

Submitting a Referral in the Consumer Portal (Consumer Portal)

When logging in for the first time using the [Consumer Portal](#), users must create a new account by entering a valid email address. A verification code will be sent to that email, which the user must enter in the Consumer Portal and select “Verify Code.” After verification, the user will create a password and enter their first and last name. These credentials will be used for all future logins.

When completing a referral in the Consumer Portal, users should provide as much information as possible. Some fields are mandatory and must be filled out before submission. After logging in, the career coach will need to:

1. Select “New Referral” from the top tool bar
2. The Career Coach will need to complete all required fields.

In Personal Information:

- Student Name
- Primary language
- If an interpreter is needed
- Reported disability

In Contact Information:

- Full student address
- Phone number

In General Information:

- If the student is currently enrolled in high school
- Name of current high school

In Referral Source Information:

- Referral Source (note the career coach should always select the Pre-ETS Consumer Portal for this drop down)
- First and last name of the career coach

3. In the Notes and Attachments section, there is a free form text box to enter any relevant information that should be shared with the YVRC’s with the referral. This box should be used to enter the student’s diploma track and the anticipated graduation date. Without this information, an authorization cannot be created.
4. The referral form cannot be submitted unless a 504 plan, an Individualized Education Program (IEP), or other relevant disability-related documentation is attached. The Consumer Portal allows the ability to upload multiple files, so additional available supporting materials may be attached.
5. Once all the fields are completed as fully as possible, the career coach will select “Create Referral” which will be what actually sends the referral to VR.