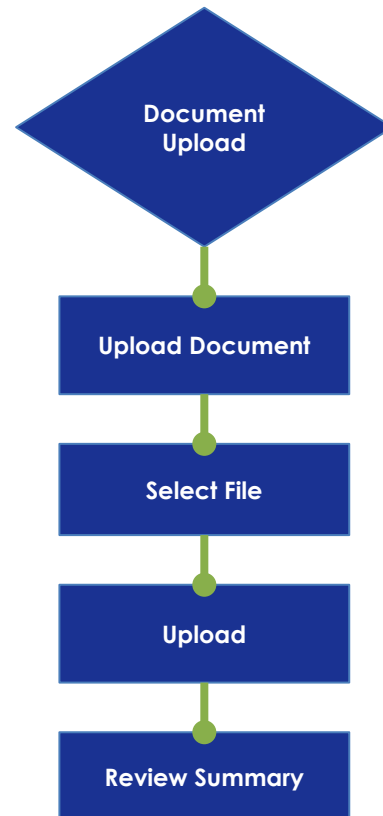


BenefitsCal | Quick Guide: Upload Documents within an Application

Purpose

The purpose of this BenefitsCal Quick Guide is to provide instructions to County workers to assist customers in uploading documents within the process of applying for benefits.

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 as an anonymous user 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.

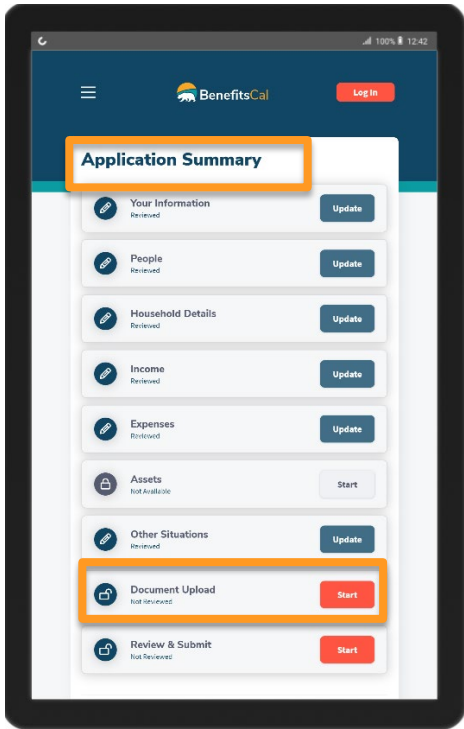
Q: I forgot to save a receipt for documents uploaded last week, how can I get a receipt?

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.

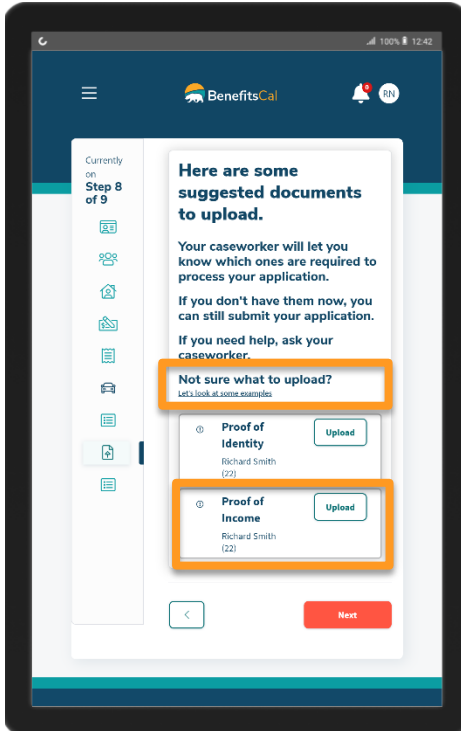
1



Application Summary > Document Upload

Application Summary displays a step to upload documents within the application process flow.

Click the **START** button or **BEGIN NEXT SECTION** button to begin document upload.



