



QUICK START GUIDE

FROM CONSUMER AFFAIRS WEBSITE

1. Go to www.pbcgov.com/consumer
2. Select Vehicle for Hire from the menu
3. Select “Apply for VFH Driver ID Badge”
4. Select “Apply Here”

Sign Up (First Time Users)

1. Click on the “Sign-Up” link.

Please login to continue

User Name

Password:

Enter your password

PBC Portal - Secured by Enterprise Connect
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☐ 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.

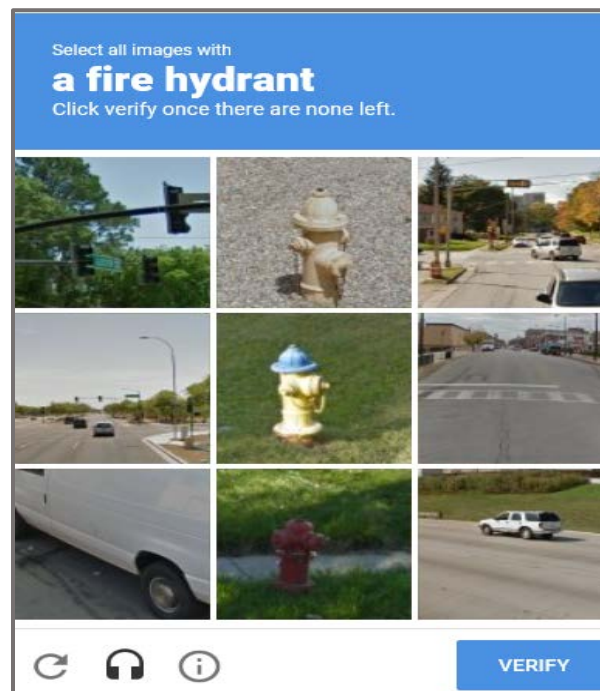
3 Email *

4 First Name *

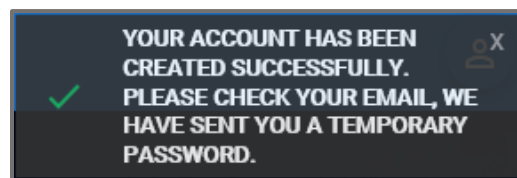
5 Last Name *

6 **Sign-Up**

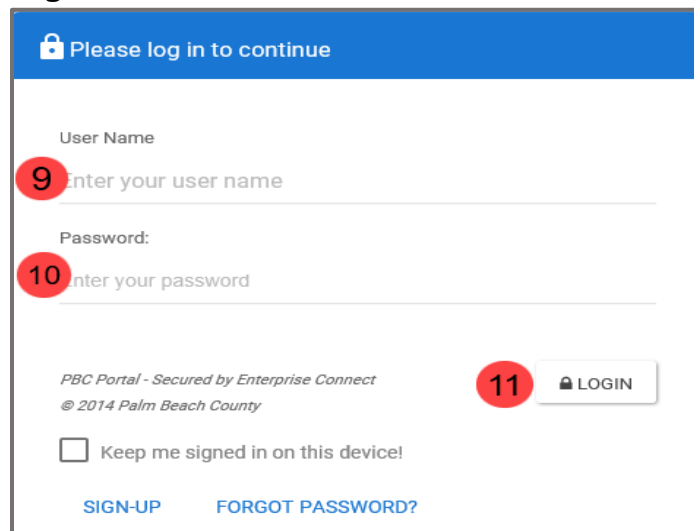
7. Select the images as instructed on the security screen, if prompted.



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



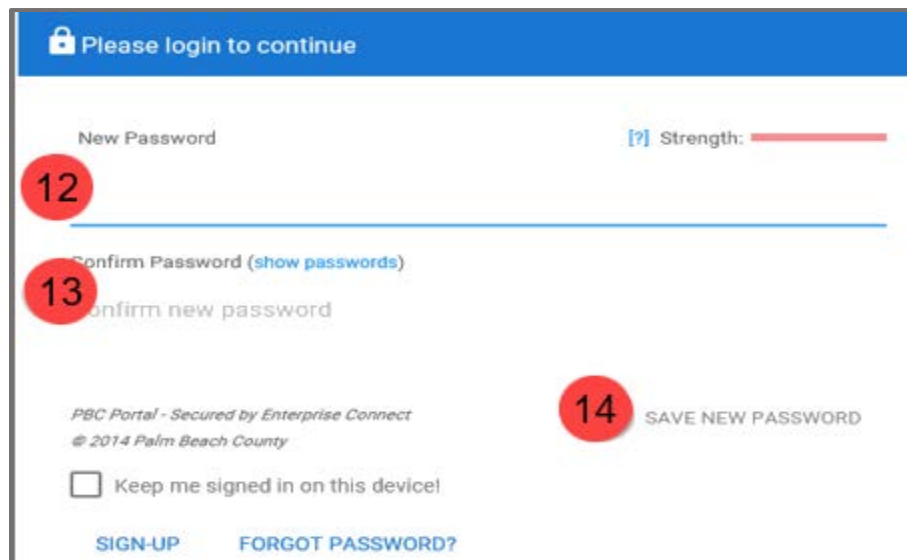
9. Enter your **User Name**. (The **User Name** is your Email Address).
10. Enter the **Temporary Password** (check your e-mail account). Delivery may take a few minutes. (TIP: Check to make sure it wasn't delivered to your spam or trash folder)
11. Click on the "**Login**" button.



