

MyACCESS Mobile App Instructions



About the App

Overview

With the MyACCESS mobile app, you can:

- ▶ **See the status of your benefits.** This includes health care, FoodShare, Wisconsin Shares Child Care Subsidy Program, and/or Wisconsin Works (W-2).
- ▶ **Be reminded of actions you need to take.** You can sign up to get notifications on your phone when you need to take an action or submit a document. More information about the action you need to take or document you need to submit will show on your Benefits screen.
- ▶ **Submit documents for your case.** You can either take photos of the document with the app or choose photos from your phone's gallery. Once you've submitted a document, you can track its status in real time.
- ▶ **View your digital ForwardHealth or SeniorCare cards.** If you have been issued a ForwardHealth or SeniorCare card, you can view these cards in the app. You can also view, download, and print a PDF version of the card. Your digital, paper print out, or physical card can be used to access covered services at pharmacy or provider visits.

To use the app, you must have applied for or be enrolled in health care, FoodShare, Wisconsin Shares Child Care Subsidy Program, and/or W-2.

If you need help using the app, please call Member Services at 800-362-3002, Monday through Friday, from 8 a.m. to 6 p.m.

Download

You can download the MyACCESS mobile app for free from the App Store or the Google Play Store.

You need to have at least iOS 10.0 or Android 6.0 to download the app.



Tip:

The fastest way to find the app is to search for "MyACCESS Wisconsin." You can also search using any of the following keywords:

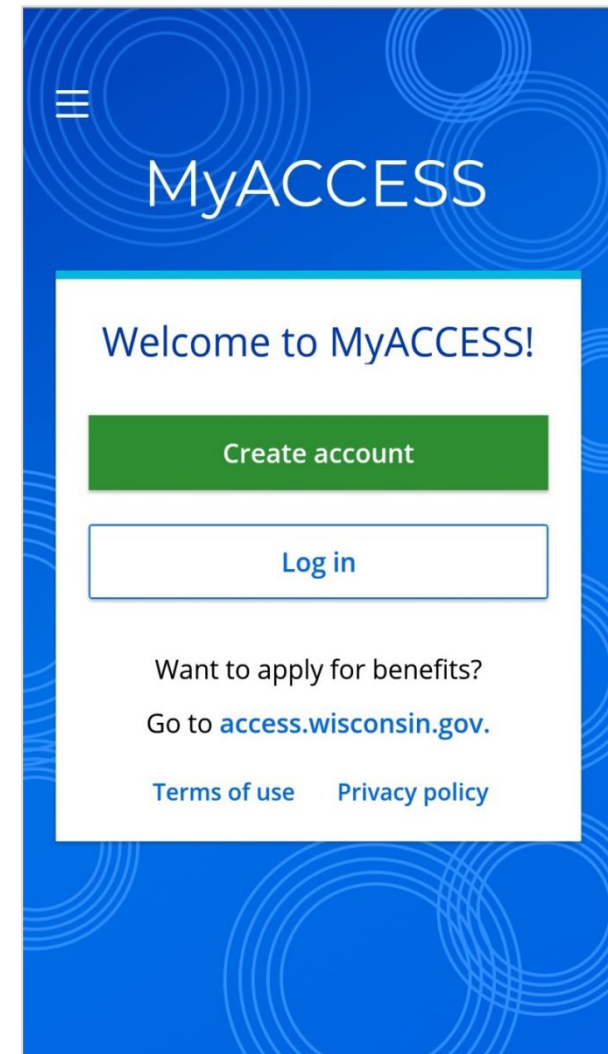
- MyACCESS
- ACCESS
- BadgerCare Plus
- Child Care
- FoodShare
- Medicaid
- W-2
- Wisconsin
- Wisconsin Shares
- Wisconsin Works

Accessing Your Account for the First Time


- ▶ **If you have an account on the ACCESS website that you use to manage your benefits**, use the same user ID and password to log into the app. Then start using it right away!
- ▶ **If you applied for benefits using the ACCESS website**, use the user ID and password you created when you applied to log into the app. You'll then need to give us your:
 - Case number, ForwardHealth ID, or QUEST card number.
 - Date of birth.
 - Social Security number or case PIN.
- ▶ **If you don't manage your benefits online or didn't apply online**, create an account through the app. You'll need to give us your:
 - Case number, ForwardHealth ID, or QUEST card number.
 - Date of birth.
 - Social Security number or case PIN.You'll then set up a user ID, password, and secret questions.

💡 Tip:

You can find your case number at the top of the letters you get about your eligibility and benefits.



