

Quick Start Guide

For Creating an EVV Account

All EVV Accounts are created using the EVV Portal.

BEFORE STARTING THIS PROCESS, PLEASE NOTE:

Consumers can complete this process on a computer, smart device, or tablet.

PCAs should complete these steps from the smart device they will use for EVV because they will be downloading the EVV Mobile App.

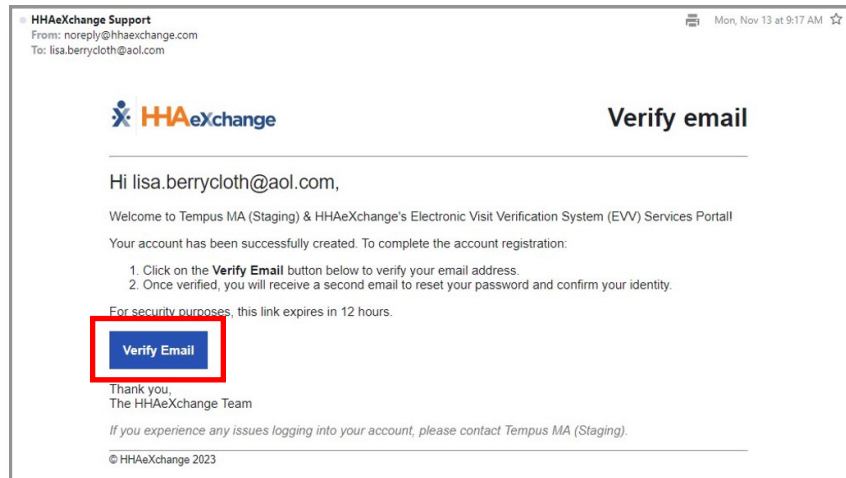
You must register for an EVV account before downloading the EVV Mobile App.

1 Step 1 - Open the Welcome Email

You will receive a welcome email. The email looks like the one below.

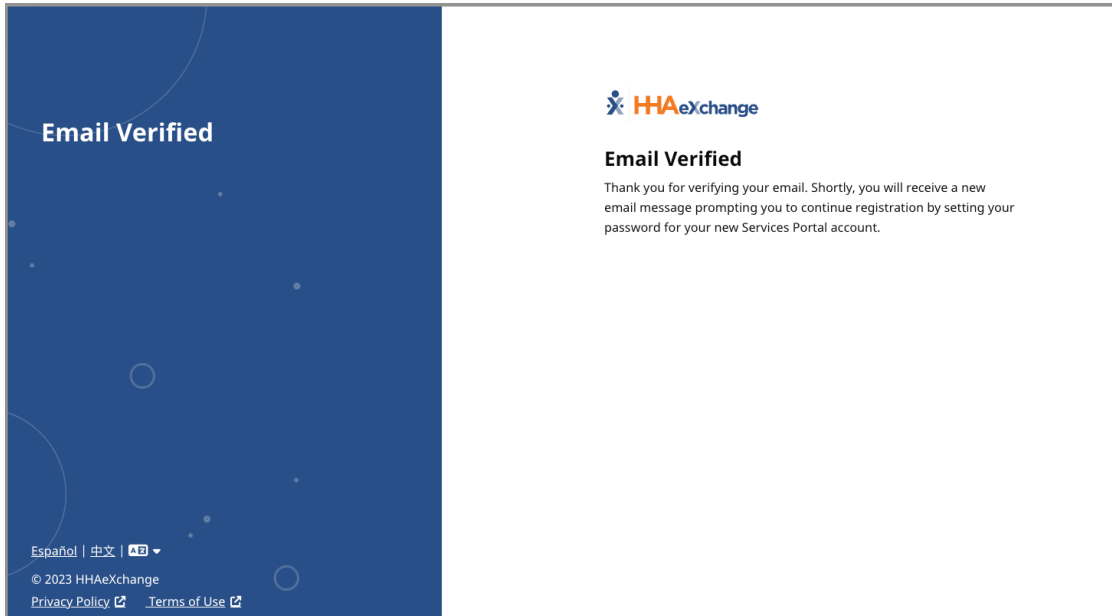
From: HHAeXchange Support <noreply@hhaexchange.com>
Subject line: "Welcome to HHAeXchange! - Verify your email"

Open the email and click **Verify Email**.



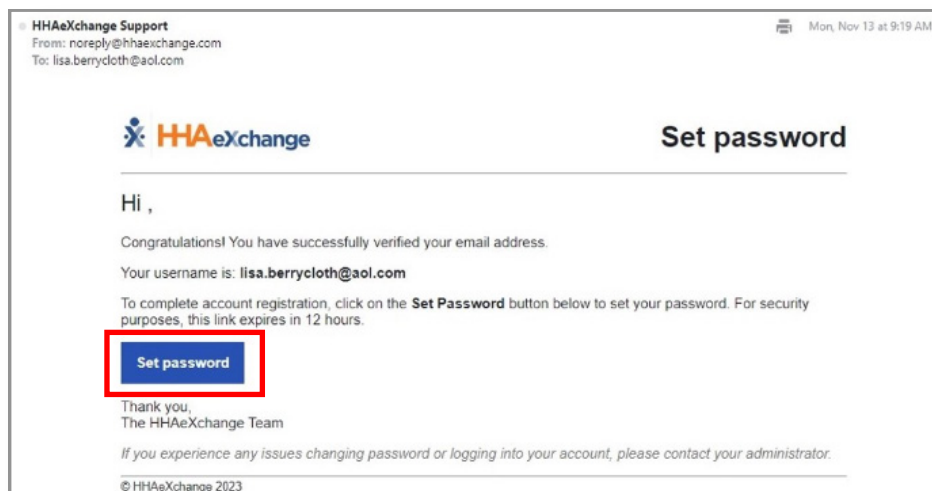
2 Step 2 - Verify Email

The Email Verified window will appear. Shortly after, you will receive another email titled **Set password**.



