

BenefitsCal | Quick Guide: Upload Documents

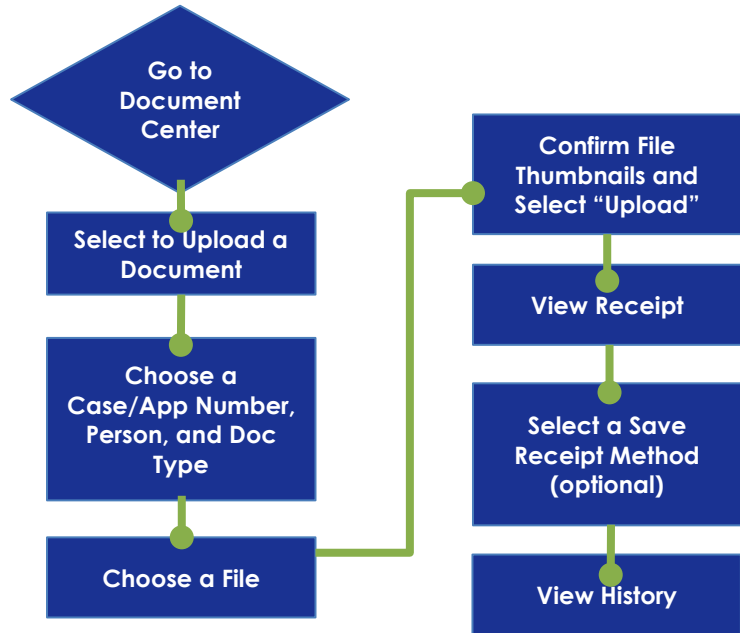
Purpose

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.

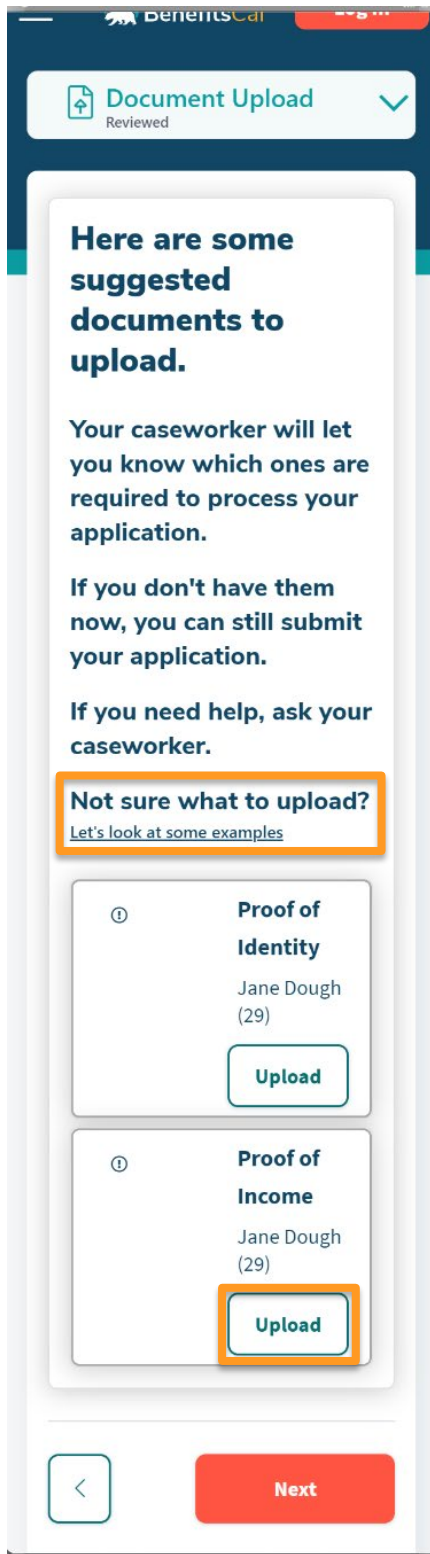
Q: I forgot to save a receipt for documents uploaded last week, how can one get a receipt?

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

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.

