



**Division of Consumer Affairs**

# Home Caregiver Portal Application Manual

## Renewal Applicants

## FROM CONSUMER AFFAIRS WEBSITE

1. Go to [www.pbcgov.com/consumer](http://www.pbcgov.com/consumer)
2. Select Home Caregiver from the menu
3. Select “Apply for Caregiver ID Badge”
4. Select “Apply Here”

## Sign Up (First Time Portal Users)

1. Click on the “Sign-Up” link.

Please login to continue

User Name

Password:

Enter your password

PBC Portal - Secured by Enterprise Connect  
© 2014 Palm Beach County

Keep me signed in on this device!

**1** SIGN-UP FORGOT PASSWORD?

LOGIN

2. The following screen will display.

Please fill the data below to create your user account.

Email \*

Email is required

First Name \*

First Name is required

Last Name \*

Last Name is required

Sign-Up

3. Enter your **Email**.
4. Enter your **First Name**.
5. Enter your **Last Name**.
6. Click on the “**Sign-Up**” button.

Please fill the data below to create your user account.

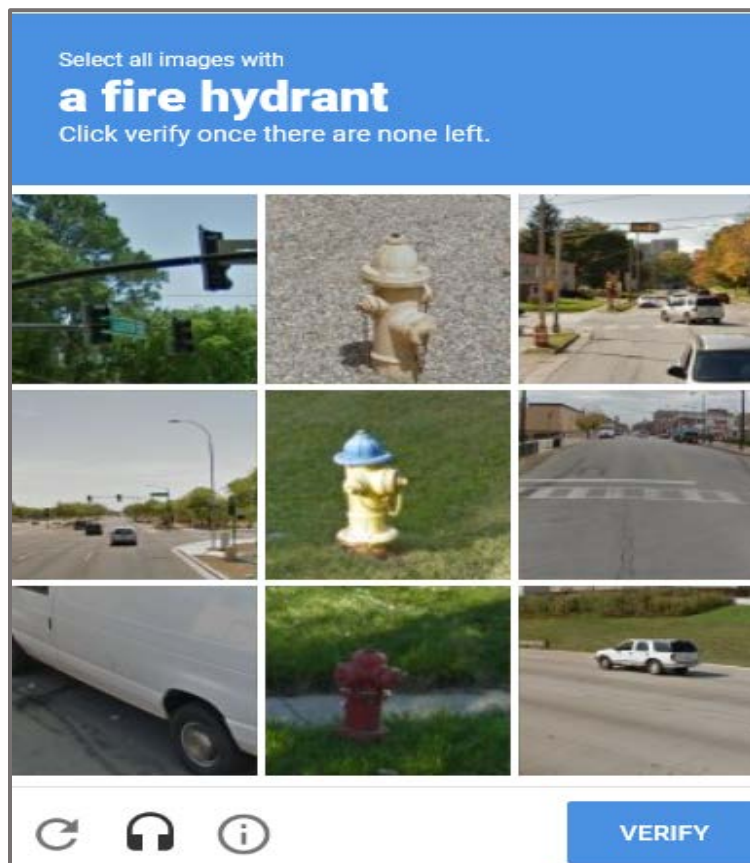
3 Email \*

4 First Name \*

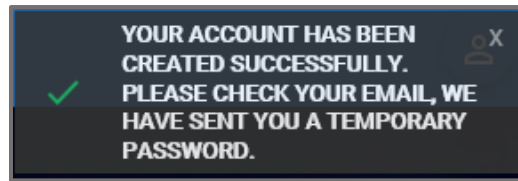
5 Last Name \*

6 [Sign-Up](#)

7. Select the images as instructed on the security screen, if prompted.



8. The following message will display on the top right-hand- side of your screen.



9. Enter your **User Name**. (The **User Name** is your Email Address).

10. Enter the **Temporary Password** (check your email account). Delivery may take a few minutes. (TIP: Check to make sure it was delivered to your spam or trash folder)

11. Click on the “**Login**” button.

A login form with a blue header bar containing a lock icon and the text "Please log in to continue". Below the header are two input fields: "User Name" and "Password:". The "User Name" field has a red circle with the number "9" next to it and the text "Enter your user name". The "Password:" field has a red circle with the number "10" next to it and the text "Enter your password". Below the input fields is the text "PBC Portal - Secured by Enterprise Connect" and "© 2014 Palm Beach County". To the right of this text is a "LOGIN" button with a lock icon and a red circle with the number "11" next to it. Below the login button is a checkbox labeled "Keep me signed in on this device!". At the bottom of the form are two links: "SIGN-UP" and "FORGOT PASSWORD?".

