

# Document Upload Portal User's Manual



## Table of Contents

[What is the Document Upload Portal](#) .....2

[Part 1 – Sign Up and Create an Account](#) .....3

[Part 2 – Two-Step Authentication](#) .....8

[Part 3 – Upload Documents](#) ..... 10

[Part 4 – Forgot Your Username or Password](#) ..... 16

# What is the Document Upload Portal?

The Document Upload Portal is a secure online portal for providers to submit their clients' required documentation to the KDHE. This is the sole purpose of the Document Upload Portal.

These documents may include birth certificates, proof of citizenship, diplomas or other required documentation.

To use the Document Upload Portal, go to the home page and sign up to create an account.

This is the URL:

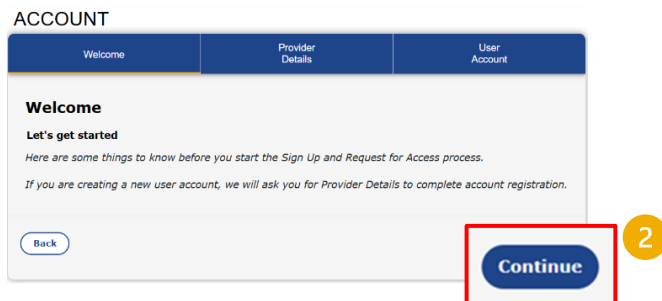
<https://docuploadportal.kees.ks.gov/apspssp/docUpload.portal>

# Part 1 — Sign Up and Create an Account

1. On the **Document Upload Portal** homepage choose **Sign Up** (located in the right-hand corner of the page).



2. Read the **Welcome** page, and select the **Continue** button to go to the **User Online Account Credentials** page.



3. A **red asterisk\*** indicates the required fields in the Document Upload Portal.
  - a. Follow the instructions to create a **User Name**, and **Password**.
  - b. Passwords are good for 60 days.

fields

A screenshot of the 'ACCOUNT' section, 'Provider Details' tab. It shows a form with a 'Password\*' field. A red rectangular box highlights the 'Password\*' field and its instructions. A yellow circle with the number '3' is placed to the right of the 'Password\*' field. Above the form, a red box contains the text '\* Red asterisk indicates required'. The instructions for the password state: 'The password must be at least 12 characters with no characters repeated four times in a row and contain all of the following: upper-case letter, lower-case letter, number, and a special character.' Below this is a 'Confirm Password\*' field with the instruction: 'The password cannot contain the user name.'

4. Enter **Personal Information**.

5. Enter **Contact Information**.

a. Use this format for the phone number:(999)999-9999

b. The Email is used to send a Validation Token necessary to complete the **Sign Up** process.

The screenshot shows a registration form with two main sections. The first section, titled 'Personal Information' with a yellow circle containing the number 4, includes fields for First Name (Sample), Middle Name/Initial (M.), Last Name (Kansas), Suffix (Select One), and Date of Birth (02/22/2000). The second section, titled 'Contact Information Phone Information' with a yellow circle containing the number 5, includes a dropdown for Type (Cell), a Phone Number field (785)273-1880, an Extension field, and a checkbox for 'Do you have additional phone numbers?' (No is selected). Below this is the 'Email Information' section, which includes an Email Address field (Sample25@gmail.com) and a checkbox for 'Email (example@abc.com)' which is checked. A note states: 'This box has been checked to add an extra layer of security to your account. We will send you a verification code to the email provided to be entered on the following screen.' A link below the checkbox says 'This email will be used to send a verification code each time you log in.'

6. Select security questions and enter the answers in the fields provided.

7. Select **Save and Continue** to go to the **Verify User Account Credentials** page.

The screenshot shows a form for selecting security questions. It has a title 'Select Security Questions for which you know the answer. If you forget your password, you answer these questions to recover your password.' with a yellow circle containing the number 6. There are two questions: 'First Security Question\*' with a dropdown menu showing 'What was the name of your first school?' and an answer field containing 'Elementary'; and 'Second Security question\*' with a dropdown menu showing 'What was your favorite place to visit as a child?' and an answer field containing 'Zoo'. At the bottom, there is a 'Cancel' button and a 'Save and Continue' button, which is highlighted with a red rectangle and a yellow circle containing the number 7.

