CalSAWS

California Statewide Automated Welfare System

Lobby Device Modernization
Screen Walkthrough

June 2025

DOCUMENT APPROVAL HISTORY		
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Table of Contents

CA-213363: Lobby Device Platform Consolidation/Modernization

1 KIOSK APPLICATION OVERVIEW

The Self-Service Kiosk is a new web-based lobby application that is device agnostic and consolidates functionality of the two CalSAWS supported kiosk applications; the Self-Service Kiosk (Los Angeles) & Lobby Kiosk (non-LA counties).

The new kiosk application includes self-service features such as:
1. Participant self-check-in
2. Document upload capabilities
3. Reviewing case status, EBT balances and benefit information.

By transitioning to a web-based solution, counties can utilize the application on county-managed devices, no longer requiring procurement as a sole source item.

1.1 Self Service Kiosk Application

1.1.1 Welcome Screen

Users are initially greeted with a **Welcome to the Self-Service Kiosk** screen providing the option to continue in one of the supported languages, English or Spanish. The user can toggle between the 2 languages at any time by selecting the **"English I Español"** option at the bottom of the screen.

Selecting **"Continue in English"** will redirect the user to the **How can we help you?** screen in English mode.

Selecting **"Continuar en Español"** redirects the user to the **How can we help you?** screen in Spanish mode.

Please note, the remainder of this guide uses the English selection with Spanish mockups of the same screens included for reference.
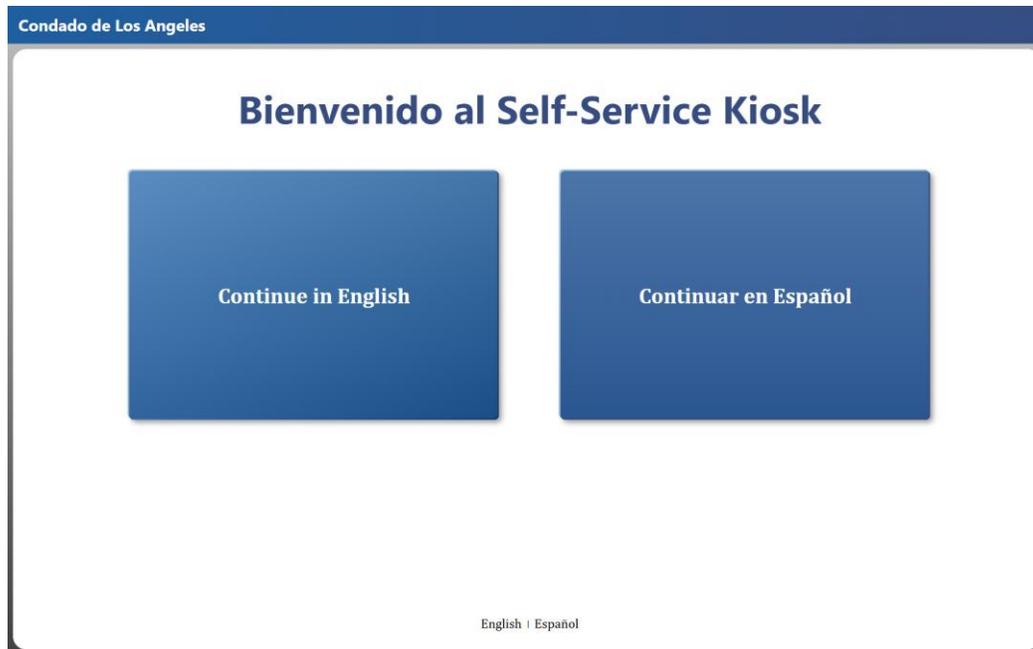
1.1.2 How can we help you? Screen

After the language has been selected, the user is directed to the **How can we help you?** screen that displays option(s) configured by the county.

When enabled, the following option(s) display:

1. The **"My Case Info"** option allow users to view case information such as Program status, Benefits information and EBT transactions history.

2. The **"Check-In"** option allows users to check-in for various county-configured reasons.

3. The **"Upload Document"** option allows users to upload documents related to their case.

On this screen, and throughout the application, users can select the **"BACK"** button to return to the previous screen and the **"EXIT"** button to return to the kiosk's welcome screen.

County of Los Angeles

How can we help you?

Please select a button below to begin:

My Case Info	Check-In	Upload Document

← BACK

English | Español

⌂ EXIT

Condado de Los Angeles

Cómo le podemos ayudar?

Por favor seleccione un botón para comenzar:

Información de mi caso	Registrarse	Escanear documento

← ATRÁS

English | Español

⌂ SALIDA

How can we help you? Screen Mockup with Check-In and My Case Info options only
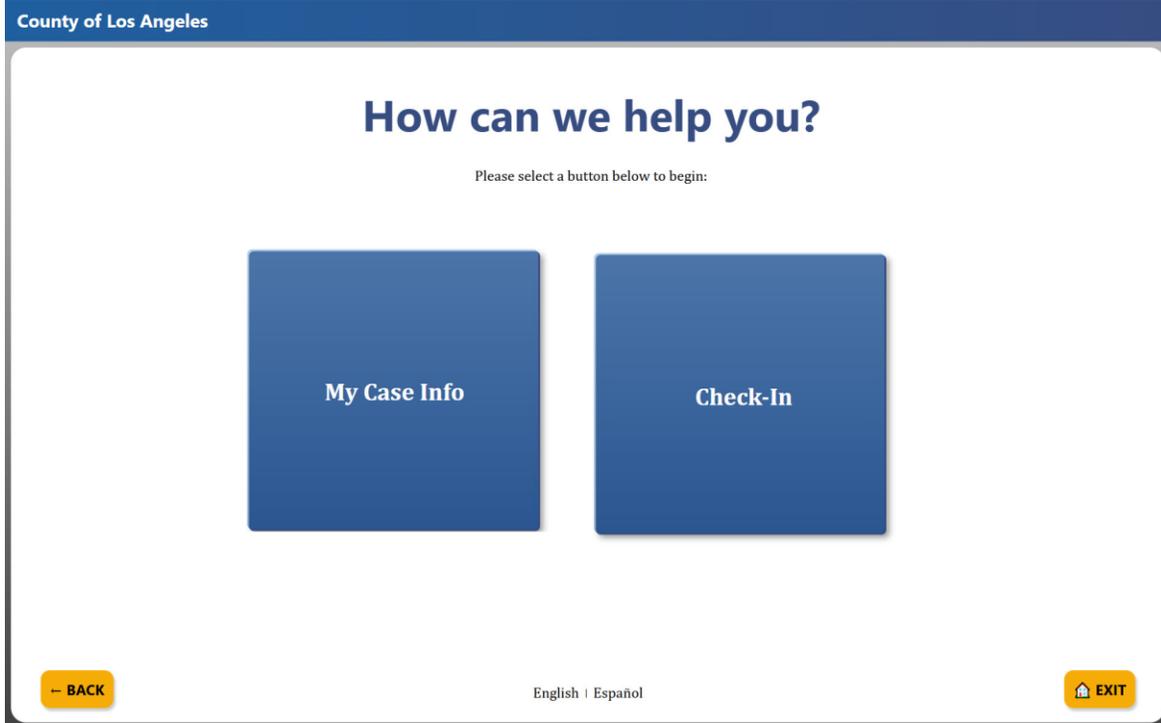
How can we help you? Screen with Check-In and Upload Document options (English)
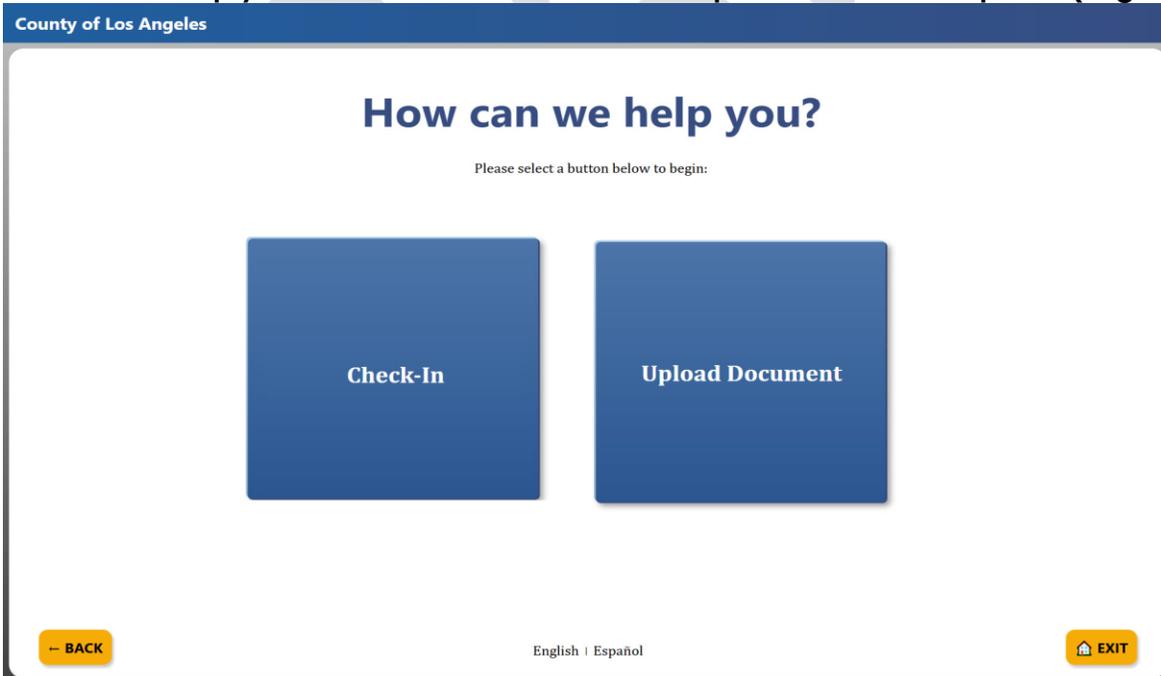
1.1.3 Please identify yourself Screen

When selecting **"My case info"** or a county-configured **"Check-In"** option that requires case validation, the user must verify their identity using one of the following methods:

1. Entering their Case Number
2. Swiping their EBT/BIC
3. Scanning their CalSAWS correspondence barcode
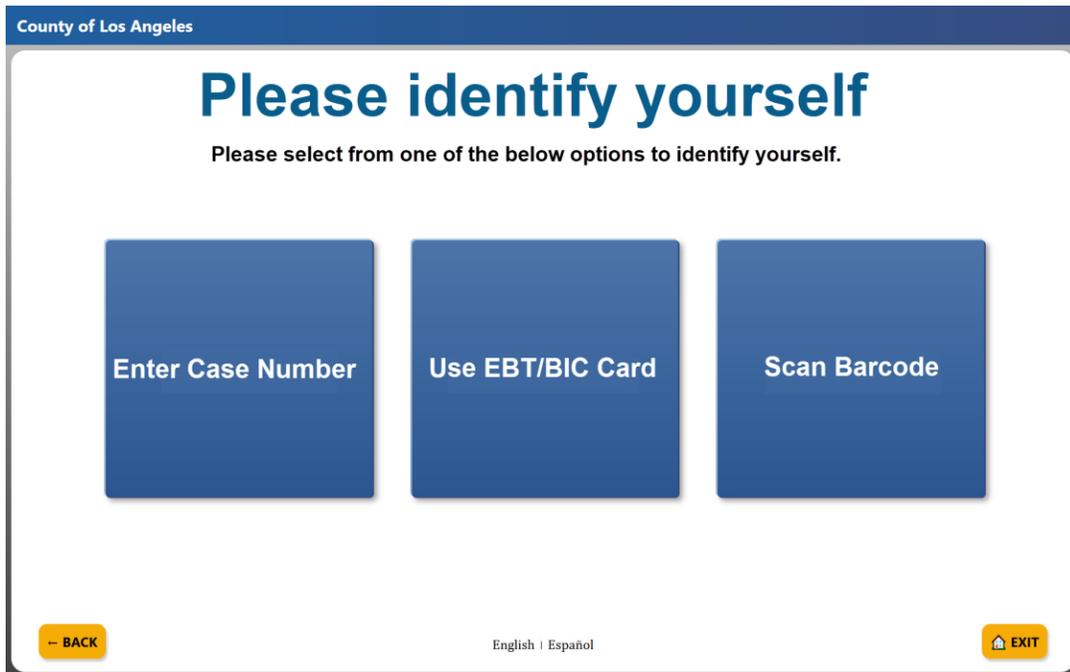
1.1.3.1 Please Enter Your Case Number

When selecting the **"Enter Case Number"** option, the user must verify their identify by providing their case number and date of birth.