The following screen will display.

12. Enter a **New Password**.
13. Confirm **New Password**.
14. Click on “**Save New Password.**”

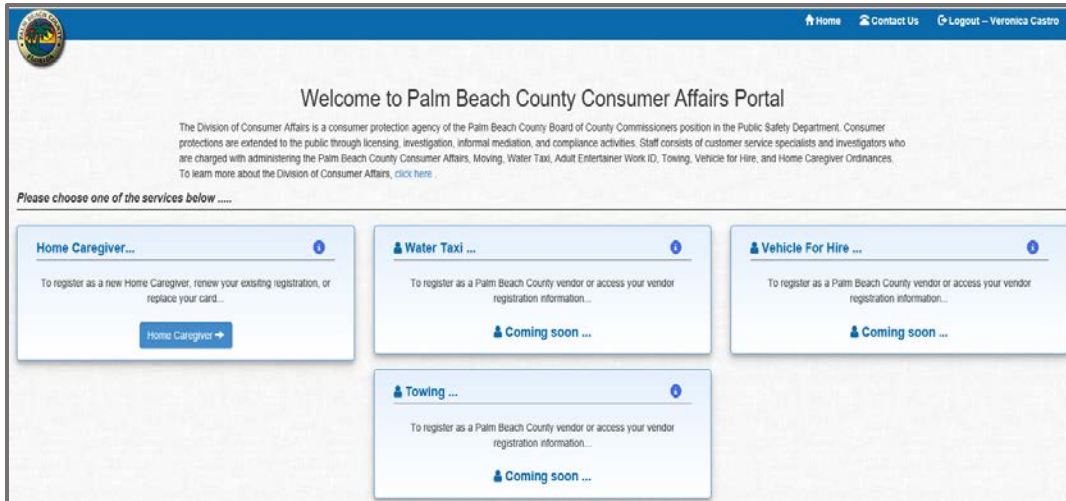
The screenshot shows a login page with a blue header containing a lock icon and the text "Please login to continue". Below the header, there are two password input fields. The first field is labeled "New Password" and has a red circle with the number "12" next to it. To its right is a strength indicator labeled "[?] Strength:" with a red progress bar. The second field is labeled "Confirm Password (show passwords)" and has a red circle with the number "13" next to it. Below the second field is the text "confirm new password". At the bottom right of the form area is a red circle with the number "14" next to a button labeled "SAVE NEW PASSWORD". At the bottom left, there is a checkbox labeled "Keep me signed in on this device!". At the very bottom, there are two links: "SIGN-UP" and "FORGOT PASSWORD?". In the bottom left corner of the page, there is text: "PBC Portal - Secured by Enterprise Connect © 2014 Palm Beach County".

The following screen will display.

