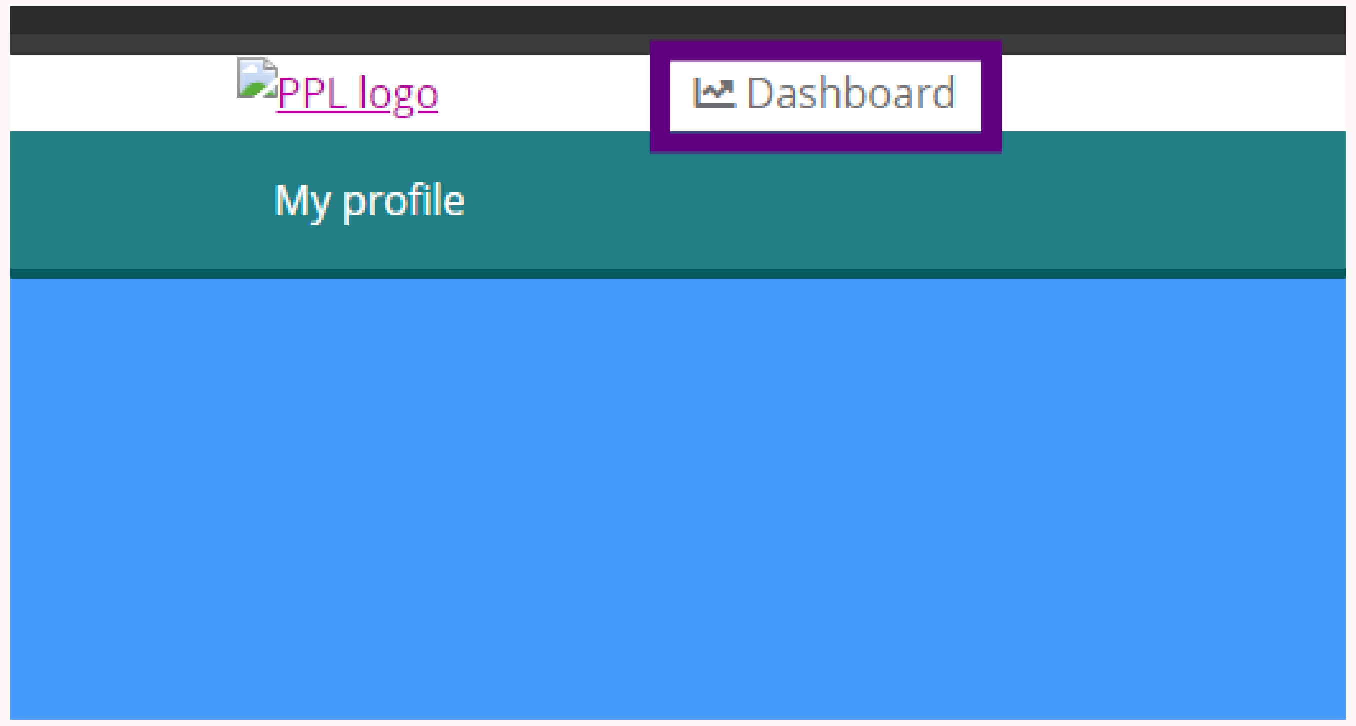


2. Select, View referrals.



Quick Tip

If you ever get “lost”, click on dashboard at the top of the page and MyAccount will take you back to your Enrollment Dashboard.



PPL - Referrals

Enrollment Specialist

- The Enrollment Specialist (ES) receives the electronic referral through MyAccount.
- The ES reviews the documentation and will reach out to the person who is enrolling with any issues.
- The ES will reach out to the Participant, SSP, or Employer to complete a welcome call and explain the enrollment process and how to register for MyAccount.
- Once Enrollment has been completed, including the criminal background check, etc. then the ES will reach out to complete new orientation with the CLE and let them know that services can begin.

Questions?

04

Enrollment Dashboard

Enrollment Dashboard

Enrollment Status

Enrollment Status

You can see the enrollment status on the Enrollment Dashboard.

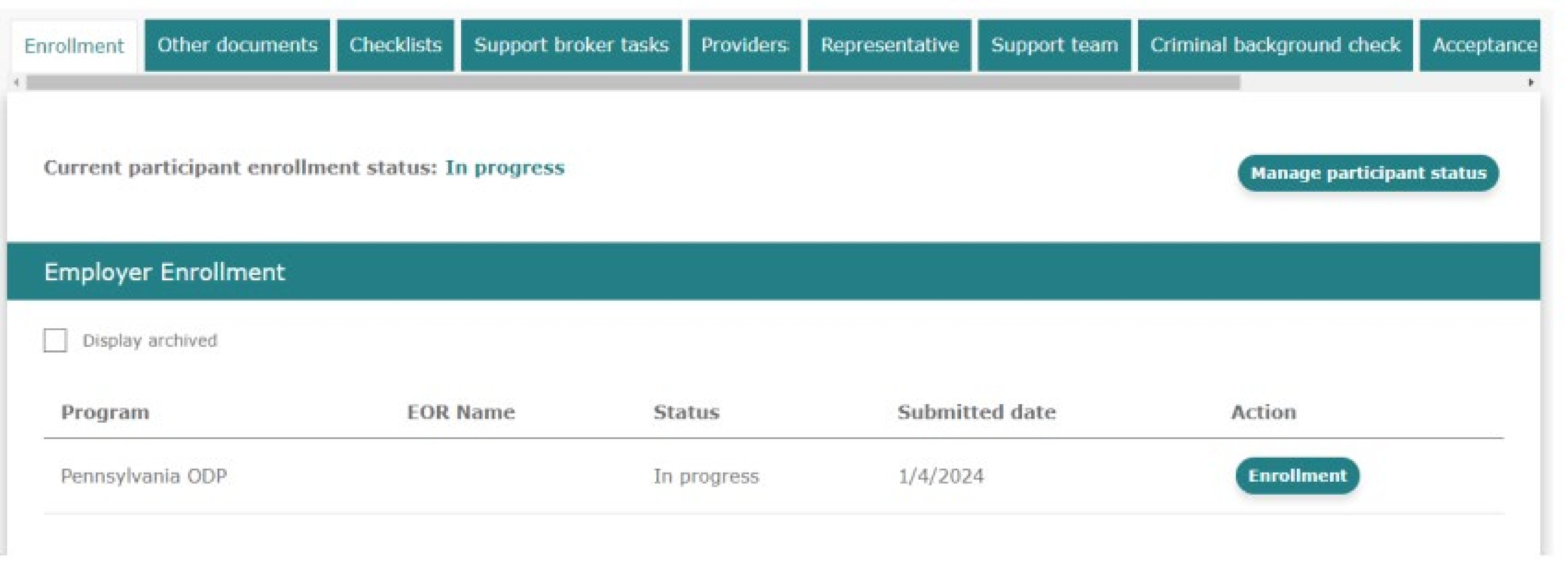
ORDER	STATUS	FOR PARTICIPANTS
1	New Application	The enrollment packet is ready for the Participant or Worker to complete.
2	In Progress	A portion of the enrollment packet is completed but it has not yet been submitted or signed.
3	Signing	Enrollment forms are completed but not yet signed.
4	Awaiting Approval	The signed enrollment packet has been submitted for review and approval. **Who Approves:** For Participants, the staff at PPL approve enrollment. For Providers, enrollment is approved by the Participant.
5	Completed	Enrollment was reviewed and approved.
~	Returned	Enrollment packet is missing critical responses, so it was returned for further completion.
~	Denied	Enrollment packet is fully denied or cancelled. For example, an individual could choose not to move forward with their enrollment.

Enrollment Dashboard

Enrollment Details

View Participant Enrollment Details

From the Enrollment Dashboard, you can choose View Details for a Participant to see answers to specific questions. The details are organized into tabs, as shown below.



Enrollment Dashboard

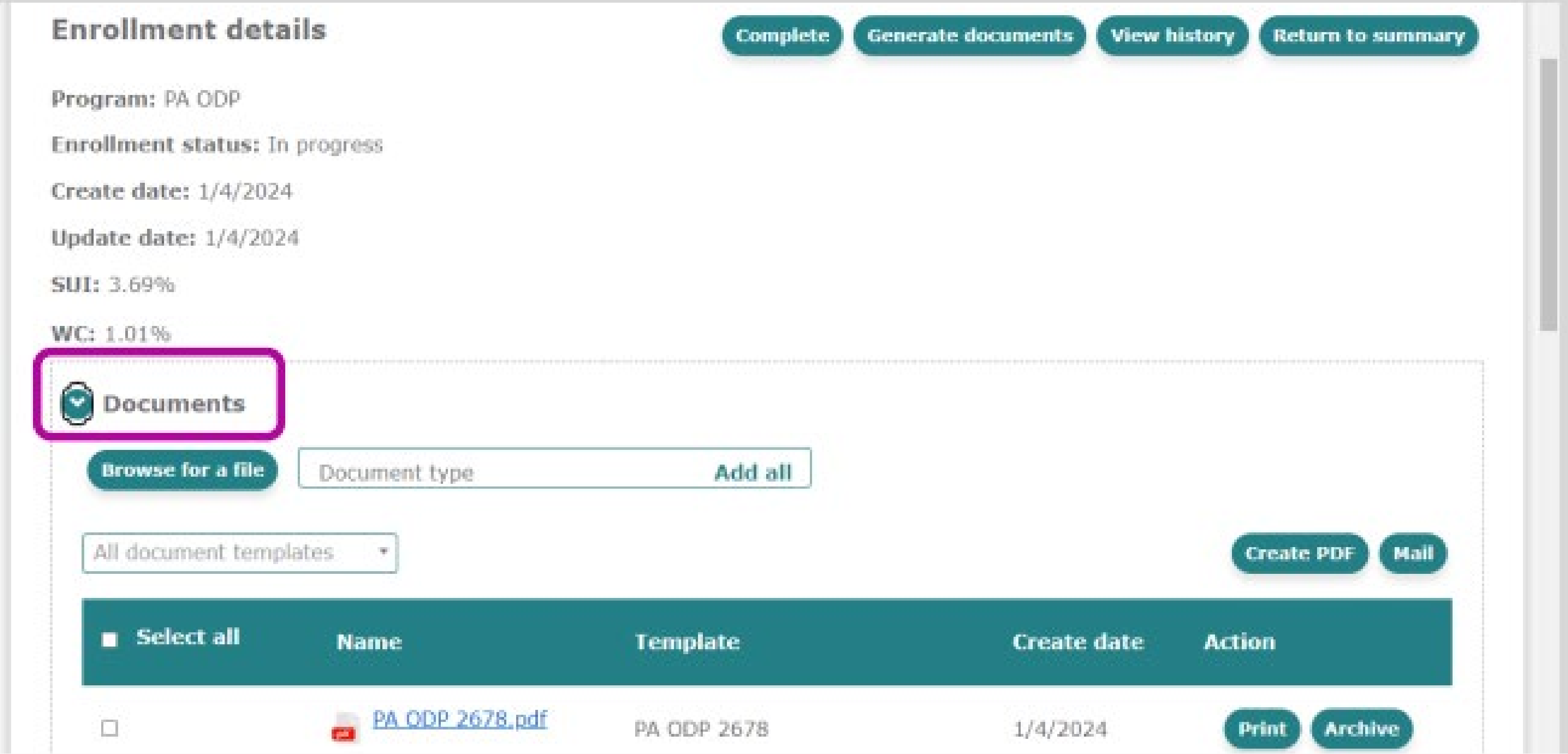
Enrollment Details

Tab Descriptions

Here are the descriptions for each tab:

TAB	DESCRIPTION
Enrollment	Displays answers to the enrollment questions. Under the **Action** column, select **Enrollment** to view details (see next example). Note: After enrollment is completed, the Employer of Record (EOR) options also appear: **View EOR details** and **Change EOR**. *Employer of Record* is another name for Common Law Employer (CLE).
Other documents	For special situations, you can view or upload additional reference documents that are not part of the standard enrollment package.
Checklists	Displays key enrollment tasks that PPL staff will acknowledge as they help with enrollment. For each task, you can choose **View details** to see the Participant's responses. NOTE: You may see an “In Progress” status even if the main Enrollment Status shows “Completed.” This situation can happen if all information was submitted but PPL still has tasks to complete.

After you open the **Enrollment details**, you can expand the **Documents** section to access enrollment forms:



Enrollment Dashboard

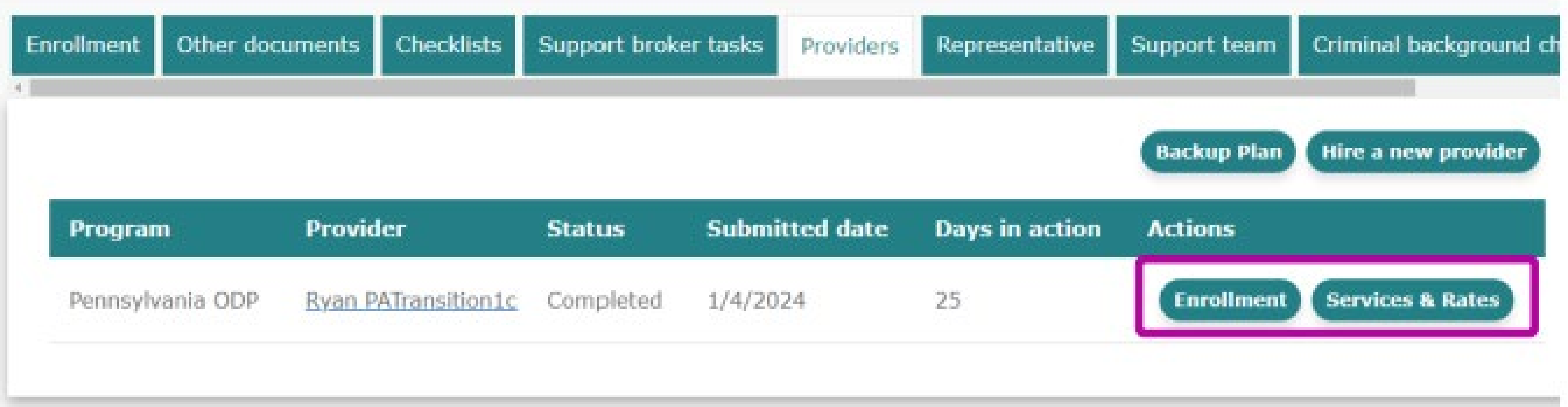
Enrollment Details

Tab Descriptions

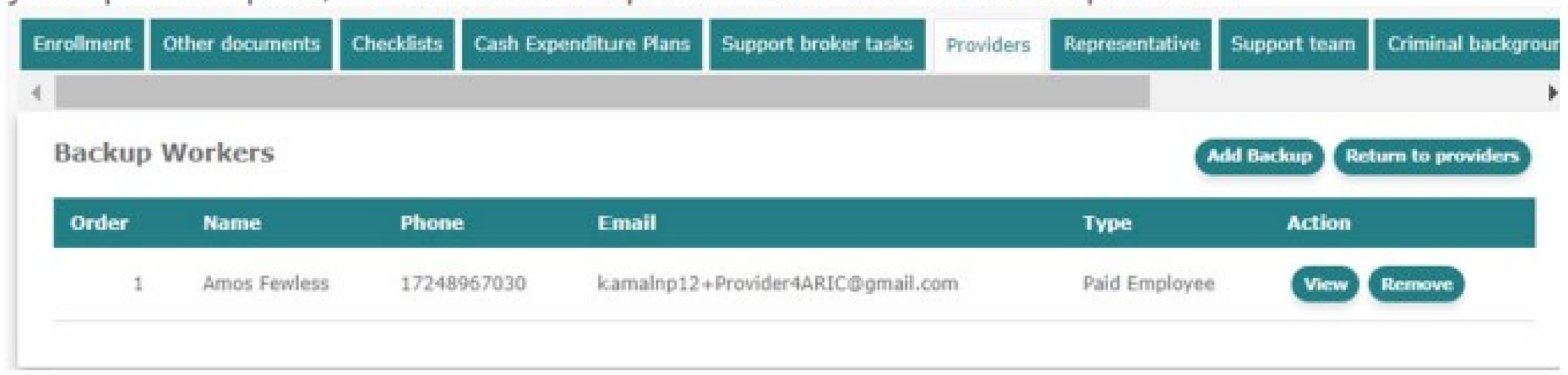
Here are the descriptions for each tab:

Providers

Displays all the Participant's workers. For details about the worker, select **Enrollment** or **Service & Rates**:



Backup Plan: Shows who can serve as a backup, including services provided. When you open the plan, select **View** to open details for each backup worker:



Representative	If someone was chosen to represent the Participant, their information appears here.
Support Team	Displays team members assigned to a Participant. If a change is needed, contact PPL Customer Support.
Criminal background check	Displays the status and details of each Worker's background check.

