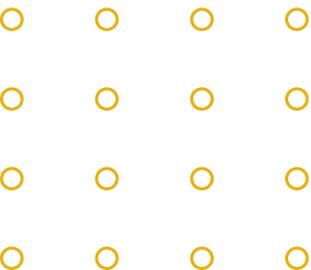
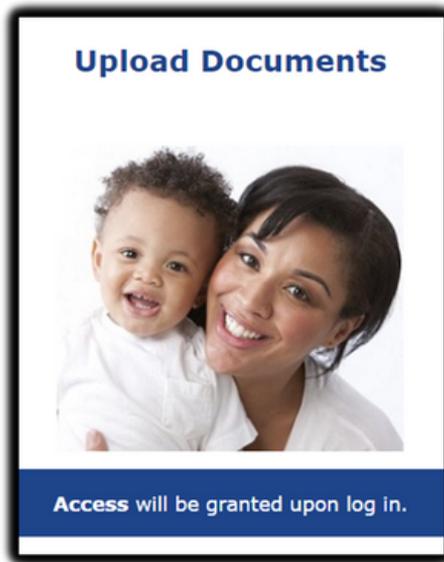




Document Upload Portal User Manual



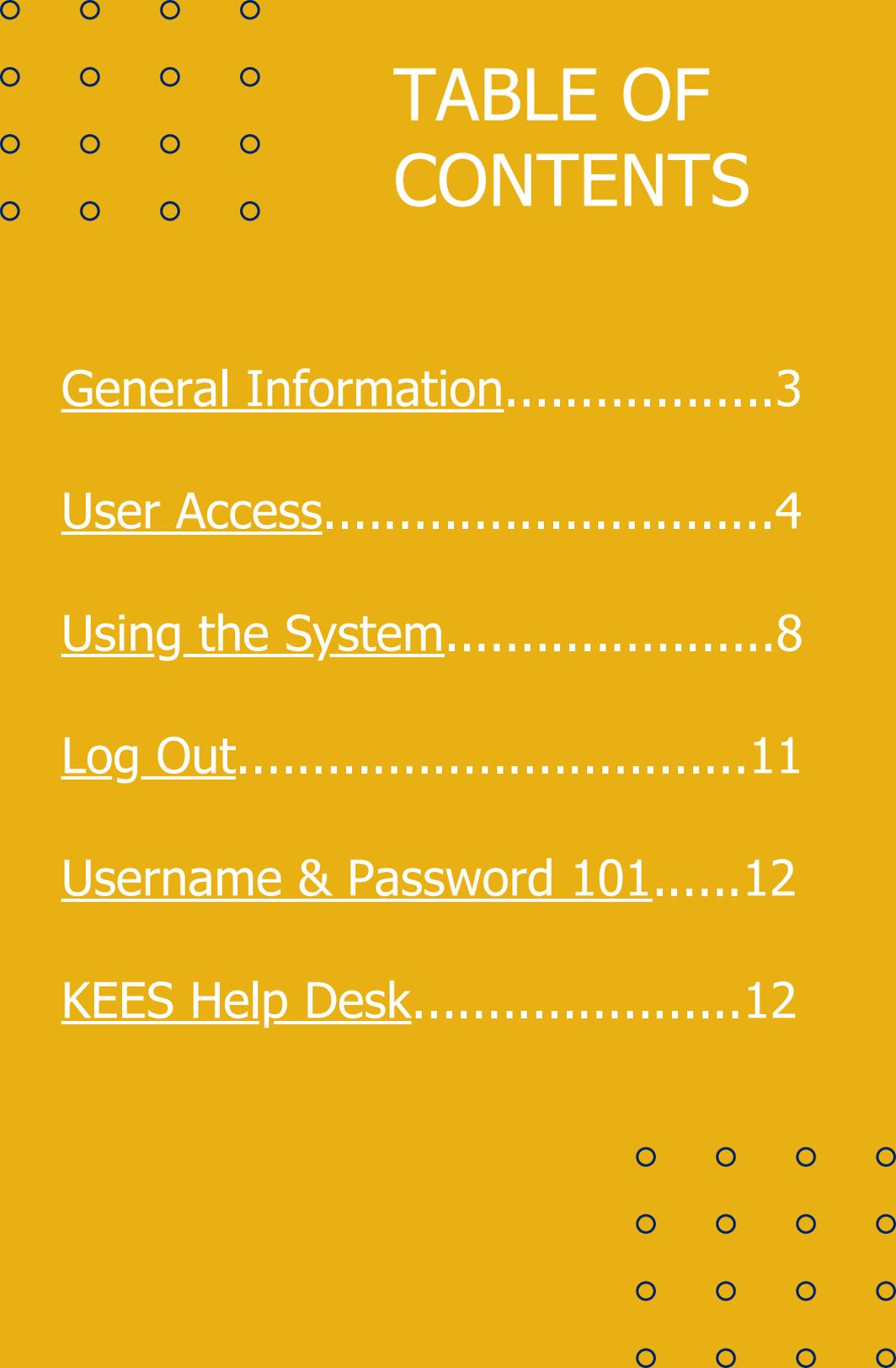


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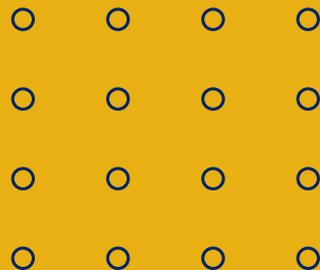
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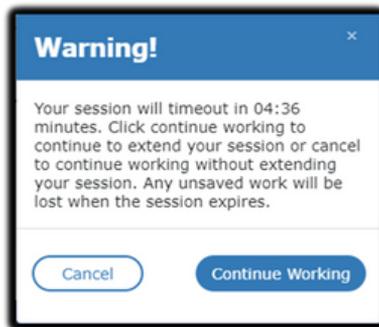
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GENERAL INFORMATION

The Document Upload Portal is a web-based, password-secured portal that allows providers to upload supporting documentation for an existing medical case. To use the Document Upload Portal, end users need to sign up.

