

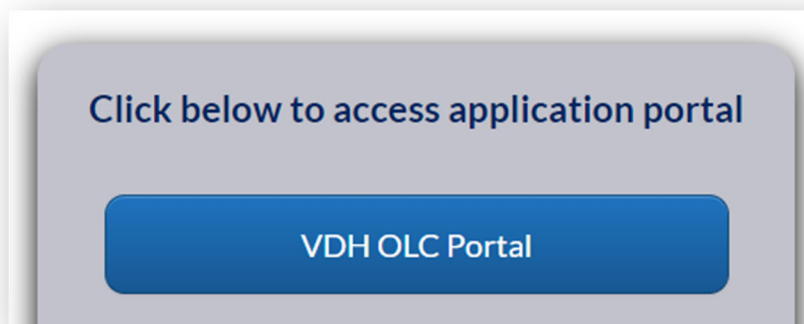
Requesting User Access for Multiple Facilities

Prerequisites:

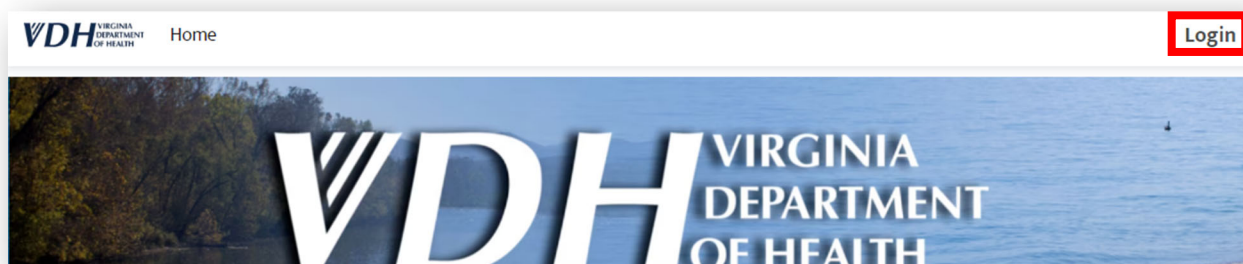
- You must have already been granted a user access account for at least one facility.
- You must use the same email address to create a user access account for multiple facilities.

Steps:

1. Visit the portal by either visiting this link (<https://vita-vdh.my.site.com/olcportal/s/>) or clicking on the portal button on the Office of Licensure and Certification's website:



2. In the upper right hand corner, click on "Login":



3. On the Login screen, click on "Request Access":

VDH VIRGINIA
DEPARTMENT
OF HEALTH

Username

Password

Log in

[Forgot your password?](#) [Request Access](#)

4. Provide your email address on the next screen and then click "Next":

VDH VIRGINIA DEPARTMENT OF HEALTH Home Login

User Access Request

Email

Next

5. On the next screen, you need to identify your facility. Start typing your facility's *legal* name and a list of suggestions will pop up:

The screenshot shows the VDH Virginia Department of Health website interface. At the top left is the VDH logo and the text "VIRGINIA DEPARTMENT OF HEALTH". To the right of the logo is the word "Home". At the top right is a "Login" link. The main content area is titled "Facility/Agency Information". Below this title is a search field labeled "* Legal Name of Facility/Agency". The search field contains the text "comfort". Below the search field is a list of suggestions:

- Comfort Homecare Services, LLC - Stafford
- Comfort Care In Home Services, LLC - Suffolk
- Comfort Home Health Care, LLC - Reston
- At Home Comfort, LLC - King George
- Old Point Comfort, LLC - Hampton
- Comfort Promise Home Health Care, LLC - Haymarket

Many facilities have *very similar* names so make sure you've picked the correct one.

What do I do if my facility doesn't show up in the list?

STOP – do not file a user access request. This will cause duplicate information in our database and may cause issues with your license number. Email Rebekah Allen (rebekah.allen@vdh.virginia.gov) with the legal name of your facility, your "doing business as" or "DBA" name (if any), and your license number, and she will work with you to resolve the issue.

- Select your facility and the remaining fields will auto-populate; grayed out fields cannot be edited here. WAIT FOR THE FIELDS TO AUTO-POPULATE BEFORE SUBMITTING YOUR REQUEST:

Facility/Agency Information

* Legal Name of Facility/Agency
 Comfort Homecare Services, LLC - Stafford

Type of Facility
 Home Care Organization

Fictitious Name ("doing business as" or "DBA") of Facility/Agency ⓘ
 Comfort Homecare Services, LLC

Facility/Agency Physical Address
 2066 Jefferson Davies Highway, Suite 209

City/Town
 Stafford

State
 Virginia

County/Independent City
 Stafford

Zip Code
 22554

Telephone Number
 (540) 658-9266

Fax Number
 (540) 658-9133

What do I do if my facility's details (e.g., address, etc.) aren't correct?

PROCEED to file a user access request. Then email Rebekah Allen (rebekah.allen@vdh.virginia.gov) with the legal name of your facility, your "doing business as" or "DBA" name (if any), your license number, and what details are incorrect. She will work with you to resolve the issue.

- You may also provide information about other persons who can request user access to make changes to your facility's account and then click "Submit." They will still have to request their own user access account, but this helps us process those requests when they come in.

Stafford 22554

Telephone Number (540) 658-9266 Fax Number (540) 658-9133

Additional Authorized Users

Previous Submit