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To:	ACCESS Handbook Users
From:	Rebecca McAtee, Bureau Director Bureau of Enrollment Policy and Systems
Re:	**ACCESS Handbook Release 17-02**
Release Date:	07/10/2017
Effective Date:	07/10/2017

EFFECTIVE DATE

The following policy additions or changes are **effective 07/10/2017** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

POLICY UPDATES

1.1 ACCESS Home Page

ACCESS is a quick and easy way for people in Wisconsin to get answers to questions about health, nutrition, ~~and~~ child care, and employment programs, as well as to apply for and manage benefits.

The screen shot has been moved and updated.

1.2.1 Set Up Initial Account: Apply for Benefits

This section has been rewritten.

1.2.2 Set Up Initial Account: Create An Account

This section has been deleted. (The subsequent sections have been renumbered.)

1.2.3 Set Up Full Account: Did Not Use ACCESS to Apply But Have Existing Case

~~If applicants did not use ACCESS to apply, have a case, and want to set up a MyACCESS account, they should click on the Create an Account button on the ACCESS home page. If applicants click Apply For Benefits and answer that they are already enrolled in benefits and want to create a new account, they will be taken through these same steps.~~ If people did not use ACCESS to apply, are on a case, and want to set up a MyACCESS account, they should click Create an Account on the ACCESS home page.

The screenshot has been deleted.

1.2.3.1 Setting Up an Account: Personal and Case Information

The screenshot has been updated.

1.2.3.3 Congratulations

After Create Account is clicked, ~~Applicants will see a page that says they have created their account~~ the following page will confirm the account has been created.

Click on the Click here link to log in to MyACCESS.

The screenshot has been updated.

1.2.3.4 Logging In	This section has been rewritten.
1.2.3.5 MyACCESS Page	*The screenshot has been updated.*
1.2.4.1 MyACCESS	This section has been rewritten.
1.3 Login to Account	**1.3 Login to MyACCESS Account** This section has been rewritten.
1.4 Account Recovery	This section has been rewritten.
Chapter 2 Am I Eligible?	*All the screenshots in Chapter 2 have been updated.*
2.15 Housing Expenses	**2.1516 Housing Expenses**
2.16 Medical Expenses	**2.1615 Medical Expenses**
2.17 Assets	*Help screenshot* If the user indicates that someone living in his or her home has assets, the Assets page will be displayed. *The screenshot is new.*
3.1.1.1 Help with Applications	**3.1.1.1 Help with Applications Apply for Benefits Overview** This section has been rewritten.
3.1.1.2 Setting Up an Account	This section has been deleted and the information moved to Section 3.1.1.1.
3.1.1.3 Log In	This section has been deleted and the information moved to Section 3.1.1.1.
3.1.1.4 Apply for Benefits Sections	**3.1.1.42 Apply for Benefits Sections** This section has been rewritten.
3.1.1.5 Start Section	**3.1.1.53 Start Section**
3.1.1.5.1 Apply for Benefits Overview	**3.1.1.53.1 Apply for Benefits Overview** *The screenshot has been updated.*
3.1.1.5.2 Using ACCESS Page	**3.1.1.53.2 Using ACCESS Page** *The screenshot has been updated.*

If you are a staff person or volunteer at an agency that helps people use ACCESS, you will be prompted to enter a Community Access Point number. Agencies may choose to register as Community Access Points in order to track the number of applications with which they have assisted.

The screenshot is new.

If a person has submitted an Express Enrollment application in the last 90 days, choose Yes for the Express Enrollment question. You will be asked for the application number and the person's name and date of birth. Choosing Yes to this question will link the Express Enrollment application to the application currently being completed. Certain information from the Express Enrollment information, such as name and contact information, will then populate on the application currently being completed.

The screenshot is new.

