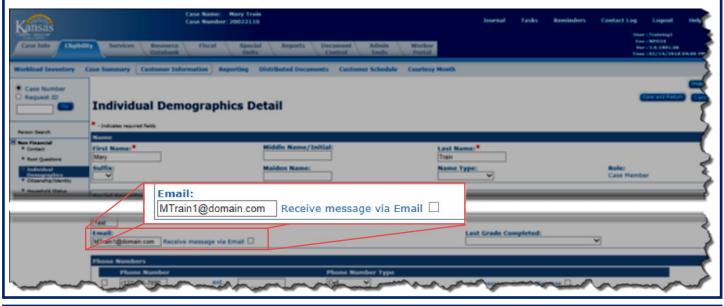


Updating Consumer Email Address

A consumer's email address can be recorded in the **Email** field on their **Individual Demographics Detail** page in KEES. This email can be manually updated by staff if the consumer reports the change to the agency. Updating this email address has no effect on the consumer's SSP email address. If the consumer wishes to change their SSP email address, they must make the change themselves.



If the consumer is unsure of how to update their email address in the SSP, direct them to do the following: Language English 🖌 (Go Log In User Name Password MEDICAL CONSUMER SELF-SERVICE Forgot User Nam Forgot Password/PIN 1. Log in to their SSP account. KanCare PORTAL MEDICAL CONSUMER SELF-SERVICE KanCare 1 Help I My Account Mary Train | Log Out PORTAL 2. Click the **My Account** hyperlink. Message KanCare offers coverage for: Children, Pregnant Women, Families With Children, Elderly, Adults With Disabilities and Children With Disabilities. APPLY CHECK ACCESS 1 New Message(s) MEDICAL CONSUMER SELF-SERVICE Help 🔋 | My Account | Mary Train | Log Out KanCare PORTAL 3. In the Email Address field they can delete their old email and ACCOUNT Information Links enter the new one. Update Contact Information Office Locations Contact Information Program Information Frequently Asked Questions The information provided in this section is only for managing your online profile. Updating your information here does not replace reporting a change, to do that please 4. Click the Save Changes button. How To Use This Site * Red asterisk indicates required Give Us Your Feedback I would like to receive messages through Reporting Requirements Personal Email Text Message Go To Non-Medical Portal You will receive messages related to your application or ongoing case in the self-service portal sage ce Home Phone Number Mobile Phone Number Work Phone Number (999)999-9999 Email Address MTrain1@domain.com

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