Veteran Business Resource Registry

Assistance Program Pages

User Guide

for

Registering Assistance Programs

The Center for Veterans Enterprise (CVE)
U.S. Department of Veterans Affairs
Washington, D.C. 20420.

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Registering As A User

In order to register an Assistance Program, we ask that you first set up an Account following the simple steps on this page. Once you have set up an Account you may immediately use the "Registration" section to create listing(s) of your Assistance Program(s). You may also return later, through the "Account Center" to add Assistance Programs or change Assistance Program details.

What is an Account

An Account is a private area of the web site set up by an individual who can then use it administer information about Assistance Programs.

Your Account is the identity you use when visiting the site to maintain your listings. Once you have created your Account , you can use it as often as you need to, to register, edit or delete Assistance Programs and to change your Account information.

Creating an Account

Creating your Account is a short process requiring a small amount information, sufficient to create an identity.

How To Create an Account

The account should be set up by the person who is responsible for maintaining the listings of your Assistance Programs. The person named here will not be listed as the contact for the Program, unless named during the "Registration" process.

Remember the username (email address) you choose and the password you create. You need this when returning to the site through the "Account Center".

1. On the home page, click “Register Your Program”.
2. On the “What is an Assistance Program?” click “Register Your Program”
3. On the “Create Your Account” page enter the following information.
   Fields marked with * are mandatory:
   - **First Name ***
     This field is mandatory
   - **Last Name ***
     This field is mandatory
   - **Organization**
     In the "Organization" field, please write the name of the Organization responsible for the Program(s) being registered, not the name of the Program itself. Program details, including the name of the Program are recorded later in the registration process.

- **Address**
- **City**
- **State: Select a State**
- **Zip:**
- **Phone:**
- **Email ***
  This field is mandatory

  The email address entered in this field will double as your login identification when you revisit the site. A valid address must include a "@" character, and a ".".

- **Re-type Email ***
  This field is mandatory

  Because of the importance of this piece of information, you are asked to verify it by typing it a second time.

- **Password ***
  This field is mandatory

  Enter a password to use when revisiting the site. This value must be at least 6 characters long.

  NOTE: When you type your password into the text box, the characters will not appear as you typed them but will be replaced with dots or stars. This is to help protect the security of your password.

- **Re-type Password ***
  This field is mandatory

  Because of the importance of this piece of information, you are asked to verify it by typing it a second time.

4. Click "Save & Continue" to save your Account Information and move to the next page.

   The "Create Your Assistance Program Profile" page is opened.

   The creation of Your Account is complete.

   You now have the choice of beginning to register a Program Profile or of leaving the site.

   - **To leave the site, click "Log Out"**
   - **To begin registering an Assistance Program Profile see Registering An Assistance Program**

Using Your Account

Logging Into Your Account

Once you have created Your Account you may log in to it at any time to perform tasks including changing Your Account Information; and registering, changing or deleting an Assistance Program Profile.

How to Log Into Your Account

1. On the home page, click on "Account Login" (located on the upper right corner of the page)
2. On the "Please Log In" page, enter your
   - **Email**
     This is the email address you used when you created Your Account.
   - **Password**
     This is the password you entered when you created Your Account.

Retrieving A Forgotten Password

If you forget your password, you can send an automated request to the system to email you your password.

How to Retrieve Your Forgotten Password

1. On the home page, click on "Account Login" (located on the upper right corner of the page)

   The "Please Log In" page opens.
2. If you have forgotten your password, click "Did you forget your password?"

   The "Retrieve Forgotten Password" page opens.
3. Enter the email address you used when you created Your Account and click the "Send my password" button.

   Your password will be sent to that email account.

Viewing Your Account

Viewing Your Account displays the contact information you have stored about yourself and a summary of Assistance Programs you have registered.

How to view your Account

4. Log Into Your Account (see Logging Into Your Account)

   The page displays "Welcome to your Account center, Your Name" and lists your Account Details and your Assistance Program Profiles

Changing Your Account Details

You may use the Account Manager to change all details of your Account except your email address.

How to Change General Details

To change your Account details, you must be logged into Your Account. See "Logging Into Your Account".

5. Click on "Edit account owner information"

   The "Edit Your Account " page opens, displaying a field containing your Account Owner Information.

6. Make changes to information by moving the cursor into the relevant field and deleting existing information or typing new information.

7. Click "Save & Continue"

   The "Account Center" page opens, displaying your new Account Owner Information.

How to Change Your Password

You can change your Password in the same way as you change other account information. See "How to Change General Details".

How to Change Your Email ID

Your email address is also your username and therefore cannot be changed. If you no longer have access to the email address you chose when you signed up for your account, you can create a new account. This account should be created with a different email address that you do have access to. You can then move the program profiles from your old account to your new account.

Administering Your Program Profiles

What is a Program Profile?

A Program Profile is information stored on VBRR about a Veteran Assistance Program. The Program Profile typical includes information about the type of assistance offered, eligibility to apply, locations, contact details and other supporting information.

