

Access_My_Benefits

ACSSP Online Help



Purpose: Online Help provides you with reference information to help you successfully use the ACSSP. There is one **Online Help** page for each **ACSSP** page.

Useful Tools

- ▶ Go to the ACSSP Online Help Home Page
- ▶ Accessing Online Help
- ▶ Content of Online Help Pages
- ▶ Locating Help Information
- ▶ How to use the Advanced Search Tools
- ▶ View Other Versions of this Help Documentation

[Go to the ACSSP Online Help Home Page](#)

Click Here to go to the **ACSSP Online Help Home Page**.

[Accessing Online Help](#)

Access Online Help by clicking the **Help** button on an **ACSSP** page. On most pages, the **Help** button is located on the upper-right of the page.

[Content of Online Help Pages](#)

Each **Online Help** page includes three sections:

Content hyperlink	Name	Description
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Purpose Describes the purpose of the corresponding **ACSSP** page.



What is This? Provides a description of all items found on the corresponding **ACCSP** page. Items include buttons, links, text boxes, drop-down boxes, hyperlinks, etc.

Locating Help Information

Help information can be located using the four Online Help tabs. Please see below for a description of each tab. Online Help Tabs There are four Online Help tabs:

Tab hyperlink	Name	Description
	Table of Contents	Provides a list of Online Help pages.
	Index	Provides a list of How To instructions. The How To instructions are grouped by subject. Users can type the subject they are looking for to see relevant How To instructions.
	Search	Enables you to type the word you want to locate help information for. Online Help pages containing that word will be listed.
	Glossary	Provides a list of ACSSP terms and their corresponding definition.

How to use the Advanced Search Tools

Search Type	Description	Example
Phrase Search	To search for a phrase, enter it in quotation marks in the search box.	If the search term is " External Reissue " search returns all topics with the phrase " External Reissue ".
Boolean Operators in Search	You can narrow down the scope of search by combining search terms using the Boolean operators AND , OR , and not .	If the search term is " External Reissue " not " External " search returns documents mentioning External Reissue . Documents that only mention External will be ignored.

Other Versions of this Help Documentation

- Accessible Version

Access_My_Benefits

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ACSSP Home Page

The **Home** page is the starting point for the **Accenture Citizen Self-Service Portal (ACSSP)**. You can use this site to see if you may be eligible for benefits by submitting an application. You can also get information about your existing benefits.

General Questions

- Can I use this website in another language?
- What do the language hyperlinks do?
- How do I create an account?
- Do I have to create an account?
- I have an account, but I forgot my password. Can I reset my password?
- Can I receive messages from my caseworker?

Apply for Benefits

- How do I apply for benefits?
- How do I withdraw my application?
- I started my application, but I changed my mind. Can I delete my application?
- What is the status of my application?
- How do I provide documents for my application?

Access My Benefits

- How do I view my current benefits?
- What does the View Pending Verifications link do?
- What does the Link my Case(s) link do?
- What does the View my Payment History link do?
- How do I report a change to my case?
- How do I renew my case?

Information Links

- Offices Location and Hours
- Program Information
- How to Use this Site
- Give Us Your Feedback
- Authorized Representatives
- Terms and Conditions
- Voter Registration
- View Available Providers
- Verify Identify
- Appointment Requests

General Questions

Can I use this website in another language?

Yes. Select your preferred language from the **Language** drop-down menu, and then click the **Go** button. All pages in this site will display in the language you selected.

What do the language hyperlinks do?

If you speak a language other than English, you may click on any of the fifteen language hyperlinks. The language hyperlinks are as follows: Chinese, Creole, French, German, Gujarati, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. Clicking on one of these hyperlinks takes you to the **Other Language Resources** page where you may receive information from your agency in the language you select.

How do I create an account?

Click the **Sign Up** hyperlink to begin this process.

Do I have to create an account?

You will need an account to apply for benefits. Some features are available without an account, such as learning more about our programs and finding out if you may be eligible.

I have an account, but I forgot my password. Can I reset my password?

You can reset your password by clicking on the **Forgot Password** button.

Can I receive messages from my caseworker?

Yes. If you have an account, you may receive messages about your benefits. To view your messages, click the **Envelope** icon at the top of the page to go to your inbox.

Apply for Benefits

How do I apply for benefits?

After you login to your account, click the **Apply for assistance** link in the **Apply for Benefits** section of the page. We will guide you through several pages where you will provide us information about yourself and your household.

How do I withdraw my application?

If you need to withdraw your application for any reason, click the **Withdraw my Application** link in the **Apply for Benefits** section of the page. This option is available if we have not yet processed your application, and your application status is *pending*.

I started my application, but I changed my mind. Can I delete my application?

To delete your incomplete application, click the **Delete My Application** link in the **Apply for Benefits** section of the page.

What is the status of my application?

You can check the status of your application at any time. Click the **View application status** link in the **Apply for benefits** section of the page.

How do I provide documents for my application?

Click the **View/Upload my documents** link to view upload documents for your application. You can also click this link to view any documents you have already uploaded. You can upload any of the following files:

- .jpg – Joint Photographic Experts Group (JPEG)
- .tiff – Tagged Image File Format
- .doc – Microsoft Word document
- .docx – Microsoft Word document (version 2007 or newer)
- .xls – Microsoft Excel document
- .xlsx – Microsoft Excel document (version 2007 or newer)
- .pdf – Portable Document Format

Access My Benefits

How do I view my current benefits?

Click the **View my benefits** link in the **Access My benefits** section to review benefits you are currently receiving.

What does the View pending verifications link do?

Click this link to go to the **Pending Verifications** page. This page lists any missing information we still need from you to complete your application.

What does the Link my Case(s) link do?

Click this link if you have an existing case or other cases in our system that you want to link to your account or together. Once you have linked a case, you can unlink them at any time by clicking the **Unlink my Case** link.

How do I report a change to my case?

Click the **Report a change to my case** link in the **Access My Benefits** section to provide us any new information that may impact your current benefits.

How do I renew my case?

Click the **Renew my benefits** link in the **Access My benefits** section to reapply before end of your benefits period. We will notify you when it is time to renew.

Information Links

There are additional helpful links available to you at the bottom of the home page:

- **Office Locations and Hours** - Click this link for your local office information such as the address, hours, and phone number.
- **Program Informations** - Click this link for information about the different programs that may be available to you.
- **How to Use this Site** - Click this link to learn how to use this self-service portal.

- **Give Us Your Feedback** - We welcome your feedback. Click this link to let us know how we are doing.
- **Authorized Representatives** - Click this link to assign someone to be an authorized representative for your online application. Authorized representative are people that you trust to view and manage your benefits online.
- **Terms and Conditions** - Click this link to read the legal terms and conditions for using this online service.
- **Voter Registration** - Click this link to access a link to your state's voter registration website.
- **View Available Providers** - Click this link to view a list of providers available for various services.
- **Verify Identify** - If you have not already verified your identity, either through the sign-up process or on the phone with a representative, click the **Verify Your Identity** link to attempt to verify your identity through the automated process.
- **Appointment Requests** - Click this link to view the appointments you have requested.

Access My Benefits

View Available Providers

Q: What is this page for?

A: Use the View Available Providers page to search a provider based on County location (Only state specific counties will appear in the County dropdown).

Questions and Answers

Q: What does the Search button  do?

A: Click the Search button to identify available providers based on County as a search criteria (Only state specific counties will appear in the County dropdown).

Q: What does the Back button  do?

A: Click the Back button to return to the previous page.

Q: What does the Exit button  do?

A: Click the Exit button to return to the Home page.

Q: How do I leave this page?

A: You have two options to leave the page . Click the Exit button or click the Home hyperlink

[Home](#)

The Accenture logo features the word "accenture" in a bold, lowercase sans-serif font. Above the letter "t" is a stylized chevron symbol consisting of two overlapping shapes: a larger one pointing right and a smaller one pointing left, creating a central gap.

High performance. Delivered. to return to the Home page.

Link My Case(s)

Q: What is this page for?