If inactive for more than 15 minutes, the user will be logged out automatically from the system. A window will appear after being inactive for 10 minutes and will count down from 5 minutes.



Important!

Always include a cover sheet with each document that includes the number of pages, the type of document, and the case name and number.

- Case numbers are located at the top of a form/notice sent from the KanCare Clearinghouse.

KanCare Clearinghouse PO Box 3599 Topeka, KS 66601-9738	
CASE NAME Address 1 Address 2 City, KS, ZIP	Notice Date: 05/05/2020 Case Name: CASE NAME Case Number: 000000000 Program: Medical

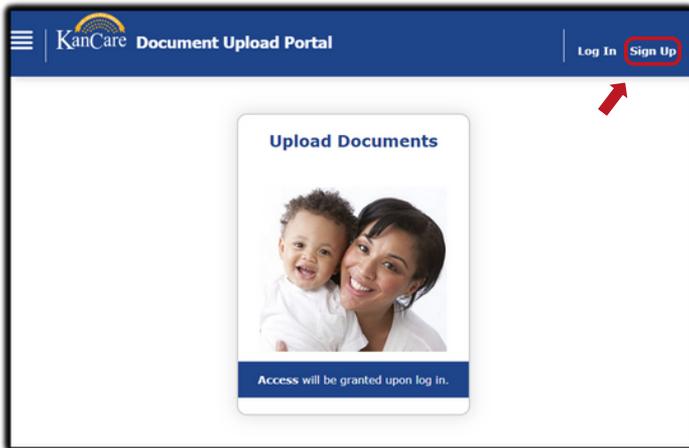
USER ACCESS

Document Upload Portal:

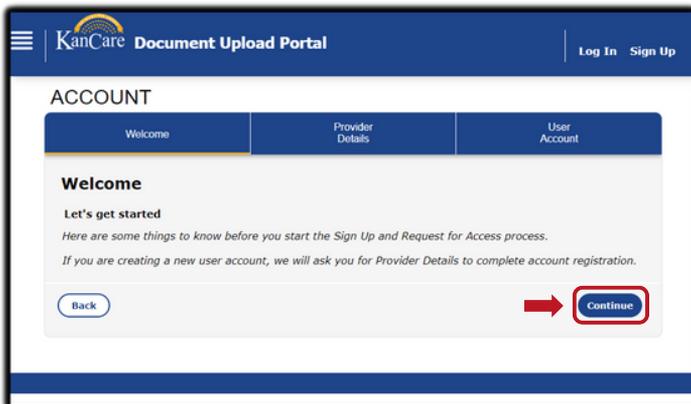
<https://docuploadportal.kees.ks.gov>

Let's Get Started!

1. From the **Document Upload Portal** homepage, click **Sign Up**.



2. The **Welcome** page displays. After reading the information displayed, click the **Continue** button.



USER ACCESS

3. The **User Online Accounts Credentials** page displays. The information entered on this page is very important for account setup. After completing all fields with a red asterisk, click the **Save and Continue** button.

- **Username** cannot contain special characters.
- The **Password** cannot contain the **Username**.
- The **Password** must be at least eight characters and contain upper and lower case letters, a number, and a special character such as #,%^*.
- All fields with a red asterisk * must be completed.
- If a field with a red asterisk is not completed or the **Username** or **Password** does not meet the requirements, an error will display.
- The **Email Address** entered must be valid and associated with a provider facility.
- Select **Security Questions** for which you know the answer. End users will be asked to answer these questions when recovering a password.

The screenshot shows a web form titled "ACCOUNT" with three tabs: "Welcome", "Provider Details", and "User Account". The "User Account" tab is active, displaying the "User Online Account Credentials" section. Below this is a sub-section for "Personal Information" and "Contact Information". The form includes fields for Username, Password, Confirm Password, First Name, Middle Name/Initial, Last Name, Suffix, Date of Birth, Phone Number, and Extension. There are also fields for Email Address and Security Questions. A red arrow points to the "Save and Continue" button at the bottom right of the form.

USER ACCESS

4. The **Verify User Account Credentials** page displays. After verifying all the information displaying is accurate, click the **Sign Up** button.

ACCOUNT

Welcome Provider Details User Account

Verify User Account Credentials

The summary of the user account credentials entered on the previous screen are below. Use the back button to change any information.
Make sure all details are accurate and complete in order for us to take timely action on your request.

New Provider User Summary

User Name	TestDrouillard
Password	*****
First Name	Test
Middle Name/Initial	
Last Name	Drouillard
Suffix	
Date Of Birth	02/22/1992

Contact Information

Type	Phone Number	Extension
Work	(123)456-7890	
Type	Email Address	
Primary	miranda.drouillard@ks.gov	

Security Questions

First Security Question	Who was your childhood hero?
Answer	Spiderman
Second Security question	What is the name of your first pet?
Answer	Lucy

Back **Sign Up**

- If information is not accurate, click the **Back** button. Clicking the **Back** button will navigate back to the **User Online Account Credentials** page.

5. To complete account setup, end users must verify their email address. A verification email containing a **Verification Code** is sent to the email address used to create the **Document Upload Portal** account.

Enter Verification Code

We've sent you a verification code to:
m*****d@ks.gov

Verification Code

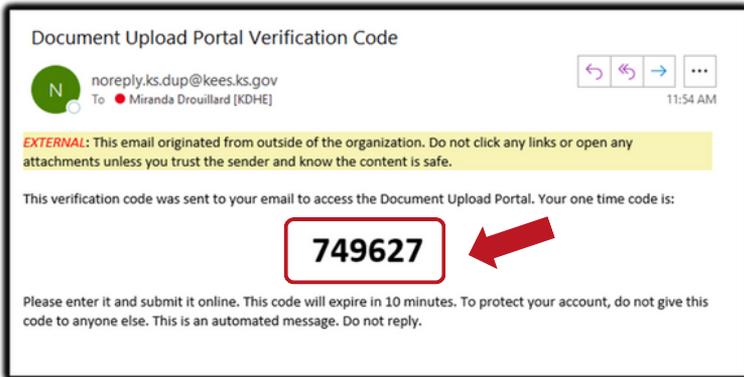
[Resend verification code](#)

