

# Quick Start Guide

## Creating an EVV Account

All EVV Accounts are created in the EVV Portal.

### BEFORE STARTING THIS PROCESS, PLEASE NOTE:

**Consumers, Surrogates and Admin Proxies** 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.

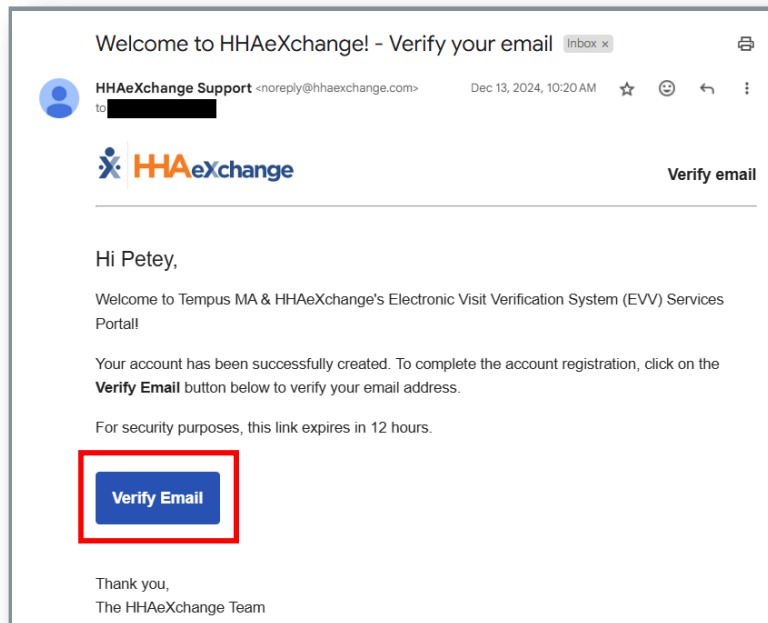
You must register for an EVV account before downloading the EVV Mobile App.

### 1 Step 1 - Open the Welcome Email

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

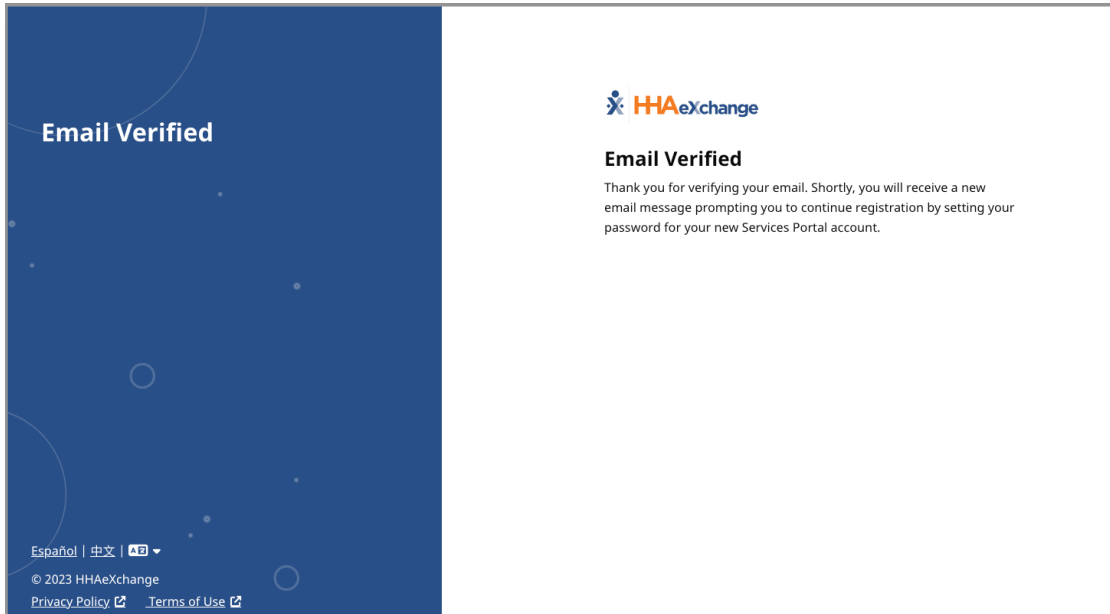
**From:** HHAeXchange Support <noreply@hhaexchange.com>  
**Subject line:** "Welcome to HHAeXchange! - Verify your email"

