

Submit_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
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Purpose Describes the purpose of the corresponding **ACSSP** page.



What is This? Provides a description of all items found on the corresponding **ACCSP** page. Items include buttons, links, text boxes, drop-down boxes, hyperlinks, etc.

Locating Help Information

Help information can be located using the four Online Help tabs. Please see below for a description of each tab. Online Help Tabs There are four Online Help tabs:

Tab hyperlink	Name	Description
	Table of Contents	Provides a list of Online Help pages.
	Index	Provides a list of How To instructions. The How To instructions are grouped by subject. Users can type the subject they are looking for to see relevant How To instructions.
	Search	Enables you to type the word you want to locate help information for. Online Help pages containing that word will be listed.
	Glossary	Provides a list of ACSSP terms and their corresponding definition.

How to use the Advanced Search Tools

Search Type	Description	Example
Phrase Search	To search for a phrase, enter it in quotation marks in the search box.	If the search term is " External Reissue " search returns all topics with the phrase " External Reissue ".
Boolean Operators in Search	You can narrow down the scope of search by combining search terms using the Boolean operators AND , OR , and not .	If the search term is " External Reissue " not " External " search returns documents mentioning External Reissue . Documents that only mention External will be ignored.

Other Versions of this Help Documentation

- Accessible Version

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ACSSP Home Page

The **Home** page is the starting point for the **Accenture Citizen Self-Service Portal (ACSSP)**. You can use this site to see if you may be eligible for benefits by submitting an application. You can also get information about your existing benefits.

General Questions

- Can I use this website in another language?
- What do the language hyperlinks do?
- How do I create an account?
- Do I have to create an account?
- I have an account, but I forgot my password. Can I reset my password?
- Can I receive messages from my caseworker?

Apply for Benefits

- How do I apply for benefits?
- How do I withdraw my application?
- I started my application, but I changed my mind. Can I delete my application?
- What is the status of my application?
- How do I provide documents for my application?

Access My Benefits

- How do I view my current benefits?
- What does the View Pending Verifications link do?
- What does the Link my Case(s) link do?
- What does the View my Payment History link do?
- How do I report a change to my case?
- How do I renew my case?

Information Links

- Offices Location and Hours
- Program Information
- How to Use this Site
- Give Us Your Feedback
- Authorized Representatives
- Terms and Conditions
- Voter Registration
- View Available Providers
- Verify Identify
- Appointment Requests

General Questions

Can I use this website in another language?

Yes. Select your preferred language from the **Language** drop-down menu, and then click the **Go** button. All pages in this site will display in the language you selected.

What do the language hyperlinks do?

If you speak a language other than English, you may click on any of the fifteen language hyperlinks. The language hyperlinks are as follows: Chinese, Creole, French, German, Gujarati, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. Clicking on one of these hyperlinks takes you to the **Other Language Resources** page where you may receive information from your agency in the language you select.

How do I create an account?

Click the **Sign Up** hyperlink to begin this process.

Do I have to create an account?

You will need an account to apply for benefits. Some features are available without an account, such as learning more about our programs and finding out if you may be eligible.

I have an account, but I forgot my password. Can I reset my password?

You can reset your password by clicking on the **Forgot Password** button.

Can I receive messages from my caseworker?

Yes. If you have an account, you may receive messages about your benefits. To view your messages, click the **Envelope** icon at the top of the page to go to your inbox.

Apply for Benefits

How do I apply for benefits?

After you login to your account, click the **Apply for assistance** link in the **Apply for Benefits** section of the page. We will guide you through several pages where you will provide us information about yourself and your household.

How do I withdraw my application?

If you need to withdraw your application for any reason, click the **Withdraw my Application** link in the **Apply for Benefits** section of the page. This option is available if we have not yet processed your application, and your application status is *pending*.

I started my application, but I changed my mind. Can I delete my application?

To delete your incomplete application, click the **Delete My Application** link in the **Apply for Benefits** section of the page.

What is the status of my application?

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You can check the status of your application at any time. Click the **View application status** link in the **Apply for benefits** section of the page.

How do I provide documents for my application?

Click the **View/Upload my documents** link to view upload documents for your application. You can also click this link to view any documents you have already uploaded. You can upload any of the following files:

- .jpg – Joint Photographic Experts Group (JPEG)
- .tiff – Tagged Image File Format
- .doc – Microsoft Word document
- .docx – Microsoft Word document (version 2007 or newer)
- .xls – Microsoft Excel document
- .xlsx – Microsoft Excel document (version 2007 or newer)
- .pdf – Portable Document Format

Access My Benefits

How do I view my current benefits?

Click the **View my benefits** link in the **Access My benefits** section to review benefits you are currently receiving.

What does the View pending verifications link do?

