

How to “Apply Online Instructions”



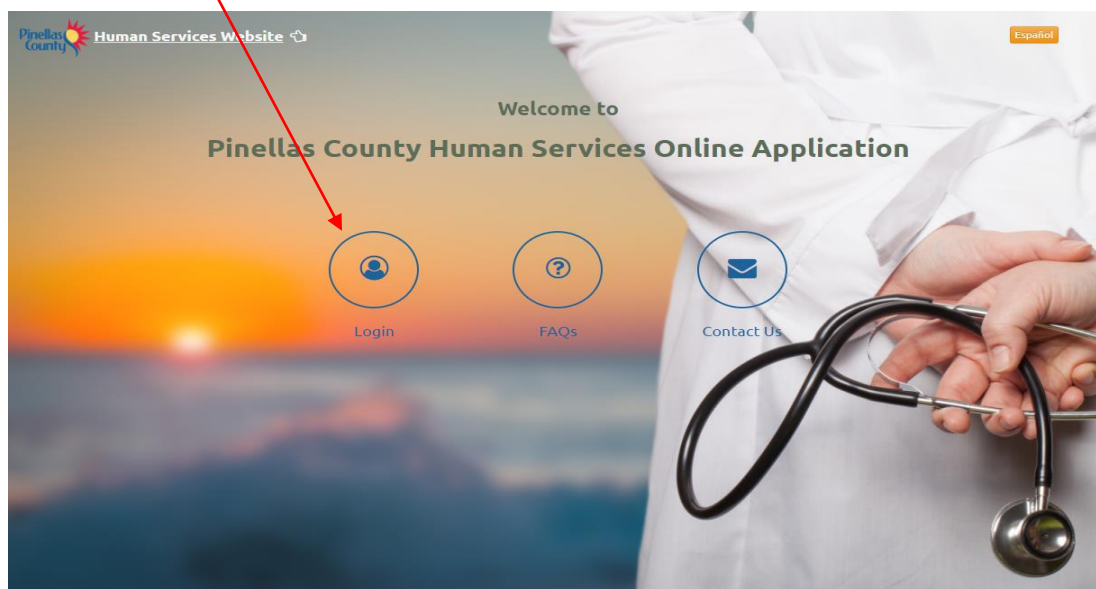
Pinellas County Human Services Health Program

Website to access and apply online: www.PinellasHSapp.org

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

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

Login [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 account with their own email address. Email address is required for registration. If you don't already have an email address, you may choose one of the following to create one:

[Microsoft Outlook account](#) [Gmail account](#) [Yahoo account](#)

*Email

*First Name

Middle Name

*Last Name

*Password

*Confirm Password

Select two security questions below. These questions will help us verify your identity in case you forget your password.