Cancel **Submit**

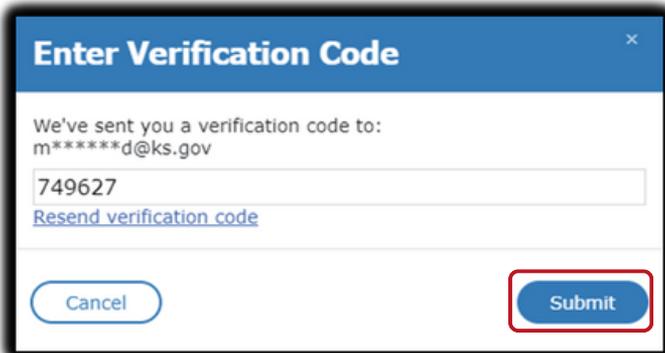
- Do not navigate off this page prior to entering the **Verification Code**.
- Use the **Resend** button to resend the verification email.

USER ACCESS

- End users must access their email account and locate the email from KEES. The **Verification Code** will display in the email. Use computer functions to highlight and copy the **Verification Code** from the KEES email.

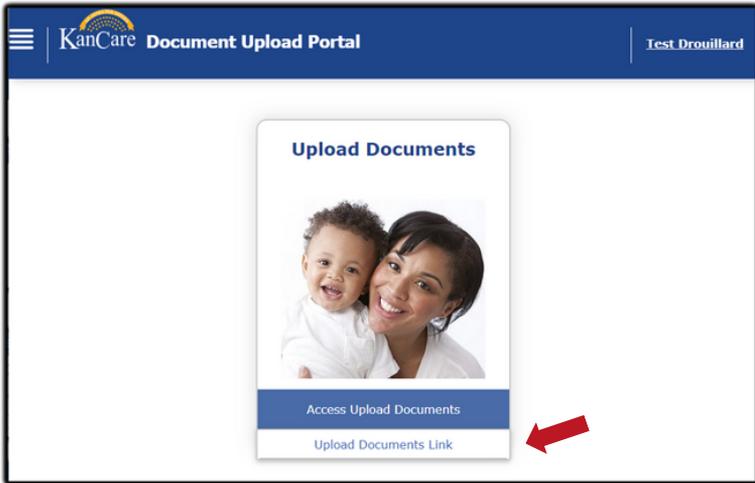


- On the **Enter Verification Code** popup, paste the **Verification Code** and click the **Submit** button.



USING THE SYSTEM

1. To upload a document using the **Document Upload Portal**, end users must be logged in. Hover over **Access Upload Documents** and select the **Upload Documents Link** hyperlink.



2. The **Consumer Case Search** page displays. This page allows providers to identify a case for uploading documents.

ACCOUNT

Consumer Case Search

Provide both the medical case number (eight digits) and the date of birth of the primary applicant. A primary applicant is always an adult and is applying for themselves, their spouse, their minor children or other children living in the house.

* Red asterisk indicates required

Medical Case Number*	<input type="text" value="20295239"/>	←
Primary Applicant Date of Birth (mm/dd/yyyy)*	<input type="text" value="06/06/1996"/>	←

- Enter the Medical Case Number.
- Enter the Primary Applicant's Date of Birth.
- Click the Search button.
- If no match is found, it will display: *Error! The Medical Case Number does not match the Primary applicant Date of Birth. Please try again.*