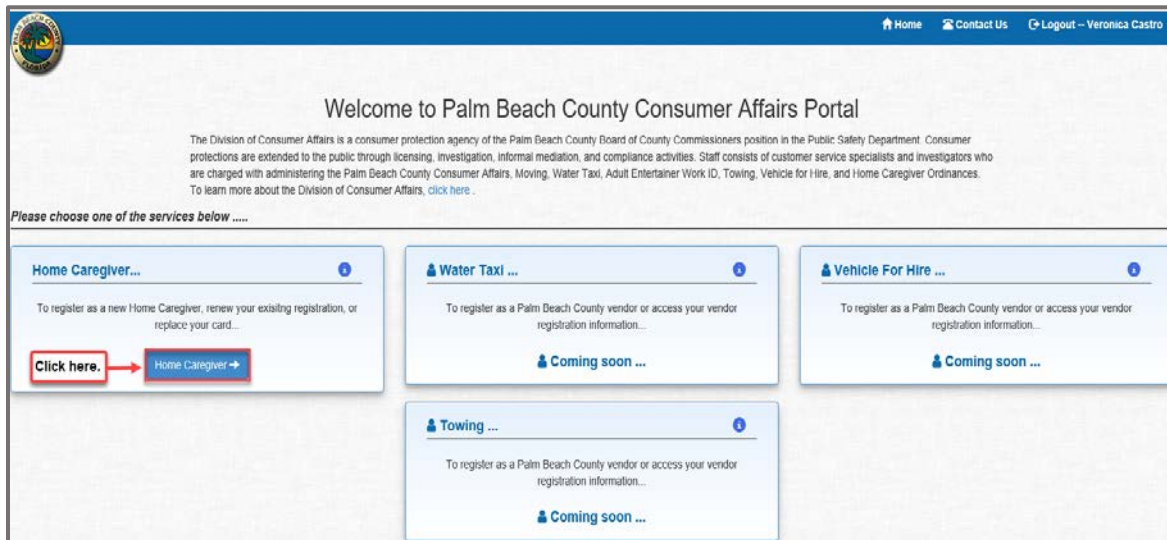
15. The **First Name** will display by default.
16. The **Last Name** will display by default.
17. Enter your **Birthday**.
18. Enter your **Phone Number**.
19. Click on the “**Update**” button.

The screenshot shows a user profile update screen. At the top left is the Palm Beach County logo and the text "Palm Beach County Application Portal". At the top right is a notification: "THE APPLICATION REQUIRES TO COMPLETE YOUR PROFILE INFORMATION". The main content area has a background image of a city skyline at sunset. In the center, there is a white form titled "Your User Profile for CATS Portal". The form has four input fields: "First Name \*", "Last Name \*", "Birthday \*", and "Phone \*". Each field has a red circle with a number next to it: "15" for First Name, "16" for Last Name, "17" for Birthday, and "18" for Phone. At the bottom of the form is a red circle with the number "19" next to an "Update" button.

20. The **Welcome to Palm Beach County Consumers Affairs Portal** screen will display.



21. Click on the **“Home Caregiver”** button.

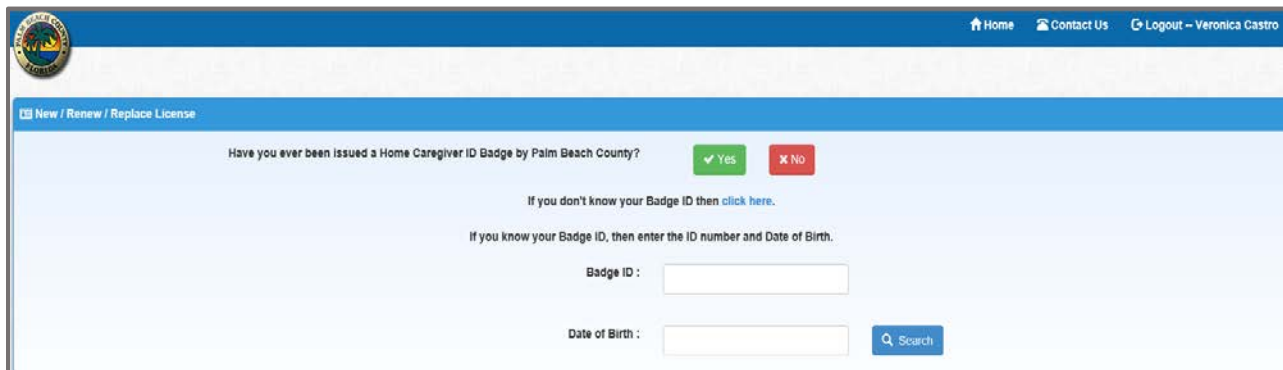


22. The “**New/Renew/Replace License**” screen will display. Click on the “**Yes**” button to the question, “Have you ever been issued a Home Caregiver ID Badge by Palm Beach County?”



