

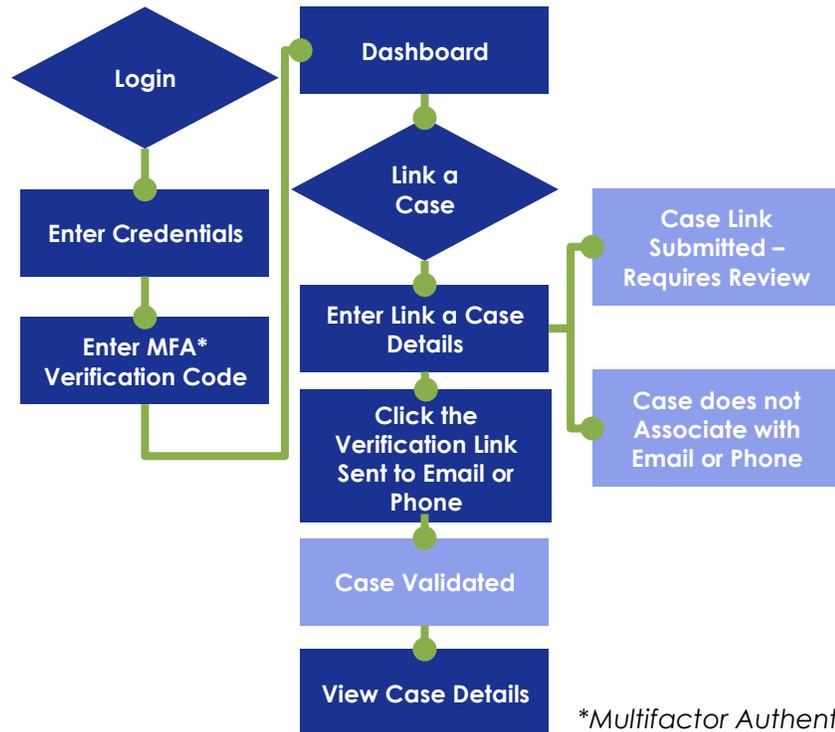
## BenefitsCal | Quick Guide: Link to Case

### Purpose

The purpose of the BenefitsCal Quick Guide: Link to Case, is to provide instructions to assist customers with linking their public assistance case(s) to their BenefitsCal account.

If an account does not link automatically for reasons such as the primary applicant has a privacy record or the person is not uniquely identifiable, the county will need to take further action to review and link the case to the customer's account.

### High-Level Process Flows



### FAQs

**Q: How can I tell if my case has been linked?**

**A:** Your case information will display on your dashboard.

**Q: How does the verification link work for linking my case?**

**A:** We need to verify it's you linking your case. We'll send a verification link to the email or the phone number you have selected. This email or phone number will be pulled from your case details. Email verification might be different from the email you use to log in to your BenefitsCal account. Open the link so we can verify it's you. Then, go to your dashboard to see your cases.

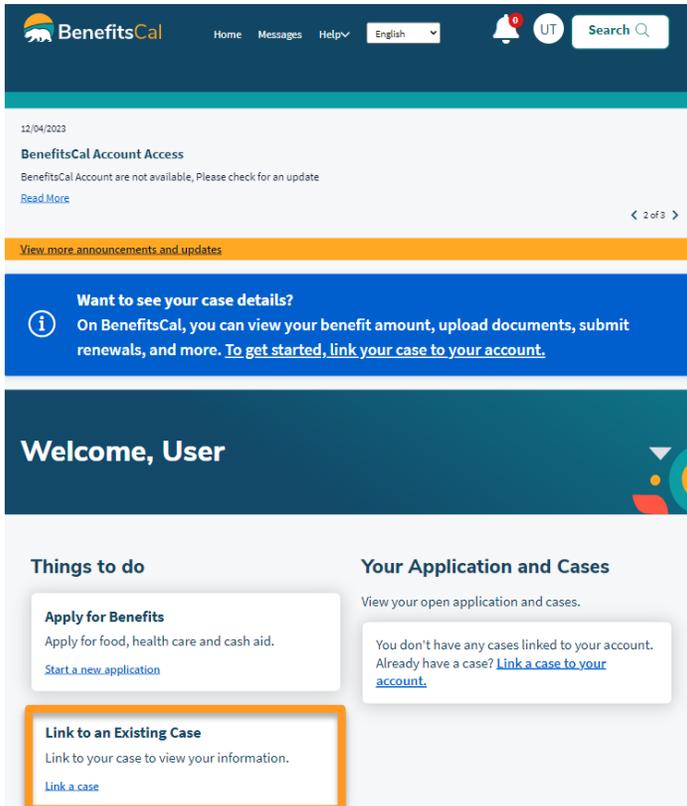
**Q: If the case I am trying to link does not have an email or phone number associated with it, will I be able to link my case?**