8. On the **Verify User Account Credentials** page. Check to see if everything is correct. Select **Save and Continue**. You will be taken to the **Thank you for signing up** page.

**ACCOUNT**

Welcome Provider Details **User Account**

### Verify User Account Credentials 8

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 the details are accurate and complete in order for us to take timely action on your request.

**New Provider User Summary**

User Name	EmEDickinson	
Password	*****	
First Name	Emily	Sample
Middle Name/Initial		
Last Name	Dickinson	Kansas
Suffix		
Date Of Birth	07/01/2000	02/22/2000

**Contact Information**

Type	Phone Number	Extension
Cell	(785)408-9077	(785)273-1880
Type	Email Address	
Primary	Theresa.Steinlage@	Sample25@gmail.com

**Security Questions**

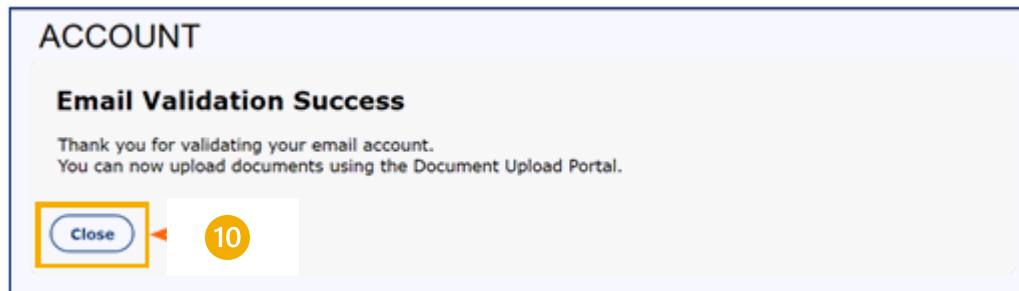
First Security Question	What was the name of your first school?	
Answer	Vista La Mesa	Primary School
Second Security question	What was your favorite place to visit as a child?	
Answer	Zoo	

[Back](#) [Save and Continue](#)

9. On the **Thank you for signing up** page, there is a **Validation Token** field. Enter the **Validation Token** and select **Continue** to be taken to **Email Validation Success**.

- a. The **Validation Token** is sent to the email entered in the **User Online Account Credentials** page.
- b. The Validation Token adds an extra layer of security to the account. There is an unlimited number of tries to correctly enter the Validation Token; but once a token is sent, it is only valid for ten minutes.
- c. You will receive this message when a Validation Token is sent:
  - i. A Validation Token has been sent to <user email address>.
- d. You will be able to **Resend** a Validation Token an unlimited number of times.
- e. If you select **Resend** within 10 minutes of receiving the first token, you will receive the same token. Once 10 minutes have passed, you will receive a new token.

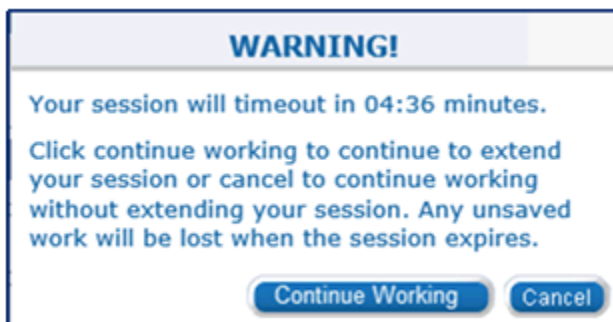
10. On the **Email Validation Success** page, select **Close** to be taken to the **Document Upload Portal** homepage.



