CIT Name	BenefitsCal-Application Number Not Displaying
Distribution Date	11/08/2024
To	PPOC.All; Consortium.RegionalManagers.All;
CC	

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

- ☐ General
- ☐ Policy
  - ☐ CW
  - ☐ CF
  - ☐ MC
  - ☐ CMSP
  - ☐ FC/KG/AAP
  - ☐ Child Care
  - ☐ WtW
  - ☐ Other Program(s)_____
- ☒ BenefitsCal
- ☐ Customer Correspondence
- ☐ OCAT
- ☐ Other_____

- ☐ Reports
  - ☐ Fiscal
  - ☐ Caseload Movement
  - ☐ Management
- ☐ Fiscal
- ☐ Security
- ☐ Batch and Interfaces
- ☐ Imaging
- ☐ Migration
- ☐ Conversion
- ☐ Technical
- ☐ Training
- ☐ Help Desk
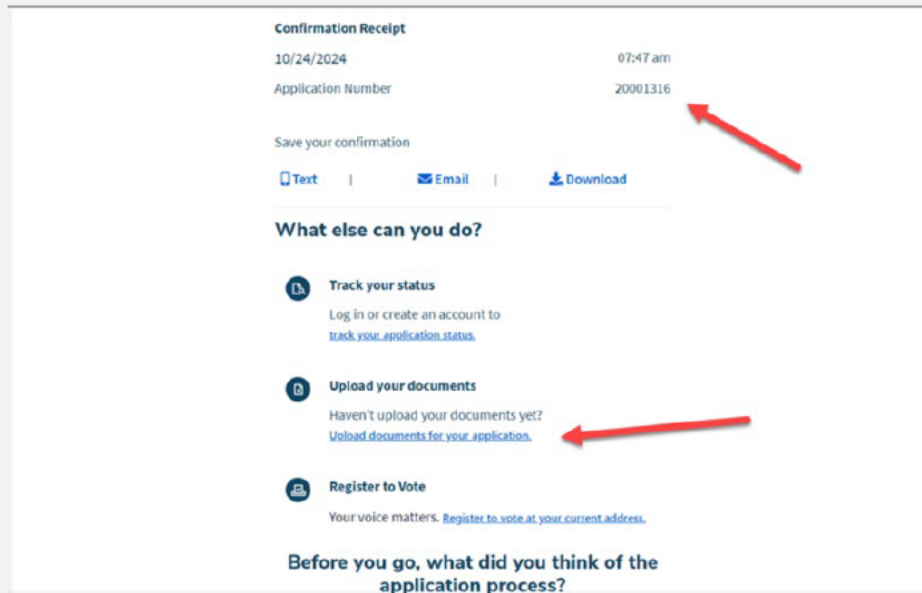
Description	**Purpose**
	The purpose of this CIT is to notify counties of a known issue that occurs when customers or Community Based Organizations (CBO) try to upload a document through the Document Center after submitting an application.
	Background
	Currently, when a customer or CBO completes the application submission process through BenefitsCal, they are directed to the "Confirmation Receipt" screen. From this screen, they can click a link to upload the documents related to their application. However, user incident reports have indicated that when users click this link to access the Document Upload screen, the Application Number in the drop-down menu does not appear. The BenefitsCal team has confirmed the issue, and it has been determined that it only occurs when users navigate to the Document Upload screen via the "Confirmation Receipt" link.
	The screenshots below, created using a test environment, display the impacted behavior:

Confirmation Receipt Screen: After a user submits an application, the screen shows both the Application Number and the link to access the Document Upload screen.

Confirmation Receipt

10/24/2024   07:47 am

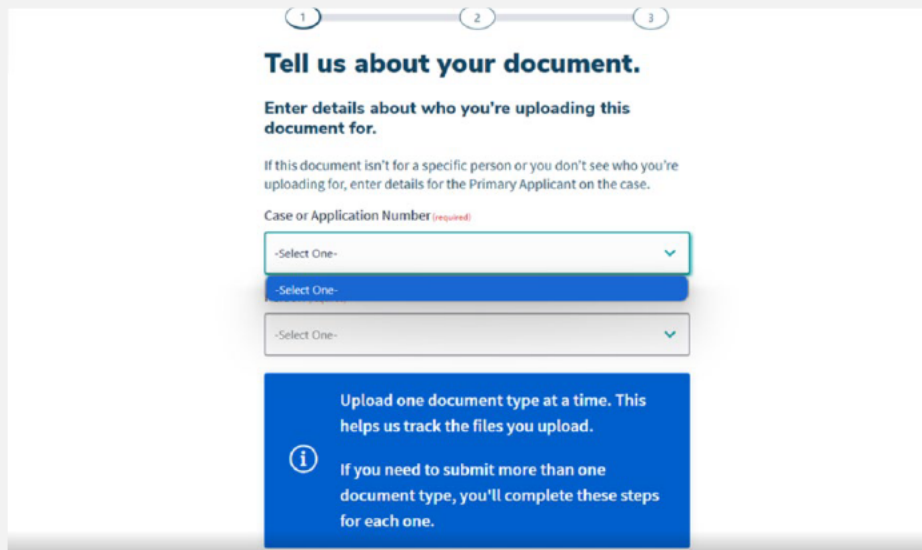Application Number   20001316

Save your confirmation

📱 Text | ✉ Email | ⬇ Download

What else can you do?

Track your status

Log in or create an account to track your application status.

Upload your documents

Haven't upload your documents yet?
Upload documents for your application.

Register to Vote

Your voice matters. Register to vote at your current address.

Before you go, what did you think of the application process?

Document Upload Screen: When users click the link from the Confirmation Receipt screen, they are directed to the Document Upload screen, where the Application Number is not selectable from the drop-down menu.

Tell us about your document.

Enter details about who you're uploading this document for.

If this document isn't for a specific person or you don't see who you're uploading for, enter details for the Primary Applicant on the case.

Case or Application Number (required)

-Select One-

-Select One-

-Select One-

ℹ **Upload one document type at a time. This helps us track the files you upload.**

If you need to submit more than one document type, you'll complete these steps for each one.

As a workaround, customers and CBOs can follow the following steps:

For Customers: If users encounter this issue, they should navigate back to the Dashboard, click on the Upload a Document button, return to the Document Center and attempt to upload their document again. The Application Number should display in the drop-down and enable the upload to proceed successfully.

For CBOs: If users encounter this issue, they should navigate back to the Dashboard, clicking the "Upload a Document" button, and then return to the CBO Document Center where they can upload the document by manually entering the Application Number in the text field.

Additional Information

This issue has been identified and tracked under CSPM-75884. A fix is targeted for implementation with release 24.11.14.

An announcement has also been added to the BenefitsCal Homepage outlining steps for both Customer and CBO users who cannot select their Application Number when uploading a document.

County Actions

No county action is required

Primary Project Contact	Carlos Zepeda ZepedaC@Calsaws.org
Backup Project Contact	Carrie White WhiteC@CalSaws.org
Attachments	
Web Portal Link	▮▮▮▮▮ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.