

GETTING STARTED

A) Login to your account

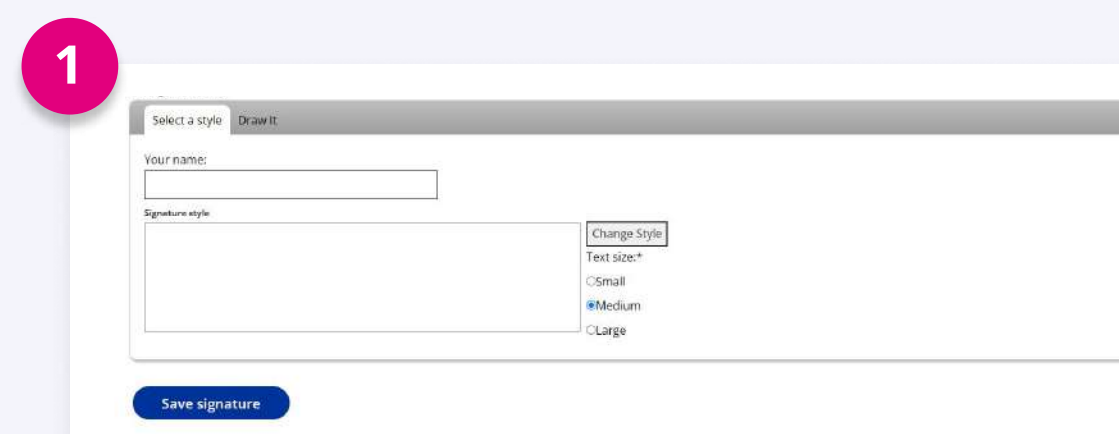
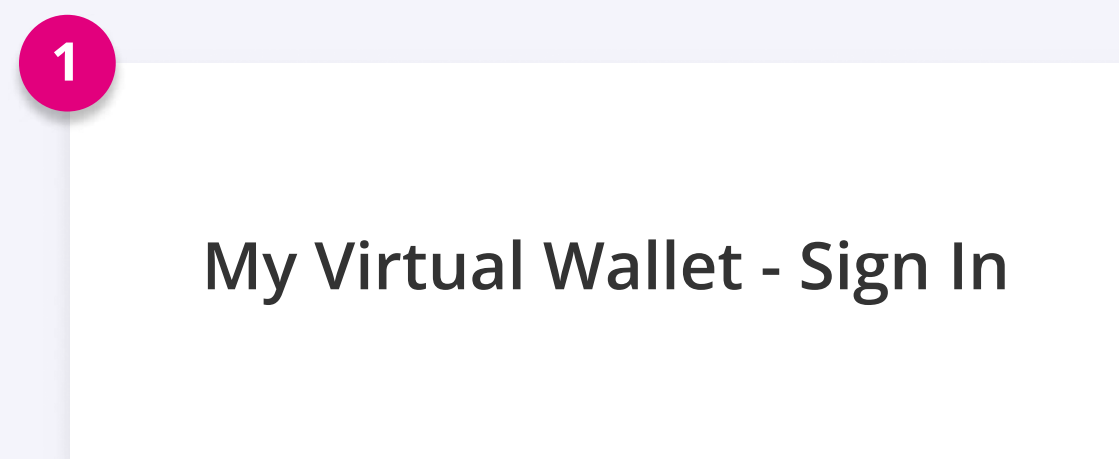
1. Go to www.myvirtualwallet.co.uk and click on **My Virtual Wallet - Sign In** button in the top right corner, and then enter your email address and password when prompted.

On initial login, you are required to complete a signature and agree to the terms & conditions. Both of these are on the dashboard.

