



Updating Consumer Email Address

A consumer's email address can be recorded in the **Email** field on their **Individual Demographics Detail** page in KEES. This email can be manually updated by staff if the consumer reports the change to the agency. Updating this email address has no effect on the consumer's SSP email address. If the consumer wishes to change their SSP email address, they must make the change themselves.

Case Name: Mary Train
Case Number: 20022110

Journal Tasks Reminders Contact Log Logout Help

Workload Inventory Case Summary Customer Information Reporting Distributed Documents Customer Schedule Courtesy Month

Individual Demographics Detail

Name: First Name: Mary Middle Name/Initial: Last Name: Train
Suffix: Maiden Name: Name Type: Role: Case Member

Email: MTrain1@domain.com Receive message via Email

Phone Numbers

If the consumer is unsure of how to update their email address in the SSP, direct them to do the following:

1. Log in to their SSP account.
2. Click the **My Account** hyperlink.
3. In the **Email Address** field they can delete their old email and enter the new one.
4. Click the Save Changes button.

Home Language English Go

KanCare MEDICAL CONSUMER SELF-SERVICE PORTAL

User Name Password Log In
Forgot User Name Forgot Password/PIN Sign Up Help

KanCare MEDICAL CONSUMER SELF-SERVICE PORTAL 1 Help My Account Mary Train Log Out

Message Open
1 New Message(s) CHECK APPLY ACCESS

KanCare MEDICAL CONSUMER SELF-SERVICE PORTAL Help My Account Mary Train Log Out

Information Links

Office Locations
Program Information
Frequently Asked Questions
How To Use This Site
Give Us Your Feedback
Reporting Requirements
Go To Non-Medical Portal

ACCOUNT

Update Contact Information

Contact Information Password Management

The information provided in this section is only for managing your online profile. Updating your information here does not replace reporting a change, to do that please

* Red asterisk indicates required

I would like to receive messages through
 Personal Email Text Message

You will receive messages related to your application or ongoing case in the self-service portal message center.

Home Phone Number
Mobile Phone Number
Work Phone Number (999)999-9999

Email Address MTrain1@domain.com

Close Save Changes