Document Upload

The Document Center displays:

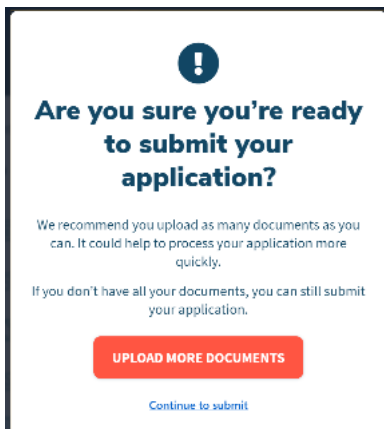
- ✓ Let's look at some examples
- ✓ Documents suggested for upload, by case and individual

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

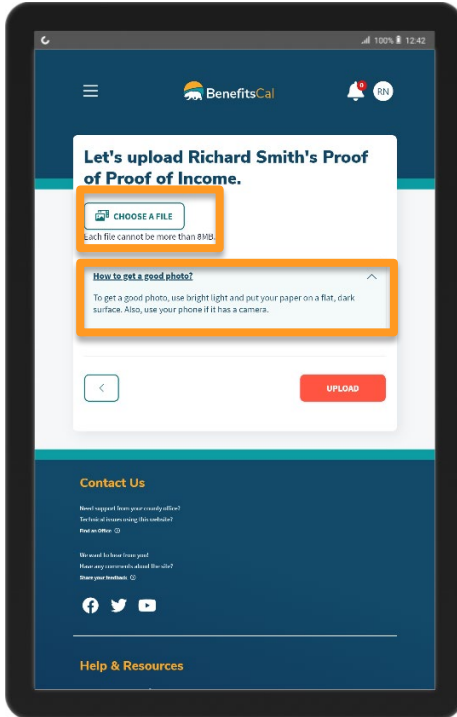
Select the **UPLOAD** button on each tile to upload a document type for each individual.



If no documents are uploaded, and the customer selects **NEXT**, the system will display a warning message asking for any documents to speed along the application processing.



3



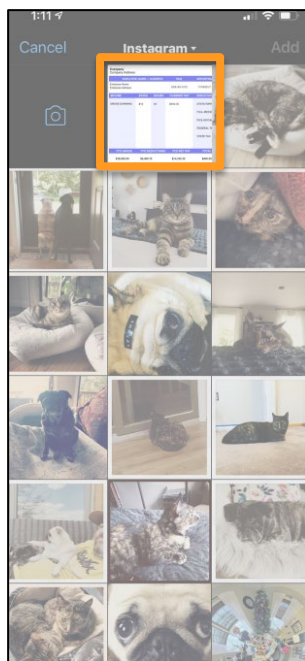
Select Files

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.

4



Select File

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

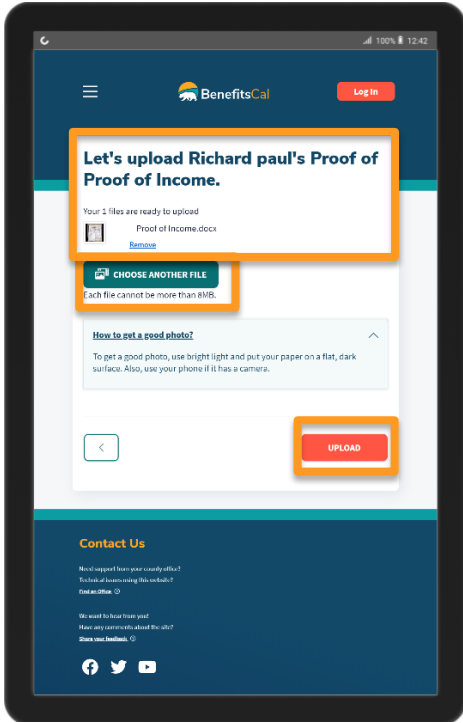
The following formats can be uploaded:

.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.

5



Confirm File Thumbnails and Select "Upload"

Confirm images are ready to upload.

