## How to "Apply Online Instructions"



## **Pinellas County Human Services Health Program**

Website to access and apply online: <u>www.PinellasHSapp.org</u>

The website can be accessed through personal electronic devices as well as using computers available at public sites such as libraries, community centers, social service agencies, and hospitals.

## HOW TO GET STARTED

- Welcome to

  Dinellas County Human Services Online Application

  Imagin

  Provide the service on the service on the service of the servi
- 1. Click on the Login button to get started

- Login for New and Returning Users.
- **FAQs** Search for answers in the Frequently Asked Questions.
- **Contact Us** Contact Human Services by email or find our addresses and phone number.
- Clicking the **Español** button in the top right corner will change the screens to Spanish.
- The Human Services website home page can be accessed using the link in the upper left corner.

2. If you are a new to this online application process, click on Create an Account

Returning User	
-	
٩	e Password
Log	in Forgot your password? Click here
	New User
	Create an Account

**Important** - *If you do not have an email address, you may create one using one of the email options: Microsoft Outlook, Gmail or Yahoo. You may also use other providers.* 

3. If you already have an **Email** address, or once you have created one, the required fields on this screen must be completed to create an Online Application account.

* indicates a Required Field.		
Register New Account		
Each person applying for benefits must create their own acc address, you may choose one of the following to create one <u>Microsoft Outlook acce</u>	ount with their own email address. Email address is required for regist int <u>Gmail account Yahoo account</u>	ration. If you don't already have an email
*Email		
*First Name		
Middle Name		
*Last Name		
*Password		
*Confirm Password		
Select two security questions below. These questions will he	lp us verify your identity in case you forget your password.	
*First Question	- None Selected -	
	Answer	
*Second Question	- None Selected -	
	Answer	
	Submit	

Email Address\_\_\_\_\_

Password \_\_\_\_\_

4. A message comes up telling you to activate your account within <u>90 minutes</u>.

Register New Account
A new account has been created. An email has been sent to the email address you used to create
this account. Please check your email and activate your account! You have 90 minutes to activate
your account. After 90 minutes, you will have to re-register a new account to start.

5. After your account has been created, then you will receive an email with a link that must be clicked to <u>Activate Now</u>.



6. You can now log in using the link below that says Click <u>Here</u>.



 Since you just created your account using an email address, go to the <u>Returning User</u> section so you can continue to the application process. Type your email address and the password you created. If you forgot your password, click on "Forgot your password".

Returning User	
🛔 Email	Email
🔍 Password	Password
Login	Forgot your password? Click here

• If your password gets reset, check your email to **<u>Reset Now</u>** 

	Mon 7/3/2017 9:02 AM donotreply@pinellascounty.org Pinellas County Human Services Online Application - Reset your password
To <b>1</b>	Pinellas County Human Services Pinellas County Human Services

• You should complete the screen with a new password (confirm it) and answer the security questions that you set up when you created the account.

Reset Password	
Enter a new	password for the email account and answer to the security questions below.
Pass Confirm Pass What is your mother's maiden n What was the nickname of your grandfa	word word ame? ther? Submit
Note: Password is case sensitive. Password must be at le - at least one digit from 0-9 - at least one lowercase character - at least one uppercase character	east 8 characters long and no more than 30 characters

• The next screen that opens shows that the password was changed and has a link to go back to the Online Application Home page.

Reset Password		
	Dassword Channadi	
	Vous account for your appelled there has been abarred	
	Y our password for your email address has been changed.	
	Go to Pinellas County Human Services Online Application	

8. Once logged in, the Home Page opens: Click on Apply/Recertify/Continue

Pinellas Human Services	🔒 Georgienne Trauscht ≠ 🕷 Home 🔹 Apply/Recertify 💿 FAQs 🕿	Contact Us <b>Q 102% Q Logout</b>
	Before you begin, you may need the following information for all individuals living in your household: - Social Security number and date of birth - Income information such as job, child support or any other sources - Resource or asset information ouch as checking and savings accounts, vehicles, homes, land or life insurance - Health insurance information - Immigration status if not a U.S. citizen	
	Please choose one of the following to start:	1
	Apply/Recertify/Continue Contact Us	2

9. When the Apply/Recertify/Continue button is clicked, the following choices come up.



- If you are new to this system, have not applied before, or if your enrollment has expired, you will need to click "<u>Start New Application</u>"
- If you are currently enrolled, you will click the "<u>Recertify</u>" button and verify your information to access your record.

**Important** - Your First Name and Last Name should be the same as they are on your Social Security Card.

Note: Al	l fields are required.	
	Please enter the following information to retrieve your	ongoing programs:
	First Name	
	Last Name	
	Social Security Number	
	Date of Birth	
		Submit Cancel

 If you previously started an application or recertification but have not completed or submitted it, you should click "<u>Continue where you left off</u>" to return to your current application in process. • If you receive the error message below, you may not have an active account with the Pinellas County Health Program at this time.



10. Once you have completed the application process, a **<u>Confirmation</u>** page comes up on the screen and you will receive a confirmation email.

Apply > Confirma	Apply > Confirmation of Application	
This is	s confirmation that we received your application on 08/17/2017. This information has also been sent to you at your email address	
Remin applica	der: Please provide any additional documents/information as soon as possible. If we do not receive all of your information within 30 days of yo ation, your application will be denied.	
If we i return	need additional information, we will contact you by phone. If we cannot reach you, we will send an email and letter with a deadline of when i the information or to contact us.	
You w recert	ill be notified when your application has been approved or denied. If approved, your enrollment will usually be for one year. You will need ify close to the end of your enrollment period in order to continue coverage next year.	
If you	have any questions or changes while your application is pending, please contact us at 727-464-4200 or HumanServicesIntake@pinellascounty.org	
To prir	nt a copy of this confirmation, click here	
See of	her community resources for additional assistance by clicking here	
	Return to Home Page Logout	

11. At this point, if no other actions are needed, you may "Logout" of the system.

## IMPORTANT

Your application will be retrieved and assigned to a case worker within 24 hours.

*If all necessary documentation has been received, the worker may simply approve or deny and email you a letter.* 

If additional information is needed, the worker will attempt to contact you by phone, email and/or letter with a deadline for the needed documents to be returned. If we do not receive all of your information within 30 days of your application date, your application will be denied.