A: Use the **Link my case(s)** page to submit a request for linking a case. You can view benefits, case information, pending verifications, notices of action and report changes once your request is approved and processed.

Questions and Answers

Q: What information do I need to report when linking an existing case to my account?

A: Enter your case number, your first and last name, and your date of birth as part of your request.



Q: How do I sign the request?

A: Enter an electronic (e)signature to sign the request. To do this, click the **Check to Sign** box next to the **Description** that fits your role. Then, type your name in the **Name** box.

Q: What does the Submit Request button do?

A: The **Submit Request** button saves the page and submits your request for processing. You will see a message when your request is submitted.

Q: How do I leave this page?

A: To leave the page without saving, click the **Home** hyperlink  or click the **Cancel and Exit** button  to return to the **Home** page.



Link My Case(s) Confirmation

Q: What is this page for?

A: The **Link My Case(s) Confirmation** page confirms your case link request has been submitted.

Questions and Answers



Q: What does the Print button  do?

A: Click the **Print** button to print a copy of the confirmation page.

Q: What does the Save to file button  do?

A: Click the **Save to file** button to save a copy of the confirmation.

Q: How do I leave this page?

A: To leave the page without saving, click the **Home** hyperlink  or click the **Exit** button  to return to the **Home** page.



Unlink my case(s)

Q: What is this page for?

A: Use the Unlink my case(s) page to submit a request to unlink a case.

Questions and Answers

Q: How do I sign the request?

A: Sign the request by entering an electronic (e)signature. Click the **Check to Sign** box next to the Description that fits your role , then type your name in the **Name** box.

Q: What does the Submit Request button do?

A: Click the **Submit Request** button to save the page and submit your request for processing. You will see a message when your request is submitted.

Q: What does the Cancel and Exit button do?

A: Click the **Cancel and Exit** button to return to the Home page without requesting to unlink the case.

Q: How do I leave this page?

A: You have two options to leave the page without requesting to unlink the case. Click the **Cancel and Exit**



button or the **Home** button *High performance. Delivered.* to return to the Home page.

Unlink my case(s): Confirmation

Q: What is this page for?

A: The Unlink my cases(s) (Confirmation) page confirms that your request to unlink the case is complete.

Questions and Answers

Q: What does the Print button  do?

A: Click the Print button to print a copy of the confirmation page.

Q: What does the Email button  do?

A: Click the Email button to send a copy of the confirmation by email. The Email ID field and Send Mail button appear. Type an email address and then click the Send Mail button.

Q: What does the Save-to-File button  do?

A: Click the Save-to-File button to save a copy of the confirmation.

Q: What does the Exit button  do?

A: Click the Exit button to return to the Home page.

Q: How do I leave this page?

A: You have two options to leave the page. Click the Exit button or the Home hyperlink

[Home](#)

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. Click either button to return to the Home page.

Pending Verification

What is this page for?

The **Pending Verifications** page is where you can see a list of items needed to process your application.

Questions and Answers

What does the Upload button do?

Click the **Upload** button to attach documents to your application. You will be taken to another page to browse and attach files.

What does the Exit button do?

Click the **Exit** button to return to the **Home** page.

How do I leave this page?



To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

View Payment History

Q: What is this page for?

A: The View Payment History page is where you see any overpayments and repayments for your case.

Questions and Answers

What is an overpayment?

An overpayment is when you received a higher benefit than you should have for a specific payment.

What is a repayment?

If you are overpaid, a limited amount is deducted from future benefit payments until the overpayment is repaid.

What does the information in the Overpayment section mean?

Recovery Account Number is a unique number that is assigned to an overpayment.

Benefit Month is the month for which the benefit was overpaid.

Original Payment is the amount of the benefit that was overpaid.

Correct Payment is the amount of benefit that you should have received.

Overpayment Amount is the difference between what you were paid and what you should have been paid.

What does the information in the Repayment section mean?

Recovery Account Number is a unique number that is assigned to a recovery for an overpayment.

Recovery Account Status is the status of the recovery account.

Recovery Amount is the total amount you will repay.

Recovery Date is the date the recovery account was created.

What does the Exit button do?

Click the Exit button to return to the home page.

How do I leave this page?

There are two options to leave this page. You can click the Exit button or you can click the home page button



High performance. Delivered. . With either option you will be returned to the home page.

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View Correspondence

Q: What is this page for?

A: The View Correspondence page is where you can see notices sent to you in the past 90 days.

Questions and Answers

Q: What do the From and To fields do?

A: The From and To fields display the date range for the notices listed on the page.

Q: How do I view notices for a different date range?

A: Select new dates in the From and To fields, then click Search. The list of notices will be updated for the new date range.

Q: What if I want to see a copy of the notice?

A: Click View next to the specific notice you wish to see. A copy of the notice is shown in a separate window.

Q: What if I want to print the notice?

A: After you click View and the notice appears, click the Print Form button on the notice.

Q: What does the Exit button do?

A: Click the Exit button to return to the home page.

Q: How do I leave this page?

A: There are two options to leave this page. You can click the Exit button or you can click the home page



button *High performance. Delivered.* . With either option you will be returned to the home page.

Report a Change

Q: What is this page for?

A: The **Report a Change** page is the starting point to update, add, or remove your case information that may impact your benefits.

Questions and Answers

Q: How do I report a change?

A: Select the type of change that you need to report. For example, select the *Change in Household* to update information about someone in your household. Once you have selected all of the changes you want to make, click the **Save and Continue** button. The system will guide through the pages you will need to enter information about the change.

If you have an in-progress application and you report another change that is similar to the one you've already made, a Warning message displays to ensure you want to proceed.

Q: What type of changes can I report?

A: You can report the following type of changes:

Change in income - select to add, edit, or remove any income from a job or other source of income for you or anyone in your household.

Change in household - select to add, edit, or remove anyone in your household, or to report a birth or pregnancy end date.

Change in contact information - select to edit information about how we may contact you or others in your household.

Change in expenses - select to add, edit, or remove any household expenses.

Change to an Authorized Representative - select to add, edit, or remove an authorized representative from your account. Note: This change type won't display for an existing authorized representative.

Other changes - select to update any of the following: vehicles, school, training, strike, property, shelter, discontinued benefits, military service, or a medical condition.

Q: What does the information icon do?

A: Click on or hover the information icon to display additional details on the type of changes that you can report.

Q: What does the Cancel button do?

A: The **Cancel** button returns you to the home page. The information remains as shown.

Q: What does the Save and Continue button  do?

A: The **Save and Continue** button saves the information you have selected, and takes you to the next page based on the type of changes you are reporting.

Q: What does the Summary of Changes button  do?

A: The **Summary of Changes** button displays when you have saved at least one change, When you click the Summary of Change button, it displays a summary of all the changes you have just reported.

Important: Make sure you save your changes before you click this button. If you have not saved your changes, all of your changes will be lost. A warning will display to make sure you want to continue.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Your Pending Change Requests

Q: What is this page for?

A: The **Pending Change Requests** page displays when you have reported a change, but have not yet completed it or when you have submitted a change, but your case worker has not yet processed the change to your case.

Questions and Answers

Q: What does the Continue Previous button do?

A: The **Continue Previous** button takes you to the **Report a Change** page so that you can continue to make changes on an existing in-progress change request that you have not yet submitted.

Q: What does the Withdraw button do?

A: The **Withdraw** button takes you to the page that will allow you to withdraw your changes you have submitted, but are not processed by your case worker.

Q: What does the See Change Detail hyperlink [See Change Detail](#) do?

A: The **Withdraw** button takes you to the page that will allow you to withdraw your changes you have submitted, but are not processed by your case worker.

Q: What does the Cancel and Exit button do?

A: Click the **Cancel and Exit** button to return to the **Home** page.

Q: What does the Report New Change button do?

A: The **Report New Change** button takes you to the page to report new changes.

Caution: If you have an in-progress change request and you click the **Report New Change** button, your current changes will be deleted. A message displays to ensure you want to delete existing in-progress report a change application.

Q: How do I leave this page?

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A: You have two options to leave the page without saving. Click the **Cancel and Exit** button or the **Home**



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Withdraw Changes

Q: What is this page for?

