

# Overview

This article breaks down the different options available to requesting agencies for submitting & approving CarePortal requests.

## Intended Audience

- Requesting Agencies
- CarePortal Staff: Area Directors, Regional Managers

## This Article Covers

- [Option 1: Worker Submits Request. Supervisor or Agency Rep Approves.](#)
- [Option 2: Worker Submits Request. Agency Rep Approves.](#)
- [Option 3: Agency Rep Submits Request Directly Into CarePortal.](#)

## Option 1: Worker Submits Request. Supervisor or Agency Rep Approve.

1. Case Worker submits a request online. They will be able to enter their Supervisor's email who will be responsible for approving the request. See ["Submitting a CarePortal Request"](#) for further instructions.
2. An email is sent to the email address of the Supervisor entered and to your Agency's approved Agency Rep(s) for that county asking them to review the request.
3. The Supervisor or Agency Rep clicks the link in the email to edit, approve or deny the request.
4. Upon approving the request, an email is sent to local CarePortal churches notifying them of the request.
5. A confirmation email is then sent to the Worker who submitted the request, the supervisor of the request and the Agency Rep(s).

## Option 2: Worker Submits Request. Agency Rep Approves.

1. Case Worker submits a request online. See "[Submitting a CarePortal Request](#)" for further instructions.
2. An email is sent to your Agency's approved Agency Rep(s) for that county asking them to review.
3. The Agency Rep clicks the link in the email to edit, approve or deny the request.
4. Upon approving the request, an email is sent to local CarePortal churches notifying them of the request.
5. A confirmation email is sent to the Worker that submitted the request and the Agency Rep(s) for the county.

## Option 3: Agency Rep Submits Request Directly into CarePortal

This option requires the agency to register approved agency representatives to CarePortal. Agency Reps are designated by county. With this option, agency reps will be required to login in order to be able to submit requests.

Agency Reps can also submit a request on behalf of a caseworker. Requests submitted directly into CarePortal by Agency Reps automatically go out to churches. There is no approval step for this option.

1. [Agency Rep logs into CarePortal](#)
2. They click the "Submit a Request" option in the menu on the left-hand side of the screen.
3. The Agency Rep then fills out the request form & clicks "Submit." **NOTE: When submitting a request directly as an Agency Rep, the request will automatically go out to churches. There is no approval step for this option.**
4. An email is sent out to local CarePortal churches notifying them of the request.
5. A confirmation email is sent to the Agency Rep.