TOPIC: Patient/Caregiver Verify Update EMAIL Steps

Audience: CSR

Updated By: Project
Last Revision: 12/12/19

OVERVIEW: Changing Email (Primary & Alternate) and Phone Number data on account for patients/caregivers.

Prerequisites: *** Be able to access a device connected to the internet

Instructions:
1) Access Update Application Information Form
2) Update Patient Email Address
3) Update Alternate Email
4) Update Phone Number
5) NO UPDATE additional message

1) Access Update Application Information Form

1. Click Update Now
--- OR ---
2. Click Applications

2b. Click Application Update (Email and Phone Number Only) No Fee

3. Complete all fields in the form:
   a. First Name
   b. Last Name
   c. Date of Birth
   d. Patient ID or Caregiver ID
   *** Information MUST MATCH current, active card
   *** NOTE: Difference between letter “O” and number zero “0”

4. Click Validate
2) Update Patient Email Address

5) Review Contact Information
   *** Card Information displayed is in MM Licensing Management System

6) Enter new or updated Contact Information
   a. Email Address
   b. Alternate Email Address (optional)
   c. Phone Number

7) Click UPDATE

8) View SUCCESS message with instructions to VALIDATE the email address
   *** New Email address will not be updated in the MM Licensing Management System until the email has been validated

9) Login to email provider, access email account, locate email from: AZMedicalMarijuana@azdhs.gov

10) Open email

11) Click VALIDATE EMAIL link to complete data update process

12) View SUCCESS message confirming email changed in MM Licensing Management System

13) View updated information in MM Licensing Management System
3) Update Alternate Email

Follow steps 1-4 in above example to access “UPDATE CONTACT INFORMATION” screen

5) Review Contact Information
   *** Card Information displayed is in MM Licensing Management System
6) Enter new or updated Contact Information
   a. Alternate Email
7) Click UPDATE

8) View SUCCESS message with instructions to VALIDATE the email address
   *** New Alternate Email address will not be updated in the MM Licensing Management System until the email has been validated

9) Login to email provider, access email account, locate email from:
   AZMedicalMarijuana@azdhs.gov
   (Example subject line from AZMedicalMarijuana for an Alternate EMAIL change)
   *** If email does not appear in INBOX, check SPAM folder ***

10) Open email
11) Click VALIDATE EMAIL link to complete data update process

12) View SUCCESS message confirming email changed in MM Licensing Management System
13) View updated information in MM Licensing Management System

14) View email notification of Contact Information changes
   a. Old information
   b. New/updated information

*** EXAMPLE email for an alternate email change – original value was blank and changed to ‘m2programsupport@azdhs.gov’
4) Update Phone Number

Follow steps 1-4 in above example to access “UPDATE CONTACT INFORMATION” screen

- Review Contact Information
  - Card Information displayed is in MM Licensing Management System
- Enter new or updated Contact Information
  a. Phone Number
- Click UPDATE

8) View SUCCESS message

9) Login to email provider, access email account, locate email from: AZMedicalMarijuana@azdhs.gov

- Review new email from AZMedicalMarijuana@azdhs.gov verifying updated Contact Information
  a. Old information
  b. New/updated information

10) View new email from AZMedicalMarijuana@azdhs.gov verifying updated Contact Information

- You are receiving this email because your contact information has been updated:
  a. EMAIL
  b. PHONE (602) 123-4567 → (602) 123-4568
- Alternate EMAIL

You can verify this information at https://medicallicensing.azdhs.gov/MyProfile.aspx/MyProfile.aspx

5) NO UPDATE additional message

- No data is changed on Update Contact Information
- Click UPDATE

7) View No Data Changed Message

“No contact information changed. Nothing to update.”