



Document Upload Portal User Manual

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What is the Document Upload Portal?

The **Document Upload Portal (DUP)** is a secure, web-based platform designed for healthcare providers to upload supporting documentation related to existing medical cases. Access to the portal requires a user account, which can be created through a simple sign-up process.

The portal enables users to submit required documents quickly and securely, ensuring the prompt processing of applications and minimizing delays in case resolution.

This portal is intended for use by:

- Facilitators
- Providers
- Community-Based Assistants

When to Use the Portal

Please use the Document Upload Portal (DUP) only when requested by the KanCare Clearinghouse to provide documentation in support of a consumer's application. Typical examples of requested documentation include:

- Proof of Income (e.g., pay stubs, Social Security statements)
- Proof of Resources (e.g., bank statements, asset documents)
- Proof of Expenses (e.g., medical bills)
- Other Requested Documents (e.g., ID cards, legal notices)

What Not to Submit

Do not upload any of the following:

- Full applications
- Reviews

Important Usage Guidelines ⚠️

Uploading applications or review forms through the portal is strictly prohibited. Repeated misuse may result in suspension or termination of access rights.

Each document submission must be accompanied by a cover sheet that includes:

- Total number of pages
- Document type
- Case name and case number

Case Number Location

You can find the case number at the top of any form or notice issued by the KanCare Clearinghouse.

KanCare Clearinghouse
PO Box 3599
Topeka, KS 66601-9738

Naomi Chowdhury
1234 NW Grove
TOPEKA, KS 66603

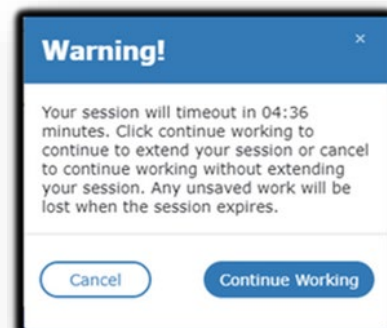
Notice Date: 09/16/2025
Case Name: Naomi Chowdhury
Case Number: 11112345
Program: Medical

Kansas
Department of Health
and Environment

Session Timeout Notification

To protect user data and maintain system security, sessions will automatically log out after 15 minutes of inactivity.

A warning window will appear after 10 minutes of inactivity, displaying a countdown from 5 minutes to allow users time to remain active and avoid being logged out.



Need Assistance?

For support, don't hesitate to get in touch with the **Help Desk at: 1-877-782-7358**

Access the Document Upload Portal

<https://docuploadportal.kees.ks.gov>

Use this secure online platform to submit documentation as requested by the KanCare Clearinghouse.

Username and Passwords

1.  Enter Username
 - Type your **Username** into the appropriate field.
2.  Enter Password
 - Type your **Password** in the designated field.
3.  Log In
 - Once both fields are filled, click the **Login** button to access the portal.
4.  Error Handling
 - If either the **Username** or **Password** field is left blank:
 - The system will not proceed.
 - You will receive the following message: “**An Error Occurred.**”

Logging in to the Document Upload Portal

1.  Enter Username
 - Type your **Username** into the designated field.
2.  Enter Password
 - Type your **Password** into the appropriate field.

3.  Verify Credentials
 - Ensure both the **Username** and **Password** are correct.
 - Click the **Login** button to access the portal.

4.  Incorrect Credentials Alert
 - If the **Username** or **Password** is incorrect:
 - Access will be denied.
 - You will see the error message:
“Error! The Username or password is incorrect.”

Password Expiration Flow

1.  Expiration Notification
 - If your password is expired or will expire within 14 days, you'll see this message: **“Your password has expired or will expire soon.”**
 - You will be prompted to begin the reset process.
2.  Enter Username
 - Type your **Username** into the designated field.
 - This step confirms your identity before continuing.
3.  Reset Password Prompt
 - After submitting your username, you'll be guided to update your **password**.
 - Follow the instructions to choose a new, secure password.
4.  Confirmation
 - Upon successful update, you'll receive confirmation that your password has been reset.
 - You can now log in with your new credentials.

