

Subject Line
BenefitsCal is here – thank you!
Today is the day – BenefitsCal is live!
Thank you! BenefitsCal is live!



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It's here. BenefitsCal Is Live!

Thanks to you, and everything you've contributed to the process, BenefitsCal.com is finally here! Californians now have a simple and easy way to apply for, view, and renew benefits for health coverage, food and cash assistance.

This week will be busy

During the first few weeks, we anticipate lots of customer questions.

Some of the first questions may be related to how to log in. Here are quick videos to explain how to **log in**, how to **recover a password**, and how to **create an account**. Please share these and the video links below with your customers.

We're here for you!

THANK YOU for all that you do. We know that you're on the front lines supporting customers. To support you, we'll provide you with the resources that you need to be successful.

Customers will have questions, here are some materials to help

We created a virtual library on our BenefitsCal YouTube Channel of resources filled with how-to videos, training guides, and more.

- How to log in (youtube links)
- How to create an account (youtube links)
- How to apply (youtube links)
- How to upload a document (youtube links)
- How to report a change (youtube links)
- How to renew benefits (youtube links)

We also created a Help Center filled with resources

Access the [User Help Center](#) for videos, guides, and the most frequently asked questions identified during research and testing. We will update this list as we learn of new questions in the coming weeks.

Find an issue? Here's how to report it

If you spot any system issues, please follow your county's helpdesk process to create a ticket.

See past messages in the Communications Library

Over the past four months, we communicated with customers and CBOs to prepare them for today's go-live. To see the communications shared, visit the [Communications Library](#).

What do you think?

We'd love to hear any feedback or observations as you assist customers with the new BenefitsCal. A survey will be shared with you soon.

Thanks,

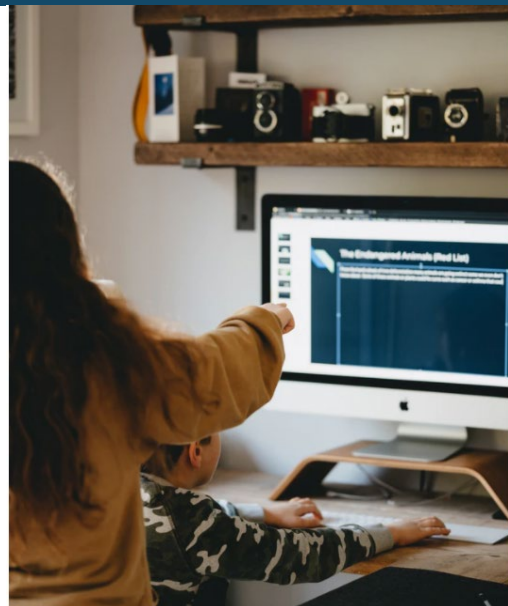
The CalSAWS Project - BenefitsCal Team

In partnership with the CalSAWS Consortium, DHCS, CDSS, CWDA, OSI, Counties and other community agencies

Feature spotlight

See the new [BenefitsCal](#) site – we're excited to share it with you!

 Play Video





A note from John Boule, CalSAWS Executive Director

BenefitsCal is the most inspirational step in the CalSAWS journey.



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