

Subsidy Vendor Agreement System (SVAS) – USER GUIDE

To help guide you through the registration process as a first-time user, please read and follow the directions below **before** you review and sign your new vendor agreement:

1. You will receive an email from the Child Care Subsidy Program

From: vendor.manager@dss.virginia.gov

Subject: DSS requests that you sign the subsidy vendor agreement for vendor at [your physical address will be printed here]

REMEMBER: Your **User ID#** is your **VENDOR ID#**.

2. Carefully READ the email and WRITE down the **temporary** password. [NOTE: the password must be 'typed' in and is case sensitive]

You have been assigned a temporary password for the Subsidy Vendor Agreement System as shown below:

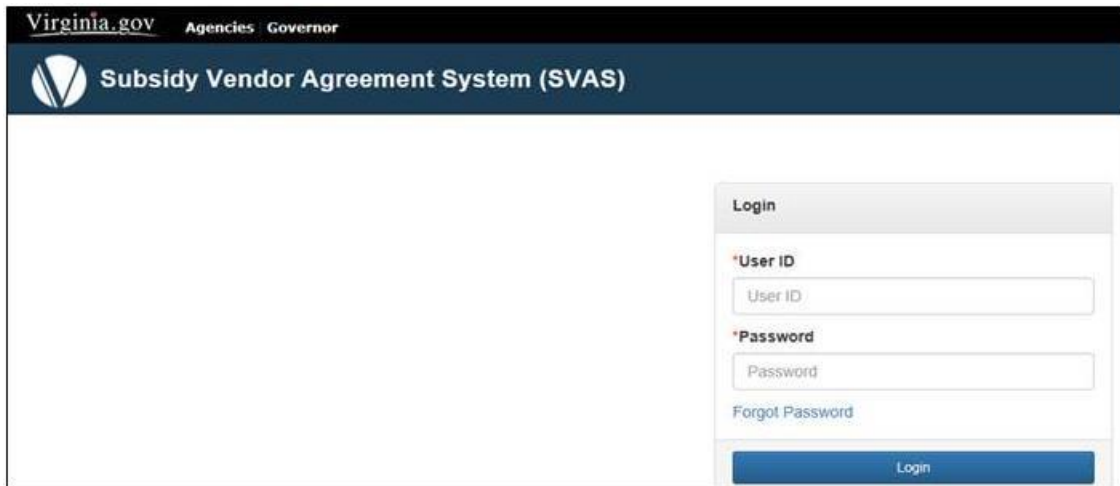
JEetbPPb

This password will expire on 12/26/2016 so you will need to set a new password before the expiration date.

3. Move your cursor over the word [link](#) and click.

The Department of Social Services requires that you sign a Subsidy Vendor Agreement in order to serve subsidy children. For the vendor facility listed above, please access and sign the vendor agreement online within the next seven days at the following [link](#).

4. On the login screen, please enter your User ID (**Vendor ID#**) and **temporary** password provided in the email. NOTE: the temporary password is only valid for **7 days**



The screenshot shows the login interface for the Subsidy Vendor Agreement System (SVAS). At the top, there is a navigation bar with 'Virginia.gov' and 'Agencies Governor'. Below that is the system title 'Subsidy Vendor Agreement System (SVAS)'. The main content area features a 'Login' section with two input fields: '*User ID' and '*Password'. Below these fields is a 'Forgot Password' link and a blue 'Login' button.

5. Once you are logged in, you will be instructed to change your password. The password cannot be the same as your Vendor ID and must include:

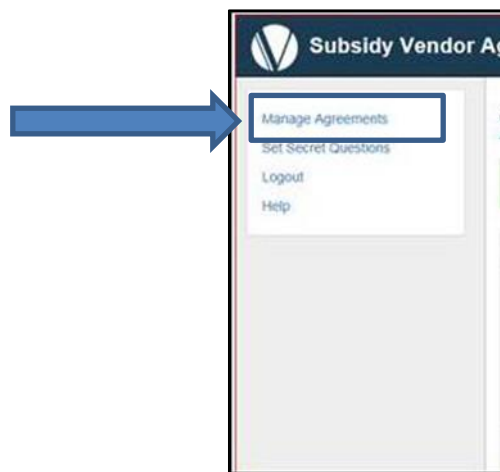
- a. At least eight characters;
- b. One character must be UPPERCASE and one character must be a number; and,
- c. Write down your password and keep it in a safe place to guard your personal information.

