



Division of Consumer Affairs

Home Caregiver Portal Application Manual

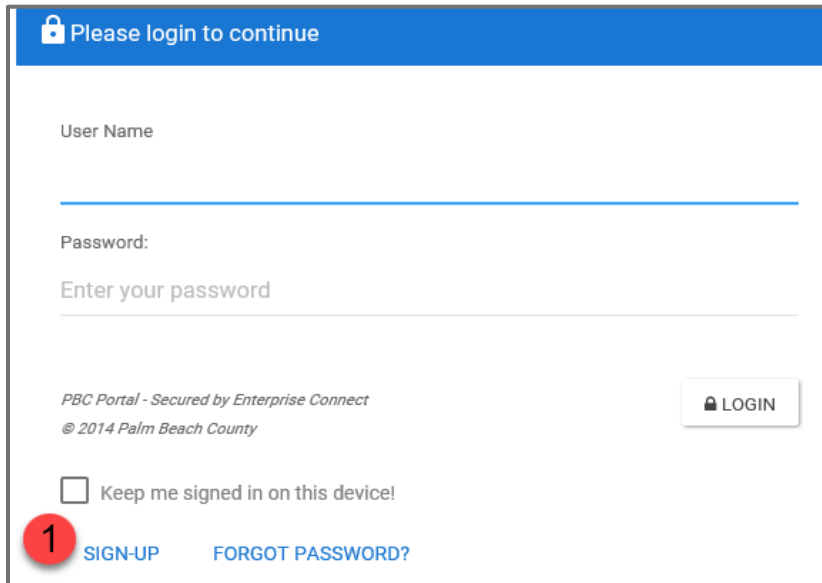
Replacement Instructions

FROM CONSUMER AFFAIRS WEBSITE

1. Go to 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

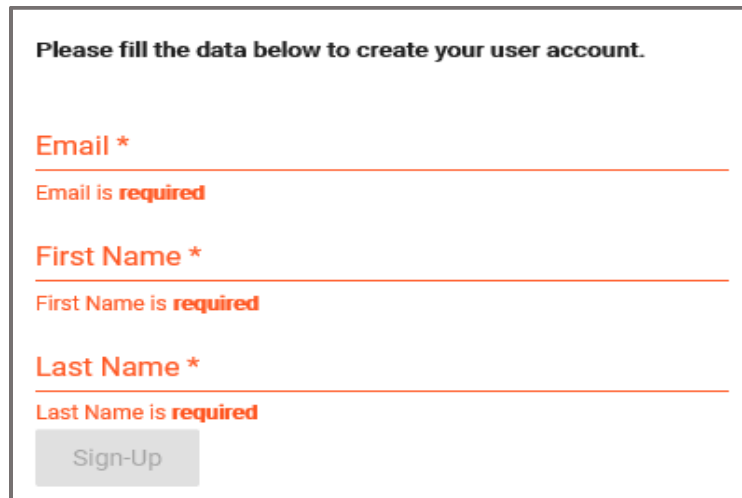
Password:
Enter your password

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.