PA ODP does not use the Criminal Background Check tab, please review this information under the Checklist.

Enrollment Dashboard

Enrollment Details

Tab Descriptions

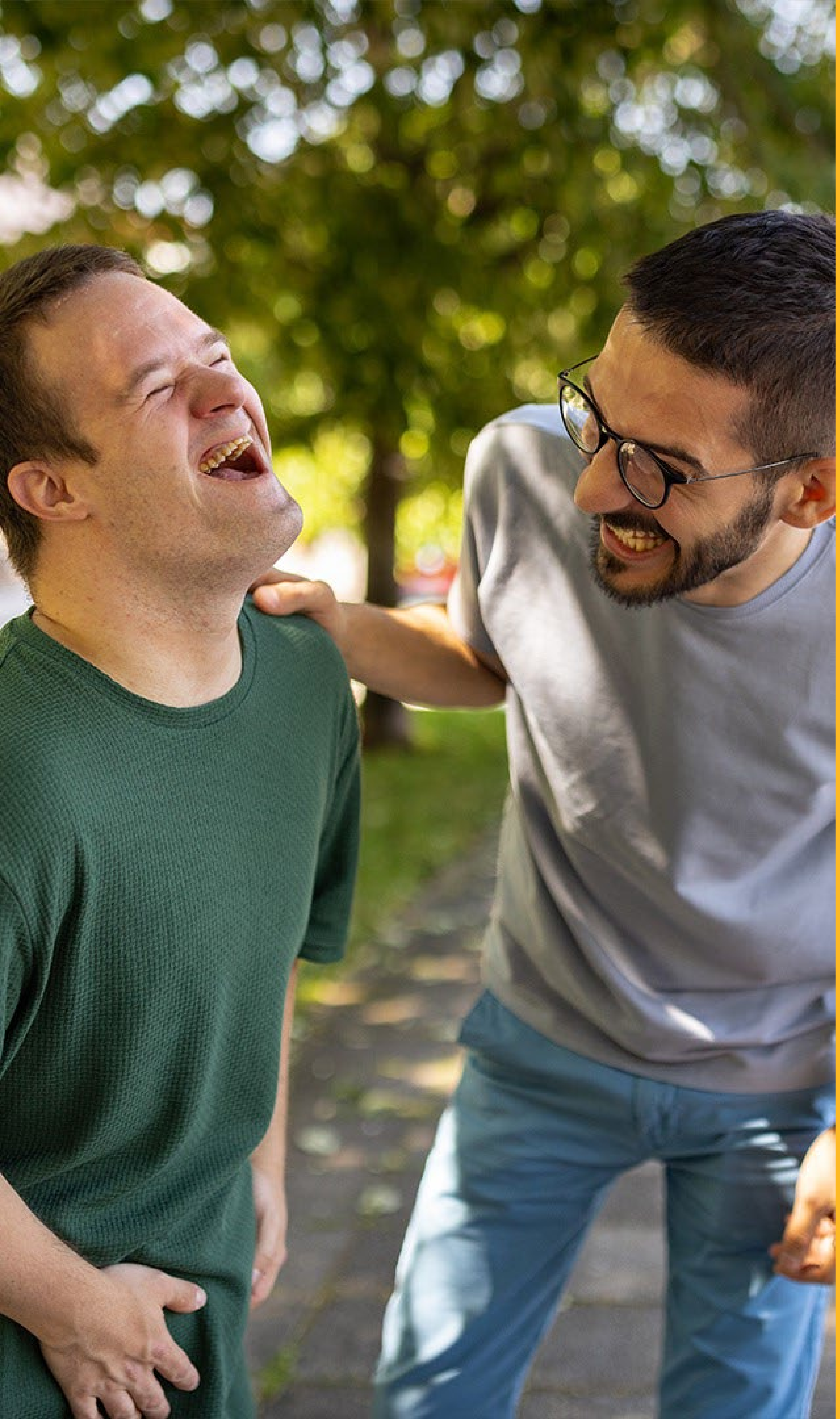
View SSP Enrollment Details:

Participants and Enrollments | Other documents | Checklists | Credentials | Criminal background check | Acceptance of responsibility | PPL Connect

Program	Participant	Status	Submitted date	Days in action	Actions
Pennsylvania ODP	Equate Fowler(PA-0051686)	Completed	6/23/2023	5	Enrollment Services & Rates

TAB	DESCRIPTION
Participants and Enrollments	Displays all the Participants that the Worker supports. Select **Enrollment** for a specific Participant to see answers relevant to that relationship. NOTE: Under the Enrollment details, you can expand the Documents section or generate the enrollment forms.
Checklists	Displays key enrollment tasks that PPL staff will acknowledge as they help with enrollment. For each task, you can choose **View details** to see the responses. NOTE: You may see an "In Progress" status even if the main Enrollment Status shows "Completed." This situation can happen if all information was submitted but PPL still has tasks to complete.
Credentials	Displays the results of drug testing.
Criminal background check	Displays the status and details of the Worker's background check.

PA ODP does not use the Criminal Background Check tab, please review this information under the Checklist.



Questions?

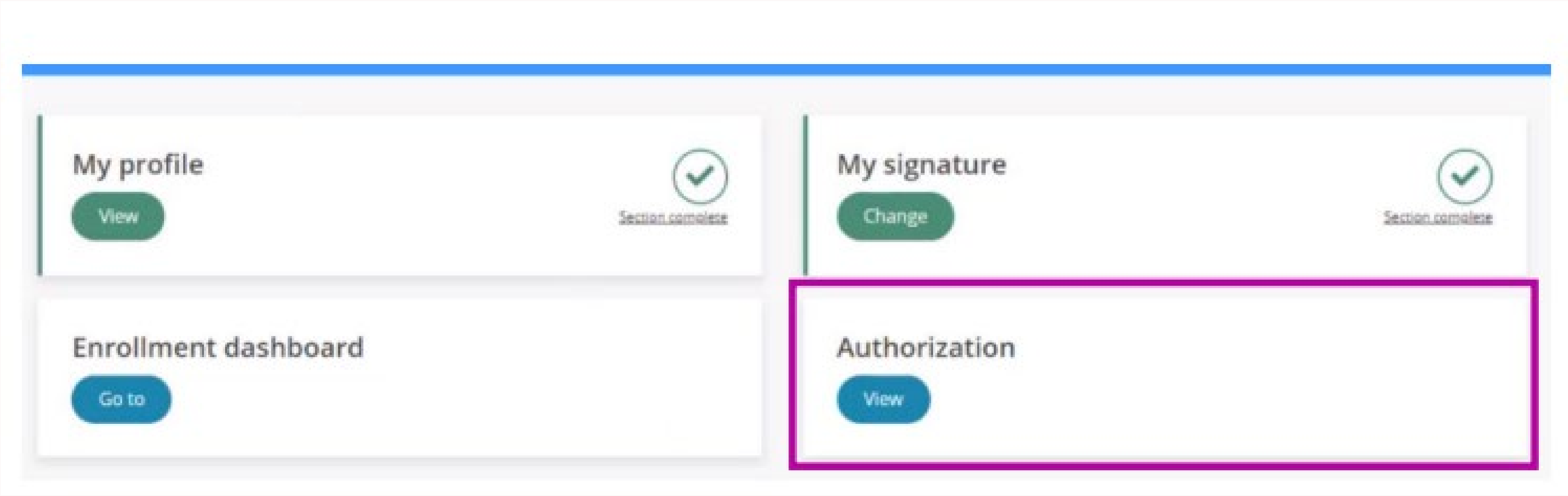
Enrollment Dashboard

Budget Details (Authorizations)

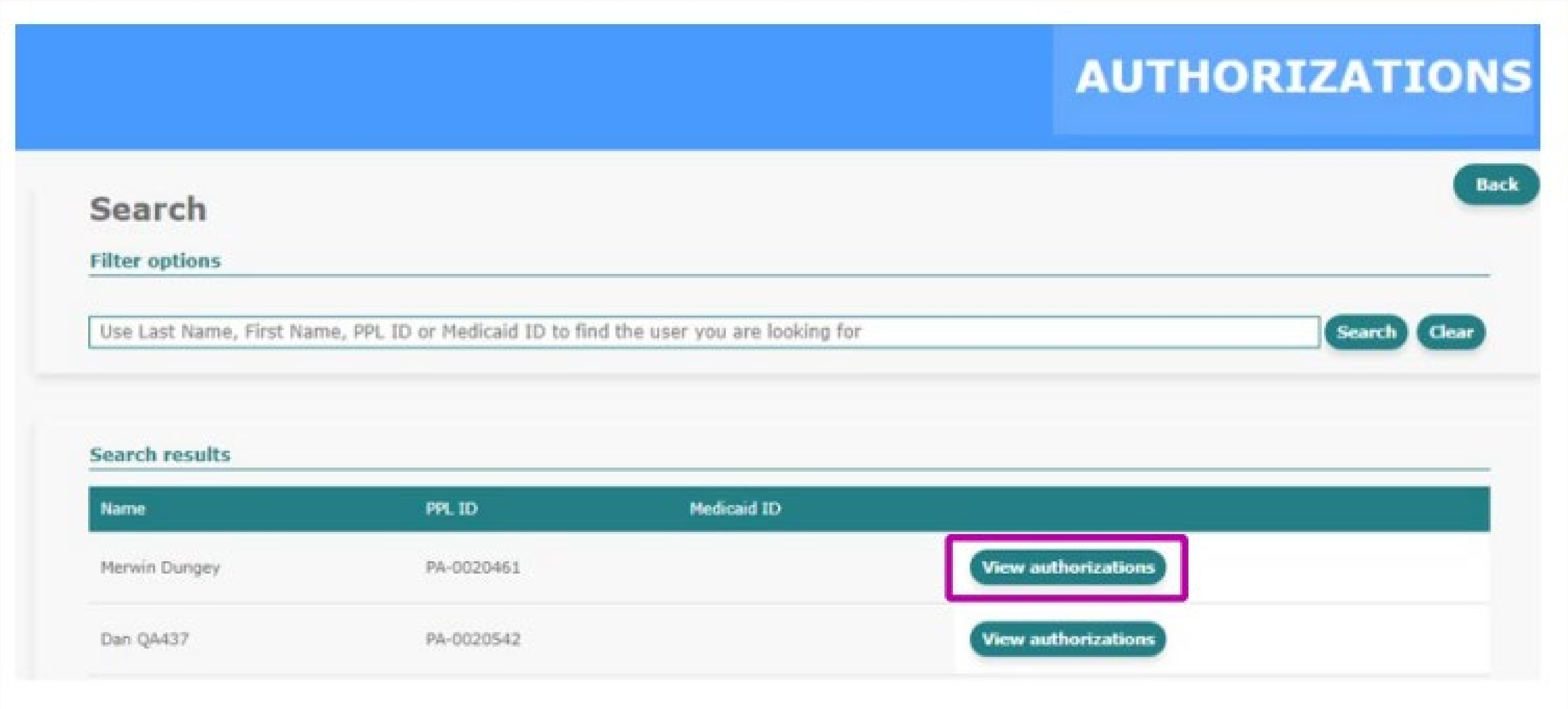
Tab Descriptions

To help a Participant with their budget, you can use MyAccount to view service allocations and to see what has been spent so far.

1. In MyAccount, select Authorization.



2. Under Authorizations, search for the participant and select View authorization by their name.



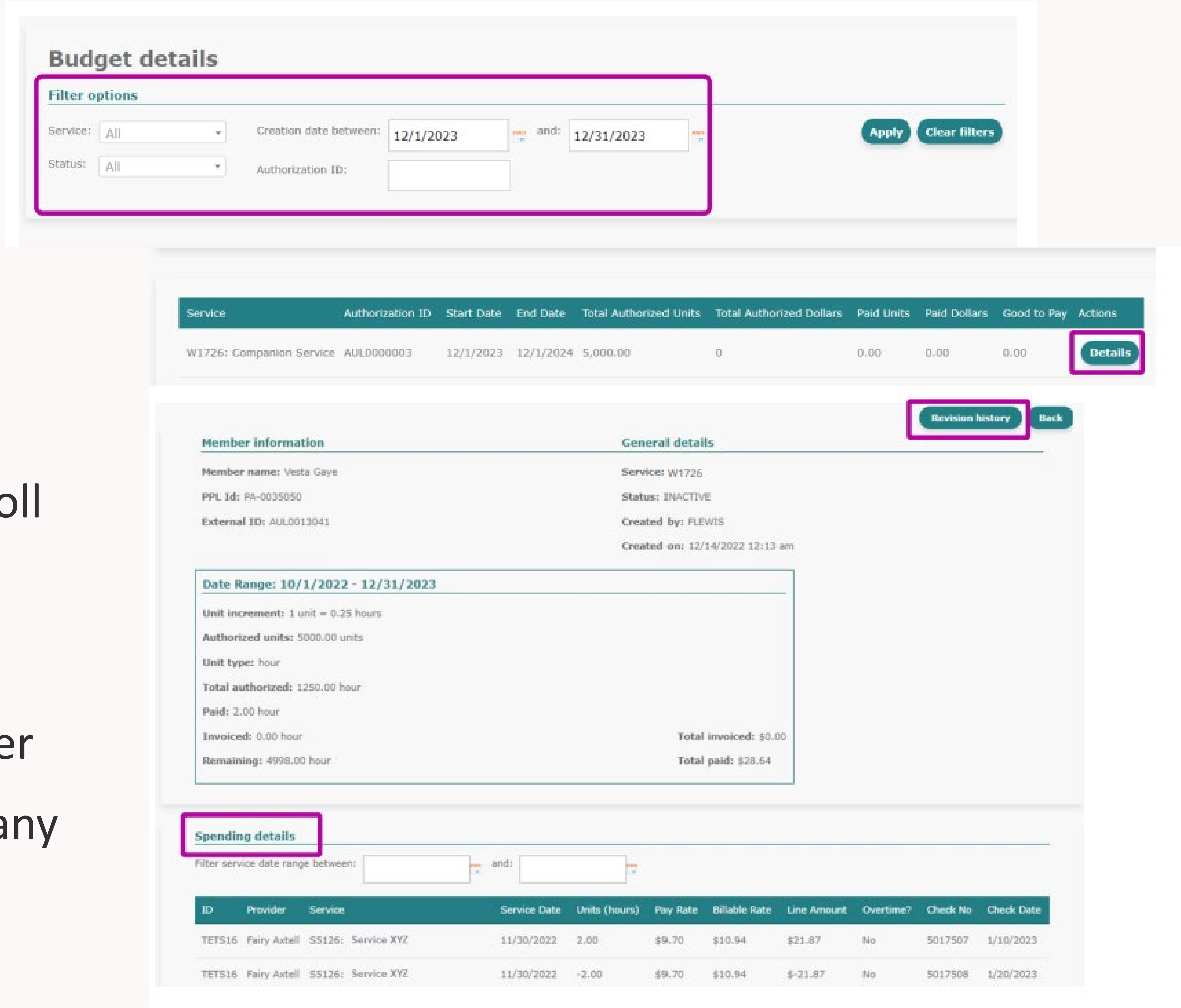
Enrollment Dashboard

Budget Details (Authorizations)

3. You can use the Filters to choose a different service or date range.

4. Click Details next to a service authorization to see a breakdown of the service code and authorizations. Note: Scroll the horizontal bar to see hidden columns.

5. Spending details will display the date of service and number of units that were used. Note: Select Revision history to see any changes made for this authorization.