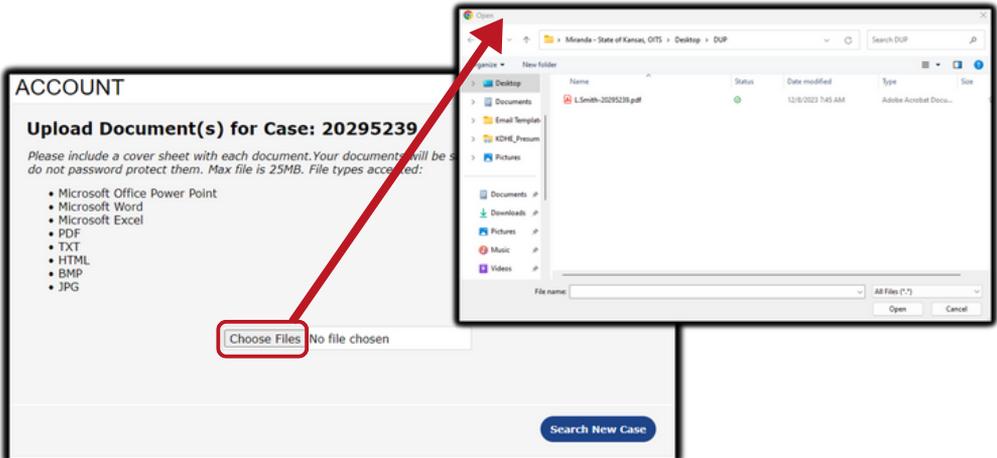
USING THE SYSTEM

3. When a 100% match is found, the page displays with **Upload Document(s) for Case: #####**.



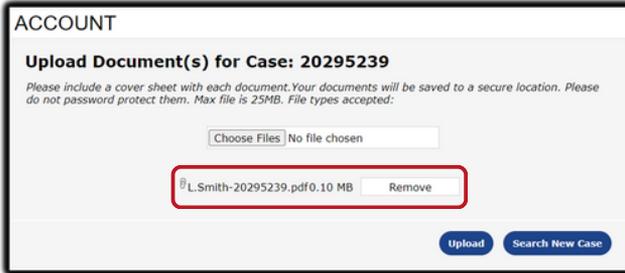
- Documents cannot exceed 25MB.
- The portal only accepts Microsoft Power Point, Word, and Excel along with PDF, TXT, HTML, HTM, BMP, and JPEG file types.

4. To upload a document or multiple documents for a single case, click **Choose Files**. A file upload box will display. Use the upload box to find the document to upload. #.



USING THE SYSTEM

5. Selecting the file document will populate the document on the **Document Upload** page.



ACCOUNT

Upload Document(s) for Case: 20295239

Please include a cover sheet with each document. Your documents will be saved to a secure location. Please do not password protect them. Max file is 25MB. File types accepted:

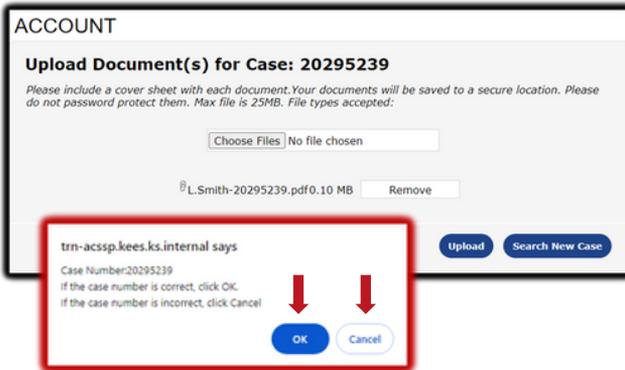
Choose Files No file chosen

L.Smith-20295239.pdf 0.10 MB Remove

Upload Search New Case

- Click the **Choose Files** button to upload more Documents to the same case.
- Click the **Upload** button to submit the Document (s).
- Click the **Remove** button to remove the uploaded document displaying.
- Click the **Search New Case** button to search for a different case to upload documents to.

6. When uploading documents, a message window will display prompting verification of the **Case Number**. Click the **OK** button to continue.



ACCOUNT

Upload Document(s) for Case: 20295239

Please include a cover sheet with each document. Your documents will be saved to a secure location. Please do not password protect them. Max file is 25MB. File types accepted:

Choose Files No file chosen

L.Smith-20295239.pdf 0.10 MB Remove

trn-acssp.kees.ks.internal says

Case Number:20295239

If the case number is correct, click OK.