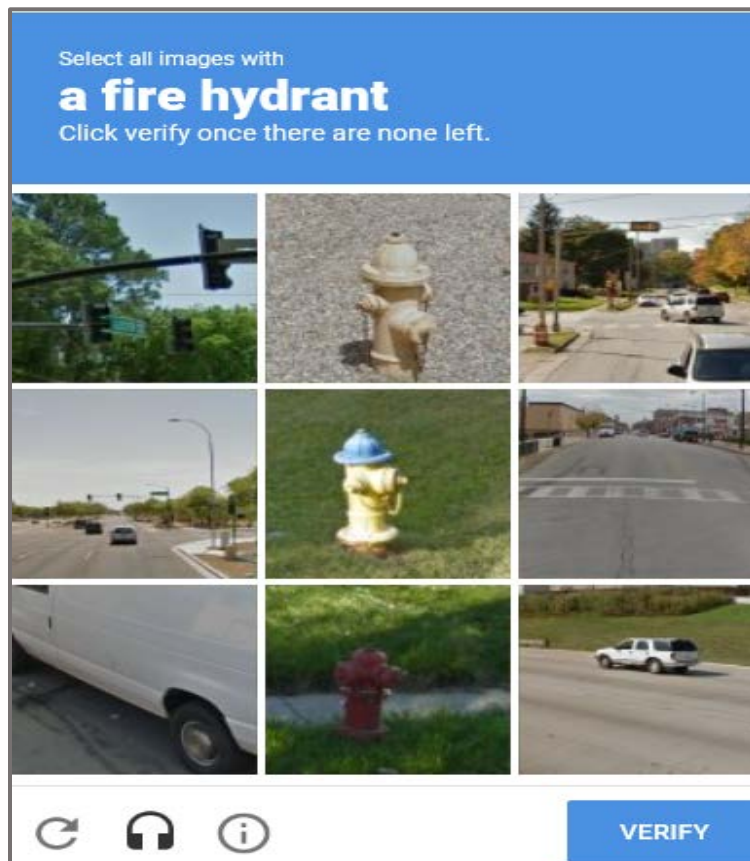
3 Email *

4 First Name *

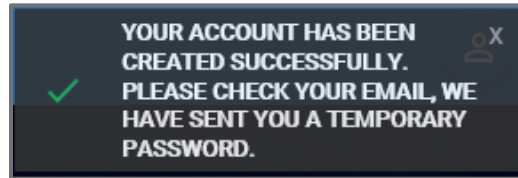
5 Last Name *

6 [Sign-Up](#)

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



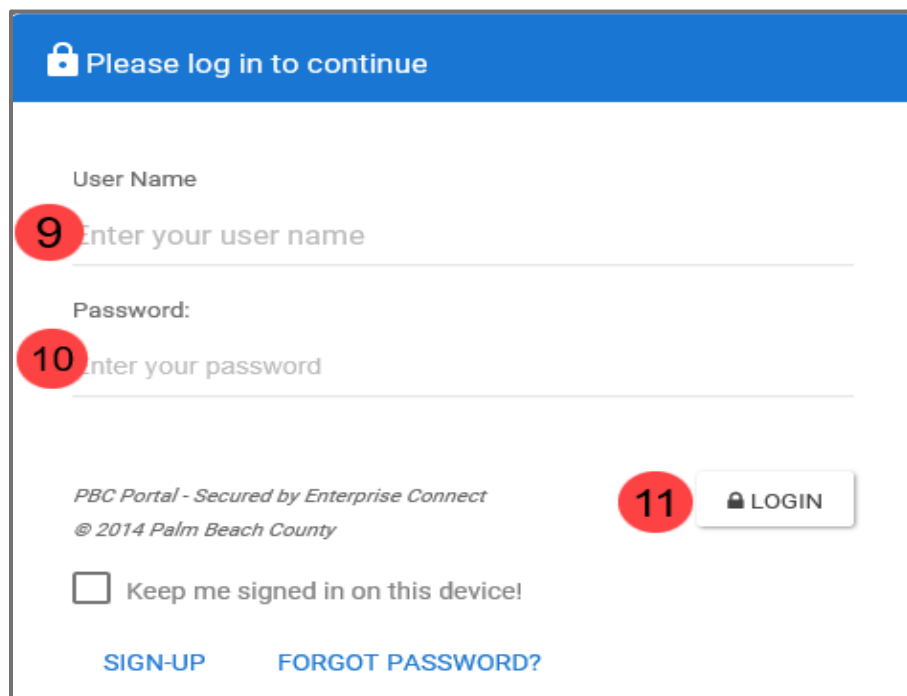
8. The following message will display on the top right-hand- side of your screen.



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

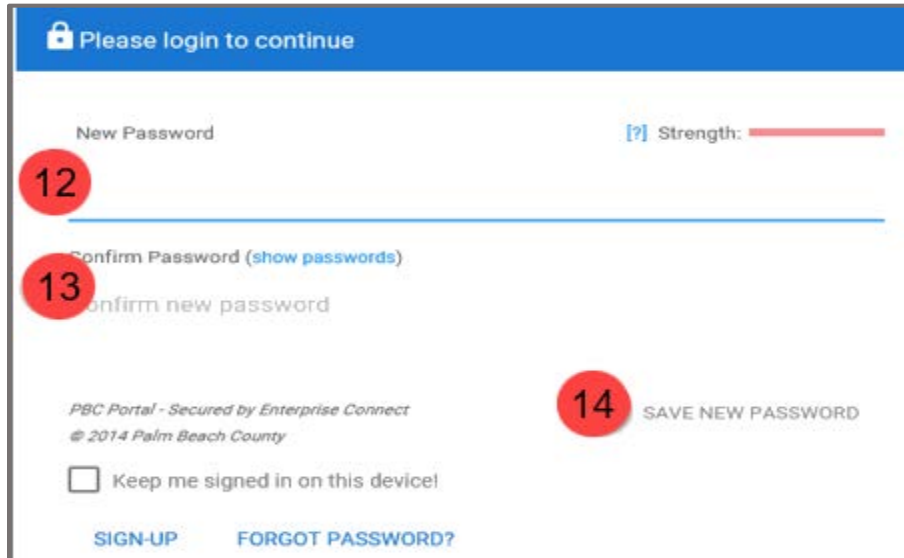
10. Enter the **Temporary Password** (check your e-mail account).

