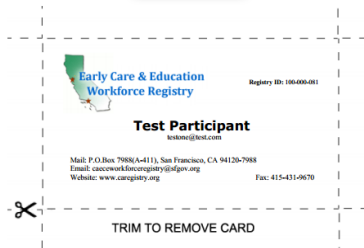
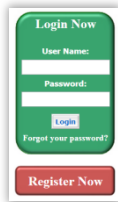


## Instructions and Frequently Asked Questions

### Register to Get Started!



#### Step 1

- Go to website: [www.caregistry.org](http://www.caregistry.org)
- Click **Register Now**
- Complete all required fields
- Press **Continue with Registration**

#### Step 2

- Log into your personal email account
- Open email from “Login Support”
- Click link to validate your email address
- Complete all required fields

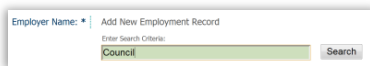
#### Step 3

- Print your Registry ID card by clicking **My Membership Card**

*Can I use my employer’s contact information for my profile?*

- **Use your personal email** and residential address—this profile follows you wherever you work!

### Look up Employer

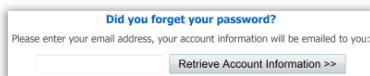
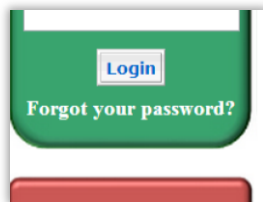


- Type your Employer’s Name
- Scroll through the Results
- Review Name and Address
- Press **Select**

*I can’t find my employer...*

- Keep your Search Terms broad: only type the first few letters
- Try using alternative names
- Avoid symbols and extra spaces

### Reset your Password



#### Step 1

- Press **Forgot your password**
- Enter the email address you used to initially register (specified on your Registry ID card)
- Press **Retrieve Account Information** to have your password emailed to you

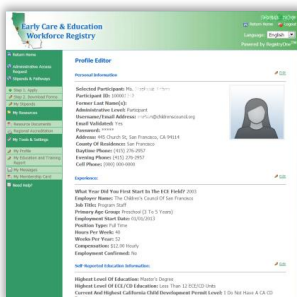
#### Step 2

- Log into your email account
- Review email from “Login Support”

*I don’t remember which email address I used to register!*

- Check your Registry ID Card
- Try entering other email accounts
- Do NOT re-register: contact technical support

### Updating your Information



- Click **My Profile**
- Press **Edit** to update personal, demographic, education, and work experience details
- Press **Update Account Info** to save record

## Tasks for Agency Administrators

### Request Administrative Access

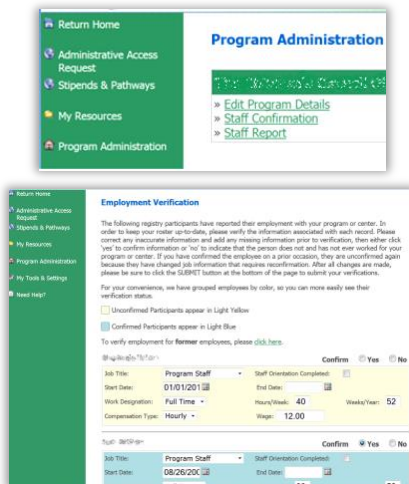


- Click **Administrative Access Request**
- Review instructions
- Click **Request Administrative Access**

*Who should request this access?*

- The primary tasks will be confirming employee's employment information and updating agency information. The Program Director or an HR professional may be best.

### Confirm Staff

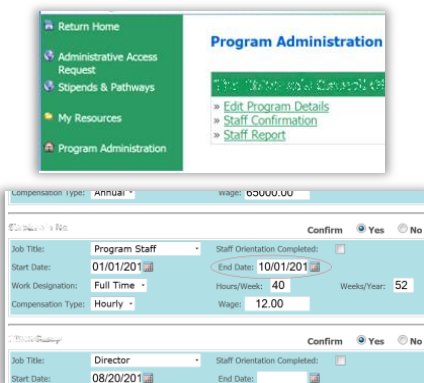


- Click **Program Administration**
- Click **Staff Confirmation**
- Review all information for accuracy
- Update if necessary
- Select **Yes** next to **Confirm**
- Scroll to bottom of page
- Press **Confirm Employment Information**
- Click link to review information for **Former Employees**, if applicable

*What if I don't recognize the staff person?*

- Verify that the staff is not associated with your agency; review dates to see if this is a previous employee
- Press **No** next to **Confirm**

### Staff Changes



- Click **Program Administration**
- Click **Staff Confirmation**
- Update information
- Add **End Date** after Staff leaves
- Scroll to bottom of page
- Press **Confirm Employment Information**

*I accidentally entered an end date for a current employee (and they disappeared from my list!)*

- Communicate with the employee directly

Please note: once an end date has been entered (even if the date is in the future), the employee's information will no longer appear on your current list