

Enhancement: Portal Registration Workflow

System: **EVV Portal**

Audience: **All users**

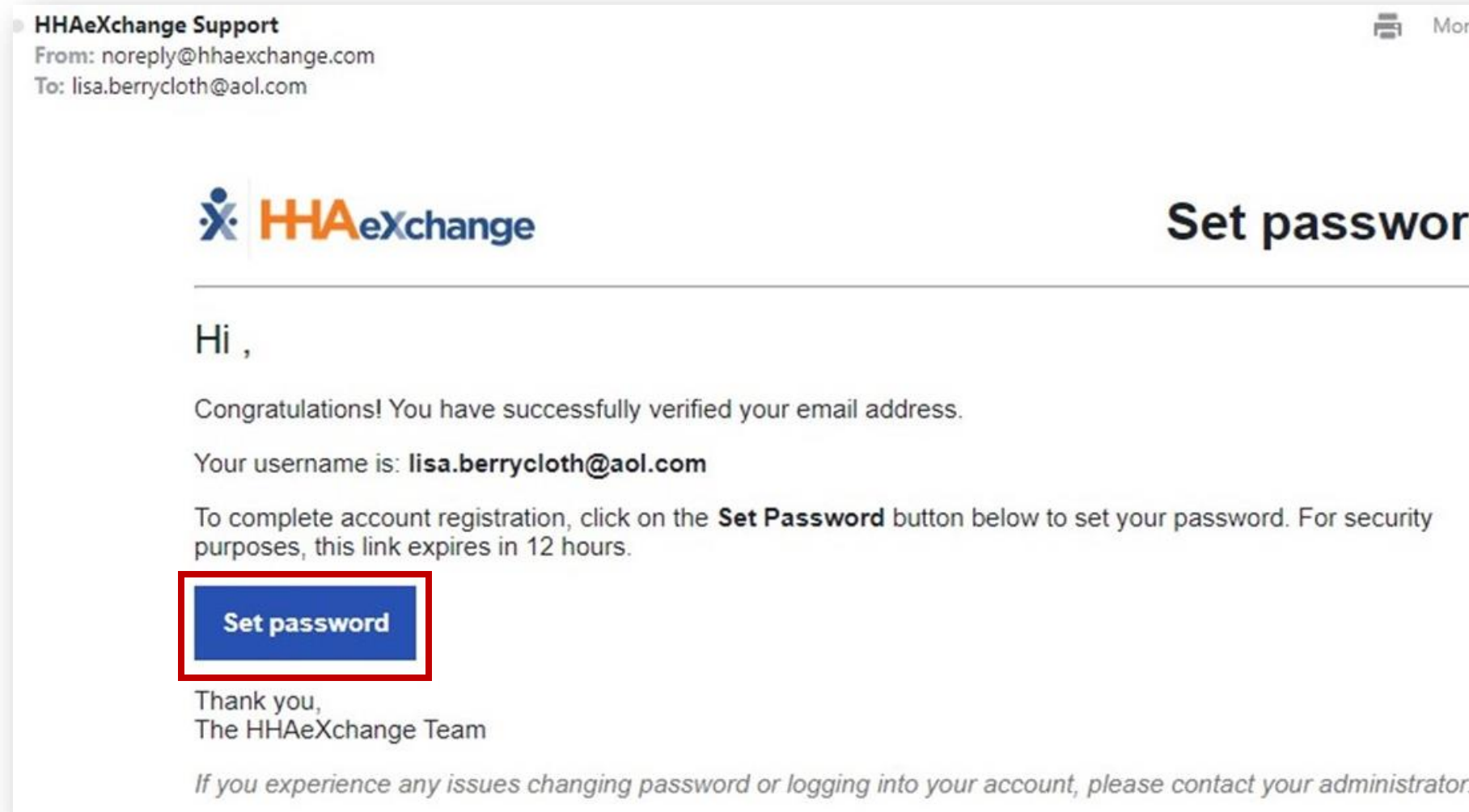
What Changed?	When Creating an EVV Portal Account, the step requiring verifying information will happen after they log in for the first time instead of when they create their account
Who is Affected?	Consumers, Surrogates, Admin Proxy and PCAs signing up for EVV for the first time
When will this take affect?	May 15, 2026