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, there are two input fields. The first is labeled "User Name" and has a red circle with the number "9" next to it, with the text "Enter your user name" inside. The second is labeled "Password:" and has a red circle with the number "10" next to it, with the text "Enter your password" inside. Below the input fields, there is a "LOGIN" button with a lock icon and a red circle with the number "11" next to it. At the bottom left, there is a checkbox labeled "Keep me signed in on this device!". At the bottom, there are two links: "SIGN-UP" and "FORGOT PASSWORD?". In the bottom left corner of the form area, there is small text: "PBC Portal - Secured by Enterprise Connect © 2014 Palm Beach County".

The following screen will display.

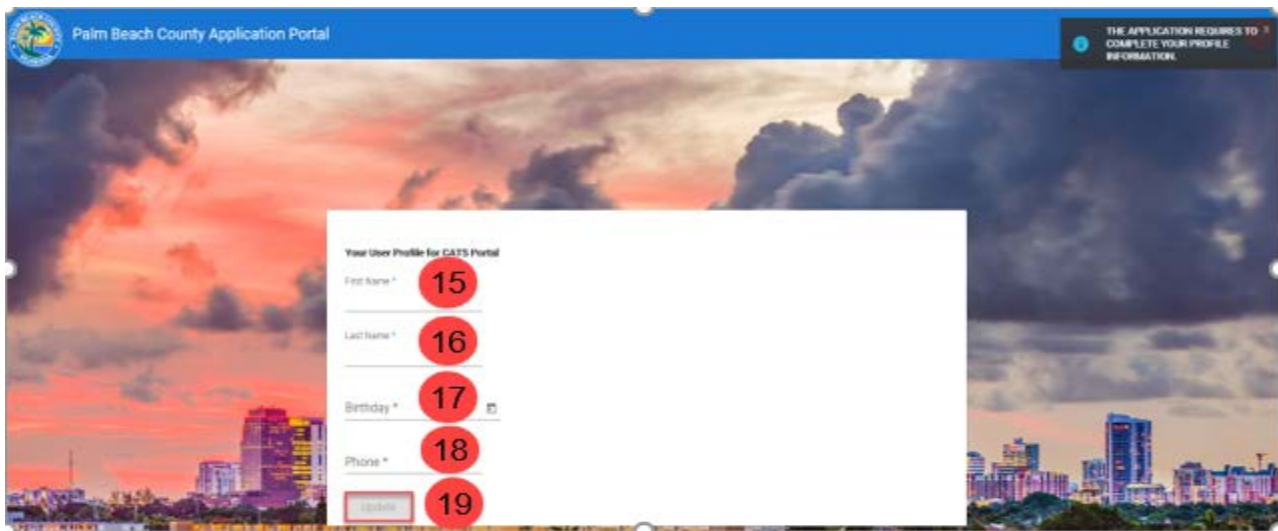
12. Enter a **New Password**.
13. Confirm **New Password**.
14. Click on “**Save New Password.**”



The screenshot shows a login page with a blue header that says "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 the right of this field 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 a "confirm new password" label. At the bottom right of the form area, there 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?". The footer text reads "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 the "Palm Beach County Application Portal" header. On the right side of the header, there is a notification that says "THE APPLICATION REQUIRES TO COMPLETE YOUR PROFILE INFORMATION". The main content area features 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.