BenefitsCal

Upload Document

Case or Application Number (required)

113001

Person (required)

Jon Smith (22)

Document Type (required)

Proof of Income

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:

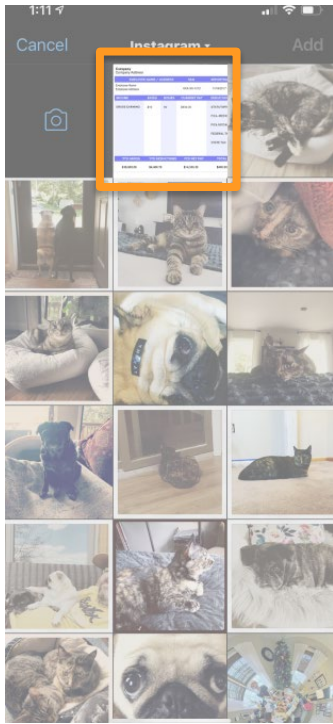
- ✓ Case or Application Number
- ✓ Person
- ✓ Document Type

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.

Upload Document

Case or Application Number (required)

113847

Person (required)

Casey Link (31)

Document Type (required)

Proof of Income

Your 2 files are ready to upload

Proof of Income.docx
[Remove](#)

Proof of Income.docx
[Remove](#)

CHOOSE ANOTHER FILE

Each file cannot be more than 5MB.

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**

Confirm File Thumbnails and Select “Upload”

Confirm the following required fields are complete:

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

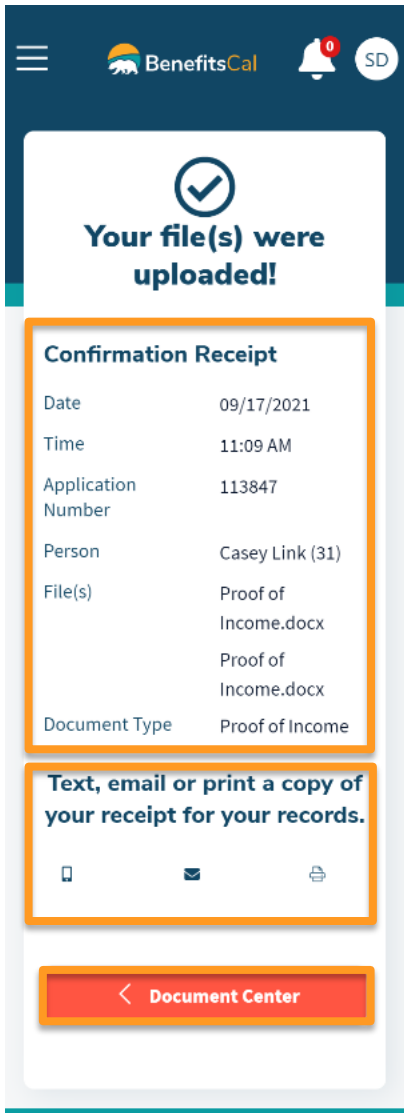
Confirm images are ready to upload.



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

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

Click the **UPLOAD** button.



View Receipt

A Confirmation receipt is available that includes the following:

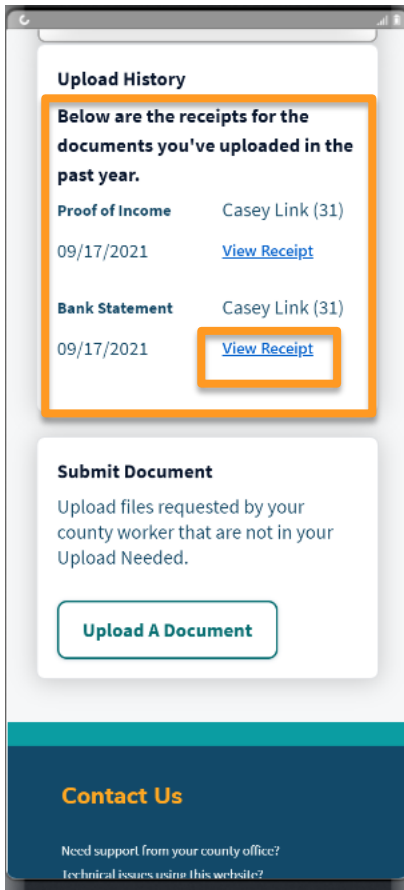
- ✓ Date/Time
- ✓ Application/Case Number
- ✓ Person
- ✓ Files
- ✓ Document Type

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 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