The screenshot shows the top navigation bar with the Palm Beach County logo on the left and links for Home, Contact Us, and Logout – Veronica Castro on the right. Below the navigation bar is a blue header with the text "New / Renew / Replace License". The main content area contains the question "Have you ever been issued a Home Caregiver ID Badge by Palm Beach County?". To the right of the question are two buttons: a green "Yes" button with a checkmark icon and a red "No" button with an 'X' icon. A red arrow points to the "Yes" button.

23. The following screen will display.



The screenshot shows the same top navigation bar and blue header as the previous screenshot. The main content area contains the question "Have you ever been issued a Home Caregiver ID Badge by Palm Beach County?". To the right of the question are two buttons: a green "Yes" button with a checkmark icon and a red "No" button with an 'X' icon. Below the question is a link: "If you don't know your Badge ID then [click here](#)." Below that is another instruction: "If you know your Badge ID, then enter the ID number and Date of Birth." There are two input fields: "Badge ID :" and "Date of Birth :". To the right of the "Date of Birth :" field is a blue "Search" button with a magnifying glass icon.

24. If you don't know your Badge ID, click on the **“click here”** link OR look on your ID Badge for the HC number.

Home Contact Us Logout – Veronica Castro

New / Renew / Replace License

Have you ever been issued a Home Caregiver ID Badge by Palm Beach County?  Yes  No

If you don't know your Badge ID then **click here.**

If you know your Badge ID, then enter the ID number and Date of Birth.

Badge ID :

Date of Birth :

25. The **“Public Safety – Consumer Affairs”** screen will display.

- Enter **Last Name**.
- Click on the **“Search”** button.

PALM BEACH COUNTY  
Discover the Palm Beaches...  
the Best of Everything

Search...

**Public Safety - Consumer Affairs**

Home Disputes Caregiver ID Moving Towing Vehicle for Hire Water Taxi Adult Entertainer ID FAQs & Resources

### Caregiver Badges

NOTE: If a caregiver holds any of the following current Florida licenses and/or certifications, he/she is not required to obtain a Palm Beach County Home Caregiver ID Badge: Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA), Clinical Nurse Specialist (CNS), Advanced Registered Nurse Practitioner (ARNP), Physical Therapist (PT), Physical Therapist (OT), Occupational Therapist Assistant (OTA). To verify the status of a Florida certification or license of these professionals, visit the [Florida Department of Health's License Verification portal](#).

### Home Caregivers

The "Home Caregivers" listed have been issued an Identification Badge through the Palm Beach County Consumer Affairs Division. If a name is not listed and you believe it should be, please contact Consumer Affairs at 712-6600, Boca/Delray/Glades call toll free 1-888-852-7362.

Search By: Last Name

**a** Last Name:  **b**



26. The following screen will display the search criteria entered.

**Palm Beach County**  
Discover the Palm Beaches...  
the Best of Everything

**Public Safety - Consumer Affairs**

Home - Disputes - Caregiver ID - Moving - Towing - Vehicle for Hire - Water Taxi - Adult Entertainer ID - FAQs & Resources -

### Caregiver Badges

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#### Home Caregivers

The "Home Caregivers" listed have been issued an Identification Badge through the Palm Beach County Consumer Affairs Division. If a name is not listed and you believe it should be, please contact Consumer Affairs at 712-6600, Boca/Delray/Glades call toll free 1-888-852-7362.

Search By: Last Name  Last Name:

| Name                 | Badge Num | Agency Name                                | Address   | License Expires | View Photo |
|----------------------|-----------|--|---|-----------------|------------|
| Dennis Lamar Hopkins | HC9732    | 1 (B) AHCA Verified                        | 1265 W 36th St Riviera Beach, FL 33404          | 06/20/2023      |            |
| Halsda Merl Hopkins  | HC3169    | Complete Home Care of the Palm Beaches LLC | 2121 NW 46th Ave Lauderhill, FL 33313           | 09/29/2021      |            |
| Henrietta Hopkins    | HC5840    | Senior Bridge Family Companies             | 5011 Wiles Road Apt 207 Coconut Creek, FL 33073 | 04/05/2022      |            |

Filter   Rows: 10 1 - 4 displayed, 4 in total

27. Enter the Badge ID.

- Click in the Date of Birth field, and a calendar will appear.
- Enter the Date of Birth,
- Click on the **“Search”** button.