Welcome to Palm Beach County Consumer Affairs Portal

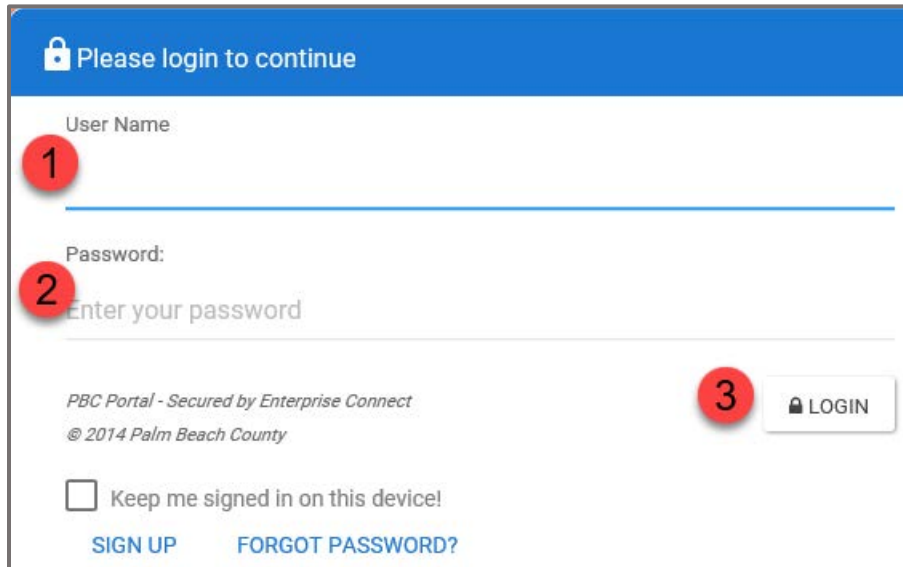
The Division of Consumer Affairs is a consumer protection agency of the Palm Beach County Board of County Commissioners position in the Public Safety Department. Consumer protections are extended to the public through licensing, investigation, informal mediation, and compliance activities. Staff consists of customer service specialists and investigators who are charged with administering the Palm Beach County Consumer Affairs, Moving, Water Taxi, Adult Entertainer Work ID, Towing, Vehicle for Hire, and Home Caregiver Ordinances. To learn more about the Division of Consumer Affairs, [click here](#).

Please choose one of the services below

- Home Caregiver...**
To register as a new Home Caregiver, renew your existing registration, or replace your card...
[Home Caregiver →](#)
- Water Taxi ...**
To register as a Palm Beach County vendor or access your vendor registration information...
[Coming soon ...](#)
- Vehicle For Hire ...**
To register as a Palm Beach County vendor or access your vendor registration information...
[Coming soon ...](#)
- Towing ...**
To register as a Palm Beach County vendor or access your vendor registration information...
[Coming soon ...](#)