If the case number is incorrect, click Cancel

OK Cancel

Upload Search New Case

- If the case number displaying is not correct, click the **Cancel** button.

7. Clicking the **Upload** button on the **Document Upload** page will submit the electronic documents. **Document(s) Uploaded Successfully for Case: #####** will display.



ACCOUNT

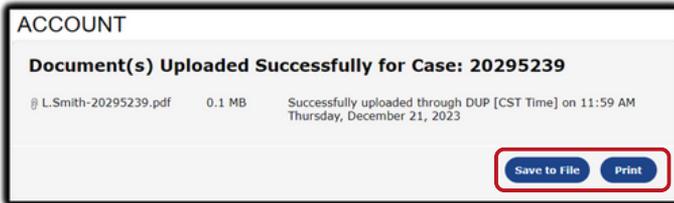
Document(s) Uploaded Successfully for Case: 20295239

L.Smith-20295239.pdf 0.1 MB Successfully uploaded through DUP [CST Time] on 11:59 AM Thursday, December 21, 2023

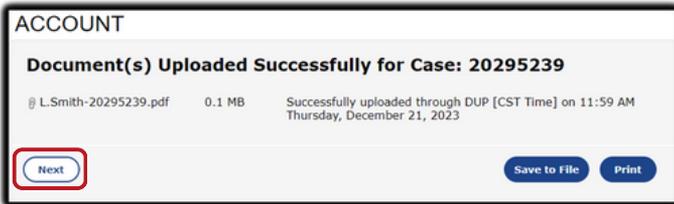
Save to File Print

USING THE SYSTEM

8. It is recommended to keep a record of all documents that have been uploaded. Click the **Save to File** button to save a copy of the confirmation or click the **Print** button to print a copy of the confirmation.



9. After printing or saving a copy of the confirmation, the **Next** button will display. Clicking the **Next** button will navigate back to the **Upload Document(s) for Case: #####**. screen. Click the **KanCare logo** in the upper left side of the page to return to the **Homepage**.



Log Out

10. To **Log Out**, click on your username in the top right-hand section of the **Document Upload Portal** home page. A **Log Out** option will appear. Click **Log Out**.



USERNAME & PASSWORD 101

- Both the **Username** and **Password** fields must be populated to log into the **Document Upload Portal**. If the end user attempts to log in and fails to enter both the **Username** and **Password**, the following will display: *An Error Occurred*.
- The **Username** and **Password** must both be correct. If an end user attempts to log in and either the **Username** or **Password** are incorrect, the following will display: *Error! The Username or password is incorrect*.
- If the end user's **Password** is expired or the **Password** entered will expire in 14 days or less, the following will display: **Your password has expired (or) will expire soon. Please enter your username to reset your password**. After entering the **Username**, the end user will be prompted to update their password.
- If an end user forgot their **Username**, select the [Click here if you forgot your username](#) hyperlink on the **Document Upload Portal** login page. The **Forgot User Name** page displays. End users must complete all required fields and click the **Submit** button. An email with the username will be sent to the email used to create the **Document Upload Portal** account. If the information entered on the **Forgot Username Page** cannot be associated with a specific account, the following error message will display: *Error! A match could not be found for the information entered. Please call the Tier 1 Help Desk at 1-877-782-7358*.
- If an end user forgot their **Password**, select the [Click here if you forgot your password](#) hyperlink on the **Document Upload Portal** login page. The **Forgot/Reset Password** page displays. End user should enter their **Username** and click the **Continue** button. The **Verify User** page displays the Provider security questions. Fill in the answers to the Security questions and click the **Continue** button. The **Reset Password** page displays. Enter a new **Password** and **Confirm Password**. Click the **Submit** button. The **Confirmation Message** page will display, informing end users of a successful password change.
- Please contact the Help Desk about any unresolved user account **Sign Up** issues or assistance with password security questions.