The user enters their case number in the text box and selects **"SUBMIT"**.

County of Los Angeles

Please Enter Your Case Number

Enter your case number, then press SUBMIT

SUBMIT

← BACK   English | Español   ⌂ EXIT

Condado de Los Angeles

Por favor ingrese su número de casor

Ingrese su número de caso, luego presione ENVIAR

A123456

ENVIAR

← ATRÁS   English | Español   ⌂ SALIDA

The user then enters their date of birth in *MM/DD/YYYY* format and selects **"SUBMIT"**

County of Los Angeles

Please Enter Your Date of Birth

Enter your date of birth, then press SUBMIT

MM/DD/YYYY

SUBMIT

← BACK   English | Español   ⌂ EXIT

Condado de Los Angeles

Por favor ingrese su fecha de nacimiento

Ingrese su fecha de nacimiento, luego presione ENVIAR

01/01/1991

ENVIAR

← ATRÁS   English | Español   ⌂ SALIDA

If the date of birth entered does not match any person on the case, the user can either **"Try Again"** or **"Start Over"**.

The **"Try Again"** option redirects the user back to the **Enter your case number** screen allowing the user to enter their case number and date of birth again.

The **"Start Over"** option redirects the user to the **Please Identify Yourself** screen.
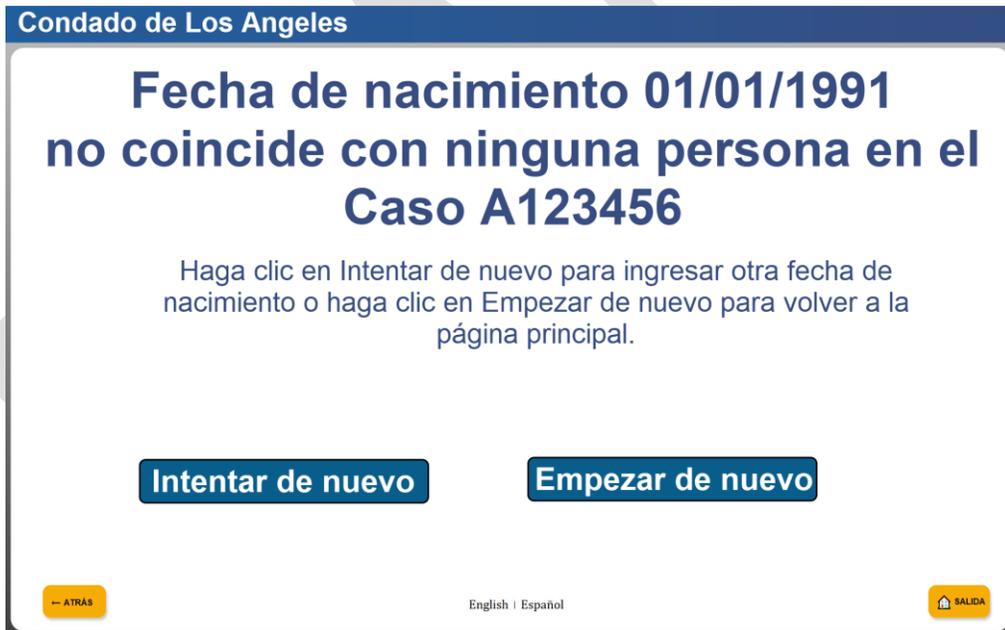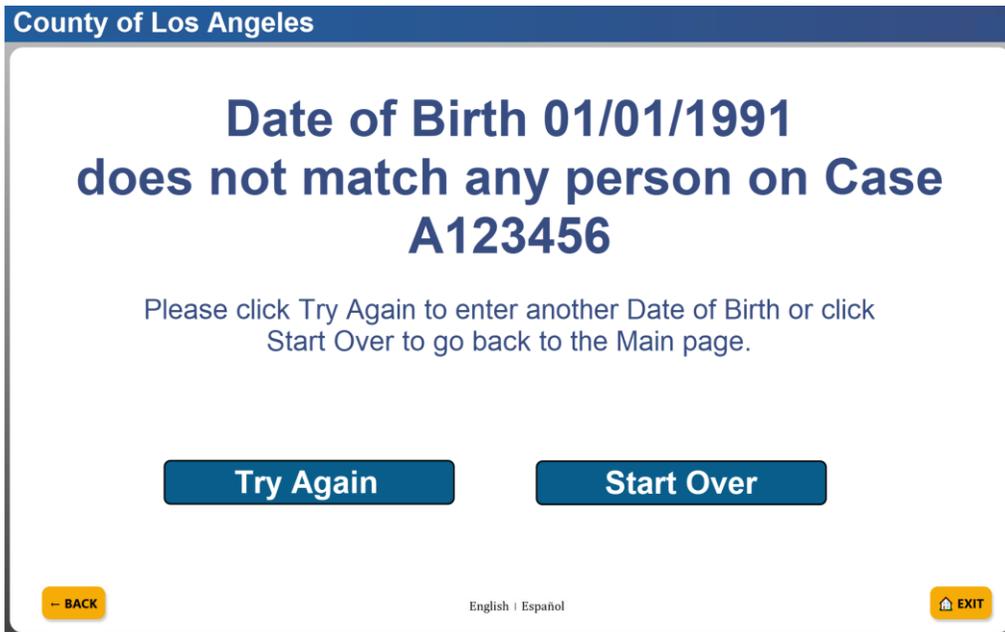
1.1.3.2 Use EBT/BIC Card

When selecting the **"Use EBT/BIC Card"** option, the user is prompted to swipe their EBT/BIC using the card reader device.

Please swipe your EBT or BIC card

← BACK   English | Español   🏠 EXIT

Condado de Los Angeles

Deslice su tarjeta EBT o BIC

← ATRÁS   English | Español   🏠 SALIDA

If the application cannot capture the EBT or BIC information, the user is asked to swipe the card again or press the back Button.

County of Los Angeles

Please swipe your card again, or press the back button

← BACK   English | Español   ⌂ EXIT

Condado de Los Angeles

Deslice su tarjeta nuevamente o presione el botón Atrás

← ATRÁS   English | Español   ⌂ SALIDA
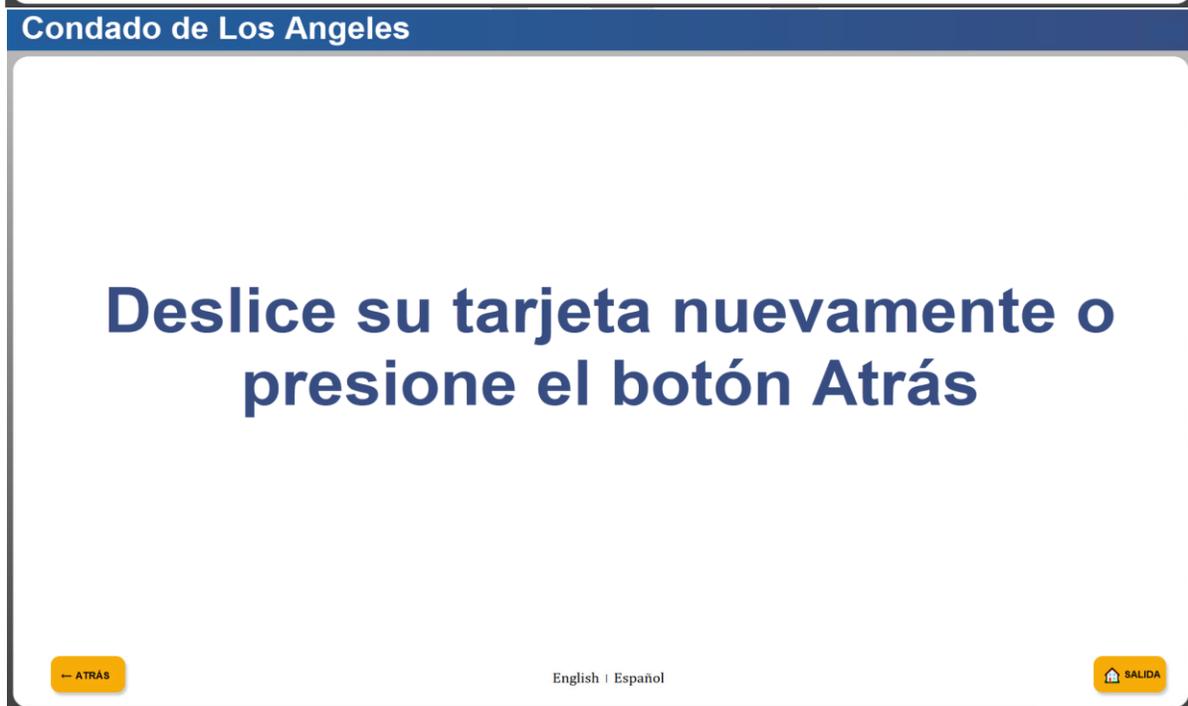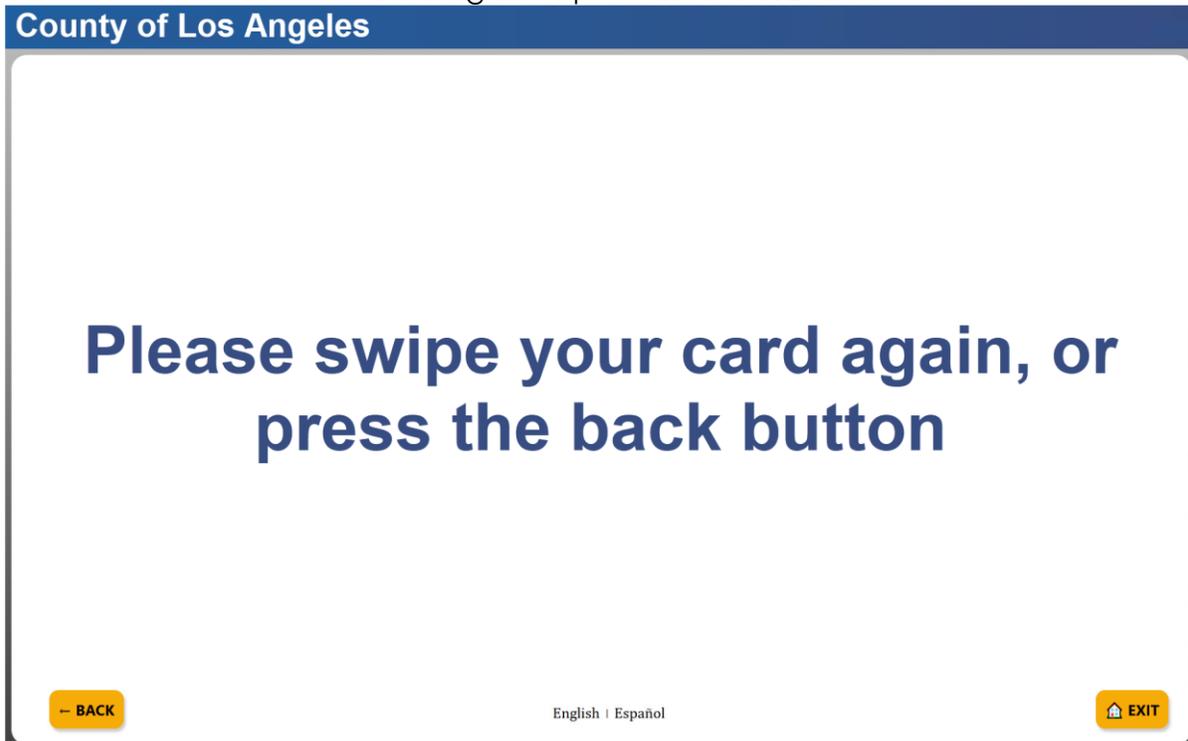
1.1.3.3 Scan Barcode

When the **"Scan Barcode"** option is selected using a Kiosk, the user is prompted to scan the QR code on the barcoded document.

