

Welcome

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

Welcome

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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?

Welcome

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.

Welcome

Personal Information

Q: What is this page for?

A: Use the **Personal Information** page to enter your name, date of birth, and Social Security number. We use this information for your online account profile. If you are a certified application counselor, navigator, agent, qualified entity, or broker completing an application for someone else, we will ask you to provide us details about your organization, and whether or not you want to link this application to your account.

Questions and Answers

Q: What does the Save and Continue  do?


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

Q: What does the Cancel button  do?

A: Click the **Cancel** button to return to the **Home** page. The information you entered will **not** be saved.

Q: How do I leave this page?



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

Contact Information

Q: What is this page for?

A: Use the **Contact Information** page to update the contact and address information for the person applying for benefits during the sign up process. This includes information about your contact number, e-mail, physical address and mailing address. This information is used to manage your online profile.

Questions and Answers

Q: Can I receive updates about my application or case through e-mail or text message?

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

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

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

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 Cancel button do?

A: Click the **Cancel** button to return to the **Home** page. The information you entered will **not** be saved.

Q: What does the Back button do?

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

Q: How do I leave this page?

Welcome



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

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Sign Up

Q: What is this page for?

A: The **Sign Up** page is where you create an account for ACSSP.

Questions and Answers

Q: Why do I need an account?

A: You must log in securely with a User Name and Password to see and save your personal information on ACSSP. For example, you must log in to start or finish a new application or access your benefits. Some features of ACSSP can be used without creating an account. For example, you can use the self-assessment tool to check to see if you may be available for benefits without creating an account.

Q: What does the Sign Up button do?

A: After you complete the required fields, you click the **Sign Up** button. The system checks and saves the information on the page, creating your account. You may be asked to make changes or corrections. For example, you will see an error message if you enter a user name that is already in use. Make the changes and click **Sign Up** again.

Q: How will I know when my account is created?


A: The **Sign Up Success** page appears when your account is successfully created. Then you can log in with your new user name and password.

Q: What does the Back button do?

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

Q: How do I leave this page?

A: You have two options to leave the page without signing up for an account. You can click the **Cancel**

button  to return to the previous page. Or, click the **Home** hyperlink to return to the **Home** page.



Welcome

Sign Up Success

Q: What is this page for?

A: The **Sign Up Success** page confirms that your account has been created.

Questions and Answers

Q: What does the Continue button  do?

A: The **Continue** button will trigger **Remote Identity Proofing (RIDP)** and navigates you to the **Verify Your Identity** 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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Other Language Resources

Q: What is this page for?

A: Use the **Other Language Resources** page to view information in your preferred language.

Questions and Answers

Q: Which languages are available to view information?

A: You can view information in any of the following fifteen languages: Chinese, Creole, French, German, Gujarati, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese.

Q: What does the Close button  do?

A: Click this button to attach documents to your e-Application or case person(s). Note: **An Error Occurred** page may display if the document was not uploaded. When this happens, try again later.

Q: How do I leave this page?



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

Welcome

Verify Your Identity

Q: What is this page for?

A: The **Verify Your Identity** page is where your details will be checked for identity proofing process.

Questions and Answers

What does the Continue button  do?

The **Continue** button will submit your request to the **Identity Proofing Services (IPS)** and navigates you to the **Identity Questions**, **Edit Your Information** or the **Verify Your Identity Results** page based on the **IPS** response.

What is the "Your Request is Being Processed" portlet?

The **"Your Request is Being Processed"** portlet displays a message to alert you that your request is being processed.

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Edit Your Information

Q: What is this page for?

A: The **Edit Your Information** page is where you can edit your details for the identity proofing process.

Questions and Answers

Q: What does the Continue button  do?

The **Continue** button allows you to resubmit your **Remote Identity Proofing (RIDP)** request or navigates you to the **Verify Your Identity Results** page.

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Welcome

Identity Questions

Q: What is this page for?

A: The Identity Questions page is where you answer all the Knowledge Based Authentication (KBA) Questions received from Identity Proofing Services (IPS).

