

☒ CalSAWS DD&I☐ C-IV M&O☐ CalWIN M&O☐ LRS M&E

<b>Distribution Date:</b>	February 24, 2021
<b>To:</b>	PPOC.40; Consortium.RegionalManagers.All ; Consortium.SectionDirectors;
<b>CIT Name:</b>	<b>Update Existing C4Yourself and YourBenefitsNow! User Email Address and Phone Number(s)</b>
<b>From:</b>	CalSAWS Portal Project

**PPOCs, please forward to the appropriate impacted staff in your county:**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input checked="" type="checkbox"/> C4Yourself <input checked="" type="checkbox"/> Your Benefits Now!<br><input type="checkbox"/> Customer Correspondence<br><input checked="" type="checkbox"/> Other <b>Self Service Portal</b> _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to request C-IV and Los Angeles Counties to confirm customer email address and phone number(s), when talking to and/or interviewing customers.</p> <p><b>Background</b></p> <p>Part of the conversion effort from C4Yourself (C4Y) and YourBenefitsNow! (YBN) to the new self-service portal, BenefitsCal, is to convert existing portals' user id and passcode so customers can log into BenefitsCal using their existing credentials. This is important because the customer's existing user id can then be converted, and the customer can log into BenefitsCal using their existing (C4Y or YBN) credential.</p> <p><b>County Action</b></p> <p>When you have contact with a customer who has a linked C4Y or YBN account (which can be identified by looking at the Case Summary page),</p> <ol style="list-style-type: none"> <li>1. Ask the customer to review and/or update his/her account information, especially email address and phone(s) by:           <ul style="list-style-type: none"> <li>• C4Y customers – Go to My Account – Manage My Account Profile – Update Your Profile Information</li> </ul> </li> </ol>
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	<ul style="list-style-type: none"> <li>YBN customers -- Go to My Case – Case Information – Case Profile / Notification Reference</li> </ul> <p>2. Please confirm the following contact information in C4 or CalSAWS/LRS</p> <ul style="list-style-type: none"> <li>Email via Contact Detail screen</li> <li>Phone number(s) via Contact Detail screen</li> </ul> <p>Please complete this action by July 15<sup>th</sup>, 2021. On this date we will extract the existing user accounts for conversion. However, customers and counties will continue to update the client's email address and phone number(s) until C4Y and YBN migrate onto BenefitsCal, September 2021 and November 2021 respectively.</p>
Primary Project Contact: (Name, email address)	Iadira Morales <a href="mailto:MoralesI@CalSAWS.org">MoralesI@CalSAWS.org</a>
Backup Project Contact: (Name, email address)	Laura Ould <a href="mailto:OuldL@CalSAWS.org">OuldL@CalSAWS.org</a>
Attachment:	None
Web Portal Link:	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>Click on the "2021" folder.</li> <li>Click on the appropriate CIT # folder.</li> </ol>