# Assister Guide for Account Creation Request

If a consumer is not able to create an account through the process of verifying their identity online, assisters can use the Account Creation Request eForm (ACRe) to submit a request on a consumer's behalf.

## Submitting an Account Creation Request

For a successful experience when using MNsure's online forms, be sure you are using the most current version of your internet browser. All fields are required unless marked optional.
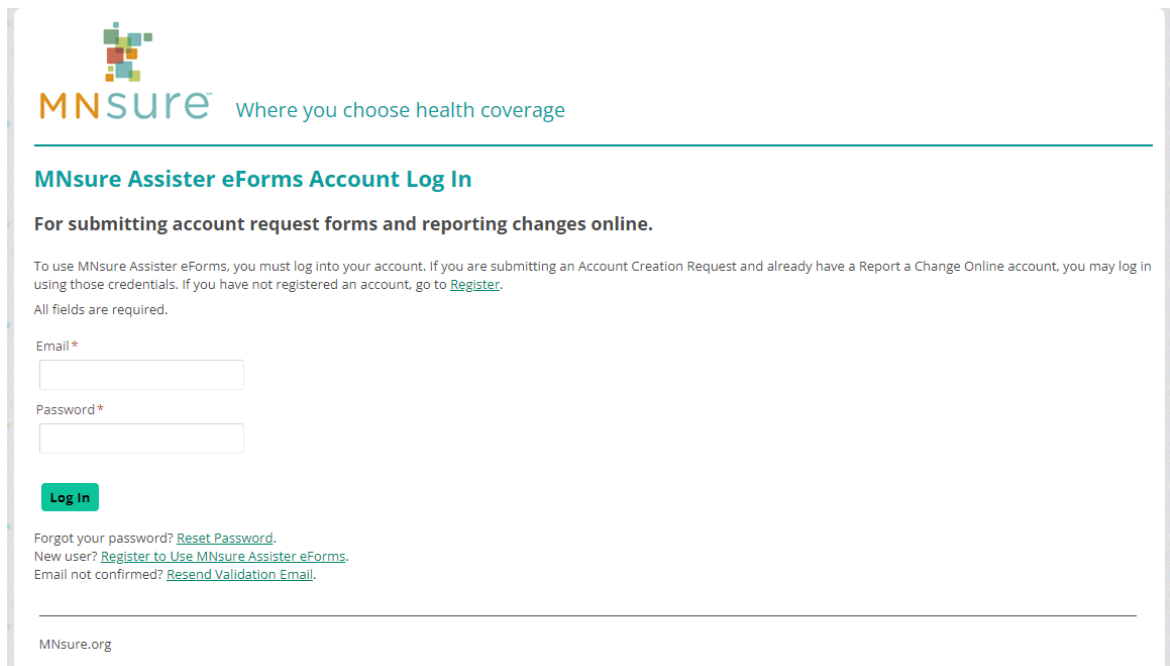
### Registration and Log In

Assisters will use the same login credentials for the ACRe form that they use for Reporting Application Changes.

- If an assister has not already registered, they will need to register by completing the [MNsure Assister eForms Account Registration](#) on Assister Central.

- If an assister has already registered, they will [log in](#) to complete the ACRe form.

### Submitting a Request

1. Log in using credentials created when registering to use MNsure Assister eForms.

2. Select Account Creation Request Online under "What would you like to do?"

## MNsure Assister eForms Account — Home

### Account Info

| Email | MNsure Role | Assister ID or NPN |
|-------|-------------|--------------------|
|       |             |                    |

### What would you like to do?

- Report a Change Online
- Account Creation Request Online
- Change Password
- Re-send Validation Email
- Log Out

3. Complete the Privacy Policy attestation by reading the policy to the consumer. If they agree, select the box next to "My client has read and agreed to the privacy policy".

### Privacy Policy

To create an online account through submission of identity documents, MNsure collects information contained on the above documents to verify your identity. You are not legally required to provide this information, but it is not possible to create a MNsure account without it. Providing false information is a violation of law and may subject you to criminal or civil penalties. This data will be used within MNsure by staff whose job assignments reasonably require access, and it will only be shared with individuals authorized by state or federal law. These may include law enforcement and federal and state auditing agencies. If you have questions regarding MNsure privacy practices and terms of use, please visit https://www.mnsure.org/resources/terms-conditions.jsp.

