



California Healthcare Eligibility,  
Enrollment, and Retention System



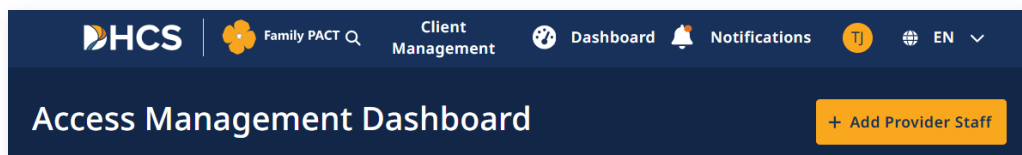
## JOB AID: FPACT NOTIFICATIONS

March 16, 2026

Family Planning, Access, Care, and Treatment (Family PACT) messages are automated to inform the user of an action that has taken place on an account. The *Notifications* page displays these read only messages. This Job Aid illustrates how to access and view Notifications and is intended for Family PACT Site Certifiers and Provider Staff.

### Accessing the Notifications Page








The Global header on the *Access Management Dashboard* displays a **Notifications** button. A dot displays over the bell icon to indicate an unread message. Clicking the **Notifications** button navigates the user to the *Notifications* page.



The *Notifications* page displays the most recent notification first. A blue dot displays next to unread notifications. The date and time when a notification is generated are displayed under the notification. A maximum of 25 notifications display on the page.

The *Notifications* page may display the following notifications based on user type:

- *New Provider Site Location* – When a Site Certifier is added to a Provider site location
- *Provider Site Location Removal* – When a Site Certifier is removed from a Provider site location
- *New Entitlement* – When an entitlement is added to a staff member
- *Entitlement Removed* – When an entitlement is removed from a staff member
- *Override Eligibility Request: Approved* – When an override request is approved
- *Override Eligibility Request: Denied* – When an override request is denied
- *Override Eligibility Request: Canceled* – When an override request is canceled

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## Notifications

**Override Eligibility Request: Canceled**  
The request to override the eligibility start date for client Josh Smith (HAP ID: 90063471Z8) has been canceled.  
01/15/2026 09:56 am

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**Provider Site Location Removal**  
You have been removed from the following provider site location: Provider location business name for ST global test ventures pvt 119. Additional details for the provider site locations you are currently associated to can be found on the Site Access page in your account settings.  
08/01/2025 10:39 am

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**New Provider Site Location**  
You have been added to the following provider site location: ECSTACY 141. Additional details can be found on the Site Access page in your account settings.  
08/01/2025 10:38 am

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**Override Eligibility Request: Denied**  

- The request to override the eligibility start date for client Allen Marcus (HAP ID: 90074841Z1) has been denied. For more information, please visit the client details page.

06/07/2025 09:07 am

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**Override Eligibility Request: Approved**  
The request to override the eligibility start date for client Josh Smith (HAP ID: 90063471Z8) has been approved. For more information, please visit the client details page.  
06/07/2025 08:21 am

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The *Notifications* page displays the following message when there are no notifications: *No notifications – You'll receive notifications when there are important actions on your account.*