For: Consumers, Surrogates, AP & PCAs

Creating an Account

2 Open the new HHAeXchange email with the title **Set Password**.

Click on the blue **Set Password** button



The screenshot shows an email interface. At the top left, it says "HHAeXchange Support". Below that, the sender information is "From: noreply@hhaexchange.com" and "To: lisa.berrycloth@aol.com". The HHAeXchange logo is on the left, and the subject line "Set password" is on the right. The main body of the email says "Hi ,", "Congratulations! You have successfully verified your email address.", "Your username is: **lisa.berrycloth@aol.com**", and "To complete account registration, click on the **Set Password** button below to set your password. For security purposes, this link expires in 12 hours." A blue button with the text "Set password" is highlighted with a red rectangular border. At the bottom, it says "Thank you, The HHAeXchange Team" and a footer note: "If you experience any issues changing password or logging into your account, please contact your administrator."



For: Consumers, Surrogates, AP & PCAs

Creating an Account

Set password screen will no longer require verifying information

OLD



HHAExchange

Set Password

Welcome to HHAExchange! Please create your new password below.

Email
annesmith99@yahoo.com

New Password
.....

Confirm Password
.....

Your password must:

- 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

This step will now happen the first time they login

NEW



HHAExchange

Set Password

All fields are required..

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

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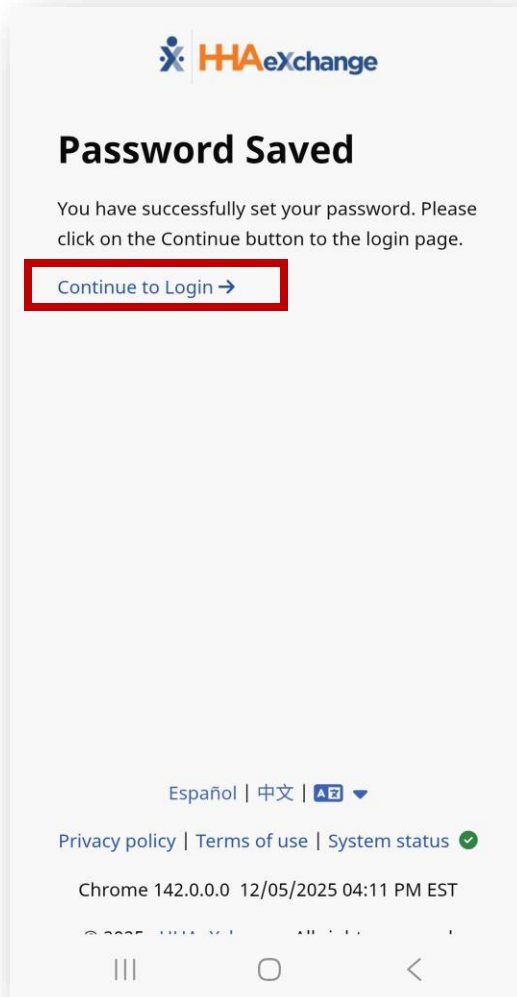
MS-Edge-Chromium 143.0.0.0 12/12/2025 09:45 AM EST

