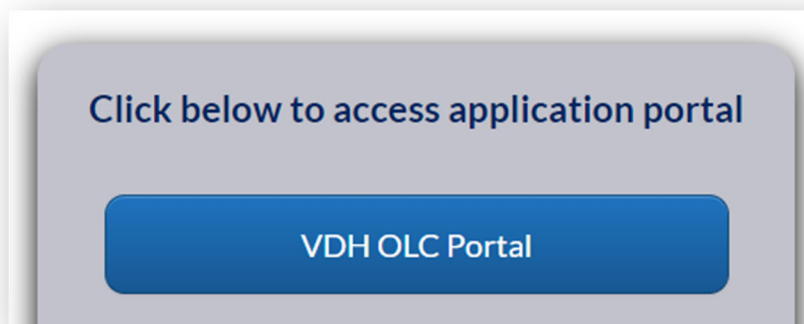# Requesting User Access for Multiple Facilities
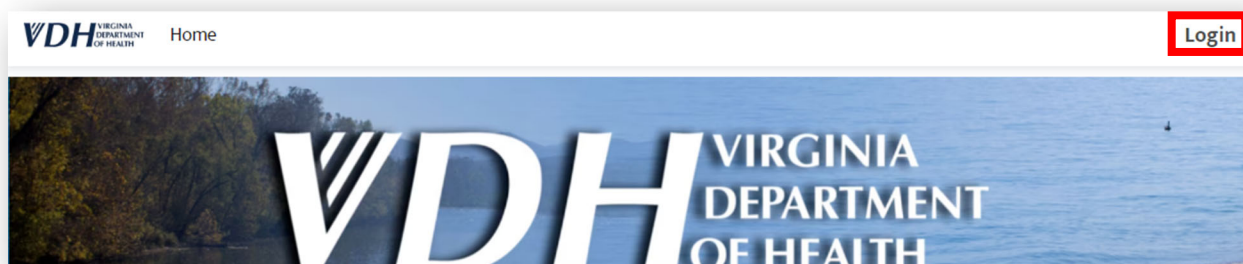
Prerequisites:

- **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":

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

VDH VIRGINIA DEPARTMENT OF HEALTH

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:

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.

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

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.

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7. 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	**Fax Number**
(540) 658-9266	(540) 658-9133

Additional Authorized Users

Previous | **Submit**