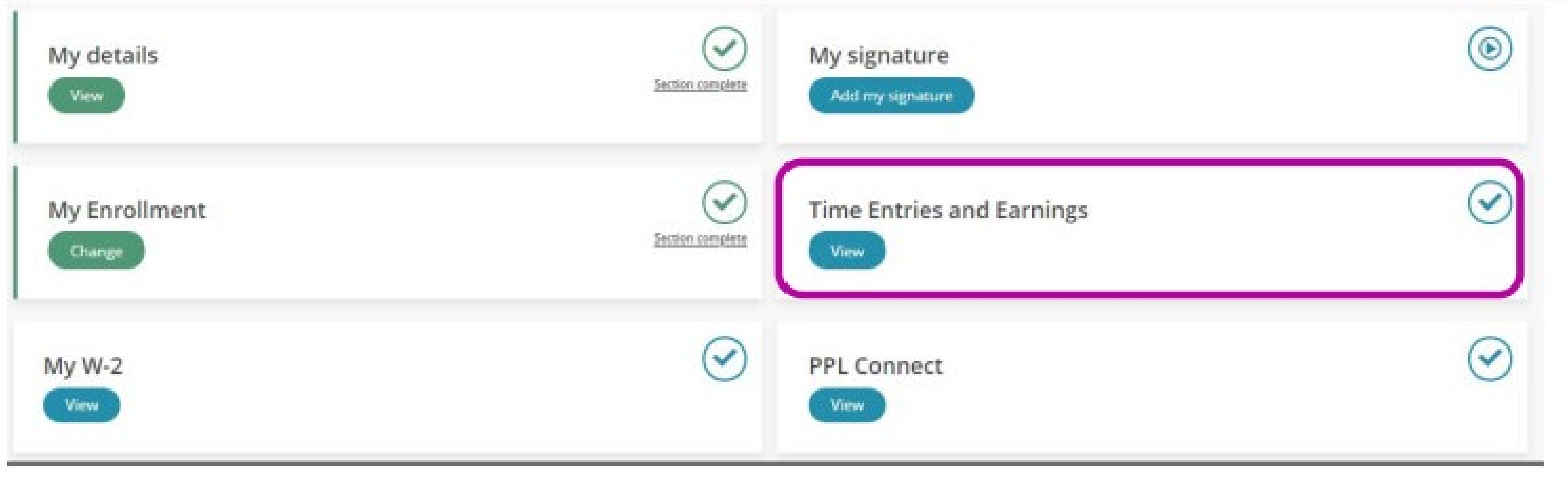
Enrollment Dashboard

Time Entries

IMPORTANT: When submitting timesheets, SSPs should use the Time4Care app, not MyAccount (or use the telephony procedure if needed). SSPs should use MyAccount to manage the budget after submitting time entries. Time entries submitted through MyAccount will not be considered EVV compliant.

On the Enrollment Dashboard, the SSP should:

1. Select Time Entries and Earnings.
2. Under the SSP dashboard view, select Time Entries and Earnings.

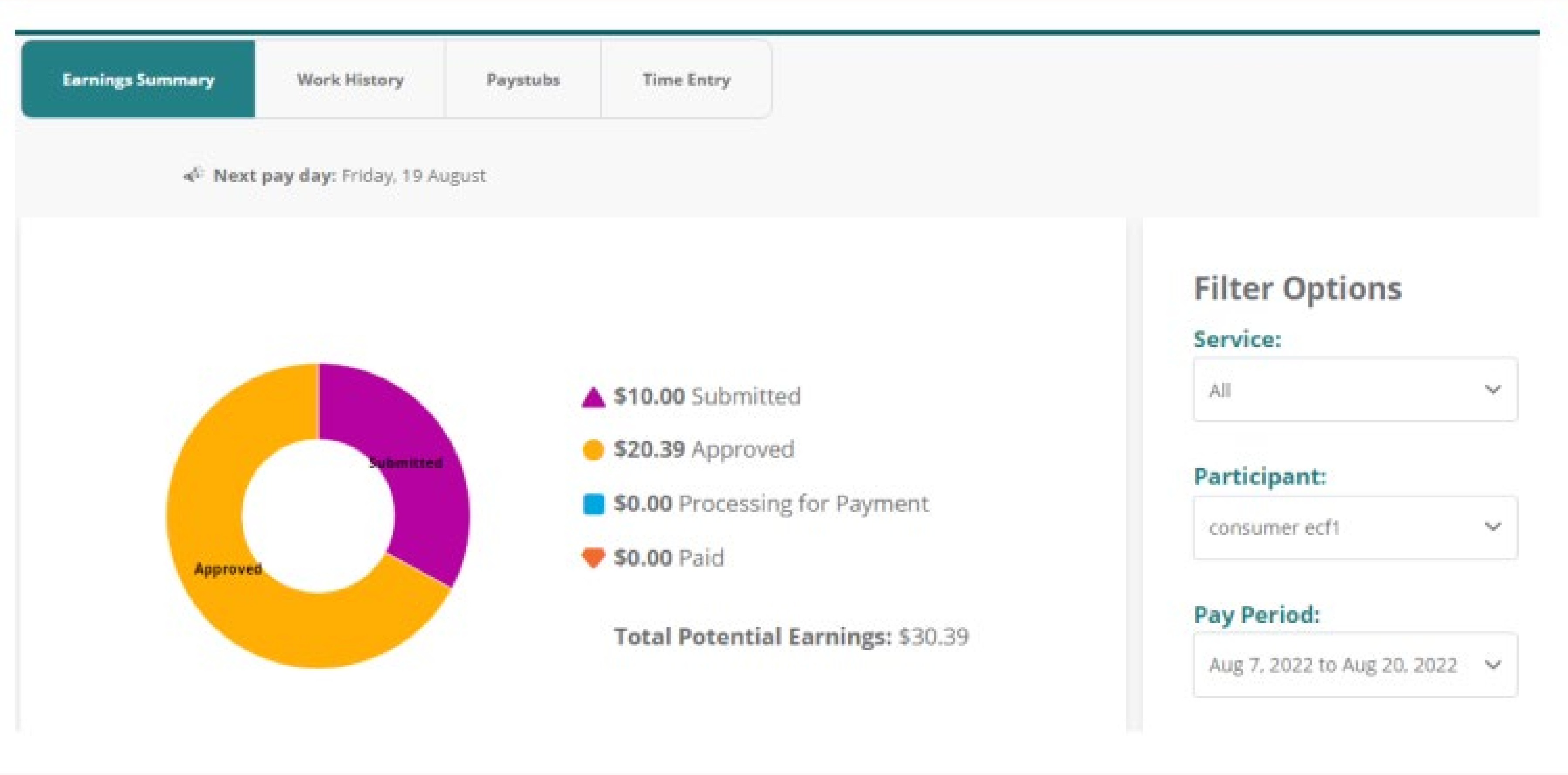


Enrollment Dashboard

Time Entries

3. In the tabs that appear, use filters to see the information needed:

- **Earnings Summary** – interactive chart. For example, change the pay period to see earnings from a certain month.
- **Work History** – Includes filters for dates, services provided, and status.
- **Paystubs** – Lists all payments. To see the detailed time entries, select View next to the payment.



Time Entry Status

Here are the status labels and descriptions.

ORDER	STATUS	DESCRIPTION
1	SAVED	Time entries that are started but not yet submitted. Time entries in this status are not yet available for processing.
2	SUBMITTED	Time entries that are submitted and meet the timesheet rules. In this status, the Participant must next approve payment.
3	APPROVED	Time entries that the Participant has approved. They are ready to be processed in the next pay cycle.
4	IN PROCESS	Time entries currently being processed by PPL's payroll team.
5	GOOD TO PAY	Time entries that are one step away from payment.
6	PAID	If the check number starts with "RA," then it has been paid via direct deposit. If it has only a number, it has been paid via paper check.
~	REJECTED	This time entry has been rejected by the Participant. You must correct the time entry and resubmit it for approval.
~	PENDING	This time entry has been submitted via paper and currently breaks a timesheet rule that must be corrected before payment can occur.
~	DENIED	This time entry cannot be paid or processed.

Enrollment Dashboard

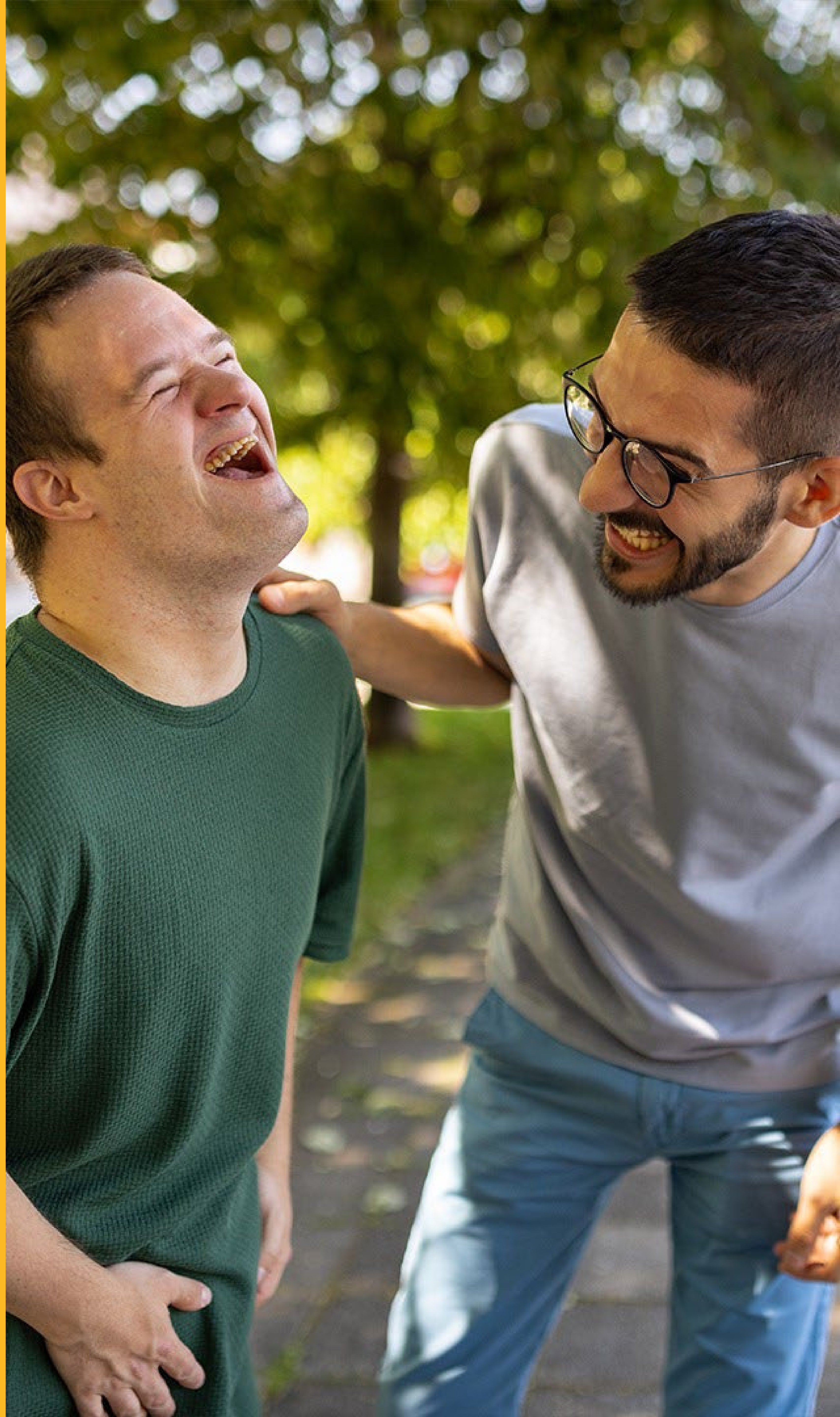
Time Approval/Rejection

When the Participant/CLE reviews time entries they should:

- **Approve the time entry** ONLY if:
  - The SSP actually worked during those hours.
  - Start times and end times match exactly for any 2:1 service code.
  - The respite service code that was entered is the correct Respite service code.
    - E.G., SSPs that work over 16-hours within 24 hours should use the Respite Day Service code and not the 15-minute Respite service code.
  - The time entry does not overlap with another time entry.
  - There is an approved authorization with units and dollars to cover the time entry.

- Otherwise, the CLE should **Reject the time entry**
  - If rejected, the SSP will need to correct or delete the entry.

Questions?



05

Actionable Documents

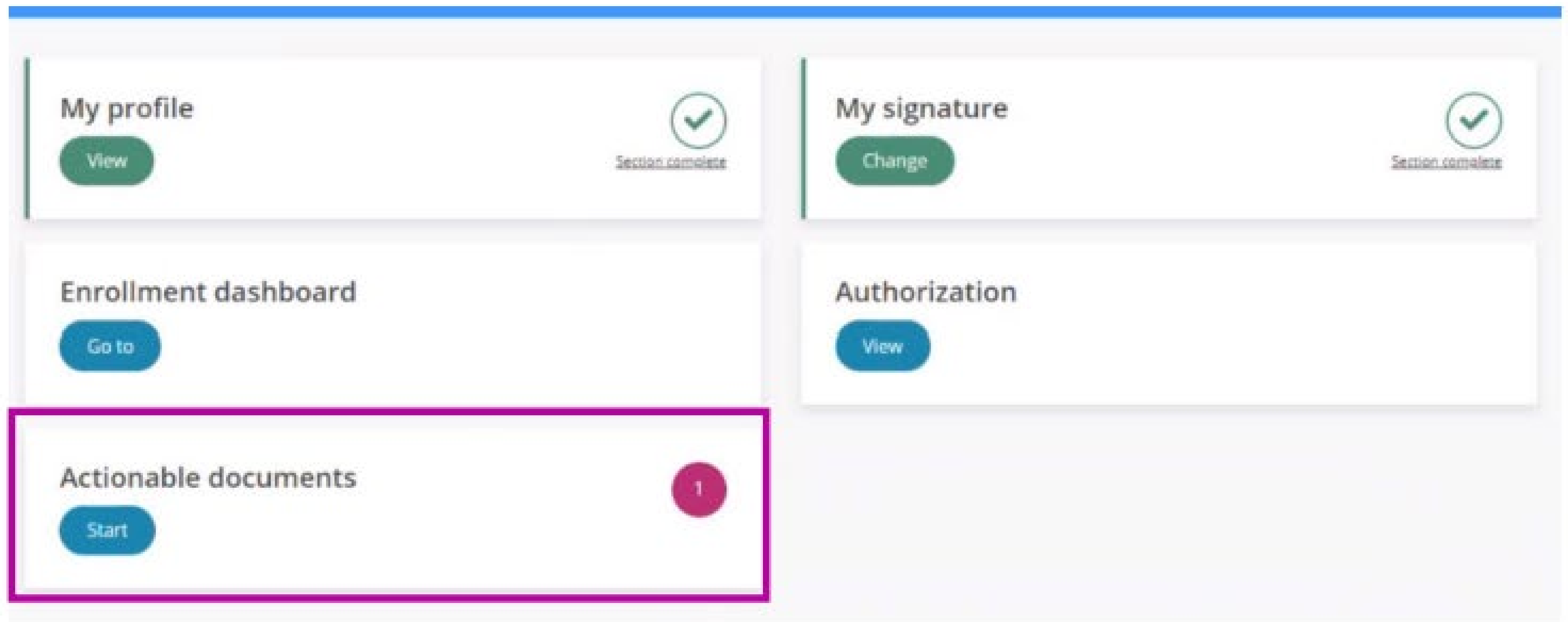
Actionable documents

When an SSP's pay rate changes, a new enrollment has been completed for a participant, SSP, Vendor, etc. you will receive an Actionable document on your Enrollment Dashboard.

1. Receive an email notice from noreply@pplfirst.com stating there are forms you need to sign.

   Emails go out to all administrative roles, so anyone can perform the approval.