Managing Your Program Profiles

Registering An Assistance Program

You may register as many Assistance Programs as you are offering. Programs can be registered in any order and you may enter them all in one session or come back at another time to do so. You may also begin registering an Assistance Program by entering basic information and coming back later to complete the information.

You may register Assistance Programs that are not yet ready to be publicized, and mark them as "unsearchable" until they are ready.

Register your Assistance Program by entering relevant details in the registration section of the site. Once you have registered your Assistance Program, CVE Administration will be alerted to the new entry, and will view the entry for approval. If approved it will then be viewable by the public, if you have chosen for it to be searchable.

How to register an Assistance Program

1. To Register an Assistance Program, you must be logged into your Account. See "Logging Into Your Account".
2. On the Account Center page, under Assistance Program Profiles, click "Create a new profile".

   The first "Create Your Assistance Program Profile" page is opened.

Program Information

3. On the "Create Your Assistance Program Profile" page, under Program Information, enter the following information (Fields marked with * are mandatory):
   - **Program Name: ***
     This is the name of the Program for which your organization is the point of contact. It may have the same name as your organization.
   - **Brief Description of Your Program:**
     (maximum 1000 characters) This summary will be displayed against your directory listing to give a user a quick overview of your service. Please use natural language. (Later in the registration process you will be given an opportunity to insert a list of keywords that will be used by the database to identify your program.) This field is not mandatory.

- **Web Site:**
  http:// If you have a web site containing information about the program, please enter web site address (or URL). Make sure to enter the complete address, and not including the characters “http://”

Program Type

4. Under Program Type, enter the following information (Fields marked with * are mandatory):

   - **Assistance Categories: ***
     Indicate which type or types of assistance your Assistance Program offers. From the following list, check all that apply:

- Startup
- Financing
- Training
- Procurement
- Business Development

  - **Service Limits: ***
    Indicate who is eligible to use the services of your Assistance Program. Choose one of the following

- Limited to Disabled Veterans

  Choose “Limited to Disabled Veterans” if only disable veterans may use your service.

- Limited to Veterans

  Choose “Limited to Veterans” if all veterans may use the Assistance Program service.

- No Limits

  Choose “No Limits” if your service is available to all, including non-veterans.

Service Area

5. Under “Service Area” , enter the following information (Fields marked with * are mandatory):

   - **Choose States covered by your program: ***
     (Select all that apply)

     Select the states in which participants must operate their business in order to be eligible for your program.

I. If the program is available to participants throughout the United States:

i. Select
-----Select all states--------

ii. After you have made your selection, click "Choose"

The next screen gives you an opportunity to confirm or change your State selection.

iii. To confirm your state selection, Save
OR

To change your state selection, click Change

II. If the program is available to participants in specific States only:

i. Select the state or states for which the program is available.
To select multiple Locations, hold down the Ctrl key (Command key for Macs) while clicking your selections.

ii. After you have made your selection, click "Choose"

The next screen gives you an opportunity to confirm or change your State selection.

iii. To confirm your state selection, Save
OR

To change your state selection, click Change.

III. If the program is available in one State only you are given the option of choosing counties within that state

i. Select the county or counties for which the program is available.
To select multiple Locations, hold down the Ctrl key (Command key for Macs) while clicking your selections.

ii. After you have made your selection, click "Choose"

iii. The next screen gives you an opportunity to confirm or change your County selection.

iv. To confirm your Counties selection, Save
OR

To change your Counties selection, click Change.

IV. If the program is available in one county only, you are given the option of choosing cities within that county.

i. Select the city or cities for which the program is available.
To select multiple Locations, hold down the Ctrl key (Command key for Macs) while clicking your selections After you have made your selection, click "Choose"

ii. The next screen gives you an opportunity to confirm or change your Cities selection.

iii. To confirm your Cities selection, Save
OR

iv. To change your Cities selection, click Change.

Additional Details

6. Under "Additional Details" , enter the following information (Fields marked with * are mandatory):

  - **Funding Source:**
    Select one from

- Federal
- State
- Local
- Other / Private

  - **Year Established:**
    Select the year in which the Program was established
  - **Funds Expire:**
    If the funds are available for use within a limited time only, choose "Yes". If thefunds are available indefinitely, choose "No".
  - **If Yes, enter expiration details:**
    If you chose Yes for "Funds Expire", enter expiration details, for example, "this program is available until January 1, 2008." (maximum 250 characters)
  - **Fees Charged for Services: ***
    If the any kind of fee is charged for applying for or enrolling in this Program, choose "Yes".
  - **If Yes, enter expiration details:**
    If you chose "Yes" for "Fees Charged for Services" give details of fees:

    Example: $25 application fee. (maximum 250 characters)
  - **Assistance Limits:**
    Examples: Limited to the first 500 veteran businesses. Funding is limited to $5,000 per veteran business.