Home Contact Us Logout - Veronica Castro

New / Renew / Replace License

Have you ever been issued a Home Caregiver ID Badge by Palm Beach County?

If you don't know your Badge ID then [click here](#).

If you know your Badge ID, then enter the ID number and Date of Birth.

Badge ID:

Date of Birth:

28. The “Continue to Update or Confirm your information” screen will display. Click on the “Continue” button.

Home Contact Us Logout – Veronica Castro

New / Renew / Replace License

Have you ever been issued a Home Caregiver ID Badge by Palm Beach County?

If you don't know your Badge ID then [click here](#).

If you know your Badge ID, then enter the ID number and Date of Birth.

Badge ID : HC5840

Date of Birth : 11/15/1960

**Continue to Update or Confirm your information.**

Name : Hennieta Hopkins

Badge Number : HC5840

Address : 5011 Willes Road Apt 207, Coconut Creek, FL 33073

License Expire : 04/05/2017

29. Click on the “Renew License” button.

Home Contact Us Logout – Veronica Castro

New / Renew / Replace License

Name : Hennieta Hopkins

Badge Number : HC5840

Address : 5011 Willes Road Apt 207, Coconut Creek, FL 33073

License Expire : 04/05/2017

Select this option if your ID Badge is expired or is close to expiration. If approved, a new card will be prepared and printed to include an updated expiration date (5 additional years).

30. Enter all required data or any necessary optional information.
31. Click on the **“Save Application”** button.
32. The message **“Application saved successfully”** will display.
33. Click on the **“Open”** to review, complete each form.

I hereby certify that I have received, read, understood and agree to abide by the [Palm Beach County Code, Chapter XVII, Article XV – Home Caregivers Ordinance](#) and the laws of the State of Florida.  
I further certify I have received and read a copy of the [Home Caregivers pamphlet](#).  
I agree to notify the Consumer Affairs Division of any changes in address, photo numbers, e-mail address, change in employment, etc.  
I certify that all statements contained in my application are complete and true. I acknowledge that omissions or false statements will be grounds for revocation, suspension or non-issuance of my Home Caregiver's Badge.

\* Initials : TT      Submit Date : 02/03/2021      \* Print Name : TEST

Open and Review each form below:

- [Open](#) Home Caregiver Consent and Authorization (AHCA)
- [Open](#) Privacy Policy Acknowledgement Form
- [Open](#) Florida Department of Law Enforcement Form
- [Open](#) FBI Privacy Act Statement Form

Application saved successfully.

[Save Application](#)      [Continue to Payment](#)

34. After each form is reviewed and completed you will see a green check mark next to each form.

\* Gender : Male      \* Height : 5' 3"      \* Race : Native American

I hereby certify that I have received, read, understood and agree to abide by the [Palm Beach County Code, Chapter XVII, Article XV – Home Caregivers Ordinance](#) and the laws of the State of Florida.  
I further certify I have received and read a copy of the [Home Caregivers pamphlet](#).  
I agree to notify the Consumer Affairs Division of any changes in address, photo numbers, e-mail address, change in employment, etc.  
I certify that all statements contained in my application are complete and true. I acknowledge that omissions or false statements will be grounds for revocation, suspension or non-issuance of my Home Caregiver's ID Badge.

\* Initials : TT      Submit Date : 02/03/2021      \* Print Name : TEST

Open and Review each form below:

- [Open](#) Home Caregiver Consent and Authorization (AHCA) ✓
- [Open](#) Privacy Policy Acknowledgement Form ✓
- [Open](#) Florida Department of Law Enforcement Form ✓
- [Open](#) FBI Privacy Act Statement Form ✓

[Save Application](#)      [Continue to Payment](#)

35. Select **“Continue to Payment”**

## Pay Now (Online Payment) & Pick Up ID Badge Renewal in Person

(NOTE: TO PAY IN PERSON AND PICK UP BADGE IN PERSON GO TO PAGE 17)

1. Select the “**Pay Now**” radio button.
2. Click on the “**Review your Payment**” button.

Home > Application > Payment

Step 2 - Payment Options

Please select payment option.  
To Do:  
1. Select one of the payment options "Pay Now" or "Pay In Person."