2. In MyAccount, select **Actionable Documents**.



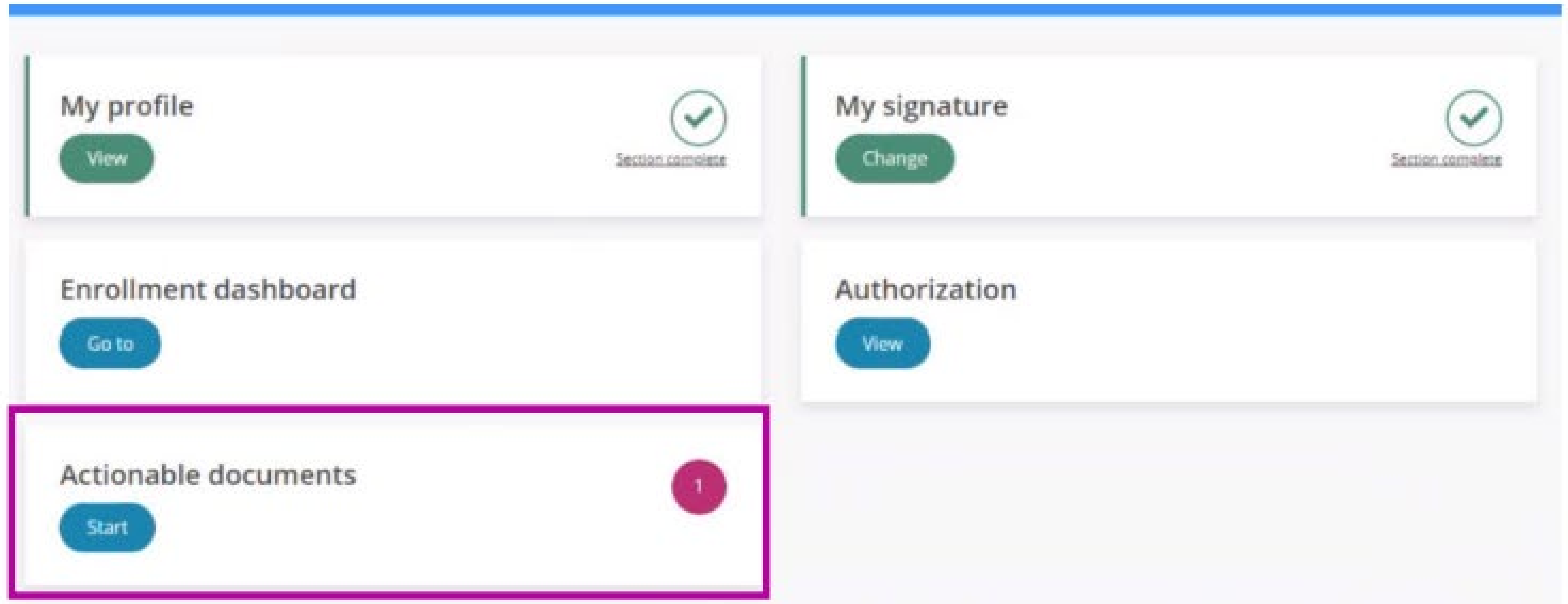
Approving a Rate Change

Example of Actionable documents

When an SSP's pay rate needs to change, you or your colleagues must approve the new rate. It is the final step to this process:

1. Receive an email notice from noreply@pplfirst.com stating there are forms you need to sign.

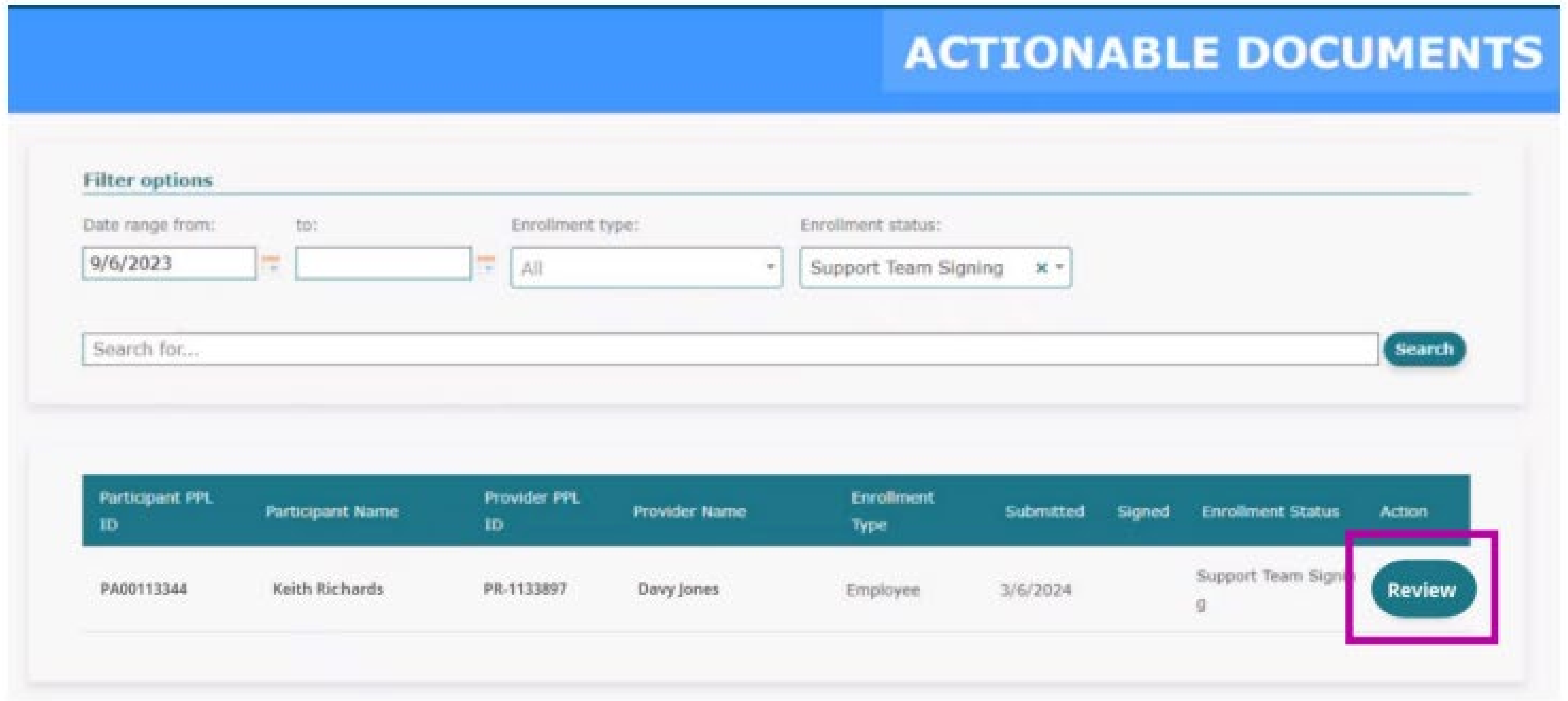
   Emails go out to all administrative roles, so anyone can perform the approval.
2. In MyAccount, select **Actionable Documents**.



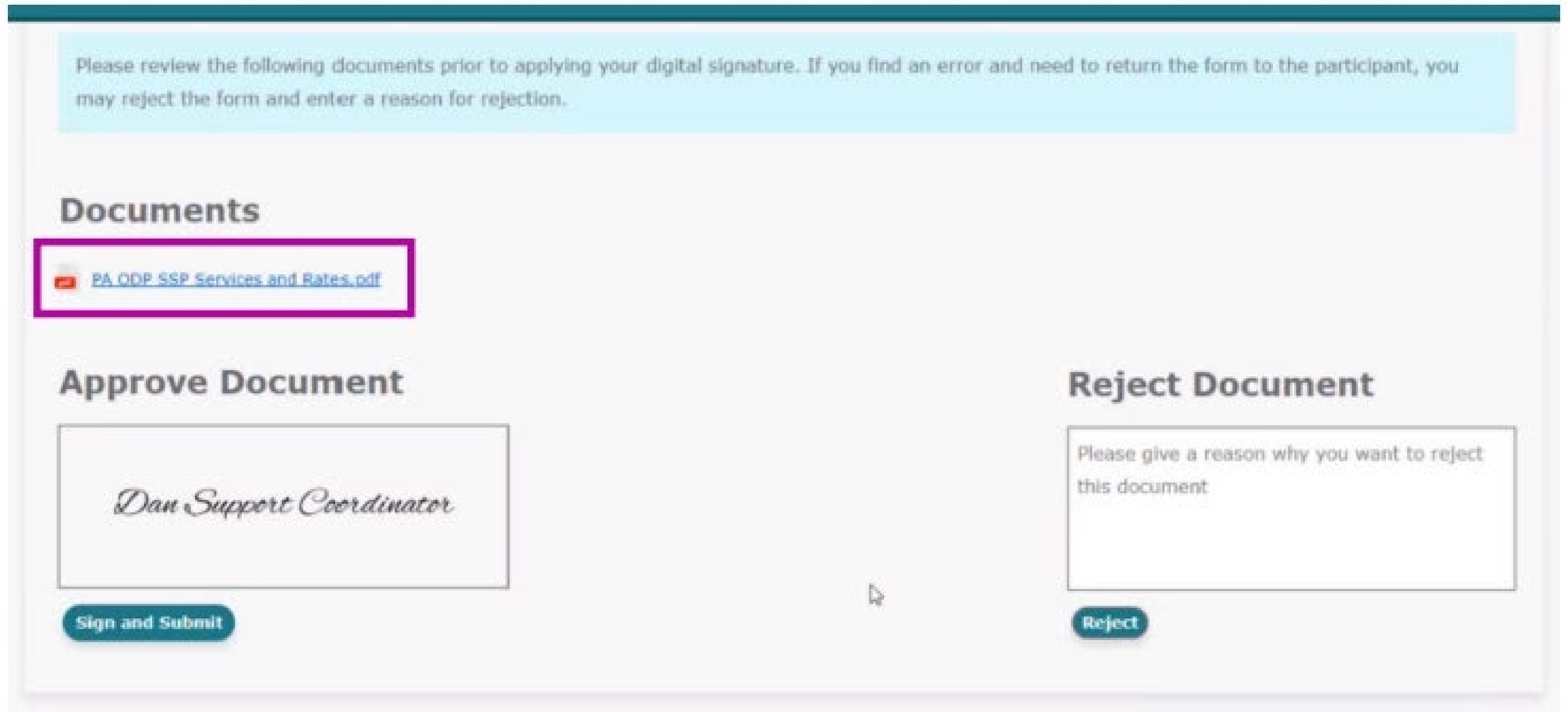
Approving a Rate Change

Example of Actionable documents

3. Find the document that requires your approval. Select Review



4. Open the document **PA ODP SSP Services and Rates**.



Approving a Rate Change

Example of Actionable documents

5. When the form opens in a new tab, check for the new rate or rates.

   Note: Each new rate appears below the old rate.

Service Name and Service Code		Hourly Rate
Supported Employment - Job Finding & Dev	H2023	15.00
Level 2; 1:1	W7060	17.00
Transportation - Mile	W7271	0.67
Chore	W7282	14.00
Chore	W7282	14.50

Agree and Sign

I confirm:

- I have read all of this form.
- The details provided are accurate and complete.

6. Return to the My Enrollment page and select **Sign and Submit** if you approve.

   Or, under **Reject Document**, type a reason and select **Reject**. In this case, the approval step will return to the Provider, who can view the reason on this page.

Rate Change

SC or AE is not in the MyAccount System

- If the SC or AE is not in the MyAccount system. Please have them added prior to requesting a rate change through the MyAccount System.
  - Enrollment will have 3 business days to process the completed paper rate sheets; even if they are submitted through MyAccount or through the paper rate process.
- Otherwise, please fill out the paper rate form that is on the PPL website.
  - [RATE-SHEET.pdf (pplfirst.com)]
  - [PA-ODP-PAPER-RATE-SHEET-INSTRUCTIONS-1.pdf (pplfirst.com)]

SUPPORT SERVICE PROFESSIONAL SERVICES AND RATES FORM

Support Service Professional (SSP) Name

First: ____ **Last:** ____ **PPL ID:** ____

Participant Name

First: ____ **Last:** ____ **PPL ID:** ____

Common Law Employer (CLE) Name

First: ____ **Last:** ____

The CLE and the SSP must complete this form together. Hourly Rate amounts requested can only be made if the rate is within the approved ODP wage range. Fill this form out. Then submit the form to:

- Your Supports Coordinator (SC), or
- Administrative Entity (AE).

! IMPORTANT: We need to know the hourly rate of pay, not the hourly rate plus CLE taxes or other costs. For example: If a person works in a job, they can tell you how much money they make per hour. That is the number you enter in the “Hourly Rate” field.

“Change Hourly Rate” should be marked ONLY if the SSP is already working, and you want to change their hourly rate of pay. Include the Service Name and Service Code for an hourly rate being changed.

Once PPL receives a complete form, we will change the hourly rate of pay at the beginning of the next pay period.

The Hourly Rate entered cannot be lower than the current Pennsylvania minimum wage.

Request Type: ☐ Initial Service ☐ New Service for SSP ☐ Change Hourly Rate

Service Name and Service Code	Hourly Rate

Agree and Sign

Rate Change

SC or AE is not in the MyAccount System

- Please review the rate sheets thoroughly before signing them.
- Confirm that there are authorizations for the service codes submitted.
- Confirm the NEW rates on the rate sheet are correct.
- When CLEs are entering a rate change, they should not enter an end date.
- MyAccount will show the old rates, signing the document will end date the old rate and add the new rate.

Questions?

06

Assisting the Participant

Assisting the Participant

Customer Service / General Questions:

1-800-249-0861

Customer Service Email:

PAODP-CS@pplfirst.com

During Enrollment

During the enrollment process, the Participant and CLE would work with their ES through PPL. The ES would assist the Participant, CLE, and one SSP to enroll within the PA ODP self-directed program.

After Enrollment

The Participant/CLE or SSPs would reach out to Customer Service (CS) if issues arise after initial enrollment.

If new SSPs have issues enrolling, they would also reach out to CS.

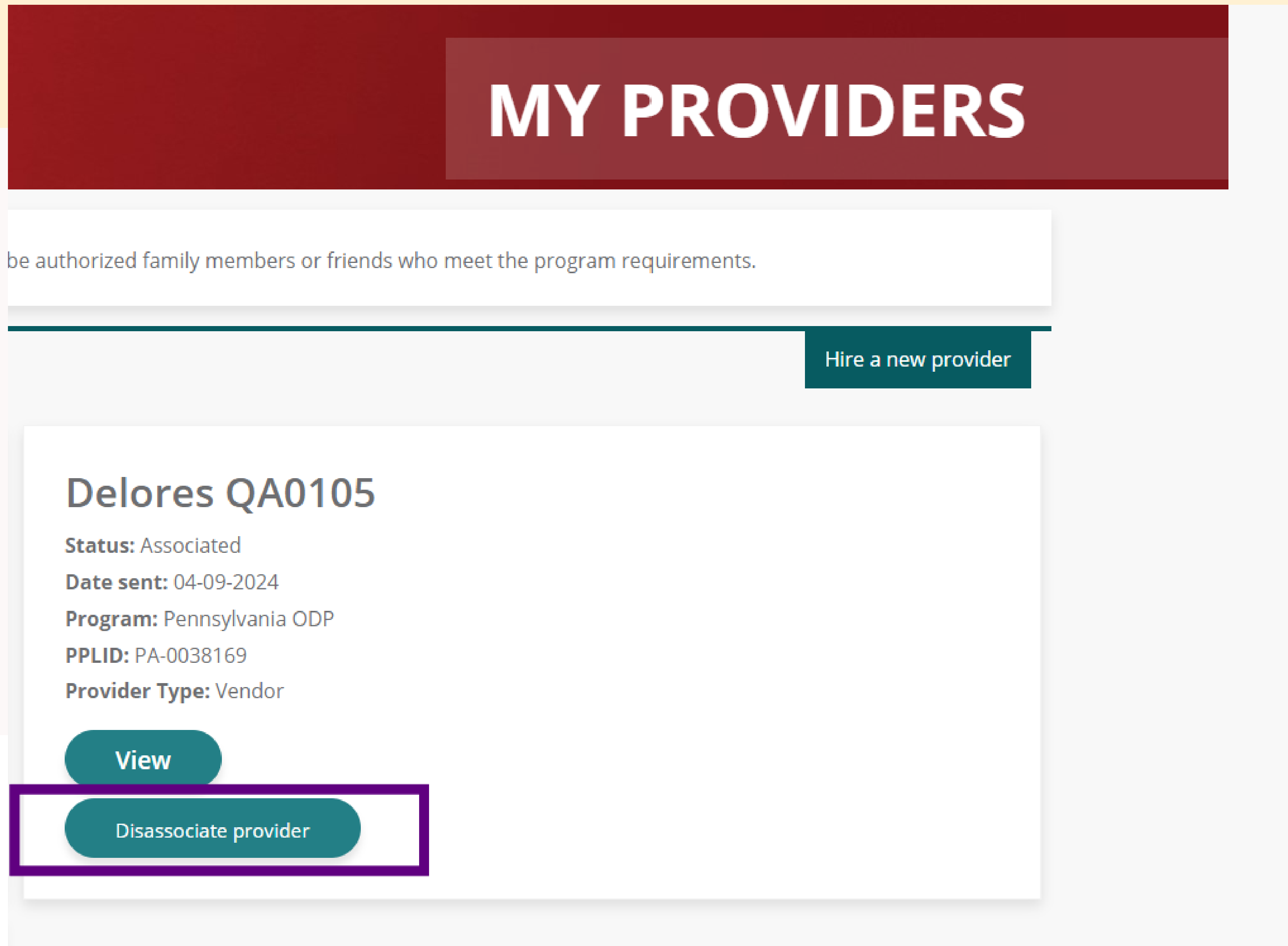
If there is no resolution by CS the caller should receive a Case number. The caller should use the FULL Case number when requesting an update.