The image shows a login screen for the PBC Portal. At the top, a blue header bar contains a lock icon and the text "Please log in to continue". Below this, the form has two input fields: "User Name" and "Password:". The "User Name" field is marked with a red circle containing the number 9, and the "Password:" field is marked with a red circle containing the number 10. Below the password field, there is a "LOGIN" button marked with a red circle containing the number 11. The button has a lock icon and the text "LOGIN". Below the login button, there is a checkbox labeled "Keep me signed in on this device!". At the bottom of the form, there are two links: "SIGN-UP" and "FORGOT PASSWORD?". The footer text reads "PBC Portal - Secured by Enterprise Connect" and "© 2014 Palm Beach County".

The following screen will display.

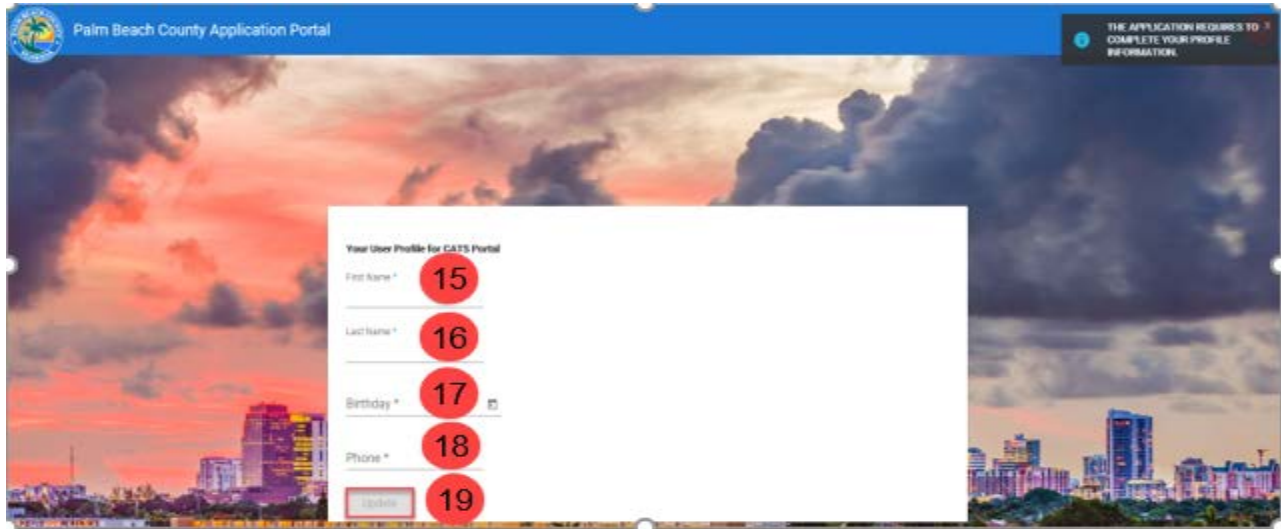
12. Enter a **New Password**.
13. Confirm **New Password**.
14. Click on "**Save New Password.**"



The image shows a "New Password" screen for the PBC Portal. At the top, a blue header bar contains a lock icon and the text "Please login to continue". Below this, the form has two input fields: "New Password" and "Confirm Password (show passwords)". The "New Password" field is marked with a red circle containing the number 12, and the "Confirm Password" field is marked with a red circle containing the number 13. To the right of the "New Password" field, there is a "Strength:" indicator with a red bar. Below the "Confirm Password" field, there is a "SAVE NEW PASSWORD" button marked with a red circle containing the number 14. The button has a lock icon and the text "SAVE NEW PASSWORD". Below the save button, there is a checkbox labeled "Keep me signed in on this device!". At the bottom of the form, there are two links: "SIGN-UP" and "FORGOT PASSWORD?". The footer text reads "PBC Portal - Secured by Enterprise Connect" and "© 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.