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Creating an Account

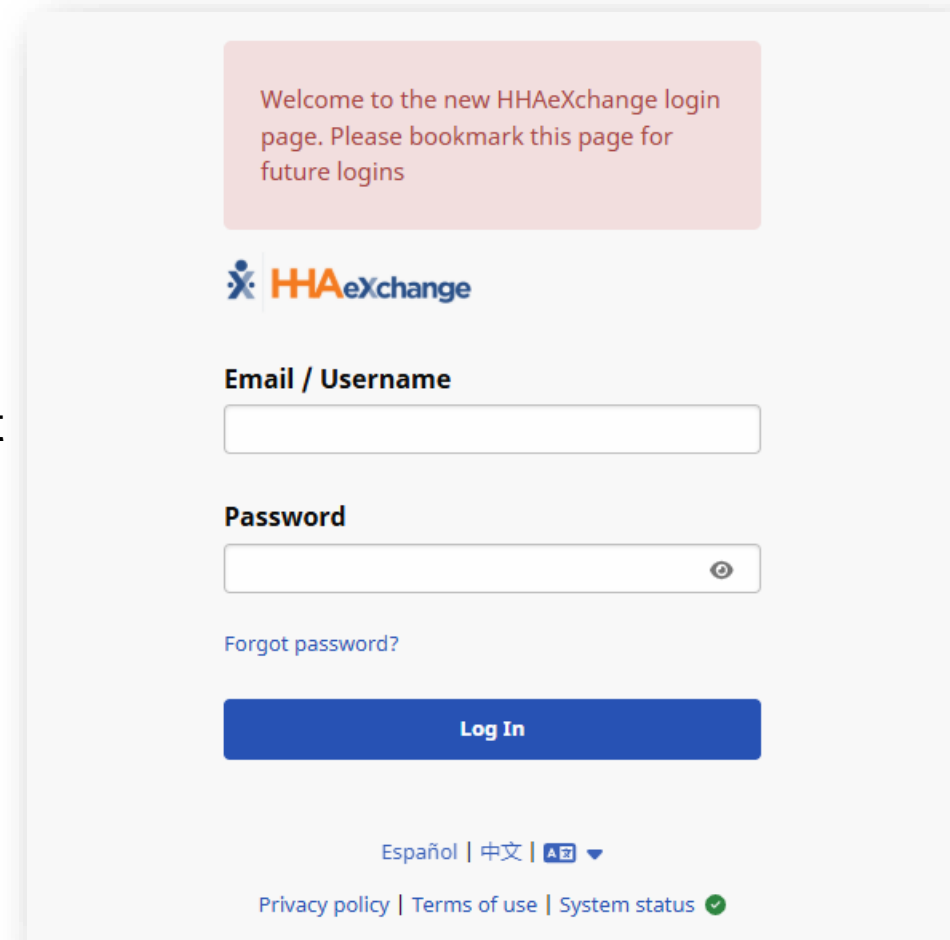
4

The **Password Saved** screen will appear. Click **Continue to Login**



5

You will see the **HHAeXchange Login Screen**. Type your email address and the password you just created. Click the **Log In** button.



Creating an Account

6

Consumers and PCAs, type the last four digits of your Social Security Number (SSN) and your Date of Birth to verify your identity.

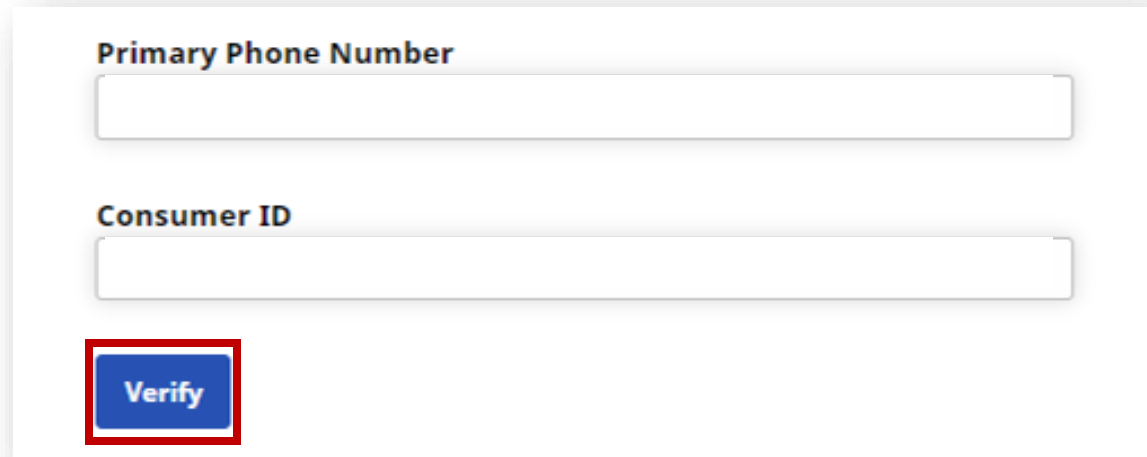
Then click the **Verify** button.

Surrogates and Admin Proxy, type your primary phone number and Consumer's ID to verify your identity.

Then click the **Verify** button.



A screenshot of a web form for verification. It contains two input fields: 'Last 4 digits of SSN' with the value '7777' and 'Date Of Birth' with the value '11/30/1976'. Below the fields is a blue 'Verify' button with a red border.



A screenshot of a web form for verification. It contains two input fields: 'Primary Phone Number' and 'Consumer ID'. Below the fields is a blue 'Verify' button with a red border.