



PEAK Redesign – Frequently Asked Questions For Clients

The Colorado Program Eligibility and Application Kit (PEAK) is the online application for many Colorado state assistance programs, including the Supplemental Nutrition Assistance Program (SNAP, previously called food stamps), Medical Assistance (including Medicaid and Child Health Plan *Plus*), and Colorado Works. The PEAK website is available at Colorado.gov/PEAK.

Starting on June 21, 2015, when you visit the PEAK website, you will notice that the website looks a little different. These changes were made to make the website work better, but all the programs are staying the same. Below are several Frequently Asked Questions.

What is changing?

PEAK functionality is not changing. Only the look and feel of the PEAK website is changing (i.e., logos, colors, icons, images, page layouts, and printable application PDF files). Clients in focus groups who reviewed the redesigned website noted that it was brighter and more visually appealing.

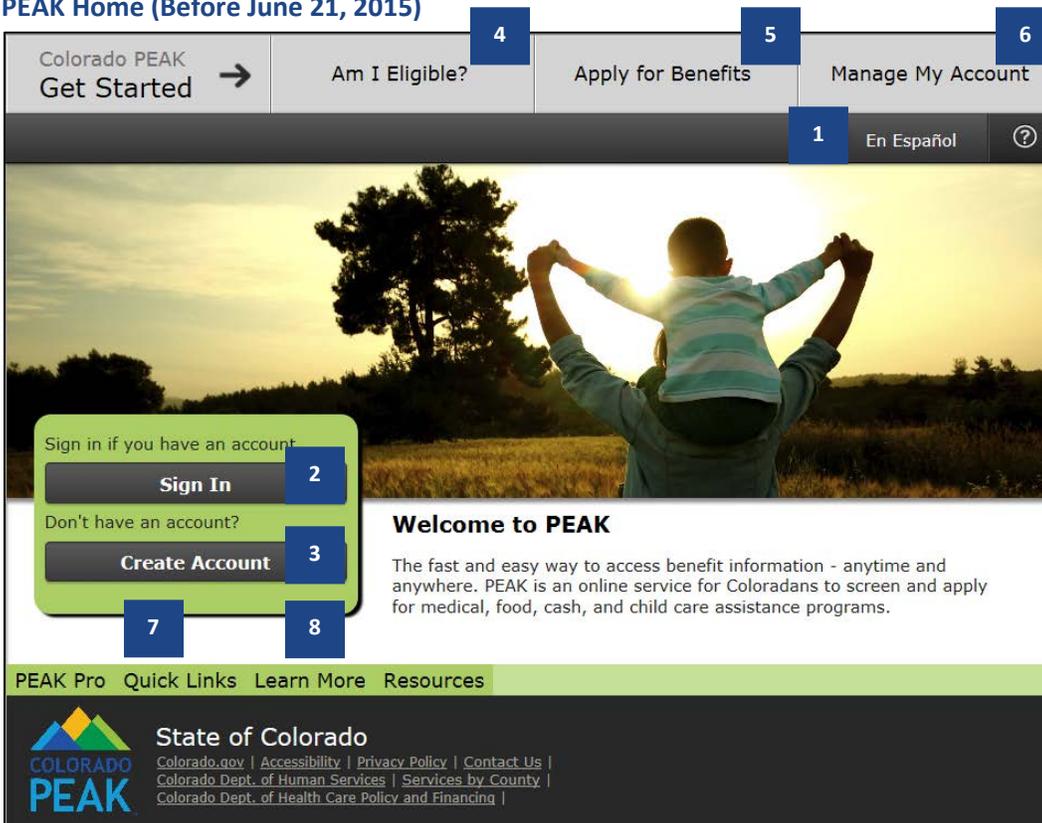
Will the PEAK website URL change?

No. You can still access the PEAK website using one of the following links: <https://coloradopeak.secur.force.com/> or www.Colorado.gov/PEAK.

Will the navigation of the PEAK website change?

Yes. You will notice changes on the **PEAK** home page. Look at the images below to compare the current **PEAK** home page to the redesigned **PEAK** home page.

PEAK Home (Before June 21, 2015)



1. Online Assistance (LIVE Chat), **En Español**, and **Help** will move to the upper right corner of the **PEAK** home page.

2. Sign In will be located in the upper right corner of the **PEAK** home page.

3. Create Account will be accessed via the **Sign In**, **Apply for Benefits**, and **Manage My Account** links.

4. Am I Eligible? will be accessed via the new **Get Started** drop-down menu and the **Am I Eligible?** button.



New PEAK Home Page

The screenshot shows the new PEAK Home Page. At the top left is the PEAK logo with 'COLORADO' underneath. To the right of the logo are links for 'Online Assistance', 'Español', and 'Help'. Below these are 'Get Started', 'Learn More', and 'Sign In' links. The main content area features three large buttons: 'Am I Eligible' (yellow), 'Apply for Benefits' (blue), and 'Manage My Account' (green). Below these buttons is a large blue box with text about the service and a 'Click here for details' link. At the bottom are links for 'Accessibility', 'Privacy Policy', 'Contact Us', and 'Colorado.gov', along with a copyright notice for the State of Colorado. Numbered callouts (1-8) point to specific elements: 1 points to the top navigation bar; 2 points to the 'Sign In' link; 3 points to the 'Apply for Benefits' and 'Manage My Account' buttons; 4 points to the 'Am I Eligible' button; 5 points to the 'Apply for Benefits' button; 6 points to the 'Manage My Account' button; 7 points to the 'Learn More' link; and 8 points to the 'Learn More' drop-down menu.

5. **Apply for Benefits** will be accessed via the new **Get Started** drop-down menu and the **Apply for Benefits** button.

6. **Manage My Account** will be accessed via the **Manage My Account** button.

7. **Quick Links** for Clients will be accessed from the **Learn More** drop-down menu:

- Before You Begin
- Benefit Information
- Services by County
- Application Assistance Sites
- FAQs

8. **Learn More** will be accessed from the **Learn More** drop-down menu:

- About PEAK
- Program Information for Clients

Will I need a new **username** or **password**?

No. However, as a reminder, the system automatically resets your passwords every 90 days and sends you an email notification to your email address on file with a link instructing you to reset your password.

Will I need to create a new account?

If you had an existing account prior to Sunday, June 21, 2015, you will not have to create a new account.

How can I create an account on the redesigned PEAK website?

You will be able to create an account via the **Sign In**, **Apply for Benefits**, and **Manage My Account** links.

Will I still be able to see all the benefit letters I received prior to June 21, 2015, on the redesigned PEAK website??

Yes. You will still be able to access your benefit letters through **Manage My Account**.

Will I still be able to upload documents?

Yes. There have been no changes to this functionality. You will still be able to upload documents through **Manage My Account**.

Will I still be able to print my Medical Cards following the PEAK redesign?

Yes. There have been no changes to this functionality. You will still be able to print your Medical Cards through **Manage My Account**.



If I started an application prior to June 21, 2015, will I be able to finish the application after June 21, 2015?

Yes. If you created an account and saved your incomplete application prior to the launch of the PEAK website redesign, then you will be able to finish and submit the application following the launch of the PEAK website redesign.

Will there be a process for providing feedback on the PEAK redesign following the June 21, 2015 launch?

Yes. If you have an issue with the PEAK website, report the problem to CBMS.Help@state.co.us. If you would like to provide feedback on how to improve the PEAK website, send your suggestion to CBMS.Liaison@state.co.us.

