

March 2022

Dear Contractors,

Thank you for coming alongside us in making the Resource Connections directory a success! This comprehensive, online directory is an easy way for our community to get connected with the services they need and that you provide. In an effort to be efficient and exact, we are requesting that each organization manage their own provider profile to keep everything up to date. An annual update is required, but we encourage you to update your profile as needed throughout the year. We have outlined the process below to help guide you. Please keep in mind:

HOW TO CREATE AN ACCOUNT AND UPDATE YOUR INFO:

- Follow the link to the website: <https://vadoh.myresourcedirectory.com/>
- Click on **My Account** in the upper, right hand corner
- Click on **I want to create an account** in the options under where you would normally enter your login credentials
- Complete all fields of the **User Registration** form to create your account
- Once back at the log-in screen, proceed to enter your new username and password to enter the site with your credentials
- At the current screen, enter the name of your organization and search
- Click on the name of your organization
- Scroll down on your organization's page until you see the option to either **Report updated information** or **Verify all current information**, on the right hand side
- Select the most appropriate response
- Go through the information on the **Resource Record** tab and make updates and corrections as needed
 - Please make sure that you add a main contact for your organization
 - You can also add main contacts for your primary services, which can be linked to the particular service on the **Service Details** tab.
- After completing the Resource Record tab, click over to the **Service Details** tab and go through each service and update all details as necessary.
 - Please note that you cannot add or remove services through your website account. An administrative account must do this. Once you have compiled a full list of services that need to be either added or removed, submit by email to sarah.lannon@vdh.virginia.gov.
- Once all edits have been completed on both tabs, hit **Submit Record** at the bottom of the page for all edits to be sent to an administrative account for approval and final updating. You will need to repeat the process of rechecking your organization's profile for accuracy once the new services you requested have been added and old services removed.

Please have all updates completed by April 29, 2022. If you have any questions, contact your contract monitor or **Sarah Lannon** at sarah.lannon@vdh.virginia.gov or (804) 864- 8009.

Thank you for all that you do and for helping ensure the success and accuracy of Resource Connections!