

Income

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.

Other Income

Income Information

Q: What is this page for?

A: Use the **Income Information** page to give us general information on money you or your household receive other than employment income.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Job Summary** page. The information you entered will not be saved.

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 application 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.

Income from Other Sources - Retirement Accounts

Q: What is this page for?

A: Use the **Income from Other Sources - Retirement Accounts** page to enter details about your household's income from retirement and pension benefits.

Questions and Answers

Q: What does the Back button  do?


A: If **applying for benefits**, you will return to the **Job Summary** page. If **renewing your benefits**, you will return to the **This is what you have told us** page

Q: What does the Save and Continue button  do?

A: The **Save and Continue** button saves your answers and moves you forward to the **Income from Other Sources- Retirement Accounts Summary** 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.

Income from Other Sources - Retirement Accounts Summary

Q: What is this page for?

A: Use the **Income from Other Sources - Retirement Accounts Summary** page to review the information you entered about retirement related income you receive.


Questions and Answers

Q: What does the Delete button  do?

A: Click the **Delete** button to remove an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to go to **Income from Other Sources - Retirement Accounts** page to edit the information you entered.

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 Back button  do?

A: Click the **Back** button to return to the **Income from Other Sources - Retirement Accounts** page.

Q: What does the Continue button  do?

A: Click the **Continue** button to go to **Income from Other Sources Summary** page.

Q: How do I leave this page?

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

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?



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.

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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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Education Income

Q: What is this page for?

A: Use the **Education Income** page to enter the details of any education-related income.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Income Information** page.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to saves your answers and moves you forward to the next page in the application process.

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.

Education Income Summary

Q: What is this page for?

A: Use the **Education Income Summary** page to review the information you entered about any education-related income you provided us.

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

Income from Disability Insurance

Q: What is this page for?

A: The **Income from Disability Insurance** page is where you enter additional details about your household's disability insurance benefits.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return to the previous page. The information you entered will not be saved.

Q: What does the Save and Continue button  do?

A: The **Save and Continue** button saves your answers and moves you forward to the next page in the application process.

Q: How do I leave this page?



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

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Income from Disability Insurance Summary

Q: What is this page for?

A: Use the **Income from Disability Insurance Summary** page to review the **Disability Insurance** information you entered.

Questions and Answers

Q: What does the Delete button  do?

A: Click the **Delete** button to remove an entry.

Q: What does the Edit button  do?

A: Click the **Edit** button to go to the previous page to edit the information you entered.

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 Back button  do?

A: Click the **Back** button to return to the **Education Income Summary** page.

Q: What does the Continue button  do?

A: Click the **Continue** button to go to the step in the application process.

Q: How do I leave this page?



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

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.

Change in Income

Q: What is this page for?

A: The **Summary Page (Change in Income)** page allows you to review the information you entered in the Income section of the application.

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: What does the Edit button  do?

A: The **Edit** button takes you to the page where you entered the information shown.

Q: What does the Delete button  do?

A: You may remove the entry by clicking the delete button.

Q: What does the Add Another Entry button  do?

A: The **Add Another Entry** button lets you add another Income to the application.

Q: What does the Back button  do?

A: Click **Back** to return to the Income Information page.

Q: What does the Continue button  do?

A: The **Continue** button takes you to the next step in the application process.

Q: How do I leave this page?



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

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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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Yearly Income

Q: What is this page for?

A: Use the **Yearly Income** page to enter information about the expected income for the people in your household.

Questions and Answers

Q: What does the Back button do?

A: If **applying for benefits**, you will return to the **Other Information Continued** page. If **renewing your benefits**, you will return to the **This is what you have told us** 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 **Yearly Income Summary** page.

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.

Yearly Income Summary

Q: What is this page for?

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

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: What does the Edit button  do?

A: Click the **Edit** button to go 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 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 forward to the next page in the application process.

Q: How do I leave this page?

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

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

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Tax information about the people in your home

Q: What is this page for?

A: Use the **Tax Information about the people in your home** page to enter a person's tax details for the last year, and expected tax details for the current year.

Questions and Answers

Q: How do I show that a person will file taxes this year?

A: Click the "Yes" option in the drop-down menu for the question "*Does this person plan to file a tax return for the income earned this year?*" This will navigate you to the **Tax information about the people in your home continued** page which displays many questions including "*What filing status will be used on this tax return?*" question. Select the appropriate filing status from the drop-down menu.

Q: How do I show that a person will be a dependent this year?

A: Click the "Yes" option in the drop-down menu for the question "*Will this person be claimed as a dependent by someone on this application that is filing taxes for income earned in this year?*" on **Tax information about the people in your home continued** page. This will make the "*Who will claim this person on their tax return this year?*" question appear. Select the appropriate claimer from the drop-down menu.

Q: How do I show that a person claimed a dependent not on the application?

A: Click the "Yes" option in the drop down menu for the question "*Can you claim a dependent(s) not listed on this application?*" on **Tax information about the people in your home continued** page. This displays the "*How many dependents not listed on this application can be claimed?*" question. Select the appropriate number of dependents.

Q: What does the Back button do?

A: If **applying for benefits**, you will return to the **Income Information** page. If **renewing your benefits**, you will return to the **This is what you have told us** 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 **Tax Information about the people in your home Summary** page.

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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Tax Information Summary

Q: What is this page for?

A: Use the **Tax Information Summary** page to review the information you entered on the **Tax Information About the People in Your Home** page.

Questions and Answers

Q: What does the Edit button  do?

A: Click the **Edit** button to go to the **Tax Information About the People in Your Home** page where you entered the information shown.

Q: What if I need to change my answers?

A: Click the **Edit** button next to the information you want to change.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Income Information** page.

Q: What does the Continue button  do?

A: Click the **Continue** button to go to the next step in the application process.

Q: How do I leave this page?

A: To leave the page without saving, click either the **Home** hyperlink  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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