**A:** We know you use your email to log in to BenefitsCal, but you also need to share an email or your phone number with your county office to link your case. First contact your county office to add your email or your phone number to your case details. Then, try linking your case again.

**Q: I didn't get a verification link to link my case. What do I do?**

**A:** The email might take up to 15 minutes to send. If you're unable to find the verification link, make sure you're checking the right email or phone number. We'll send the link to your email address or phone number currently available in your case details. Email Verification might be different from the email you use to log in to your BenefitsCal account. Your email settings may route your verification link to your spam folder. If you still haven't received the verification link, try linking your case again.

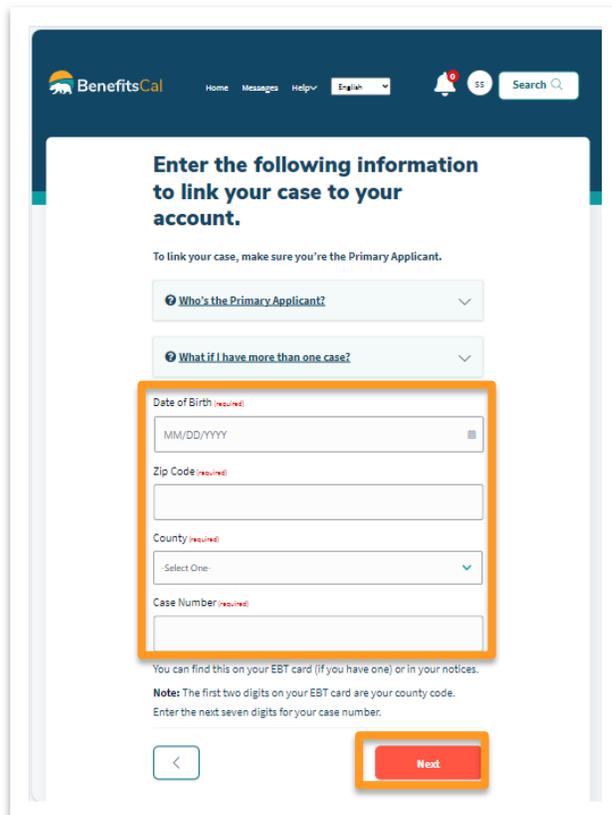
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## Customer Dashboard

From the Customer Dashboard, select the **Link a case** hyperlink.

