



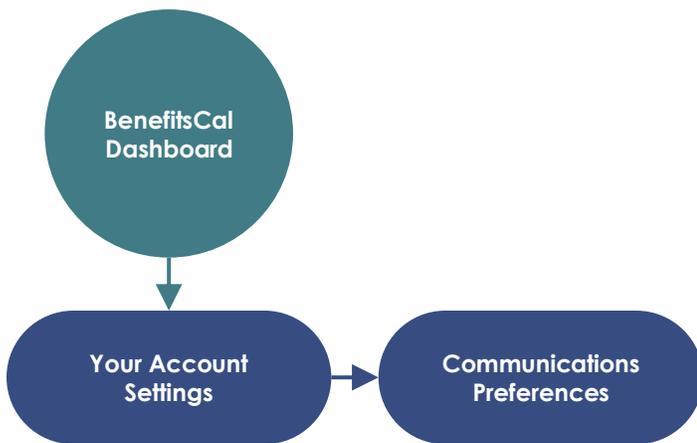
# Opt-In to Electronic Notifications

## BenefitsCal

This Quick Reference Guide (QRG) provides instructions to assist customers in opting for electronic notification.

Customers can now choose to receive electronic notifications via email or text message.

## High-Level Process Flow



## FAQs

**Q: What does it mean to opt-in to electronic notifications?**

**A:** When customers opt-in to electronic notifications, they will receive updates about their case and benefits through their email.

**Q: Can the customer go back to getting paper in the future?**

**A:** Yes, they may opt out of electronic notifications at any time in their communication preferences.

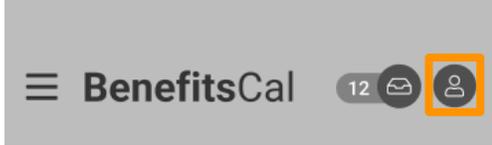
**Q: Does this include e-Notices?**

**A:** Yes, this includes e-Notices. Customers who have a case linked to their BenefitsCal account can also view these notices in their Message Center.

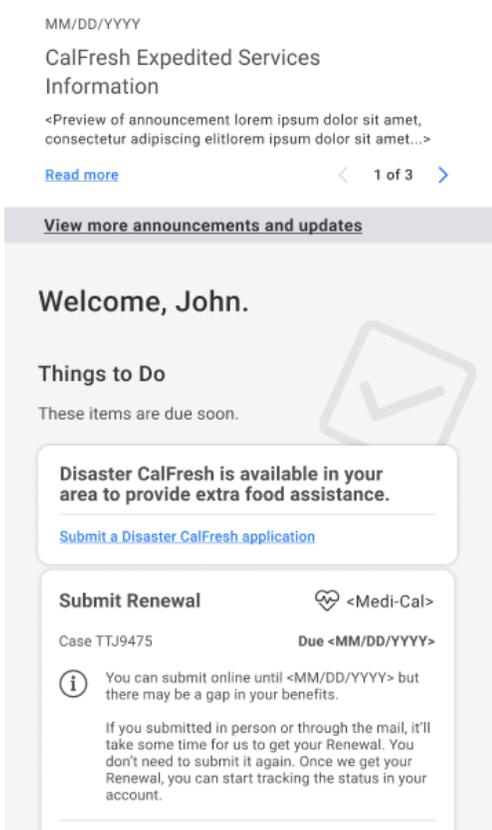


## Opt-In to Electronic Notifications

### Step 1 -Dashboard

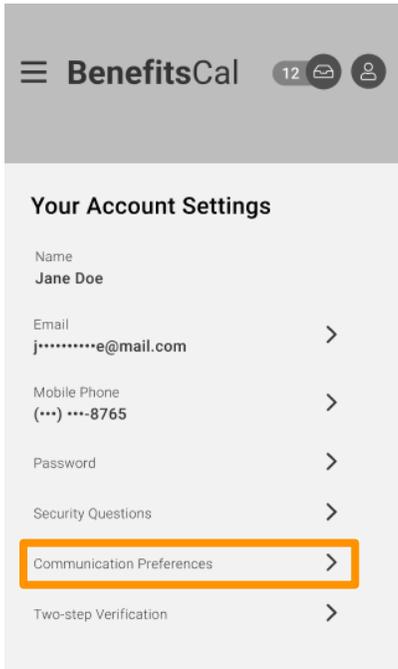


From the Dashboard, click the **User Profile** icon  in the top right corner, then select 'Manage Your Account' to display **Your Account Settings**.