---

Once you are in the Document Upload Portal, if you are inactive for more than 15 minutes, you will be logged out automatically.

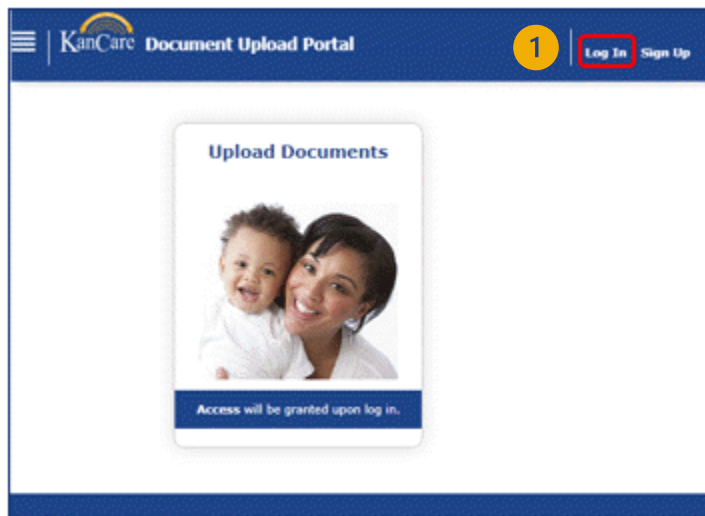
A **WARNING!** will appear after you've been inactive for 10 minutes. At five minutes remaining, a timer will begin counting down.



# Part 2 - Two-Step Authentication

Providers who have already set up an account with the Document Upload Portal will encounter the **Two-Step Authentication** for the first time when logging into their Document Upload Portal account after 03/18/2023. **Two-Step Authentication** also appears for all providers new to Document Upload Portal after 03/18/2023.

1. **Log In** to the Document Upload Portal.

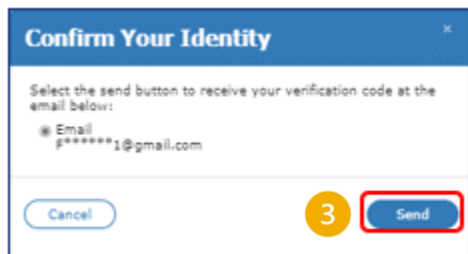


2. Enter your **User Name** and **Password** and select **Log In** button.

A screenshot of the KanCare Document Upload Portal login form. The title 'Log In' is at the top. Below it are two input fields: 'User Name' with the text 'ChrisDoe' and 'Password' with masked characters. A yellow circle with the number '2' is next to the 'Log In' button, which is highlighted with a red rectangle. At the bottom, there are three links: 'Click here if you forgot your password', 'Click here if you forgot your username', and 'Don't have an account? Click here to create an username'.

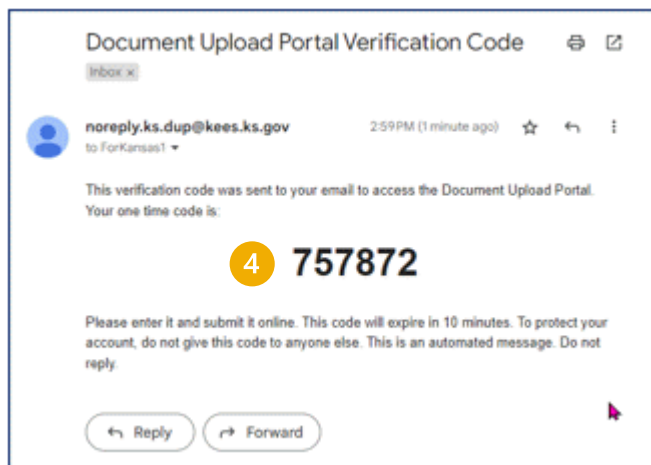


3. Confirm your identity by selecting the **Send** button to receive your verification code to the reported email address.