Questions and Answers

What does the Continue button  do?

The **Continue** button will initiate your second request to the **IPS** and navigates you to the **Verify Your Identity Continued** or **Verify Your Identity Results** page based on the response received from the **IPS**.

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Verify Your Identity Continued

Q: What is this page for?

A: The **Verify Your Identity Continued** page is where your details will be checked for identity proofing process.

Questions and Answers

What does the Continue button  do?

The **Continue** button will initiate your final request to the **Identity Proofing Services (IPS)** for final decision and navigates you to the **Verify Your Identity Results** page.

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Welcome

Verify Your Identity Results

Q: What is this page for?

A: The **Verify Your Identity Results** page confirms your identification has been successfully verified.

Questions and Answers

What does the Continue button  do?

Click the **Continue** button to navigate to the original process.

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Link a Case

Q: What is this page for?

A: Use the **Link a Case** page to request access to your benefit information for an existing case.

Questions and Answers

Q: How do I link an existing case to my account?

A: Click the *Yes* radio button for the question "*Do you have an existing case you would like to link to this account?*".

Note: You must answer this question to submit a case link request. If you do not want to link a case at this point in the application process, you can link one later from the **Home** Page when you are ready.

Q: What does the Continue button  do?

A: The **Continue** button saves the page and takes you to the next step in the case linking 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.

Welcome

Account Log In

Q: What is this page for?

A: The **Account Log In** page is where you log in to the Accenture Citizen Self Service Portal (ACSSP).

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.

Q: What if I don't have a user name?

A: If you do not have a user name, click the **Sign Up** hyperlink to create an account.

Q: What if I don't know my password?

A: If you have a user name, but do not know your password, click the **Forgot Password** hyperlink. The hyperlink takes you to the **Forgot Password** page where you can reset your password.

Q: How do I view the details of the cases for which I am authorized to access?

A: If you are an **Authorized Representative** for cases and would want to access a specific case, select that case from the drop-down and click the **Select** button.

Q: How do I leave this page?

A: You have two options to leave the page without starting to reset your password. Click the **Close** button or



the **Home** hyperlink *High performance. Delivered.* to return to the **Home** page.

Welcome

Forgot User Name

Q: What is this page for?

A: The **Forgot User Name** page is where you can request to recover your user name.

Questions and Answers

Q: How do I recover my user name?

A: To receive an email with your user name, type your **Last Name, First Name, Date of Birth, and Social Security Number**. Click the **Submit** button to complete the request.

Q: What does the Cancel button  do?

A: The **Cancel** button returns you to the **Log In** page. Any information you entered will not be saved.

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.

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Forgot Password/Personal Identification Number (PIN)

Q: What is this page for?

A: Use the **Forgot Password/Personal Identification Number (PIN)** page to reset your password or PIN.

Questions and Answers

Q: How do I reset my password?

A: To start the process of resetting your password or PIN, select the checkbox for **either Forgot Password or Forgot Pin** or both and click the **Continue** button.

Q: What does the Back button  do?

A: The **Back** button returns you to the previous page without resetting your password or PIN. Any information you entered will not be saved.

Q: What does the Continue button  do?

A: The **Continue** button moves you to the next step in resetting your password or PIN by navigating you to the **Forgot Password/PIN** page. You will need to enter a user name so the system can search for your account.

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.

Welcome

Forgot Password/PIN

Q: What is this page for?

A: The **Forgot Password/PIN** page is where you take the next step to resetting your password or PIN.

Questions and Answers

Q: How do I reset my password?

A: To continue the process of resetting your password, type your **User Name** and click the **Continue** button.

Q: What does the Back button  do?

A: The **Back** button returns you to the previous page without resetting your password or PIN. Any information you entered will not be saved.

Q: What does the Continue button  do?

A: When you click the **Continue** button, the system searches for the user name you entered and shows the security questions. You must correctly answer the security questions to reset your password or PIN.

Q: How do I leave this page?

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

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Verify User

Q: What is this page for?

