



MyACCESS Account

Self-service portal log in page:

<https://www.myflorida.com/accessflorida>

Members can change their address in their MyACCESS account if it has been linked to their case. Address change is not available for temporary accounts (not yet linked to a case).

Soon there will be several how-to videos that explain all aspects of the MyACCESS account and Self-service portal to members. The videos are available in English, Spanish, and Creole. members can watch these if they are having trouble with any part of the process.

Log in.

If members do not know their User ID or Password, they can choose the Forgot ID or Forgot Password links. If they do not know either, they should recover ID first, then Password.

Note: members can also recover ID and reset passwords in the Virtual Assistant.

After logging in, the system will ask for address verification.

The member must also select a notice delivery method.

If they change their notice delivery method, the page will expand to allow the update.

This is NOT the address change.

From the Benefit Summary page. Choose “Report my Changes”.

Choose “Your address, email, or phone number has changed”.

Read and accept the Rights and Responsibilities.

Read and accept the HIPAA statement.

The name, address, and contact information we have on file is on the right, fields to edit this information are on the left.

Only edit what has changed.

Do not edit anything that is the same.

Complete address validation steps for the new address.

A summary of changes will display.

Members can review the information submitted or click “Next” to continue.

Answer the questions about Discounted Phone Service.



Another Summary page will appear.
This page offers other change types that could be added at this time.

If the member has no other changes they can scroll to the bottom and click 'Next'.

Read and accept the Statement of Understanding.

An optional comment box is next.
Enter a comment or click "Next".

Update Voter Registration preferences and click "Sign Now" at the bottom.

members can print a summary or request an e-mail confirmation.

"Application Completed" will display when the process is complete.

Note: Reporting a change is NOT applying for benefits.

Any changes reported will only impact the existing open benefits, not add new ones.

Agents available
7am to 6pm Mon-Fri
1-866-762-2237
or
850-300-4323

Florida Relay 711 or
TTY 1-800-955-8771