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## Link Case Details

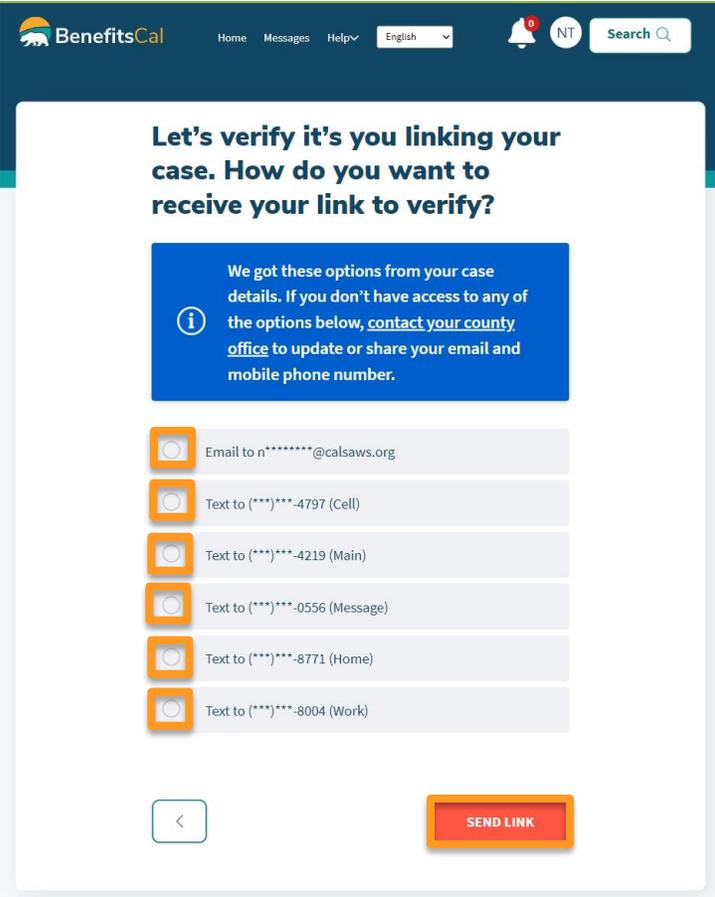
Enter:

- ✓ Date of Birth
- ✓ Zip Code
- ✓ County
- ✓ Case Number

Click the **Next** button.

- To link your case, make sure you're the primary applicant.
- Users will have three attempts to link their case.

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### Verification

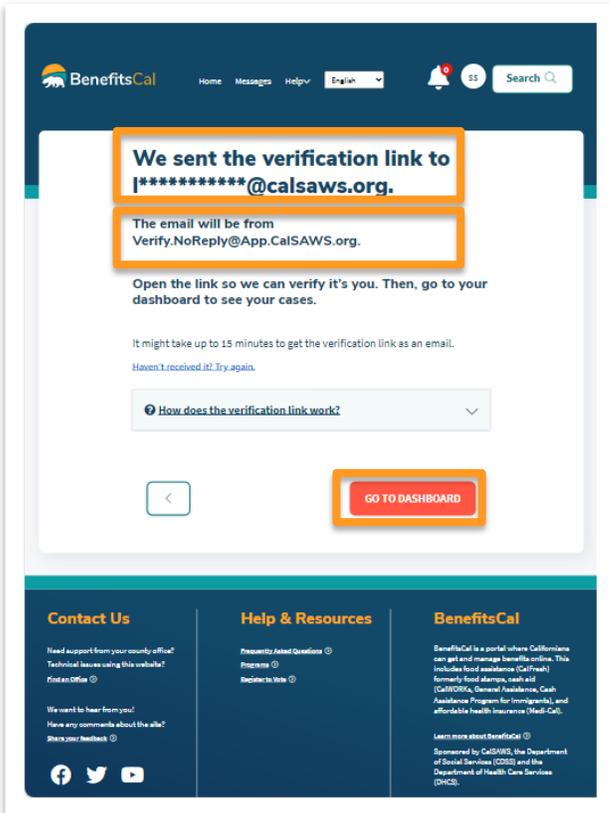
Select the way to receive your link to verify your case.

You can choose between your email address or can receive text messages on the phone number that is on file with your county?

- We need to verify your email or phone number to make sure it's you linking your case. This is to help protect your privacy.

Click the **Send** button.