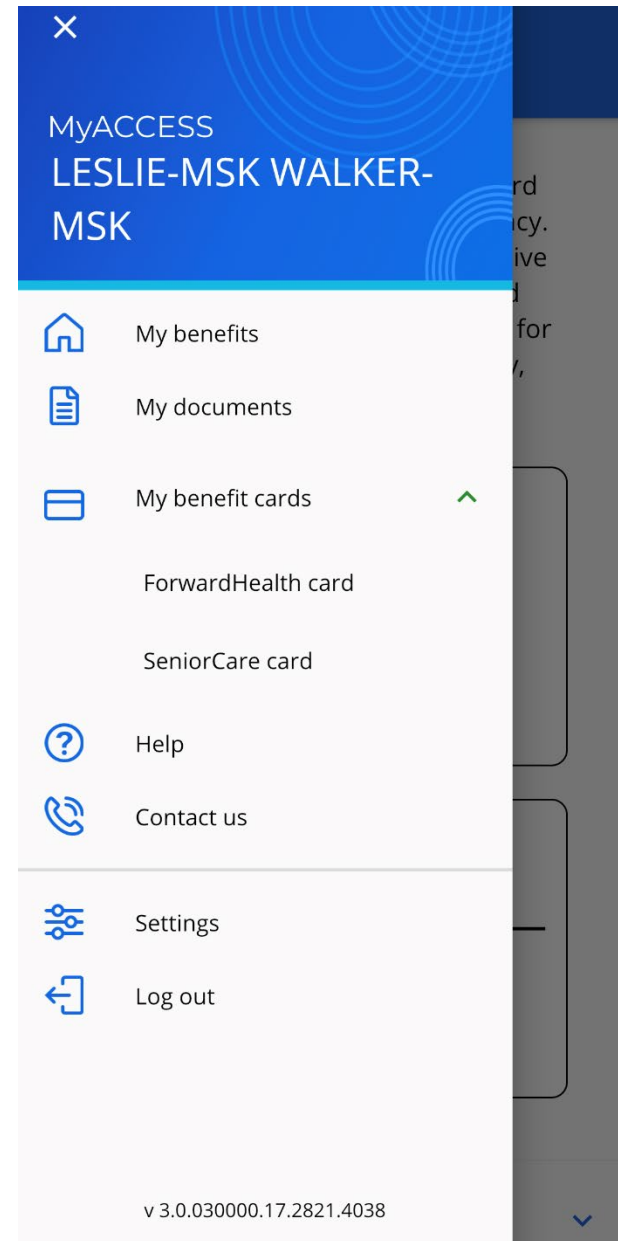
Navigation Menu

Tap the menu icon  in the top left corner of the app to open the navigation menu:

- ▶ **My benefits.** The My benefits screen shows basic information about the programs you applied for or are enrolled in.
- ▶ **My documents.** The My documents screen shows documents you need to submit and documents you submitted in the last 90 days.
- ▶ **My benefits cards.** The My benefits cards screen lets you view your digital ForwardHealth or SeniorCare cards. You will only have this on your navigation menu if you have been issued a ForwardHealth or SeniorCare card.
- ▶ **Help.** On the Help screens, you can change your secret questions and read the app FAQs, privacy policy, terms of use, and nondiscrimination statement.
- ▶ **Contact us.** The Contact us screen directs you to Member Services for app and technical support and to your agency for eligibility and enrollment support.
- ▶ **Log out.** When you're finished using the app, log out to protect your information. You'll be automatically logged out after 15 minutes of inactivity.

Tip:

To go back to the My benefits screen from the My documents screen, you'll need to use the navigation menu.

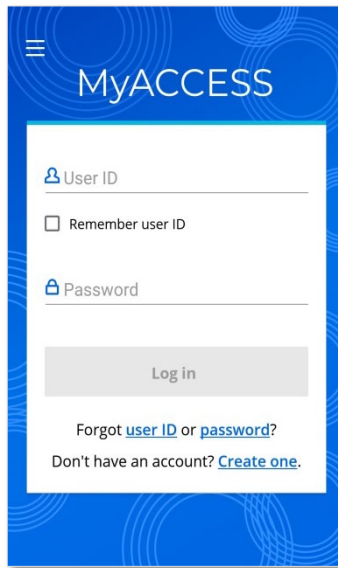


Recovering Your User ID

If you've set up an account in the past but can't remember your user ID, follow the steps below to recover your user ID. You don't have to set up a new account.

STEP 1

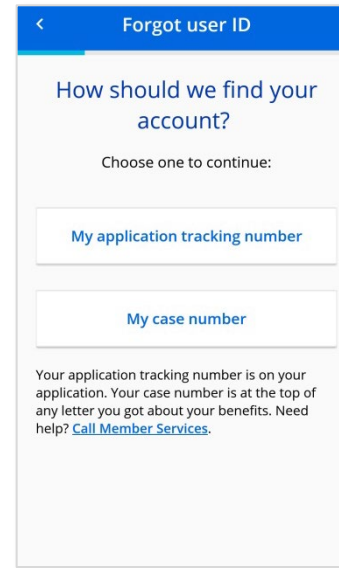
Tap Forgot user ID.



The screenshot shows the MyACCESS mobile app login screen. At the top, there is a menu icon and the text 'MyACCESS'. Below this, there are two input fields: 'User ID' and 'Password'. There is a checkbox for 'Remember user ID' and a 'Log in' button. At the bottom, there are two links: 'Forgot user ID or password?' and 'Don't have an account? Create one.' The 'Forgot user ID or password?' link is highlighted in blue.

STEP 2

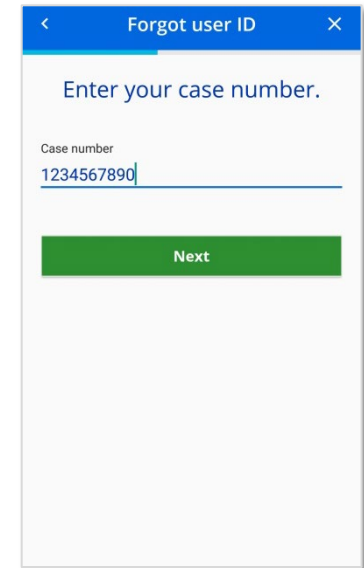
Find your account using your application tracking number or case number.



The screenshot shows the 'Forgot user ID' screen. The title is 'Forgot user ID'. Below the title, it asks 'How should we find your account?' and 'Choose one to continue:'. There are two buttons: 'My application tracking number' and 'My case number'. Below these buttons, there is a paragraph of text: 'Your application tracking number is on your application. Your case number is at the top of any letter you got about your benefits. Need help? Call Member Services.'