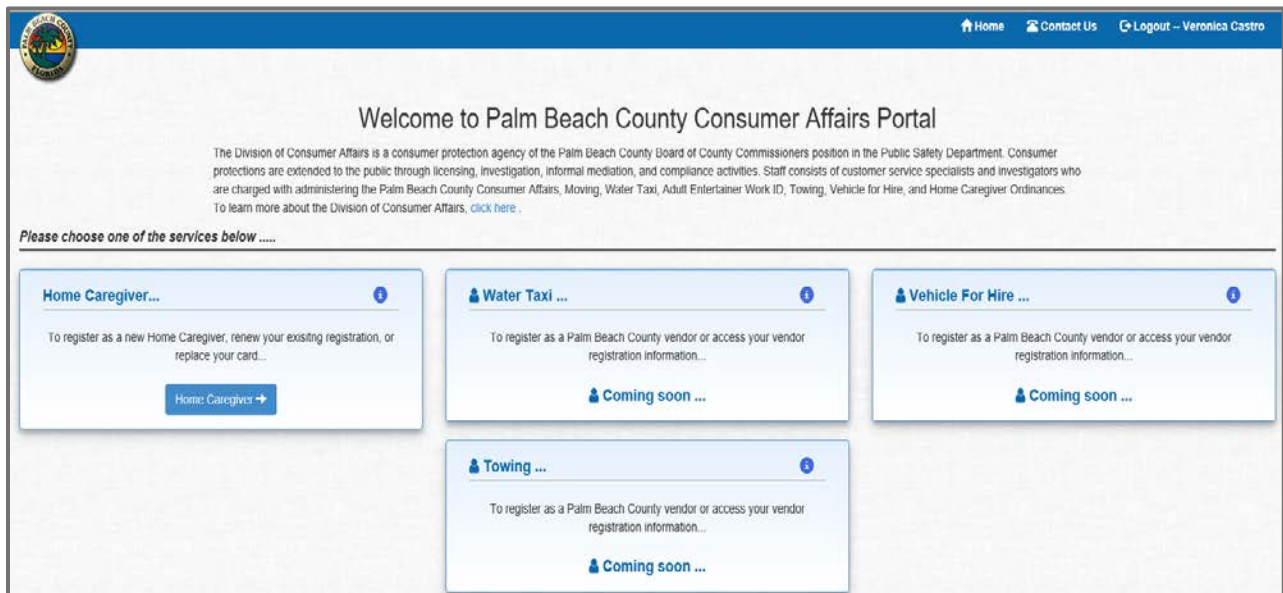
Log In

1. Enter your **User Name**.
2. Enter your **Password**.
3. Click on the “**Login**” button.



The screenshot shows a login form with a blue header that says "Please login to continue". Below the header are two input fields: "User Name" and "Password:". A red circle with the number "1" is next to the "User Name" field, and a red circle with the number "2" is next to the "Password:" label. Below the "Password:" field is a "LOGIN" button with a lock icon, which has a red circle with the number "3" next to it. At the bottom of the form, there is a checkbox labeled "Keep me signed in on this device!" and two links: "SIGN UP" and "FORGOT PASSWORD?". The text "PBC Portal - Secured by Enterprise Connect" and "© 2014 Palm Beach County" is also visible.

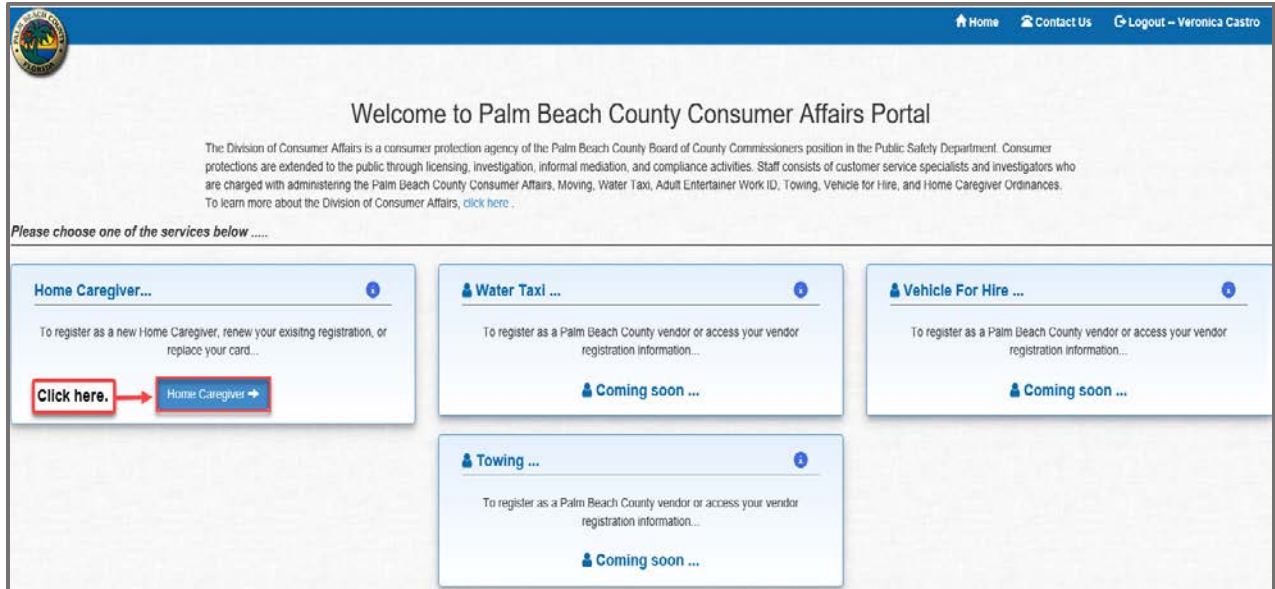
4. The **Welcome to Palm Beach County Consumers Affairs Portal** screen will display.



The screenshot shows the "Welcome to Palm Beach County Consumer Affairs Portal" page. The page has a blue header with the Palm Beach County logo on the left and navigation links for "Home", "Contact Us", and "Logout - Veronica Castro" on the right. The main content area features a welcome message and a list of services. The services are presented in a grid of four cards: "Home Caregiver...", "Water Taxi ...", "Vehicle For Hire ...", and "Towing ...". Each card has a description and a "Coming soon ..." button. The "Home Caregiver..." card has a "Home Caregiver" button with a right-pointing arrow.