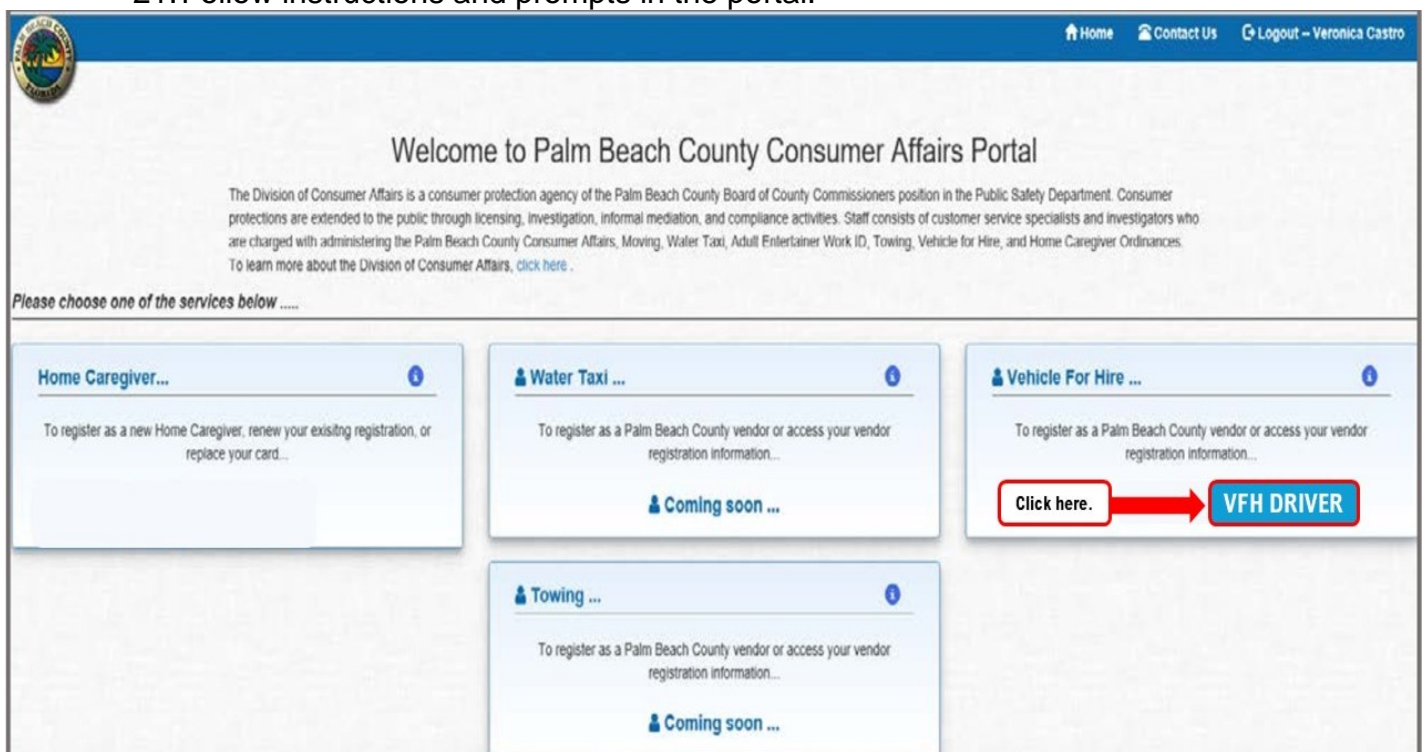


The screenshot shows the 'Palm Beach County Application Portal' header. A central white box titled 'Your User Profile for CAYS Portal' contains the following fields:

- First Name *** with a red circle containing the number 15.
- Last Name *** with a red circle containing the number 16.
- Birthday *** with a red circle containing the number 17 and a calendar icon.
- Phone *** with a red circle containing the number 18.
- An **Update** button with a red circle containing the number 19.

A notification in the top right corner states: 'THE APPLICATION REQUIRES TO COMPLETE YOUR PROFILE INFORMATION.' The background features a city skyline at sunset.

20. Click on the **“VFH Driver”** button.
21. Follow instructions and prompts in the portal.



The screenshot shows the 'Welcome to Palm Beach County Consumer Affairs Portal' page. The header includes the Palm Beach County logo and navigation links: Home, Contact Us, and Logout – Veronica Castro.

The main content area includes a welcome message and a list of services to choose from:

- Home Caregiver...** (Information icon): To register as a new Home Caregiver, renew your existing registration, or replace your card...
- Water Taxi ...** (Information icon): To register as a Palm Beach County vendor or access your vendor registration information... **Coming soon ...**
- Vehicle For Hire ...** (Information icon): To register as a Palm Beach County vendor or access your vendor registration information... **Click here.** → **VFH DRIVER**
- Towing ...** (Information icon): To register as a Palm Beach County vendor or access your vendor registration information... **Coming soon ...**