Assisting the Participant

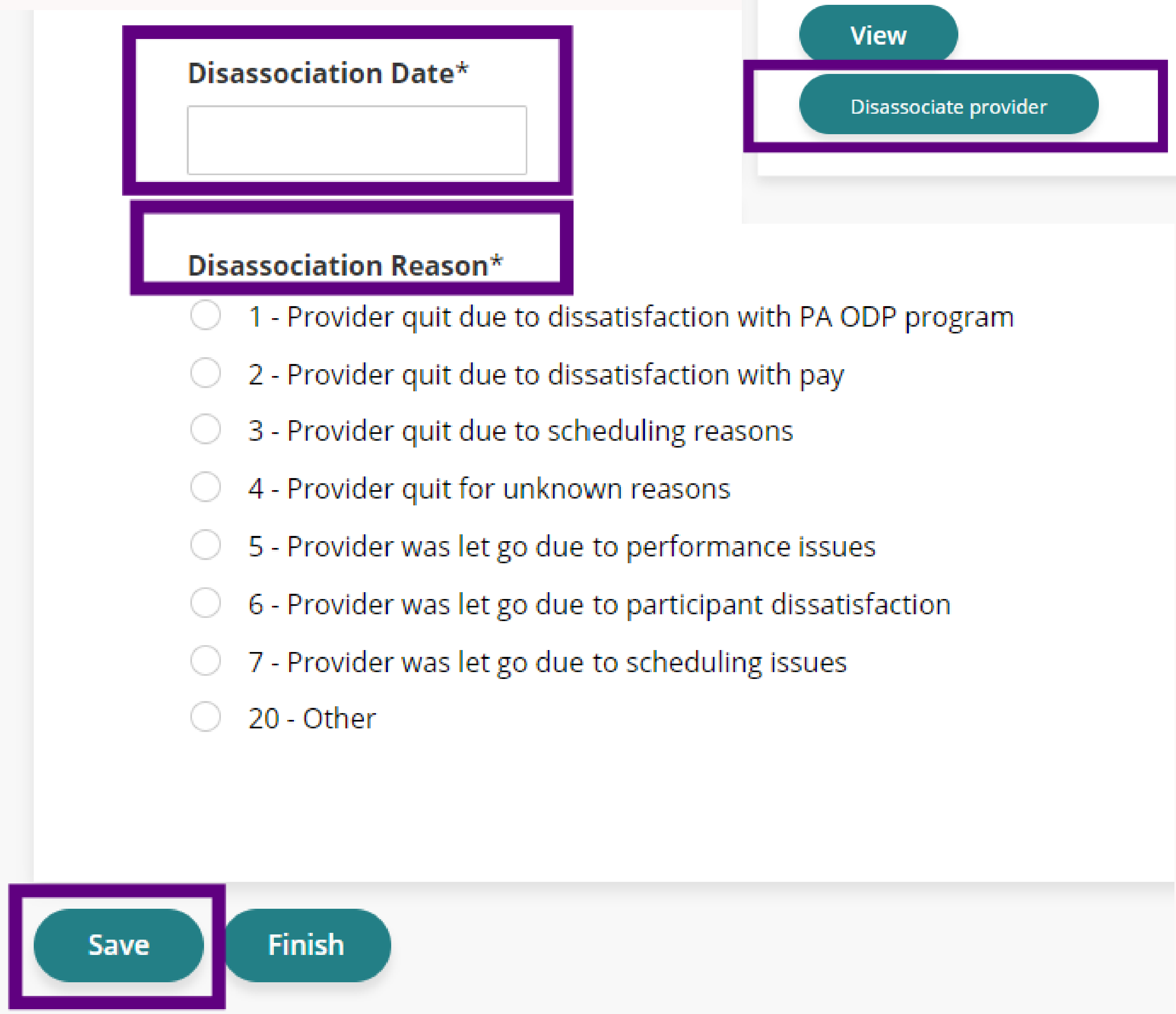
Terminating & Hiring an SSP

Terminating an SSP

1. The participant should click, My providers.
2. Click Disassociate provider.



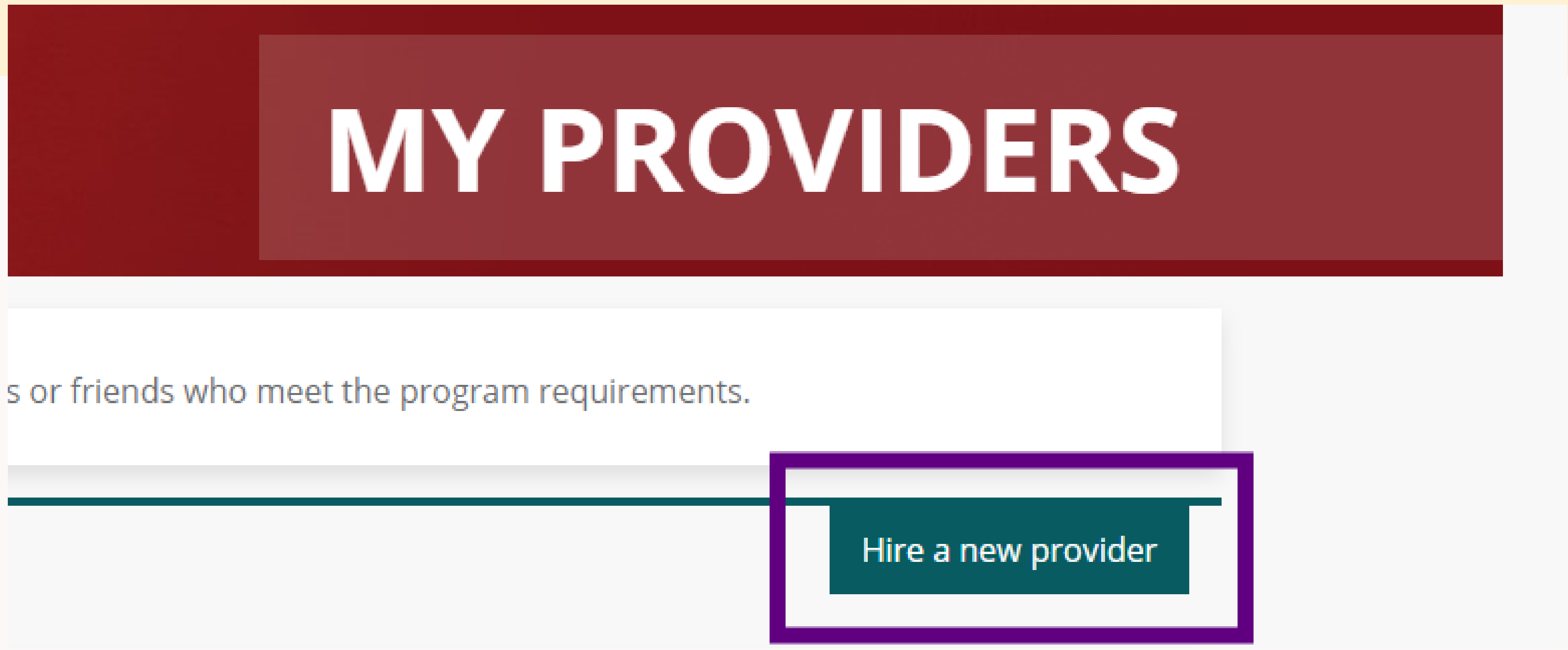
3. Enter a Disassociation Date.
4. Click on a Disassociation Reason.
5. Click Save.



Note: The Participant/CLE must have a conversation with the SSP explaining the reason for termination prior to terminating them from the MyAccount system.

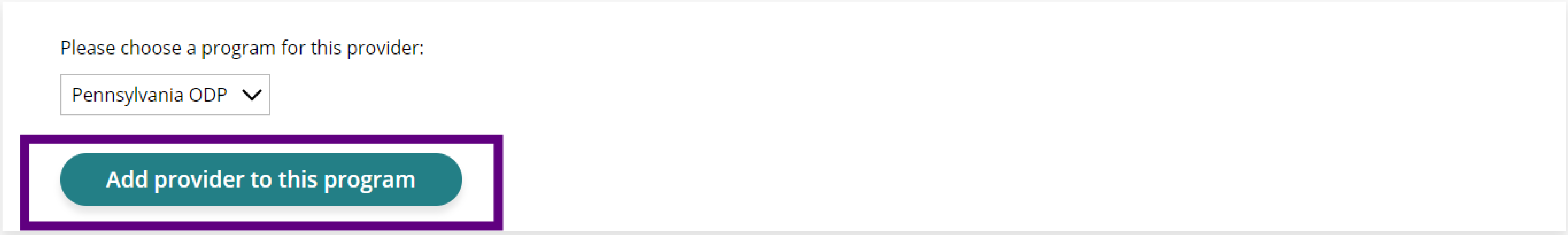
Assisting the Participant

Terminating & Hiring an SSP

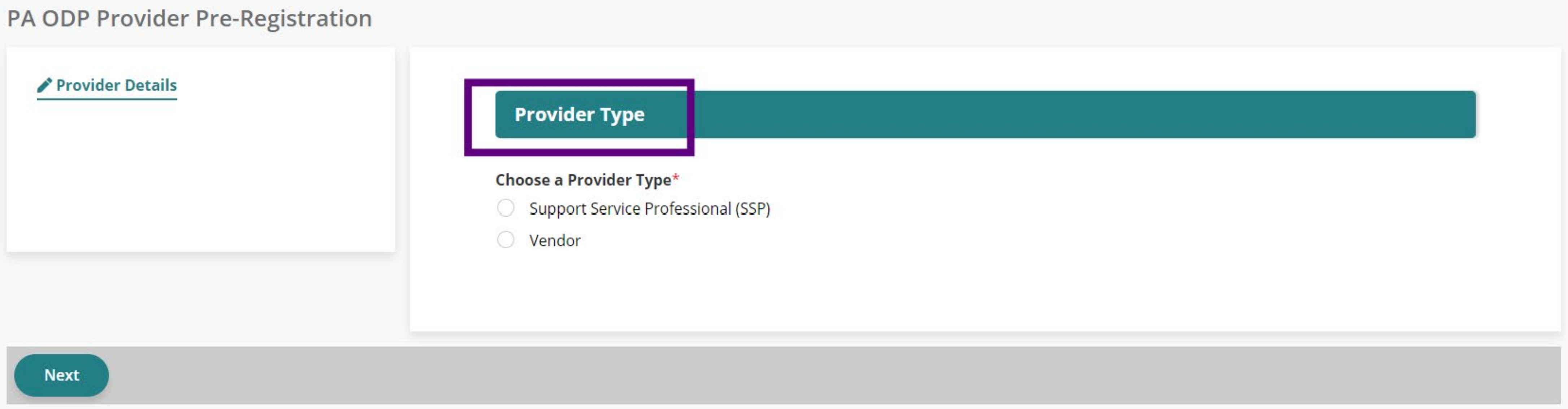


Hiring an SSP/Vendor

1. The participant should click, My providers.
2. Click Hire a new provider.



3. Click Add provider to this program.
4. Choose the provider type (SSP or Vendor) and complete required information.



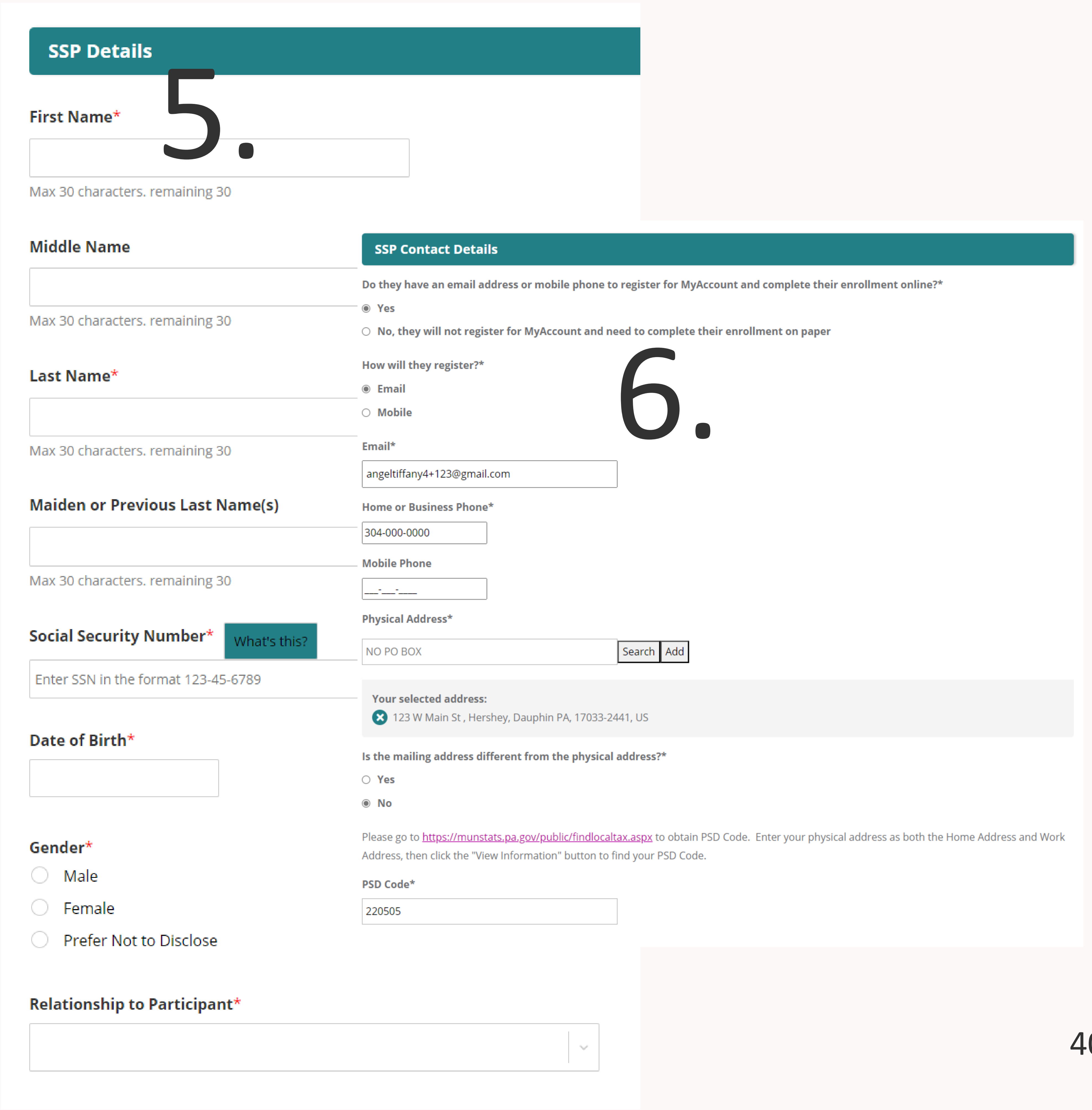
Assisting the Participant

Terminating & Hiring an SSP

Hiring an SSP/Vendor

5. Once you choose SSP or Vendor, fill in the information (SSP Details).

6. Complete the SSP Contact Details.



Assisting the Participant

Terminating & Hiring an SSP

Hiring an SSP/Vendor

7. Complete the Support Service Professional (SSP) Services.

8. Click Complete, Submit and a Pre-registration submitted will appear.

Pre-registration submitted

×

You have successfully submitted the pre-registration form. A notification will be sent to the user to register for MyAccount so they can login to complete their enrollment. If they do not receive this notification, please contact PPL Customer Service.

Close

8.

Support Service Professional (SSP) Services

The service code identifies the type of Self-Directed Support so we can accurately assist the Participant.

! IMPORTANT: We need to know the hourly rate of pay, not the hourly rate plus Employer taxes or other costs. For example: If a person works in a job, they can tell you how much money they make per hour. That's the information you write in the "Hourly Rate".

Does participant need sign language?*

- ○ Yes
- ◉ No

Select from the list of Support Broker services below:

- ☐ W7096 - Support Broker Services

Select from the list of Companion services below:

- ☐ W1726 - Companion Service

Select from the list of Supported Employment services below:

- ☐ W7235 - Supported Employment
- ☐ H2023 - Supported Employment - Job Finding & Dev
- ☐ W9794 - Supported Employment - Job Coaching & Support

7.