*First Question

Answer

*Second Question

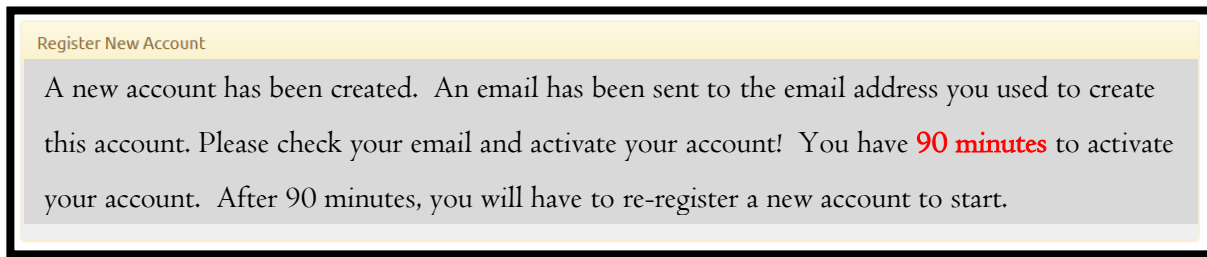
Answer

Submit

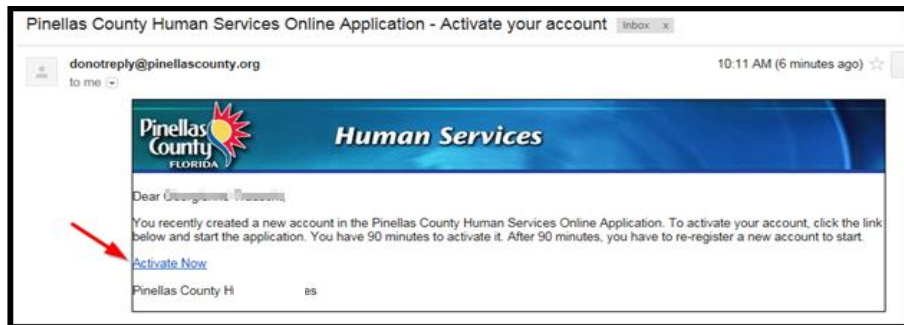
Email Address _____

Password _____

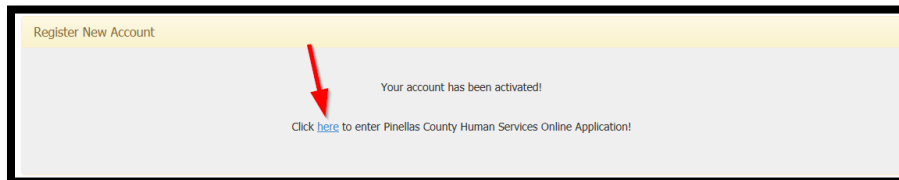
4. A message comes up telling you to activate your account within 90 minutes.



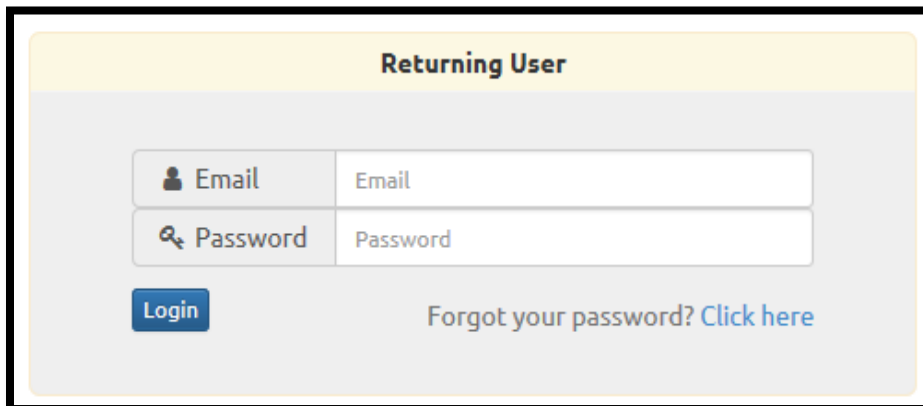
5. After your account has been created, then you will receive an email with a link that must be clicked to **Activate Now**.