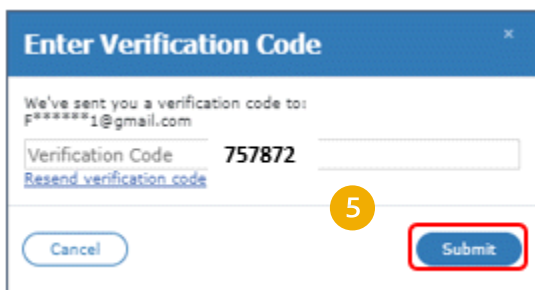


A dialog box titled "Confirm Your Identity" with a close button (X) in the top right corner. The text inside says "Select the send button to receive your verification code at the email below:" followed by "Email f\*\*\*\*\*1@gmail.com". At the bottom, there are two buttons: "Cancel" on the left and "Send" on the right. A yellow circle with the number "3" is placed over the "Send" button, which is also outlined with a red rectangle.

4. A 6-digit verification code will be sent to the email address on file.



5. Enter the verification code from the email received in the **Verification Code** box and select the **Submit** button.



A dialog box titled "Enter Verification Code" with a close button (X) in the top right corner. The text inside says "We've sent you a verification code to: f\*\*\*\*\*1@gmail.com". Below this is a text input field labeled "Verification Code" containing the text "757872". To the left of the input field is a link that says "Resend verification code". At the bottom, there are two buttons: "Cancel" on the left and "Submit" on the right. A yellow circle with the number "5" is placed over the "Submit" button, which is also outlined with a red rectangle.

## Part 3 - Upload Documents

1. Select the **Upload Documents Link** to go to the **Consumer Case Search** page.



2. Enter the consumer's 8-digit **Medical Case Number**.

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\*

Primary Applicant Date of Birth (mm/dd/yyyy)

- a. The consumer's **Medical Case Number** is located in the headers of any forms or notices sent from the KanCare Clearinghouse.

KanCare Clearinghouse  
PO Box 3599  
Topeka, KS 66601-9738

Case Name: CASE NAME  
Address 1  
Address 2  
City, KS ZIP

Notice Date: 11/20/2018  
Case Name: CASE NAME  
**Case Number: 00000000**  
Program: Medical

3. Enter the **Primary Applicant's Date of Birth** in the field provided.
  - a. The Primary Applicant is always an adult who is applying for themselves, their spouse, their minor children or other children living in the house.