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### Email Verification Link Information

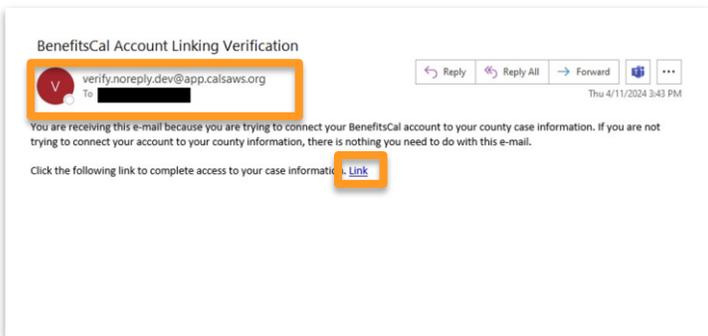
We provide the email address where we sent your verification link as well as the email address, we used to send it.

- It might take up to 15 minutes to receive the email with the verification link.

Click the **GO TO DASHBOARD** button.

Check your email for the verification link.

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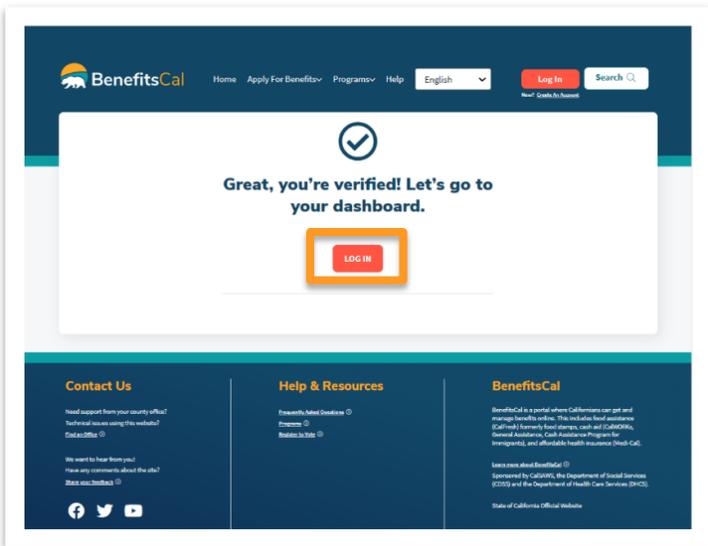
### View Verification Link Email

Confirm the sender of your verification email.

Click the **Link** hyperlink.

- The verification link is valid for only 24 hours.

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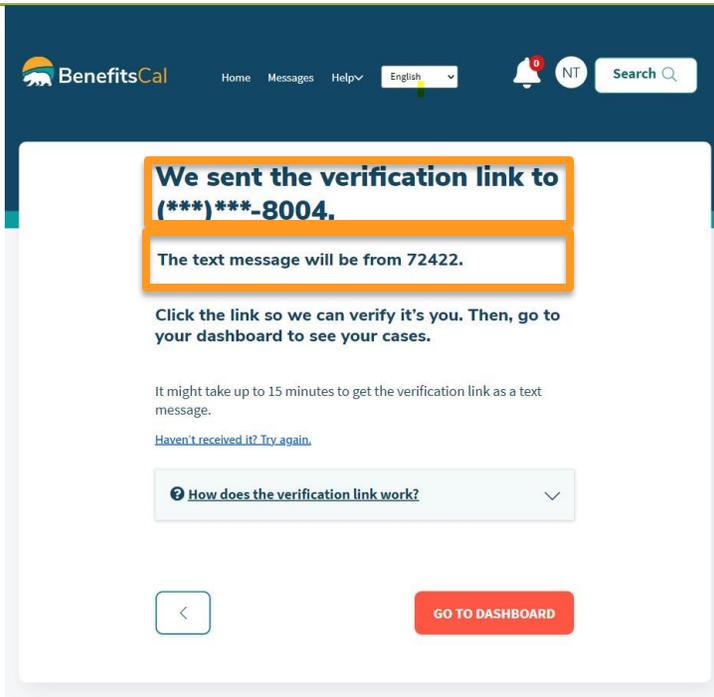
### Case Validated

The system will display a confirmation message: Great, you're verified! Let's go to your dashboard.