☐ My client has read and agreed to the privacy policy

4. Enter the consumer information into the online form.

## Person Requesting a MNsure Account

First Name *

Middle Name (Optional)

Last Name *

Street Address *

Apt. No. (Optional)

City *

State *

ZIP Code *

Date of Birth *

Phone Number (10 digits — numbers only. Optional.)

5. Select where the consumer would like their account credentials to be sent. For faster notifications, select one of the email options.

My client authorizes their account credentials to be sent to (select one) *
○ Client's address (above)
○ Assister's email address
○ Client's email address

## Identity Verification Documents

**A consumer must submit a valid copy of ONE of the following primary documents:**

Government Issued Identification (foreign or domestic) or document which at minimum contains the following information name, date of birth, and photo ID such as:

- Driver's license (foreign or domestic)
- Minnesota Identification Card
- Passport (foreign or domestic)
- Consular ID card and other government-issued identification card (foreign or domestic),
- Military dependent's identification card
- Military identification card for active duty, reserve or retired personnel, including a Geneva Conventions Identification Card and a Common Access Card (DD Form 2)
- Native American tribal document
- U.S. Coast Guard Merchant Mariner card
- U.S. military card or draft record
- Voter registration card issued by a US state or territory
- Prison Identification card (federal or state)
- Order of Supervision (ICE Form I-220A and I-220B)
- One of the following documents issued by US Citizenship and Immigration Services or its predecessors:
    - Certificate of Naturalization (Form N-550, N-570, N-578)
    - Certificate of Citizenship (Form N-560, N-561, N-645)
    - United States Citizen Identification card (Form I-179 or I-197)
    - Permanent Resident or Resident Alien card (Form I-551 or I-151)
    - Employment authorization document with photograph (Form I-688, I-688A, I-688B, or I-766)
    - Northern Mariana card (Form I-873)
    - American Indian card (Form I-872)
    - Re-entry Permit/Refugee Travel Document (I-571)
    - Report of Deportable and Inadmissible Alien (Form I-213)
    - Border Crossing Card
- Canadian naturalization certificate

Documents with an expiration date **cannot be expired.**

**If a consumer does not have a document from the above list of primary documents, they must submit a copy of TWO of the following secondary documents:**

- Birth certificate (foreign or domestic), including Certificate of Birth Abroad or Consular Report of Birth Abroad

- Certificate of Adoption (foreign or domestic) that includes the applicant's full name and date of birth
- Divorce decree (foreign or domestic)
- Employer identification card
- High school or college diploma (including high school equivalency diploma)
- Marriage certificate (foreign or domestic)
- Property deed or title
- Social Security card
- A document with an individual taxpayer identification number (ITIN) issued by the Internal Revenue Service
- School identification card (with photograph and name)
- Arrival / Departure Record (Form I-94 / I-94A)
- Notice to Report (Form I-385)
- Notice to Appear (Form I-862)

**Note:** Identity verification documents issued by non-US government entities may result in a delay of processing as additional time is needed to review them.

Documents that cannot be used to verify a consumer's identity:

- Credit cards
- Cellular phone, credit card and utility statements
- Rental leases and documents
- Tax returns

## Uploading Supporting Documents

It is **important to note** the following information about uploading supporting identity documents:

- Files must be a GIF, JPEG, JPG, PDF or PNG
- Files must be less than 5MB
- Files cannot be password protected

6. Select Option 1 to submit one document or Option 2 to submit two documents.

**Proof of Identity Documentation**

◉ Option 1: Submit One Document
○ Option 2: Submit Two Documents

7. Select Choose File, navigate to where the verification document has been saved and select it. The file selected will change what is displayed in the "No file chosen" field.

Document 1 *

Choose File   No file chosen

8. Repeat steps above for uploading two verification documents.

Document 1 *
Choose File | No file chosen

Document 2 *
Choose File | No file chosen

9. Attach the consumer's authorizing signature and date signed document by uploading it in the Signature and Date section.

**Signature and Date**

Browse to and attach your client's signature document (click here for instructions that open in a separate window.)

Client's Signature Document *
Choose File | No file chosen

10. Select "Submit my account request" to submit the ACRe form to MNsure for processing.

# Account Request Look-up

When logged in, all Account Creation Request that have been submitted through the ACRe form will display under the Results section.

