BenefitsCal | Quick Guide: Link to Case

High-Level Process Flows Purpose The purpose of the Dashboard BenefitsCal Quick Guide: Login Link to Case, is to provide instructions to assist customers with linking their Link a public assistance case(s) to Case **Case Link** their BenefitsCal account. Enter Credentials Submitted -**Requires Review** If an account does not link Enter Link a Case automatically for reasons **Details** Enter MFA* such as the primary **Verification Code** Case does not applicant has a privacy Click the Associate with record or the person is not Verification Link **Email or Phone** Sent to Email or uniquely identifiable, the Phone county will need to take further action to review and link the case to the **Case Validated** customer's account. View Case Details *Multifactor Authentication

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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	12/04/2023 BenefitsCal Account Access BenefitsCal Account are not available, Please check for an update Read More	(2 <i>4</i> 5
	View more announcements and updates	
	Want to see your case details? On BenefitsCal, you can view your b renewals, and more. <u>To get started,</u> 	enefit amount, upload documents, submit link your case to your account.
	Welcome, User	-
	Things to do	Your Application and Cases
	Apply for Benefits	View your open application and cases.
	Apply for food, health care and cash aid. Start a new application	You don't have any cases linked to your account. Already have a case? <u>Link a case to your account.</u>
	Link to an Existing Case	
	Link a case	
2	BenefitsCal Nome Measages Helper Enter the followin to link your case account.	Ing information to your
	To link your case, make sure you're	the Primary Applicant.
	Who's the Primary Applicant2	~
	• What if I have more than one of	ase? ~
	Date of Birth (resired)	
	MM/DD/YYYY	a
	Zip Code(replace)	
	County (required)	
	-Select One-	~
	Case Number (repired	
	You can find this on your EBT card (if y	ou have one) or in your notices.
	Note: The first two digits on your EBT	card are your county code.

Customer Dashboard

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

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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We sent the verification link to

Open the link so we can verify it's you. Then, go to your dashboard to see your cases.

Help & Resources

It might take up to 15 minutes to get the verification link as an email.

I*******@calsaws.org.

Verify.NoReply@App.CalSAWS.org.

How does the verification link work?

The email will be from

en't received it? Try again.

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 ٠ 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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Contact Us

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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.





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.

7	Benefits	J Search Q	
		We sent the verification link to (***)***-8004.	
		The text message will be from 72422.	
		Click the link so we can verify it's you. Then, go to your dashboard to see your cases.	
		It might take up to 15 minutes to get the verification link as a text message.	
		How does the verification link work?	
		GO TO DASHBOARD	

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.



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.



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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		It looks like the case you're trying to link doesn't have an unber an u	

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.



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.