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



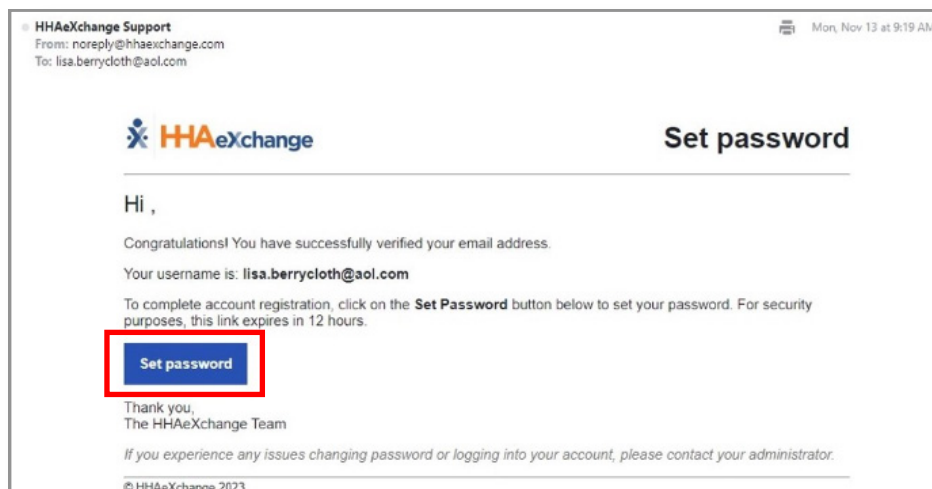
## 2 Step 2 - Verify Email

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 - Save Password

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

4:12 5Guc 72

haexchange.com

### Save Password

Welcome to HHAExchange! Please create your new password below.

**Username**

peterpca2+1000@gmail.com

**Password**

.....

**Your password must:**

- Contain 8 - 64 characters in length.
- Not contain your username
- Not contain more than 3 repeated or equential characters
- Not contain any of the following words: hhaexchange, qwerty, password.

**Confirm password**

.....

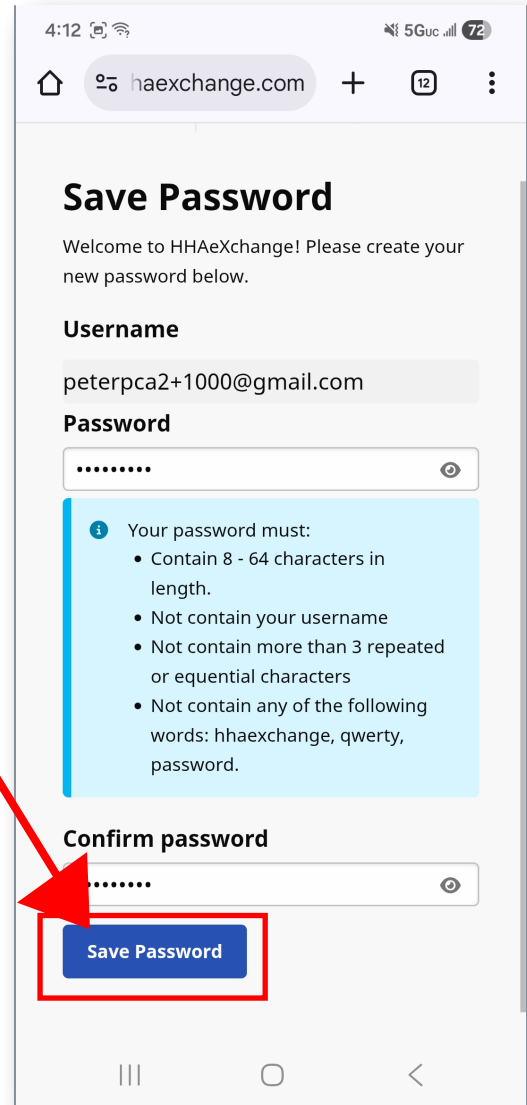
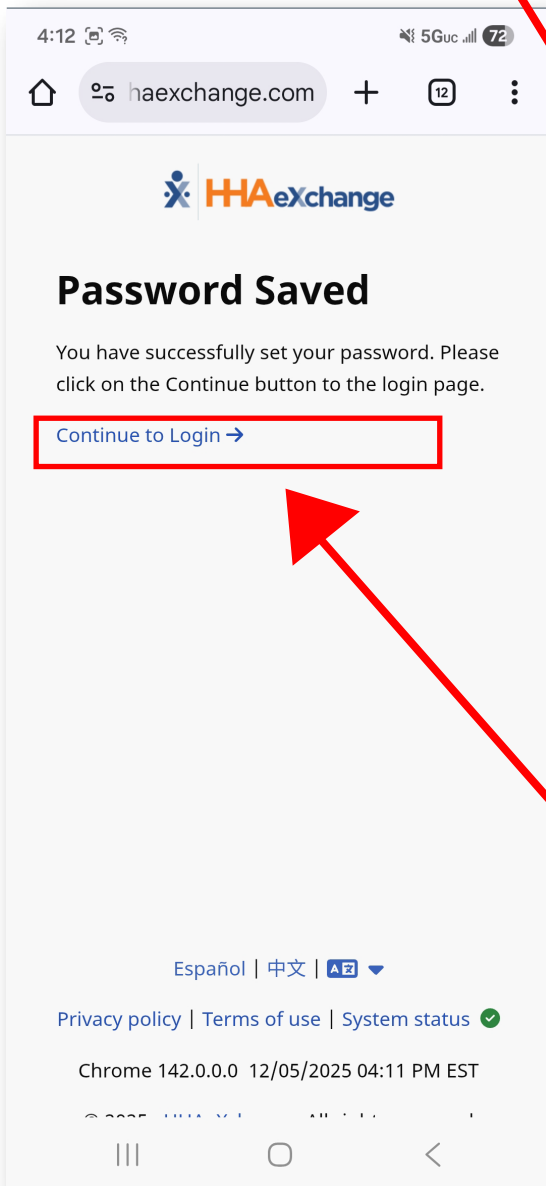
**Save Password**

**Note:** the password must meet the requirements in the blue box.

# 5

## Step 5 - Save Password and Continue to Login

a. Click the **Save Password** button.



b. This will open the **Password Saved** page with a "Continue to Login" link.