STEP 3

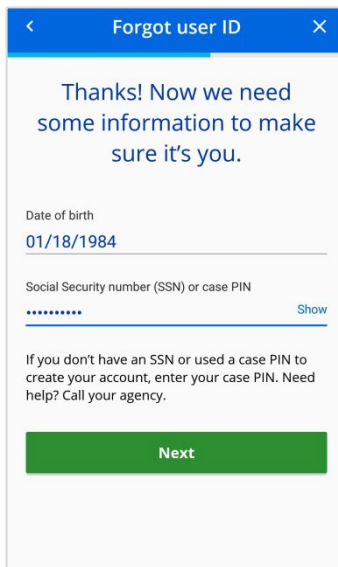
Enter the number you chose and tap Next.



The screenshot shows the 'Forgot user ID' screen. The title is 'Forgot user ID'. Below the title, it asks 'Enter your case number.' There is a text input field with the case number '1234567890' entered. Below the input field, there is a green 'Next' button.

STEP 4

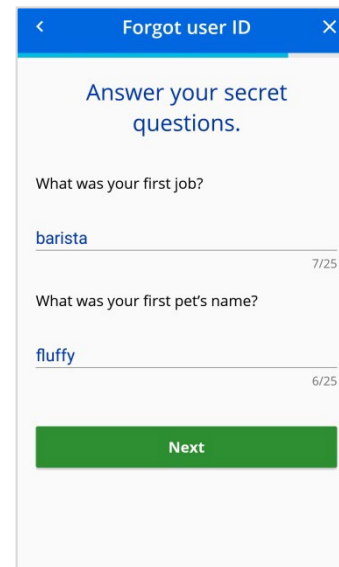
Enter your date of birth and Social Security number or case PIN. Then tap Next.



The screenshot shows the 'Forgot user ID' screen. The title is 'Forgot user ID'. Below the title, it says 'Thanks! Now we need some information to make sure it's you.' There are two input fields: 'Date of birth' with the value '01/18/1984' and 'Social Security number (SSN) or case PIN' with a masked value '.....'. There is a 'Show' link next to the second input field. Below the input fields, there is a paragraph of text: 'If you don't have an SSN or used a case PIN to create your account, enter your case PIN. Need help? Call your agency.' At the bottom, there is a green 'Next' button.

STEP 5

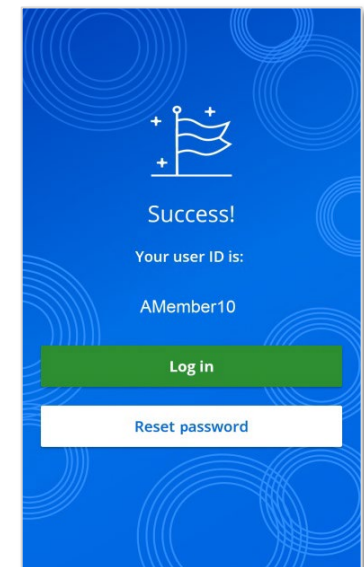
Answer the secret questions you set up when you created your account. Then tap Next.



The screenshot shows the 'Forgot user ID' screen. The title is 'Forgot user ID'. Below the title, it asks 'Answer your secret questions.' There are two questions: 'What was your first job?' with the answer 'barista' and 'What was your first pet's name?' with the answer 'fluffy'. There are progress indicators '7/25' and '6/25' next to the answers. At the bottom, there is a green 'Next' button.

STEP 6

Your user ID will be displayed. Tap Log in to go to the Login screen.



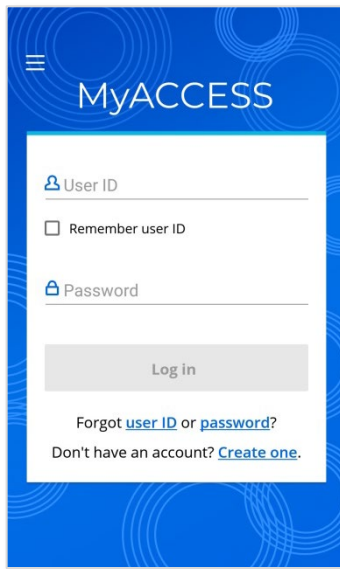
The screenshot shows the 'Forgot user ID' screen. The title is 'Forgot user ID'. Below the title, it says 'Success!' and 'Your user ID is: AMember10'. At the bottom, there are two buttons: a green 'Log in' button and a white 'Reset password' button.

Resetting Your Password

If you've set up an account in the past but can't remember your password, follow the steps below to reset it. You don't have to set up a new account.

STEP 1

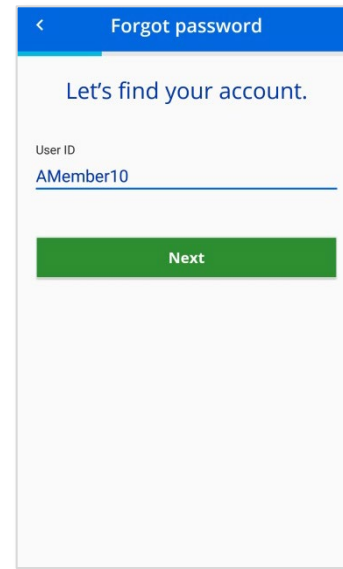
Tap Forgot password.