Please scan your barcoded document

Escanee su documento con código de barras

If the barcode scanner is unable to detect the QR Code on the CalSAWS document, the user is prompted to scan the document again or press the back button.

Please scan your barcoded document again, or press the back button

← BACK   English | Español   ⌂ EXIT

Escanee su documento con código de barras nuevamente o presione el botón Atrás

← ATRÁS   English | Español   ⌂ SALIDA

When the **"Scan Barcode"** option is selected using a Tablet with a built-in camera, the user is prompted to position the barcoded section of the document in the camera view for scanning.

Please scan your barcoded document

[   ]

← BACK   English | Español   ⌂ EXIT

Escanee su documento con código de barras

[   ]

← ATRÁS   English | Español   ⌂ SALIDA

If there is no case number found using the EBT, BIC, or barcode scanning option the user is prompted to **"Try Again"** or return to the **Please identify yourself** screen.

There are no Case Number found. Please try again.

Try Again

← BACK

English | Español

⌂ EXIT

No se encontró ningún número de caso. Por favor inténtalo de nuevo.

Intentar de nuevo

← ATRÁS

English | Español

⌂ SALIDA

1.1.4 My Case Info Screens

The **My Case Info** screen has three options:

1. The **"My Case Status"** option displays program information for a specific case. The currently supported programs are: CalFresh, CalWORKs, Medi-Cal, Nutrition Benefits and Welfare to Work.

2. The **"My EBT Balance"** option provides EBT balance information and displays the last 50 EBT transactions for the respective case.

3. The **"My Benefits Info"** option displays the past 3 months of benefit information (Benefit Month, Benefit Amount, and Issuance Date) for the CalFresh, CalWORKs and Nutrition Benefits programs.

Note: Users are required to authenticate themselves using the **Please identify yourself** (refer to section 1.1.3) screens to access the three options. Once authenticated, the case status, EBT balance, or benefit information can be displayed.

My Case Info

Please select a button below to continue:

My Case Status	My EBT Balance	My Benefits Info

← BACK

English | Español

⌂ EXIT

Información de mi caso

Por favor seleccione un botón para continuar:

Estado de mi caso	Mi saldo EBT	Información de mis beneficios

← ATRÁS

English | Español

⌂ SALIDA

1.1.4.1 My Case Status

The **My Case Status** screen displays the Program, program status, and effective month.

County of San Bernardino

My Case Status

1234567

Program	Program Status	Effective Month
CalFresh	Active	04/2023
CalWORKs	Denied	12/2014
Medi-Cal	Discontinued	03/2024

← BACK   English · Español   ⌂ EXIT

Condado de San Bernardino

Estado de mi caso

1234567

Programa	Estado del programa	Mes efectivo
CalFresh	Active	04/2023
CalWORKs	Denied	12/2014
Medi-Cal	Discontinued	03/2024

← ATRÁS   English · Español   ⌂ SALIDA

When no information is found for the case, a No information found message is displayed on the screen.

County of San Bernardino

My Case Status

A234567

Program	Program Status	Effective Month
No information was found for this Case Number		

← BACK   English · Español   ⌂ EXIT

Condado de San Bernardino

Estado de mi caso

A234567

Programa	Estado del programa	Mes efectivo
No se encontró información para este número de caso		

← ATRÁS   English · Español   ⌂ SALIDA
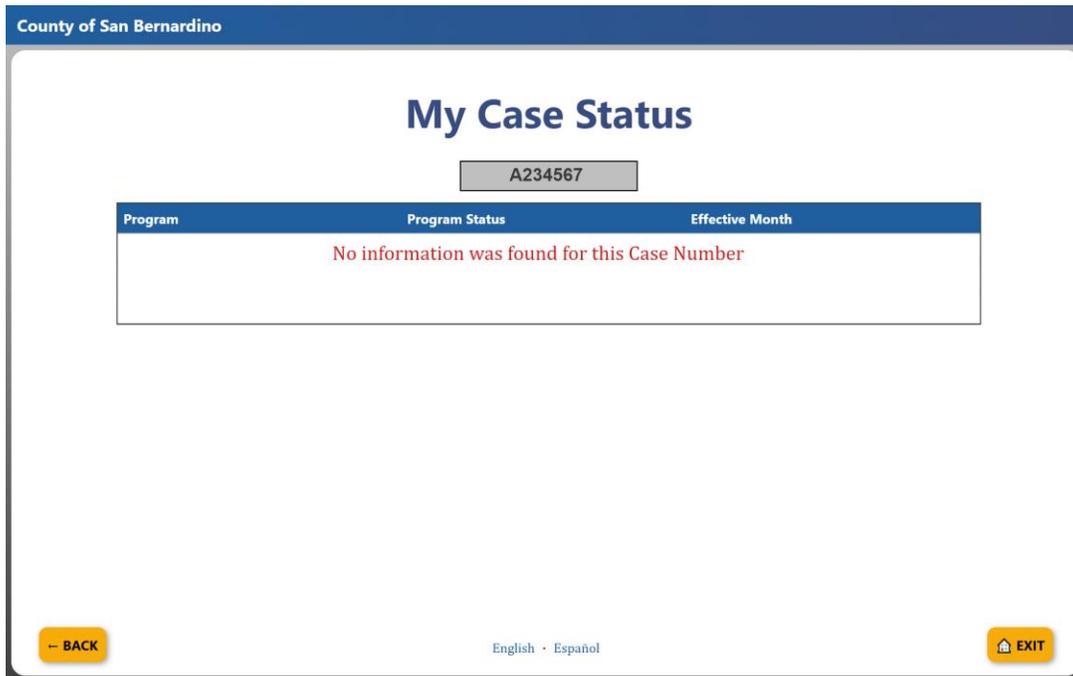
1.1.4.2 My Benefits Info

The **My Benefits Info** screen displays the past 3 months of benefit information (Benefit Month, Benefit Amount, and Issuance Date) for the CalFresh, CalWORKs and Nutrition Benefits programs.

County of Los Angeles

My Benefits Info
A123456

Program	Benefit Month	Benefit Amount	Issuance Date
CalFresh	01/2025	$55.00	01/01/2025
CalWORKS	01/2025	$884.00	01/01/2025
Nutrition Benefit	01/2025	$302.00	01/01/2025
CalFresh	12/2024	$55.00	12/01/2024
CalWORKS	12/2024	$884.00	12/01/2024
Nutrition Benefit	12/2024	$302.00	12/01/2024

1 [2] >

← BACK   English | Español   ⌂ EXIT

Condado de Los Angeles

Información de mis beneficios
A123456

Programa	Mes de beneficios	Monto del beneficio	Fecha de emisión
CalFresh	11/2024	$55.00	11/01/2024
CalWORKS	11/2024	$884.00	11/01/2024
Nutrition Benefit	11/2024	$302.00	11/01/2024

< [1] 2

← ATRÁS   English | Español   ⌂ SALIDA

When no benefit information is found, the screen below will be displayed.

County of Los Angeles

My Benefits Info

A123456

Program	Benefit Month	Benefit Amount	Issuance Date
No information was found for this Case Number			

← BACK   English | Español   ⌂ EXIT

Condado de Los Angeles

Información de mis beneficios

A123456

Programa	Mes de beneficios	Monto del beneficio	Fecha de emisión
No se encontró información para este número de caso.			

← ATRÁS   English | Español   ⌂ SALIDA

1.1.4.3 My EBT Balance

The **My EBT Balance** screen displays EBT balance information and the last 50 EBT transactions for the respective account. The transactions are displayed in descending order.

County of Los Angeles

My EBT Balance

The last 50 transactions are displayed below:

A123456

Account Type	Balance
CalFresh	$272.00
CalWORKS	$335.50

CalFresh EBT Detail

Date	Merchant	Amount
01/25/2025	Vons Grocery	$20.05
01/17/2025	Walmart Grocery	$37.59
01/07/2025	Walmart Grocery	$14.25
12/31/2024	Aldi Supermarket	$28.24
12/23/2024	Target Supercenter	$46.58
12/01/2024	Grocery Outlet	$26.25
12/01/2024	Target Supercenter	$12.58

CalWORKS EBT Detail

Date	Merchant	Amount
01/22/2025	Amazon Fresh	$50.05
01/21/2025	Sprouts Supermarket	$27.95
01/01/2025	Kroger	$24.25
12/29/2024	Walmart Grocery	$50.58
12/20/2024	Walmart Grocery	$123.58
12/11/2024	Vons Grocery	$20.58
12/11/2024	Kroger	$35.25

1 2 3 >

English | Español

← BACK   ⌂ EXIT

Condado de Los Angeles

Mi saldo EBT

Las últimas 50 transacciones se muestran a continuación

A123456

Tipo de cuenta	Saldo
CalFresh	$272.00
CalWORKS	$335.50

CalFresh EBT Detail

Fecha	Comerciante	Cantidad
01/25/2025	Vons Grocery	$20.05
01/17/2025	Walmart Grocery	$37.59
01/07/2025	Walmart Grocery	$14.25
12/31/2024	Aldi Supermarket	$28.24
12/23/2024	Target Supercenter	$46.58
12/01/2024	Grocery Outlet	$26.25
12/01/2024	Target Supercenter	$12.58

CalWORKS EBT Detail

Fecha	Comerciante	Cantidad
01/22/2025	Amazon Fresh	$50.05
01/21/2025	Sprouts Supermarket	$27.95
01/01/2025	Kroger	$24.25
12/29/2024	Walmart Grocery	$50.58
12/20/2024	Walmart Grocery	$123.58
12/11/2024	Vons Grocery	$20.58
12/11/2024	Kroger	$35.25

1 2 3 >

English | Español

←ATRÁS   ⌂ SALIDA

When no EBT balance information is found, the screen below is displayed.

County of Los Angeles

My EBT Balance

The last 50 transactions are displayed below:

A123456

Account Type	Balance
Account balance not found	

CalFresh EBT Detail

CalWORKS EBT Detail

Date	Merchant	Amount
No information found		

Date	Merchant	Amount
No information found		

← BACK   English | Español   ⌂ EXIT

Condado de Los Angeles

Mi saldo EBT

Las últimas 50 transacciones se muestran a continuación

A123456

Tipo de cuenta	Saldo
Saldo de cuenta no encontrado	

CalFresh EBT Detail

CalWORKS EBT Detail

Fecha	Comerciante	Cantidad
No se encontró información		

Fecha	Comerciante	Cantidad
No se encontró información		

←ATRÁS   English | Español   ⌂ SALIDA

1.1.5 Self-Service Kiosk Check-In Screens

The **Self-Service Kiosk: Check-In screen** displays after the user selects the **"Check-In"** option on the **How can I help you** screen (section 1.1.2).

