

Presumptive_Eligibility_Portal

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

Presumptive_Eligibility_Portal

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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.

Presumptive Eligibility Portal

PE Portal Log In

Q: What is this page for?

A: The **PE Portal Log In** page is where you log in to the Presumptive Eligibility (PE) Portal .

Questions and Answers

Q: How do I log in?

A: Type your user name and password, then click the **Log In** button.

Q: What does the Log In button  do?

A: When you click the **Log In** button, the system checks the user name and password fields. Once logged in, you will see options available to you. If you receive an error message, make corrections and click the **Log In** button again.

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Presumptive Eligibility (PE) Portal

Q: What is this page for?

A: The home page is the starting point for the Presumptive Eligibility (PE) Portal .

Questions and Answers

Q: What is this portal about?

A: Use this site to submit an application for Presumptive Eligibility determination.

Q: Do I need to log in to use the site?

A: Some features require you to log in. Others do not. You can check eligibility for benefits without logging in. To see and save your personal information, you must log in. For example, logging in is needed to start or finish a new application or access your benefits information.

Q: What does the Log Out link do?

A: Click the **Log Out** link to log out off the Presumptive Eligibility Portal. Once you have logged out, you will not be able to make changes in the PE Portal until you log in again.

Q: What is the Information box?

A: The hyperlinks in the Information box take you to other helpful information.

Q: How can I get back to the Home page?



A: Click the **Home** button *High performance. Delivered.* to quickly return to the **Home** page. The **Home** button is visible from all other pages within the portal.

My PE Applications

Q: What is this page for?

A: Use the **My PE Applications** page to search for Presumptive Eligibility (PE) applications in progress or historical cases previously worked by the Qualified Entity (QE) through my PE Applications.

Questions and Answers

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

A: Use the **Search** button to search for PE applications by date of service, type, name, or PE Confirmation number. The search will return no more than 10 results.

Q: What happens when I click the **Last Name** hyperlink in the search results?

A: When you click the Last Name hyperlink you will be directed to the Parent/Guardian Information Page if the status is incomplete. You will be directed to the Confirmation page if the status is Complete or Expired.

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

A: Use the **Back** button to go back to your previous PE application page.

Q: How do I leave this page?



A: Click the **Back** button or the **Home** button  to quickly return to the **Home** page.

Search by Application Date

Q: What is this page for?

A: Use the **Search by Application Date** page to search for Presumptive Eligibility (PE) actions in progress or worked by other Qualified Entity (QE) staff within the same QE provider group.

Questions and Answers

Q: What happens when I click the Last Name hyperlink in the search results?

A: When you click the Last Name hyperlink you will be directed to the **Let's get started** page if the status is incomplete. You will be directed to the **Summary** page if the status is Expired. You will be directed to the **Confirmation** page if the status is Complete.

Q: What does the Search button do?

A: Use the **Search** button to search for PE applications by date of service, status, type, name, confirmation number, or QE worker name. The search will return no more than 10 results on the page.

Q: What does the Close button do?

A: Use the **Close** button to close the page and return to the PE Portal Home page.

Q: What does the Back button do?

A: Use the **Back** button to return to the PE Portal Home page.

Q: How do I leave this page?

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



Let's Get Started

Q: What is this page for?

A: The **Let's Get Started** page tells you what you need to know to start an online application for Presumptive Eligibility determination..

Questions and Answers

Q: What does the Continue button do?

A: The **Continue** button takes you to the **Instructions** page for the online application. You must agree to the terms by placing a check mark in the box, before you can proceed to the **Instructions** page of the application.

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.

Instructions

Q: What is this page for?

A: The **Instructions** page tells you how to move through the online application and make selections.

Questions and Answers

Q: Do I have to answer every question of the application?

A: Only the questions marked with a red asterisk are required, but it is best to answer as many as you can.

Q: What does the Back button do?

A: The **Back** button takes you to the **Let's Get Started** page.

Q: What does the Continue button do?

A: The **Continue** button takes you to the **Enter Personal Information** 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.

Select a Program

Q: What is this page for?

A: The **Select a Program** page is where you select the programs you wish to apply for.

Questions and Answers

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


A: Use the **Back** button to return to the previous page.

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

A: The **Save and Continue** button saves your selection and takes you to the next step in the application process.

Q: How do I leave this page?

Home 

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

Enter Personal Information

Q: What is this page for?

A: Use the **Enter Personal Information** page to enter basic information about the person applying for benefits (**primary applicant**). This is also where you tell us which benefits you are applying for (if any). You will enter information about other members in your family on a separate page.

Questions and Answers

Q: Whose personal information do I enter?

