

Apply_for_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

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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?

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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.

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Withdraw My Application

Q: What is this page for?

A: The Withdraw My Application page allows you to withdraw an application that has been submitted for processing.

Questions and Answers

Q: How do I withdraw my application?

A: Click the checkboxes next to the parts of the application you wish to withdraw. You can withdraw your application for a specific program such as Medicaid. You can also select specific household members to remove from your application. Once you've selected the programs and people to withdraw from your application, click the Save and Continue button.

Q: What does the Select All Programs checkbox do?

A: Click Select All Programs to check all of the program and people boxes.

Q: What does the Save and Continue button do?

A: The Save and Continue button saves the page and takes you back to the home page. You will see a message to confirm that you wish to withdraw your application. Click OK to proceed with withdrawing your application. Click Cancel to return to the Withdraw My Application page.

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 withdrawing your application. You can click the Cancel



and Exit button or the home button *High performance. Delivered.*. Clicking either button will return you to the home page.

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Withdraw My Application (Confirmation)

Q: What is this page for?

A: The Withdraw My Application (Confirmation) page tells you your request to withdraw your application has been submitted. It provides a confirmation number that you can save for your records.

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 Save-to-file to save a copy of the confirmation.

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](#)

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 that form a right-pointing arrow.

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. Clicking either button will return you to the home page.

View Application Status

Q: What is this page for?

A: Use the **View Application Status** page to view the current statuses of your online applications.

Questions and Answers

Q: How do I search for my applications?

A: You can select the required date range from the **Submitted Date Range** drop-down and click the **Search** button to search for your applications. If no applications are found, you will see a message "**No applications in this time period**".

What application statuses can I view?

A: You can view all application statuses you have begun or submitted online. You can also view the status of an application that came from the Federally Facilitated Marketplace (FFM) or Presumptive Eligibility (PE) portal if your account is linked to your case in the Benefit Management System.

I am an authorized representative. What application statuses can I view?

A: If you are an authorized representative, you can view any application you are authorized to view. To view another person's application status, first select the person from the Current User drop-down menu, then click the **View Application Status** hyperlink.

Q: What does the View button do?

A: Click the **View** button to view the detailed information of your applications. This will take you to the **View Application Status Detail** page.

Q: How do I leave this page?



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

View Application Status Detail

Q: What is this page for?

A: Use the **View Application Status Detail** page to view more details about your applications.

Questions and Answers

Q: What does the **Go to Continue Saved Application to submit your application hyperlink** do?

A: This hyperlink takes you to the **Household Application Information** page so that you can continue applying for benefits. This hyperlink displays only when you have begun an application, but have not submitted it.

Q: What does the **Go to View My Benefits for more information hyperlink** do when my status is *Approved*?

A: This hyperlink takes you to the **View My Benefits** page.

Q: What does the **Go to Apply for Assistance to apply again hyperlink** do?

A: This hyperlink takes you to the **Household Application Information** page so that you can apply for benefits..

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

A: Click the **Back** button to return to the **View Application Status** page.

Q: How do I leave this page?



A: Click the **Home** hyperlink  or the **Exit button**  to return to the **Home** page

Delete My Incomplete Application

Q: What is this page for?

A: The **Delete My Incomplete Application** page is where you delete your incomplete application(s).

Questions and Answers

Q: How do I delete my application?

A: Select the check boxes next to the application(s) you wish to delete, and then click the **Save and Continue** button. A warning displays indicating the application(s) will be deleted if you continue.

Note: If you are an Authorized Representative (AR), you may view and delete incomplete application(s) you initiated in ACSSP. If you are an AR user logged into a client's **Home** page, you can only view and delete the incomplete application(s) you initiated.

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: Select the check boxes next to the application(s) you wish to delete, and then click the **Save and Continue** button to delete the incomplete application(s). A warning displays indicating your incomplete application(s) will be deleted if you continue.

Q: What does the Continue button  on the warning page do?

A: Click the **Continue** button to delete the selected incomplete application(s). This will navigate to the **Delete My Incomplete Application Confirmation** page.

Q: What does the Cancel button  on the warning page do?

A: Click the **Cancel** button to return to the **Delete My Incomplete Application** page.

Q: How do I leave this page?

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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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Delete My Incomplete Application (Confirmation)

Q: What is this page for?

A: The **Delete My Incomplete Application (Confirmation)** page confirms your application has been deleted.


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

Error Message

Q: What is this page for?

A: The **Error Message** page will tell you if your changes to contact information could not be processed at this time. You can retry in a few minutes.

Questions and Answers

Q: What does the Continue button  do?

A: Click the **Continue** button to navigate to the following pages:

- If you click the **Save and Continue** button on the **Update Contact Information** page prior to the error message displaying, you will be navigated to the **Select Address** page.
- If you click the **Save and Exit** button on the **Update Contact Information** page prior to the error message displaying, you will return to the **Home** page.

View My Documents

Q: What is this page for?

A: Use the **View My Documents** page to see the documents that you uploaded into the system. You can also use this page to navigate to the **Upload My Documents** page where you can upload documents.

Questions and Answers

Q: What does the Associated Person column display?

A: This column displays the name of the case person for whom the document is uploaded.

Q: What does the Case Number column display?

A: This column displays the case(s) associated for the person for whom the document is uploaded.

Q: What does the Application Number column display?

A: This column displays the e-Application Number associated with the uploaded document.

Q: What does the Date column display?

A: This column displays the date you uploaded the document.

Q: What does the Click here to upload documents for an existing case person hyperlink do?

A: Clicking this hyperlink navigates you to the **Upload My Documents** page. This hyperlink appears only when you have an existing case linked to your ACSSP account.

Q: What does the Click here to upload documents to an e-Application hyperlink do?

A: Clicking this hyperlink navigates you to the **Upload My Documents** page. This hyperlink appears only when you successfully submitted an e-Application from your account but the application is not yet processed by the case worker.

Q: What does the Cancel button do?

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

Q: How do I leave this page?



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

For Authorized Representatives (ARs):

Questions and Answers

Q: As an AR, Can I view the uploaded documents?

A: You can view only those document(s) that you uploaded for your client / case person(s).

Q: As an AR, Can I upload documents?

A: You can only upload documents for the case person or e-Applications that you have access to.

Upload My Documents

Q: What is this page for?

A: Use the **Upload My Documents** page to attach any supporting documents to an e-Application or for an existing case person(s).

Questions and Answers

Q: What does the Select button  do?

A: Click this button to display additional information to select person or e-Application.

Q: What does the Browse button  do?

A: Click this button to choose files to upload to your e-Application or for case person(s).

Q: What if I attach a file by mistake?

A: Click this button next to each attached file to remove an attachment.

Q: What does the Upload button  do?

A: Click this button to attach documents to your e-Application or case person(s). Note: **An Error Occurred** page may display if the document was not uploaded. When this happens, try again later.

Q: What does the Cancel button  do?

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

Q: How do I leave this page?



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