CREATING AND MANAGING YOUR RESOURCE CONNECTIONS PROFILE

VDH Division of Disease Prevention
What is Resource Connections?

A comprehensive, online directory that is an easy way for our community to get connected with the services they need and that you provide.
Link to Resource Connections

https://vadoh.myresourcedirectory.com/

Located on DDP Community Partners webpage.

Pull up the site and follow along!
Creating Your Profile
Click “My Account”

Found in the upper right-hand corner of the Resource Connections homepage.
02.

Select “I want to create an account.”
03.

Complete all the fields of the User Registration, to create your account.
Once back at the login screen, enter the username and password you just created to enter the site with your credentials.
05.

Enter the name of your organization and search.

If your organization's profile does not populate, try searching any aliases or previous names from the past five years, as some of the data is old.
If your organization is not currently listed in Resource Connections, select “Add a new resource record”
Click on the name of your organization and review the information listed in your profile.

Click the + to view the details.

Please enter “AKA’s” inside parenthesis.
Scroll down on your organization’s page until you see the option to either **Report updated information** or **Verify all current information**. Select the most appropriate response.

- If there are no changes needed, select “Verify all current information”
- If updates are needed, select “Report Updated information”
I verify that the information currently on display for Sarah's Organization is correct and that I am authorized by Sarah's Organization to make this declaration.

Type your name here.

Verify  Cancel
To submit updates, go through the information on the Resource Record tab and make updates and corrections as needed.

- Please make sure that you add a primary contact for your organization.
- **NOTE:** You can also add specific 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. Go through each service and update all details as necessary.

- **NOTE:** You cannot add or remove services through your account. An administrative account must do this. If there are services that need to be added or deleted, please 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. The request will be sent to an administrative account for approval.

- **NOTE:** If you request to add/remove services, you will need to repeat the process of rechecking your organization’s profile for accuracy once the request has been complete.
QUESTIONS?
Managing Your Profile
Managing your profile is the same process, without having to create your account.
Login in and pull up your organization’s profile.

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Please sign in

Username: slannon095
Password: ********

Log in

I forgot my password.
I don’t know my username.
I want to create an account.

This website is free to use without an account. Having an account allows you to save records to groups and to recall profiles you have visited previously.
02.

Review the information listed in your profile.

Remember to click the + to view service details.
03.

Scroll down on your organization’s page until you see the option to either Report updated information or Verify all current information. Select the most appropriate response.

- If there are no changes needed, select “Verify all current information”
- If updates are needed, select “Report Updated information”

EVEN IF NO CHANGES ARE NEEDED, YOU MUST VERIFY YOUR INFORMATION OR YOUR PROFILE WILL BE MARKED AS “NOT UPDATED”. VERIFICATION COUNTS AS AN UPDATE.
If you select Report updated information, you will be prompted to review the information on both the Resource Record and Service Details tabs. Make updates as needed.

**REMEMBER:** You cannot add or remove services through your account. An administrative account must do this. If there are services that need to be added or deleted, please 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.

- Remember: If you request to add/remove services, you will need to repeat the process of rechecking your organization’s profile for accuracy once the request has been complete.
QUESTIONS?
Frequently Asked Questions

1. **How often should we update our provider profile?**
   ○ You are required to update your provider profile at least once a year. However, we encourage you to update whenever you have changes you would like reflected in Resource Connections (ie. clinic hours change).

2. **How will I know my updates have been applied?**
   ○ The requestor will receive a confirmation email, once the updates have been applied. If you do not receive an email confirmation, please reach out to me. This may mean your request has not been received.

3. **When will the updates show up on Resource Connections?**
   ○ Your profile updates will be reflected on Resource Connections, the day after you receive the confirmation email that the changes have been approved. This process should take no longer than 48hrs.
Please review and update your provider profile by APRIL 29, 2022
Thank you for your partnership!

If you have any questions or concerns, please feel free to reach out to either me or your contract monitor.

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