ID Badge Replacement

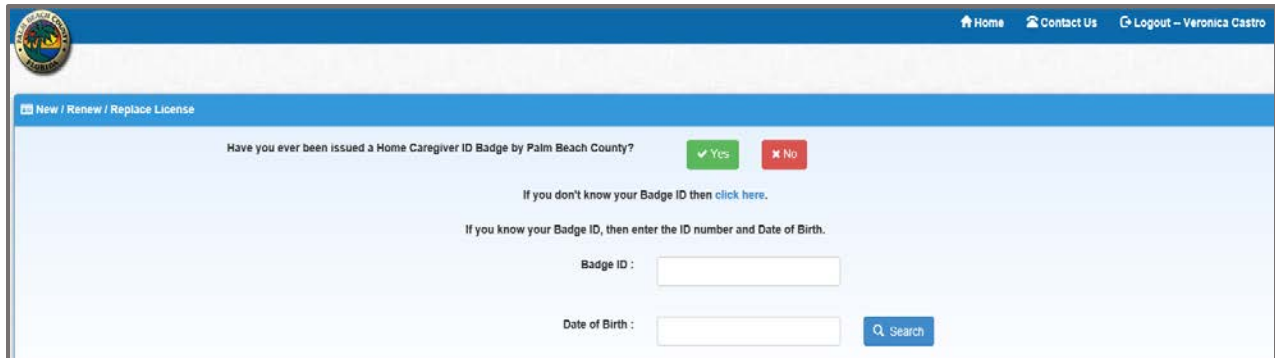
1. Click on the “Home Caregiver” button.



2. The “New/Renew/Replace License” screen will display. Click on the “Yes” button.



3. The following screen will display.



4. Enter the Badge ID.
 - a. Click in the Date of Birth field, and a calendar will appear.
 - b. Enter the Date of Birth.
 - c. 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? 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 :

5. 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? 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 :

Continue to Update or Confirm your information.

Name : Adina El Haim

Badge Number : HC118

Address : 2109 Lake Bass Circle, Lake Worth, FL 33461

License Expire : 04/08/2021

6. Click on the **“Replacement ID Badge”** button.

Home Contact Us Logout – Veronica Castro

New / Renew / Replace License

Name : Adina El Haim

Badge Number : HC118

Address : 2109 Lake Bass Circle, Lake Worth, FL 33461

License Expire : 04/08/2021

Select this option if your ID Badge is lost, stolen, or damaged but is still current (not expired). A new card will be printed, but the expiration date, picture, and caregiver name remain unchanged—it's a duplicate of the original information.

7. The “**ID Badge Replacement Request**” screen will display.
 - a. Enter **Printed Name**.
 - b. **E-Mail address** displays by default.
 - c. Enter **Initials**.
 - d. Click on the “**Save**” button.
 - e. The “**ID Badge Replacement Request saved successfully**” message will display.
 - f. Click on the “**Continue to Payment**” button.

The screenshot shows a web application interface for an ID badge replacement request. At the top, there is a navigation bar with 'Home', 'Contact Us', and 'Logout - Veronica Castro'. Below this is a breadcrumb trail 'Home > Application' and a title 'ID Badge Replacement Request'. The main content area displays 'Home Caregiver Fee Amount - \$15.00' and a statement: 'I hereby request a replacement of previously issued ID Badge.' The form fields are: 'Badge ID: HC118', '* Printed Name: Adina El Haim', '* E-Mail Address: vcastro2080@gmail.com', 'Date: 06/08/2020', and '* Initials: AEH'. A green banner at the bottom contains the message 'ID Badge Replacement Request saved successfully.' Below the banner are three buttons: 'Save', 'Cancel', and 'Continue to Payment'. Red circles with letters 'a' through 'f' are placed over the form fields and buttons to indicate the steps described in the text. Red arrows point from the 'Save' button to the success message and from the success message to the 'Continue to Payment' button.

Note: To return to the home page, click on the “**Cancel**” button.

Payment

Pay Now (Online Payment)

NOTE: To pay in person, skip this portion and start at page 13

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

Home > Application > Payment

← Back to Application

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

1 * Payment Options : Pay Now Pay In Person

Pay To : Palm Beach County - Consumer Affairs

Amount To Pay : \$30.00 New - Home Caregiver Fee Amount

2 → Review your Payment →

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

Home > Application > Payment

← Back to Application

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 : \$30.00

4 Edit Payment Option

5 Proceed to Payment →

Enter the required information.

