

How To Create an Account in HEAplus

To get started, go to the [HEAplus](#) website and click on Create Account at the top of the HEAplus Dashboard.

The next screen is the User Agreement. Read the whole form. To create an HEAplus account you must agree to all of the information in numbers 1 through 6. If you agree, select the box next to “I have read and hereby accept the User Agreement” and click Accept.

Personal Information

First Name	Middle Name
<input type="text" value="Sara"/>	<input type="text"/>
Last Name	Suffix (Jr, Sr, Etc.)
<input type="text" value="Smith"/>	<input type="text" value="--- Select One ---"/>
Social Security Number	AHCCCS ID:
<input type="text" value="456-57-9985"/>	<input type="text" value="AXXXXXXXX"/>
Gender	Date of Birth
<input type="radio"/> Male <input checked="" type="radio"/> Female	<input type="text" value="11/21/1974"/>

Contact Information

E-mail	Confirm e-mail
<input type="text" value="sarasmith@example.com"/>	<input type="text" value="sarasmith@example.com"/>
<input type="text" value="example@example.com"/>	<input type="text" value="example@example.com"/>
Cell Phone	Home Phone
<input type="text" value="(555) 555-5555"/>	<input type="text" value="(XXX) XXX-XXXX"/>
<input type="text" value="(XXX) XXX-XXXX"/>	<input type="text" value="(XXX) XXX-XXXX"/>
Work Phone	Xtn
<input type="text" value="(XXX) XXX-XXXX"/>	<input type="text"/>
Message or Emergency Phone	Xtn
<input type="text" value="(XXX) XXX-XXXX"/>	<input type="text"/>

You will be able to read letters sent to you within your Health-e-Arizona Plus account.

Do you want to keep getting these letters by U.S. Mail? Yes No

Do you want to get alerts about your applications through e-mail, text message, or both? Yes No

By E-mail:sarasmith@example.com

By Cell Phone Text Message:(555) 555-5555

(By selecting this option, I understand that standard message and data rates may apply)

Complete the Personal information page and click Next.

Main Contact's Home Address

Is the Main Contact's home address outside the U.S? Yes No

If the Main Contact is homeless, living in a shelter or an institution, or is enrolled in Arizona's Address Confidentiality Program, [Click Here](#) to enter more information.

ZIP Code	<input type="text" value="85701"/>	<input type="text" value="XXXX"/>
	<input type="text" value="XXXXX"/>	<input type="text" value="XXXX"/>
Address 1	<input type="text" value="400 W Congress St"/>	
Address 2	<input type="text" value="Apt/Unit/Suite#"/>	
City	<input type="text" value="Tucson"/>	
State	<input type="text" value="Arizona"/>	

On the Main Contact's Home Address page, enter your home address and click Next.

Contact's Mailing Address

Are your home and mailing addresses the same? Yes No

ZIP Code
XXXXX XXXXX

Address 1

Address 2

City

State

In Care Of

← Previous

Next →

Next is the Contact's Mailing Address page. If your home and mailing address are the same, select Yes for "Are your home and mailing addresses the same?" and click Next.

If they are different, enter your mailing address here.

User Name and Password

Create a unique User Name that is easy for you to remember. If you have just created an e-mail account, write down the e-mail address and store it in a safe place. Please create ONLY ONE account for all your applications. If the User Name is already being used, you will receive a message.

Create your User Name

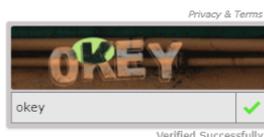
Someone already has this User Name. If you have previously created a HEAplus account and used this as your User Name, you do not need to create another account. [Click here](#) to log in to your existing account. If you have never created a HEAplus account, click on the link below.

How to Create a User Name:

Create your password

Re-enter your password

Password Rules	Pass
The password should have a minimum of 8 characters.	✓
The password should not contain repeating characters such as oo or 22.	✓
The password should not contain repeating pairs of characters such as oxox or 2424.	✓
At least one number.	✓
At least one special character (such as: !, @, #, \$, (, %,), &, *).	✓
Combination of upper and lower case letters.	✓
The password should contain no blank spaces.	✓
The passwords should match.	✓



← Previous

Next →

Here you will create a username and password. You will use them each time to log back in to HEAplus.

NOTE: Your password must meet all of the password rules. Make sure there is a green check mark next to each rule.

Enter the Captcha before clicking Next.

Secret Questions

Choosing a secret question lets you get into your account when you cannot remember your password. Choose a question with an answer that will be easy for you to remember. Secret Question answers are not case sensitive. For better security, you do not have to enter the actual answer to a Secret Question, only an answer that you will remember.

Choose secret question 1:

Your answer:

Choose secret question 2:

Your answer:

[← Previous](#)

[Next →](#)

Choose two security questions and enter the answers on this page. Then click Next.

NOTE: If you forget your password later, these questions will be asked.

Consent to Verify My Identity

Proof of Your Identity

For anyone accessing the Health-e-Arizona Plus (HEAplus) system, it is important that we make sure that you are who you claim to be. To do this, HEAplus will use your name, Social Security Number, date of birth and other private information.

HEAplus uses electronic data sources to verify information. Proving your identity will let you see information HEAplus gets from the electronic data sources, like income, residency and citizenship information.

If you are an applicant, this means you may not have to enter as much information in the application. It also means you may not have to give us paper documents, which may make the application process faster. If your identity is not proven you can still use HEAplus system to apply for benefits, but you will not be able to see information HEAplus gets from electronic data sources. You may still need to prove your identity with other documents.

- I allow Health-e-Arizona Plus to check data sources to prove my identity.
- I do not allow Health-e-Arizona Plus to prove my identity.

[← Previous](#)

[Next →](#)

Consent to Verify My Identity allows HEAplus to use electronic data to prove your identity.

Please review the Proof of Your Identity consent carefully before making your selection.

Make your selection and click Next.

Account Summary

You have successfully created an account in Health-e-Arizona Plus
Check the information below. If you need to make any changes click Edit. [Edit](#)



About You	
Name	Sara Smith (ID Not Verified)
Email	sarasmith@example.com
Cell Phone	555-555-5555
Home Phone	
Work Phone	
Message/Emergency Phone	

Alerts and Letters	
Letters by U.S. Mail	Yes
Alerts by E-mail	No
Alerts by Text Message	Yes

Your Address	
Home and Mailing Address	Same
Address 1	400 W Congress St
Address 2	
City	Tucson
State	AZ
ZIP	85701-1352
Country	USA

Your Account Information	
User Name	bsalmon1974
Password	*****
Secret Question 1	What is your mother's maiden name?
Secret Question 1 Answer	*****
Secret Question 2	What is your favorite pet's name?
Secret Question 2 Answer	*****

Print

← Previous

Next →

You have successfully created an account in HEAplus.

Review the information for accuracy and click Next.

Enter Your PIN

A Personal Identification Number (PIN) has been sent to you by e-mail or text message. Enter the PIN in the field below and click "Submit PIN."
Click "Request New PIN" to have a new PIN sent to you.

Please enter PIN	<input type="text"/>
Request New PIN	Submit PIN



A PIN will be sent to you by e-mail or text message enter the PIN in the box and choose Submit PIN

Account Activation

Your account has been successfully activated. Click "OK" to go to your home page.

Ok



Your account is now active and ready to use.

You may now click Ok and log into HEAplus using your new username and password.