The screenshot shows the MyACCESS mobile app login screen. At the top, there is a hamburger menu icon and the text "MyACCESS". Below this, there are two input fields: "User ID" and "Password". The "User ID" field has a small icon to its left. Below the "User ID" field is a checkbox labeled "Remember user ID". Below the "Password" field is a "Log in" button. At the bottom, there is a link "Forgot user ID or password?" and another link "Don't have an account? Create one."

STEP 2

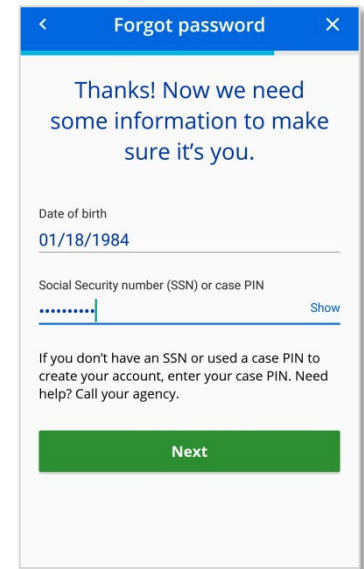
Enter your user ID. Then tap Next.



The screenshot shows the "Forgot password" screen. At the top, there is a back arrow and the text "Forgot password". Below this, there is the text "Let's find your account." and an input field for "User ID" with the value "AMember10". Below the input field is a green "Next" button.

STEP 3

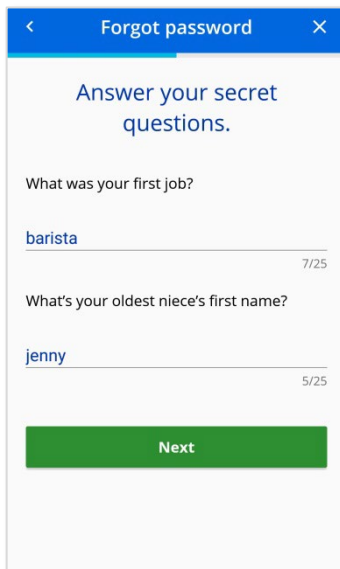
Enter your date of birth and Social Security number or case PIN. Then tap Next.



The screenshot shows the "Forgot password" screen. At the top, there is a back arrow and the text "Forgot password". Below this, there is the text "Thanks! Now we need some information to make sure it's you." and an input field for "Date of birth" with the value "01/18/1984". Below this is an input field for "Social Security number (SSN) or case PIN" with a "Show" link to its right. Below the input field is a green "Next" button.

STEP 4

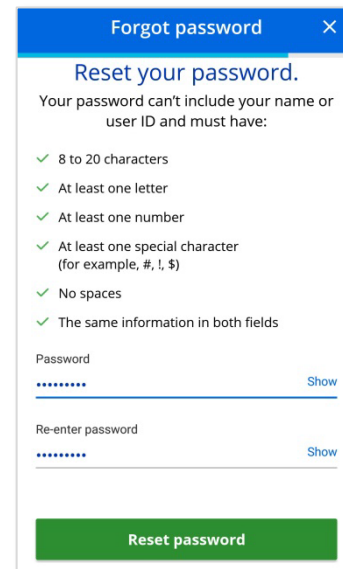
Answer your secret questions. Then tap Next.



The screenshot shows the "Forgot password" screen. At the top, there is a back arrow and the text "Forgot password". Below this, there is the text "Answer your secret questions." and two input fields for secret questions. The first question is "What was your first job?" with the answer "barista" and a character count of "7/25". The second question is "What's your oldest niece's first name?" with the answer "jenny" and a character count of "5/25". Below the input fields is a green "Next" button.

STEP 5

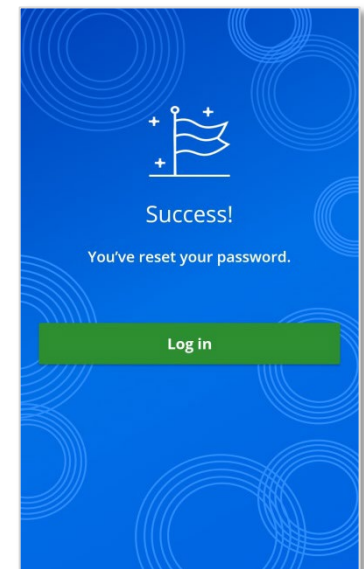
Enter and re-enter your new password. Then tap Next.



The screenshot shows the "Forgot password" screen. At the top, there is a back arrow and the text "Forgot password". Below this, there is the text "Reset your password." and a list of password requirements: "8 to 20 characters", "At least one letter", "At least one number", "At least one special character (for example, #, !, \$)", "No spaces", and "The same information in both fields". Below the list is an input field for "Password" and another for "Re-enter password", both with "Show" links to their right. Below the input fields is a green "Reset password" button.

STEP 6

Tap Log in.

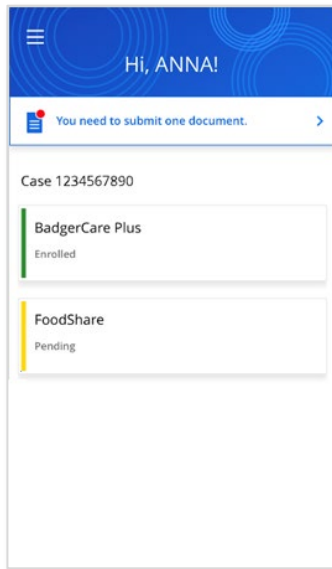


The screenshot shows a success screen. At the top, there is a flag icon with a plus sign. Below this, there is the text "Success!" and "You've reset your password." Below the text is a green "Log in" button.