Select from the list of H&C Habilitation services below:

- ☐ W7060 - Level 2; 1:1
- ☐ W7068 - Level 3; 2:1
- ☐ W7061 - Level 2; Enhanced (Licensed or Degreed RN) 1:1
- ☐ W7061 TD - Level 2; Enhanced (Licensed or Degreed RN) 1:1 1:1
- ☐ W7061 TE - Level 2; Enhanced (Licensed or Degreed RN) 1:1
- ☐ W7069 - Level 3; Enhanced (Licensed or Degreed) 2:1
- ☐ W7069 TD - Level 3; Enhanced (Diploma) 2:1
- ☐ W7069 TE - Level 3; Enhanced (Diploma) 2:1

Select from the list of Respite services below:

- ☐ W9862 - In-Home & Out-of-Home Respite 1:1 - 15 min
- ☐ W9864 - In-Home & Out-of-Home Respite 2:1 - 15 min
- ☐ W9798 - In-Home & Out-of-Home Respite 1:1 - day
- ☐ W9800 - In-Home & Out-of-Home Respite 2:1 - day
- ☐ W9863 - In-Home & Out-of-Home Respite Enhanced 1:1 - 15 min
- ☐ W9863 TD - In-Home & Out-of-Home Respite Enhanced 1:1 - 15 min (RN)
- ☐ W9863 TE - In-Home & Out-of-Home Respite Enhanced 1:1 - 15 min (LPN)
- ☐ W8095 - In-Home & Out-of-Home Respite Enhanced 2:1 - 15 min
- ☐ W8095 TD - In-Home & Out-of-Home Respite Enhanced 2:1 - 15 min
- ☐ W8095 TE - In-Home & Out-of-Home Respite Enhanced 2:1 - 15 min
- ☐ W9799 - In-Home & Out-of-Home Respite Enhanced 1:1 - day
- ☐ W9799 TD - In-Home & Out-of-Home Respite Enhanced 1:1 - day (RN)
- ☐ W9799 TE - In-Home & Out-of-Home Respite Enhanced 1:1 - day (LPN)
- ☐ W9801 - In-Home & Out-of-Home Respite Enhanced 2:1 - day
- ☐ W9801 TD - In-Home & Out-of-Home Respite Enhanced 2:1 - day
- ☐ W9801 TE - In-Home & Out-of-Home Respite Enhanced 2:1 - day

Select from the list of Homemaker/Chore services below:

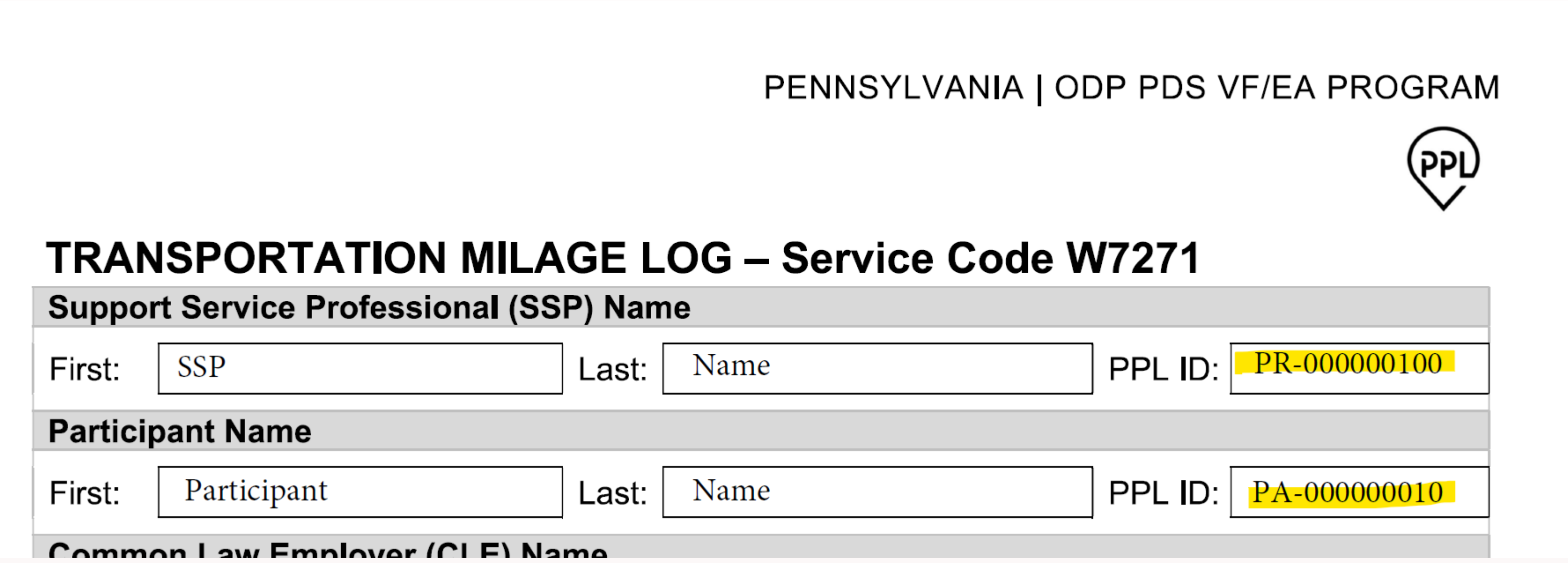
- ☐ W7283 - Homemaker - Permanent
- ☐ W7283 UA - Homemaker - Temporary
- ☐ W7282 - Chore - Permanent
- ☐ W7282 UA - Chore - Temporary

Other Quick Tips

Enrollment Tips

Quick Tips

- SSPs should not begin working until the CLE has received an email with a start date.
  - **SSP start dates cannot be back dated if an SSP starts working prior to the CLE receiving the email of the start date.**
- The Enrollment Specialist will reach out if there are issues with a new referral and send an email.
- Any other person who has enrollment paperwork issues will receive an email of issues that need resolved.
- Ensure all required paperwork has been uploaded during mileage reimbursement requests (invoices).
- When entering a referral, confirm the MCI number is correct and that the MCI number is 10-digits long.
- White out cannot be used on documents. They will be rejected, and new forms will need to be submitted.
- The PPL ID is required when completing any PPL document. Please always include the PA- or PR- at the beginning of each PPL ID.



PENNSYLVANIA | ODP PDS VF/EA PROGRAM

TRANSPORTATION MILAGE LOG – Service Code W7271

Support Service Professional (SSP) Name

First: SSP Last: Name PPL ID: PR-000000100

Participant Name

First: Participant Last: Name PPL ID: PA-000000010

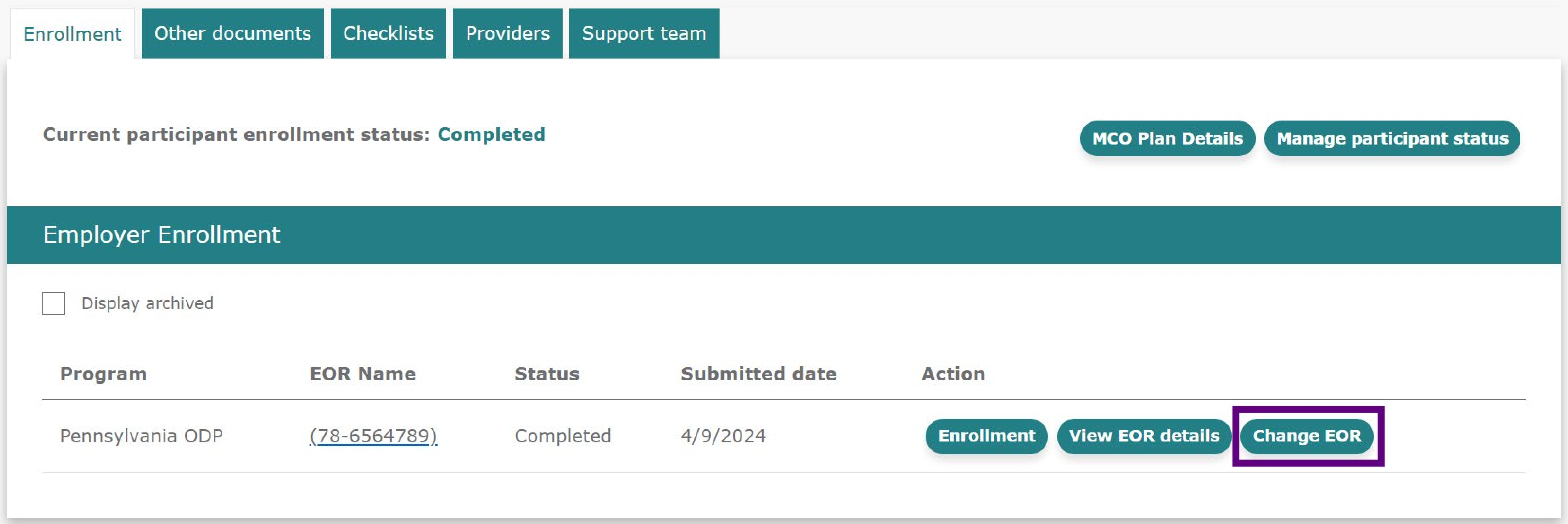
Common Law Employer (CLE) Name

Questions?

Assisting the Participant

How to Change the Common Law Employer (CLE)

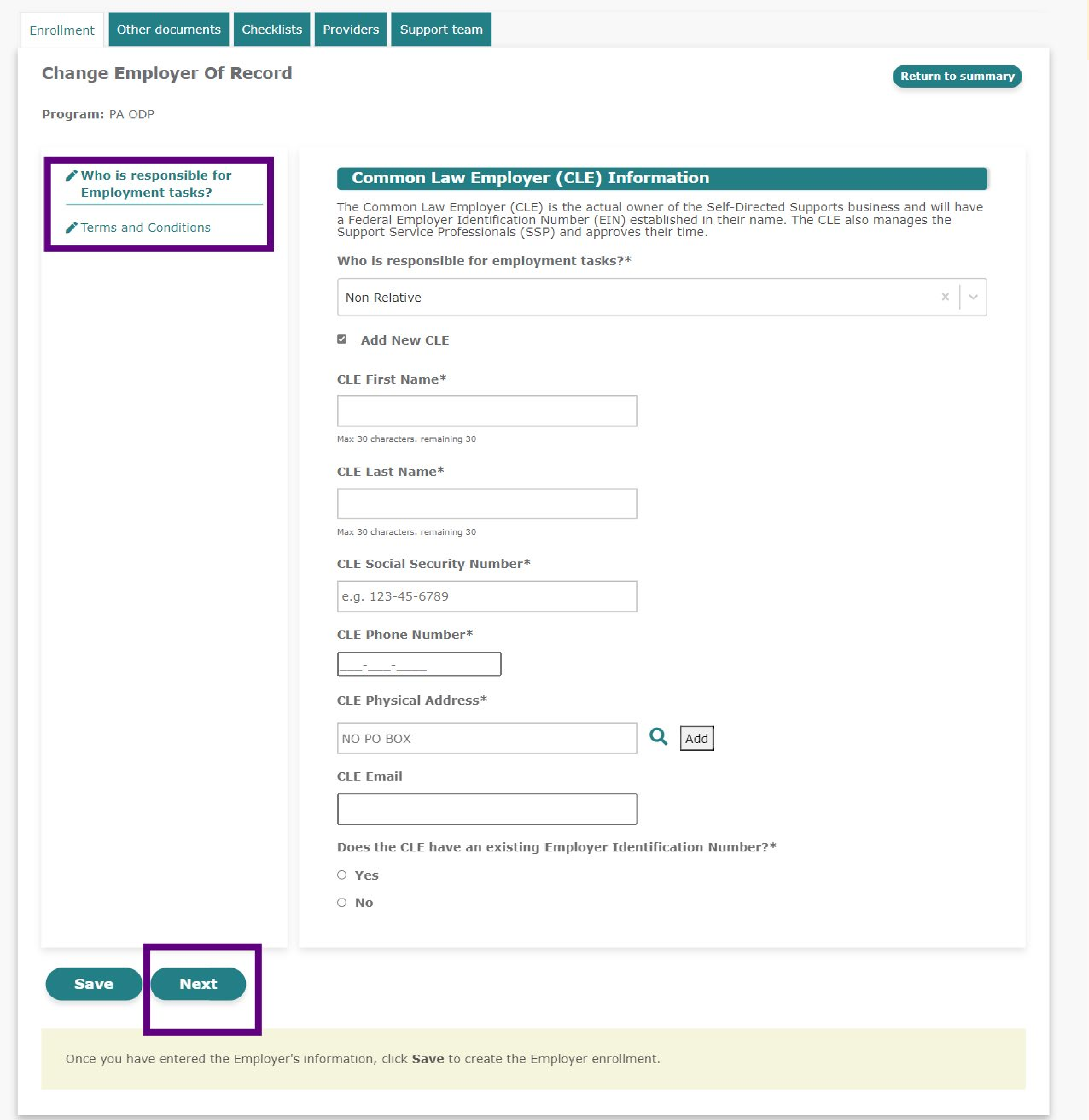
1. The Participant Referral form must be completed.
   - [participant-referral-form.pdf (pplfirst.wpenginepowered.com)](participant-referral-form.pdf)
2. PPL Enrollment will update this information in our system and assign an Enrollment Specialist to help complete this process.
3. PPL will search for the Participant and click, View details.
4. PPL will click Change EOR (Employer of Record). This is another way of saying Common Law Employer.



Assisting the Participant

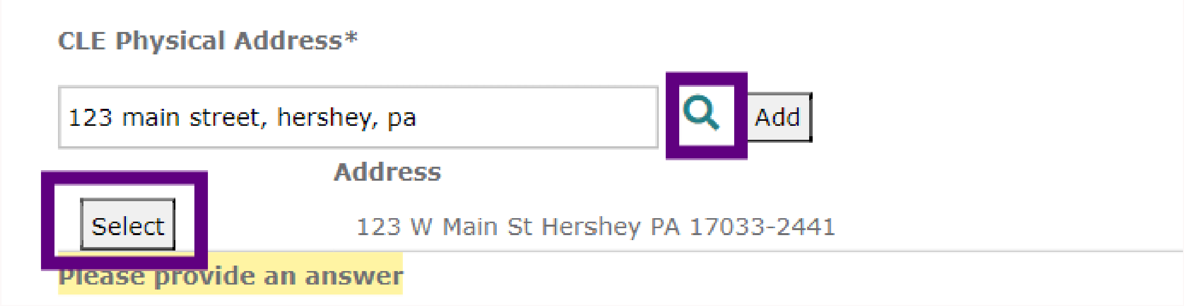
How to Change the Common Law Employer (CLE)

5. PPL will Complete sections: Who is responsible for Employment tasks? And Terms & Conditions.
6. PPL will Click Next.



Quick Tip

When entering an address, please click on the magnifying glass or click on find to pull in the United States Postal Service address.



Questions?

07

Other information

PA ODP, PPL Website

[PA Office of Developmental Programs (ODP) | PPL First]

Menu Title	Definition
Program Notices	Important info or updates from PPL will be listed here.
Overview	Overview of the PA ODP program.
Frequently Asked Questions	Questions and answers.
Webinar Information	Recordings of previous presentations. An SC/AE training will be recorded and uploaded soon.
Time4Care™	Overview of Time4Care (EVV compliant App).
MyAccount	Overview of MyAccount.
Login Details	Links for: Time4Care & MyAccount.
Program Documents	Multiple documents for downloading, including MyAccount Guides.
Contact Information	PA ODP Customer Service phone & email.

Time4Care™

- PA ODP Time4care Tips NEW
- Time4Care – Create a Manual Entry NEW
- Time4Care EVV Quick Guide NEW

Trainings & How to Guides

- PPL New Employer Training NEW

MyAccount

- MyAccount ODP Guide for Vendors NEW
- MyAccount ODP Participant Guide
- MyAccount ODP Provider Guide
- PA ODP MyAccount Guide for Administrators NEW
- Resetting Your Password NEW

PA ODP Customer Service

Phone Number

1-800-249-0861

Hours of Operation

The PA ODP CS team is available from:

9 am – 7 pm EST Monday – Friday

9 am – 1 pm EST Saturday

Email Address

PAODP-CS@pplfirst.com

Communication – Voicemail/Email

If requesting an update or if you have questions, please include the following information on the email or in the voicemail:

- **Your Name, Title, & Phone number (for phone calls)**
- **Participant Name:**
- **Participant's DOB:**
- **Participant's Last 4 of their SSN:**
- **Participant PPL ID: (if you have it)**
- **Provider Name:**
  Provider PPL ID: (if you have it)
- **Question or detailed description**

Please include as much information as possible so that the request can be researched. Missing information, will cause delays in a response.

Communication – Approved Individuals

The following individuals can be copied on emails or given information over the phone.

- **PA ODP Staff**
- **Common Law Employer (CLE)**
- **Brokerage Agency (must be listed within MyAccount system)**
- **Supports Coordinator (SC) & SC Lead**

08

Lead Role

PA ODP, Lead Role

The Lead Role within the Supports Coordinator Organization (SCO) or AE will help to complete Actionable documents on your Enrollment Dashboard.