A: The **Withdraw Changes** page allows you to withdraw the pending changes that you already submitted but have not been processed by your case worker.

Questions and Answers

Q: What does the See Detail Change hyperlink [See Change Detail](#) do?

A: Click the **See Detail Change** hyperlink to view the changes that you submitted. You can review the details of the changes that you want to withdraw.

Q: What does the Cancel button do?

A: The **Cancel** button cancels your request to withdraw your changes and returns you to the **Pending Change Requests** page.

Q: What does the Submit Withdrawal button do?

A: Click the **Submit Withdrawal** button to withdraw the pending changes that have not been processed by a case worker.

Q: What does the Cancel and Exit button do?

A: Click the **Cancel and Exit** button to return to the home page without withdrawing your application.

Q: How do I leave this page?

A: You have two options to leave the page without withdrawing your change application. You can click the



Cancel or the **Home** hyperlink *High performance. Delivered.* . When you click the **Cancel** button, the changes will not be withdrawn and you will return to the **Pending Change Requests** page. When you click the **Home** hyperlink, you will be returned to the **Home** page.

Withdraw Changes (Confirmation)

Q: What is this page for?

A: The **Withdraw Changes (Confirmation)** page confirms your pending changes have been withdrawn.

Questions and Answers

Q: What does the Exit button  do?

A: Click the **Exit** button to leave the page. You will be returned to the **Home** page.

Q: How do I leave this page?

A: You have two options to leave the page. You can click the **Exit** button or the **Home** hyperlink

[Home](#)

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. Clicking either button will return you to the **Home** page.

Income Changes

Q: What is this page for?

A: The **Income Changes** page is where you select people in the household who have changes to their income.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process. You can select more than one type of income change on this page.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Detailed Income Changes

Q: What is this page for?

A: Use the **Detailed Income Changes** page to select the type of income change for the selected person you want to make. This could be a change to a current job, adding a new job, change to another income source and/or adding another income source.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?

A: Clicking the **Save and Continue** button takes you to the page to report income changes based on the type of income change that you selected on this page.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink  to return to the **Home** page.

Job and Job History Summary

Q: What is this page for?

A: Use the **Job and Job History Summary** page to review the information you entered in the **Job and Job History** section of the initial or change application.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another job record to the associated section of the initial or change application. When you report changes, this button only displays when you selected to add a new job. This button does not display if you are reporting a change to a current job.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Job and Job History

Q: What is this page for?

A: Use the **Job and Job History** page to enter information about current or past employment, including self-employment or work training.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Income Summary

Q: What is this page for?

A: The **Income Summary** page gives you a chance to review the existing income information from your application. You may edit or delete existing income information on this page.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What do the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another income record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Income from Other Sources

Q: What is this page for?

A: The **Income from Other Sources** page is where you enter the details, such as type, amount, and frequency about your household's income from sources other than employment.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Income from Other Sources Summary

Q: What is this page for?

A: The **Income from Other Sources Summary** page displays the information you provided us about income you receive (other than income from a job). Review the information you entered to ensure it is correct. From this page, you may delete, edit, or add another entry.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another income from other sources record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Income from Other Sources Continued

Q: What is this page for?

A: Use the **Income from Other Sources Continued** page to enter additional details about your household's income from sources other than employment. Details include specific income information such as type, amount, and frequency.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  **do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Income from Other Sources Continued Summary

Q: What is this page for?

A: The **Income from Other Sources Continued Summary** page gives you a chance to review the information you entered about income other than from a job. From this page, you may also add another income record or edit or delete newly added income records from other sources for the household member.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another income from other sources record to the associated section of the initial or change application. This button only displays when you selected to add new income information from other sources.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the home page.

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Income from Unemployment or Disability Insurance

Q: What is this page for?

A: The **Income from Unemployment or Disability Insurance** page is where you enter information about your household's income from unemployment or disability insurance.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Income from Unemployment or Disability Insurance Summary

Q: What is this page for?

A: Use the **Income from Unemployment or Disability Insurance Summary** page to review the information you entered. From this page, you may add another income record for the same household member or edit or delete existing income information from unemployment or disability insurance.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another income from unemployment or disability insurance record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Free Housing or Rent, Utilities, Food or Clothing

Q: What is this page for?

A: The **Free Housing, Rent, Utilities, Food or Clothing** page is where you enter information about anyone in your household that gets free housing, rent, utilities or clothing in exchange for work.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

Home >
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A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Free Housing, Rent, Utilities, Food or Clothing Summary

Q: What is this page for?

A: Use the **Free Housing, Rent, Utilities, Food or Clothing Summary** page to review the information you entered about housing, rent, utilities, food or clothing you or your someone in your household receive in exchange for work. From this page, you may add another record or edit / delete existing records.

Questions and Answers

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the **Delete** button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the **Edit** button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the **Add Another Entry** button  do?

A: The **Add Another Entry** button lets you add another Free Housing or Rent, Utilities, Food or Clothing record to the associated section of the initial or change application.

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Continue** button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Reported Income Changes

Q: What is this page for?

A: The **Reported Income Changes** displays the summary of all income changes you reported. When you selected more than one household person for income updates, this page displays the summary of the income updates saved for the household person with an option to continue making updates for the additional selected person (s) in your household. On this page, you may also see the summary stating there were no changes made when you selected to report a change but no changes were reported and saved.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of changes you have made so far. This button only appears when you reported at least one change.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button returns you to the Home page. The information you entered is saved, but is not submitted.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Report Another Change button  do?

A: The **Report Another Change** button takes you to **Report a Change** page to report additional changes to the case.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Reported Household Changes (Selection)

Q: What is this page for?

A: Use the **Reported Household Changes** page to select the type of household change you want to make. From this page, you can add a person, report a birth, let us know someone in your household is no longer pregnant, and update or remove an existing person.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Information about the people living in your home

Q: What is this page for?

A: Use the **Information about the people living in your home** page to tell us about any other people living with you.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink to return to the **Home** page.

Select Address

Q: What is this page for?

A: Use the **Select Address** page to make sure we have your correct addresses.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Back button  do?


A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: How do I leave this page?

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A: To leave the page without saving, click the **Home** hyperlink  *High performance. Delivered.* to return to the **Home** page.

Tell Us More (about this person)

Q: What is this page for?

A: Use the **Tell Us More (about this person)** page is to enter more information about the person you are adding to your application or your existing case.

Questions and Answers

Q: What does the **Back** button do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.


Once you click this button, your information may be sent to Federal Data Services Hub. If verification is unsuccessful, you may be asked to review your information. Follow the prompts on the page to continue the process.

Q: What does the **Summary of Changes** button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

Other Name Used Information

Q: What is this page for?

A: Use the **Other Name Used Information** page to tell us any other names this person is known as or has used in the past.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

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A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Other Name Used Summary

Q: What is this page for?

A: Use the **Other Name Used Information Summary** page to review the information entered on the **Other Name Used Information** page.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: Click on the **Delete** button to remove the entry. Clicking this button displays a message to ensure you want to delete a record.

Q: What do the Edit buttons  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: Click the **Add Another Entry** button to add another name this person is known by. This button only displays when you selected to add another name.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue  button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Background Information

Q: What is this page for?

A: Use the **Background Information** page to enter information about other people in your home.

Questions and Answers

Q: What does Preferred Language mean?

A: Your preferred language is the language you want us to use when we talk to you and send you information in the mail.

Q: The person applying is not a U.S. citizen or national. How do I verify their lawful presence?

A: Begin by answering "Yes" to the question *Does this person have eligible immigration status?**. If the applicant has an eligible immigration status, select the immigration status and associated document type. For example, he or she is a lawful permanent resident with a I-551 card, so you select *Lawful Permanent Resident* from the **What is this person's immigration status?*** drop-down, and *Permanent Resident Card I-551* from the **Document Type** drop-down.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Once you click this button, your information may be sent to Federal Data Services Hub. If verification is unsuccessful, you may be asked to review your information. Follow the prompts on the page to continue the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

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A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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American Indians and Alaskan Natives

Q: What is this page for?