3.1.1.6 Backdated Coverage	**3.1.1.~~6~~4 Backdated Coverage** *The screenshots have been updated.*
3.1.1.7 Getting an Answer About Health Care Benefits	**3.1.1.~~7~~5 Getting an Answer About Health Care Benefits** *The screenshot has been updated.*
3.1.3 Program(s) Information	*The screenshots have been updated.*
3.1.4 Getting Started Section	*All the screenshots in Section 3.1.4 have been updated.*
3.1.5 Basic Information Summary	This section has been rewritten.
3.1.6.9 Cooperation With Child Support	*The screenshot has been updated.* In some cases, the applicant will also be asked about a parent who does not live in the home or is not a legal parent. *The screenshot is new.*
3.1.6.10 Expected to File Individual Selection	*The screenshot has been updated.*
3.1.6.11 Relevance Page	*The screenshot has been updated.* If BadgerCare Plus or Family Planning Only Services benefits are being requested, an additional overview page will be displayed letting applicants know that they may be able to get the results of their application right away if they provide certain information. *The screenshot is new.*

3.1.6.12 Residency, Citizenship, and Immigration	This section has been rewritten.
3.1.6.17 Household Member Summary	*The screenshot has been updated.*
3.1.7 Health Care Status	This section has been rewritten.
3.1.8 Other Benefits Section	*The screenshot has been updated.*
3.1.9 Educational Aid Details	The Educational Aid Details page appears when a household member is selected on the Other Benefits page as receiving grants, scholarships, or other aid for education or training. *The screenshot has been updated.*
3.1.18.5 Expected Yearly Income	*The screenshot has been updated.*
3.1.19.2 Health Insurance Details Page	*The screenshot has been updated.*
3.1.20.2 Getting Faster Service for FoodShare	People with very little money may be able to get FoodShare benefits within about a week after they apply. These questions will appear when there has been a request for FoodShare and will help determine if someone can get this faster service. Some of the answers (for example, income and housing expenses) will be automatically populated based on answers to other questions in the application. Except for the utility credit amount, the answers can be updated. If a person is not sure what to enter for any field on this page, he or she should click Help for detailed information. ~~Once the information is entered and the applicant clicks Next, a validation screen will display if there is eligibility for faster service.~~ *Getting Faster Service for FoodShare screenshot* Once a person enters information and clicks Next, a message will display if the person may be eligible for faster service. *The screenshot is new.*
3.1.20.4 Signature Page	*The screenshot has been updated.*
3.1.20.5 Thank You Your Next Steps	This section has been rewritten.
3.1.21 Identity Proofing	*The screenshot has been updated.*
3.1.22 Results Page	*The screenshot has been updated.*

3.2.2 Starting an Add a Program Application	**Note:** People can also begin an application for another program from their MyACCESS page (see Section 4.13 My Benefits Apply for Benefits for more information).
3.2.2.1 ACCESS Home Page	*The screenshot has been updated.*
3.2.2.2 Apply for Benefits Overview Page	*The screenshots have been updated.*
3.2.2.3 Add a Program Landing Page	*The screenshots have been updated.*
3.2.3.1.1 Household Members	This page shows the contact information from an applicant's open case. Applicants can select if there are any changes to this information. To see information that is on file, click Show Information.
	The email information can be changed for the primary person or the primary person's spouse.
	The screenshot has been updated.
3.2.3.1.2 More About Household Changes	This section has been rewritten.
3.2.3.1.3 Your Contact Information	This section has been rewritten.
3.2.3.1.4 Email Information	This section is new.
3.2.3.1.5 Review Your Household Information	*The screenshot has been updated.*
3.2.3.2 Getting Faster Service for FoodShare	*The screenshot has been updated.*
3.2.3.3 Signing Your Application	*The screenshot has been updated.*
3.2.3.4 Thank You Your Next Steps	*The screenshot has been updated.*
3.2.4.1.1 Household Members	*The screenshot has been updated.*
3.2.4.1.2 Changes in Your Home	*The screenshot has been updated.*
3.2.4.1.3 More About Household Changes	This section has been rewritten.

