GENERAL INFORMATION

The Document Upload Portal is a web based password secured public portal that allows providers to upload documents for an existing medical case.

- Supporting Documentation

To use the Document Upload Portal, you will need to sign up.

SYSTEM SUMMARY

User Access


Let’s get started

- From the Document Upload Portal homepage click Sign Up.
• The Welcome page displays with instructional text.

![Welcome Page](image)

• Click Continue

Provider Information

• The User Online Account Credentials page displays. This page captures credentials required for account setup.

![User Online Account Credentials](image)

The User Name cannot contain special characters.
The Password cannot contain the User Name.
Password must be at least eight characters and contain all the following four characteristics:
• Upper Case
• Lower Case
• Numerical
• Special Character

To Sign Up as a New User and request access complete the following information:
- First Name
- Last Name
- Date of Birth (mm/dd/yyyy)
- Phone Information
- Email Address Must be a Valid Email and associated to a provider facility.
- Select Security Questions

NOTE: Select the Security Questions you know the answer to. You will be asked to answer these questions to recover your password.

• Once you have all the required information complete click on the Save and Continue button.
• The **Verify User Account Credentials** page displays.

• Use the **Back** button to change any information.

• Verify all details are accurate. Click the **Sign-Up** button to create an account.

• The **Thank you for signing up** page displays.

**E-Mail Confirmation**

To complete your account setup, you need to validate your email address. A validation email containing a **Validation Token** will be sent to the email address used to create your **Document Upload Portal** account.

• Access your email account and locate the email from KEES.

• Open the email; the **Validation Token** will display.

• Enter the **Validation Token** on the **Thank you for signing up** page and click the **Continue** button.

**NOTE**: If needed click the **Resend** button to resend the validation email.
• The **Email Validation Success** page displays.

![Email Validation Success]

**USING THE SYSTEM**

• Sign into the **Document Upload Portal**
• Click the **Upload Document** hyperlink.

![Upload Documents]

• The **Consumer Search** page will display.

**Consumer Search**

• The **Consumer Search** page allows providers to identify consumers for document upload.

![Consumer Search]

• Enter the **Medical Case Number**.
• See page 8 to locate Case Number on Form.
• Enter the **Primary Applicants Date of Birth**.
• Click the **Search** Button.
• If no match is found it will display; Error! The information you entered does not match our records. Please try again.
• If a match is found the Document Upload page displays.

**Important** – The providers should include a cover sheet containing the beneficiary’s name and date of birth with each document uploaded.

• The Document Upload page will display the case number the documents will be uploaded to. If the case number is incorrect, click the Cancel button.
• Documents cannot exceed 25MB. The Portal only accepts PowerPoint, Word, Excel, PDF, TXT, HTML, HTM, BMP, JPG, and JPEG file types.
• To Upload a document click **Browse**; this allows you to search your computer for a document to upload.
• Select the document to upload. The file will populate on the Document Upload page.
• Click the **Upload** button.
• The **Document Upload Success** page will display.

**NOTE:** Click the **Upload Another Document** button up Upload another Document to the same case number. Click the **Close** button to Upload a Document to a different case number.
FORGOT USER NAME

- From the Document Upload Portal homepage click the **Forgot User Name** hyperlink.
- The **Forgot User Name** page displays. Enter personal information and click the **Submit** button.
- An email will be sent to the email address on file with your User Name.

FORGOT/CHANGING PASSWORD

- From the Document Upload Portal homepage enter your User Name and click the **Forgot Password** hyperlink.
- The **Verify User** page displays with the Provider security questions.
- Fill in the answers to the Security questions. Click the **Continue** button.
  **NOTE:** If you do not remember your answers See page 8.
- The **Reset Password** page displays. Enter a **New Password** and **Confirm Password**. Click the **Submit** button.
  **NOTE:** Password cannot be one of the six passwords previously used.
- The Confirmation Message page will display informing you of a successful password change.

LOG OUT

- Click **Log Out** in the top right-hand section of the Document Upload Portal home page.
KEES HELP DESK

Please contact the Help Desk:
- User account Sign Up issues
- Assistance with password security questions
- Other unresolved issues

Help Desk 1-877-782-7358

Locating Case Number on Form

![Image of form with Case Number highlighted]