A: The **American Indians and Alaskan Natives** page displays because you told us that you or a household member are **American Indian** or an **Alaskan Native**. The information you provide us on this page helps to determine if you or a household member may be eligible for other health care programs or benefits.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Home** page.

Person Summary

Q: What is this page for?

A: Use the **Person Summary** page to review the information you entered for the person in your household in the application or report a change process. From this page, you may edit their information such as Social Security number, marital status, residency, preferred language, race, and pregnancy.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What do the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Delete button  do?

A: You may remove the recently added household person who is not yet been processed by the case worker by clicking the **Delete** button. A warning message displays to ensure you want to remove this person. This button only displays if you selected to add a person to the household.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another entry to the associated section of the application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button returns you to the Home page. The information you entered is saved, but is not submitted.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: What does the Show All button do?

A: Click the **Show All** button to display all information entered into the application.

Q: What does the Hide All button do?

A: Click the **Hide All** button to hide all information entered into the application.

Q: What does the Show Details button do?

A: Click the **Show Details** button to show all information entered into that section of the application.

Q: What does the Hide Details button do?

A: Click the **Hide Details** button to hide all information entered into that section of the application.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Additional Information (report a change)

Q:What is this page for?

A: Use the **Additional Information** page to enter more information about the person you are adding to your existing case. From this page, you may provide additional details about this person such as income, expense, or other information. “Other” information includes many options; you can add information about school, vehicles this person drives, medical conditions, plus many more details.

Questions and Answers

Q: What does the **Back** button do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Household Relationships

Q: What is this page for?

A: Use the **Household Relationships** page to enter relationship details for all members in your household. When you add new household members during a report a change process, use this page to provide relationships of each new person to all the primary people already associated to the account.

Questions and Answers

Q: How do I create a relationship between household members?

A: Click the **Relationship** drop-down menu and select the relationship between the household member and the related household member on each relationship line.

Q: How do I specify who has parental control?

A: Click on the **Parental Control** box next to the household member who has parental control over the corresponding related household member. Having parental control means you are responsible for the care of the child. **Note:** If there are more than two people who have parental control in your home, you will see a warning message asking you to confirm your information is correct.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

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A: To leave the page without saving any information, click the **Home** hyperlink to return to the **Home** page.

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End of Pregnancy

Q:What is this page for?

A: Use the **End of Pregnancy** page to select the person whose pregnancy has ended.

Questions and Answers

Q: What if I accidentally select this change and do not want to report this type of change?

A: Click the **Save and Continue** button without selecting any person. You will taken to the next page in the household change flow.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

End of Pregnancy Details

Q:What is this page for?

A: Use the **End of Pregnancy** page to enter the details about the pregnancy that has ended.

Questions and Answers

Q: What does the Back  button do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Infant Details

Q: What is this page for?

A: Use the **Infant Details** page to provide us information about the infant.

Questions and Answers

Q: What does the Back  button do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home**  hyperlink to return to the **Home** page.

End of Pregnancy Summary

Q: What is this page for?

A: Use the **End of Pregnancy Summary** page to review the details you provided us about the pregnancy that ended.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: Click on the **Delete** button to remove the entry. Clicking this button displays a message to ensure you want to delete a record.

Q: What do the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: Click the **Add Another Entry** button to add another infant record related to this pregnancy.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue  button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: What does the Show All button do?

A: Click the **Show All** button to display all information entered into the application.

Q: What does the Hide All button do?

A: Click the **Hide All** button to hide all information entered into the application.

Q: What does the Show Details button do?

A: Click the **Show Details** button to show all information entered into that section of the application.

Q: What does the Hide Details button do?

A: Click the **Hide Details** button to hide all information entered into that section of the application.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Reported Pregnancy Changes

Q: What is this page for?

A: The **Reported Pregnancy Changes** page is where you can view the summary of the pregnancy changes you reported.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button returns you to the Home page. The information you entered is saved, but is not submitted.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Update a Household Member

Q: What is this page for?

A: Use the **Update a Household Member** page to update information about an existing household member related to a case.

Questions and Answers

Q: What if I accidentally select this change and do not want to report this type of change?

A: Click the **Save and Continue** button without selecting any person. You will be taken to the next page in the household change flow.

Q: What does the **Back** button do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Remove Household Member

Q: What is this page for?

A: . Use the **Remove Household Member** page to select an existing household person who is no longer in your household, and needs to be removed from your case.

Questions and Answers

Q: What if I accidentally select this change and do not want to report this type of change?

A: Click the **Save and Continue** button without selecting any person. You will taken to the next page in the household change flow.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink  to return to the **Home** page.

Remove Household Member Details

Q:What is this page for?

A: Use the **Remove Household Member Details** page to provide details about the person who is temporarily or permanently out of your household. This page also provides additional information such as the reason for leaving the household, date the person left the household, and the date you expect this person to return.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Contact Information Changes

Q:What is this page for?

A: Use the **Contact Information Changes** page to select the household member (s) whose contact information has changed. Contact information includes phone numbers, e-mail, and addresses.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page

Contact Information Summary

Q: What is this page for?

A: Use the **Contact Information Summary** page to review the contact information you provided us. From this page you may delete, edit, or add another entry.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue  button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Contact Information (Report a Change)

Q: What is this page for?

A: Use the **Contact Information** page to update the contact and address information for the new person added to your household, when reporting a change. This includes information about your contact number, e-mail, physical **address** and mailing address.

Questions and Answers

Q: What does the **Save and Continue** button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.



Q: What does the **Back** button do?

A: The **Back** button returns to the previous page.

Q: What does the **Summary of Changes** button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

A: To leave the page without saving, click the **Home** hyperlink   *High performance. Delivered.* to return to the **Home** page.

Reported Contact Information Changes

Q: What is this page for?

A: The **Reported Contact Information Changes** page displays the summary of all the contact changes that you made. If you selected to update contact information for more than one person, this page displays the summary of contact updates saved for the person (s) in the household, and provides you an option to continue making changes for the other selected household person (s). If you did not make any changes, a message displays to let you know that no changes were reported or saved.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button returns you to the Home page. The information you entered is saved, but is not submitted.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Report Another Change button  do?

A: The **Report Another Change** button takes you to **Report a Change** page to report additional changes to the case.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Expense Changes

Q:What is this page for?

A: Use the **Expense Changes** page to select the household member (s) who have changes to their existing expense information.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Detailed Expense Changes

Q:What is this page for?

A: Use the **Detailed Expense Changes** page to select the type of expense change you want to make for the selected person. This includes making a change to an existing expense or adding a new expense.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Child Care

Q:What is this page for?

A: Use the **Child Care** page to add or update child care expenses you or someone in your household pays for.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Child Care Summary

Q: What is this page for?

A: Use the **Child Care Summary** page to review the Child Care expenses information you added at the time of application or during report a change process.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another child care expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Child Support

Q:What is this page for?

A: Use the **Child Support** page to add or update child support payments you or other people in your household pay.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Child Support Summary

Q: What is this page for?

A: Use the **Child Support Summary** page to review the child support expenses information you added at the time of application or during report a change process.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another child support expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Disabled Adult Care

Q:What is this page for?

A: Use the **Disabled Adult Care** page to add or update disabled adult care expenses you or someone in your household pay.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Disabled Adult Care Summary

Q: What is this page for?

A: Use the **Disabled Adult Care Summary** page to review the disabled adult Care expense information you added at the time of application or during report a change process.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another disabled adult care expenses record to the associated section of the initial or change application..

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Guardian Expense

Q:What is this page for?

A: Use the **Guardian Expense** page to add or update guardian expenses you or someone in your household pay.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Guardian Expense Summary

Q: What is this page for?

A: Use the **Guardian Expense Summary** page to review the guardian expenses information you added at the time of application or during report a change process.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another guardian expense record to the associated section of the initial or change application..

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Spousal Support

Q:What is this page for?

A: Use the **Spousal Support** page to add or update spousal support expenses you or someone in your household pay.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Spousal Support Summary

Q: What is this page for?