3.2.4.1.4 Your Contact Information	This section has been rewritten.
3.2.4.1.5 Email Information	This section is new. (The subsequent sections have been renumbered.)
3.2.4.1.6 Someone Moved Out of Your Home	*The screenshot has been updated.*
3.2.4.1.7 Someone Moved into Your Home	*The screenshot has been updated.*
3.2.4.1.8 How You Are Related	*The first screenshot has been updated.* If the new household member is the primary person's spouse, click Next to go to the Email Information page. On this page, choose whether or not the spouse wants to get letters online and emails from health care partners of DHS. The spouse's email address can be entered if Yes is chosen for getting letters online. *The second screenshot is new.*
3.2.4.1.9 More About Children Acting in Place of a Parent	*The screenshot has been updated.*
3.2.4.1.10 Benefits Individual Program Request	*The screenshot has been updated.*
3.2.4.1.11 More About the People in Your Home Health Care Requests	*The screenshot has been updated.*
3.2.4.1.12 More About the New Household Member	If applicants report that a new person moved into the home, the More About the New Household Member page will display. This page asks for information that is needed to determine the new person's eligibility for the programs already open on the case. The information that is asked for is dependent on previous answers. *The screenshot has been updated.*
3.2.4.1.13 More About Approved Activity	*The screenshot has been updated.*
3.2.4.1.14 More About Medicare	*The screenshot has been updated.*
3.2.4.1.15 More About Disability, Blindness, or Inability to Work	*The screenshot has been updated.*
3.2.4.1.16 More About Pregnancy	*The screenshot has been updated.*

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3.2.4.1.18 Drug Felony	*The screenshot has been updated.*
3.2.4.1.19 Tax Information	*The screenshot has been updated.*
3.2.4.1.20 More About Tax Filers	*The screenshot has been updated.*
3.2.4.1.21 Tax Dependents Living Outside the Home	*The screenshot has been updated.*
3.2.4.1.22 How You Are Related Tax Dependents Living Outside the Home	*The screenshot has been updated.*
3.2.4.1.23 Expected Annual Income Children and Tax Dependents	*The screenshot has been updated.*
3.2.4.1.24 Review Your Household Information	*The screenshot has been updated.*
4.1 MyACCESS Introduction	To log in, click Login to Account on the ACCESS home page.

The screenshots have been updated.

Once you are logged in, the MyACCESS page gives you a quick look at your benefits and a list of the things you can or may need to do in order to get or keep getting benefits.

The screenshot has been moved and updated.

The links in the menu on the left side of the page shows a list of things you can or need to do on your case based on the level of access you have for that case for that case. For example, you will not be able to complete a renewal if you are not the primary person for the case or the spouse of the primary person for the case.

The panels on the right side of the page show things you can see about your case or application. If you are on multiple cases, the 'Whose Case?' column will also be displayed to identify the primary person of that case. You will not see all of these panels at one time. Panels appear The panels that display are based on the status of your application or case.

You may also see informational messages at the top of the page. If you have signed up to get letters online, a message will be displayed to let you know that new letters are available. If you have not requested this option, a different message will be displayed, providing a link to sign up for this service. This message can be removed by clicking Dismiss. Once dismissed, the message will not display again for your account. |

4.2.1 My Benefits Introduction

The screenshot has been updated.

"Check My Benefits" can give information about:
- FoodShare, which is Wisconsin's version of the federal Supplemental Nutrition Assistance Program (SNAP). FoodShare used to be known as Food Stamps.
- Health care programs, which include BadgerCare Plus, Medicaid, MAPP, Medicare Premium Assistance, Institutional Medicaid, Community Waivers, Family Care, and Family Planning Only Services.
- SeniorCare, which is Wisconsin's prescription drug assistance program for people who are 65 years old and older.
- Caretaker Supplement, which is a cash benefit for parents and other caretakers who are getting SSI
- Child Care (Wisconsin Shares)
- W-2, which is a work program that provides temporary cash assistance and case management services to low-income parents and pregnant women.