\$ Payment Options Denotes Required Field

\* Payment Options :  Pay Now  Pay In Person

Pay To : Palm Beach County - Consumer Affairs

Amount To Pay : \$100.00 Renewal - Home Caregiver Fee Amount

Review your Payment →

3. The “**Payment Review**” screen will display.
4. Click on the “**Edit Payment Option**” button to return to the **Payment Details** screen and make any changes.
5. Click on the “**Proceed Payment**” button.

Home > Application > Payment

Step 2 - Payment Review

To Do:  
1. To make any changes click on "Edit Payment Option" or continue to "Proceed to Payment".

\$ Payment Review

Pay To : Palm Beach County - Consumer Affairs

Amount To Pay : \$100.00

Edit Payment Option Proceed to Payment →

6. Enter the required information.
7. Click on the **“Pay Now”** button.

**Consumer Affairs Portal**

Your Order

Total Amount \$100.00

**6**

**Billing Information** \* Required field

First Name \*  
Last Name \*  
Company Name  
Address Line 1 \*  
City \*  
Country/Region \* United States of America  
State/Province \* Florida  
Zip/Postal Code \*  
Phone Number \*  
Email \*

**Payment Details**

Card Type \*

Visa  Mastercard  
 Amex  Discover

Card Number \*  
Expiration Date \*

**7** **Pay now**

**Note:** To cancel the order and return to the **“Payment Options”** page, click on the **“Cancel”** button.

8. The “**Payment Status**” screen will display.
9. Click on the “**Show Receipt**” button to display or print the Payment Receipt.
10. Click on the “Continue to Schedule Appointment” button.



11. A Payment Confirmation email is sent to the applicant.

Payment was received for the following ID badge or license as detailed below:

Paid To: Palm Beach County Board of County Commissioners  
Department/Division: Department of Public Safety, Division of Consumer Affairs

Account Holder: Veronica Edwards

Amount (US\$): 100.00 -- Renewal- Home Caregiver Fee Amount

Transaction Date: January 12, 2021

Confirmation: 831000

Please note that your Caregiver ID Badge is not approved until the application has been processed and your badge has been received.

12. The “**Appointment**” screen will display.
  - a. Choose the date you desire to make the appointment.
  - b. Choose the time you desire to make the appointment.

The screenshot shows the 'Appointment' screen. At the top, there is a navigation bar with 'Home', 'Contact Us', and 'Logout - Renew Application2'. Below the navigation bar, the breadcrumb trail reads 'Home > Application > Payment > Appointment'. A 'Back to Payment' button is visible. The main content area is titled 'Step 3 - Appointment Details' and contains the instruction: 'Please select the Date and Time you would like to arrive for your Appointment.' Below this, it says 'To Do:' followed by two steps: '1. Select the Date of your Appointment.' and '2. Select the Time of your Appointment.' The 'Appointment' section shows a date selector set to 'Wednesday February 03, 2021'. Below the date selector, there is a grid of time slots in green buttons: 11:20 AM, 11:40 AM, 1:00 PM, 1:20 PM, 1:40 PM, 2:00 PM, 2:20 PM, 2:40 PM, 3:00 PM, and 3:20 PM.

13. The “**Schedule Appointment**” screen will display.
  - a. Select **Type of Phone** from the dropdown list.
  - b. Enter the **Best Phone** number.
  - c. Click on the “**Schedule Appointment**” button.

