

## “I Can’t Login to the Website”: A Guide to Troubleshooting Web Problems

Our office frequently receives calls from users who either can’t login to our website or have problems accessing their registered advance directives. This guide aims to help you diagnose the problem and potentially solve it straight from your computer.

Once we receive and process your advance directives, you will receive a package in the mail including:

1. Set of wallet cards containing login information.
2. Verification Letter and return envelope.\*
3. Scanned copy of the documentation you provided.

Your registration WILL NOT BE ACTIVATED until we receive the signed verification letter from you.

### **“The User ID or Password does not match our records” – Problems logging into the website**

#### **Option 1: Did you mail back the verification letter?\***

Check the package we mailed to you and verify if you have a document resembling the sample on page 2. If you still have the letter, sign it and mail it back in the envelope provided. If not, try to remember when you mailed it in to our office. If it has been a couple weeks, call us at 602-542-6187 or 1-800-458-5842 to verify if it has been processed.

#### **Option 2: Verify how you’re spelling the user ID and/or password.**

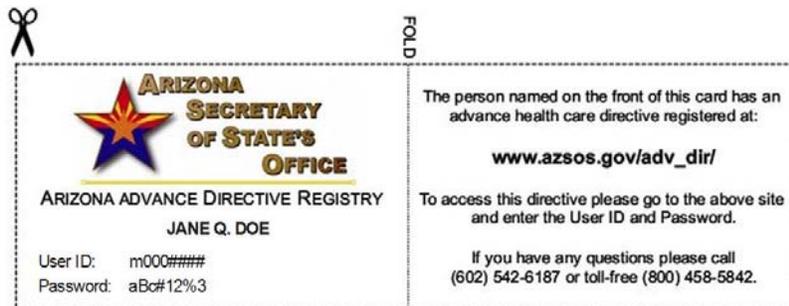
The program creates a unique username and password that cannot be changed. Usernames and passwords are case sensitive, so if you have enabled the “caps lock” key on your keyboard, make sure to turn it off.

The website will not let you see the password as you’re typing on the login screen. We recommend that you try to type the username and password found on your wallet cards into a Word document (or similar computer application) to verify the spelling and then copy it into the respective textbox.

Please refer to our example below for the username and password:

The username will look like: m000#####

The password will be any combination of upper and lower case letters, numbers and symbols.



### **“The Website Isn’t Opening My Directives!” – Problems accessing information in our registry**

#### **Have you disabled popup blockers on your browser?**

A web browser is a program on your computer that you use to access the internet. If you receive a notice of a popup message being blocked, please enable your browser to open this request because it is necessary to access your information on our website. Our program will open your directives as a PDF document on your computer. From there, you can save it to your computer or print it out for your records.

### **Miscellaneous**

- You are unable to change your directive online. If you need to change any documents or personal identifying information, you must do so by mail with a new [Registration Agreement](#). Even if you are changing only one document out of the three possible, when replacing your documents, make sure to include the one being changed and copies of the original two documents.
- If you are using this website on a public computer, you should take care to log off once you are finished with your session. By logging out of the website, you are disallowing someone else from looking at your registry information and seeing any personal identifying information (name, address, phone, health care wishes, etc.).

## Sample of Verification Form

If you still have the form, sign it and mail it back in the envelope provided. If you mailed the form and it has been a couple weeks, call us at 602-542-6187 or 1-800-458-5842 to verify whether it has been processed.



Arizona Health Care Directives Registry  
**ARIZONA SECRETARY OF STATE**  
1700 W. Washington Street, 7<sup>th</sup> Floor, Phoenix, AZ 85007-2808  
(602) 542-6187 Fax (602) 542-1575  
(800) 458-5842 (within Arizona)  
Website: [www.azsos.gov](http://www.azsos.gov)

For Office Use Only

### VERIFICATION FORM

**You must return this form to activate your advance directive in the registry.** The following information has been entered into the Arizona Health Directive Registry. Please review the information as well as the copies of the advance directive(s) **that you keep for your records** to ensure their accuracy. If no corrections are required for this page please check the appropriate box and follow the instructions at the bottom of the form. If changes are required for this page, make them on the lines provided. THIS FORM IS NOT TO BE USED TO SUBMIT CHANGES TO YOUR ADVANCE DIRECTIVE DOCUMENTS. If changes need to be made to your directives, please submit another Registration Agreement form.

Please check a box below:

- No Corrections Required  
 The information is not correct and corrections ARE required.

Explain Corrections Here: \_\_\_\_\_  
\_\_\_\_\_

Mailing Address: JANE Q. DOE  
1700 W. WASHINGTON ST.  
PHOENIX, AZ 85007

Full Name: JANE Q. DOE  
Address: 1700 W. WASHINGTON ST.  
City State ZIP: PHOENIX, AZ 85007  
Home Phone: 602-542-6187  
Last 4 of SSN: 1234  
Date of Birth: 02/14/1912

Name on Card: JANE Q. DOE  
Member ID: m000####  
Password: aBc#12%3

Signature: \_\_\_\_\_

For further assistance please contact the Office of the Secretary of State at (602) 542-6187 or toll-free at (800) 458-5842. You may also email [AD@azsos.gov](mailto:AD@azsos.gov)

**PLEASE RETURN (ONLY THIS FORM) IN THE ENVELOPE PROVIDED**



A123456

If you have any other questions or concerns with the Advance Directive website, please call in to 602-542-6187 or 1-800-458-5842, so we can help diagnose and resolve your problem.