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

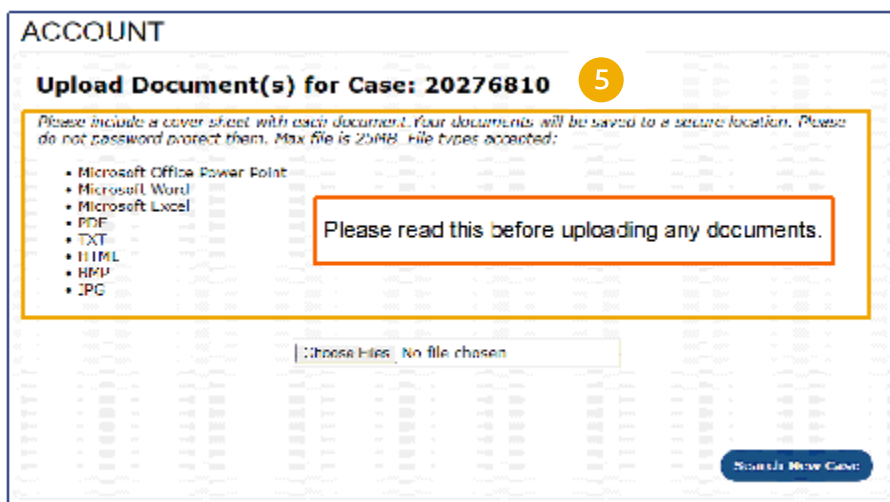
Medical Case Number\* 20276810

Primary Applicant Date of Birth (mm/dd/yyyy)\* 3 06/01/1980

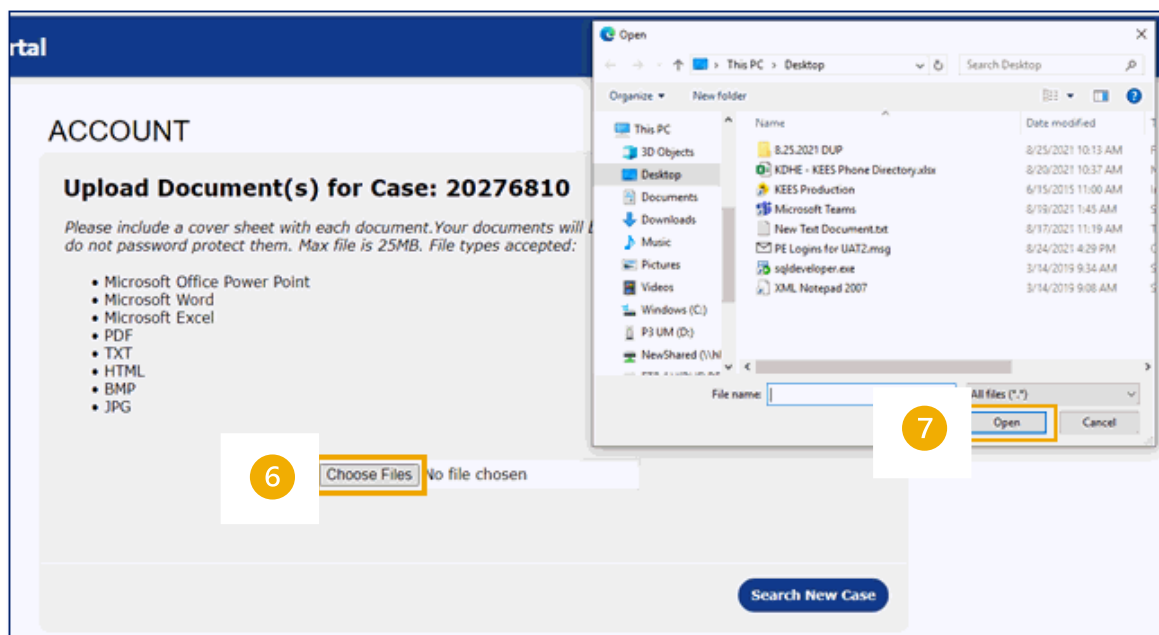
4 Search

4. Choose **Search** to be taken to the **Upload Documents for Case** page.

5. Review the criteria for documents to be uploaded. These are at the top of the **Upload Documents for Case** page.



6. Select **Choose Files**.
7. Choose the file to be uploaded and click **Open**. You can do this multiple times to upload more than one file or document.



- a. Documents to be uploaded must be one of the file types listed in the **Upload Documents for Case** page. Attempting to choose a document that isn't one of the file

types supported, results in the message, **Error! The document type is not supported and the document cannot be uploaded.**





- b. The file size should not be more than 25 MB. Chosen files are listed on the **Upload Documents for Case** page. Their size is shown in the center column.

ACCOUNT

### Upload Document(s) for Case: 20276810

*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:*

No file chosen


 Birth.pptx	1.06 MB	<input type="button" value="Remove"/>
 HS Diploma.pptx	1.06 MB	<input type="button" value="Remove"/>
 Military Service.pptx	1.06 MB	<input type="button" value="Remove"/>
 Citizenship.pptx	1.06 MB	<input type="button" value="Remove"/>

- c. Trying to upload a document larger than 25 MB results in the message **File Too Large**. To avoid this, divide too-large documents into several smaller documents (less than 25 MB) that can be uploaded.