~~At this time, "Check My Benefits" does not have any information about Wisconsin Works (W-2) benefits.~~

4.2.2 Benefit Details

Once the magnifying glass is clicked, the Benefit Details page will be displayed, and applicants will be able to see additional information about the benefits for that specific program. Applicants will only be able to see information about the benefits they are getting and who is getting the benefits with them. If a person in their home is getting benefits but is on another case, applicants will not be able to see that person's benefit information.

Applicants can use the tabs at the top of the page to view agency contact information and case history from the time they created their MyACCESS account. On the Health Care details page, they can also ask for a new ForwardHealth Card and/or an EOMB. On the W-2 Details page, they can see appointments their worker has set up for them.

Applicants can return to the MyACCESS page from any page by using the ~~Back~~ Go to MyACCESS button.

The screenshot has been updated.

4.2.3 FoodShare Details

The screenshot has been updated.

4.2.4 Child Care Details

The screenshot has been updated.

4.2.5 Health Care Details

The screenshot has been updated.

4.2.6 W-2 Details

This section is new.

4.2.6.1 Appointment Information

This section is new.

4.2.7 Get a New Card

This section has been rewritten.

4.2.8 Get an Explanation of Medical Benefits

This section has been rewritten.

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4.2.9 Contact Information	This section has been rewritten.
4.2.10 History	This section has been rewritten.
4.2.11 Check My Benefits Worker View in CARES Worker Web	This section has been rewritten.
4.5 My Change Reports	**Note:** ACCESS can be used to report changes for FoodShare, health care, and Child Care, not W-2 (see Section 4.12 My Benefits Report My Changes).
4.6 My Renewals/SMRFs	**Note:** W-2 reviews can only be completed through an appointment with a W-2 worker. A person should contact his or her assigned worker if an appointment has not been scheduled by the month his or her review is due.
4.7 Alerts	If a member has a Six-Month Report Form due for FoodShare or a renewal due for health care, FoodShare, and/or Child Care, ~~he or she will see the Alerts section~~ an Alerts section will be displayed at the top of the MyACCESS menu starting the day after a SMRF or renewal letter is sent to the member. The member should click a program name to begin the online SMRF or renewal.

Note: ~~A member may be able to do a renewal for other programs as well.~~

The screenshot has been updated. |
| **4.8 My Letters** | This section has been rewritten. |
| **4.8.1 View My Letters** | This section has been rewritten. |
| **4.8.2 Manage My Letters** | **4.8.2 Manage My ~~Letters~~ Email**

This section has been rewritten. |
4.8.2.1 Online Delivery Confirmation	This section has been rewritten.
4.9 My Health Care	This section has been rewritten.
4.10 Get a New Card	This section has been rewritten.
4.11 My Account	This section has been rewritten.
4.11.1 Manage My Account	**4.11.1 Manage ~~My~~ Your Account**

This section has been rewritten. |
| **4.11.2 Stop MyACCESS Account Activity (Lock MyACCESS)** | **4.11.2 ~~Stop MyACCESS Account Activity (Lock MyACCESS~~ Account)**

This section has been revised. |

4.11.3 Unlocking A MyACCESS Account	**4.11.3 Unlocking A MyACCESS Account** This section has been rewritten.
4.12 My Benefits—Report My Changes	This section has been rewritten.
4.13 My Benefits—Apply For Benefits	This section has been rewritten.
4.14 My Benefits—Renew My Benefits	This section has been rewritten.
4.15.1 Other Programs	**4.15.1 Other Programs** *The screenshot has been updated.*
5.1.1 Report My Changes Introduction	This section has been rewritten.
5.1.2 Reporting Changes Page	**5.1.2 Reporting My Changes Page** This section has been rewritten.
5.1.3 Change Detail Screen Example	**5.1.3 Change Detail Screen Example Detail Pages** This section has been rewritten.
5.1.3.1 Change in Address and/or Phone Number Detail Page	**5.1.3.1 Change in Address and/or Phone Number Detail Your Contact Information Page** This section has been rewritten.
5.1.3.2 Change in Household - Someone Moved Out of the Home Page	**5.1.3.2 Change in Household - Someone Moved Out of the Home Page Changes in Your Home Pages** This section has been rewritten.
5.1.3.3 Summary Page	This section is new. (The subsequent sections have been renumbered.)
5.1.3.4 Someone Had a Change in Job	**5.1.3.4 Someone Had a Change in Job More About Job Income Pages** This section has been rewritten.
5.1.3.5 Summary Page	This section is new. (The subsequent sections have been renumbered.)

