

Virtual Wallet is the default offering for Direct Payments

VIRTUAL WALLET

Puts the entire management of your personal budget in one place - your hand.



NEW REFERRALS TO VIRTUAL WALLET IN CROYDON

1

How to get set up on the Jira Helpdesk

Before you can refer an individual to the Virtual Wallet, you must have a user account set up on the PCG Help desk called Jira.

It is a good idea to save this link as a bookmark.

⇒ Send an email to info@myvirtualwallet.co.uk

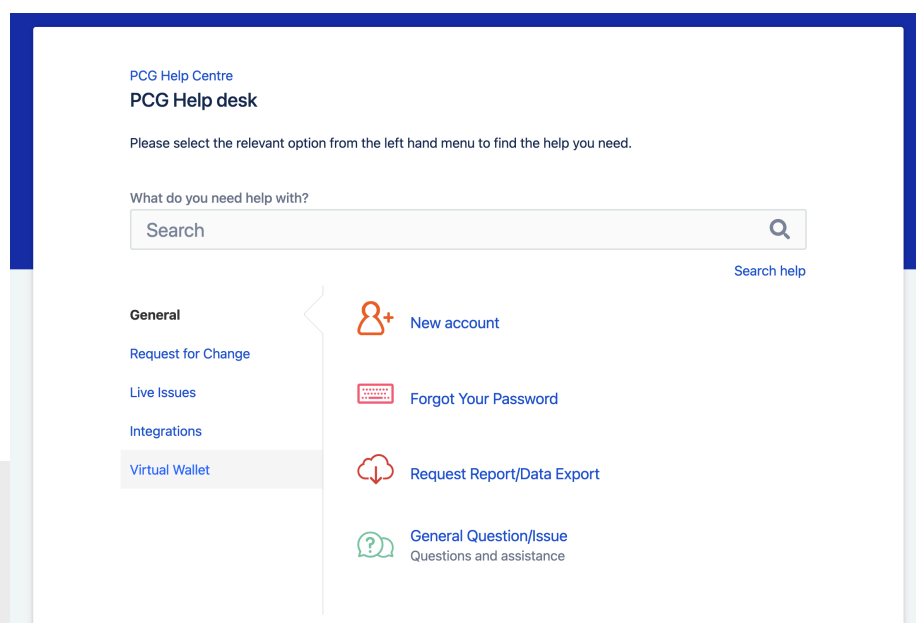
OR

The best and quickest way to get set up is to ask your supervisor or colleague to fill in the 'New account' form within the helpdesk



IN BRIEF

- Request a help desk account
- Click the link in the email and set up your own password
- Open the help desk in your internet browser
- Login using your email and the password you chose
- Select Virtual Wallet from the left hand menu
- Select new referral to virtual wallet
- Complete the form
- Click create



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NEW REFERRAL

2

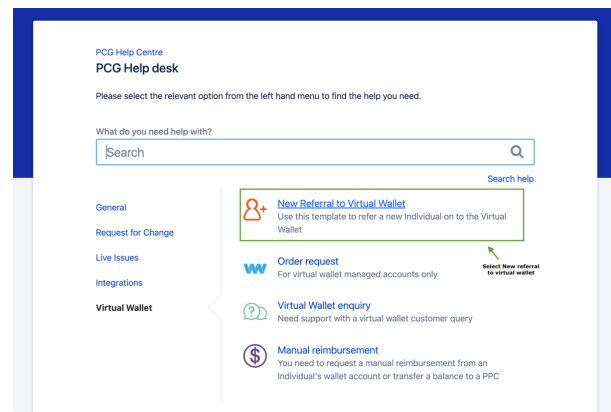
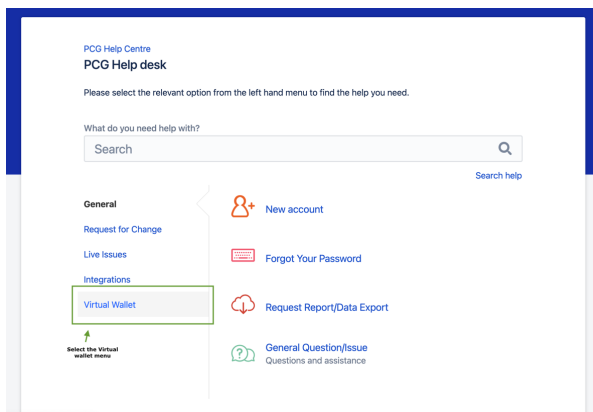
New referrals are easy. Simply log on to the helpdesk, select Virtual Wallet and then New Referral, fill in the form and select create.

Before you can refer an Individual to the Virtual Wallet, you must have a user account on the PCG Helpdesk (see step 1)

When you are ready to refer a case, log into the Helpdesk, locate the New Virtual Wallet referral form, complete it in full and select Create.

- ⇒ Go to the PCG helpdesk
- ⇒ Log in with your email address and password
- ⇒ Select Virtual wallet from the menu on the left
- ⇒ Select New referral to Virtual Wallet
- ⇒ Fill in all the details on the form
- ⇒ Click 

You must fill in all the details on the referral to avoid any delay or confusion.



If you need help contact us at:

info@myvirtualwallet.co.uk



03300 582 690

Useful links:

www.myvirtualwallet.co.uk

<https://jira.pcgprojects.co.uk/projects/CTS/customers>