The screenshot shows the 'Schedule Appointment' screen. At the top, there is a navigation bar with 'Home', 'Contact Us', and 'Logout - Renew Application2'. Below the navigation bar, the breadcrumb trail reads 'Home > Application > Payment > Appointment'. A 'Back to Appointment' button is visible. The main content area is titled 'Step 3 - Appointment Details' and contains the instruction: 'Please select the Date and Time you would like to arrive for the appointment.' Below this, it says 'To Do:' followed by three steps: '1. Verify your appointment Date, Time, Name, and Email.', '2. Select "Type of Phone" and enter the phone number', and '3. Click "Schedule: Appointment" to confirm the appointment'. The 'Schedule Appointment' section shows the following information: 'Appointment Date/Time : Tuesday, January 12, 2021 at 2:20 PM', 'Name : Veronica O Lee Edwards', and 'Email : pbcrenewapplication@gmail.com (Note: To modify your Email Address click here)'. Below this, there are two input fields: '\* Type of Phone : Cell Phone' (with a dropdown arrow) and '\* Best Phone : (561) 222-2222' (with a clear 'x' button). At the bottom, there is a green button labeled 'Schedule: Appointment' with a red circle 'c' and an arrow pointing to it. Red circles 'a' and 'b' are also present, with 'a' pointing to the 'Type of Phone' dropdown and 'b' pointing to the 'Best Phone' input field.

14. The “**Appointment Confirmation**” will display.  
a. Click on the “**Continue to Review**” button.

Home > Application > Payment > Appointment

← Back to Appointment

**Step 3 - Appointment Details**

Please select the Date and Time you would like to arrive for the appointment.

To Do:

1. Verify your appointment Date, Time, Name, and Email.
2. Select "Type of Phone" and enter the phone number.
3. Click "Schedule Appointment" to confirm the appointment.

**Schedule Appointment**

Appointment Date/Time : Tuesday, January 12, 2021 at 2:20 PM

Name : Veronica O Lee Edwards

Email : pbcrenewapplication@gmail.com (Note: To modify your Email Address [click here](#))

\* Type of Phone : Cell Phone

\* Best Phone : (561) 222-2222

Appointment scheduled on January 12, 2021 at 2:20 PM. Email confirmation for your appointment has been sent to your email account.

Schedule Appointment

Continue to Review →

15. An **Appointment Confirmation** email is sent to the applicant.

Your appointment has been scheduled for: January 12, 2021 at 2:20 PM.

Confirmation Number: 8DC746C6

The Division of Consumer Affairs is located at the following address:  
50 S. Military Trail, Suite 201  
West Palm Beach, FL 33415

Please bring picture identification (Driver's License or Passport) and be prepared to have your photo taken. If you have NOT already paid online, please bring payment in the form of a check, money order, Visa, Discover or MasterCard. **\*\*WE DO NOT ACCEPT CASH.**

Thank you – we look forward to seeing you soon!

If you have any questions, please contact 561-712-6600 or email [caregiveridbadges@pbcgov.org](mailto:caregiveridbadges@pbcgov.org)



# Review Application Details

1. Review your details.
  - a. Click on the **“Edit Application”** button to make changes to the application.
  - b. Click on the **“Submit Application”** to submit the application.

Home > Application > Payment > Appointment > Review

Final Step - Review Details

Review your details. Submit the application or Edit it if you need to make any changes.

To Do:

1. Review your details.
2. Click "Submit Application" to submit the application or "Edit Application" to make changes.

Review Details

This application will be processed as a Private/Independent Caregiver.

Application Type : Renewal

Appointment Date and Time : Tuesday, August 25, 2020 at 2:00 PM

Name : Henrietta Hopkins

E-Mail Address : vcastro2080@gmail.com

Address : 5011 Willes Road 207 Road 207 Apt.Coconut Creek FL 33073

Mailing Address : 5011 Willes Road Apt 207, Coconut Creek,FL 33073

Driver Lic. # : H125-320-60-915-0 Exp. Date : 11/15/2021 Date of Birth : 11/15/1960

Gender : Height : Race :

Initials : HH Submit Date : 08/12/2020 Print Name : Henrietta Hopkins

Delivery Option : Mail

Payment Date : 8/24/2020 12:43:05 PM Payment Amount : \$70.00 Payment Type : Credit Card

[Edit Application](#) [Submit Application](#)

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2. The **Application Status** notification will display.