5.1.3.6 Someone Had a Change in Type of Income	**5.1.3.6** ~~Someone Had a Change in Type of Income~~ More About Other Types of Income Page This section has been rewritten.
5.1.3.7 Someone Had a Change in Existing Source of Income	**5.1.3.7** ~~Someone Had a Change in Existing Source of Income~~
5.1.3.7 Summary Page	This section is new.
5.1.4 Submit Your Changes	This section has been rewritten.
5.1.5 Your Next Steps	This section has been rewritten.
5.1.6 PDF Document of Changes	**5.1.6** ~~PDF Document of Changes~~ Change Request Summary This section has been rewritten.
6.1 Renew My Benefits Introduction	**6.1** ~~Renew My Benefits~~ Introduction This section has been rewritten.
6.2 My ACCESS/Benefit Renewals Due	**6.2** ~~My ACCESS/Benefit Renewals Due~~ Start a Renewal This section has been rewritten.
6.3 Renewal Overview	Section 6.3 Renewal Overview has been deleted, and the information in that section has been moved to Section 6.2 Start a Renewal.
6.4 Renew My Benefits Pages	**6.4**~~3~~ **Renew My Benefits Pages**
6.3.1 Renew My Benefits Pages Introduction	The second and third screenshots have been updated.
6.3.2.1 Household Members	On this page the user will indicate whether there have been any changes to the basic information we have on file for the people in the household. The user will need to answer each question "Yes" or "No." ~~For some questions, we have more information on file for the household. If we do, the user will see a "Show Information" link. The user can click on the "Show Information" link if they would like to see the information we have on file for them.~~ ~~The user can click the "Hide Information" link if they no longer want to see the information we have on file for them.~~ If the user clicks "Yes," they will be taken to a series of pages to provide more detailed information about the change. These pages will vary based on what types of changes are reported.

	The screenshot has been updated.
	~~For help with answering the questions on this page, the user can click on the Help icon at the top right corner of the page.~~
6.3.2.3 Reporting Household Changes	**6.3.2.3 ~~Reporting Household Changes~~ More About Household Changes**
	The first screenshot has been updated.
6.3.2.4 Someone Moved Into Your House	**6.3.2.4 Someone Moved Into Your ~~House~~ Home**
	The screenshot has been updated.
6.3.2.5 How You Are Related	*The screenshot has been updated.*
	If the person who moved into the household is the spouse of the primary person on the case, the Email Information page will be scheduled. On this page, the primary person or the primary person's spouse can sign up to receive letters online or emails from health care partners of DHS if health care is open on the case. Signing up to receive emails is optional and can be changed at any time (see Section 4.8.2 Manage My Email).
	The screenshot is new.
6.3.2.7 Reporting Tax Information Changes	If the household is enrolled in BadgerCare Plus, and users need to change tax filing information for anyone in the household, they can make the changes on the ~~Reporting~~ Tax Information ~~Changes~~ page.
	The screenshot has been updated.
	~~For help with answering the questions on this page, the user can click on the Help icon at the top right corner of the page.~~
6.3.2.8 Expected Annual Income	*The screenshot has been updated.*
	~~For help with answering the questions on this page, the user can click on the Help icon at the top right corner of the page.~~
6.3.2.9 Review Your Household Changes	*The screenshot has been updated.*
	~~For help with answering the questions on this page, the user can click on the Help icon at the top right corner of the page.~~
6.3.3.1 Other Benefits Questions	*The screenshot has been updated.*
6.3.3.2 Reporting a Change	**6.3.3.2 ~~Reporting a Change~~ More About Other Benefits**
	The screenshot has been updated.
	~~For help with answering the questions on this page, the user can click on the Help icon at the top right corner of the page.~~
6.3.3.3 More About Financial Aid	After the user indicates who has a change in benefits, more detailed information will be asked about the change. For example, ~~this~~ the More About Financial Aid page appears when someone in the household is reported as having a change in grants,

scholarships, or other aid on the ~~"Reporting A Change"~~ More About Other Benefits page.