A: Use the **Spousal Support Summary** page to review the spousal support expense information you added at the time of application or during report a change process.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another spousal support expense record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Housing Costs

Q:What is this page for?

A: Use the **Housing Costs** page to add or update information about housing expenses such as rent, mortgage, insurance, and taxes for people living in your home.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Housing Costs Summary

Q: What is this page for?

A: Use the **Housing Costs Summary** page to review the information you entered for housing costs you or someone in your household pay.

Questions and Answers

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another housing expense record to the associated section of the initial or change application..

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

In-Home Supportive Services

Q:What is this page for?

A: Use the **In-Home Supportive Services** page to add or update the In-Home Supportive Services (IHSS) expenses you or someone in your household pay.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

In-Home Supportive Services Summary

Q: What is this page for?

A: Use the **In-Home Supportive Services Summary** page to review the in-home supportive services expense information you added at the time of application or during report a change process.

Questions and Answers

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button do?

A: The **Add Another Entry** button lets you add another in-home supportive service expense record to the associated section of the initial or change application.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Meals and Room

Q: What is this page for?

A: Use the **Meals and Room** page to add or update information about money that you spend on people living in your household for their food and lodging.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.


Q: What does the Save and Continue  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.



Meals and Room Summary

Q: What is this page for?

A: Use the **Meals and Room Summary** page to review the information you entered for meal and room expenses.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another meals and room expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** button *High performance. Delivered.* to return to the **Home** page.

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Medical Expense

Q: What is this page for?

A: Use the **Medical Expenses** page to add or update information about medical expenses for people in your household.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

Medical Expense Summary

Q: What is this page for?

A: Use the **Medical Expense Summary** page to review the information you entered for medical expenses paid by you or someone in your household.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another medical expense record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Medical Treatment

Q:What is this page for?

A: Use the **Medical Treatment** page to add or update the medical treatment expenses you or someone in your household pay.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Medical Treatment Summary

Q: What is this page for?

A: Use the **Medical Treatment** page to add or update the medical treatment expenses you or someone in your household pay.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another medical treatment expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Medicare Coverage

Q: What is this page for?

A: Use the **Medicare Coverage** page to enter or update information about Medicare Part A, Part B and Part D coverage for people in your household.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

Medicare Coverage Summary

Q: What is this page for?

A: Use the **Medicare Coverage Summary** page to review the information you entered for Medicare coverage expenses.

Questions and Answers

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another medicare coverage expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: To leave the page, click the **Home** button *High performance. Delivered.* to return to the **Home** page.

Utility Costs

Q: What is this page for?

A: Use the **Utility Costs** page to add or update information about expenses such as electric, gas, water and other utilities.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **do?**


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

Home >
accenture

A: To leave the page without saving, click the **Home** hyperlink  *High performance. Delivered.* to return to the **Home** page.

Utility Expenses Summary

Q: What is this page for?

A: Use the **Utility Expenses Summary** page to review the information you entered for utility costs paid by you or someone in your household.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another utility expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to **Home** page.

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School Expenses

Q: What is this page for?

A: Use the **School Expenses** page to enter information about school expenses for you or the people living in your home.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

A: To leave the page without saving, you can click on the **Home** hyperlink to return to the **Home** page.



School Expense Summary

Q: What is this page for?

A: Use the **School Expense Summary** page to review the information you entered in the **School Expense** section of the application.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another school expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Self-Employment Expense

Q:What is this page for?

A: Use the **Self-Employment expense** page to add or update the self-employment expenses you or someone in your household pay.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **button do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave this page without saving, click the **Home** *High performance. Delivered.* hyperlink to return to the **Home** page.

Self-Employment Expense Summary

Q: What is this page for?

A: The **Self-Employment Expense Summary** page gives you the chance to review the self-employment expenses information you added at the time of application or during report a change process.

Questions and Answers

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button do?

A: The **Add Another Entry** button lets you add another self-employment expenses record to the associated section of the initial or change application.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

Access_My_Benefits



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Reported Expense Changes

Q: What is this page for?

A: The **Reported Expense Changes** page displays the summary of all the expense changes that you made. When you selected to add or update expense information for more than one person in your household, this page displays the summary of expense updates saved for the person (s) in the household, and provides you an option to continue making changes for the other selected household person (s). If you did not make any changes, a message displays to let you know that no changes were reported and saved.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of changes you have made so far.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button returns you to the Home page. The information you entered is saved, but is not submitted.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Report Another Change button  do?

A: The **Report Another Change** button takes you to **Report a Change** page to report additional changes to your case.

Q: How do I leave this page?

Access_My_Benefits



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Detailed Authorized Representative Changes

Q: What is this page for?

A: The **Detailed Authorized Representative Changes** page is where you select the type of authorized representative change you need to report. This type of change include editing or removing existing authorized representative or adding a new authorized representative.

Questions and Answers

Q: What does the Back button  **do?**

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  **do?**

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  **do?**

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Authorized Representative

Q: What is this page for?

A: Use the **Authorized Representative** page to add an authorized representative (AR) to your case or report a change to an existing AR . You can grant or update the Authorized Representative access to one or more programs you have applied for or getting benefits for, and can designate how long you want them to have access to your program information.

Questions and Answers

Q. How do I give an authorized representative access to my program (s)?

A. Click the checkbox next to the program (s) you would like to select and use the calendar icon to set the dates your authorized representative will have access to your information.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Reported Authorized Representative Changes

Q: What is this page for?

A: Use the **Reported Authorized Representative Changes** page to view the summary of the authorized representative changes reported by you.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Report Another Change button  do?

A: The **Report Another Change** button takes you to **Report a Change** page to report additional changes to the case.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Other Changes

Q: What is this page for?

A: The **Other Changes** page is where you select the people in your household for whom the other changes need to be reported.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue**  button do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page. *High performance. Delivered.*

Detailed Changes - Other

Q: What is this page for?

A: The **Detailed Changes - Other** page is where you select one or more types of other changes you need to report. The other changes include (but not limited to) adding new or editing existing information such as School, College or Training, Motor Vehicle, Personal Property, Medical Condition etc.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

Home 

A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

Other Changes Summary

Q: What is this page for?

A: The **Other Changes Summary** page is where you edit or delete existing other information. This page displays the summary of all types of other changes you selected to report a change for.

Questions and Answers

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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School, College, or Training

Q: What is this page for?

A: The **School, College or Training** page is where you enter or update information about the schools, colleges, or training programs a person attends.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

School, College, or Training Summary

Q: What is this page for?

A: Use the **School, College or Training Summary** page to review the information you entered in the **School, College or Training** section of the application.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another school, college or training record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Strike

Q: What is this page for?

A: Use the **Strike** page to add or update information about the household member who is on strike.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Back button  do?


A: The **Back** button returns to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: How do I leave this page?

Home >
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A: To leave the page without saving, click the **Home** hyperlink  *High performance. Delivered.* to return to the **Home** page.

Strike Summary

Q: What is this page for?

A: Use the **Strike Summary** page to review the information you entered in the **Strike** section of the application.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another strike record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Sold, Spent, or Given Away Property

Q: What is this page for?

A: The **Sold, Spent, or Given Away Property** page is where you update information about property your household member got rid of in the past.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

Sold, Spent, or Given Away Property Summary

Q: What is this page for?

A: Use the **Sold, Traded, or Given Away Property Summary** page to review the information you entered on property that was sold, spent, or given away.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another sold, spent or given away property record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Other Property – Real Estate

Q: What is this page for?

A: Use the **Other Property – Real Estate** page to add or update information about real estate that you or someone in your household owns.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.


Q: What does the **Save and Continue** button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.



Other Property- Real Estate Summary

Q: What is this page for?

A: Use the **Other Property-Real Estate Summary** page to review the information you entered in the **Property** section of the application.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another real estate property record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the Home page.

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Other Property – Liquid Assets

Q: What is this page for?

A: Use the **Other Property - Liquid Assets** page to enter or update information about liquid assets that you or someone in your household owns.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue** button  do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the Home page.

Other Property-Liquid Assets Summary

Q: What is this page for?

