

Having Trouble Logging In?

If you're having trouble with your EVV username or password and unable to log in please send an email to cdc.evv@apdcares.org. Please include the consumer's CDC+ ID number and a description of the specific problem you're having including the usernames of representatives and providers having the issues. Please allow 48 hours for response.

If you are a representative who did not receive a letter(s) with your username and your provider(s) username(s) via USPS, or are a provider who did not receive a letter with your username via USPS, please send an email to cdc.evv@apdcares.org. Please allow 48 hours for response.

If we need to send a copy of a representative or provider letter, we will email a copy to the consultant to provide to you. If we need to send both a username and password for the same person, two emails will be sent because, for security purposes, we cannot send both username and password in the same correspondence.

Tips

Your username is on the letter me mailed to you. Usernames are in the format of first initial, last name followed by number. For example, bbunny1234 or efudd5678. Your username is **not** your first and last name or the username you use for payroll submission.

If you are a representative, we sent your password to your consultant.

If you are a provider, we sent your password to your representative.

Representative usernames and passwords will not work on the downloaded applications (iOs or Android) which are for provider use only. Representative must use apd.mainsl.com to log in.