The screenshot has been updated.

~~For help with answering the questions on this page, the user can click on the Help icon at the top right corner of the page.~~
The screenshot has been updated.

6.3.3.4 Review Your Changes

~~For help with answering the questions on this page, the user can click on the Help icon at the top right corner of the page.~~

6.3.5.3 Income Change Details

The screenshots have been updated.

7.1.1 Six Month Reporting Introduction

This section has been rewritten.

7.1.1.1 MyACCESS

7.1.~~2~~1.1 ~~MyACCESS~~ Start an Online Six-Month Report (The subsequent sections have been renumbered.)
This section has been rewritten.

7.1.1.2 Six Month Reporting Overview Page

~~7.1.1.2 Six Month Reporting Overview Page~~

The information in this section has been rewritten and moved to Section 7.1.2 Start an Online Six-Month Report.

7.1.1.3 Six-Month Report Form Pages

7.1.~~1.~~3 Six-Month Report Form Pages

This section has been rewritten.

7.1.2 People

7.1.~~23~~.1 People (The subsequent sections and subsections have been renumbered.)

7.1.3.1.1 Household Members

The screenshot has been updated.

7.1.3.1.2 Sample Detail Page - Reporting Household Changes

7.1.3.1.2 ~~Sample Detail Page - Reporting Household Changes~~ More About Household Changes

The screenshot has been updated.

7.1.3.1.3 Sample Detail Page - Address Or Phone Number Change

7.1.3.1.3 ~~Sample Detail Page - Address Or Phone Number Change~~ Your Contact Information

The screenshot has been updated.

If email information was indicated as being changed on the More About Household Changes page, the Email Information page will be scheduled and will provide the opportunity to update the email address and online delivery method of the primary person and the primary person's spouse.

The screenshot is new.

7.1.3.1.5 Review Household Changes	**7.1.3.1.5** ~~Review Household Changes~~ Summary *The screenshot has been updated.*
7.1.3.2.1 Job Income Questions	*The screenshot has been updated.*
7.1.3.2.2 Reporting a Job Change	*The screenshot has been updated.*
7.1.3.2.3 More About Job Income	*The screenshot has been updated.*
7.1.3.2.4 Review Your Job Changes	*The screenshot has been updated.*
7.1.3.3.1 Other Income Questions	*The screenshot has been updated.*
7.1.3.3.2 Review Your Other Income Changes	*The screenshot has been updated.*
7.1.3.4.1 Bills Questions	*The screenshot has been updated.*
7.1.3.4.2 Review Your Bills	*The screenshot has been updated.*
7.1.3.5 Sign and Submit	This section has been rewritten.
7.1.3.6 Thank You	**7.1.3.6** ~~Thank You~~ Your Next Steps From the Your Next Steps page, people can submit proof of the changes, view and print a summary of the submitted changes, and view their agency's contact information. The tracking number of the change request will display at the top of the page. *The screenshot has been updated.*
8.1.1 Introduction	This section has been rewritten.
8.1.2 Sample Survey	**8.1.2** ~~Sample Survey~~ Start the Health Survey This section has been rewritten.
8.1.3 Health Survey Pages	**8.1.3 Health Survey Pages** (The subsequent sections have been renumbered.)
8.1.3.5 Thank You	The Thank You page is displayed once the health survey is submitted. *Thank You screenshot* If a person logs back into ACCESS prior to his or her application being processed, a green check mark next to the Health Survey option on the Thank You page for the ACCESS application will indicate that the health survey has been completed. *The screenshot is new.*

14.2.3 Faxing With a Document Tracking Sheet Printed From ACCESS	*The second screenshot has been updated.*
14.3.1 Introduction	Applicants and members can scan requested verification documents to ACCESS using any scanner connected to a computer with an internet connection. They can also upload the requested documents in ACCESS. in a .jpg or .tiff format. Documents that are being uploaded must be less than 10 MB and in one of the following formats: BMP, JPEG, PNG, and TIF. (Some PDF formats can also be uploaded.)

