

Having Trouble Logging In?

If you are a paid provider having trouble logging in on the downloaded applications, please review the following Tips. If you still can't log in, please contact the consumer's CDC+ Representative—the person who signs your timesheets or pays your invoices.

If you are a CDC+ Representative having trouble logging in at apd.mainsl.com after reviewing our Tips (Note: your credentials don't work on the downloaded applications, only at apd.mainsl.com) or have a provider you cannot assist, please send an email to cdc.evv@apdcares.org describing the problem.

The email must include the consumer ID #, your name, the provider ID # or name of the person having the problem, the username and password unsuccessfully being entered, which application is being used (Android, iOS, web application). Attach screen shots showing error messages when possible. Make sure to encrypt any email containing personal information.

Tips

Your username is on the letter we mailed to you. Usernames are in the format of 1st initial, last name followed by several numbers. For example, bbunny1234 or efudd5678. Your username is not your first and last name or your web-based payroll system username. Passwords must include at least 8 characters with at least 1 lowercase letter, 1 uppercase letter, 1 numeral, and 1 special character

Your password is not on the letter we mailed to you.

If you are a Representative, we mailed your password in a letter to your consultant.

If you are a Provider, we mailed your password in a letter to the Representative.

After you change your password you will need to select menu to navigate away from the page. It may seem that the screen is frozen.

Ask your representative if you are still providing services required to participate in EVV.

If you are a provider who has forgotten their password, the CDC+ representative can reset it for you at apd.mainsl.com.

Any time you are unable to log in, inform the CDC+ representative so that your shift can be manually entered.