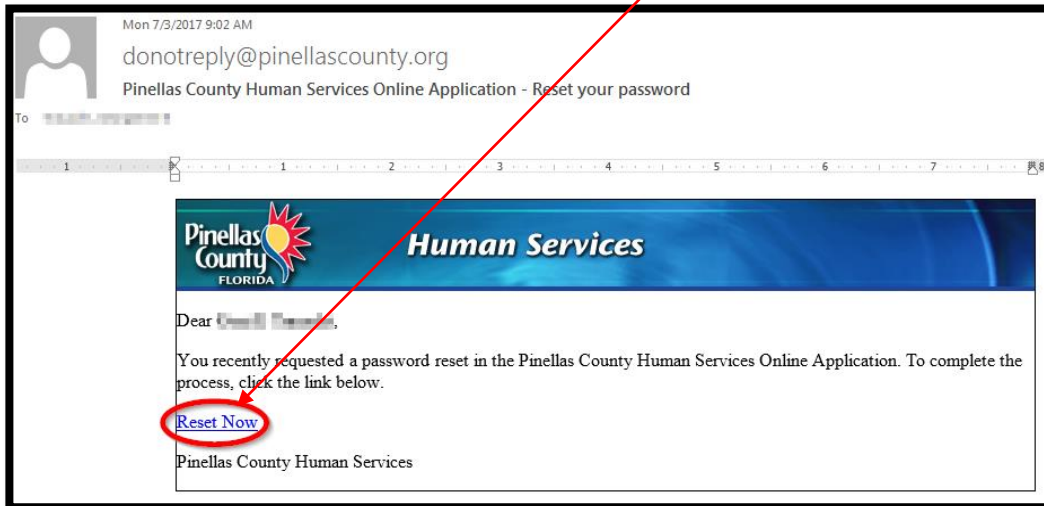
6. You can now log in using the link below that says Click **Here**.



7. Since you just created your account using an email address, go to the **Returning User** 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".



- If your password gets reset, check your email to **Reset Now**



- 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.

Password

Confirm Password

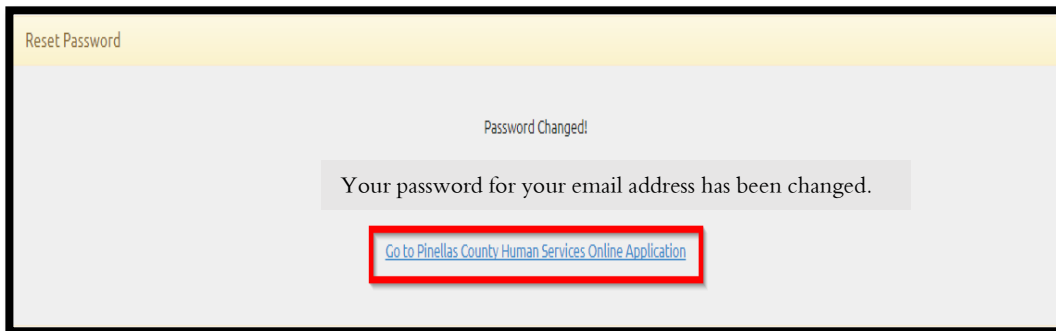
What is your mother's maiden name?

What was the nickname of your grandfather?

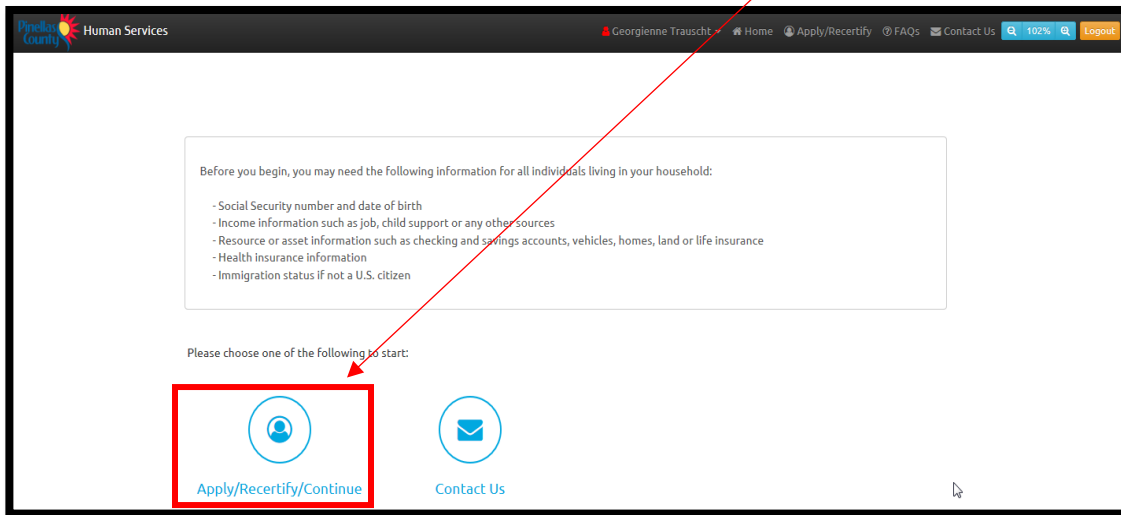
Note:
Password is case sensitive. Password must be at least 8 characters long and no more than 30 characters