The available options on this screen are dependent on the county's configuration of the kiosk.

When the user selects an action button, they are directed to the **Please identify yourself** screen (section 1.1.3) for authentication.

Condado de Los Angeles
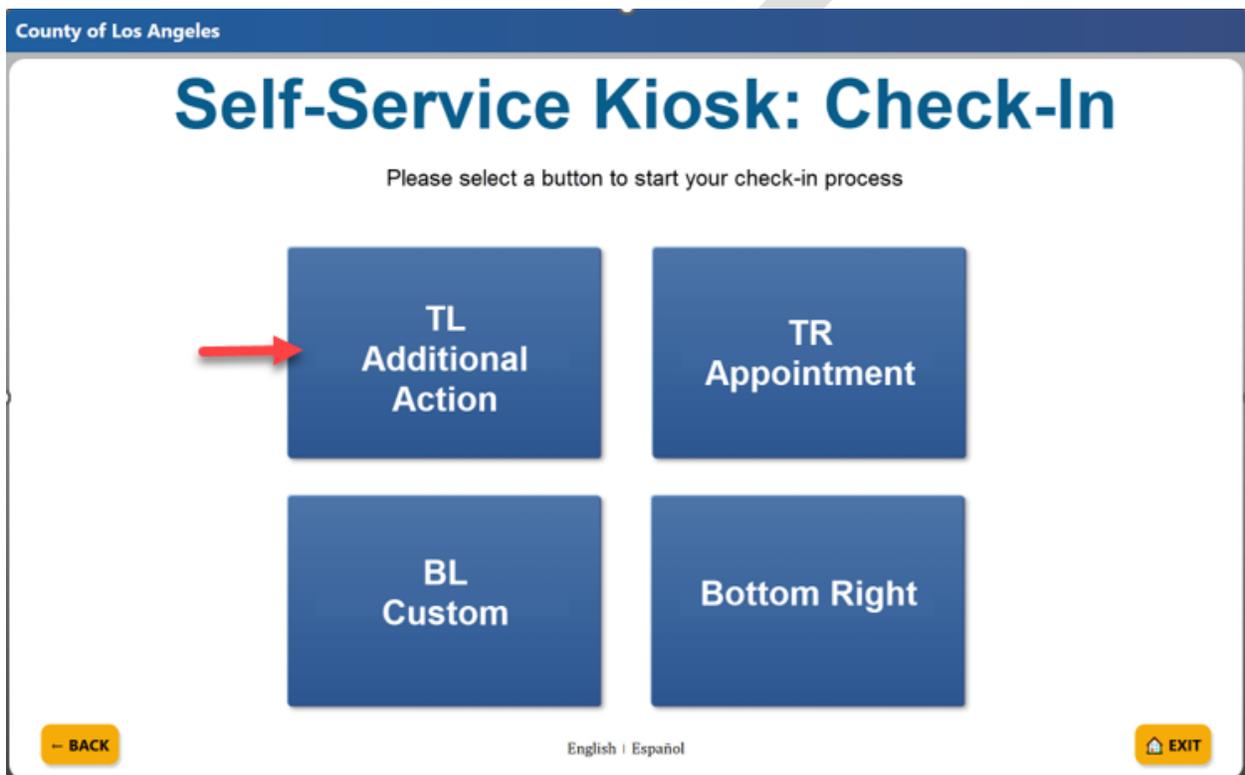
Quiosco de autoservicio: Check-In

Seleccione un botón para iniciar su proceso de check-in

TL Spanish title	TR SP Appointment
BL SP Custom	Sp Bottom Right

← ATRÁS   English | Español   ⌂ SALIDA

After selecting the check-in option, users are provided with a printed receipt with their assigned number. Any additional county-configured instructions are also displayed on the screen.

County of Los Angeles

Thank You!
Your Number is A1
Please remember to take your receipt!

This is where the On-Screen Instructions will display

OK

English | Español

Condado de Los Angeles

¡Gracias!
Tu número es A1
¡Recuerda llevar tu recibo!

Muestre las instrucciones en pantalla aquí

OK

English | Español

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Check-In Receipt

Case Number: A123456

Assigned Number: A30

This is where the custom Receipt
Information will display (either in
English or Spanish).

Access your case info online at
www.benefitscal.com

Check-In receipt with case number and assigned number (Spanish)

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Recibo de check-in

Número de caso: A123456

Número asignado: A30

This is where the custom Receipt
Information will display (either in
English or Spanish).

Acceda a la información de su caso
en línea en
www.benefitscal.com

1.1.5.1 Appointment Check in Flow

When the user chooses to check-in for an appointment, they are directed to the **Please identify yourself** screen (section 1.1.3). After successful authentication, a list of today's appointments for the respective case person is displayed.
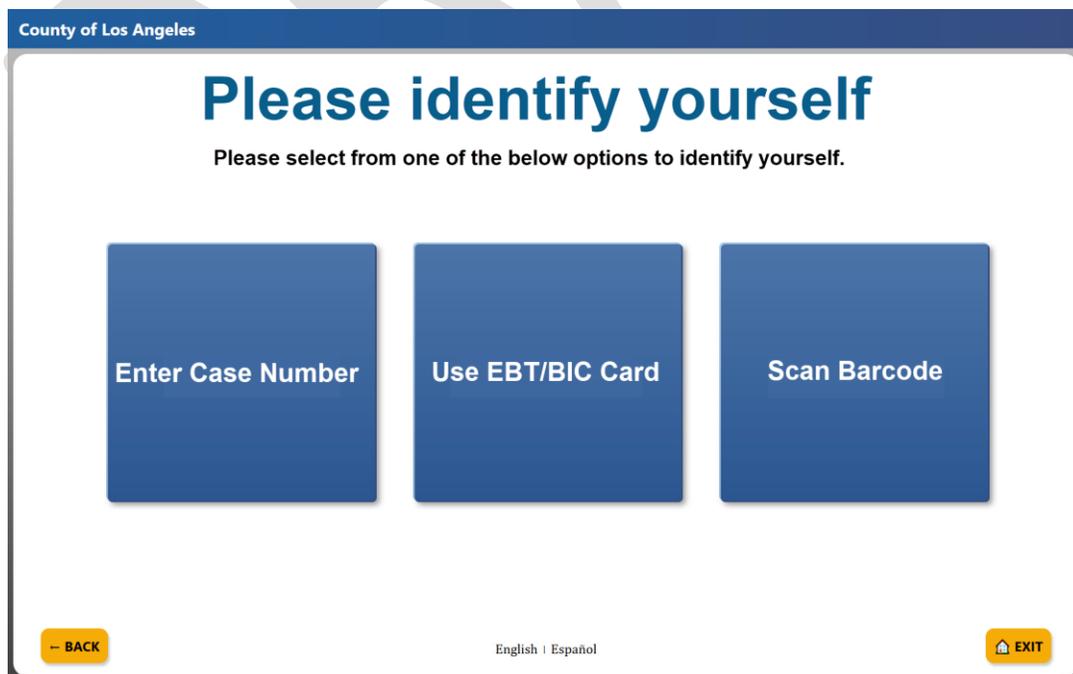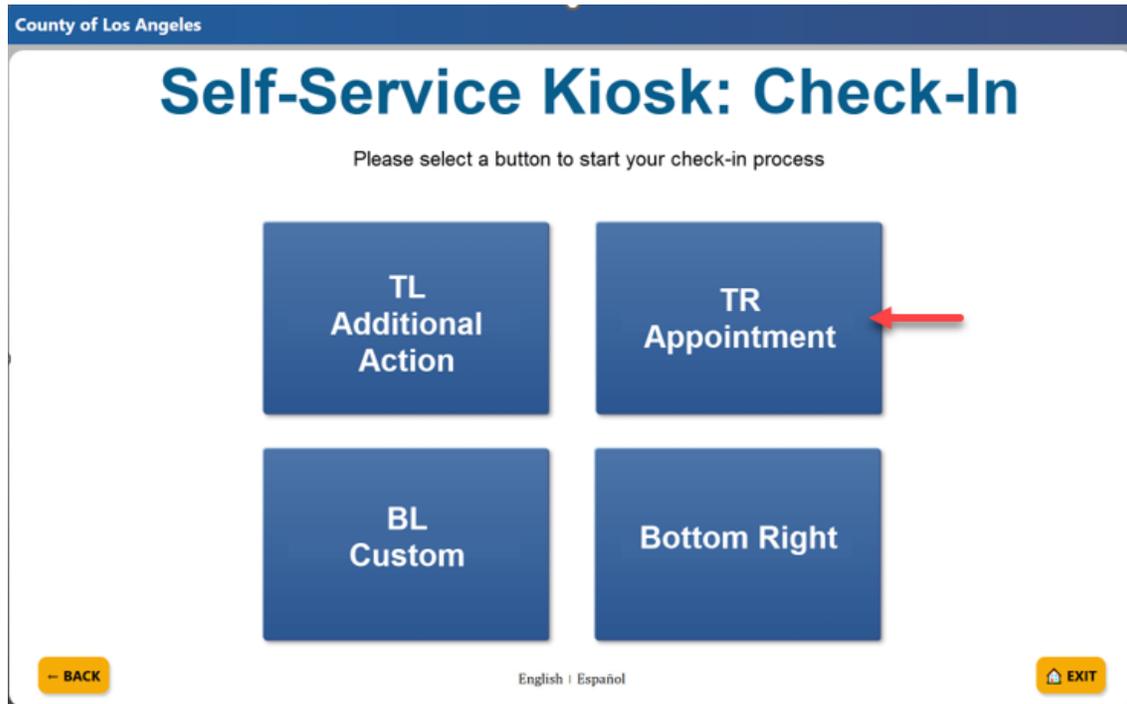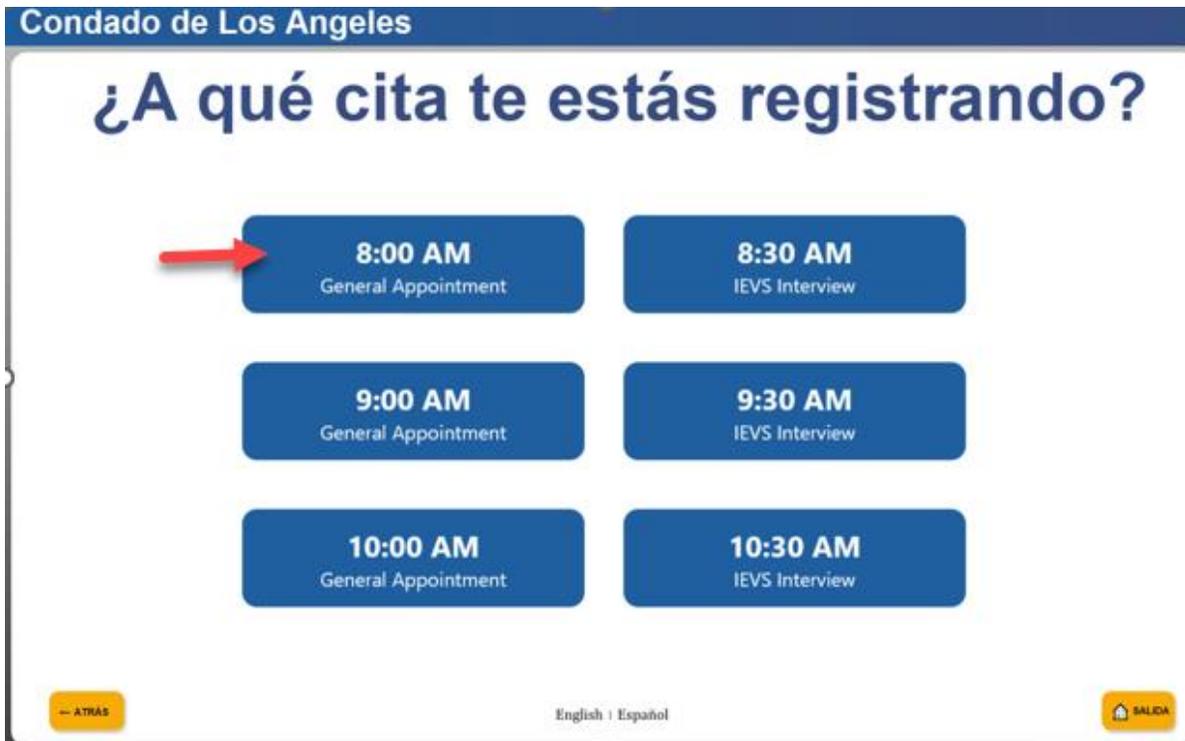
After the appointment is selected, an appointment confirmation appears to confirm the selection.
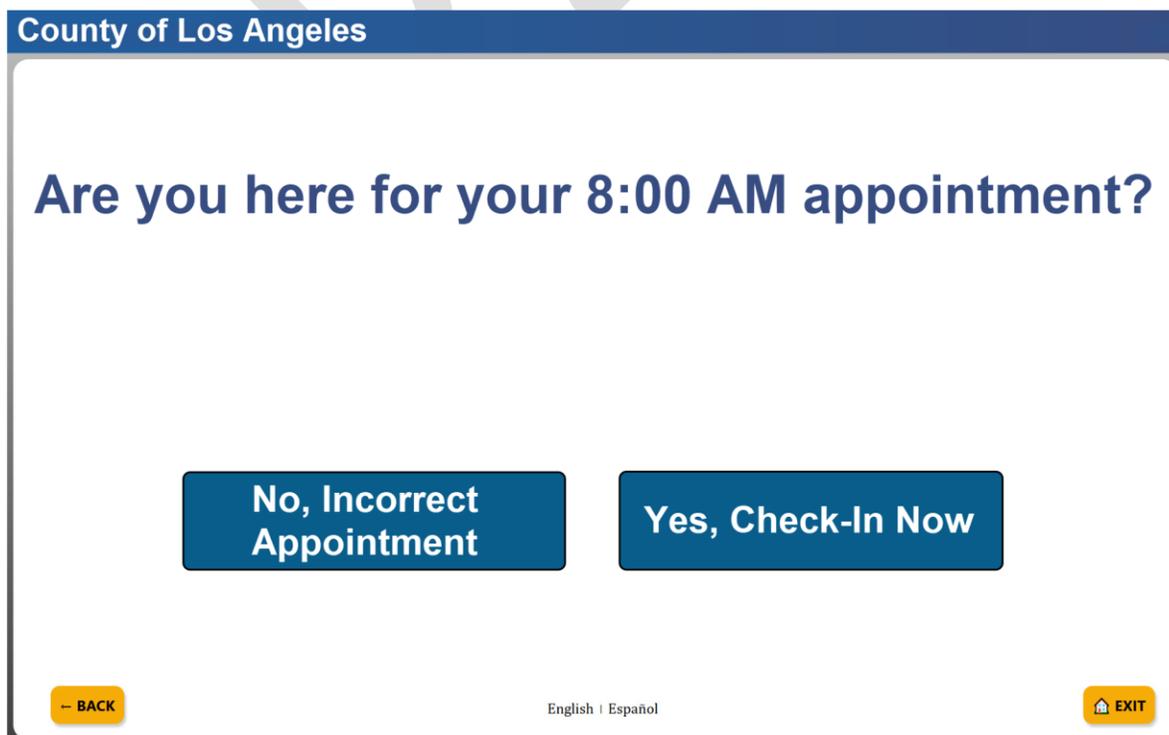
¿Estás aquí para tu cita de las 8:00 a.m.?