Submitting Documents From Your Needed List

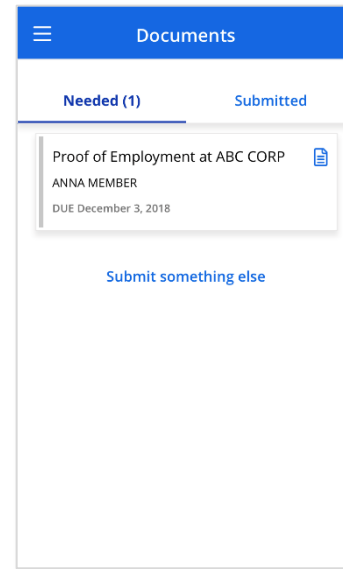
STEP 1

Go to your Needed list. You can tap the message at the top of your Benefits screen or tap My documents from the menu to go to your Needed list.



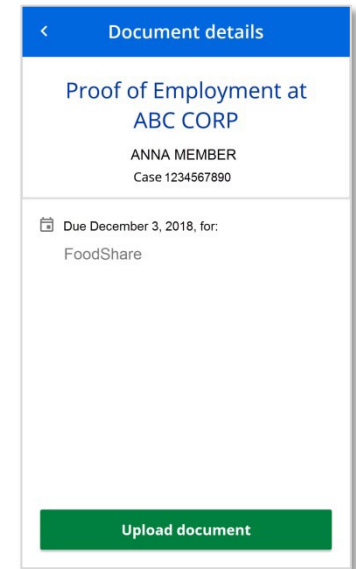
STEP 2

From your Needed list, tap the document you want to submit.



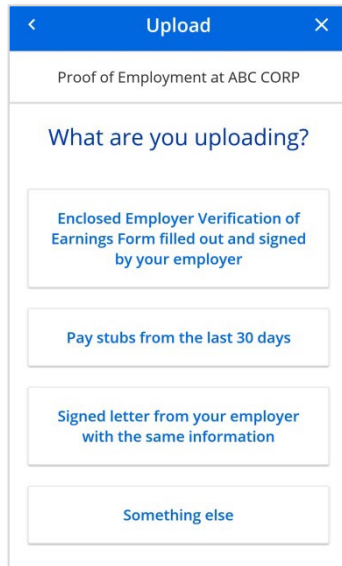
STEP 3

Review the document details and tap Upload document.



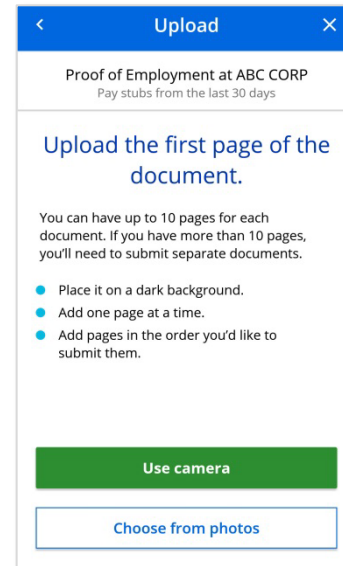
STEP 4

Choose the document you're uploading.



STEP 5

Choose to use your phone's camera to take a photo or choose a photo from your phone's gallery.



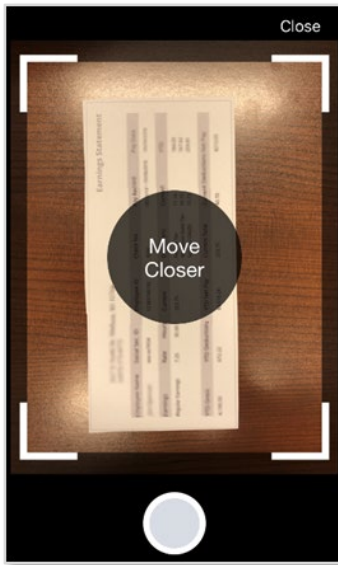
Tip:

Photos taken with the MyACCESS app aren't saved on your phone. This helps keep your information safe.

Submitting Documents From Your Needed List

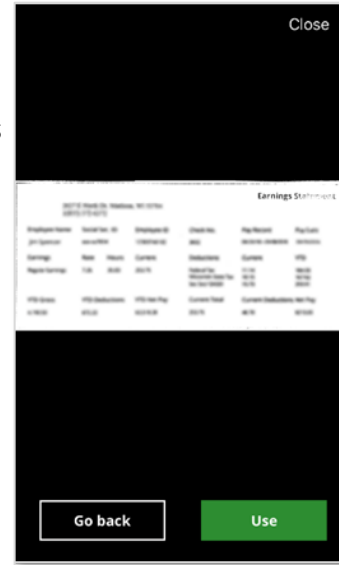
STEP 6

If using your phone's camera, center the document and take a picture. **Make sure your document is on a dark background for the best results.**



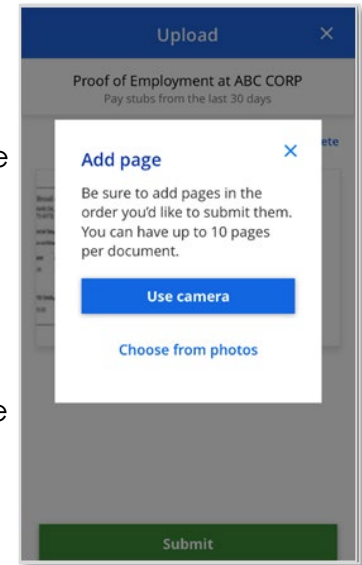
STEP 7

If your document is readable, tap Use. If your document isn't readable, tap Go back and take another photo. The MyACCESS app will change your document to black and white.