A: Use the **Other Property-Liquid Assets Summary** page to review the information you entered on liquid assets section of the application.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button  do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another liquid assets record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Personal Property

Q: What is this page for?

A: The **Personal Property** page is where you add or update more information about personal property your household owns.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

Home >
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A: To leave the page without saving, click the **Home** hyperlink  *High performance. Delivered.* to return to the **Home** page.

Personal Property Summary

Q: What is this page for?

A: Use the **Personal Property Summary** page to review the information you entered on the **Personal Property** section of the application.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another personal property record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Motor Vehicle

Q: What is this page for?

A: The **Motor Vehicle** page is where you add or update more information about motor vehicles your household uses or has registered.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue**  button do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

Home >
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A: To leave the page without saving, click the **Home** hyperlink  *High performance. Delivered.* to return to the home page.

Motor Vehicle Summary

Q: What is this page for?

A: Use the **Motor Vehicle Summary** page to review the information you entered for a motor vehicle owned by you or someone in your household.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another motor vehicle record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the Home page.

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Shelter / Facility

Q: What is this page for?

A: Use the **Shelter/Facility** page to enter or update information about any household member that lives in a facility.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?

A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

Home 
accenture

A: To leave the page without saving, click the **Home** hyperlink *High performance. Delivered.* to return to the home page.

Shelter/Facility Summary

Q: What is this page for?

A: Use the **Shelter/Facility Summary** page to review the information you entered in the **Shelter/Facility** page.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another shelter / facility expenses record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the Home page.

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Discontinued Benefits

Q: What is this page for?

A: Use the **Discontinued Benefits** page to enter or update information about any household member whose benefits were stopped.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?

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A: To leave the page without saving, click the **Home** hyperlink  *High performance. Delivered.* to return to the home page.

Discontinued Benefits Summary

Q: What is this page for?

A: Use the **Discontinued Benefits Summary** page to review the information you have entered about discontinued benefits for a member of your household.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another discontinued benefits record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Military Service

Q: What is this page for?

A: Use the **Military Service** page to enter or update information about your household's military service.

Questions and Answers

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Save and Continue  button do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

Military Service Summary

Q: What is this page for?

A: Use the **Military Service Summary** page to review the information you have entered about someone in your household that has been in the U.S. Military or was a spouse, parent or child of a service member.

Questions and Answers

Q: What does the Summary of Changes button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry button do?

A: The **Add Another Entry** button lets you add another military service record to the associated section of the initial or change application.

Q: What does the Back button do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the Home page.

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Medical Condition

Q: What is this page for?

A: Use the **Medical Condition** page to enter or update information about any person in your household who are injured or had an accident.

Questions and Answers

Q: What does the **Back** button  do?

A: The **Back** button returns to the previous page.

Q: What does the **Save and Continue**  button do?


A: Click the **Save and Continue** button to save your answers and move forward to the next step in the process.

Q: What does the **Summary of Changes** button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: How do I leave this page?



A: To leave the page without saving, click the **Home** hyperlink  to return to the **Home** page.

Medical Condition Summary

Q: What is this page for?

A: Use the **Medical Condition Summary** page to review the information you have entered about someone in your household who has a medical condition.

Questions and Answers

Q: What does the Summary of Changes button  do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the Delete  button do?

A: You may remove an entry by clicking the **Delete** button. A warning message displays to confirm the deletion of an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to make any changes to the information you gave us.

Q: What does the Add Another Entry  button do?

A: The **Add Another Entry** button lets you add another medical condition record to the associated section of the initial or change application.

Q: What does the Back button  do?

A: The **Back** button returns to the previous page.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Reported Other Changes

Q: What is this page for?

A: Use the **Reported Other Changes** page to view the summary of the other changes reported by you. When you selected to report other changes for more than one household member, this page displays the changes made for the initial household member with an option to continue making other changes for the additional household member (s). When you completed to report other changes for all people in your household, this page displays the summary of all other changes reported for all household member(s).

Questions and Answers

Q: What does the **Summary of Changes** button do?

A: Click the **Summary of Changes** button to view a summary of all changes you have reported so far. This button only appears when you reported at least one change.

Q: What does the **Save and Exit** button do?

A: The **Save and Exit** button returns you to the Home page. The information you entered is saved, but is not submitted.

Q: What does the **Continue** button do?

A: The **Continue** button saves your answers and moves you to the next step in the process.

Q: What does the **Back** button do?

A: The **Back** button returns to the previous page.

Q: What does the **Report Another Change** button do?

A: The **Report Another Change** button takes you to **Report a Change** page to report additional changes to the case.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Summary of All Reported Changes

Q: What is this page for?

A: Use the **Summary of All Reported Changes** page to view the summary of all changes reported by you on the case. From this page, you may edit or delete one or more reported changes. This page also allows you to discard all changes you reported on the case.

Questions and Answers

Q: What does the Report Another Change button  do?

A: Click the **Report Another Change** button to report another change to your case.

Q: What does the Delete New Person  button do?

A: Click the **Delete New Person** button to remove the record of the new household person that you added on your case . A warning message displays to confirm the deletion of an entry.

Q: What does the View Details  button do?

A: Click the **View Details** button to view the details of the new household person you added on your case.

Q: What does the Delete  button do?

A: Click the **Delete** button to remove an entry. A warning message displays to confirm the deletion of an entry.

Q: What do the Edit button  do?

A: Click the **Edit** button if you need to make changes to the information you gave us.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button saves your information, exits the application, and returns you to the **Home** page.

Q: What does the Discard All Changes  button do?

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A: Click the **Discard All Changes** button to delete the entire incomplete report a change application.. A warning message displays to confirm the entire incomplete report a change application.

Q: What does the Continue button  do?

A: The **Continue** button saves your answers and moves you to the next step in the report a change process.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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An Error Occurred

Q: What is this page for?

A: An **Error Occurred** page will tell you that the information you gave us cannot be sent to the case worker portal at this time or that your appointment request was unsuccessful.

Questions and Answers

Q: What does the Exit button  do?

A: Click the **Exit** button to return to the **Home** page.

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Confirmation (Report a Change)

What is this page for?

A: The **Confirmation** page confirms your submitted changes and displays your Request ID number.

Questions and Answers

Q: What does the Print button  **do?**

A: Click the **Print** button to print a copy of the PDF file.

Q: What does the Save-to-file button  **do?**

A: Click the **Save-to-file** button to save a copy of the PDF to your computer.

Q: What does the Exit button  **do?**

A: Click the **Exit** button to return to the **Home** page.

How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Report a Change in the Household

Q: What is this page for?

A: The Report a Change in the Household page is where you report changes for people in your home.

Questions and Answers

Q: How do I report a change?

A: Click on one of the links listed under the heading “What change do you need to report?”. Another page appears allowing you to make your updates. For example, if someone in your home has gotten married, click the “Someone in the current household has a change in marital status” link. The Marital Status page appears.

Q: What does the Cancel and Exit button do?

A: Click the Cancel and Exit button to return to the home page without withdrawing your application.

Q: What does the Upload Documents button do?

A: Click the Upload Documents button to attach documents to your application. Two new buttons will appear: Browse and Upload. Click the Browse button to choose files to upload. A new window appears where you can select files to attach to your application. Once attached, click the Upload button to save the files to your application.

Q: What if I attach a file by mistake?

A: Attached files are listed under the Browse button. A Delete button appears next to each attached file. To remove the attachment, click Delete.

Q: How do I leave this page?

A: You have two options to leave the page without saving changes. You can click the Cancel and Exit button



or the Home hyperlink *High performance. Delivered.*. Clicking either button will return you to the home page.

Edit Household Member

Q: What is this page for?

A: Use the **Edit Household Member** page to update information about an existing household member related to a case.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return to the previous page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move to the next page.

Q: How do I leave this page?

A: You have two options to leave the page. Click the Close button or the Home hyperlink

[Home](#)


High performance. Delivered. to return to the Home page.

Your Confirmation (Someone Left the Household)

Q: What is this page for?

A: The Your Confirmation (Someone Left the Household) page confirms your changes have been made.

Questions and Answers

Q: What does the Print button do?