No, cita incorrecta   Sí, regístrese ahora

← ATRÁS   English | Español   ⌂ SALIDA

Once the appointment time is confirmed, users are provided a printed receipt with their assigned number. Any additional county-configured instructions are also displayed on the screen.

County of Los Angeles

Thank You!
Your Number is A1
Please remember to take your receipt!

This is where the On-Screen Instructions will display

OK

English | Español

¡Gracias!
Tu número es A1
¡Recuerda llevar tu recibo!

Muestre las instrucciones en pantalla aquí

OK

English | Español

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Check-In Receipt

Case Number: A123456

Assigned Number: B5

Appointment Time: 8:00 AM

This is where the custom Receipt
Information will display (either in
English or Spanish).

Access your case info online at
www.benefitscal.com

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Recibo de check-in

Número de caso: A123456

Número asignado: B5

Hora de la cita: 8:00 AM

This is where the custom Receipt
Information will display (either in
English or Spanish).

Acceda a la información de su caso
en línea en
www.benefitscal.com

The screen below is displayed when the respective case person does not have any appointments for today on the case entered.

County of Los Angeles

There is no appointment for your case today.

Please select another option or ask for more assistance.

OK

← BACK

English | Español

⌂ EXIT

Condado de Los Angeles

Hoy no hay cita para su caso.

Seleccione otra opción o solicite más ayuda.

OK

← ATRÁS

English | Español

⌂ SALIDA

If the request cannot be completed, the screen below is displayed.

County of Los Angeles

Your request cannot be completed at this time. Please see a county worker for further assistance.

OK

English | Español

Condado de Los Angeles

Su solicitud no se puede completar en este momento. Consulte a un trabajador del condado para obtener más ayuda.

OK

English | Español
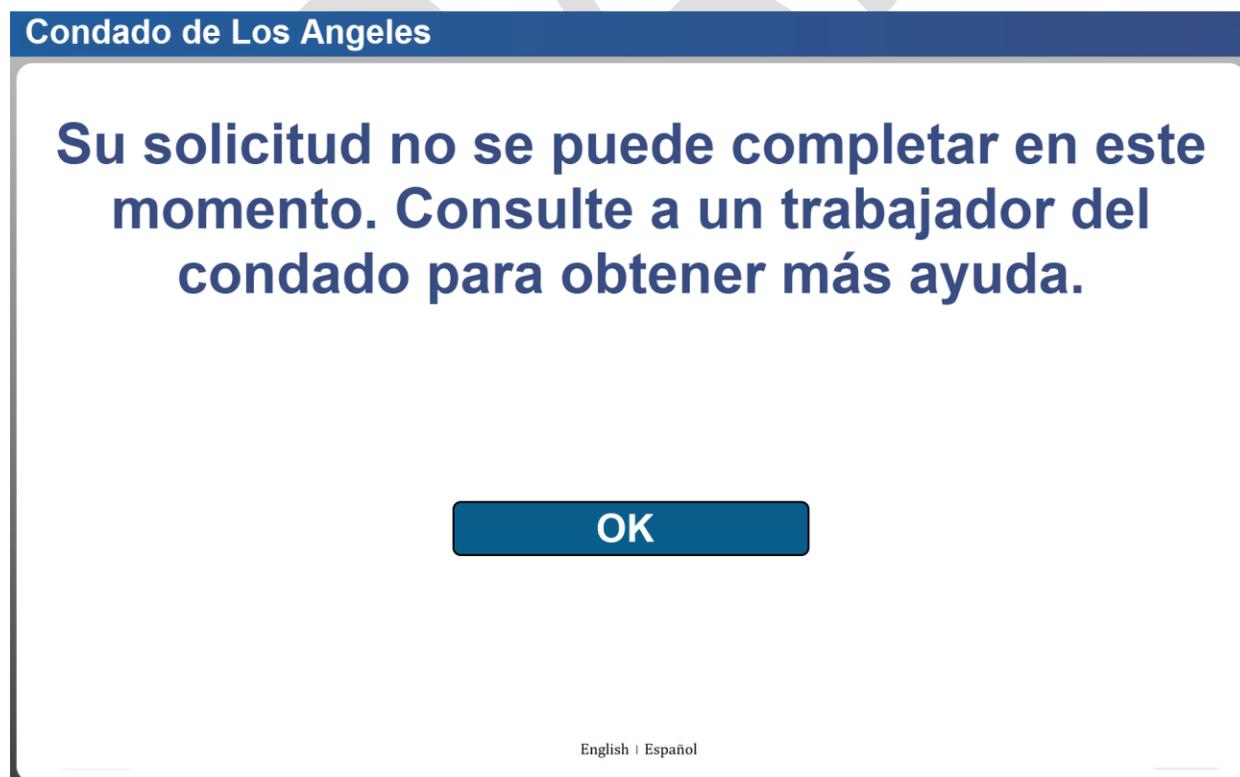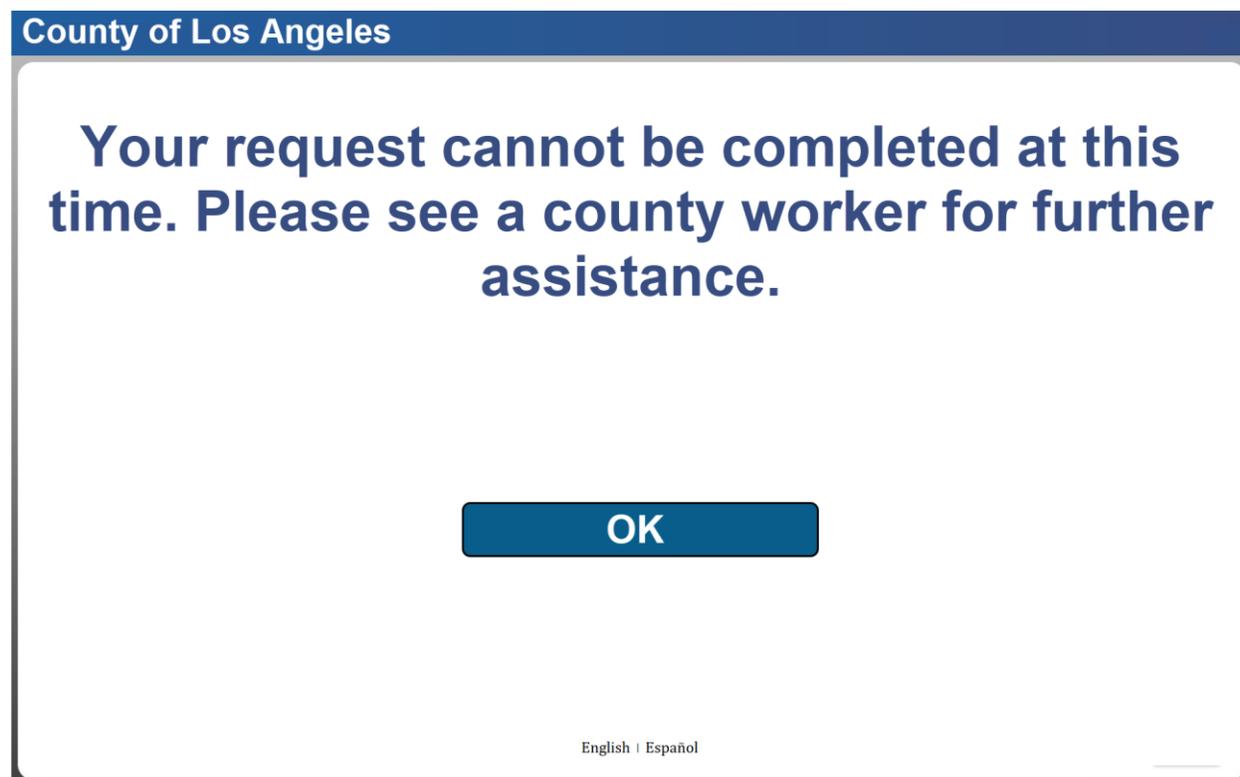
1.1.5.2 Non-Case Validation Check-in Flow

Counties can disable the authentication process for options that may not require a case number (e.g., a new applicant).