STEP 8

If your document has more than one page, tap Add page. You can add up to 10 pages per document. If your document has more than 10 pages, go to page nine to learn how to submit the additional pages.



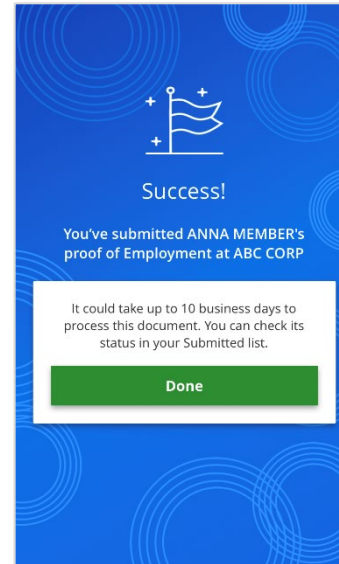
STEP 9

Once you've added all the pages of your document (or the first 10 pages), tap Submit.



STEP 10

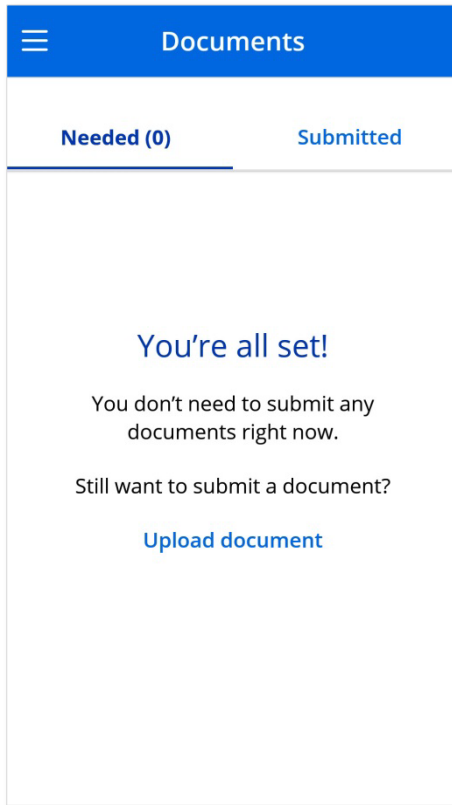
A message will be displayed if your document was submitted successfully. Tap Done to go back to your Documents screen.



Tip:

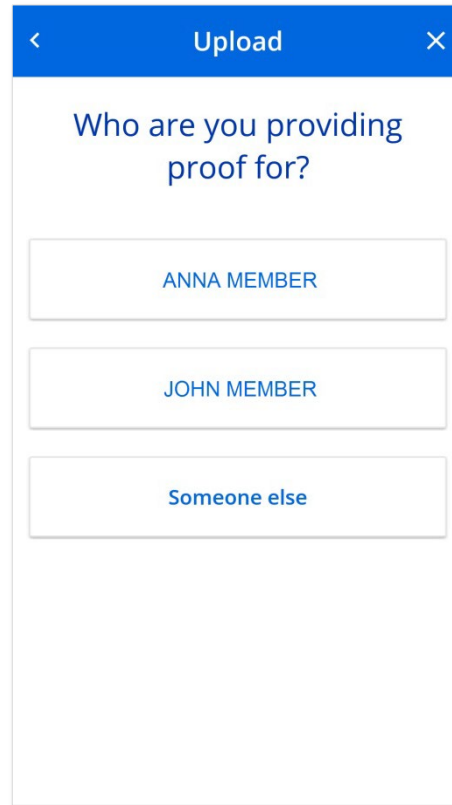
It could take up to 10 days to process your document. You can check its status at any time by going to your Submitted list. To learn more about your Submitted list, go to page 10.

Submitting More Than 10 Pages



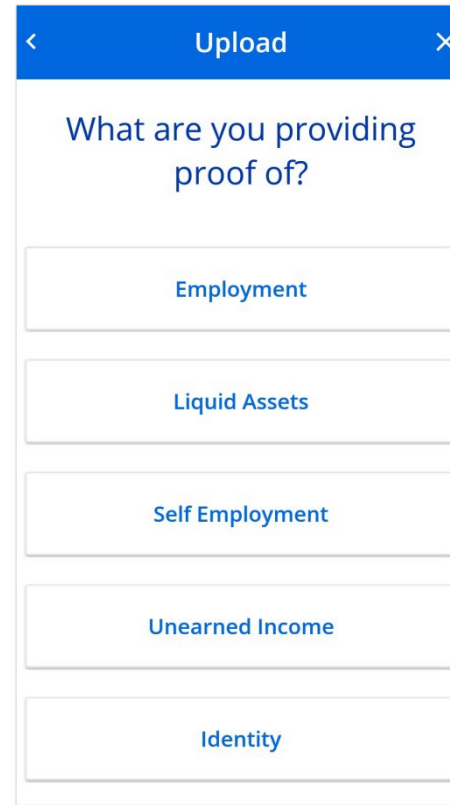
STEP 1

After you submit the first 10 pages of a document, go back to your Needed list. Tap Upload document if there's nothing left on your list or tap Something else if there are other documents on your list.