Forgot Username Process – Document Upload Portal

1.  Select “Forgot Username” Link
 - On the Document Upload Portal login page, click the “Click here if you forgot your username” hyperlink.
 - The **Forgot Username** page will appear.
2.  Complete Required Fields
 - Fill out **all required information** as prompted on the page.
 - This may include details like email address, account type, or other identifiers.
3.  Submit Request
 - Click the **Submit** button once all fields are completed.
4.  Check Your Email
 - If the information matches an existing account:
 - You will receive an email containing your **Username**
 - This email is sent to the address used during account creation.
5.  No Match Found
 - If the information cannot be linked to any account, an error message will display:
“Error! A match could not be found for the information entered.”
6.  Contact Help Desk
 - For assistance, contact the **Tier 1 Help Desk** at:
 **1-877-782-7358**

Password Reset Process

1.  Initiate Password Reset
 - Go to the Document Upload Portal login page
 - Click on the “Click here if you forgot your password” link
 - The Forgot/Reset Password page appears
2.  Enter Username
 - Type in your **Username**
 - Click the **Continue** button
3.  Verify Identity
 - The **Verify User** page displays
 - Answer the Security Questions
 - Click Continue
4.  Set New Password
 - The **Reset Password** page will appear
 - Enter your New Password and Confirm Password
 - Click **Submit**
5.  Confirmation Message
 - A page will confirm that your password was successfully changed

Need Help with Your Account? If you're experiencing issues signing up or need assistance with password security questions, please contact the Help Desk for support **1-877-782-7358**.

Reminders

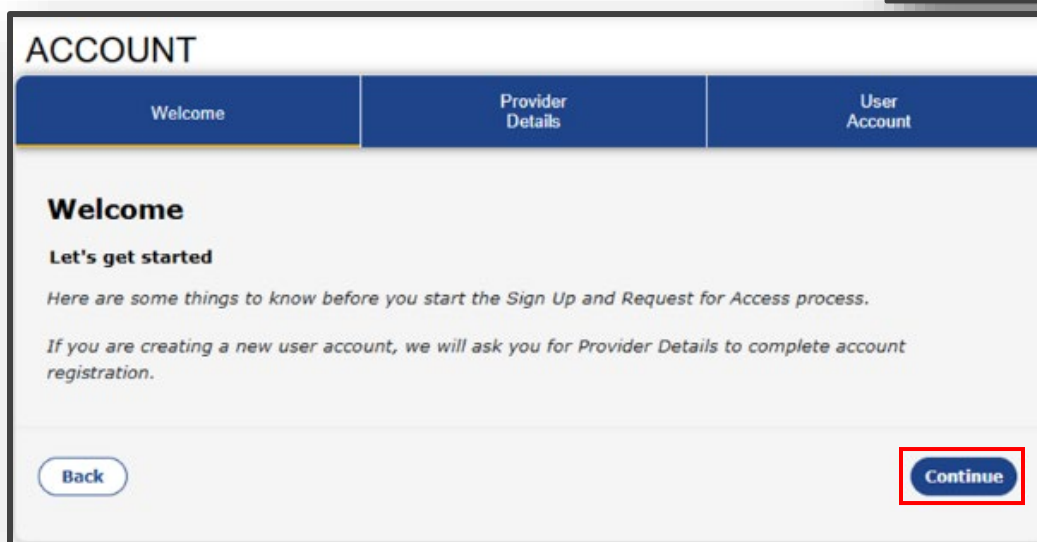
- ✓ Upload only the **requested** documentation
- ✗ Do **not** upload applications or reviews
- ⚠ **Repeat misuse can result in access being revoked**

Troubleshooting

- **File Not Uploading:** Ensure the file meets the required size and format specifications.
- **Session Timed Out:** Please log in again to continue.
- **Technical Issues:** Try using a different browser or device to resolve the problem.

Steps to Access the DUP System

1. On the **Document Upload Portal** homepage, click the **Sign Up** button.
2. The Welcome page displays. After reviewing the information, click the **Continue** button.