A: The **Verify User** page is where you answer security questions.

Questions and Answers

Q: Why do I need to answer security questions?

A: These questions confirm your identity. You answer them when you do not know your password or PIN. When you answer them correctly, you can change your password or PIN.

Note: A PIN is not used in the Provider Portal.

What does the Continue button  do?

A: The **Continue** button takes you to the **Reset Password/Reset Personal Identification Number (PIN)** page where you create a new password or PIN.

Note: In the Provider Portal, the **Continue** button takes you to the **Reset Password** page where you create a new password only.

Q: What does the Back button  do?

A: The **Back** button takes you back to **Forgot Password/PIN** page.

Note: In the Provider Portal, the **Back** button takes you back to **Forgot Password** page.

Q: 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.

Welcome

Reset Password/Reset Personal Identification Number (PIN)

Q: What is this page for?

A: The **Reset Password/Reset Personal Identification Number page** is where you create a new password or PIN.

Questions and Answers

Q: How do I reset my password?

A: Type your New Password. Retype it in the Re-enter New Password field. Click the **Continue** button.

Q: How do I reset my PIN?

A: Type your New Electronic PIN. Retype it in the Re-enter New Electronic PIN field. Click the **Continue** button.

Q: What does the Continue button  do?

A: When you click the **Continue** button, the system checks the two fields where you entered your new password to make sure that they match. You may be asked to make corrections and click the **Continue** button again. The **Your changes have been saved** message displays when your password or PIN is reset.

Q: How will I know when my password or PIN is changed?

A: You will see a confirmation message when your password or PIN is successfully changed. Once your password or PIN is reset, you can use it to log in to your account. Once your PIN is reset, you can use it in ACSSP as needed.

Q: What does the Back button  do?

A: The **Back** button returns you to the previous page without resetting your password or PIN. Any information you entered will not be saved.

Q: How do I leave this page?



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

Welcome

Change/Reset Password Success

Q: What is this page for?

A: The **Change/Reset Password Success** page confirms your password was changed or reset with the message "**Your changes have been saved**".

Questions and Answers

Q: What does the Close button  do?

A: The **Close** button takes you to the **Home** 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.

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Program Information

Q: What is this page for?

A: The **Program Information** page is where you go to learn about assistance programs.

Questions and Answers

Q: Which programs can I learn about?

A: The **Program Information** page describe the programs supported by this web site. They include Medicaid, Temporary Assistance for Needy Families (TANF), and the Supplemental Nutrition Assistance Program (SNAP).

Q: How do I view program information?

A: Click each link to read the fact sheet for each program.

Q: How do I leave this page?

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

Welcome

Terms and Conditions

Q: What is this page for?

A: Use the **Terms and Conditions** page to read the terms and conditions and restrictions of usage for this website.

Questions and Answers

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.

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Voter Registration

Q: What is this page for?

A: Use the **Voter Registration** page to tell us if you want to register to vote. You can click on the voter website hyperlink to register to vote, or we can help you if you come into the local office. **Note:** This page will only appear during recertification if you made a change in your address.

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: If applying for benefits, the Save and Continue button saves your answers and moves you forward to the next page. If renewing your benefits, the Save and Continue button saves your answers and moves you forward to the next page in the application.

Q: How do I leave this page?

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



High performance. Delivered. to return to the **Home** page.

Welcome

Welcome!

Q: What is this page for?

A: The **Welcome** page explains the Self-Assessment tool.

Questions and Answers

Q: What does the Begin Assessment  button do?

A: The **Begin Assessment** button takes you to the first page of the Self-Assessment tool. There you begin to answer questions to determine if you might be eligible for benefits.

Q: How do I leave this page?

A: To leave the page without beginning the self-assessment process, click the **Home** hyperlink

[Home](#)

The Accenture logo features the word "accenture" in a lowercase, sans-serif font. Above the letter "t" is a stylized chevron symbol consisting of two overlapping shapes: a larger one on the left and a smaller one on the right, pointing towards the right.

High performance. Delivered. . You will be returned to the **Home** Page.

