

Start_Application

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
------------------------------	-------------	--------------------



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

Start_Application

Copyright © 2017 Accenture All Rights Reserved. Release 7.2.2 | Browser Compatibility

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?

Start_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.

Start Application

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.

Select Address

Q: What is this page for?

A: Use the **Select Address** page to make sure we have your correct addresses.

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 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: How do I leave this page?



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

Expedited Food Assistance

Q: What is this page for?

A: The **Expedited Food Assistance** page asks questions about your income, expenses, and cash on hand to help determine if you or someone in your household may qualify for expedited services.

Questions and Answers

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

A: Click the **Back** button to return the **Enter Personal 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 **Tell Us More** 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.

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.

Verification Unsuccessful

What is this page for?

The **Verification Unsuccessful** page will tell you if the Social Security number (SSN), citizenship, or immigration status of you or another person in your home could not be verified. You may review the information and decide if you need to make any required changes. You can also continue without further verification attempts.

Questions and Answers

What does the **Edit** button do?

Click the **Edit** button to correct any of the information you provided us.

What does the **Continue without Verifying** button do?

If the information you entered is correct, click the **Continue without Verifying** button to proceed without reattempting verification. Use this button if you have no changes to make to your information.

How do I leave this page?



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

Verify Information

Q: What is this page for?

A: The **Verify Information** page is where you can review and make changes to the information you entered.

Questions and Answers

What does the Save and Continue button  do?

The **Save and Continue** button saves your updated information and attempts to re-verify your information.

What does the Back button  do?

The **Back** button will take you to the **Verification Unsuccessful** page.

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



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

Other Name Used Information

Q: What is this page for?

A: Use the **Other Name Used Information** page to tell us any other names this person is known as or has used in the past.

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  **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.

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.

Start_Application

Copyright © 2017 Accenture All Rights Reserved. Release 7.2.2 | Browser Compatibility

Verify Document Information

Q: What is this page for?

A: The **Verify Document Information** page is where you can review and make changes to verification information you entered on the **Background Information** page.

Questions and Answers

What is a SEVIS ID Number?

A: The identification number assigned to a nonimmigrant student by the Student and Exchange Visitor Information System (SEVIS). If you or another person in your home does not have a SEVIS ID Number, leave this field empty. This is not a required field.

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

A: The **Save and Continue** button submits your verification request and takes you to the next step in the verification process.


- If you are the primary applicant, click the **Save and Continue** button to access the **Start Application Summary** page or the **Enter SEVIS ID Number** page if more information is required.
- If the verification was for another person in your home, click the **Save and Continue** button to access the **People Summary** page or the **Enter SEVIS ID Number** page if more information is required.

What does the **Back** button do?

A: The **Back** button takes you to the **Verification Unsuccessful** page.

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



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

Verification Unsuccessful

What is this page for?

The **Verification Unsuccessful** page will tell you if the Social Security number (SSN), citizenship, or immigration status of you or another person in your home could not be verified. You may review the information and decide if you need to make any required changes. You can also continue without further verification attempts.

Questions and Answers

What does the **Edit** button do?

Click the **Edit** button to correct any of the information you provided us.

What does the **Continue without Verifying** button do?

If the information you entered is correct, click the **Continue without Verifying** button to proceed without reattempting verification. Use this button if you have no changes to make to your information.

How do I leave this page?



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

Enter SEVIS ID Number

Q: What is this page for?

A: The **Enter SEVIS ID Number** page is where you enter an SEVIS ID number for yourself or other people in your home.

Questions and Answers

Q: What is an SEVIS ID Number?


A: The identification number assigned to a nonimmigrant student by the Student and Exchange Visitor Information System (SEVIS).

Q: What does the Save and Continue button  do?

A: If you have an SEVIS ID number, the **Save and Continue** button saves your answer and sends your information to the Federal Data Services Hub. If you do not have an SEVIS ID number, this button saves your answer and takes you to the summary page to continue your application.

Q: How do I leave this page?

Home 
accenture

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

American Indians and Alaskan Natives

Q: What is this page for?

A: The **American Indians and Alaskan Natives** 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: 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, click the **Home** hyperlink  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  to return to the **Home** page.