



Community-Based Organization (CBO) Request Access

BenefitsCal

This Quick Reference Guide (QRG) provides instructions to assist CBO Managers regarding how to submit an Access Request, to gain access to the BenefitsCal application.

CBOs can submit an access request to the County they work with most frequently. Once access is provided, the CBO may submit applications on behalf of customers in any County in California.

CBO Request Access

Step 1 – BenefitsCal Home Page

Click the **Log In** button.

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Welcome to BenefitsCal.

We're here to support you with food, cash aid, and health coverage benefits.

What do you want to do today?

- Apply for benefits**
Learn more about and apply for food, cash aid, and health coverage programs →
- Create a BenefitsCal user account**
Manage your benefits, upload documents, submit renewals, and more. →
- Learn more about staff accounts for Community Based Organizations (CBOs)**
Help people apply and manage their benefits. →
- Explore support and BenefitsCal resources** →



Step 2 – Community Based Organization (CBO) Manager Account

Click the **CREATE AN ACCOUNT** button on the Community Based Organizations (CBO) tile.

The screenshot shows the BenefitsCal website interface. At the top, there is a dark blue navigation bar with the BenefitsCal logo on the left, followed by links for Home, Apply For Benefits, Programs, and Help. A language dropdown menu is set to English. On the right side of the navigation bar, there is a red 'Log In' button and a search bar. Below the navigation bar, the page is divided into two main sections. The left section is titled 'Log In' and contains a form with two input fields: 'Email (required)' and 'Password (required)'. Below the password field is a link for 'Forgot Your Password?' and a large red 'Log In' button. The right section is titled 'Don't have an account?' and lists two account options. The first is 'BenefitsCal User Account', described as being for applying for and managing one's own benefits. The second is 'Community Based Organization (CBO) Manager Account', described as being for leaders in organizations that help others. A note specifies that CBO Assisters or Staff should reach out to their CBO Manager. A link to a video is provided: 'Watch this video to learn what CBOs can do on BenefitsCal.' A large teal 'CREATE AN ACCOUNT' button is positioned at the bottom of the CBO Manager Account section.



Step 3 – Select Community Based Organization (CBO) Manager Account

Select **CBO Manager Account** from the account creation menu.

BenefitsCal

Home Apply For Benefits Programs Help English

Log In Search

New? Create An Account

< Back to Log In

Which type of account would you like to create?

Select the type of account you want to create based on your needs.

BenefitsCal User Account
This is for people applying for their own benefits. With this account, you can:

- Apply and manage your benefits.
- Submit reports and renewals
- Check application status
- Upload documents

CBO Manager Account
This is for community organizations that help others apply. With this account, you can:

- Submit applications for clients
- Upload documents
- View reports
- Manage referral campaigns

If you're a **CBO Assister or Staff**, reach out to your CBO Manager to create an account.

Note: Creating a CBO Manager account will also add your organization, if it's new to BenefitsCal.

[Watch this video to learn what CBOs can do on BenefitsCal.](#)

Already have an account? [Log In](#)

Next

Step 4 – Request your Community Based Organization Manager Account


1. Enter the name of your Community Based Organization.
2. Enter the First and Last name of the user requesting access.
3. Enter the physical address of the Community Based Organization.
4. Enter the email address for the user. This will become the user's ID to access BenefitsCal.
5. Enter a mobile phone number (optional). Can be used for password reset or two-step verification.
6. From the drop list select the County the user works with most often. This is the County that will review the access request.

Please note: This County can be different from the address provided within the form.

7. Check the box to agree to the **Terms and Conditions**.



8. Click **Register**.



[Home](#)
[Apply For Benefits](#)
[Programs](#)
[Help](#)

English
▼

Log In
Search

[← Back to Account Selection](#)

Request your Community Based Organization Manager Account.

🔗 What is a Community Based Organization (CBO)?
▼

🔗 Who should request a CBO Manager account?
▼

1

Organization Name (required)

2

Primary Contact First Name (required)

3

Primary Contact Last Name (required)

3

Address Line 1 (required)

3

Address Line 2

3

City (required)

3

State

California
▼

3

Zip Code (required)

4

Email (required)

5

Mobile Phone (optional)

(###) ###-####

Your mobile phone can be used later for password reset or two-step verification.

Where should we send your organization's registration request?

If the county where your organization serves the most client has not started using BenefitsCal yet, please select another county where your organization serves clients.

[View the list of counties that are now using BenefitsCal](#)

6

County (required)

-Select One-
▼

7

I understand and agree to the [Terms and Conditions](#).

8

Register

CalSAWS | BenefitsCal Community Based Organizations (CBO) Request Access

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Step 5 – Community Based Organization (CBO) Account Requested

The access request has been submitted to the specified County for review and approval.

The screenshot shows the BenefitsCal website interface. At the top, there is a navigation bar with the BenefitsCal logo, links for Home, Apply For Benefits, Programs, and Help, a language dropdown set to English, a Log In button, and a Search button. Below the navigation bar, a large white box contains a confirmation message. At the top of this box is a checkmark icon. The main heading reads "Your request is on its way to the county!". Below this, the text asks "What happens next?". The first step is represented by a magnifying glass icon with a "1" in a circle, followed by the text "We'll review your request.". The second step is represented by a calendar icon with a "2" in a circle, followed by the text "You'll receive an email from BenefitsCal letting you know your account has been created. This may take a few days, but we're on it.". Below this, a smaller line of text says "Make sure to check your spam folder if you haven't received it in a couple of days.". At the bottom of the white box is a red button labeled "BACK TO HOME".



Step 6 – Community Based Organization (CBO) Email Confirmation

When the County approves the request and grants access, the CBO user will receive an email similar to the example below.

To complete the process, the user should click the **Complete your BenefitsCal Registration** link in the email to verify their email address and set a password for future logins.

Hello,

We created your CBO account on the BenefitsCal portal. Please follow the below instructions to complete your account registration process.

Your userID: **johndoe10@mailinator.com**

Please verify your email address and set your password by clicking on this link:

[Complete your BenefitsCal Registration](#)

Please do not reply to this email. It has been automatically generated and replies will go to an unattended inbox.

If you have any questions, contact us at help@BenefitsCal.org

Thank you,

BenefitsCal

This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message. Any unauthorized disclosure, copying, or distribution of this message, or the taking of any action based on it, is strictly prohibited.





FAQs

Q: If no one in my organization has a BenefitsCal account, can I still create a CBO Manager account?

A: Yes, creating a CBO Manager account will also add your organization if it's new to BenefitsCal.

Q: If there are multiple Managers in my organization, do we need to share an account or can we request separate accounts?

A: You can request more than one CBO Manager account for each CBO. However, please make sure that when you request your accounts you all use the same Organization Name.

Q: When I try to log in, I see a message telling me my account is inactive. What should I do to re-activate my account?

A: If you are a CBO Assister, please contact your organization's Manager. If you are a CBO Manager, contact your county office to re-activate it.

Q: How can I request an account if I am a CBO Assister?

A: CBO Assisters cannot create accounts for themselves, they must be created by a CBO Manager.

Q: Can I use my email to create multiple accounts?

A: No, each account on BenefitsCal must have a different email address.