B) Signature and agreement

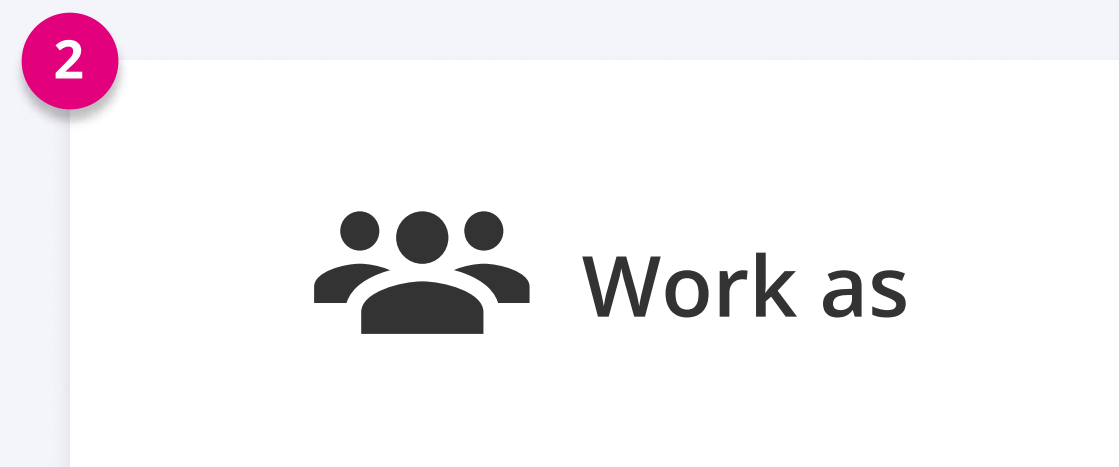
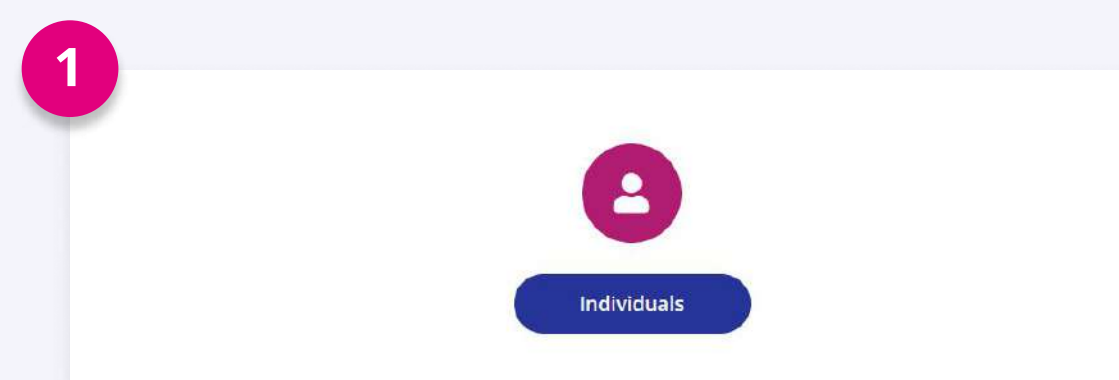
1. To create a signature, draw or type your name and save.
2. To sign the terms and conditions, click 'Agreements' and read and review and select the checkbox to confirm your agreement and click 'Finish', you will then be taken to a screen where you can electronically sign (you can also download the terms & conditions from here if required). This only needs to be done on the first initial login.

Once you have completed the above, this comes through to the Virtual Wallet Team for approval. When done, you will receive an email notification and you can then log back into your account to continue. This will generally take up to 5 minutes however please allow extra time as this could be slightly longer if the system is busy.



ACCESSING YOUR CHILD'S ACCOUNT

1. You can access your child's account (if you have more than one child, both will appear in the same place) by clicking 'Individuals' from the dashboard.
2. Once your child's name is displayed, click 'Work as', this will take you into their account.



ORDERING FROM THE MARKETPLACE

Once in the marketplace, you can browse the services available.

Please note some services are setup to work differently so please ensure you read the service description for any specific information relating to your chosen provider/service.

FREQUENTLY ASKED QUESTIONS

I am having trouble logging in

From the login screen, click 'Forgot your password?' and this will take you through to send a temporary password to your mailbox. When you receive the email, enter the temporary password when it asks for your old password and then enter a new one.

How do I reset my password?

Once logged into your account, click on 'My Profile', scroll down your profile and click on 'Edit private data'. Enter your new and current password where prompted, click 'Save changes'.

I need some help using the Virtual Wallet

We are available to support you using the site either by telephone or email, we are available Monday – Friday, 9.00am – 5.00pm. You can visit www.myvirtualwallet.co.uk and use the Webchat facility, telephone 03300 582692 or email us at info@myvirtualwallet.co.uk.

Why can I not see my child's account?

Firstly, check you have applied a signature to the terms and conditions. If so, it could be in the approval state, please wait for an email notification to confirm the setup is complete.

The provider/service I want is not on the marketplace

Please contact the Children's Disabled Team at: childsc.virtualwalletenquiries-mailbox@devon.gov.uk

I have some questions on how I can spend my budget

Please contact the disabled children's service on 01392 385276 option 2 or email childsc.disabledchildrenshortbreakhelpline-mailbox@devon.gov.uk

Where can I find out more about Virtual Wallet

Visit www.myvirtualwallet.co.uk/Devon

CONTACT US

If you get stuck, don't worry! The Virtual Wallet Support Team are available to help.

- Get in touch with us via webchat at www.myvirtualwallet.co.uk
- 03300 582692 (Monday – Friday 9.00am to 5.00pm)
- info@myvirtualwallet.co.uk