How to submit documents using your desktop or laptop

Submit Documents

Follow these steps using your desktop or laptop to upload your verification document(s) to your Access Health CT account.
(**lea en español**)

1. **Login** to your Access Health CT account with your username and password.

2. Click **"See What I Need to Provide"** to see the list of documents required for verification.

3. To begin the document upload process, click **"Submit the Document"** next to each "Document Category" and "Household Member" on the list.

4. Follow the instructions on the **"Document Upload"** screen.

   a. Select **"Document Type"** from the drop-down menu. **"Document Category"** and **"Household Member"** are already pre-selected.

   b. Click the **"+Browse For Files"** button to browse and select the document applicable to the category. The **"File Upload"** screen will appear.

   c. From the **"File Upload"** screen, select the document you want to upload and click **"Open"**. *The document size must be 10MB or less.*

   d. The selected document will appear in the **"Document Upload"** field.

   e. *DO NOT* click **"Submit"** until all documents for this "Household Member" and this "Document Category" are uploaded.

   f. To upload more documents for this "Document Category" and for this "Household Member", click **"+Browse For Files"** and repeat steps 4a–4e above.

   g. Every uploaded document will appear in or below the "**Document Upload"** field.

   h. After you've uploaded all documents for this "Household Member" and for this "Document Category", click **"Submit"** to complete the process.

You may need to repeat the above steps for every "Household Member" and for every "Document Category" that is required for verification.

If you are unable to upload your verification documents to us, you can mail copies to:

Access Health CT | P.O. Box 670 | Manchester, CT 06045-0670

How to submit documents from your smartphone or tablet

Follow these steps using your smartphone or tablet to upload your verification documents to your Access Health CT account.
(**lea en español**)

Submit Documents

1. Login to your Access Health CT account with your username and password.
2. Click **My Inbox**.
3. Select **Verifications.**
4. Select the appropriate **Document Type**
5. If you do not have the document stored on your device, click the camera icon and take a picture of your document using your phone or your tablet.
6. Popup screen will display: **Do you want to upload this document?**
7. Click **Yes.**
8. The image of your document will be uploaded; you will see a message that reads **Document Upload Success.**
9. If you have verification documents stored on your device, you can select them from your device (Library, Documents, Photos, Gallery) and upload them from there.

You may need to repeat the above steps for every Household Member and for every Document Category that is required for verification.

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Be sure to include the cover sheet with the unique barcode that we sent to you. This cover sheet accompanied the letter asking for documentation.