

BenefitsCal | Quick Guide: Upload Documents

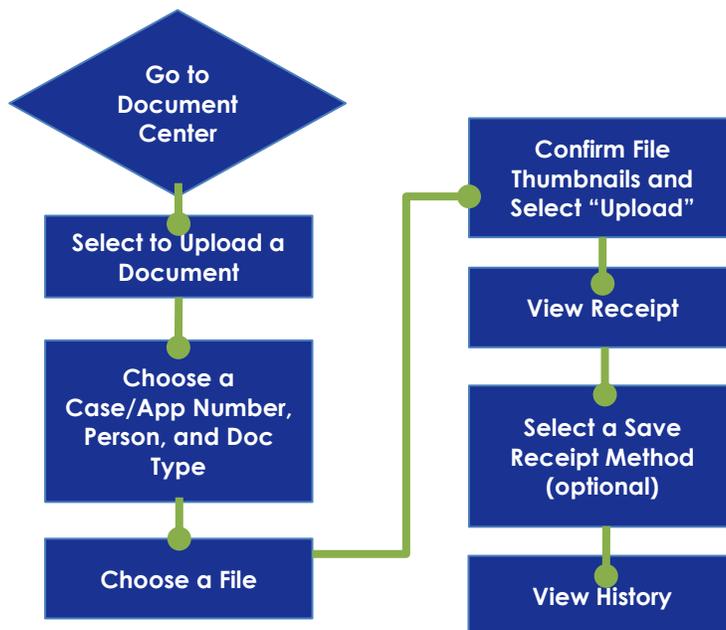
Purpose

The purpose of the BenefitsCal Quick Guide is to provide instructions to assist customers with uploading documents in BenefitsCal.

BenefitsCal displays the documents that are needed for Customers for quick reference.

An uploaded history shows what was uploaded in the past twelve months and allows the customer to print the receipt of documents uploaded.

High-Level Process Flows



FAQs

Q: Can a mobile phone be used to take pictures/upload documents?

A: Yes, document upload works on both mobile phones as well as desktop computers. Select "how to get a good photo" for hints to taking better photos with your mobile phone.

Q: Can I view documents previously uploaded?

A: No, a receipt of the document is available, but the document itself is not accessible to view.

Q: Can I upload a document without logging into BenefitsCal?

A: Customers can upload documents as a part of their initial application without logging into BenefitsCal. Subsequent document uploads do require the user to create an account within BenefitsCal.

Q: I forgot to save a receipt for documents uploaded last week, how can one get a receipt?

A: Upload History keeps a record of documents uploaded in the last 12 months.

Q: The wrong paystub was uploaded can it be deleted?

A: Before uploading, any document can be removed by clicking the remove link, however once a document is uploaded, it cannot be removed. It is sent to CalSAWs for processing.

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Document Center

Not sure what to upload?
[Let's look at some examples](#)

Upload Needed Due in 7 days

Recertification
 Case: 234323563
 Due Date: 10/15/2020

- Childcare Jane Doe (34) **UPLOAD**
- Earnings John Doe (36) **UPLOAD**
- Earnings Jane Doe (34) **UPLOADED**

Upload Needed Due in 10 days

Recertification
 Case: 234323562
 Due Date: 10/22/2020

- Earnings John Doe (36) **UPLOAD**
- Earnings John Doe (36) **UPLOAD**

Document Center

The Document Center displays:

- ✓ Let's look at some examples
- ✓ Documents needed for upload, by case and individual

Select **Let's look at some examples** hyperlink to view examples of documents.

Select the **UPLOAD** button on each tile to upload a document type for each individual.

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Upload Document

Case or Application Number (required)
 - Select One -

Person (required)
 - Select One -

Document Type (required)
 - Select One -

CHOOSE A FILE
 Each file cannot be more than 8MB.

How to get a good photo?
 To get a good photo, use bright light and put your paper on a flat, dark surface. Also, use your phone if it has a camera.

UPLOAD

Select to Upload a Document

Select a value from the following required fields:

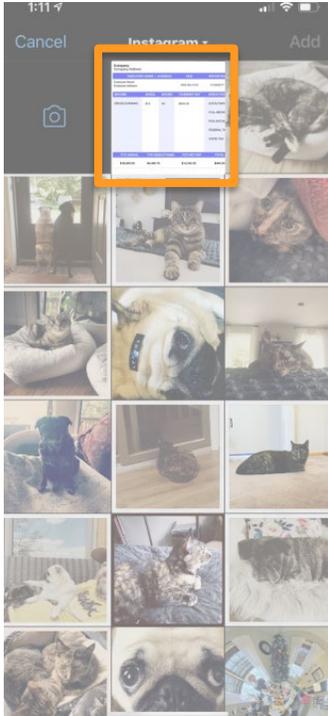
- ✓ Case or Application Number
- ✓ Person
- ✓ Document Type

Click the **CHOOSE A FILE** button and select the file to upload.



How to get a good photo provides hints to taking better photos with your mobile phone.

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Select File

From the mobile phone, click the photo to upload.
From a desktop computer, select a photo file.

The following formats can be uploaded:

.GIF, .GIFF, .JPEG, .JPG, .JPE, .JIF, .MDI, .BMP, .PNG, .TIF, .TIFF, .TXT, .RTF, .ONE, .ONETOC, .PDF, .DOC, .DOCX, .DOX, .PAGES, .ODT, .WPD, .XLS, .XLSX, .PPT, .PPTX, .PSD, .EPS, .AI, .LOG, .WPS



Maximum size for upload is 8 MB per file.

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Confirm File Thumbnails and Select "Upload"

Confirm the following required fields are complete:

- ✓ Case or Application number
- ✓ Person
- ✓ Document Type

Confirm images are ready to upload.



An image may be removed by clicking the **Remove** hyperlink.

Use the **CHOOSE ANOTHER FILE** button to upload additional files.

Click the **UPLOAD** button.

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Your file(s) were uploaded!

Confirmation Receipt	
Date	09/10/2020
Time	4:31 pm
Application Number	2ZJK063
Person	John Doe (36)
Files	IMG_583748.jpg IMG_583748.jpg IMG_583748.jpg
Document Type	Photo ID/Social Security Card

Text, email or print a copy of your receipt for your records.

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View Receipt

A Confirmation receipt is available that includes the following:

- ✓ Date/Time
- ✓ Application/Case Number
- ✓ Person
- ✓ Files
- ✓ Document Type

Select a save receipt method (text, email or printed) to save a copy of the receipt.

Select the **UPLOAD ANOTHER FILE** button to upload another file.

Select the **DOCUMENT CENTER** button to return to the document center.

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Upload History

Below are the receipts for documents you've uploaded in the past year.

Earnings 09/22/2020	John Doe (36) view receipt
Citizenship/Birth 09/22/2020	Tessa Doe (8) view receipt
Citizenship/Birth 09/22/2020	Rob Doe (18) view receipt
Childcare 09/22/2020	Tessa Doe (8) view receipt
Earnings 09/22/2020	Jane Doe (34) view receipt

1 2 3 ... 15 >

Submit Documents

Upload files requested by your county worker that are not in your Upload Needed.

Upload History

Upload History displays a list of documents uploaded within the past year. The document type, date, and individual displays.



Select the View Receipt hyperlink to view a copy of the receipt for that document. The document itself will not display