To scan or upload documents, choose the Scan or upload your documents option on the Document Submission Options page and click Next. The Scan or upload your documents option is available after an online application, add a program request, renewal, change report, or FoodShare Six-Month Report has been submitted and verification is still needed or when a case is pending for verification.

The screenshot has been updated.

Note: While an agency is processing the submission, Scan or upload your documents option is not available. The Scan or upload your documents option becomes available again if the case is pending for verification after the submission has been processed and a Verification Checklist has been sent to the applicant or member requesting proof.

The screenshot is new. |
| **14.3.2 Select Documents to Scan or Upload** | **Note:** To scan or upload documents through ACCESS, a plug-in needs to be installed on the computer. A pop-up message will be displayed if the plug-in has not been installed. A person will only be able to scan or upload documents after the plug-in has been installed (see Section 14.4.2.4 User Unsure if Scan/Upload Plug-In Is Installed for more information). |
| **14.3.4 Upload Documents** | On the Scan and Upload Document page, select the type of document being uploaded from the What type of document is this? menu and then choose the Choose a File from My Computer option. A Browse button will appear so that they can search for the documents they want to upload. The documents must already be saved on the computer being used.

The screenshot has been updated.

After selecting the document from the computer (the document must already be saved on the computer being used), click the Upload button.

screenshot

An image of the document will then be shown if it meets the type and size requirements. If additional documents need to be scanned, choose "Yes" for the question at the bottom of the page, click Next, and repeat the steps above for the additional documents. For each document, select the correct document type from the What type of document is this? drop-down menu at the top of the page. |
| **14.3.5.2 Document Confirmation** | **Note:** If there is a problem and the documents were not scanned or uploaded to ACCESS, an error message will appear.

If documents were uploaded for an application, the Next Steps/Thank You page will be displayed after clicking Next on the Thank You page. The Information Summary |

section will have the View and Submit Proof option. The option will not be updated to reflect the documents that have already been submitted.

The screenshot is new.

If documents were uploaded for an ongoing case that is pending for verification, the MyACCESS page will be displayed after clicking Next on the Thank You page. If additional proof needs to be submitted, the My To-Do-List section will be displayed. If the case is no longer pending for verification, the section will not be displayed.

The screenshot is new.

14.4.1.1 Operating System	~~Only computers with a Windows 7 operating system can be used to scan or upload documents.~~ A Windows 7 operating system works best to scan or upload documents. Users may experience issues when using other operating systems.
14.4.1.3.2 Mozilla Firefox	1. In the address bar, type "about:config" and press Enter. *The screenshot has been updated.*
14.4.2.3 Add-On for This Website Failed to Run Error Message (Internet Explorer Only)	This section has been deleted.
14.4.2.4 User Unsure if Scan/Upload Plug-In Is Installed	**14.4.2.4~~3~~ User Unsure if Scan/Upload Plug-In Is Installed** 2. On the How to Scan or Upload Your Documents page, check the box(es) for the document(s) the user is ready to scan or upload and click Next. *screenshot* If the plug-in is not installed or is outdated, a message will appear. a. If the plug-in is not installed, the following message will appear. Click Download. *The screenshot has been updated.* Click Run or Save File on the message that appears (either at the bottom of the page or as a pop-up, depending on the browser). *The first screenshot has been updated. The second screenshot is new.* b. If the plug-in is outdated, the following message will appear. Click Yes. *The screenshot is new.*