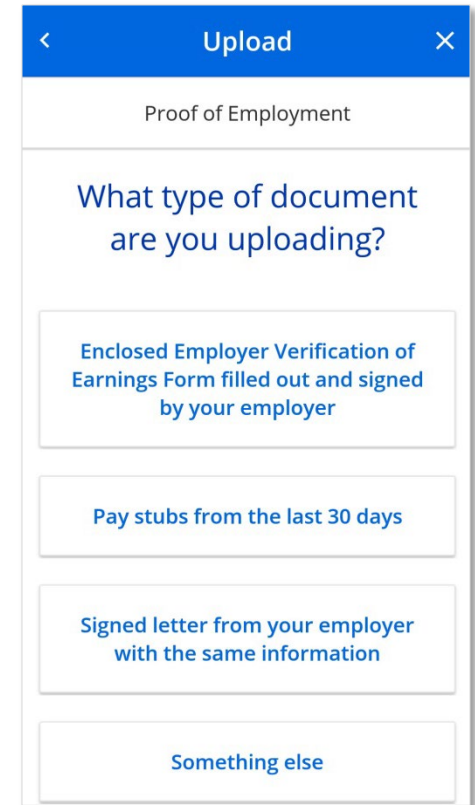
STEP 2

Tap the person the document is for.



STEP 3

Tap the type of proof you're submitting. This should match the proof type of the first 10 pages. If you can't remember what type of proof it was, tap See more. Then tap Something else on the screen listing all proof types.



STEP 4

Tap the type of document you're submitting. This should match the document type of the first 10 pages. If you can't remember what type of document it was, tap Something else. Then follow steps 5–10 on pages 7–8 to submit the rest of the pages.

Tracking the Status of a Submitted Document

You can see all the documents you've submitted in the last 90 days on your Submitted list. Documents you submit using the MyACCESS app or the ACCESS website will show as Received right away. Documents you submit through fax, mail, or in person will show as Received once your agency gets them and records that it has gotten them.

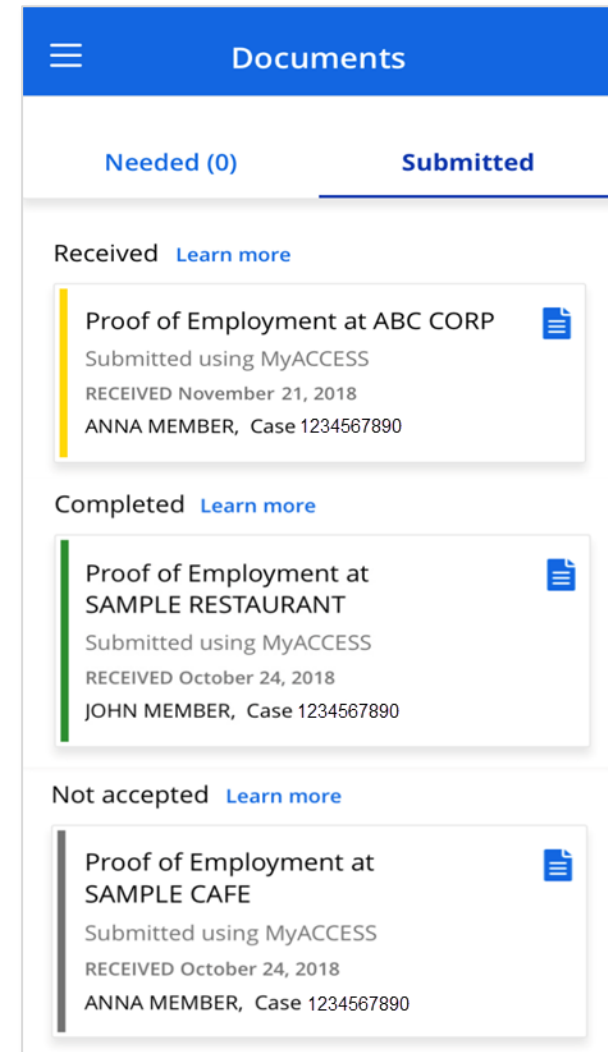
Documents can have one of the following statuses:

- ▶ **Received.** This means your agency got your document but still needs to process it.
- ▶ **Completed.** This means that your document had the information we needed. You don't need to do anything else.
- ▶ **Not accepted.** This means that we got your document but it either wasn't the right document or wasn't needed for your case. This status will show in only rare circumstances. If a document has this status, you can call your agency for more information and to see if you need to submit another document.



Tip:

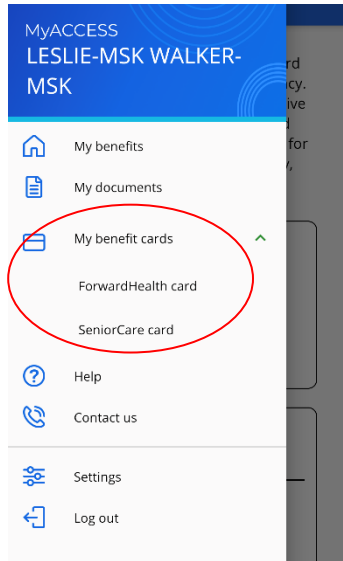
If you submitted a document using the MyACCESS app or the ACCESS website, you can tap the document to open it in the PDF reader on your phone.



Viewing Your Digital Benefits Cards

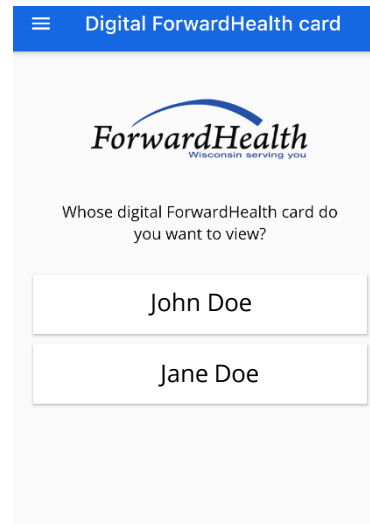
STEP 1

Select My benefits cards from the Navigation menu. If you have been issued both a SeniorCare card and a ForwardHealth card, you will see a dropdown menu with both card options. Select the card you would like to view.