A: Enter the primary applicant's information on the **Enter Personal Information** page. The applicant is the person applying for benefits for self/household. If you are completing the application on someone's behalf, enter that person's information, not your own. There will be a place to enter your information on the application before it is complete.

Q: What does the Back button do?

A: Click the **Back** button to return the **Instructions** 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 **Select Address** page in the application process.

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.

Tell Us More

Q: What is this page for?

A: Use the **Tell Us More** page to give us additional personal information about yourself to help determine your eligibility for benefits.

Questions and Answers

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


A: If you are applying for Medicaid or TANF, the **Back** button returns you to the **Enter Personal Information** page. If you are applying for SNAP, the **Back** button returns you to the **Expedited Food Assistance** page. The information you entered will not be saved.

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

A: Click the **Save and Continue** button to save your answers and continue the application. Upon clicking this button, your information may be sent to Federal Data Services Hub. If verification is unsuccessful, you may be asked to review your information. Follow the prompts on the page to continue 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.

Background Information

Q: What is this page for?

A: Use the **Background Information** page to enter information about yourself. This includes information about your immigration status, race, ethnic group, residence, and preferred language.

Questions and Answers

Q: What does Preferred Language mean?

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

Q: I am not a U.S. citizen or national. How do I verify my lawful presence ?

A: Begin by answering "Yes" to the question *Do you have eligible immigration status?** If you have an eligible immigration status, select your immigration status and associated document type. For example, you are a lawful permanent resident with an I-551 card, so you select *Lawful Permanent Resident* from the *What is your immigration status?** drop-down, and *Permanent Resident Card I-551* from the **Document Type** drop-down.

Q: What does the Back button do?

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


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 step in the application process.

Upon clicking this button, your information may be sent to Federal Data Services Hub. If verification is unsuccessful, you may be asked to review your information or provide additional information. Follow the prompts on the page to continue 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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American Indians and Alaskan Natives OR American Indian/Alaskan Native

Q: What is this page for?

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

Questions and Answers

Q: What does the Back button  do?

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

Q: What does the Save and Continue button  do?

A: If **applying for benefits**, the **Save and Continue** button saves your answers and moves you forward to the **Start Application Summary** page. If **renewing your benefits**, the **Save and Continue** button saves your answers and moves you forward to the **Person Summary** page.

Q: How do I leave this page?



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

Start Application Summary

Q: What is this page for?

A: Use the **Start Application Summary** page to review the information you entered in the **Start Application** section.

Questions and Answers

Q: What do the Edit buttons  do?

A: Click the **Edit** button to return to the page and update any information you entered.

Q: What does the Delete button  do?

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



Q: What does the Save and Exit button  do?

A: Click the **Save and Exit** button to save the information you have entered and to exit the application.

Q: What does the Save and Continue button  do?

A: Click the **Save and Continue** button to save your answers and move to the next page.

Q: How do I leave this page?

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

Job and School

Q: What is this page for?

A: The **Job and School** page is where you enter information about current and planned employment, school, college, or training for people in your household.

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: You have two options to leave the page without saving. Click the **Close** button  or the



Home hyperlink *High performance. Delivered.* . When you click either button, you will be returned to the home page.

School, College or Training

Q: What is this page for?

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

Questions and Answers

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

A: Click the **Back** button to return to the **Job Information** 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 **School, College or Training Summary** page in the application process.

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.

School, College, or Training Summary

Q: What is this page for?

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

Questions and Answers

Q: What does the Summary of Changes button  do?

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

Q: What does the Delete button  do?

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

Q: What does the Edit button  do?

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

Q: What does the Add Another Entry button  do?

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

Q: What does the Back button  do?

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

Q: What does the Continue button  do?

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

Q: How do I leave this page?



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

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Job and Job History

Q: What is this page for?

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

Questions and Answers

Q: What does the Back button  do?

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

Q: What does the Save and Continue  do?

A: Click the **Save and Continue** button to save your answers and move to the **Job and Job History Summary** 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.

Job and Job History Summary

Q: What is this page for?

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

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 **Job and Job History** 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 **Job Information** page.

Q: What does the Continue button  do?

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

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.

Job Summary

Q: What is this page for?

A: The **Job Summary** page gives you the chance to review the information you have entered in the **Job** section of the application.

Questions and Answers

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 Delete  button do?

A: You may remove an 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 row of information to a section of the application.


Q: What does the Save and Exit  do?

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

Q: What does the Save and Continue  do?

A: Click the **Save and Continue** button saves your answers and moves you to the **Income Information** 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 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 >
accenture

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



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

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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.

Household Relationships

Q: What is this page for?

A: Use the **Household Relationships** page to enter relationship details for all members in the household.