When the user selects an option with authentication disabled they are prompted to enter their first name, last name, and date of birth.

Condado de Los Angeles
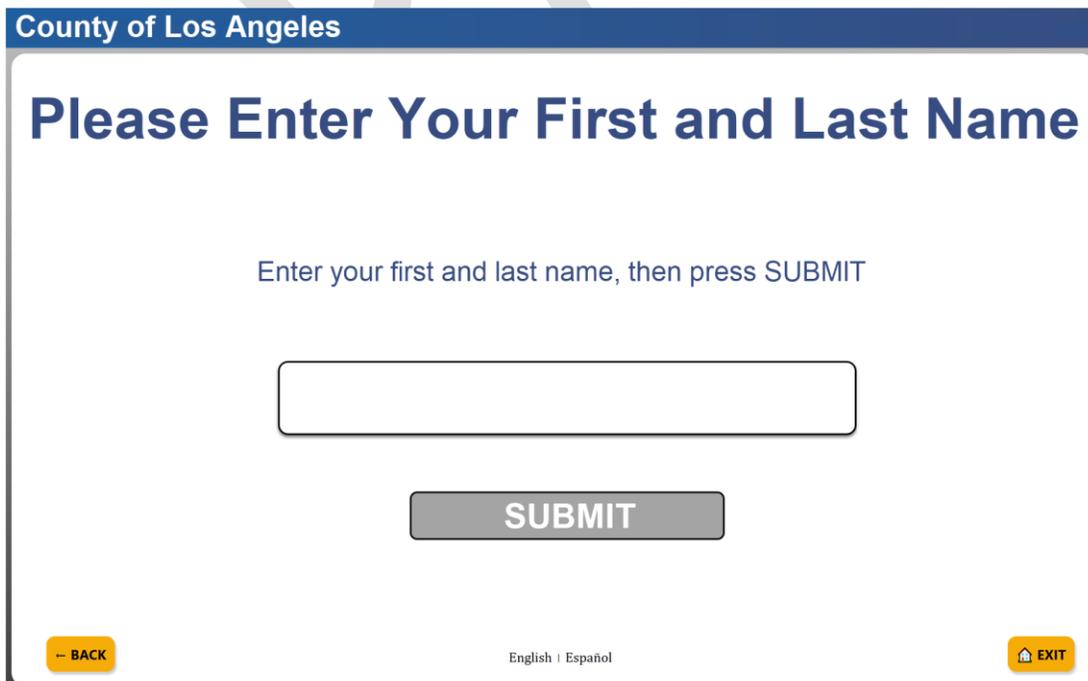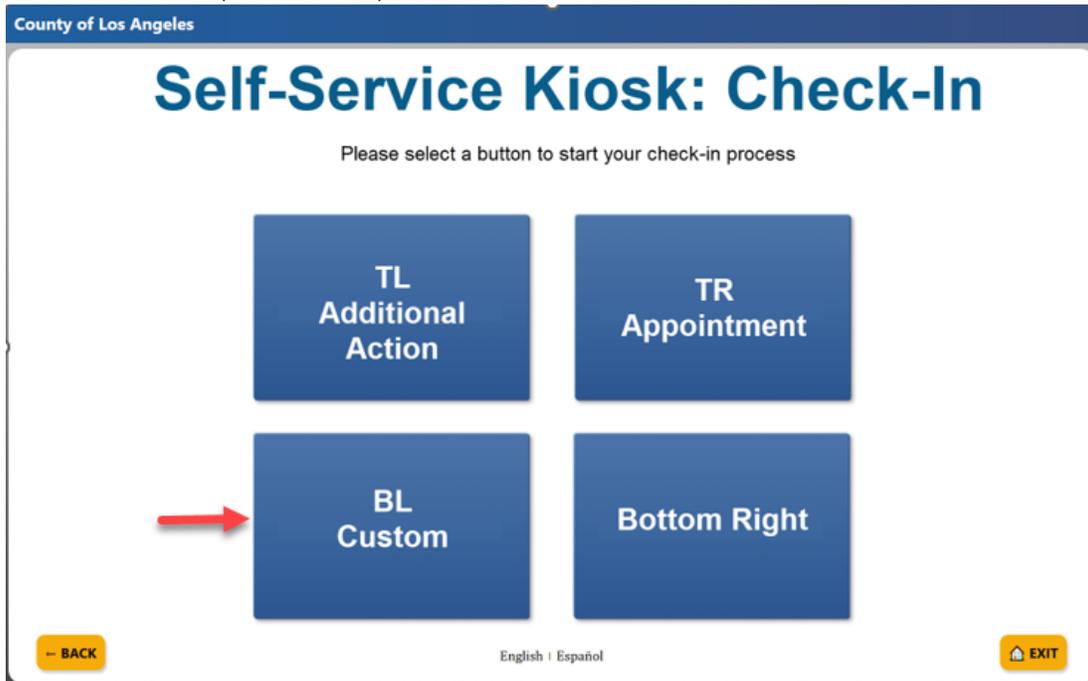
Por favor ingrese su número nombre y apellido

Ingrese su nombre y apellido, luego presione ENVIAR

Jane Doe

ENVIAR

← ATRÁS   English | Español   ⌂ SALIDA

County of Los Angeles

Please Enter Your Date of Birth

Enter your date of birth, then press SUBMIT

MM/DD/YYYY

SUBMIT

← BACK   English | Español   ⌂ EXIT

Condado de Los Angeles

Por favor ingrese su fecha de nacimiento

Ingrese su fecha de nacimiento, luego presione ENVIAR

01/01/1991

ENVIAR

← ATRÁS   English | Español   ⌂ SALIDA

After entering the requested information, users are provided with a printed receipt with their assigned number. Any additional county-configured instructions are also displayed on the screen.

County of Los Angeles

Thank You!
Your Number is A1
Please remember to take your receipt!

This is where the On-Screen Instructions will display

OK

English | Español

Condado de Los Angeles

¡Gracias!
Tu número es A1
¡Recuerda llevar tu recibo!

Muestre las instrucciones en pantalla aquí

OK

English | Español

Clo

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Check-In Receipt

Assigned Number: 50

This is where the custom Receipt
Information will display (either in
English or Spanish).

Acceda your case info online at
www.benefitscal.com

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Recibo de check-in

Número asignado: 50

This is where the custom Receipt
Information will display (either in
English or Spanish).

Acceda a la información de su caso
en línea en
www.benefitscal.com

1.1.6 Upload Document

When the user selects the **"Upload document"** option on the **How can we help you** screen (section 1.1.2), they are directed to the **Please identify yourself** screen (section 1.1.3) for authentication . Once the user is authenticated, instructions for scanning a document are displayed.
Note: The scanning instructions will vary depending on if the device leverages an attached scanner, or a built-in camera. Individual county setups may vary.

The example below demonstrates a document upload using a kiosk with a physical document scanner attached (e.g., fi-7000 or fi-8000 series).
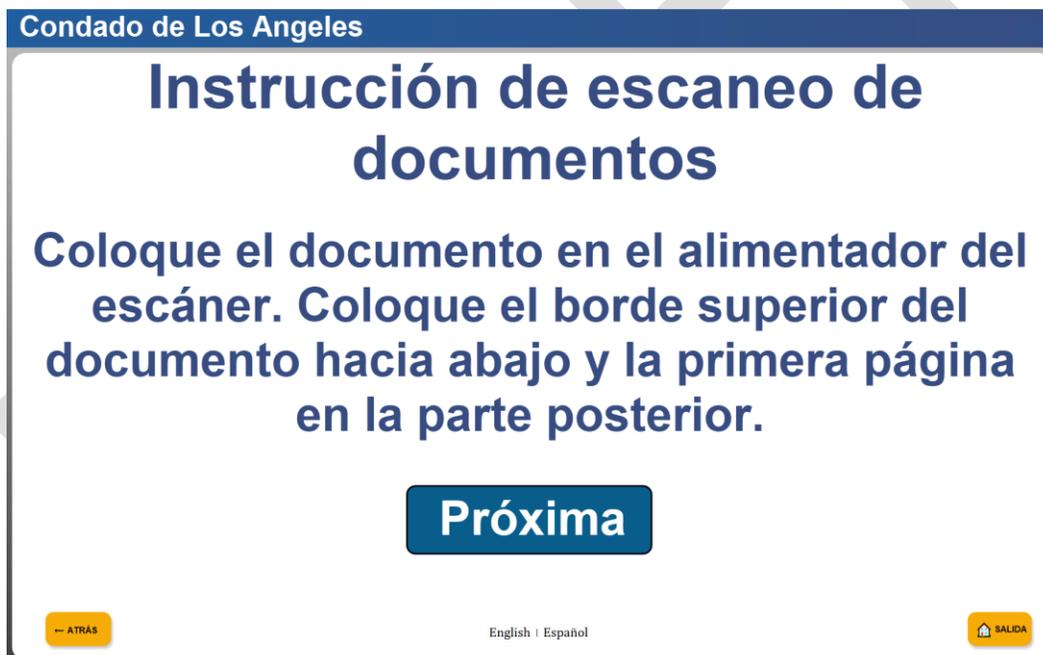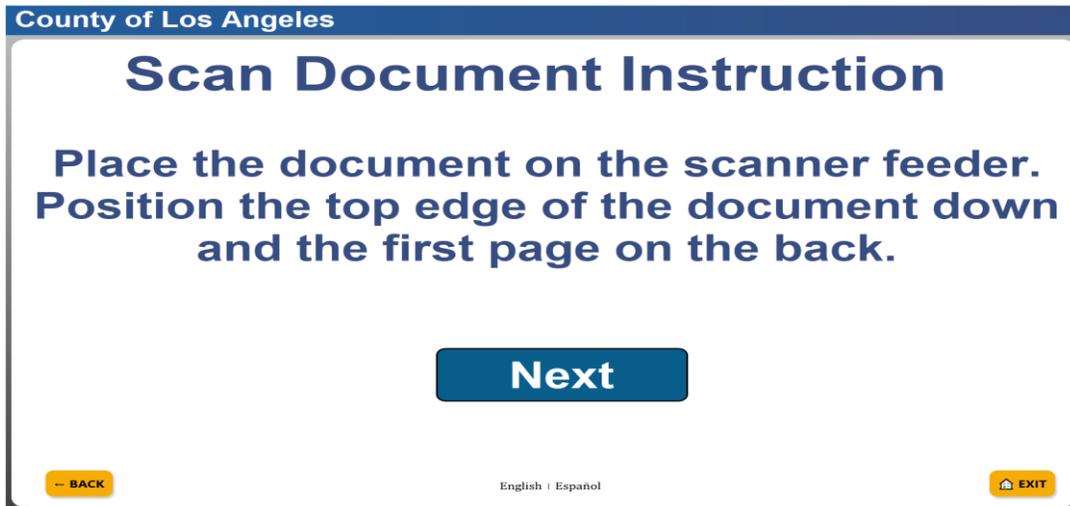
Once documents are placed in the scanner and the user selects **"Next"**, they are prompted to select the size of the document.