Click the **LOG IN** button.

- Users can choose to log in again or close the Success Screen tab and continue session in original tab.

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## Text Message Verification Link Information

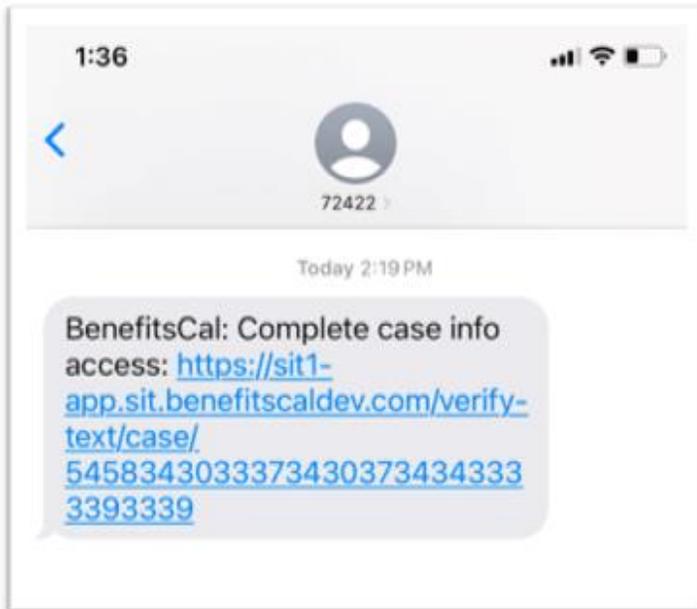
We provide the phone number where we sent your verification link as well as the phone number, we used to send it.

- It might take up to 15 minutes to receive the verification link as a text message.

Click the **GO TO DASHBOARD** button.

Check your phone for the verification link.

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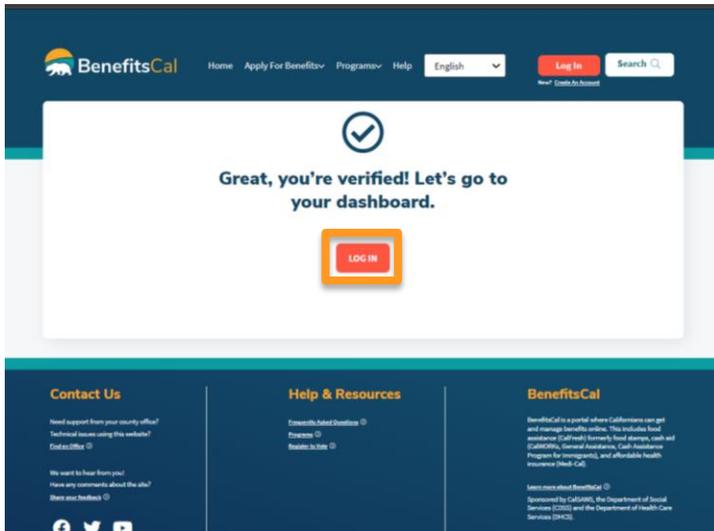
## View Verification Link Text Message

Confirm the sender of your verification text.

Click the **Link** hyperlink.

- The verification link is valid for only 24 hours.

