**VR Connections Portal**

**Vendor Instructions - How to Update or Change an Email Address**

Please follow these steps when your business wishes to update the email address at which it receives notifications of Authorizations from the Department of Rehabilitation (DOR).

1. Email the DOR office which issues authorizations to you.
   1. If you receive authorizations from multiple offices, please select whichever DOR office is more convenient.
2. Include the following information in the email to the DOR office:
   1. Business Name
   2. Business or Office Location (If serving multiple locations)
   3. Name of Primary Contact Person at your organization
   4. Old Email Address
   5. New Email Address

Below is an example of such an email.

Hello (*City Name*) DOR Office,

My name is (*name*), I am the new contact person for authorizations coming from DOR to (*business name*). I am taking over for (*previous contact name*). Please change our contact email address for (*business address*) from (*previous email address*) to (*new email address*).

Note: Many businesses have found that assigning or creating a single contact email (DORAuthorizations@Example.com) for all DOR authorizations and using the Multi-factor Authentication email method enables them to easily share information and responsibility for authorizations among multiple staff or offices and helps reduce difficulties caused by vacations or duty changes.

Once the email address change is made by DOR staff, the business’s contact person will receive an email inviting them to sign up for the portal *only* when the next authorization or amendment is made.