3. The **User Online Account Credentials** page opens. The information entered on this page is essential for setting up your account. After completing all fields marked with a red asterisk, click the **Save and Continue** button.

a Username: Must not include special characters.

b Password: Must not include the Username, must be at least twelve characters long, and must not contain any character repeated four times in a row. It must consist of an upper-case letter, a lower-case letter, a number, and a special character.

c Personal Information: Enter your first and last name as well as your date of birth.

d Email Address: Must be valid and linked to a provider facility.

e Security Questions: Select questions you know the answers to. These will be used for password recovery.

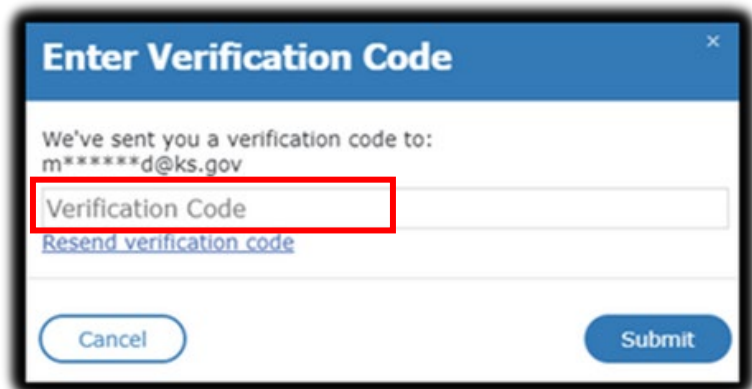
The screenshot shows the 'User Online Account Credentials' page. It has a navigation bar with 'Welcome', 'Provider Details', and 'User Account'. The page title is 'User Online Account Credentials'. Below the title, it says 'To Sign Up as a New User and request access complete the information below.' and 'You will be automatically logged in upon successful sign up.' A note states '* Red asterisk indicates required'. The form is divided into sections: 'User Name*' with a text box and a red callout 'a' pointing to the asterisk; 'Password*' with two text boxes and a red callout 'b' pointing to the asterisk; 'Personal Information' with 'First Name*' and 'Middle Name/Initial' text boxes and a red callout 'c' pointing to the asterisk; 'Email (example@abc.com)' with a text box and a red callout 'd' pointing to the asterisk; and 'Select Security questions for which you know the answer. If you forget your password, you will be asked to answer these questions to recover your password.' with two questions and answers and a red callout 'e' pointing to the asterisk. At the bottom, there are 'Cancel' and 'Save and Continue' buttons.

Please Note: If any required field is incomplete or the Username/Password does not meet the requirements, an **error message** will display.

4. The **Verify User Account Credentials** page will display. After confirming that all the information is correct, click the **Sign-Up** button.
- a. If the information is incorrect, click the **Back** button to return to the User Online Account Credentials page and make the necessary changes.

5. To complete account setup, end users must **verify** their **email address**. A verification email containing a Verification Code will be sent to the email address used to create the Document Upload Portal account.

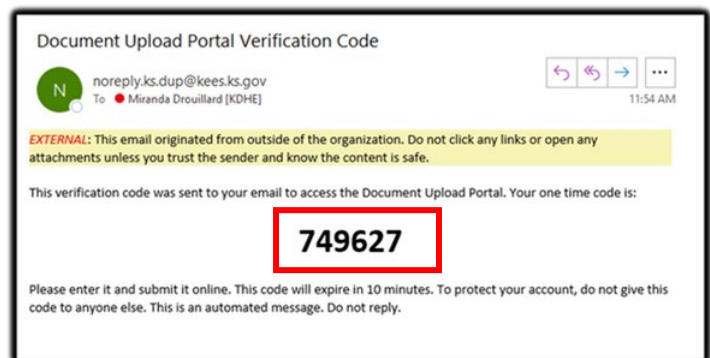
- a. Do not navigate away from this page before entering the **Verification Code**.
- b. Use the **Resend** button to resend the verification email if needed.