- at least one digit from 0-9
- at least one lowercase character
- at least one uppercase character

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



8. Once logged in, the Home Page opens: Click on [Apply/Recertify/Continue](#)



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

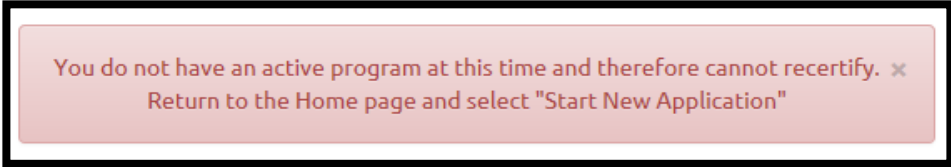


- If you are new to this system, have not applied before, or if your enrollment has expired, you will need to click [“Start New Application”](#)
- If you are currently enrolled, you will click the [“Recertify”](#) button and verify your information to access your record.

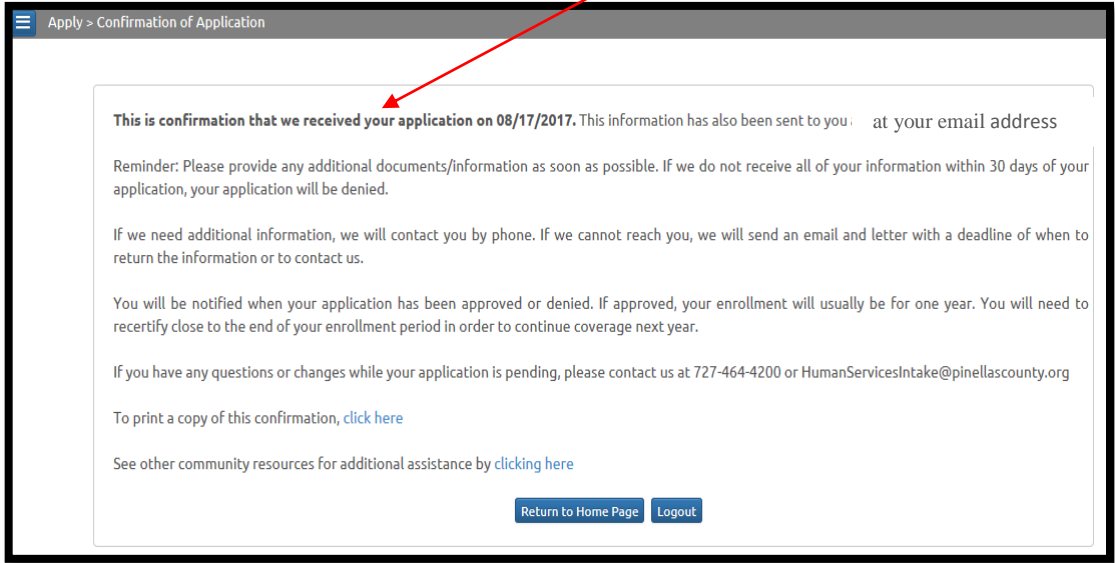
Important - Your First Name and Last Name should be the same as they are on your Social Security Card.

- If you previously started an application or recertification but have not completed or submitted it, you should click [“Continue where you left off”](#) 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 **Confirmation** page comes up on the screen and you will receive a confirmation email.



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.