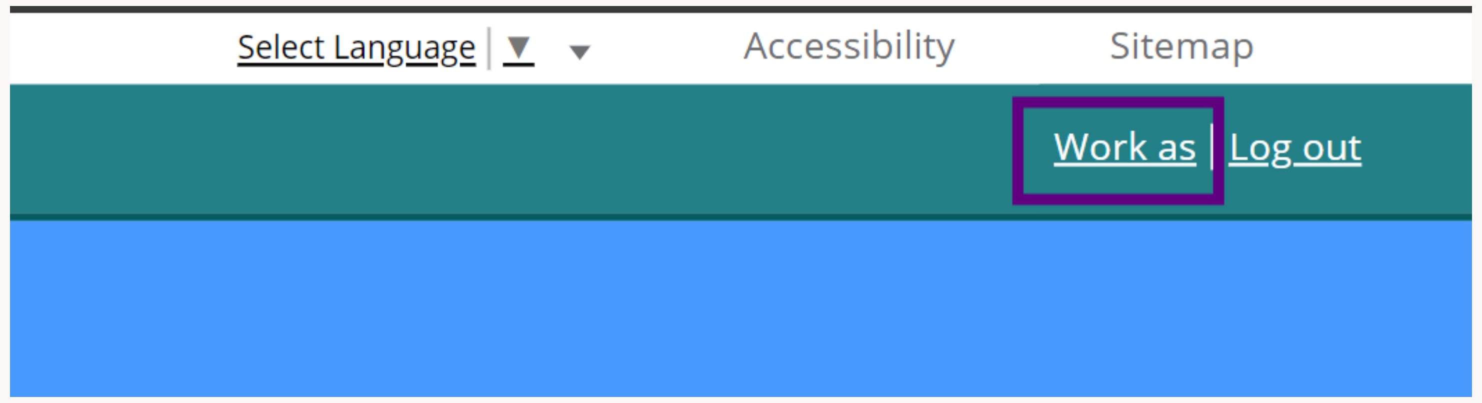
Examples

- If the SC/AE is out of the office the Lead Role would help to complete their actionable documents within their Enrollment Dashboard.
- Unlock an SC or AE from MyAccount.
- Create SC or AE within MyAccount.

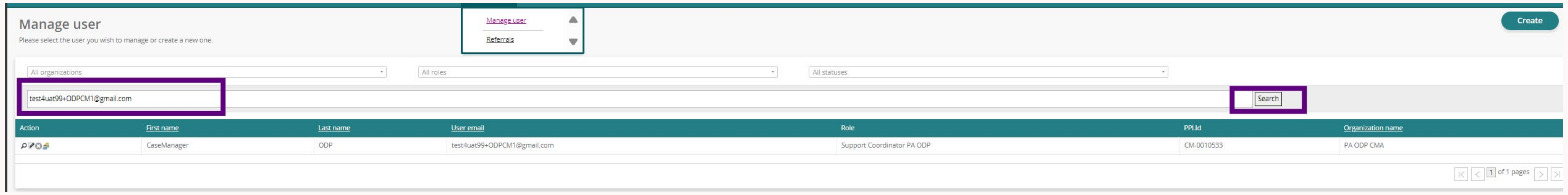
PA ODP, Lead Role

Unlocking an SC or AE from MyAccount

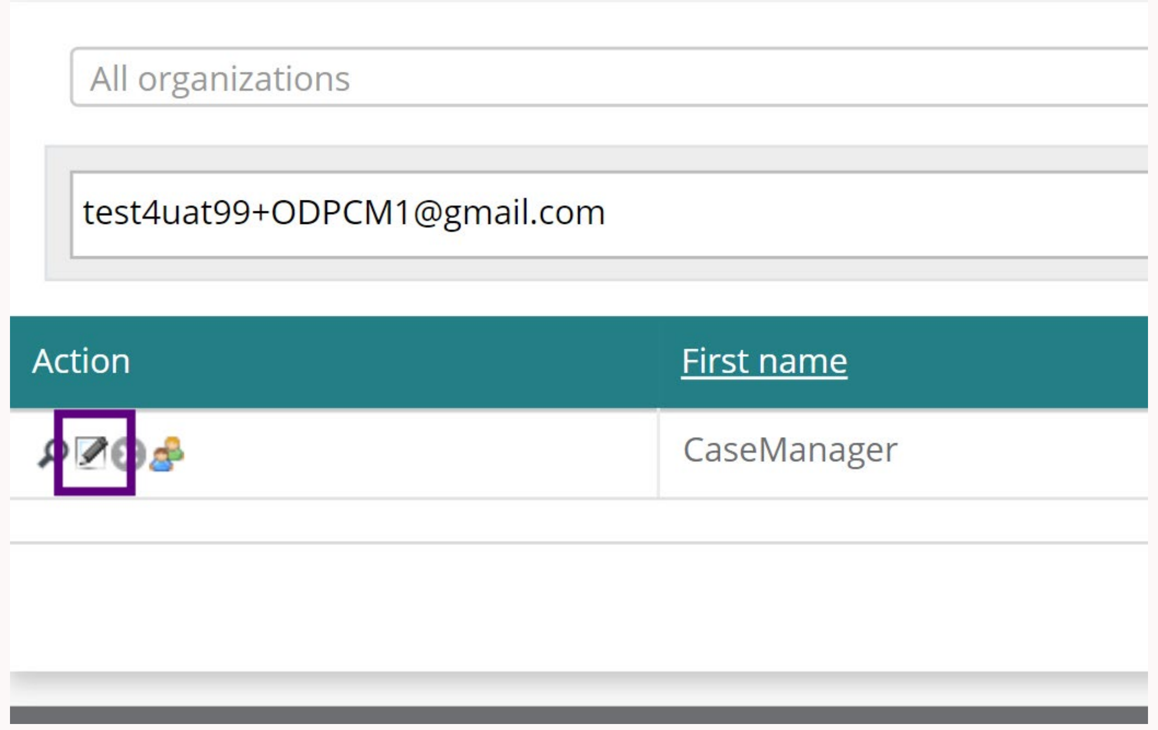
1. Click Work as at the top of the dashboard.



2. Click inside the search bar. You can search by email address, first and last name, or last name.

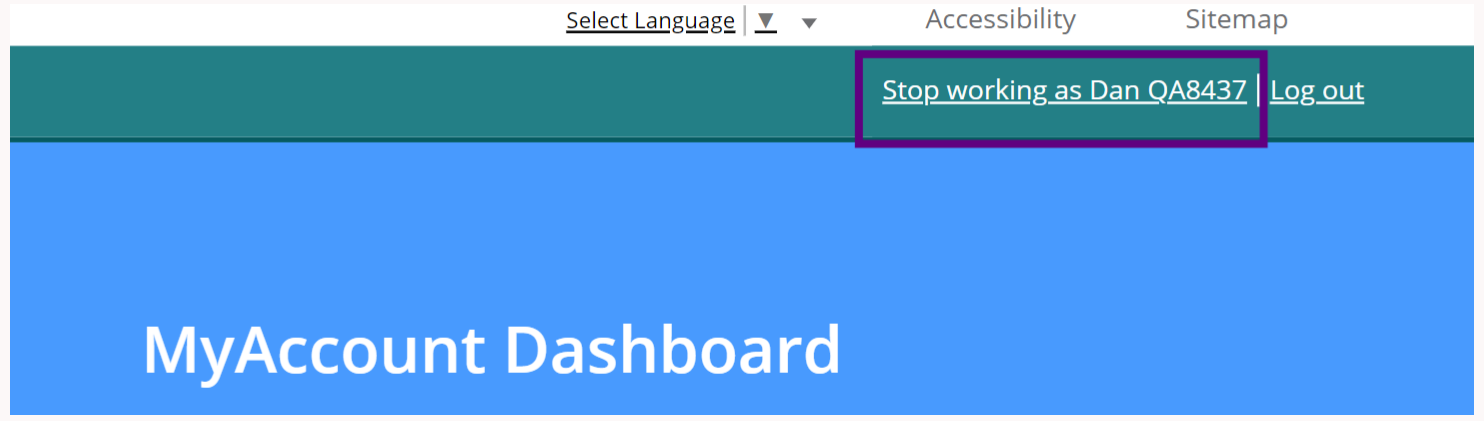


3. Click on the Pencil.



Quick Tip

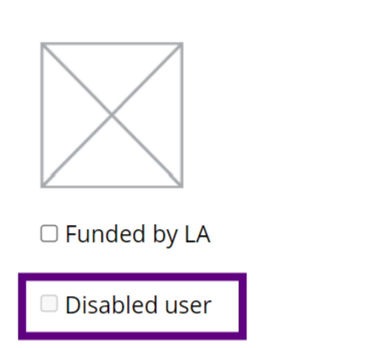
Click Stopping working as….
When you have completed researching in the Work as function.



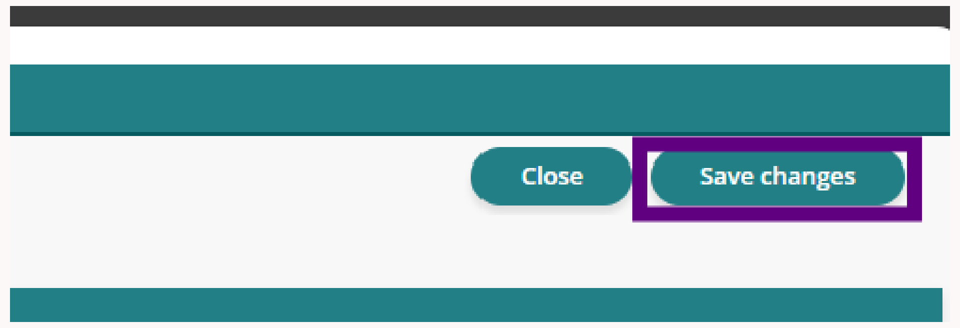
PA ODP, Lead Role

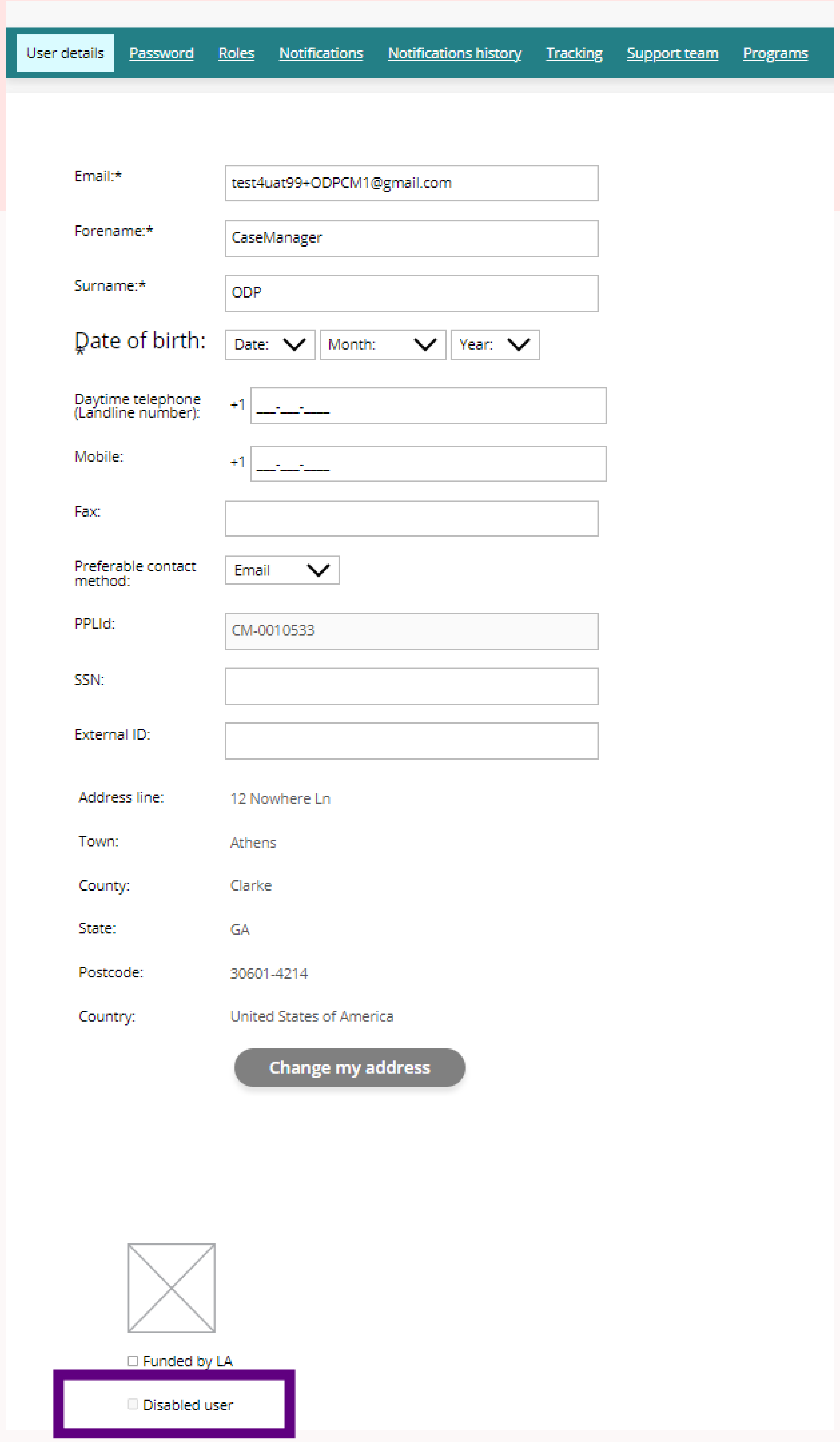
Unlocking an SC or AE from MyAccount

4. If they are locked out, the toggle button beside of Disabled user will be checked.



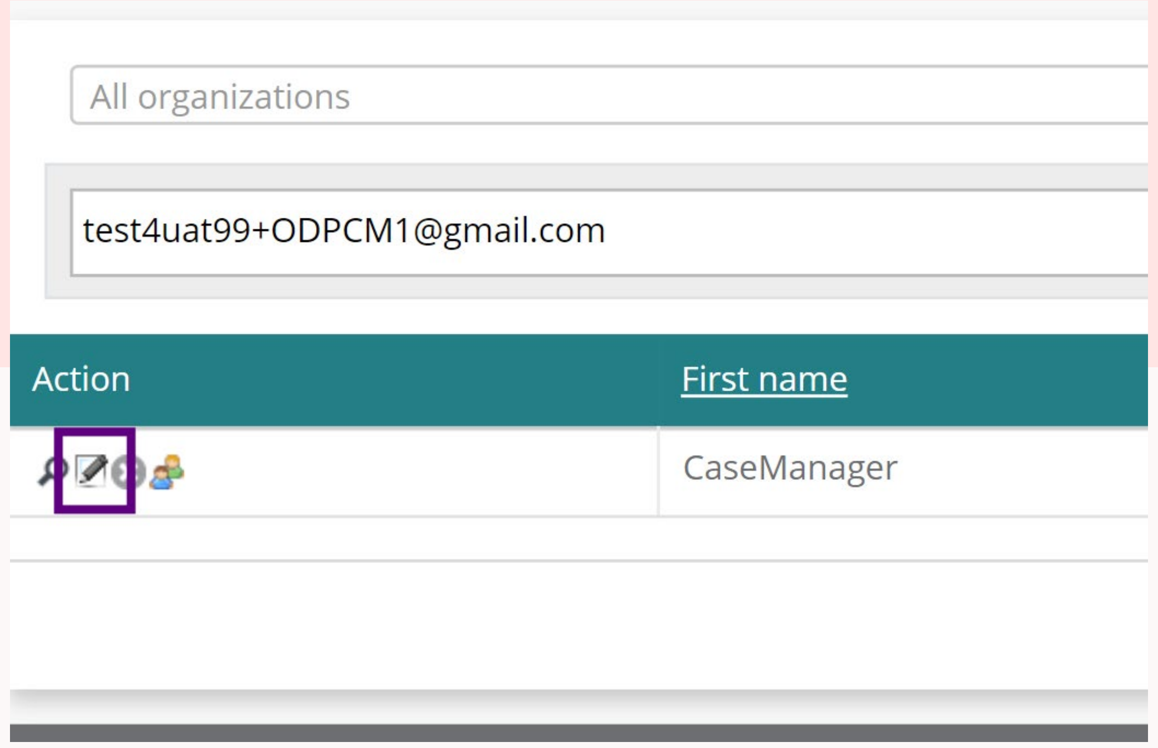
5. Uncheck the box.
6. Click Save changes at the top.