STEP 2

Select the name of the person whose digital card you would like to view.



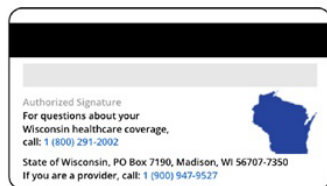
STEP 3

View your digital card. You can show your digital card at provider visits to access covered benefits. You can see details about using your digital card by selecting dropdown menu arrow underneath the card.



STEP 4

If you select View PDF, you will open a PDF of the digital card. You can select Download on the top left of the screen to download a PDF file of your digital card.



Tip:

If you are no longer enrolled in a program you have been issued a card for, you will see a banner above your digital card.

Digital ForwardHealth card

! You are no longer enrolled in this program. For questions about your Wisconsin health care benefits, call 1-800-291-2002.

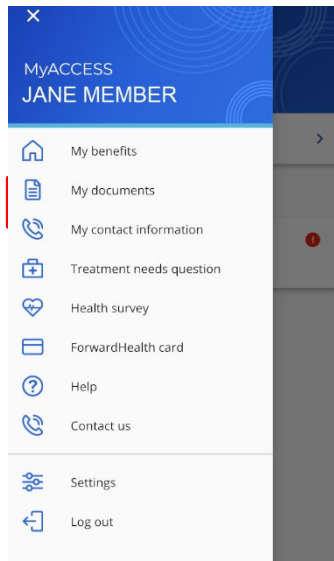
You may be asked to show the card below at each visit with a doctor or health care provider. In addition, you may be asked to give the ID number listed on the card ([2202728422](#)) when you call to ask for information about your eligibility, benefits, or claims.



How to Update your Address

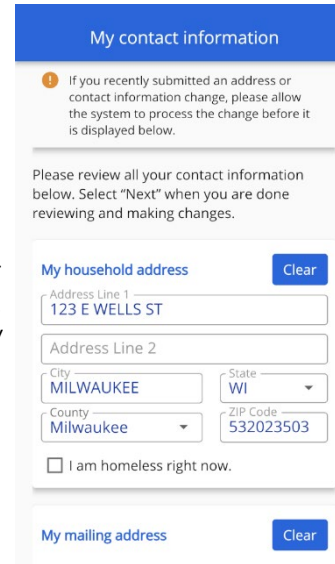
STEP 1

Choose "My Contact Information" from the navigation menu. You will only see this link if you're currently getting benefits.



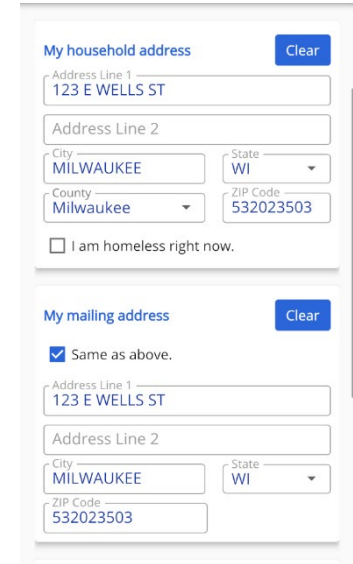
STEP 2

When you select the "My Contact Information" link from the navigation menu, your household's contact information is shown. Here you can review and make changes to the Household Address, Mailing Address, and Phone Numbers and make updates as needed.



STEP 3

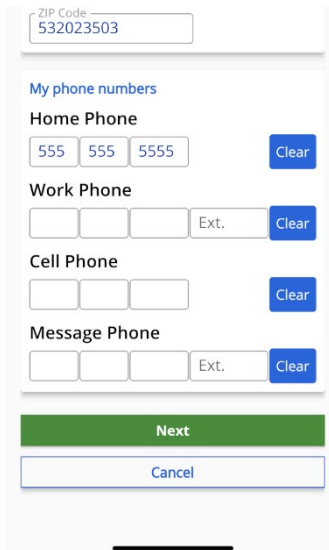
The current mailing address on file is displayed in the "My mailing address" section. A mailing address is where you'll receive your mail, which can be different than your household address. It is very important that the mailing address is always accurate.



STEP 4

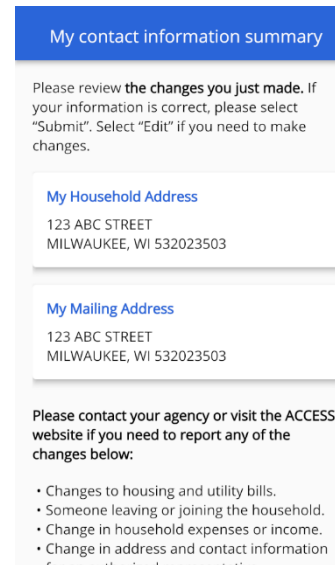
In the "My phone numbers" section, you can update, remove, or add a Home, Work, Cell, or *Message phone number. After reviewing and making updates to your contact information, select the "Next" button on the bottom of the page.

*A "Message Phone Number" is a number where a voice message can be left for the recipient.



STEP 5

After selecting "Next," the updated contact information is displayed. After final review of the updated contact information, click "Edit" to return to the "My Contact Information" page to make changes if needed. Otherwise click "Submit."



STEP 6

After clicking "Submit", the success page will display. Make note of the tracking number on this page which is useful to have just in case. It may take a few days to see your changes in the My contact information section of the app.