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: If **applying for benefits**, you will return to the **Property 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: If **applying for benefits**, the **Save and Continue** button saves your answers and moves you forward to the **Other Information** page. If **renewing your benefits**, the **Save and Continue** button saves your answers and moves you forward to the **Voter Registration and Assisting Organization or Person** page when you are modifying your address or **Verification Documents** page when you are not modifying your address.

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.



Presumptive_Eligibility_Portal

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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.

Authorized Representative Summary

Q: What is this page for?

A: Use the **Authorized Representative Summary** page to review the information you entered when adding an authorized representative.

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 authorized representative 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: What does the Show All button do?

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

Q: What does the Hide All button do?

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

Q: What does the Show Details button do?

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

Q: What does the Hide Details button do?

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

Q: How do I leave this page?



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

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.

Additional Information

Q:What is this page for?

A: Use the **Additional Information** page to enter additional medical and insurance information.

Questions and Answers

Q: What does the Back  button do?

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

Q: What does the Save and Continue  button do?

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

Insurance from Jobs

Q: What is this page for?

A: Use the **Insurance from Jobs** page to enter information about health coverage from your job that covers people in your household.

Questions and Answers

Q: What does the Back button do?


A: If applying for benefits, you will return to the previous 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 **Insurance from Jobs 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.

Insurance from Jobs Summary

Q: What is this page for?

A: The **Insurance from Jobs Summary** page gives you a chance to review the information you entered about health coverage from your job that covers people in your household.

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 **Insurance from Jobs** 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 person offered health coverage from a job.

Q: What does the Back button  do?

A: Click the **Back** to return to the **Insurance from Jobs** 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 the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Other Health Insurance

Q: What is this page for?

A: Use the **Other Health Insurance** page to enter information about supplemental health insurance expenses for your household.

Questions and Answers

Q: What does the Back button  do?


A: If applying for benefits, you will return to the previous 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 **Other Health Insurance Summary** 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.

Other Health Insurance Summary

Q: What is this page for?

A: Use the **Other Health Insurance Summary** page to review the information you entered for additional health insurance.

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** buttons to go to the 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 **Insurance from Jobs Summary** page.

Q: What does the Continue button  do?

A: Click the **Continue** button to move forward to the **Additional Information Summary** page in the application process.

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.

Additional Information Summary

Q: What is this page for?

A: Use the **Additional Information Summary** page to review the information you entered for **Additional Information** 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** buttons to go to the 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 previous 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 next page in the application process.

Q: How do I leave this page?

Home >
accenture

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

Voter Registration

Q: What is this page for?

A: Use the **Voter Registration** page to view voter registration information.

Questions and Answers

Q: What does the Back button  do?

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

Q: What does the Save and Continue  do?

A: The **Save and Continue** button saves your answers and moves you forward to the **Determine Eligibility** page. You will have a chance to review the information and make any changes if needed.

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.

Determine Eligibility

Q: What is this page for?

A: Use the **Determine Eligibility** page to receive a determination for Presumptive Eligibility (PE).

Questions and Answers

Q: What does the Back button  do?

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

Q: What does the Determine Eligibility button  do?

A: Click the Determine Eligibility button to receive a determination for eligibility.

Q: How do I leave this page?



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

Determination Results

Q: What is this page for?

A: Use the **Determination Results** page to view the determination for Presumptive Eligibility (PE).

Questions and Answers

Q: What does the Back button  do?

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

Q: What does the Accept PE Results button  do?

A: Click the **Accept PE Results** button to accept the determination for PE.

Q: How do I leave this page?



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

Submit Your Request

Q: What is this page for?

A: Use the **Submit Your Request** page to review the information you entered before you submit your request to be an authorized representative for this case.

Questions and Answers

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

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

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

A: When you are ready to send your request, click the **Submit** button. This will save your information, and take you to the **Authorized Representative Request Confirmation** page.

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


A: Click the **Cancel** button to cancel your request and return to the **Home** page. Your information will not be saved.

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

A: If you need to make any changes to your information, click the **Edit** button next to the section you would like to update.

Q: How do I leave this page?



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

Confirmation

Q: What is this page for?

A: Use the **Confirmation** page to confirm your request to submit a **Presumptive Eligibility (PE)** application.

Questions and Answers

Q: What does the Print Application button  do?

A: Click the **Print Application** button to print a copy of the application.

Q: What does the Print PE Notice  button do?

A: Click the **Print PE Notice** button to print a copy of the presumptive eligibility notice. If your preferred language is not English, the notice will print in your preferred language, as well as in English.

Q: What does the Exit button  do?

A: Click the **Exit** button to navigate to the **Home** 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.