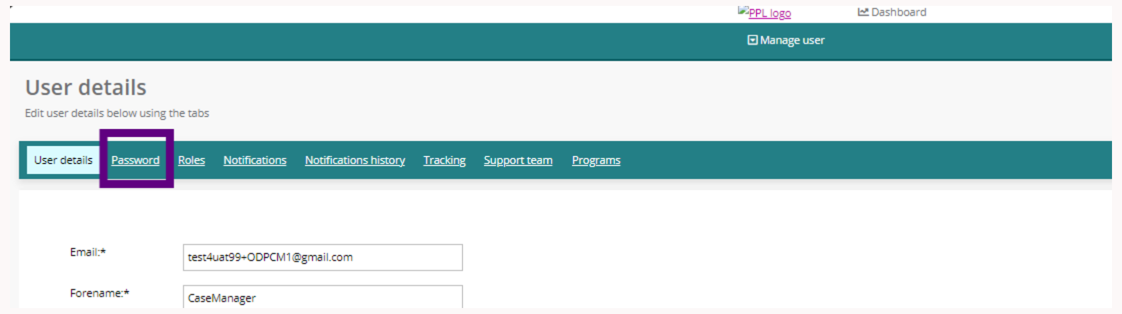
PA ODP, Lead Role

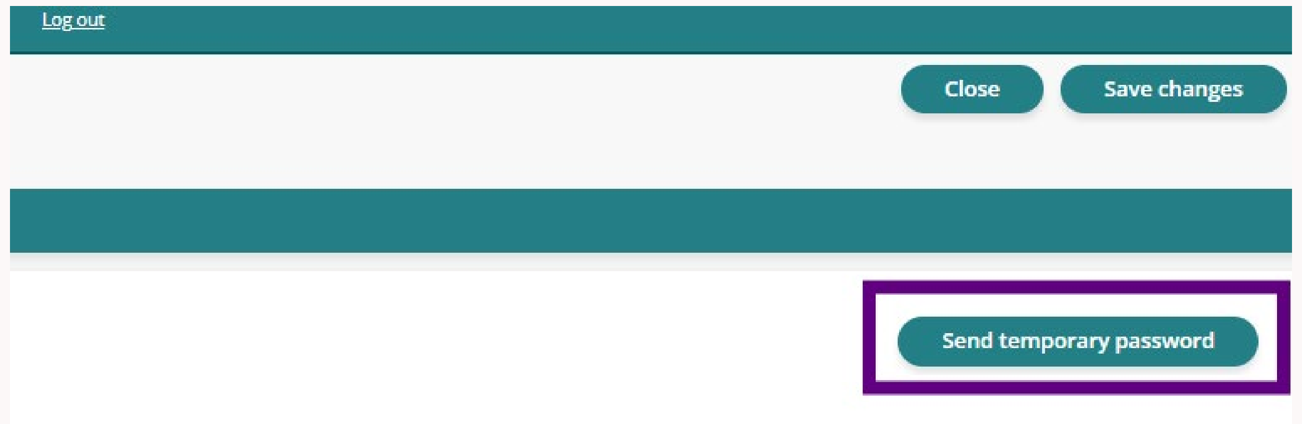
Unlocking an SC or AE from MyAccount



6. Send a temporary password by clicking the pencil.

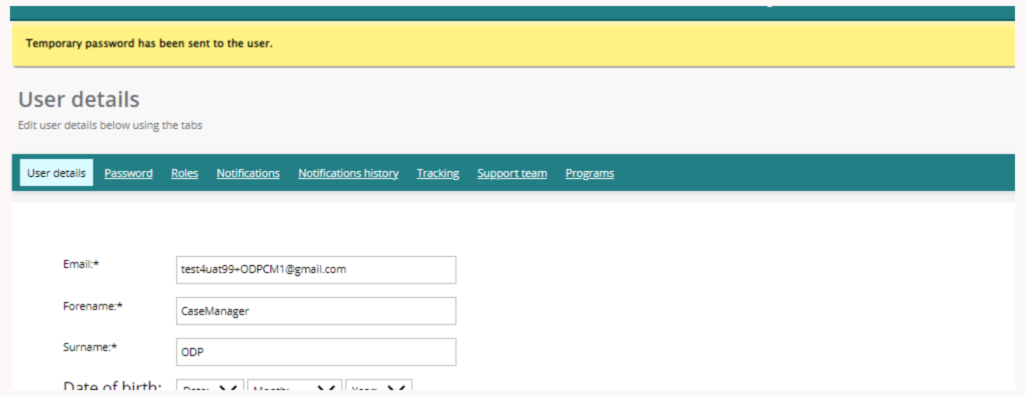
7. Click Password at the top.





8. Click, Send temporary password.

9. You will receive a message that the temporary password was sent.

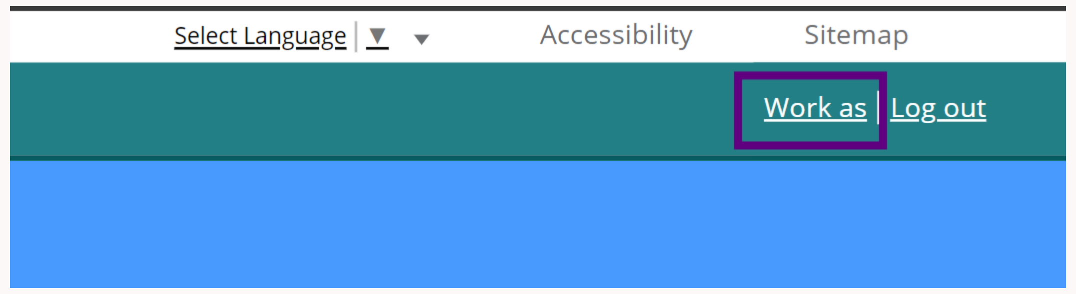


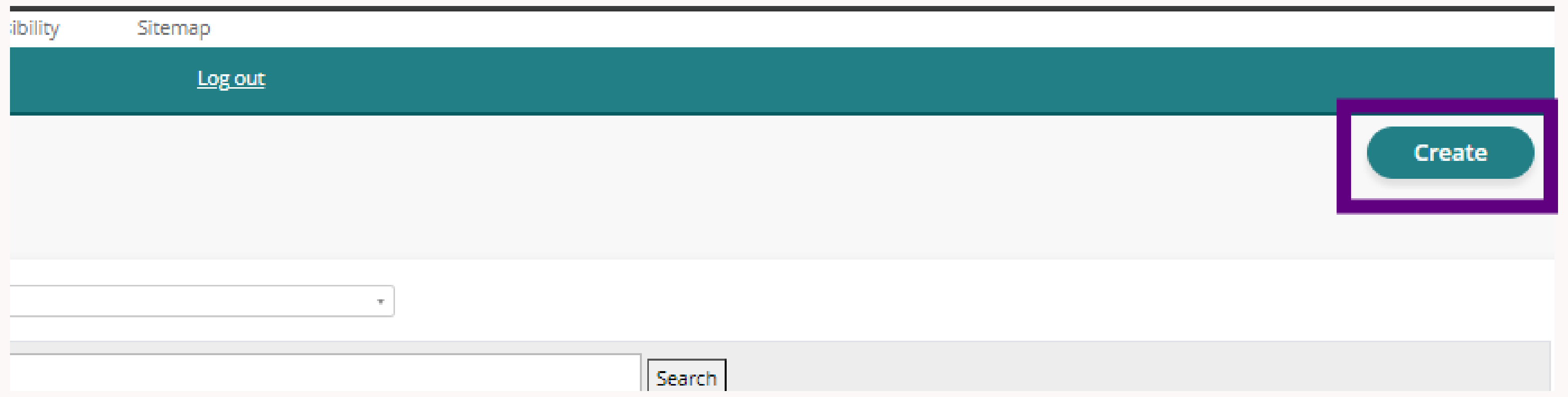
Questions?

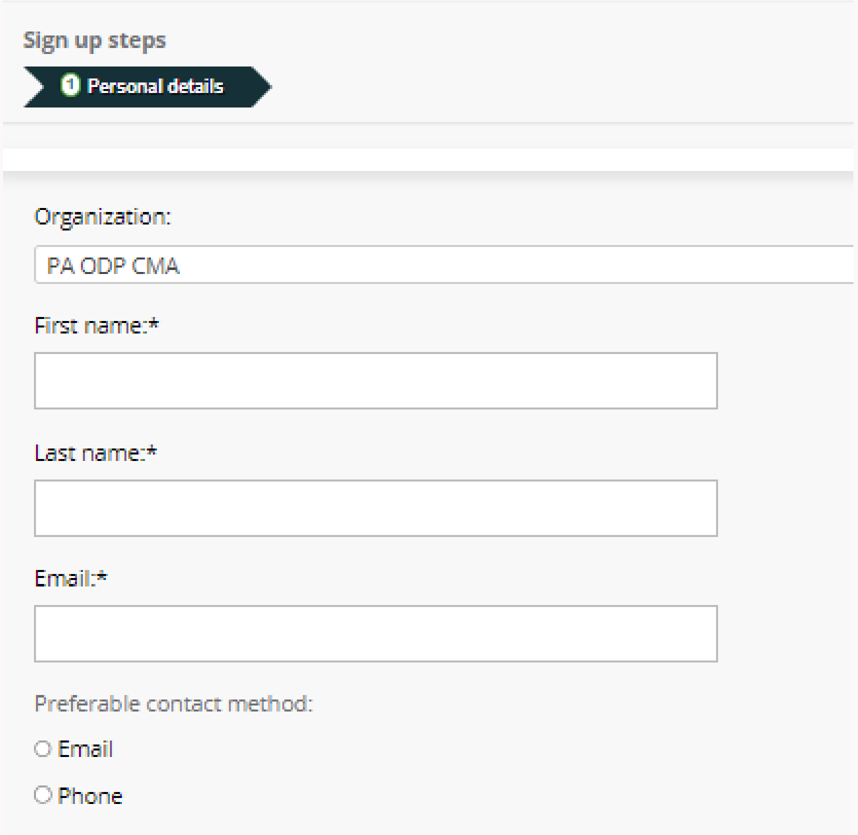
PA ODP, Lead Role

Adding an SC or AE to MyAccount

1. Click Work as at the top of the dashboard.
2. Click inside the search bar. You can search by email address, first and last name, or last name.
   - If the SC or AE is not already entered click Create.
   - If the SC or AE is already entered, check to see if they are locked out.
3. Enter the: First Name, Last Name, and Email.
4. Click Email under, Preferable contact method.



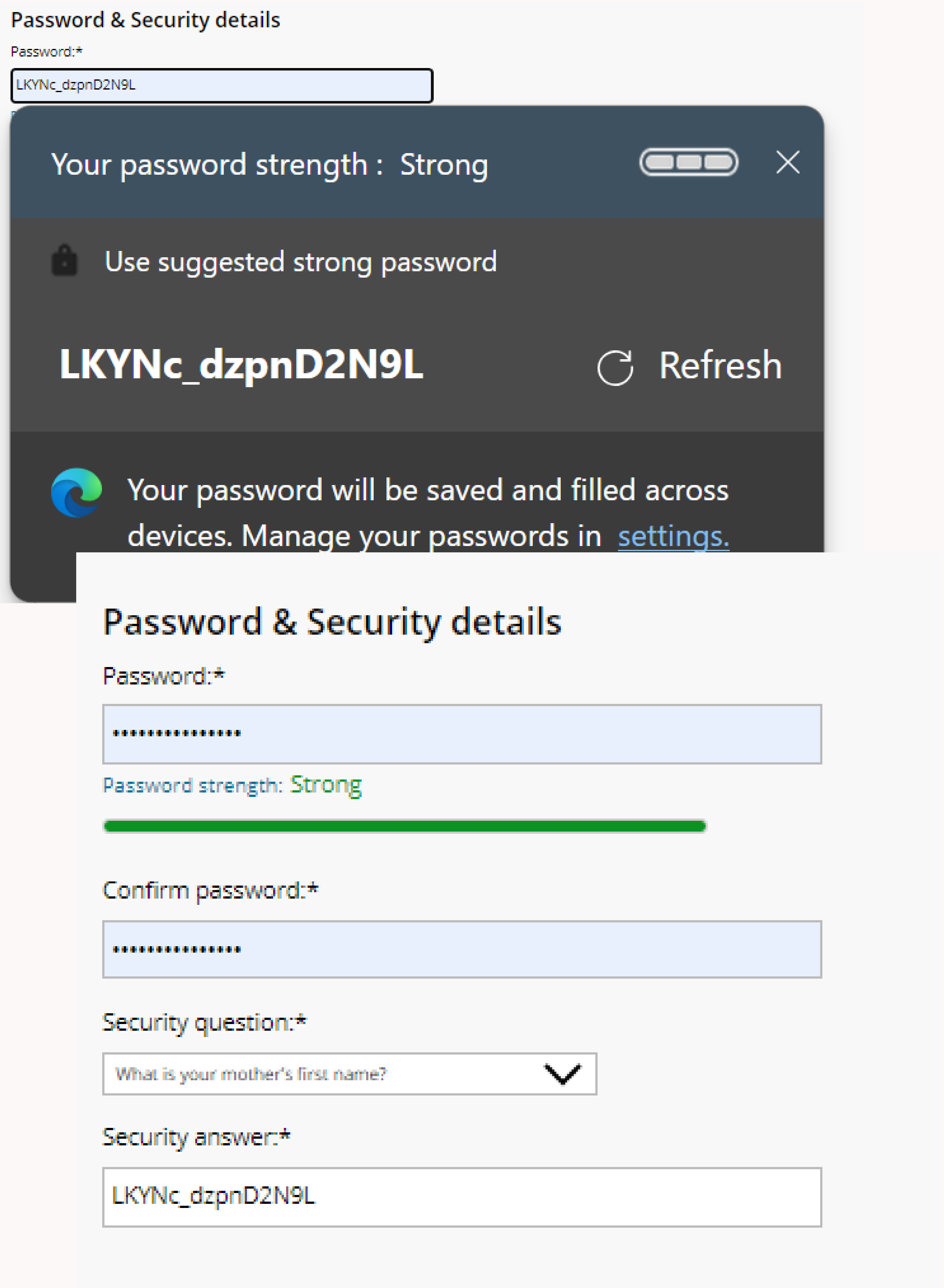




PA ODP, Lead Role

Adding an SC or AE to MyAccount

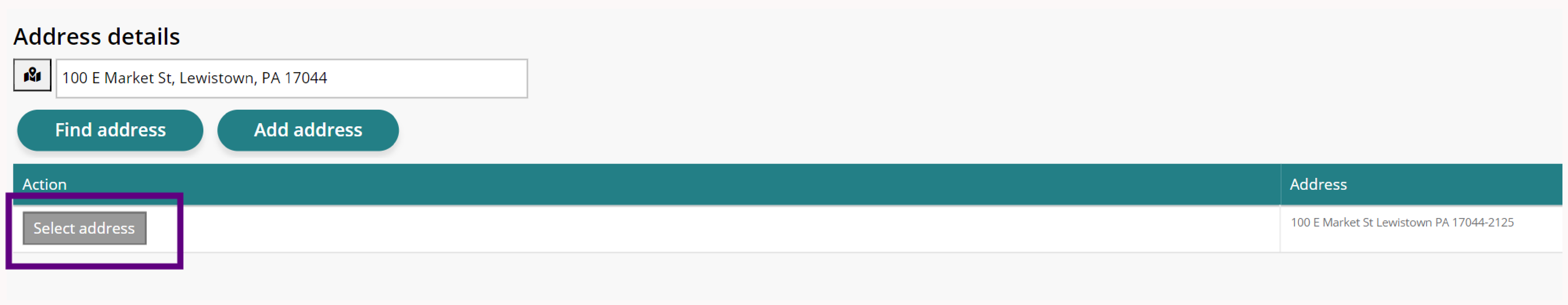
5. Under Password & Security Details, click on Password and create a temporary password for the SC or AE. I use the Microsoft suggested password. The system is set up so that the SC or AE will have to update this password once they receive the email.
6. Click on Security Question and choose the first one.
7. Security Answer, copy and paste the temporary password. This also must be changed once the SC or AE receives the email.

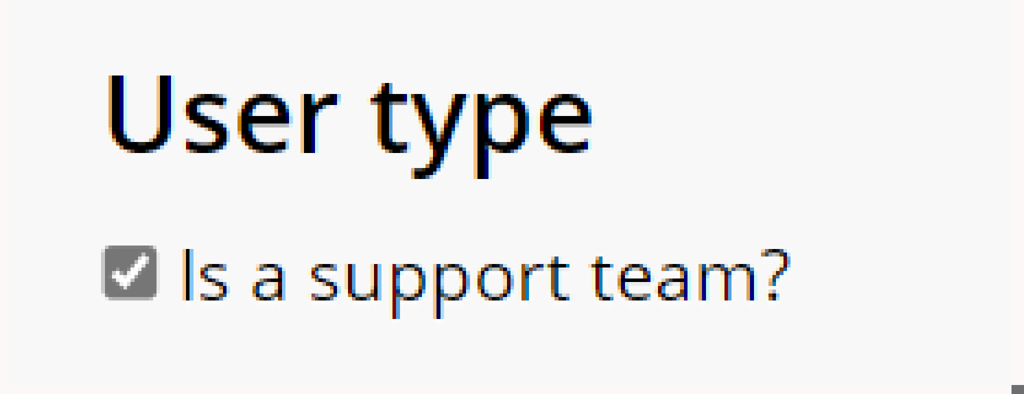


PA ODP, Lead Role

Adding an SC or AE to MyAccount

8. Click on address and enter the SC or AE mailing address and click Find Address.
9. Click Select Address beside the correct address. If you cannot find it, just click Add Address and enter all information.
10. Click is a Support Team.





11. Click Create account.
12. Complete steps to send a temporary password.

Questions?

Thank you!