Click this link to go to the **Pending Verifications** page. This page lists any missing information we still need from you to complete your application.

What does the Link my Case(s) link do?

Click this link if you have an existing case or other cases in our system that you want to link to your account or together. Once you have linked a case, you can unlink them at any time by clicking the **Unlink my Case** link.

How do I report a change to my case?

Click the **Report a change to my case** link in the **Access My Benefits** section to provide us any new information that may impact your current benefits.

How do I renew my case?

Click the **Renew my benefits** link in the **Access My benefits** section to reapply before end of your benefits period. We will notify you when it is time to renew.

Information Links

There are additional helpful links available to you at the bottom of the home page:

- **Office Locations and Hours** - Click this link for your local office information such as the address, hours, and phone number.
- **Program Informations** - Click this link for information about the different programs that may be available to you.
- **How to Use this Site** - Click this link to learn how to use this self-service portal.

- **Give Us Your Feedback** - We welcome your feedback. Click this link to let us know how we are doing.
- **Authorized Representatives** - Click this link to assign someone to be an authorized representative for your online application. Authorized representative are people that you trust to view and manage your benefits online.
- **Terms and Conditions** - Click this link to read the legal terms and conditions for using this online service.
- **Voter Registration** - Click this link to access a link to your state's voter registration website.
- **View Available Providers** - Click this link to view a list of providers available for various services.
- **Verify Identify** - If you have not already verified your identity, either through the sign-up process or on the phone with a representative, click the **Verify Your Identity** link to attempt to verify your identity through the automated process.
- **Appointment Requests** - Click this link to view the appointments you have requested.

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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?

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

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Medical Condition

Q: What is this page for?

A: Use the **Medical Condition** page to enter or update information about any person in your household who are injured or had an accident.

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.

Medical Condition Summary

Q: What is this page for?

A: Use the **Medical Condition Summary** page to review the information you have entered about someone in your household who has a medical condition.

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 medical condition 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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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 *High performance. Delivered.* 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 **Medical Condition Summary** 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?

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.

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 to return to the **Home** page.

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Additional Information Summary

Q: What is this page for?

A: Use the **Additional Information Summary** page to review the information you entered for previous pages.

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 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.

Expedited SNAP

What is this page for?

The **Expedited SNAP** page tells you about the possibility of receiving expedited services from the **Supplemental Nutrition Assistance Program (SNAP)**.

Questions and Answers

What does the **Continue** button  do?

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

Q: What does the Back button  do?

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

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.

Office Selection

Q: What is this page for?

A: The **Office Selection** page displays a list of office locations based on the physical address and programs you are applying for. You can manually select an office location that is most convenient for you.

Questions and Answers

Q: What does the Back button  do?

A: Click the **Back** button to return the **Voter Registration and Assisting Organization or Person** 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 **Verification Documents** 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.

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?

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.

Verification Documents

What is this page for?

The **Verification Documents** page is where you browse for files to attach to your application.

Questions and Answers

What does the **Browse** button  do?

Click the **Browse** button to choose files to upload. A new window appears. There you can select a file to attach to your application. Attached files are listed under the **Browse** button.

What if I attach a file by mistake?

A **Delete** button appears next to each attached file. To remove the attachment, click **Delete**.

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

A: Click the **Back** button to return the **Office Selection** page.

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

Click the **Save and Continue** button to save your answers and move to the **E-Signature** page in the application process.

How do I leave this page?

To leave the page without continuing the application process, click the **Home** hyperlink

[Home](#)

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. You will be returned to the **Home** page.

E-Signature

Q: What is this page for?

A: Use the **E-Signature** page to read your rights as an applicant, non-applicant, or authorized representative, and to certify that the application you are submitting is accurate.

Questions and Answers

Q: How do I sign the request?

A: To sign the request, you enter an electronic signature (E-signature). To do this, click the **Check to Sign** box next to the description that fits your role (Applicant, Non-Applicant, or Authorized Representative). Then, type your name in the **Name** box and enter your PIN in the **PIN** box (if you select 'Check to Sign' box next to the PIN field) as entered during sign-up.

Q: What does the Back button do?

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

Q: What does the Submit Application button do?

A: The **Submit Application** button saves the page and submits your application for processing. You will see a unique confirmation message when your application is submitted.

Q: How do I leave this page?



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

Confirmation

Q: What is this page for?

A: The **Confirmation** page confirms that your application is successfully submitted.

Questions and Answers

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

A: Click the **Print** button to print a copy of the confirmation page.

Q: What does the **Save-to-file** button  do?

A: Click the **Save-to-file** button to save a copy of the confirmation.

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

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

Q: How do I leave this page?

A: You have two options to leave the page. You can click the **Exit** button or the **Home** hyperlink

[Home](#)

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. Clicking either button will return you to the home page.