A: Click the Print button to print a copy of the confirmation page.

Q: What does the Email button do?

A: Click the Email button to send a copy of the confirmation via email. The Email ID field and Send Mail button appear. Type an email address and then click the Send Mail button.

Q: What does the Save-to-file button do?

A: Click the Save-to-file button to save a copy of the confirmation.

Q: What does the Exit button do?

A: Click the Exit button to return to the Report a Change page.

Q: How do I leave this page?

A: You have two options to leave the page . You can click the Exit button to return to the Report a Change



page. Or you can click the Home hyperlink *High performance. Delivered.* to return to the home page.

Report a Change in the Household (Confirmation)

What is this page for?

The Report a Change in the Household (Confirmation) page confirms your changes have been made.

Questions and Answers

What does the Print button do?

Click the Print button to print a copy of the confirmation page.

What does the Email button do?

Click the Email button to send a copy of the confirmation via email. The Email ID field and Send Mail button appear. Type an email address and then click the Send Mail button.

What does the Save-to-file button do?

Click the Save-to-file button to save a copy of the confirmation.

What does the Exit button do?

Click the Exit button to return to the Report a Change page.

How do I leave this page?

You have two options to leave the page. You can click the Exit button to return to the Report a Change page.



Or you can click the Home hyperlink *High performance. Delivered.* to return to the home page.

View & Report Change to Case

Q: What is this page for?

A: Use the **View and Report Change to Case** page to view your case details (Address, Household Members, Job, Income, Expenses, Property and Resources, Other, or report a change to any of the case details.

Questions and Answers

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save any changes and then go to the next page.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button saves your information, exits the application, and returns you to the **Home** page.

Q: What does the Delete  button do?

A: Click the **Delete** button to delete any entry.

Q: What does the Edit button  do?

A: Click the Edit button next to the information you want to change.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add more information to a section of the application.

Q: How do I leave this page?



A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Your Confirmation (Income Change)

What is this page for?

The Your Confirmation (Income Change) page confirms your changes have been made.

Questions and Answers

What does the **Print** button do?

Click the Print button to print a copy of the confirmation page.

What does the **Email** button do?

Click the Email button to send a copy of the confirmation via email. The Email ID field and Send Mail button appear. Type an email address and then click the Send Mail button.

What does the **Save-to-file** button do?

Click the Save-to-file button to save a copy of the confirmation.

What does the **Exit** button do?

Click the Exit button to return to the Report a Change page.

How do I leave this page?

You have two options to leave the page . You can click the Exit button to return to the Report a Change page.



Or you can click the Home hyperlink *High performance. Delivered.* to return to the home page.

Remove Job

Q: What is this page for?

A: Use the Remove Job page to enter information about the job you are removing.

Questions and Answers

Q: What does the Cancel and Exit button  do?

A: Click the **Cancel and Exit** button to return to the Home page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move to the next page.

Q: How do I leave this page?

A: You have two options to leave the page . Click the **Close** button or the **Home** button



High performance. Delivered. to return to the Home page.

Select a case to view benefits details

Q: What is this page for?

A: Use the **Select case to view benefits details** page to view details about your benefits.

Questions and Answers

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move to the **Case Status** page.

Q: What does the Cancel and Exit button  do?

A: Click the **Cancel and Exit** button to return to the **Home** page.

Q: How do I leave this page?



A: Click the **Home** button *High performance. Delivered.* to return to the **Home** page.

Renew My Benefits

Q: What is this page for?

A: The **Renew my Benefits** page displays your current benefit programs and shows which programs are available for renewal.

Questions and Answers

Q: How do I request to renew my benefits?

A: Programs available for renewal will have a check box. Select the programs you wish to renew, and then click the **Save and Continue** button.

Q: Why is there a person missing from my case?

A: You may not see a person that was previously listed on your case if they have been determined to be permanently out of the home.

Q: What does the Continue In Progress button do?

A: Click this button to continue your renewal application.

Note: This button displays only if there is an *In Progress* renewal application that you initiated.

Q: What does the Save and Continue button do?

A: The **Save and Continue** button saves the information you entered and takes you to the **This is what you have told us** page. If you select Medicaid program, this button takes you to the **Medicaid Benefit Programs** page.

Note: If you are completing a Renewal application that is *In Progress*, a warning displays indicating the application already exists and will be deleted if you continue.

Q: What does the Continue button on the warning page do?

A: Click the **Continue** button to update the renewal application and delete the incomplete renewal application. This will navigate to the **This is what you have told us** page.

Q: What does the Cancel button on the warning page do?

A: Click the **Cancel** button to return to the **Renew my Benefits** page.

Q: What does the Cancel and Exit button  do?

A: Click this button if you do not want to keep the information you added on this page. ACSSP does not save your information and returns you to the **Home** page.

Q: How do I leave this page?



A: To leave this page, click the **Cancel and Exit** button or the **Home** hyperlink to return to the **Home** page.

Medicaid Benefit Programs

Q: What is this page for?

A: This page shows you the Medicaid benefit(s) you are receiving and the date your renewal application is due for each. If your application status is in *Not started* or is *In Progress*, a check box displays for you to select from.

Questions and Answers

Q: What does the Continue In Progress button  do?

A: Click this button to continue your renewal application.

Note: This button displays only if there is an *In Progress* renewal that you initiated.

Q: What does the Back button  do?

A: Click this button to return to the previous page.

Q: What does the Save and Continue button  do?

A: The **Save and Continue** button saves the information you entered and takes you to the **This is what you have told us** page.

Note: If you are completing a Renewal application that is *In Progress*, a warning displays indicating the application already exists and will be deleted if you continue.

Q: What does the Continue button  on the warning page do?

A: Click the **Continue** button to update the renewal application and delete the incomplete renewal application. This will navigate to the **This is what you have told us** page.

Q: What does the Cancel button  on the warning page do?

A: Click the **Cancel** button to return to the **Medicaid Benefit Programs** page.

Q: What does the Cancel and Exit button  do?

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A: Click this button if you do not want to keep the information you added on this page. ACSSP does not save your information and returns you to the **Home** page.

Q: How do I leave this page?



A: To leave this page, click the **Cancel and Exit** button or the **Home** hyperlink to return to the **Home** page.

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Address Change

Q: What is this page for?

A: Use the **Address Change** page to update information for your home or mailing address.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return the previous page.


Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move to the next page.

Q: How do I leave this page?

A: You have two options to leave the page . Click the **Cancel and Exit** button  to return



to the Report a Change page. Click the **Home** button  to return to the **Home** page.

Expense List

Q: What is this page for?

A: Use the Expense List page to view expense details, report a change to an expense, add a new expense, remove an existing expense, or edit information about an existing expense.

Questions and Answers

Q: What does the Edit button  do?

A: Click the Edit button to navigate to the page where you entered the information shown.

Q: What does the Delete button  do?

A: Click the Delete button to remove an entry.

Q: What does the Add Another Entry button  do?

A: Click the Add Another Entry button to add another row of information to a section of the application.

Q: What does the Cancel and Exit button  do?

A: Click the Cancel and Exit button to return to the Home page.

Q: What does the Save and Continue button  do?

A: Click the Save and Continue button to save your answers and move to the next page.

Q: How do I leave this page?

A: You have two options to leave the page without saving. Click the Close button or the Home hyperlink



High performance. Delivered. to return to the Home page.

Renew My Benefits (Confirmation)

What is this page for?

The Renew My Benefits (Confirmation) page confirms your request to renew benefits has been submitted.

Questions and Answers

What does the Print button do?

Click the Print button to print a copy of the confirmation page.

What does the Save-to-file button do?

Click the Save-to-file button to save a copy of the confirmation.

What does the Exit button do?

Click the Exit button to return to the Renew My Benefits page.

How do I leave this page?

You have two options to leave the page. You can click the Exit button to return to the Renew My Benefits



page. Or you can click the Home hyperlink *High performance. Delivered.* to return to the home page.

Cancel My Benefits

Q: What is this page for?

A: The Cancel My Benefits page is where you request to stop one or more of the benefits you are receiving.

