



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 electronic (ACRe) form 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 ACR 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 ACR form.

Submitting a Request

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

MNSure™ Where you choose health coverage

MNSure Assister eForms Account Log In

For submitting account request forms and reporting changes online.

To use MNSure Assister eForms, you must log into your account. If you are submitting an Account Creation Request and already have a Report a Change Online account, you may log in using those credentials. If you have not registered an account, go to [Register](#).

All fields are required.

Email*

Password*

[Log In](#)

Forgot your password? [Reset Password](#).
New user? [Register to Use MNSure Assister eForms](#).
Email not confirmed? [Resend Validation Email](#).

MNSure.org

- Select Account Creation Request Online under “What would you like to do?”

MNsire Assister eForms Account — Home

Account Info

Email	MNsire 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](#)

- 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

- Enter the consumer information into the online form.

Person Requesting a MNsure Account

First Name *	Middle Name (Optional)	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Street Address *	Apt. No. (Optional)	
<input type="text"/>	<input type="text"/>	
City *	State *	ZIP Code *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth *		
<input type="text"/>		
Phone Number (10 digits — numbers only. Optional.)		
<input type="text"/>		

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

Proof of Identity Documentation

The next section of the form refers to documents necessary to verify a consumer's identity. The number of verification documents required will depend on the type of document(s) submitted.

Option 1: If one of the following documents is submitted, then a second document is not needed and should not be submitted.

- Current US driver's license issued by state or territory
- Government-issued identification card or passport
- Military dependent's identification card
- Native American tribal document
- US military card or draft record
- US Coast Guard Merchant Mariner card
- Voter registration card
- Order of Supervision (ICE Form I-220B)
- Permanent Resident Card

Option 2: If a consumer cannot provide verification from Option 1, then two of the following documents must be submitted with the form:

- Birth certificate
- Divorce decree
- Employer identification card
- High school or college diploma (including high school equivalency diploma)
- Marriage certificate
- Property deed or title
- Social Security card
- 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)
- Record of Deportable and Inadmissible Alien (Form I-213)

Uploading Supporting Documents

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

- Save all upload files using the following naming conventions:
 - Document #1: lastname_firstname_dateofrequest_ID1
 - Document #2 (if required): lastname_firstname_dateofrequest_ID2
 - Signature: lastname_firstname_dateofrequest_signature
- 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 *

No file chosen

8. Repeat steps above for uploading two verification documents.

Document 1 *

No file chosen

Document 2 *

No file chosen

9. Attach the consumer’s authorizing signature and date signed document by uploading it in the Signature and Date section. See the last page of this guide for details and instructions.

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 *

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 ACR form will display under the Results section.

Account Creation Requests

Search Fields:

Show Search Fields Hide Search Fields

Last Name	First Name	DOB	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Status	Street Address	Assister ID	Entered By
<input type="text" value="Any"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[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 ACR.
 - 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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Status	Street Address	Assister ID	Entered By
<input type="text" value="Any"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Status	Street Address	Assister ID	Entered By
<input type="text" value="Any"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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 will 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.