County of Los Angeles

What size paper is your document?

Please make sure that the document(s) are placed on the scanner feeder prior to clicking the button.

Letter

8.5x11

Legal

8.5x14

← BACK

English | Español

⌂ EXIT

Once the document size is selected, the scanning process is initiated.

Escaneando el documento. Por favor espere.

English | Español

Once the document is scanned, the user can review the images and if the images look good the user can select **"I'm Done"** or select **"Scan again"**.

County of Los Angeles

Please review the images. If the images look good, please select I'm Done. If not, select Scan Again.

Image 1

Image 2

1 2 >

I'm Done

Scan Again

English | Español

⌂ EXIT

County of Los Angeles

Please review the images. If the images look good, please select I'm Done. If not, select Scan Again.

| Image 3 | Image 4 |

`<` `1` `2`

I'm Done   **Scan Again**

English | Español   🏠 EXIT

Condado de Los Angeles

Por favor revise las imágenes. Si las imágenes se ven bien, seleccione He terminado. Si no, seleccione Escanee otra vez.

| Image 1 | Image 2 |

`1` `2` `>`

He terminado   **Escanee otra vez**

English | Español   🏠 EXIT
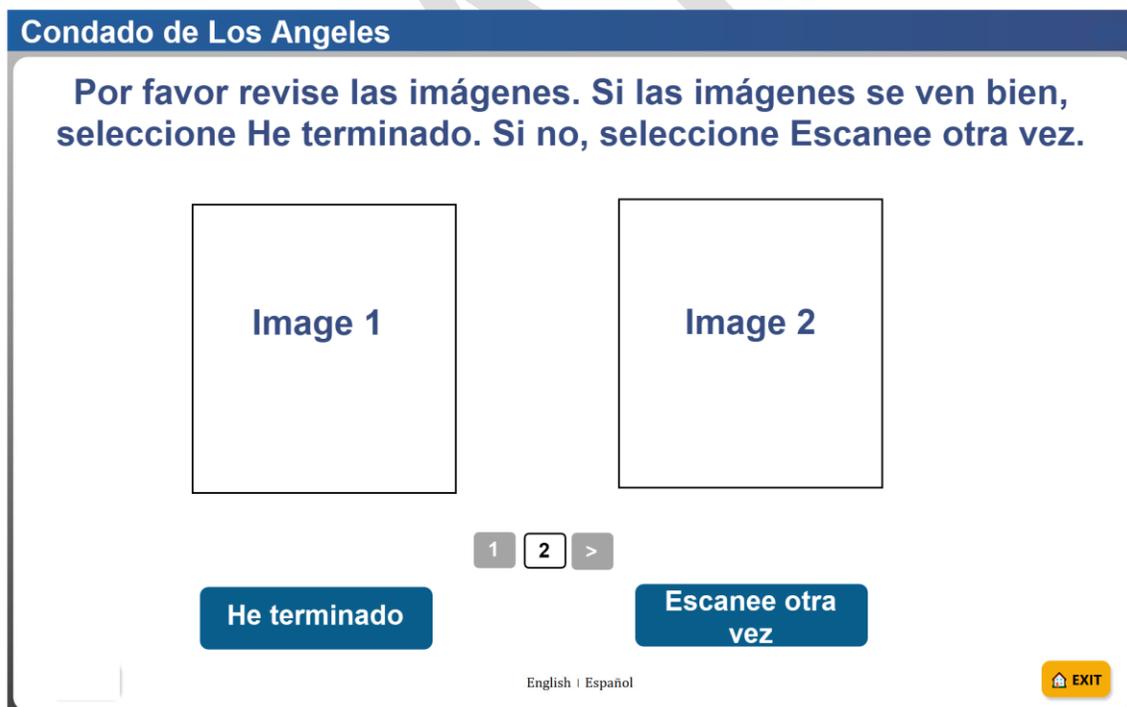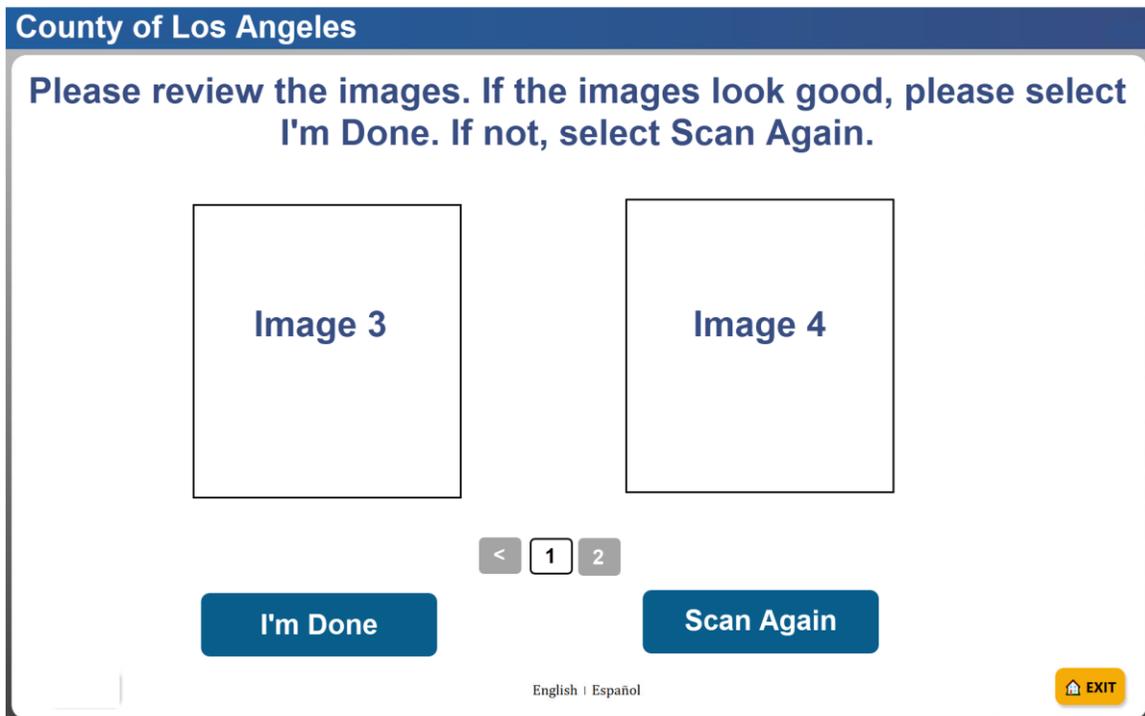
Once the user selects **"I'm Done"**, the document is prepared to be uploaded and saved.

If the document contains a system barcode, the application will utilize the barcode information to identify the type of document submitted.

County of Los Angeles

Preparing document. Please wait.

English | Español

Condado de Los Angeles

Preparando el documento. Por favor espere.

English | Español

If the scanned document does not contain a system barcode, the user is prompted to choose the type of document being uploaded.

County of Los Angeles

What type of document is this?
Choose which type of document. If it isn't one of these, please select Other.

Bank Statement	Citizenship Verification / Birth Certificate	Child Care	Disability / Unemployment
Earnings	Immunization	Other	Other county document without clock
Photo ID / Social Security Card	Rent / Lease / Mortgage	School Verification	Utilities / Household Expenses
Vehicle Registration	Welfare to Work / Travel Claims		

English | Español

⌂ EXIT

Condado de Los Angeles

¿Qué tipo de documento es este?
Elija qué tipo de documento. Si no es uno de estos, seleccione Otro.

Declaración de banco	Verificación de ciudadanía / Acta de nacimiento	Cuidado de niños	Incapacidad / Desempleo
Ingresos	Inmunización	Otro	Otro documento del Condado sin un reloj
Identificación con foto / Tarjeta de seguro social	Renta / Arriendo / Hipoteca	Verificación escolar	Servicios públicos y municipales / Gastos del hogar
Registro de vehículos	Transición de la Asistencia Pública al Trabajo / Reclamaciones de viajes		

English | Español

⌂ SALIDA

After a document type is selected, the confirmation screen displays the case number, document type, and number of pages scanned. The user can select **"Save"** to upload the documents and get a receipt, or **"Cancel"** to return to the scanning instruction screen(s).

County of Los Angeles

Case Number: A123456

Document Type: SAR 7

Number of pages: 4

Save   **Cancel**

English | Español

🏠 EXIT

Condado de Los Angeles

Número de caso: A123456

Tipo de documento: Ingresos

Número de páginas: 4

Ahorrar   **Cancelar**

English | Español

🏠 SALIDA

Thank You!

Please remember to take your receipt!

OK

English | Español

¡Gracias!

¡Recuerda llevar tu recibo!

OK

English | Español

After selecting **"Save",** a receipt is generated and printed for the user containing the county location, case number, and type of document submitted.

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Document Upload Receipt

Case Number: A123456

Document Type: SAR 7

Thank you for uploading your document(s)!
Have a good day!
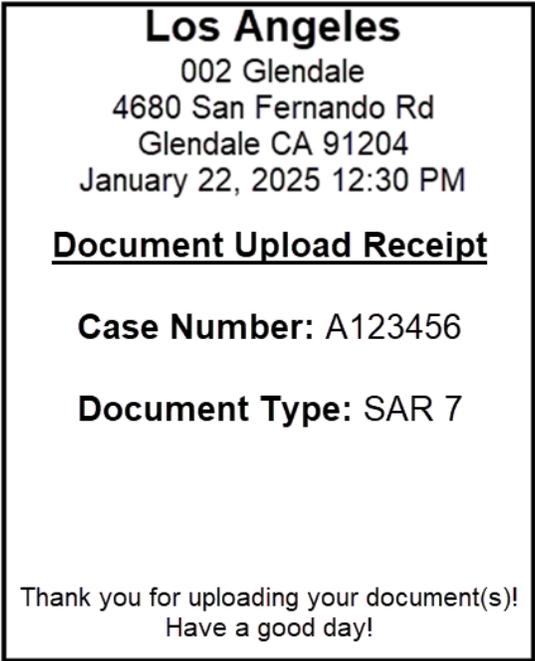
The example below demonstrates a document upload using a Tablet with a built-in camera.