Questions and Answers

Q: How do I request to stop my benefits?

A: Click the check box next to the benefits you wish to stop. The Electronic Signature field appears. Type your name in the Electronic Signature field. Then click the Save and Continue button. A message appears asking you to confirm you wish to cancel your benefits. Click the OK to cancel. A confirmation page appears.

Q: What does the Cancel Change and Exit button do?

A: Click the Cancel Change and Exit button to return to the Report a Change page.

Q: How do I leave this page?

A: You have two options to leave the page without canceling your benefits. You can click the Cancel Change and Exit button to return to the Report a Change page. Or you can click the Home hyperlink

[Home](#)

The Accenture logo features the word "accenture" in a lowercase, sans-serif font. Above the letter "t" is a stylized chevron symbol consisting of two lines forming a right-pointing arrow.

High performance. Delivered. to return to the home page.

Cancel My Benefits (Confirmation)

What is this page for?

The Cancel My Benefits (Confirmation) confirms your request to cancel benefits has been submitted.

Questions and Answers

What does the Print button do?

Click the Print button to print a copy of the confirmation page.

What does the Email button do?

Click the Email button to send a copy of the confirmation via email. The Email ID field and Send Mail button appear. Type an email address and then click the Send Mail button.

What does the Save-to-file button do?

Click the Save-to-file button to save a copy of the confirmation.

What does the Exit button do?

Click the Exit button to return to the Report a Change page.

How do I leave this page?

You have two options to leave the page. You can click the Exit button to return to the Report a Change page.



Or you can click the Home hyperlink *High performance. Delivered.* to return to the home page.

This is what you have told us

Q: What is this page for?

A: Use the **This is what you have told us** page to review the information in the application case record and make changes as needed before submitting the application for renewal.

Questions and Answers

Q : What if I need to change my answers?

A: Click the **Edit** button next to the information you want to change.

Q: How do I add more information?

A: Click the **Add** button  next to the section that you need to update.

Q: What does the **Delete** button do?

A: Click the **Delete** button to remove an entry.

Q: What does the **Add Another Entry** button do?

A: Click the **Add Another Entry** button to add another row of information to a section of the application.

Q: What does the **Show All** hypertext do?

A: Click the **Show All** hypertext to display all information entered into the application.

Q: What does the **Hide All** hypertext do?

A: Click the **Hide All** hypertext to hide all information entered into the application.

Q: What does the **Show Details** button do?

A: Click the **Show Details** hypertext to show all information entered into that section of the application.

Q: What does the **Hide Details** button do?

A: Click the **Hide Details** hypertext to hide all information entered into that section of the application.

Q: What does the Upload Documents button  do?

A: Click the **Upload Documents** button to attach documents to your application. A new page will appear with two new buttons: **Browse** and **Save and Continue**. Click the **Browse** button to choose files to upload. A new window appears where you can select files to attach to your application. Once attached, click the **Save and Continue** button to save the files to your application.

Q: What does the Browse button  do?

A: Click the **Browse** button to choose files to upload. A new window appears. There you can select a file to attach to your application. Attached files are listed under the **Browse** button.

Q: What if I attach a file by mistake?

A: Attached files are listed under the **Browse** button. A **Delete** button appears next to each attached file. Click the **Delete** button to remove an attachment.

Q: What does the Save and Exit button  do?

A: Click the **Save and Exit** button to save your entries and exit the application.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your entries and go to the next step in the application process.

Q: What does the Delete Application button  do?

A: Click the **Delete Application** button to delete your entire incomplete renewal application. A warning message displays indicating the application will be deleted if you continue.

Q: What does the Continue button  on the warning page do?

A: Click the **Continue** button to delete your entire incomplete renewal application and return to the **Home** page.

Q: What does the Cancel button  on the warning page do?

A: Click the **Cancel** button to cancel your request to delete entire incomplete renewal application and stay on the **This is what you have told us** page.

Q: How do I leave this page?

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A: Click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Case Status

Q: What is this page for?

A: Use the **Case Status** page to view your current benefits, case documents, and benefit history.

Questions and Answers

Q: What does the information in the Case Status section mean?

A: Case Number is a unique number that is assigned to your case record.

Program is the type benefit that is being received or was applied for. For example Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), or Medicaid.

Primary Applicant is the person that is receiving benefits or has submitted an application to receive benefits.

Status shows the current decision of each benefit type.

- Active – benefits are authorized
- Denied – no benefit is authorized
- Non-compliant – a condition required to continue to receive benefits was not met, for example, work search requirement
- Pending – a decision has not been made

Current Month is the

Next Review Date is the date that the most recent request for benefits was submitted.

Q: What does the information in the Coverage Level section mean?

A: The Coverage Level section gives detailed information about each benefit that is authorized.

Name lists each person that is considered when making a decision about a benefit.

Type is the specific kind of benefit that each person in the household is receiving.

Status shows the current decision of each benefit type for each person in the household.

- Active – benefits are authorized
- Denied – no benefit is authorized
- Non-compliant – a condition required to continue to receive benefits was not met, for example, work search requirement
- Pending – a decision has not been made

Authorized Amt is the amount of benefit that is issued for each household member.

Q: What does the Exit button do?

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A: Click the **Exit** button to return to the **Home** page.

Q: How do I leave this page?



A: To leave the page, click the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

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Marital Status

Q: What is this page for?

A: The Marital Status page is where you report a change in marital status for a household member.

Questions and Answers

Q: How do I report a change in marital status?

A: Check the box next to the person whose marital status has changed. Select the New Marital status and enter the Begin Date. Then click the Save and Continue button.

Q: What does the Save and Continue do?

A: The Save and Continue button saves your answers and moves you forward to the next page in the report a change process.

Q: What does the Cancel button do?

A: Click the Cancel button to return to the Report a Change in the Household page.

Q: What does the Upload Documents button do?

A: Click the Upload Documents button to attach documents to your application. Two new buttons will appear: Browse and Upload. Click the Browse button to choose files to upload. A new window appears where you can select files to attach to your application. Once attached, click the Upload button to save the files to your application.

Q: What if I attach a file by mistake?

A: Attached files are listed under the Browse button. A Delete button appears next to each attached file. To remove the attachment, click Delete.

Q: How do I leave this page?

A: You have two options to leave the page without reporting a change. You can click the Exit button to return to the Report a Change in the Household page. Or you can click the Home hyperlink



High performance. Delivered. to return you to the home page.

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Marital Status (Confirmation)

What is this page for?

The Marital Status (Confirmation) page confirms your changes have been made.

Questions and Answers

What does the **Print** button do?

Click the Print button to print a copy of the confirmation page.

What does the **Email** button do?

Click the Email button to send a copy of the confirmation via email. The Email ID field and Send Mail button appear. Type an email address and then click the Send Mail button.

What does the **Save-to-file** button do?

Click the Save-to-file button to save a copy of the confirmation.

What does the **Exit** button do?

Click the Exit button to return to the Report a Change page.

How do I leave this page?

You have two options to leave the page. You can click the Exit button to return to the Report a Change page.



Or you can click the Home hyperlink *High performance. Delivered.* to return to the home page.

Income List

Q: What is this page for?

A: Use the **Income List** page to view income details, report a change to income, add new income information, remove existing income information, or edit existing income information.

Questions and Answers:

Q: What does the Edit button  do?

A: Click the **Edit** button to navigate to the page where you entered the information shown.

Q: What does the Delete button  do?

A: Click the **Delete** button to remove an entry.

Q: What does the Add Another Entry button  do?

A: Click the **Add Another Entry** button to add another row of information to a section of the application.

Q: What does the Cancel and Exit button  do?

A: Click the **Cancel and Exit** button to return to the Home page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move to the next page.

Q: How do I leave this page?

A: You have two options to leave the page without saving. Click the **Close** button or the Home hyperlink

[Home](#)

The Accenture logo features the word "accenture" in a lowercase, sans-serif font. Above the letter "t" is a stylized chevron symbol consisting of two overlapping shapes: a larger one on the left and a smaller one on the right, pointing to the right.

High performance. Delivered. to return to the Home page.