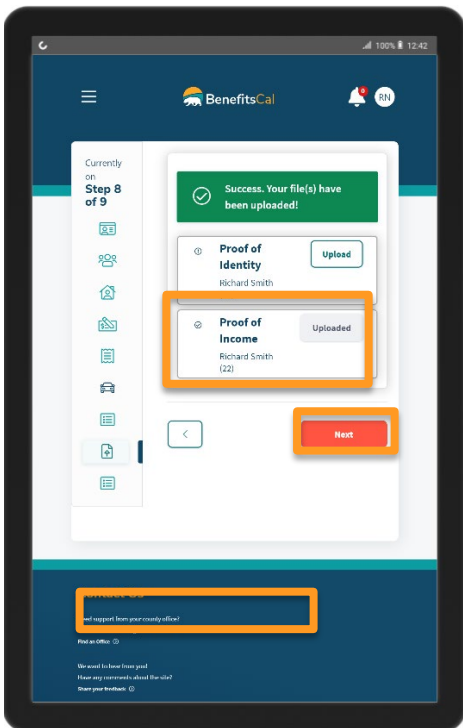


An image may be removed by clicking the **Remove** hyperlink. Once an image/document has been uploaded, it cannot be removed.

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

Click the **UPLOAD** button when all items have been confirmed and you're ready to send the selected documents to CalSAWS for review.

6

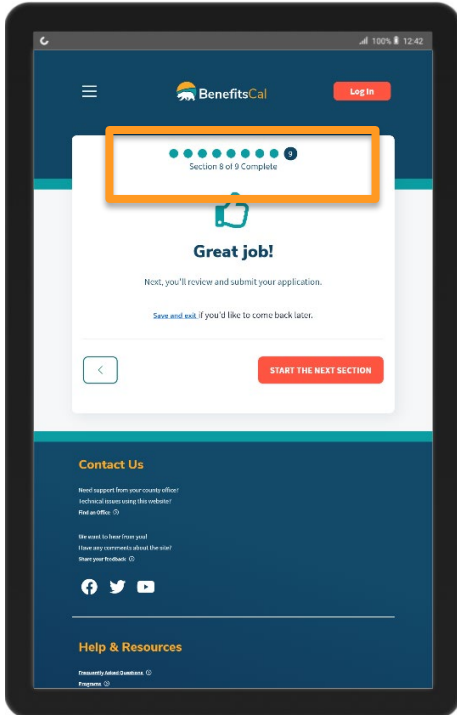


Upload Success

BenefitsCal lists suggested documentation to upload. When the documents are uploaded, the button **UPLOAD** will change to "**Uploaded**".

Once all documents are uploaded, click the **NEXT** button.

7

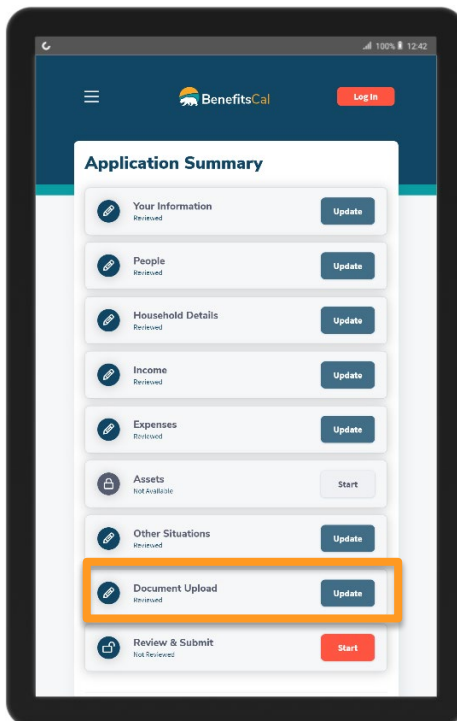


Next Steps

The system will display the customer has completed eight (8) of nine (9) parts of the application.

Click the **START THE NEXT SECTION** button to continue.

8



Application Summary

Now the Document Upload status changes to Reviewed.

The customer may go back and check uploaded documents or upload additional documents by clicking the **UPDATE** button next to Document Upload.