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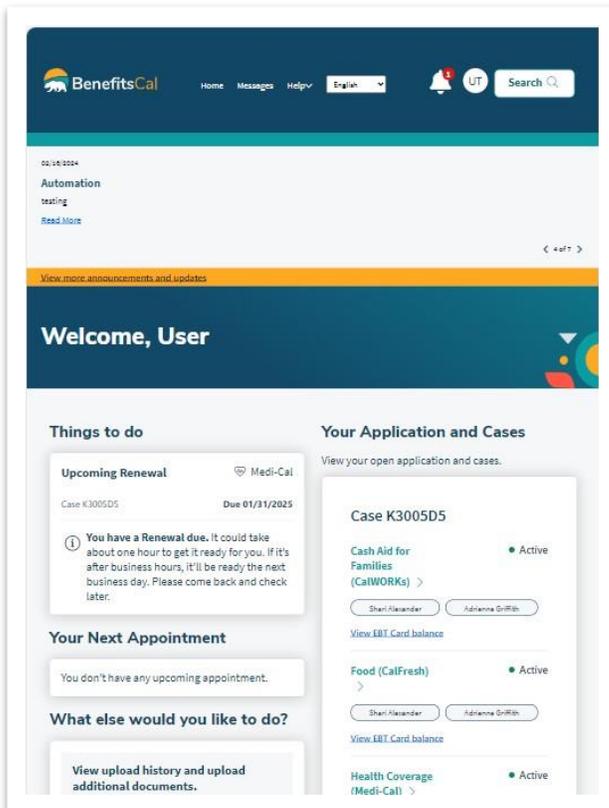
## Case Validated

The system will display a confirmation message: Great, you're verified! Let's go to your dashboard.

Click the **LOG IN** button.

- Users can choose to log in again or close the Success Screen tab and continue session in original tab.

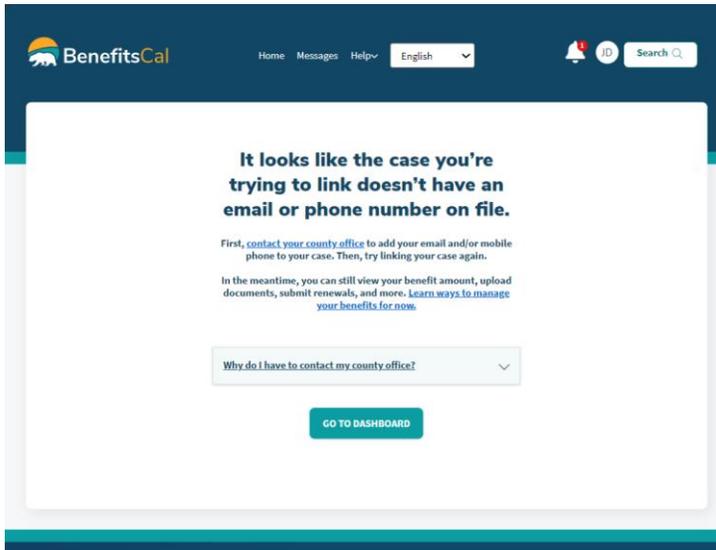
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## View Case Details

When the case has been successfully verified, the user will be able to see case information on their customer dashboard.

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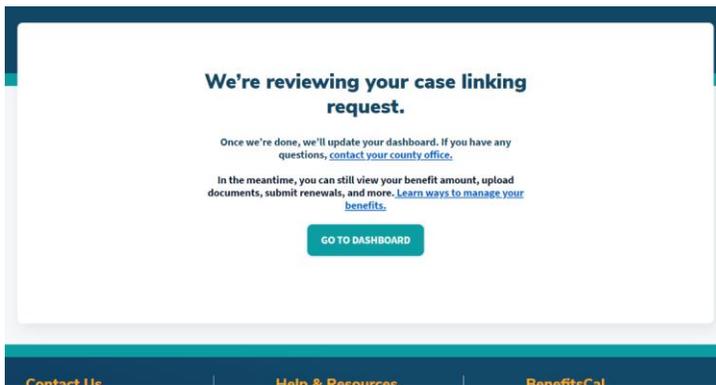


## Case Does Not Have Email or Phone Number Associated

We know you used your email to log in to BenefitsCal, but an email address or a phone number may not be on file for the county case.

Contact your county office to add your email or mobile number to your case. Then try linking your case again.

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## Case Link Submitted – Requires Review

Your county will need to review your case linking request. Once they have finished, case details will be available on your dashboard.

For any questions, please contact your county.