6. Click on the “**Pay Now**” button.

Consumer Affairs Portal

Your Order

Total Amount \$30.00

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 *

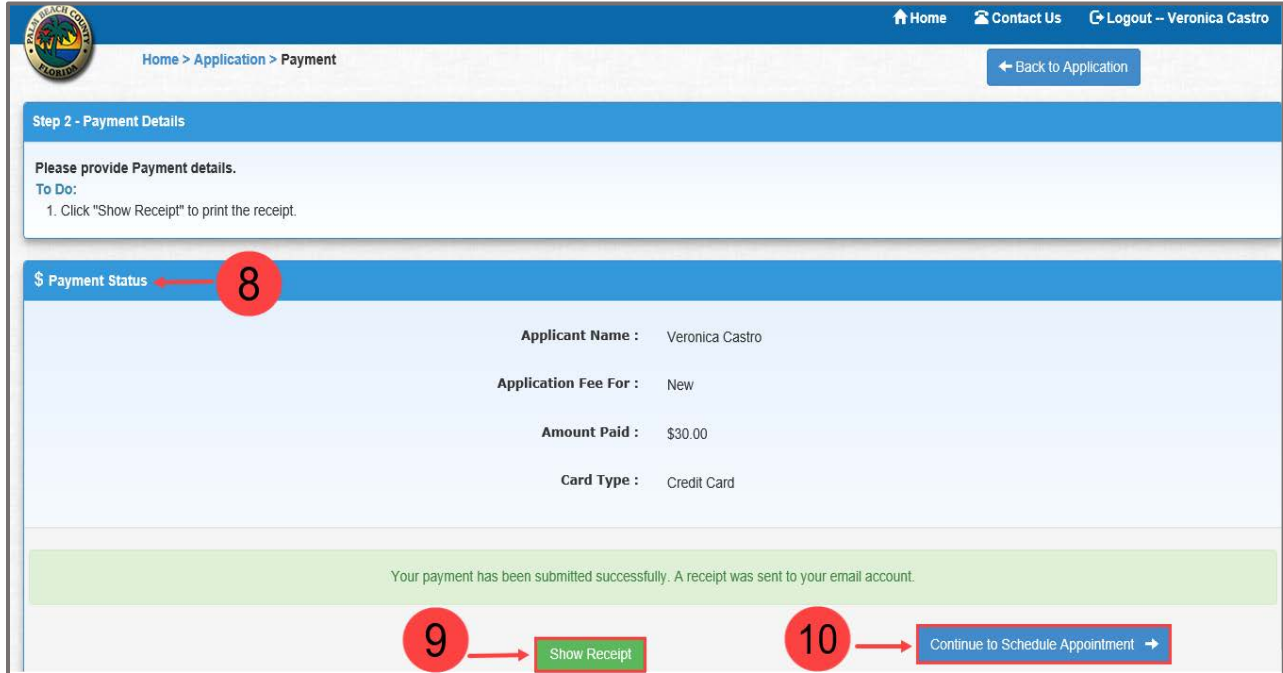
Visa Mastercard
 Amex Discover

Card Number *
Expiration Date *

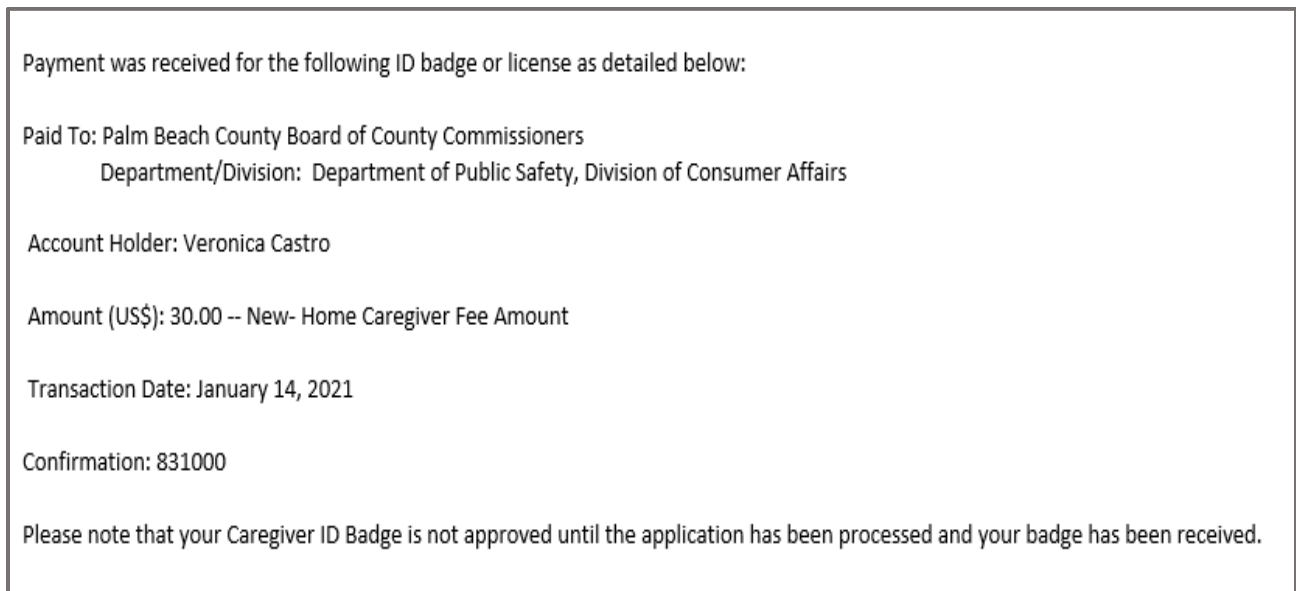
7 → **Pay now**

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 will be sent to the e-mail address provided..



Pay In Person

1. Select the “Pay In Person” radio button.

Home > Application > Payment

Step 2 - Payment Details

Please provide Payment details.

To Do:

1. Select one of the payment options, "Pay Now" or "Pay In Person."
2. Provide credit card details if you select the "Pay Now" option.

\$ Payment Details * Denotes Required Field

Payment Option : Pay Now Pay In Person

Home Contact Us Logout -- Veronica Castro

Back to Application

