Viewing Applicant Face Sheet Summary Information

To view applicant face sheet summary information:

1. Select the **Client** module and **Client Search** from the navigation bar.
2. Enter your search criteria in one of the following fields:
   - First or last name
   - Date of birth
   - ID/ID Type
3. Click **[Search]**.
   The search results are listed below the search criteria.
4. Select a client link (last name) from the search results.
   *The **Applicant Face Sheet Summary** page appears to review information.*

Note: You can perform a more detailed search by selecting **Advanced Client Search** from the navigation bar.

Viewing Client Summary Information

To view client summary Information:

1. Access the **Applicant Face Sheet Summary** page.
2. Select **Client Summary** from the navigation bar.
   *The **Client Summary** page appears to review information.*

Viewing Personal Information

To view address information:

1. Access the client **Face Sheet Summary** page.
2. Select **Personal Info** from the navigation bar.
   *The **Addresses** page appears.*
3. Click an address link.
   *The **Update Address** page appears to review information.*

To view phone information:

1. Select **Phones** from the navigation bar under **Personal Info**.
   *The **Phones** page appears.*
2. Click a phone link.
   *The **Update Phone** page appears to review information.*

To view email address information:

1. Select **Email Addresses** from the navigation bar under **Personal Info**.
   *The **Email Addresses** page appears.*
2. Click an email address link.
   *The **Update Email Address** page appears to review information.*

Viewing Personal Information (continued)

To view alternate name information:

1. Select **Alternate Names** from the navigation bar under **Personal Info**.

   *The **Alternate Names** page appears.*

2. Click an alternate name link.

   *The **Update Alternate Name** page appears to review information.*

To view demographic information:

Select **Demographics** from the navigation bar under **Personal Info**.
*The **Update Cultural Background** page appears to review information.*

To view language information:

1. Select **Languages** from the navigation bar under **Manage Demographics**.

   *The **Languages** page appears.*

2. Click a language link.

   *The **Update Language** page appears to review information.*

To view employment information:

1. Select **Employment** from the navigation bar under **Manage Demographics**.
   *The **Employment** page appears.*
2. Click an employment status link.
   *The **Update Employment** page appears to review information.*

To view household characteristics information:

1. Select **Household Characteristics** from the navigation bar under **Manage Demographics**.
   *The **Household Characteristics** page appears.*
2. Click a reported date link for the household.

   *The **Update Household Characteristics** page appears to review information.*

Viewing Insurance Information

To view insurance information:

1. Return to client **Applicant Face Sheet Summary** page.
2. Select **Insurance** from the navigation bar.
   *The **Insurance** page appears.*
3. Click an insurance name link.
   *The **Edit Insurance** page appears to review information.*

Viewing Enrollment Assessment Information

To view completed enrollment assessment information:

1. Return to the **Applicant Face Sheet Summary** page.
2. Select **Enrollments** from the navigation bar.
   *The **Enrollments** page appears.*
3. Click an Enrollment ID link.
   *The **Update Enrollment** page appears.*
4. Select **Enrollment Preview** from the navigation bar.
   *The **Enrollment Assessment Preview** page appears.*
5. Click the Assessment Id link.
   *The read-only **Enrollment Assessment** page appears to review information.*

Viewing Disenrollment Assessment Information

To view completed disenrollment assessment information:

1. Return to the **Applicant Face Sheet Summary** page.
2. Select **Enrollments** from the navigation bar.
   *The **Enrollments** page appears.*
3. Click an Enrollment ID link.
   *The **Update Enrollment** page appears.*
4. Select **Disenrollment Preview** from the navigation bar.
   *The **Disenrollment Assessment Preview** page appears.*
5. Click the Assessment Id link.
   *The read-only **Disenrollment Assessment** page appears to review information.*

For system and access questions call:

Virtual Gateway Customer Service (www.Mass.Gov/vg) : 1-800-421-0938

For program policy or data forms questions call:

DPH Resource Center : 1-800-232-0093