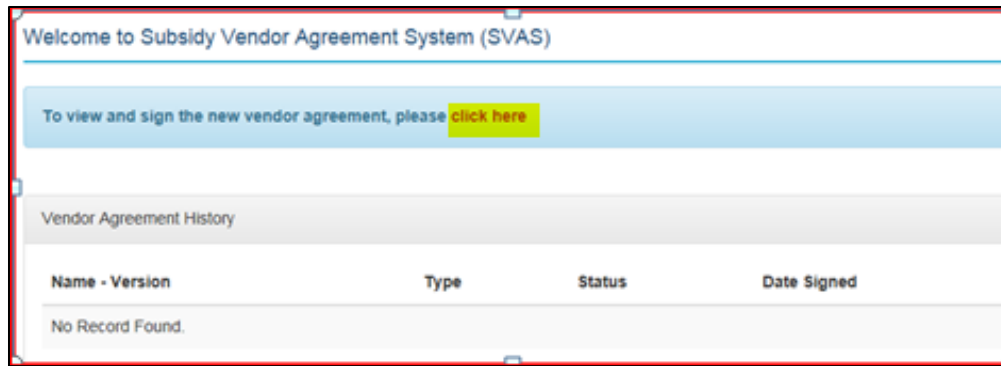


6. Next, you must click on “[Set Secret Questions](#)” You should select at least 3 questions and provide the answers to them.



7. You will now be able to review and sign your new vendor agreement by clicking on “[Manage Agreements](#)”. You will now be able to review your Vendor Agreement by clicking on [click here](#)



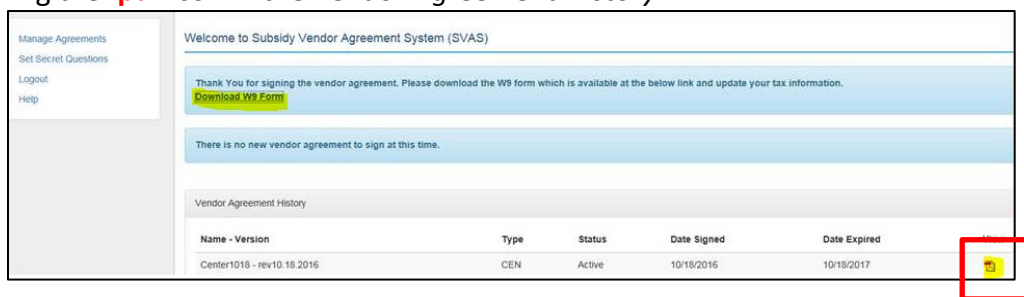


8. On the very first page of the document, **you MUST verify that your demographic information is correct.**
 - a. If it is **correct**, please proceed with reviewing the terms and conditions and signing the document at the end of the webpage by scrolling all the way to the bottom.
 - b. **If any of the demographic information is wrong, please STOP and do not sign.** Send an email to vendor.manager@dss.virginia.gov to inform us of the changes needed (i.e. last name changed due to marriage/divorce, address update, vendor id #, etc.) and we will send a modified agreement for you to review and sign.

9. **Read and review the entire document!**

10. If you agree to the conditions and terms of the agreement, **SIGN** (type in your name) and enter your **TITLE** (type in your title). Click on **Sign Agreement**

11. Once you have successfully signed the Vendor Agreement, you will be able to view and print your agreement by clicking the **.pdf** icon in the *Vendor Agreement History*.



If you experience **technical difficulties** with the system, please send an email to vendor.manager@dss.virginia.gov and be sure to include the following:

- ✚ Your Full Name (First and Last Name)
- ✚ Vendor ID# (should start with the numbers “511” and it is 9-digits long)
- ✚ Detailed Description of the Issue
- ✚ Best Contact Phone Number (include area code)

***Important Note:** If you are experiencing **internet connection issues**, you must contact your internet provider or choose a location where internet access is present as we are unable to assist with you with that.