Interactive Case Access Instructions
Revised 12/09/2016

NOTE: AN EMAIL ADDRESS IS REQUIRED WHEN CREATING YOUR USER ID AND PASSWORD. IF YOU DO NOT HAVE AN EMAIL ADDRESS, PLEASE SIGN UP USING A FREE EMAIL PROVIDER. (To find a free email provider, access any search engine on the internet and typing "Free Email" in the search bar. The results will show a variety of free email providers. Pick one that best suits your needs.)

The interactive website, Interactive Case Access (ICA), can be accessed by opening your Internet browser and typing the following web address, http://orsica.dhs.utah.gov in the address line and search. Any active ORS Case Participant can access the Interactive Web Site. Listed below are instructions for First Time Users and Registered Users.

First Time Users

Please note that as you complete the registration process that there are two steps to the process:

1. **Validation** is the first code and is sent via email. This code validates the email address that you have provided and assures that future correspondence is sent to the correct email address.
2. **Verification** is the second code and is sent via US mail. This code is a security measure to assure that you are the person who is registering to gain access to your ORS data.

Create an Account

- Click on Create Account.
- Enter the required information on the Utah-ID Creations screen:
    - Choose a Utah-ID.
      Your User ID will be your login ID. You may select any unique name to identify your account. You may use letters, numbers and the underscore character. Do not use your email address, employee-ID or other personal information.
    - Your Name (First and Last).
    - Email Address (an email validation code will be sent to this email address, upon completion of your registration)
    - Repeat Email Address
    - Alternate Email Address (Optional)
    - Create new Password
      Your password needs to be 8 characters long. Please remember your password. If you have forgotten your password, you will need to select the "Forgot Password" link located on the log in page and follow the steps to recover the password, or select a new one.
    - Verify Password
    - Mobile Phone Number (Optional)
    - Phone Carrier (Optional)
- Click on Create Account
- Choose 3 Recovery Questions:
  Select a question by clicking on the drop down arrow.
  Type your answer.
- Click on the Submit button.

Validate your Account

An email with a validation code and a link to validate your email address will be sent to you. Retrieve the validation code, click on the link provided and type the code.

NOTE: Pop-ups must be enabled.

- Click on the Activate button on the bottom.
  You will then be directed to the Account Registration and Activation – Registration page, to complete the following information:
    - o Name (First and Last)
    - o Address (2 lines provided)
    - o City Name
    - o State Name
    - o Province/Region (if applicable)
    - o Zip Code
    - o Postal Code (if applicable)
    - o Country

    NOTE: This address must match "exactly" the address provided to ORS.

    - o Home Telephone Number
    - o Work Telephone Number
    - o Social Security Number

- Click on Submit
  You will then be directed to the Account Registration and Activation – Registration Results page.
  A message will display 'Update was successful' and informing you that an **Activation** code will be sent to you by U.S. Mail within 5 to 7 days. This code is required to complete the activation process. The activation code is valid for one year after which your registration and activation code will be deleted.
- Log out

    AFTER RECEIVING YOUR ACTIVATION CODE IN THE MAIL
    Return to http://orsica.dhs.utah.gov or http://ors.utah.gov/ and click on Interactive Case Access System.
    - o Type your User ID and password
      You will be directed to the "Account Registration and Activation – Activation' page
    - o Type your **Activation Code**
      You will be directed to the Interactive Case Access – Participant Information (ICA) page.

You have successfully registered for online access to your case.