After the user has been authenticated, they can choose the **"Document Type", "Person Name",** and **"Program"** from the drop-down menus and take photo(s) of the document by selecting the **"Take a photo"** button.
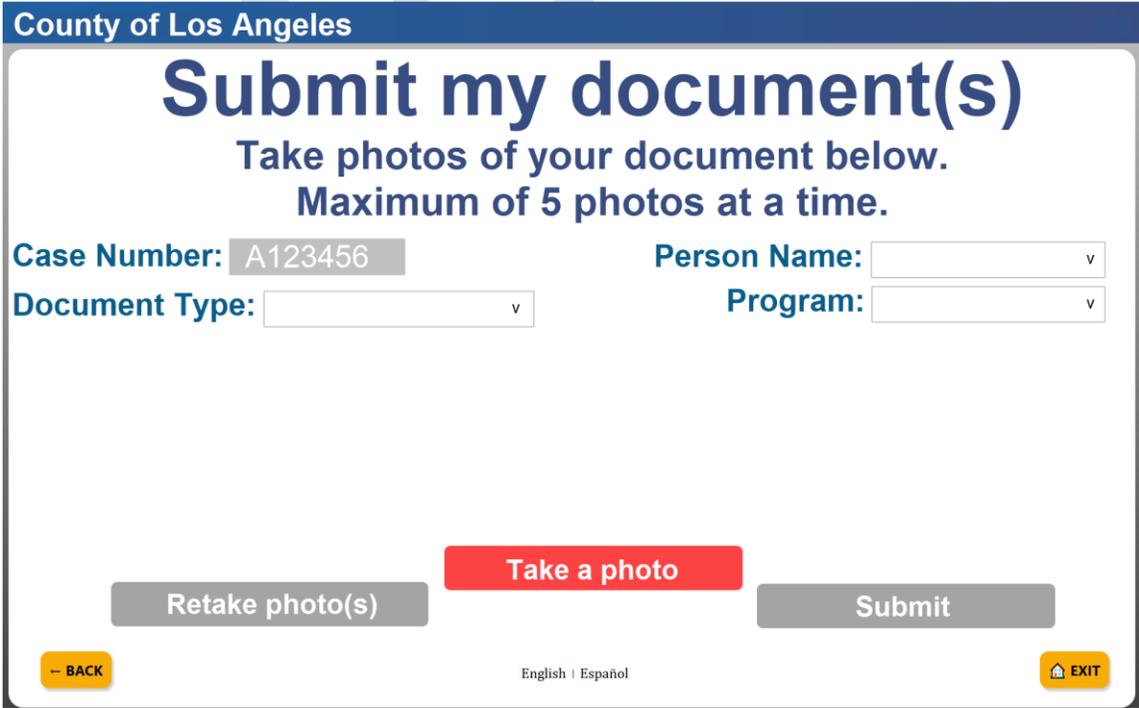
County of Los Angeles

Submit my document(s)
Take photos of your document below.
Maximum of 5 photos at a time.

Case Number: A123456   **Person Name:** [v]

Document Type: [v]   **Program:** [v]

[Retake photo(s)]   **Take a photo**   [Submit]

← BACK   English | Español   ⌂ EXIT

County of Los Angeles

Submit my document(s)
Take photos of your document below.
Maximum of 5 photos at a time

Case Number: A123456

Person Name: John Doe ∨

Document Type: School Verification ∨

Program: CalFresh ∨

1   2

Take another photo

Retake photo(s)

Submit

← BACK

English | Español
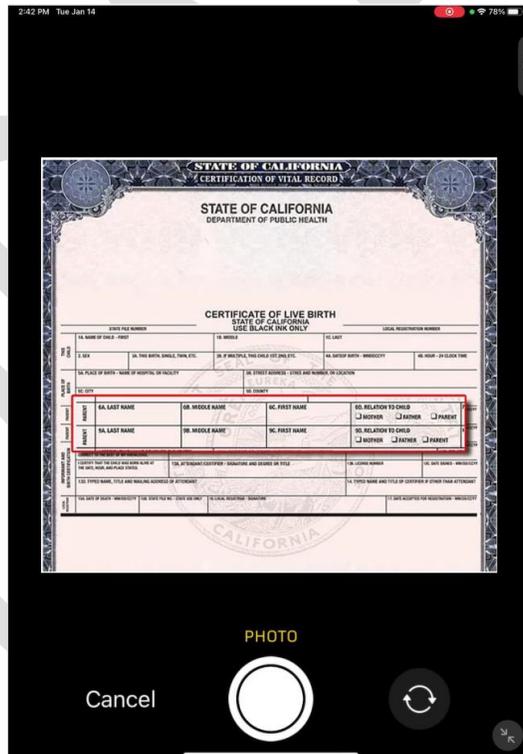
⌂ EXIT

Condado de Los Angeles

Enviar mi documento(s)
Tome fotos de su documento a continuación.
Máximo de 5 fotos a la vez.

Número de caso: A123456   **Nombre de la persona:** ⌄

Tipo de documento: ⌄   **Programa:** ⌄

Tomar una foto

Volver a tomar fotos(s)   Enviar

← ATRÁS   English | Español   ⌂ SALIDA

Condado de Los Angeles

Enviar mi documento(s)
Tome fotos de su documento a continuación.
Máximo de 5 fotos a la vez

Número de caso: A123456   **Nombre de la persona:** ⌄

Tipo de documento: ⌄   **Programa:** ⌄

| 1 | 2 | 3 | 4 | 5 |

Volver a tomar fotos(s)   Enviar

← ATRÁS   English | Español   ⌂ SALIDA

After the user selects **"Submit"**, the confirmation screen displays the case number, document type, and number of pages scanned. The user can select **"Save"** to upload the documents and get a receipt, or **"Cancel"** to return to the scanning instruction screen(s).

Condado de Los Angeles

Número de caso: A123456

Tipo de documento: Verificación escolar

Número de foto(s): 2

Ahorrar | **Cancelar**

English | Español

⌂ SALIDA

After selecting **"Save",** a receipt is generated and printed for the user containing the county location, case number, and type of document submitted.

Document upload receipt

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Document Upload Receipt

Case Number: A123456

Document Type: SAR 7

Thank you for uploading your document(s)!
Have a good day!

When there is no document scanner or built in camera found on the device, the message below is displayed.

ERROR

Hardware to support this functionality is not found. Please reach out to a County Worker for assistance.

Close

ERROR

No se encuentra hardware compatible con esta funcionalidad. Comuníquese con un trabajador del condado para obtener ayuda.

Cerrar

1.1.7 Pop-up Message Screens

The **"Loading… Please Wait."** pop-up message is displayed when users are transitioning between screens, or the application is processing a request.

Loading… Please Wait pop up message (English)
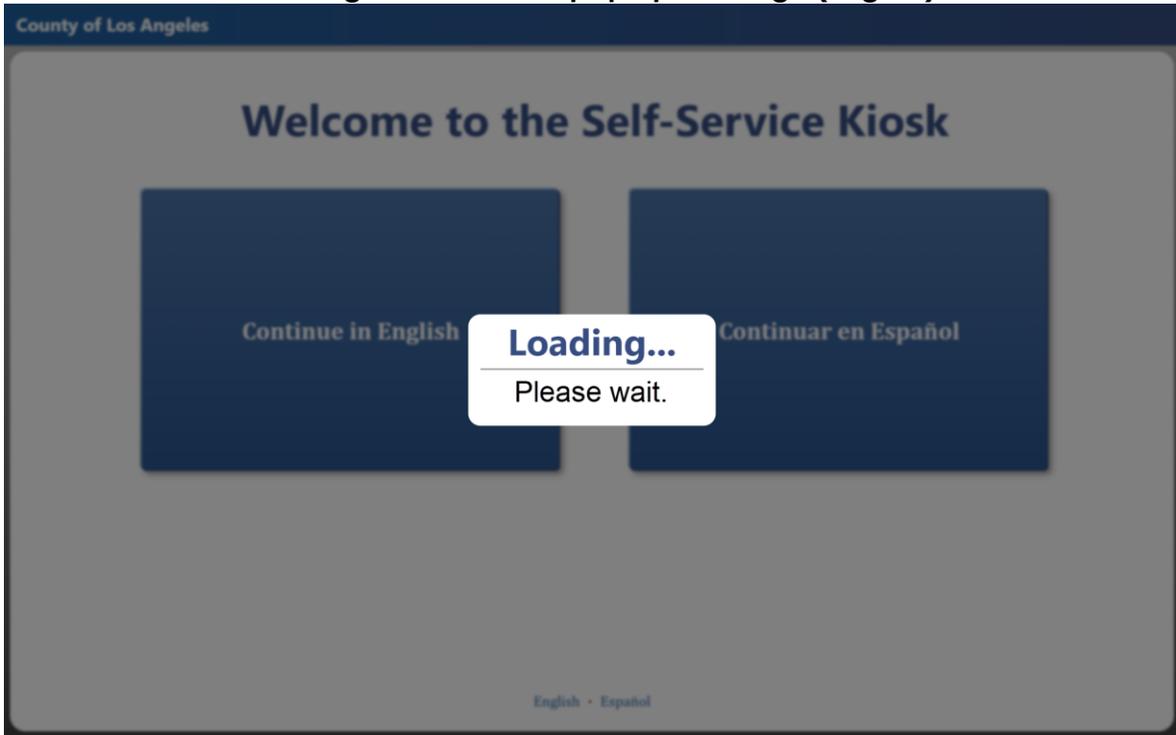
Loading… Please Wait pop up message (Spanish)
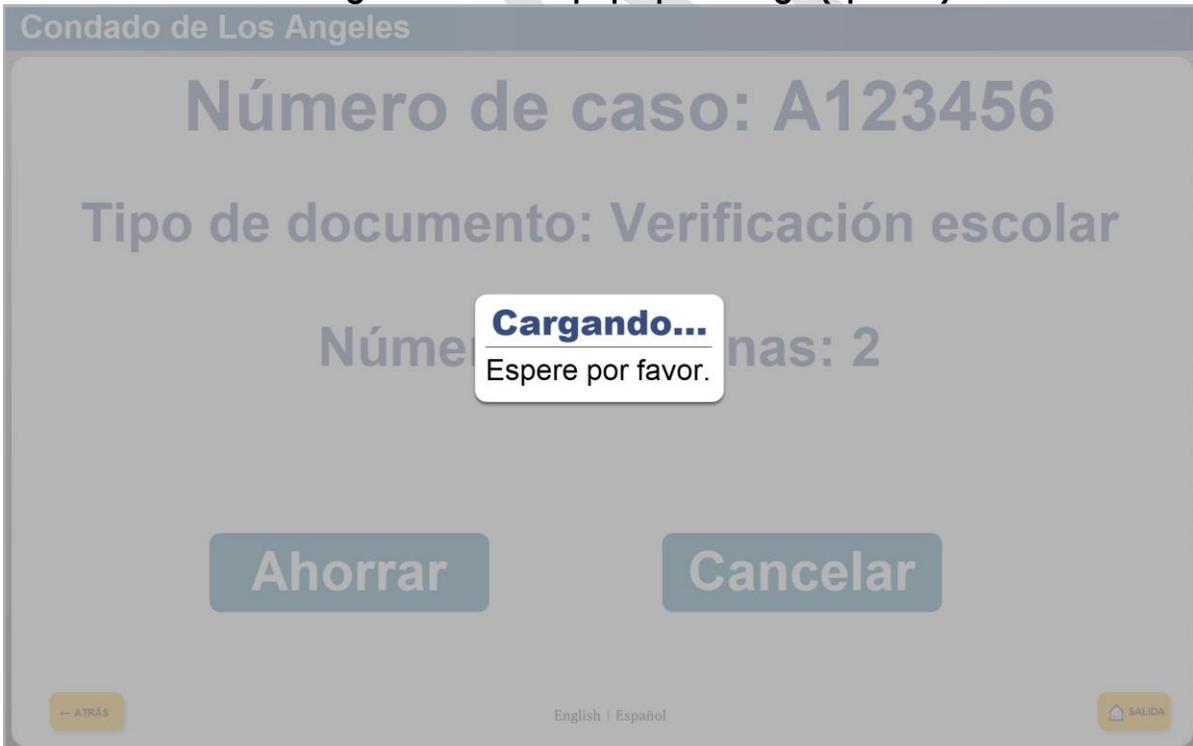
The exit confirmation pop-up message is displayed when the user selects the **"EXIT"** button located on the bottom right side of the screen, prior to completing a transaction. Selecting **"Yes"** directs the user back to the welcome screen, selecting **"No"** closes the message and continues the session.

Exit confirmation Self-Service Check-In (English)

Exit confirmation Self-Service Check-In flow (Spanish)

The session time out pop-up message will display throughout the application when the page remains idle for more than 2 minutes. Once the time out message appears, a 2-minute countdown begins.

Idle/session time out message Self-Service Check-In flow (English)

Idle/session time out message Self-Service Check-In flow (Spanish)