2. Click on the “Save” button.

Home > Application > Payment

Step 2 - Payment Details

Please provide Payment details.

To Do:

1. Select one of the payment options, "Pay Now" or "Pay In Person."
2. Provide credit card details if you select the "Pay Now" option.

\$ Payment Details * Denotes Required Field

Payment Option : Pay Now Pay In Person

Save

Home Contact Us Logout -- Veronica Castro

Back to Application

3. Click on the “Continue to Review” 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

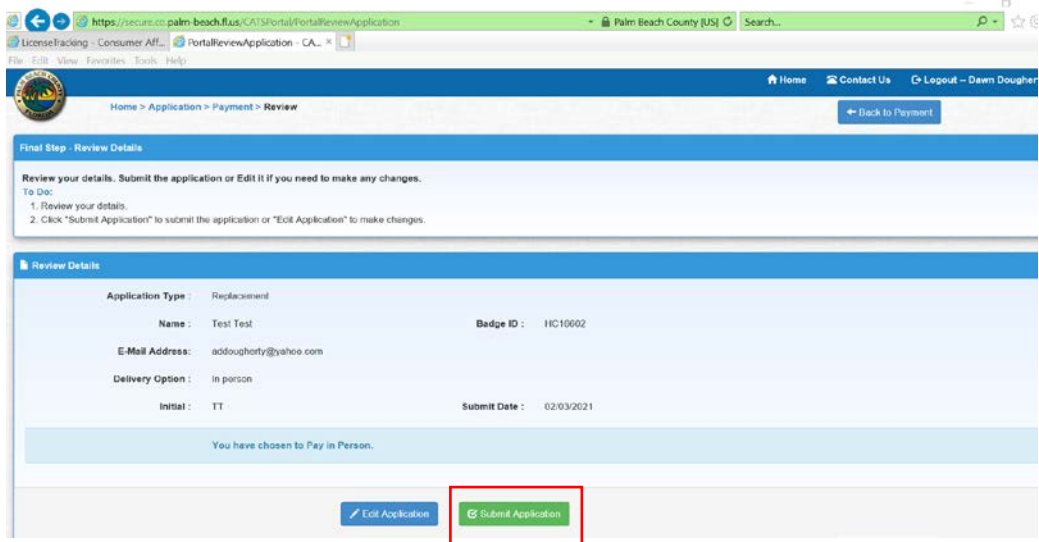
Previously you selected to Pay in Person. You can change the payment option.

Continue to Review →

Home Contact Us Logout -- Dawn Do

Back to Application

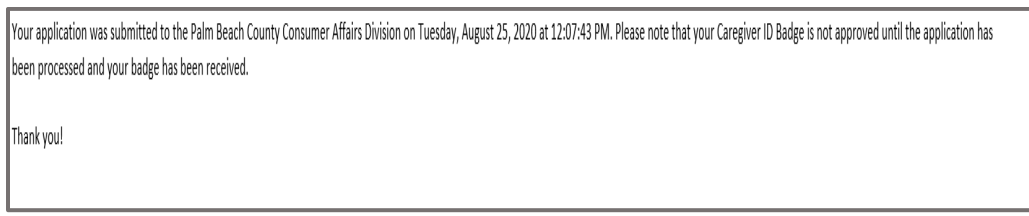
4. Submit the application



5. Application Status Screen Appears



6. An email will generate confirming the replacement request.



7. Logout