# TOPIC: Patient/Caregiver Verify Update Email Steps

<table>
<thead>
<tr>
<th>Updated By: Project</th>
<th>Last Revision: 1/9/20</th>
<th>System: ADHS Website</th>
</tr>
</thead>
</table>

## 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**

2a. Click **Applications**

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

--- OR ---

1. Click **Update Now**

2a. Click **Applications**

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

--- OR ---

Please Select an Application Type:

<table>
<thead>
<tr>
<th>NEW APPLICATIONS</th>
<th>RENEWAL APPLICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifying Patient New Application</td>
<td>Renewal Application - Qualifying Patient</td>
</tr>
<tr>
<td>Designated Caregiver New Application</td>
<td>Renewal Application - Designated Caregiver</td>
</tr>
<tr>
<td>Minor Qualifying Patient New Application</td>
<td>Renewal Application - Minor Qualifying Patient and Caregiver</td>
</tr>
</tbody>
</table>

Other Options:

<table>
<thead>
<tr>
<th>Card Change Application</th>
<th>Check Application Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Lost/Stolen Card Application</td>
<td>Map your residential address</td>
</tr>
</tbody>
</table>

You must close your browser window and start a new browser window after each application. If you do not follow this requirement unpredictable results may occur and you may lose the fee that you paid.

Do not click your browser's back button.
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

5) Review Contact Information

*** Card Information displayed is in MM Licensing Management System

6) Enter new or updated Contact Information

a. Phone Number

7) Click UPDATE

8) View SUCCESS message

9) Login to email provider, access email account, locate email from:

AZMedicalMarijuana@azdhs.gov

(Example subject line from AZMedicalMarijuana for Phone Number change)

*** If email does not appear in INBOX, check SPAM folder ***

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

a. Old information
b. New/updated information

11) Click UPDATE

12) View No Data Changed Message

"No contact information changed. Nothing to update.”

5) NO UPDATE additional message

5) No data is changed on Update Contact Information

6) Click UPDATE

7) View No Data Changed Message