Consumer Registration

1. Go to the CarePortal website at https://careportal.caretimeapp.com/
2. Click Register
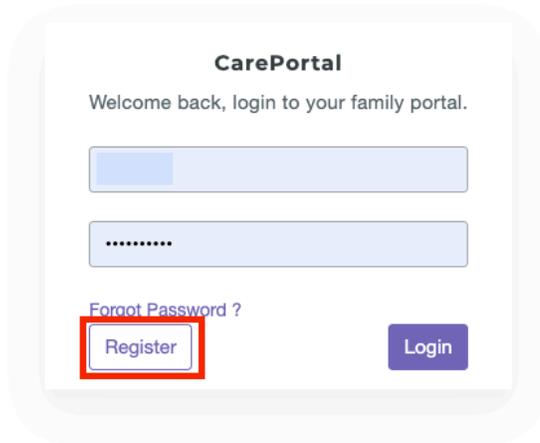
3. Select Consumer/Client and hit Next

4. Enter your email (that is used in the main CareTime application) and click Submit

Identity verification

Please enter your Consumer/Client **Email** and click submit to verify your details.

email@email.com   Submit

5. You will be sent a verification code to your email which will be used to complete registration
6. Follow the steps provided in the email
7. If that email is not associated with your Client Profile in CareTime, you will see this screen

Identity verification

Please enter your Consumer/Client **Email, Job Code, Agency ID** and click search to find your details.

email@email.com   Job Code

Agency ID   Search

No existing email found in the system. Would you like to register this user by Email and Job Code, Agency Id?

8. Enter your Job Code and Agency ID which will be provided by your agency, then click Search
9. You will see this screen, click your name. The consumer name in the example is Test Job

Identity verification

Please enter your Consumer/Client **Email, Job Code, Agency ID** and click search to find your details.

email@email.com   9728

34   Search

1 record found for your Consumer/Client Search, please choose yours.

1 : TEST JOB   Agency: 34
Email: Above email will be used

Prev   Next

10. You will then see this screen. Check your email for the verification code and enter it here. Click Verify
11. After successful verification, you will set your password. Your username will be your email.