

Other

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

Other

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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?

Other

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

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?



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

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Other Information

Q: What is this page for?

A: The **Other Information** page is where you answer questions about types of assistance your household receives.

Questions and Answers

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

A: Click the **Back** button to return the **Household Relationship** 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 **Other Information Continued** page in the application process.

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.

Other Information Continued

Q: What is this page for?

A: The **Other Information Continued** page is where you answer a variety of personal questions about you and your household.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return the **Other Information** 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 **Other Information Summary** 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.

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Other Information (Continued) Summary

Q: What is this page for?

A: Use the **Other Information (Continued) Summary** page to review the information you entered.

Questions and Answers

Q: What does the Edit button  do?

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

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 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 expense to the application.

Q: What does the Back button  do?

A: Click the **Back** button to return to the Expense 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: There are two buttons you can click to leave the page without saving. Click either the **Home** hyperlink



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or the **Cancel and Exit** button  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?



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

Other



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

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Food Programs

Q: What is this page for?

A: Use the **Food Programs** page to enter information about any household members who participate in a food program.

Questions and Answers

Q: What does the Back button  do?

A: If **applying for benefits**, you will return to the **Household Relationship** 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  do?

A: The **Save and Continue** button saves your answers and moves you forward to the **Food Programs Summary** 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.

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Food Programs Summary

Q: What is this page for?

A: Use the **Food Programs Summary** page to review the information you have entered for the **Food Programs** page.

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 **Food Programs** page where you entered the information shown.

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 **Other Information** page.

Q: What does the Continue button  do?

A: Click the **Continue** button to go to the **Other Summary** page in the application process.

Q: What does the Print button  do?

A: Click the **Print** button to print a copy of the Food Programs Summary page..

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?



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

Other



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

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Authorization

Q: What is this page for?

A: Use the **Authorization** page to tell us who can use your SNAP benefits.

Questions and Answers

Q: What does the Back button  do?

A: If **applying for benefits**, you will return to the **Discontinued Benefits 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  do?

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

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Other

Incarceration Status

Q: What is this page for?

A: Use the **Incarceration Status** page to tell us that someone in your household is currently incarcerated (detained or jailed).

Questions and Answers

Q: What does the Back button  do?

A: If **applying for benefits**, you will return to the **Authorization** 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 **Incarceration Status Summary** page.

Q: How do I leave this page?

Home 

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

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Incarceration Status Summary

Q: What is this page for?

A: Use the **Incarceration Status Summary** page to review the information you entered for the **Incarceration Status** page.

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 **Incarceration Status** page where you entered the information shown.

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 **Incarceration Status** page.

Q: What does the Continue button  do?

A: Click the **Continue** button to go to the **Other Summary** page in the application process.

Q: What does the Print button  do?

A: Click the **Print** button to print a copy of the **Incarceration Status Summary** page.

Q: How do I leave this page?

Other



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

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Add an Authorized Representative

Q: What is this page for?

A: Use the **Add an Authorized Representative** page to add an authorized representative to your case. You can grant the Authorized Representative access to one or more programs you have applied 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 Save and Continue button do?

A: Click the **Save and Continue** button to save your entries and go to the **Add an Authorized Representative Summary** page.

Q: What does the Back button do?

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

Q: How do I leave this page?



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

Other

Running from the Law

Q: What is this page for?

A: Use the **Running from the Law** page to tell us who in your household is running from the law.

Questions and Answers

Q: What does the Back button  do?

A: If **applying for benefits**, you will return to the **Other 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  do?

A: The **Save and Continue** button saves your answers and moves you forward to the **Running from the Law Summary** 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.

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Running from the Law Summary

Q: What is this page for?

A: Use the **Running from the Law Summary** page to review the information you have entered about someone in your household who is running from the law.

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 **Running from the Law** page where you entered the information shown.

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 **Running from the Law** page.


Q: What does the Continue button  do?

A: Click the **Continue** button to go to the **Other Summary** page in the application process.

Q: What does the Print button  do?

A: Click the **Print** button to print a copy of the Running from the Law 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.

Other

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Drug-Related Felony

Q: What is this page for?

A: The **Drug- Related Felony** page is where you tell us who in your household has been convicted of a drug-related felony.

Questions and Answers

Q: What does the Back button  do?

A: If **applying for benefits**, you will return to the **Running from the Law 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  do?

A: The **Save and Continue** button saves your answers and moves you forward to the **Drug-Related Felony Summary** 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.

Drug-Related Felony Summary

Q: What is this page for?

A: Use the **Drug-Related Felony Summary** to review the information you have entered about someone in your household who was convicted of a drug-related felony.

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: 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: 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.

Out of State Benefits

Q: What is this page for?

A: Use the **Out of State Benefits** page is to enter information about the people in your household receiving benefits from another state.

Questions and Answers

Q: What does the Back button  do?

A: If **applying for benefits**, you will return to the **Other Drug- Related Felony 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  do?

A: The **Save and Continue** button saves your answers and moves you forward to the **Out of State Benefits Summary** page in the application process.

Q: How do I leave this page?

Home >
accenture

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

Out of State Benefits Summary

Q: What is this page for?

A: Use the **Out of State Benefits Summary** page to review the information you entered for **Out of State Benefits** page.

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 **Out of State Benefits** page where you entered the information shown.

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 **Out of State Benefits** page.


Q: What does the Continue button  do?

A: Click the **Continue** button to go to the **Other Summary** page in the application process.

Q: What does the Print button  do?

A: Click the **Print** button to print a copy of the **Out of State Benefits 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.

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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?

Home >
accenture

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

Other



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

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Other Summary

Q: What is this page for?

A: Review the information on the **Other Summary** page to make sure everything you entered is correct. From this page, you can add, remove, or edit information.

Questions and Answers

Q: What does the Delete button do?

A: You may remove an entry by clicking the **Delete** button.

Q: What do the Edit buttons do?

A: The **Edit** buttons take you to the page where you entered the information shown.

Q: What does the Add Another Entry button do?

A: The **Add Another Entry** button lets you add another row of information to a section of the application.

Q: What does the Save and Exit button do?

A: The **Save and Exit** button will save your entries and will exit the application.


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: What does the Print button do?

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



Other

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