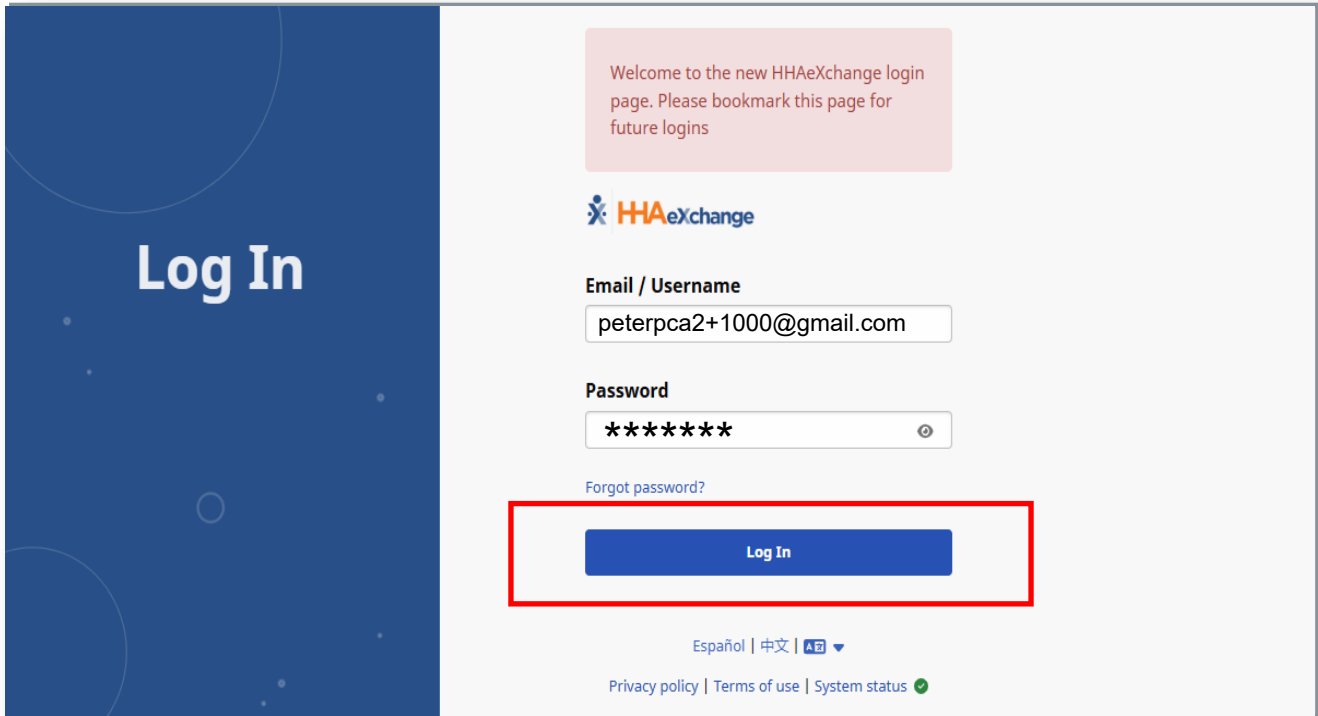
Click the **Continue to Login** link.

# 6

## Step 6 - Log In with Email and Password

This will open the Portal **Log In** screen.

Type your email and new password. Then click the **Log In** button.



## 7 Step 7- Verify Information

**For Consumer/PCA only:** 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.

The screenshot shows the HHAExchange website interface for verifying identity. On the left is a dark blue sidebar with the text 'Verify SSN and DOB' and links for 'Español | 中文 | A11y', '© 2025 HHAExchange', 'Privacy Policy', and 'Terms of Use'. The main content area is white and features the HHAExchange logo at the top. Below the logo is the title 'Verify SSN and DOB'. There are two input fields: 'Last 4 digits of SSN' with the value '7777' and 'Date Of Birth' with the value '11/30/1976'. At the bottom of the form are two buttons: 'Verify' (highlighted with a red box) and 'Back To Login'.

**For Surrogate/Admin Proxy only:** Type your primary phone number and the Consumer ID to verify your identity. Then click the **Verify** button.

The screenshot shows the HHAExchange website interface for verifying identity. On the left is a dark blue sidebar with the text 'Verify Phone Number and Consumer ID' and links for 'Español | 中文 | A11y', '© 2025 HHAExchange', 'Privacy Policy', and 'Terms of Use'. The main content area is white and features the HHAExchange logo at the top. Below the logo is the title 'Verify Phone Number and Consumer ID'. There are two input fields: 'Primary Phone Number' with the value '5081116666' and 'Consumer ID' with the value '111111'. At the bottom of the form are two buttons: 'Verify' (highlighted with a red box) and 'Back To Login'.

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