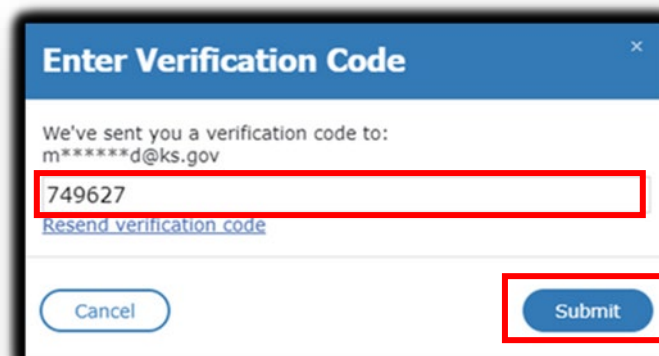
The screenshot shows a pop-up window titled "Enter Verification Code". It contains the text "We've sent you a verification code to: m*****d@ks.gov". Below this is a text input field labeled "Verification Code", which is highlighted with a red rectangle. Underneath the input field is a blue link that says "Resend verification code". At the bottom of the window are two buttons: "Cancel" on the left and "Submit" on the right.

6. Users must access their email account and locate the email from noreply.ks.dup.ks.gov.

*If you cannot find the verification email in your inbox, please check your Spam and/or Junk folders. The **verification code is provided** in the email. Use your computer's functions to highlight and copy the **Verification Code** from the email.*



7. In the **Enter Verification Code** pop-up, paste the *Verification Code* and click the **Submit** button.



This screenshot shows the "Enter Verification Code" pop-up window with the code "749627" entered into the "Verification Code" input field. The input field and the "Submit" button at the bottom right are both highlighted with red rectangles. The "Resend verification code" link is visible below the input field.

Navigating the System

To upload a document using the **Document Upload Portal**, end users must be logged in.

1. Hover over Access Upload Documents and select the Upload Documents Link hyperlink.
2. The Consumer Case Search pages display. This page allows providers to identify a case for uploading documents.
 - a. Enter the Medical Case Number.
 - b. Enter the Primary Applicant's Date of Birth.
 - c. Click the **Search** button.
 - d. If no match is found, it will display an error: *Error! The Medical Case Number does not match the Primary applicant's Date of Birth. Please try again.*
3. When a 100% match is found, the page displays with Upload Document(s) for Case: #####.
 - a. Documents cannot exceed 25MB.
 - b. The portal only accepts Microsoft PowerPoint, Word, and Excel, along with PDF, TXT, HTML, HTM, BMP, and JPEG file types.



Consumer Case Search

Provide both the medical case number (eight digits) and the date of birth of the primary applicant. A primary applicant is always an adult and is applying for themselves, their spouse, their minor children or other children living in the house.

* Red asterisk indicates required

Medical Case Number*
11112345
Primary Applicant Date of Birth (mm/dd/yyyy)*
01/01/2000

Search

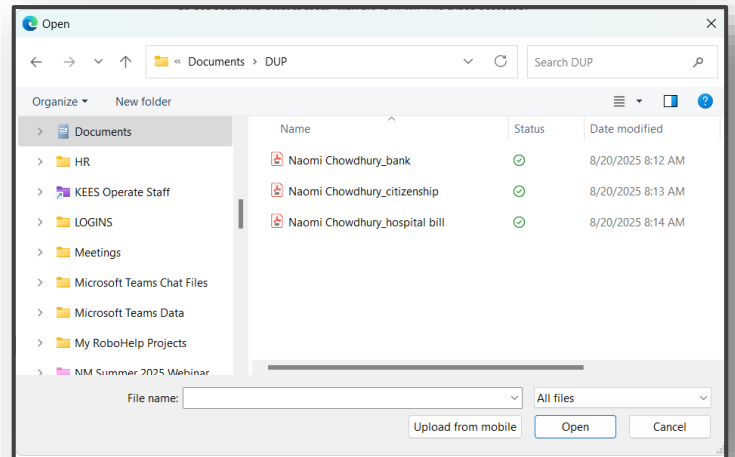
Upload Document(s) for Case: 11112345

Please include a cover sheet with each document. Your documents will be saved to a secure location. Please do not password protect them. Max File is 25 MB. File Types accepted: Microsoft PowerPoint, Word, and Excel, along with PDF, TXT, HTML, HTM, BMP, and JPEG file types.

Choose Files No file chosen

Search New Case

4. To upload a document or multiple documents for a single case, click **Choose Files**. A file upload box displays. Use the upload box to locate the document you want to upload.