    (maximum 250 characters)

- **Additional Keywords Related To Your Program:**
  Example: Loans, Small Business

  Separate your keywords with commas.

  (maximum of 250 characters)

Office Locations

"Office Locations" is the page on which to enter contact information for the Program. You may enter as many office locations as you need, so that if the Program is administered or available at several different sites, users can find the site nearest them.

You are also asked to identify the primary location or head office for this Program.

7. Under "Office Locations" , enter the following information (Fields marked with * are mandatory):
   - **Office Title:**
     Examples: Main Office, Branch Office, West Coast Office
   - **Address: ***
   - **City: ***
   - **State: ***
   - **Zip: ***
   - **Phone: ***
   - **Days and Hours of Service ***
     Note: Format is "9:00AM"
8. After you have entered all of the information for a location click "Save This Location"

   You will then see a page which displays the location information that you entered.

   i. If it is not correct, click "Edit" next to the record, and make changes. Alternatively you can come back through the Account Center and make changes later.

   OR

   ii. If it is correct, choose Save or Add Another Location.)
9. When you have finished creating records for "Office Locations" click "Save & Finish"

   The "Confirm Your Profile Information" is displayed.
10. If the information is not correct, click "Edit this information" next to the record you need to change.

    OR

    If the information is correct, click "Confirm"

Make Searchable / Make Not Searchable

To allow users to search for and view your listing, you need to make the entry "Searchable". This option is currently not available until after the listing has been approved by CVE administration. So when you receive your email notification that your

Assistance Program record has been approved, you need to revisit the site to make your listing searchable.

11. To make your Assistance Program searchable, you must be logged into your Account. See “Logging Into Your Account”.
12. Next to the listing you want to make searchable click “Make Searchable”

Viewing your Program Profiles list

Viewing Program Profile details

1. To view an Assistance Program, you must be logged into your Account. See “Logging Into Your Account”.
2. On your Account Center page, locate the program profile that you would like to view and click the “View” link

Editing A Program Profile

You may change details of a Program Profile at any time, whether or not it has been approved and whether or not it is “Searchable”

How to change a Program Profile

1. To change a Program Profile, you must be logged into Your Account. See “Logging Into Your Account”.
2. On your Account Center page, locate the program profile that you would like to change and click the “Edit” link

Hiding A Program Profile (Making Not Searchable)

Hiding a Program Profile makes it invisible to the public. It can still be viewed by you and by Administrative Staff. A Program Profile awaiting approval can be “Searchable” or “Not Searchable”. This will not affect whether or when it is approved.

The Searchable / Not Searchable status of each Program Profile, must be changed individually.

How to hide (make not searchable) a Program Profile

1. To hide an Assistance Program, you must be logged into your Account. See “Logging Into Your Account”.
2. Scroll down the page to see your Assistance Program Profiles.
3. Against the Program Profile that you wish to make Searchable, click “Make Not Searchable”

   The Program Profile is now invisible to public visitors browsing or searching the web site.

Unhiding A Program Profile (Making Searchable)

Unhiding a Program Profile makes it visible to the public. A Program Profile awaiting approval can be “Searchable” or “Not Searchable”. This will not affect whether or when it is approved.

The Searchable / Not Searchable status of each Program Profile, must be changed individually.

How to unhide (make searchable) a Program Profile

1. To unhide an Assistance Program, you must be logged into your Account. See “Logging Into Your Account”.
2. Scroll down the page to see your Assistance Program Profiles.
3. Against the Program Profile that you wish to make Searchable, click “Make Searchable”

   If the Program Profile has been approved by CVE Administration, it is now visible to public visitors browsing or searching the web site. If I has not yet been approved, it will be visible to visitors immediately it is approved.

Deleting A Program Profile

Any Program Profile can be deleted by you, the Account Owner, at any time. Once a Program Profile has been deleted, it is permanently erased and cannot be re-instated. If you wish to restore a deleted Program Profile, you must re-create the Program Profile. See Registering An Assistance Program.

How to delete a Program Profile

1. To delete an Assistance Program, you must be logged into your Account. See “Logging Into Your Account”.
2. Scroll down the page to see your Assistance Program Profiles.
3. Next to the Program Profile you wish to delete, click “Delete.” A confirmation window will appear which displays the name of the profile. If the correct profile is displayed and you want to proceed with the deletion, click “Ok”. To cancel, click “Cancel.”

   CAUTION: Deleting a profile is a permanent action and cannot be undone. Please do not delete a profile unless you’re certain you don’t want access to it in the future. If you would like to temporarily disable a profile, do not delete it. Instead choose the “Make Not Searchable” option (located just to the right of the delete button).

Contacting the CVE

At times you may need to contact the CVE for technical support or other advice.

The most recently contact details for the CVE are listed are listed on the web site under "Contact Us".

If you are unable to access the web site,

call toll free:	(866) 584-2344
e-mail:	app@mail.va.gov