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Financial Information

Q: What is this page for?

A: The **Financial Information** page begins the self-assessment process by asking questions about your household and income.

Questions and Answers

Q: What if I don't know all of the answers?

A: Answer the questions to the best of your ability. Estimates are allowed, but they need to be as correct as possible to provide the most accurate result.

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 Continue button  do?

A: The **Continue** button takes you to the next step in the self-assessment process.

Q: 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.

Welcome

Financial Information Summary

Q: What is this page for?

A: The **Financial Information Summary** page gives you a chance to review the information you entered.

Questions and Answers

Q: What does the Edit button  do?

A: The **Edit** button takes you back to the beginning of the self assessment questions, allowing you to change your answers.

Q: What does the Back button  do?

A: The **Back** button takes you to the previous page of questions allowing you to change your answers.

Q: What does the Continue button  do?

A: Click the **Continue** button to see the results of your self assessment.

Q: How do I leave this page?

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

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Your Results

Q: What is this page for?

A: The **Your Results** page shows the results of your self-assessment.

Questions and Answers

Q: What does the Go Home button  do?

A: The **Go Home** button takes you to the **ACSSP Home** page.

Q: What does the Start Over button  do?

A: The **Start Over** button takes you to the beginning of the self-assessment. From there you can enter new information to see how it may change your results.

Q: What does the Review button  do?

A: The **Review** button takes you to back to the **Summary** page. There you can review your answers to the self assessment questions.

Q: What does the Apply button  do?

A: Click the **Apply** button to Log In and submit an online application for benefits.

Q: How do I leave this page?

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



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

Welcome

Start Your Application

Q: What is this page for?

A: The **Start Your Application** page is where you select the programs you wish to apply for.

Questions and Answers

Q: How do I know which programs to apply for?

A: To learn about the programs you may wish to apply for, click the **Program Information** link. Look for the **Program Information** link in the Information box on the left side of the page.

Q: What does the Continue button  do?

A: The **Continue** button takes you to the next step 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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Household Application Information

Q: What is this page for?

A: Use the **Household Application Information** page to tell us which benefits you are applying for.

Questions and Answers

Q: How do I know which one to select?

A: If you want to apply for Medicaid, food assistance, or cash assistance, select "**Yes**". If you want to apply for health coverage through the Federal Market Place (also known as the Health Insurance Marketplace), select "**No**".

Q: What does the Back button  do?

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

Q: What does the Continue button  do?

A: Click the **Continue** button to save your answers and continue you to the **Integrated Application** or the **Apply through the Federal Marketplace** page.

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.



Welcome

Let's Get Started

Q: What is this page for?

A: The **Let's Get Started** page gives you an overview of your benefits application. This page also gives you information so you can decide to have your information validated against electronic sources.

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?

Home >
accenture

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

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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.

Welcome

Assisting Organization or Person

Q: What is this page for?

A: Use the **Assisting Organization or Person** page to tell us if someone helped you complete your application and if you want to link this application to your ACSSP account.

Questions and Answers

Q: How do I specify if someone is helping me complete my application?

A: Select the radio button **Yes** to the *Is someone helping you with this application?* question and provide the information of the person/organization.

Q: How do I link this application to my account?

A: Select the radio button **Yes** to the *Do you want this application linked to your account?* question.

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: This button saves your answers, and moves you forward to the next page in the application.

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.

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Apply Through Federal Marketplace

Q: What is this page for?

A: Use the **Apply Through Federal Marketplace** page to go to the **Federal Marketplace** (also known as the **Health Insurance Marketplace**).

Questions and Answers

Q: What is the Federal Marketplace?

A: The **Federal Marketplace** (or **Health Insurance Marketplace**) is sometimes known as the health insurance "**exchange**". From this website, you can fill out an application and find out if you qualify for lower costs on your monthly premiums for private health insurance plans.

Q: What does the Apply through Federal Marketplace hyperlink do?

A: The **Apply through Federal Marketplace** hyperlink takes you to the **HealthCare.gov** website to access more information.

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.