**Account Creation Requests**

**Search Fields:**

◉ Show Search Fields  ◯ Hide Search Fields

| Last Name | First Name | DOB | Email |
|---|---|---|---|
| | | | |

| Status | Street Address | Assister ID | Entered By | |
|---|---|---|---|---|
| Any ⌄ | | | | Search |

**Results:**

| Last Name | First Name | Middle Name | Date ▼ | Status | Send Credentials | Reason Denied | Notification Status | Street Address | Apt # | City | State | ZIP | DOB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

- Entering specific search criteria or consumer private information in the Search Fields will narrow results displayed and show specific results from all requests submitted through ACRe.

  o A search can be done using any, some or all of the following information:
  - Last Name
  - First Name
  - DOB (date of birth)
  - Email address

- Status (New, Able to Process, Unable to Process, Processing or Complete)
- Street Address
- Assister ID
- Entered By

**Account Creation Requests**

| Search Fields: |
|---|

○ Show Search Fields  ○ Hide Search Fields

| Last Name | First Name | DOB | Email |
|---|---|---|---|
| | | | |

| Status | Street Address | Assister ID | Entered By | |
|---|---|---|---|---|
| Any | | | | Search |

| Results: |
|---|

| Last Name | First Name | Middle Name | Date ▼ | Status | Send Credentials | Reason Denied | Notification Status | Street Address | Apt # | City | State | ZIP | DOB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

# Explanation of Status

- **Any:** All ACRe requests that have been submitted to MNsure for account creation.

- **New:** Requests that have been entered into ACRe but have not yet been reviewed by a member of MNsure staff.

- **Able to Process:** Requests where identity verification documents have been reviewed and are acceptable. These requests are ready for processing.

- **Unable to Process:** Requests where identity verification documents have been reviewed and are not acceptable or additional verification is needed. Notification is sent by email if one was provided or mailed to the consumer's listed address.

- **Processing:** Requests that have been sent to MNIT for account creation.

- **Complete:** Requests that have been processed by MNIT and the consumer account has been created. Notification is sent by email if one was provided or mailed to the consumer's listed address.

# Result Details

**Account Creation Requests**

| Search Fields: |
|---|

○ Show Search Fields  ○ Hide Search Fields

| Last Name | First Name | DOB | Email |
|---|---|---|---|
| | | | |

| Status | Street Address | Assister ID | Entered By | |
|---|---|---|---|---|
| Any | | | | Search |

| Results: |
|---|

| Last Name | First Name | Middle Name | Date ▼ | Status | Send Credentials | Reason Denied | Notification Status | Street Address | Apt # | City | State | ZIP | DOB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

Consumer data showing in results may need explanation.

**Field Descriptions:**

- **Status:** See "Explanation of Status" below.

- **Send Credentials:** This field will display how the consumer account credentials will be sent: by mail to the consumer's listed address, by email to the consumer, or by email to the MNsure-certified assister the consumer is working with.

- **Reason Denied:** If a request is denied, the reason will appear in this field.

- **Notification Status:** This field will display sent or not sent.
    - Sent: Consumer account credentials or notification that the request has been denied and additional action is required have been sent.
    - Not Sent: The request is still being processed by MNsure or MNIT.

- **Email:** This field will display the consumer's email or the email of a MNsure-certified assister authorized to submit a request on their behalf, or it will be empty. If no email address is provided, notifications are sent to the consumer by mail. Whether emailed or mailed, the consumer's new account credentials will be sent in two different notifications – one that provides their username and a second that provides a temporary password.

- **Option 1 or 2:** Depending on the identity verification type(s) selected, one or two documents are required to verify a consumer's identity. This field shows whether one or two Identity verification documents were uploaded into ACRe.
    - Proof 1 File and Proof 2 File: Displays document(s) uploaded. If option 1 is selected, only one identity verification is needed and the Proof 2 File field with be empty.

- **Drawn Signature:** If a consumer uses ACRe Consumer eForm to submit their request, they are required to draw their signature by hand and this field will display yes. If the form was submitted by an assister or by fax or mail, it will display no.

- **Signature File:** When a consumer works with a MNsure-certified assister, they are permitted through the [Electronic Signature Policy](#) to submit their signature authorization for account creation to MNsure. When this occurs, this field will display the name of the uploaded signature document.

- **Assister ID:** An ID that MNsure assigns to newly certifying assisters. This field will be empty if the request was submitted via ACRe Consumer eForm, mail or fax.

- **Entered By:** The individual who entered an account request into ACRe. This may be a member of MNsure staff (displayed as their email), a MNsure-certified assister (displayed as their email) or a consumer (displayed as 'Consumer').

**Note:** The results displayed can be sorted by clicking on the heading of each column. For example: Clicking on Last Name will change the order of entries to be alphabetical by consumer last name – ascending by clicking once and descending by clicking twice.