5. Selecting the file document will populate the document on the **Document Upload** page.
- Click the **Choose Files** button to upload more Documents to the same case.
 - Click the **Upload** button to submit the Document (s).
 - Click the **Remove** button to remove the uploaded document being displayed.
 - Click the **Search New Case** button to search for a different case to upload documents to.

Upload Document(s) for Case: 11112345

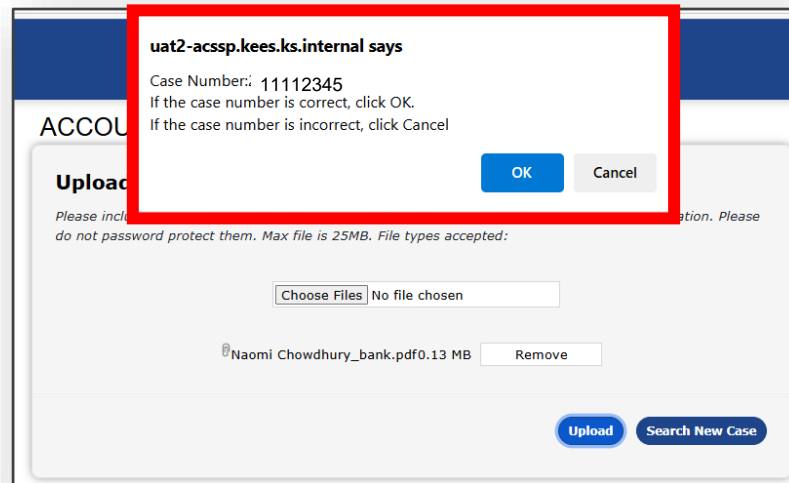
Please include a cover sheet with each document. Your documents will be saved to a secure location. Please do not password protect them. Max file is 25MB. File types accepted:

Choose Files No file chosen

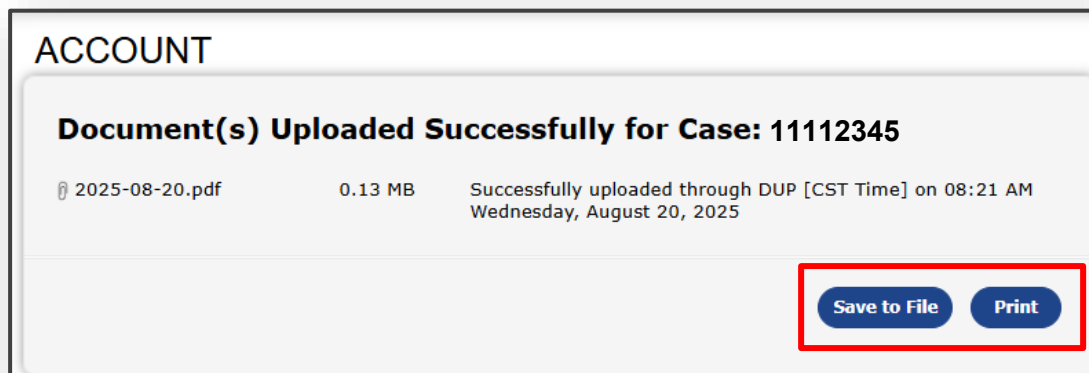
Naomi Chowdhury_bank.pdf 0.13 MB Remove

Upload Search New Case

6. When uploading documents, a message window will display prompting verification of the **Case Number**. Click the **OK** button to continue.



7. Clicking the **Upload** button on the Document Upload page will submit the electronic documents. Document(s) Uploaded Successfully for Case: ##### will display.



8. It is recommended to keep a record of all documents that have been uploaded. Click the **Save to File** button to save a copy of the confirmation or click the **Print** button to print a copy of the confirmation.

9. After printing or saving a copy of the confirmation, the **Next** button displays.
 - a. Clicking the **Next** button will navigate back to the **Upload Document(s) for Case: #####** screen.
 - b. Click the **KanCare logo** in the upper left side of the page to return to the **Homepage**.



Log Out

10. To Log Out, click your **username** in the top right-hand section of the Document Upload Portal home page. A Log Out option will appear. Click **Log Out**.