3 Step 3 - Set Password Email

Open the email from HHAeXchange with the title **Set password**. Click or Tap on the blue **Set Password** Button. If your email link has expired, see the "How to Create an EVV Account When Your Link Expires" Quick Start Guide.



4 Step 4 - Set Password

This will open the **Set Password** form. Your email address will be prefilled. In **New Password**, type your desired new password. Then, in the **Confirm Password** box, type your password again.

HHAeXchange

Set Password

Welcome to HHAeXchange! Please create your new password below.

Email
lisa.berrycloth@aol.com

New Password
.....

Confirm Password
.....

Your password:

- Can contain all ASCII/Unicode characters including emojis and spaces
- Must be 8 - 64 characters in length
- Must not contain your username
- Must not contain more than 4 repeated or sequential characters
- Must not contain any of the following words: hhaexchange, qwerty, password

Last 4 digits of SSN
7777

Date Of Birth
01/30/1988

Your password:

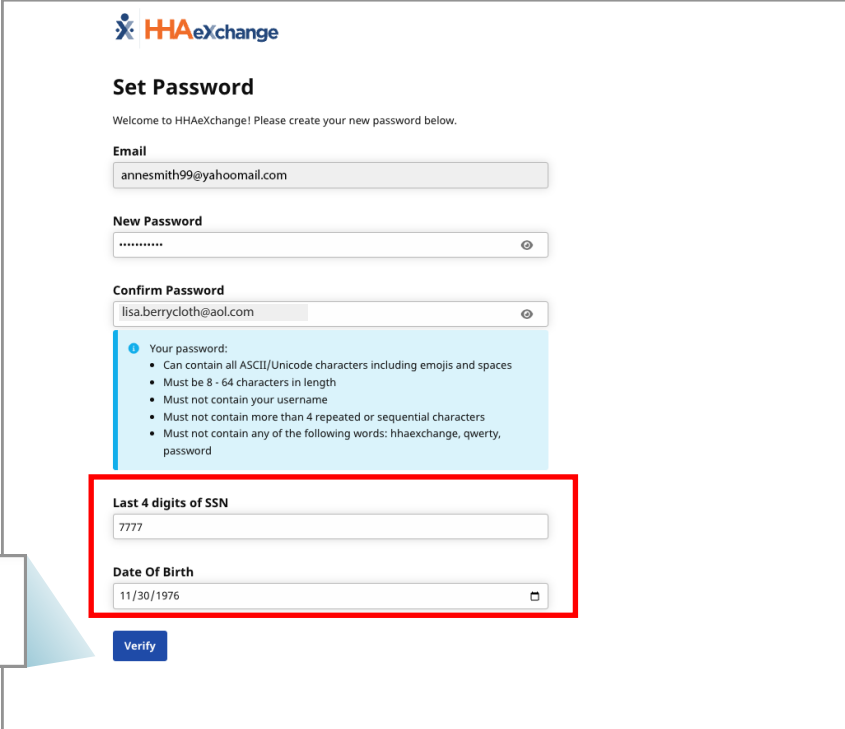
- Can contain all ASCII/Unicode characters including emojis and spaces
- Must be 8 - 64 characters in length
- Must not contain your username
- Must not contain more than 4 repeated or sequential characters
- Must not contain any of the following words: hhaexchange, qwerty, password

Note: the password must meet the requirements in the blue box. ASCII/Unicode means, any special character is OK.

5 Step 5 - Verify Information

Type the last four digits of your Social Security Number (SSN) and your Date of Birth to verify your identity. Then click the **Verify** button.

Note: After you have changed your password, you will receive a Password Changed confirmation email from HHAeXchange. You don't need to do anything with this email.



The screenshot shows the HHAeXchange 'Set Password' page. The form includes fields for Email, New Password, and Confirm Password. Below these is a list of password requirements. At the bottom, there are two fields: 'Last 4 digits of SSN' (containing '7777') and 'Date Of Birth' (containing '11/30/1976'). A red box highlights these two fields and the 'Verify' button below them. A separate callout box on the left also highlights a 'Verify' button.

HHAeXchange

Set Password

Welcome to HHAeXchange! Please create your new password below.

Email
annesmith99@yahoo.com

New Password
.....

Confirm Password
lisa.berrycloth@aol.com

Your password:

- Can contain all ASCII/Unicode characters including emojis and spaces
- Must be 8 - 64 characters in length
- Must not contain your username
- Must not contain more than 4 repeated or sequential characters
- Must not contain any of the following words: hhaexchange, qwerty, password

Last 4 digits of SSN
7777

Date Of Birth
11/30/1976

Verify



For Surrogates

Surrogates should type their primary phone number and Consumer ID to verify your identity. Then click the **Verify** button.

Primary Phone Number
5088675309

Consumer ID
123456

Verify

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Step 6 - Log In

PCAs, please use the mobile device that you will use to clock in and out of shifts. Consumers and Surrogates may open the EVV Portal link on your preferred browser on any device.

Please use the same email address you registered with and the new password you created in the previous steps to log into the EVV Portal.

HHAeXchange

Email
lisa.berrycloth@aol.com

Password
.....

Log In

[Forgot Password?](#)

**You have created your EVV account.
The link to verify your email expires in 12 hours. If the link expired,
you can reference the "Create Account with Expired Link" Quick
Start Guide for more details.**