Your application was submitted to the Palm Beach County Consumer Affairs Division on Tuesday, August 25, 2020 at 12:07:43 PM. Please note that your Caregiver ID Badge is not approved until the application has been processed and your badge has been received.

Thank you!

Home Contact Us Logout - Veronica Castro

Application Status

Applicant Name : Henrietta Hopkins

Application Type : Renewal

Status : Submitted

Submitted Date : 08/25/2020

3. A confirmation of the application submission will be sent to the e-mail address provided.

## ID Badge Pay and Pick Up In Person (Renewal)

1. Select the **“Pay in Person”** radio button.
2. Select **“Continue to Schedule Appointment”**.

Home > Application > Payment

Step 2 - Payment Options

Please select payment option.

To Do:

1. Select one of the payment options "Pay Now" or "Pay In Person."

\$ Payment Options

\* Payment Options :  Pay Now  Pay In Person

Previously you selected to Pay in Person. You can change the payment option or click Continue to an Appointment.

Continue to Schedule Appointment

3. Select the desired appointment date.
4. Select the desired appointment time.

Home > Application > Payment > Appointment

Step 3 - Appointment Details

Please select the Date and Time you would like to arrive for your Appointment.

To Do:

1. Select the Date of your Appointment.
2. Select the Time of your Appointment.

Appointment

Date : Wednesday February 03, 2021

11:40 AM 1:00 PM 1:20 PM 1:40 PM 2:00 PM 2:20 PM

2:40 PM 3:00 PM 3:20 PM

16. The **“Schedule Appointment”** screen will display.
  - a. Select **Type of Phone** from the dropdown list.
  - b. Enter the **Best Phone** number.
  - c. Click on the **“Schedule Appointment”** button.

Home > Application > Payment > Appointment

Step 3 - Appointment Details

Please select the Date and Time you would like to arrive for the appointment.

To Do:

1. Verify your appointment Date, Time, Name, and Email.
2. Select "Type of Phone" and enter the phone number.
3. Click "Schedule Appointment" to confirm the appointment.

Schedule Appointment

Appointment Date/Time : Tuesday, January 12, 2021 at 2:20 PM

Name : Veronica O Lee Edwards

Email : pbcrenewapplication@gmail.com (Note: To modify your Email Address [click here](#))

\* Type of Phone : Cell Phone

\* Best Phone : (561) 222-2222

Schedule Appointment

The “Appointment Confirmation” will display.

- a. Click on the “Continue to Review” button.

Home > Application > Payment > Appointment

Step 3 - Appointment Details

Please select the Date and Time you would like to arrive for the appointment.

To Do:

1. Verify your appointment Date, Time, Name, and Email.
2. Select "Type of Phone" and enter the phone number.
3. Click "Schedule Appointment" to confirm the appointment.

Schedule Appointment

Appointment Date/Time : Tuesday, January 12, 2021 at 2:20 PM

Name : Veronica O Lee Edwards

Email : pbcrenewapplication@gmail.com (Note: To modify your Email Address [click here](#))

\* Type of Phone : Cell Phone

\* Best Phone : (561) 222-2222

Appointment scheduled on January 12, 2021 at 2:20 PM. Email confirmation for your appointment has been sent to your email account.

Schedule Appointment

Continue to Review

17. An **Appointment Confirmation** will be sent to the e-mail address provided in the application.

Your appointment has been scheduled for: January 12, 2021 at 2:20 PM.

Confirmation Number: 8DC746C6

The Division of Consumer Affairs is located at the following address:

50 S. Military Trail, Suite 201

West Palm Beach, FL 33415

Please bring picture identification (Driver's License or Passport) and be prepared to have your photo taken. If you have NOT already paid online, please bring payment in the form of a check, money order, Visa, Discover or MasterCard. \*\*WE DO NOT ACCEPT CASH.

Thank you – we look forward to seeing you soon!

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Gender : Height : Race :

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Application Type : Renewal

Status : Submitted

Submitted Date : 08/25/2020

3. A confirmation of the application submission will be sent to the e-mail address provided.