ACCOUNT

### Upload Document(s) for Case: 20276810

*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:*

 Bio.pdf	27.05 MB File Too Large	<input type="button" value="Remove"/>
---	-------------------------	---------------------------------------

8. Once you've retrieved the file(s) you want, click **Upload**.
9. A pop-up will appear. Check to see if the *Case Number* is correct and click **OK**.

The screenshot shows a web browser window with the URL `trn-acssp.kees.ks.internal/apspspp/docUpload.portal/docUploadAccessUploadDocuments/docUpload`. The page has a blue header with the 'are' logo and 'Document Upload' text. A pink pop-up box in the center contains the text: 'trn-acssp.kees.ks.internal says', 'Case Number:20276810', 'If the case number is correct, click OK.', and 'If the case number is incorrect, click Cancel'. Below this text are two buttons: 'OK' (highlighted with a yellow box and a yellow circle with the number 9) and 'Cancel'. The main content area is titled 'ACCOUNT' and 'Upload Document(s) for Case: 20276810'. It includes instructions: '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:'. Below this is a 'Choose Files' button and a 'No file chosen' status. A file named 'Birth.pptx' (1.06 MB) is listed with a 'Remove' button. At the bottom right, there is an 'Upload' button (highlighted with a yellow box and a yellow circle with the number 8) and a 'Search New Case' button.

10. You will be taken to the **Document Uploaded Successfully for Case** page. **Print or Save to File** the verification that the document(s) has been successfully uploaded.

The screenshot shows a page titled 'ACCOUNT' with a yellow background. The main heading is 'Document(s) Uploaded Successfully for Case: 20276810'. Below this, a table lists the uploaded document: 'Birth.pptx' (1.06 MB) with the status 'Successfully uploaded through DUP [CST Time] on 15:18 PM Friday, August 27, 2021'. At the bottom right, there is a 'Print or Save to File' button (highlighted with a yellow box and a yellow circle with the number 10).

11. Select **Next**.

The screenshot shows a page titled 'ACCOUNT' with a yellow background. The main heading is 'Document(s) Uploaded Successfully for Case: 20276810'. Below this, a table lists the uploaded document: 'Citizenship.pptx' (1.06 MB) with the status 'Successfully uploaded through DUP [CST Time] on 15:52 PM Friday, August 27, 2021'. At the bottom left, there is a 'Next' button (highlighted with a yellow box and a yellow circle with the number 11). At the bottom right, there is a 'Print or Save to File' button.

12. To begin the process of uploading documents for another client, select **Search New Case**.

**ACCOUNT**

**Upload Document(s) for Case: 20276810**

*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:*

- Microsoft Office Power Point
- Microsoft Word
- Microsoft Excel
- PDF
- TXT
- HTML
- BMP
- JPG

Choose Files No file chosen

12 Search New Case

13. If you are finished, click **Log Out** (located under your name in the upper right of your screen).

Document Upload Portal

Jane Eyre

13 Log Out

## Part 4 - Forgot Your User Name or Password?

If you enter the incorrect User Name and/or Password more than 10 times, Your account will be locked for 1 hour. You will receive the message:

**Your account is Locked.**

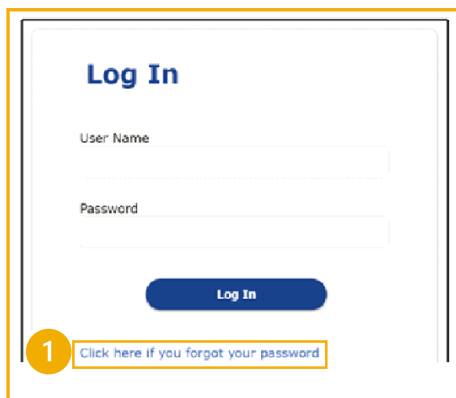
You can login after 1 hour.