## Step 2 - Your Account Settings



Next, in Account Settings, select **Communication Preferences** from the menu. This option displays for customers only if a case is associated with their account.



## Step 3 Let's Update Your Communication Preferences > Email Notifications

**Let's update your communication preferences.**

Would you like to go get email notifications about your benefits?

**Email Notifications**

Yes

Email (required)

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Would you like to receive text messages about your benefits?

**Text Messages**

Yes

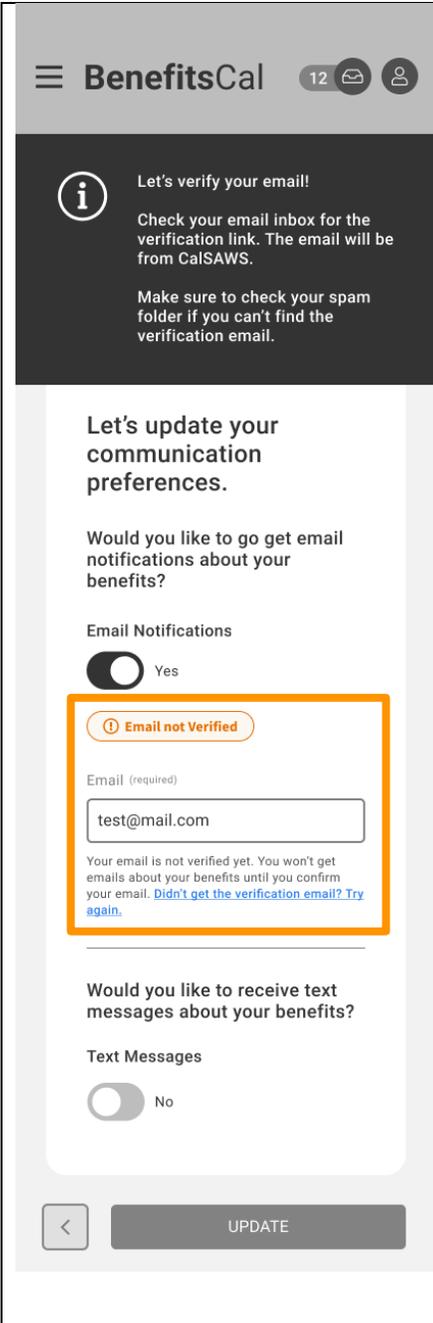
By checking this box, I verify that this is my mobile number and consent to receive text messages via automated technology to this number regarding updates by or on behalf of BenefitsCal. I also agree to the [Terms and Conditions](#) and the [Privacy Policy](#). Message and data rates may apply.

Next, use the toggle button to opt-in or opt-out of electronic notifications. Customers can **choose email and/or text messages**, but **they must have a phone number added to their BenefitsCal account to opt-in for text messages**.

If a customer is opting in to email notifications, they must add the email address where they would like to receive notifications in the Email (required) field.

After a customer has added their email address, they can click the **UPDATE** button to save their communication Preferences.

Customers can return to the Account Settings page at any time using the **< Back Button**. However, if a customer makes changes without clicking **"UPDATE"**, those changes will not be saved.

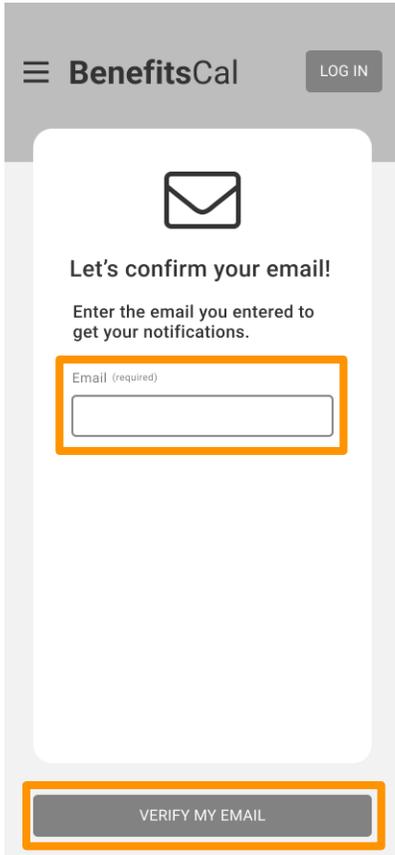


After a customer enters their email address and clicks "Update", they will be sent an email from CalSAWS asking them to **verify their email**. Until they complete this verification, they will see an **Email not Verified** indicator in their settings, and they will **not receive email notifications**.

