

My_Account

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
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[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 |
|--------------------------|-------------|--------------------|
|--------------------------|-------------|--------------------|

| | | |
|---|----------------------|---|
|  | 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?

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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Update Personal Information

Q: What is this page for?

A: Use the **Update Personal Information** page to update your name, date of birth and Social Security number. You can also view your current identity proofing status.

Questions and Answers

Q: What does the Close button  do?

A: Click the **Close** button to return to the **Home** page without saving changes.

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: What does the Save and Exit button  do?

A: Click the **Save and Exit** button to save any updates and exit to the page displaying "**Your changes have been saved.**"

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.

Update Contact Information

Q: What is this page for?

A: The **Update Contact Information** page is where you update the phone numbers, addresses and other contact information for your online profile.

Questions and Answers

Q: Can I receive updates about my application or case through email or text message?

A: Yes. Make sure you select the **Text Message** or **Personal Email** checkbox. To receive text updates, you must enter your mobile phone number. To receive email notifications, you must provide us your valid email address.

Note: These checkboxes will be in read-only mode if none of your case is currently linked to the SSP account.

Q: Can I opt-out of receiving paper documents mailed to my address?

A: Yes. If you select the *Yes* radio button to the *Would you like to opt-out of paper mailings?* question, you will receive documents in your message center and no longer receive paper documents mailed to your address.

Note: This question will be in read-only mode if none of your case is currently linked to the SSP account.

Q: What does the Save and Exit button do?

A: Click the **Save and Exit** button to save any updates and exit to the page displaying *Your changes have been saved*.

Q: What does the Close button do?

A: Click the **Close** button to return to the home page without saving changes.

Q: What does the Back button do?

A: Click the **Back** button to return to the **Update Personal Information** page without saving changes.

Q: What does the Save and Continue button do?

A: The **Save and Continue** button saves your answers and navigates you to the **Select Address** page.

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Note: If ACSSP is unable to process your paper opt-out and/ or text email notification preferences, it navigates you to the page displaying "**Your information has been saved, however your paper opt-out and or text email notification preferences could not be processed at this time. Return to the Contact Information page and try again in a few minutes**".

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.

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Change Security Questions / Answers

Q: What is this page for?

A: The **Change Security Questions / Answers** page is where you maintain your security questions and answers.

Questions and Answers

Q: What does the Close button  do?

A: Click the **Close** button to return to the **Home** page without saving changes.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Change Security Questions** page without saving changes.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button saves your updates and moves you to the page displaying "**Your changes have been saved**".

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your updates and continue to the **Change Personal Identification Number (PIN)** 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.

Change Personal Identification Number (PIN)

Q: What is this page for?

A: The **Change Personal Identification Number (PIN)** page is where you maintain your PIN.

Questions and Answers

Q: What does the Close button  do?

A: Click the **Close** button to return to the **Home** page without saving changes.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Change Security Questions** page without saving changes.

Q: What does the Save and Exit button  do?

A: The **Save and Exit** button saves your updates and moves you to the page displaying "**Your changes have been saved**".

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.

Change Security Questions

Q: What is this page for?

A: The **Change Security Questions** page is where you maintain your security questions.

Questions and Answers

Q: What does the Close button  do?

A: Click the **Close** button to return to the **Home** page without saving changes.

Q: What does the Back button  do?

A: Click the **Back** button to return to the **Change Password** page without saving changes.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your updates and continue to the **Change Security Questions / Answers** 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.

Your changes have been saved

Q: What is this page for?

A: The **Your changes have been saved** page displays when you update and save your password, security answers or personal identification number (PIN).

Questions and Answers

Q: How do I leave this page?



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

Confirmation

Q: What is this page for?

A: The **Confirmation** page confirms you have successfully updated your online account profile.

Questions and Answers

Q: How do I leave this page?



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

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