### FORGOT/RESET PASSWORD

You will need to create a new password after 60 days. If you create a password that matches any of the previous 24 passwords you will receive the message:

**Error! Password cannot be one of the previous twenty-four passwords.**

1. If you forget your password, on the **Log In** page, select **Click here if you forgot your password**.



The image shows a 'Log In' form with two input fields: 'User Name' and 'Password'. Below the fields is a blue 'Log In' button. At the bottom left of the form, there is a yellow callout box with a '1' in a circle, pointing to a link that says 'Click here if you forgot your password'.



2. On the **Forgot/Reset Password** page, enter your **User Name**.
3. Select **Continue**.

ACCOUNT

### Forgot/Reset Password

Fill in the below details to reset your password.

\* Red asterisk indicates required

2 User Name\*

Back Continue 3

4. On the **Verify User** page, answer the **Security** questions.
5. Select **Continue** to be taken to the **Reset Password** page.

ACCOUNT

### Verify User

Fill in the answers to the below Security questions as given during the time of sign up.  
If you do not remember your answers to your Security questions, please contact the help desk at 877-782-7358 for further assistance

\* Red asterisk indicates required

4 What was the name of your first school?\*

What was your favorite place to visit as a child?\*

Back Continue 5

6. On the **Reset Password** page, follow the password guidelines and type a new password in the fields provided.
7. You automatically log in once your password is reset. C

## ACCOUNT

### Reset Password

Please create the new password in the fields provided below.

The password must be at least 12 characters and contain all of the following:

6

- Upper-case letter, lower-case letter, number, and a special character.
- No characters repeated four times in a row.
- The password cannot contain the user name.
- The password cannot be one of previous 24 passwords.

You will be automatically logged in upon successful password reset.

\* Red asterisk indicates required

Password\*

7

Confirm Password\*

Back

Continue

## FORGOT USER NAME

1. If you forget your User Name, on the **Log In** page, select **Click here if you forgot your username**.

### Log In

User Name

Password

Log In

[Click here if you forgot your password](#)  
[Click here if you forgot your username](#)

Don't have an account?  
[Click here to create an username](#)

2. On the **Forgot User Name** page, enter your **Last Name**, **First Name** and **Date of Birth** in the fields provided.
3. Choose **Submit**. You will be taken to the *Verify User* page.

The screenshot shows a web form titled "ACCOUNT" with the sub-header "Forgot User Name". Below the sub-header is a message: "If you forgot your user name, please fill in the blanks below and we will send you an email with your user name." A red asterisk note states: "\* Red asterisk indicates required". There are three input fields: "Last Name\*", "First Name\*", and "Date of Birth\*" (which includes a calendar icon). A yellow circle with the number "2" is next to the "Last Name" field. At the bottom, there is a "Cancel" button and a "Submit" button, with a yellow circle containing the number "3" next to the "Submit" button.

4. On the **Verify User** page, answer the security questions.
5. Select **Continue** to be taken to the **User Name Confirmation** page.

The screenshot shows a web form titled "ACCOUNT" with the sub-header "Verify User". Below the sub-header is a message: "Fill in the answers to the below Security questions as given during the time of sign up. If you do not remember your answers to your Security questions, please contact the help desk at 877-782-7358 for further assistance". A red asterisk note states: "\* Red asterisk indicates required". There are two input fields: "What was the name of your first school?\*" and "What was your favorite place to visit as a child?\*" (with a red asterisk). A yellow circle with the number "4" is next to the first input field. At the bottom, there is a "Back" button and a "Continue" button, with a yellow circle containing the number "5" next to the "Continue" button.

6. Your user name will be on the **Forgot User name Confirmation Page**. You will also see a message suggesting you change your password if it is close to the 60-day deadline.
7. Choose **Continue**. You will be taken to the **Document Upload Portal** homepage where you can **Login**.

## ACCOUNT

### Forgot User name Confirmation Page

*We suggest that you change your password soon.*

6

Your User name is: **Guardianangel2**

7

[Continue](#)

**Document Upload Portal**

[Log In](#) [Sign Up](#)

### Upload Documents



**Access** will be granted upon log in.