If they did not receive the verification email, they can click the **"Didn't get the verification email? Try again"** link to resend the verification email.



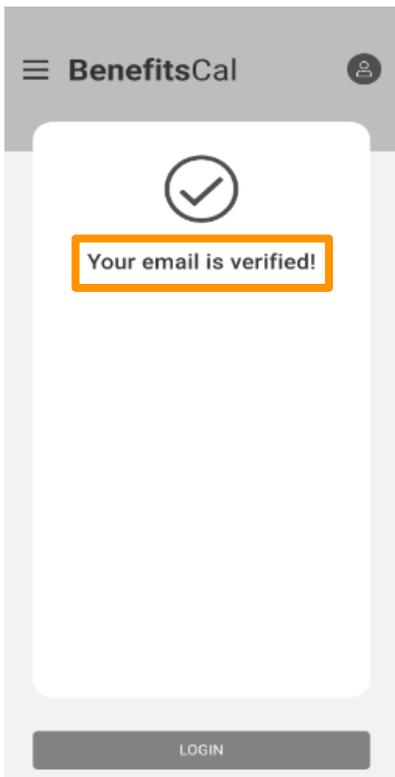
## Step 4 – Verify Your Email



After a customer finds the verification email in their inbox and clicks the link in the email, they will be returned to BenefitsCal and asked to **confirm their email address**.

Once they enter their email address, they can click the **Verify my email** button to complete the process.

If they entered the correct email address, they will see a success message confirming that **their email has been verified**. They will now **begin receiving email notifications**.





## Step 5 - Let's Update Your Communication Preferences > Text Message

BenefitsCal 12

Let's update your communication preferences.

Would you like to get reminders from BenefitsCal about your benefits?

Email Notifications  No

Text Messages  Yes

Select which programs you want BenefitsCal to send you text messages about.

We recommend selecting all programs. This way, if you apply for a new program later, you'll be opted in automatically.

CalFresh

CalWORKs

Medi-Cal

Other Programs  
Select this option if you want to receive notifications for programs other than CalFresh, CalWORKs, and Medi-Cal. This can include GA/GR, Welfare-to-Work, and more.

By checking this box, I verify that this is my mobile number and consent to receive text messages via automated technology to this number regarding updates by or on behalf of BenefitsCal. I also agree to the [Terms and Conditions](#) and the [Privacy Policy](#). Message and data rates may apply.

< UPDATE

Customers can also opt-in to Text Messages about their benefit **if they have a phone number added to their BenefitsCal account.**

To opt-in, customers can **click the toggle button** under “**Text Messages**”.

Customers will then be asked to **select which programs they would like text messages about. BenefitsCal recommends selecting all programs** so they will **automatically receive notifications** if they apply for additional programs later.

Customers can select any of the following program options:

- CalFresh
- CalWORKs
- Medi-Cal
- Other Programs (Select this to receive notifications for programs other than CalFresh, CalWORKs, and Medi-Cal. This may include GA/GR, Welfare-to-Work, and more.)

Customers must select **at least one program.**

After selecting their programs, customers can complete opt-in by clicking the consent checkbox and then selecting **UPDATE.**



✓ **Success**  
 Your communication preferences are updated.

**Let's update your communication preferences.**

Would you like to get reminders from BenefitsCal about your benefits?

**Email Notifications**

No

**Text Messages**

Yes

**Select which programs you want BenefitsCal to send you text messages about.**

We recommend selecting all programs. This way, if you apply for a new program later, you'll be opted in automatically.

CalFresh

CalWORKs

Medi-Cal

**Other Programs**  
 Select this option if you want to receive notifications for programs other than CalFresh, CalWORKs, and Medi-Cal. This can include GA/GR, Welfare-to-Work, and more.

By checking this box, I verify that this is my mobile number and consent to receive text messages via automated technology to this number regarding updates by or on behalf of BenefitsCal. I also agree to the [Terms and Conditions](#) and the [Privacy Policy](#). Message and data rates may apply.

After clicking “**UPDATE**”, customers will see a success banner confirming that that their **communication preferences have been updated**. They will now **begin receiving text messages about their benefits**.