



Truv

This Quick Guide (QG) provides information about the Truv income and employment verification services available in BenefitsCal.

The QG can be used as a training medium for the following situations:

- For displaying BenefitsCal functional processes and changes

The QG includes functional instructions, as well as screenshots from BenefitsCal. It highlights new functional processes, pages, page sections, fields, drop lists, etc.

Truv

Truv is a secure income and employment verification service available through BenefitsCal. When you Apply for Benefits, you can choose to use Truv to retrieve earned income and employment information.

Truv allows you to skip manually entering your income information into BenefitsCal. It also submits your income verification to the County.

Participation in Truv is optional. You can continue to manually enter income information if you choose not to use Truv.

Frequently Asked Questions (FAQs)

Q: Why use Truv?

A: Truv helps:

- Reduce manual entry of income information
- Pull income and employment information electronically
- Reduce the need to submit certain income verification documents
- Improve the accuracy of information provided during the application process
- Support eligibility determination by providing verified income information to the County

Q: How does Truv work?

A: When you Apply for Benefits and have income from working, BenefitsCal gives you the option to use Truv instead of entering your income manually.

If you choose to use Truv:

- BenefitsCal securely redirects you to Truv
- You select and securely sign in to your employer, payroll provider, or financial institution
- Truv pulls available income and employment information
- The information is returned to BenefitsCal for your review
- You review and confirm the information before submitting your application

Note: If there is an issue with your income in Truv, you can report an issue. You can enter your income manually.



Below are some questions about earned income, asked during an application. Click the **Next** button to continue.

Select a Job and Start Income Verification

When you select that you or someone in your household has a job, the **Is this job self-employment** question is visible. When you select **No** and click the **Next** button you have the option to verify income using Truv.

Is this job self-employment?

Self-employment is anything you do to earn money, like freelance or independent contractor work.

This might include:

- Owning a business
- Running an online store/sales
- Driving for Uber/Lyft/DoorDash/Postmates
- Babysitting
- Walking dogs
- Hairdressing (such as a barber)
- Recycling
- Repairing houses
- Selling cultural items
- Doing work that gets you a 1099-MISC form at the end of the year

Yes No

< Next

How to Add Your Income Information

BenefitsCal gives you the choice to manually enter your income information or use Truv. To enter income manually, click the **Add Income Manually** button. The steps to add income manually are in the Add Income Manually section below.

 BenefitsCal

You can log into your payroll for this job using Truv

[Need help?](#) [How Truv works](#)

- Truv will help you send income and employment in a faster, easier way
- You can easily report wages from jobs, gig, and self-employment
- When you agree to use Truv, it is only for this time
- Truv will only send the information you review and agree to

By clicking "Agree and verify" you agree you've read and accepted [Truv's Privacy Policy](#) and [Terms](#).

Agree and verify

< ADD INCOME MANUALLY



If you have questions about how Truv works, click the **How Truv works** link. The How Truv works page describes the steps to verify your employment and income.

The screenshot shows the BenefitsCal login page. At the top, it says "You can log into your payroll for this job using Truv". Below this, there are two links: "Need help?" and "How Truv works". The "How Truv works" link is highlighted with an orange box. An orange arrow points from this link to a modal window titled "How Truv works".

How Truv works

- 1 Truv helps you easily connect to your employer, bank, digital wallet, or payroll service.
- 2 Choose the employer or account you want to link, then sign in.
- 3 If you can't remember your login, use the "Forgot password" option.
- 4 After you review your information, click "Agree and Send." Truv will send the report to your worker.

Your information is protected with bank-level security

If you need help, click the **Need Help** link. The Frequently asked questions page displays.

The screenshot shows the BenefitsCal login page. At the top, it says "You can log into your payroll for this job using Truv". Below this, there are two links: "Need help?" and "How Truv works". The "Need help?" link is highlighted with an orange box. An orange arrow points from this link to a modal window titled "Frequently asked questions".

Frequently asked questions

What do you do with my data?

Accessing your data provider through our platform gives us the ability to instantly retrieve the key information needed by BenefitsCal to verify your income. Your data is transmitted and stored using bank-grade encryption and you'll automatically be logged out when the process is complete.

How long will this take?

For most users this process takes as little as 40 seconds to 2 minutes. After clicking the button, our system will guide you to your data provider in just a few clicks and then all that is left is to simply log in to your provider and our system will retrieve, organize and secure your data in just a few seconds.

What if I can't remember my login information?

There are a few ways to retrieve your login information:

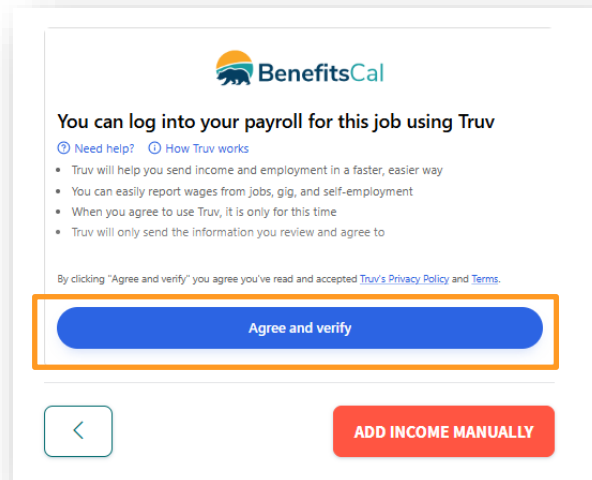
- You can easily reset username and/or password within our solution by clicking "Forgot password," "Forgot username" or "Need help" on the Login page
- You may also reset your username and/or password on the data provider page. Once reset, you can try to login using those credentials into Truv's solution

What happens if I don't complete my income and employment verification?

If you don't want to complete this verification, please click on "Exit". BenefitsCal will be notified and they will try other methods to verify your income and may take up to 3-5 days.

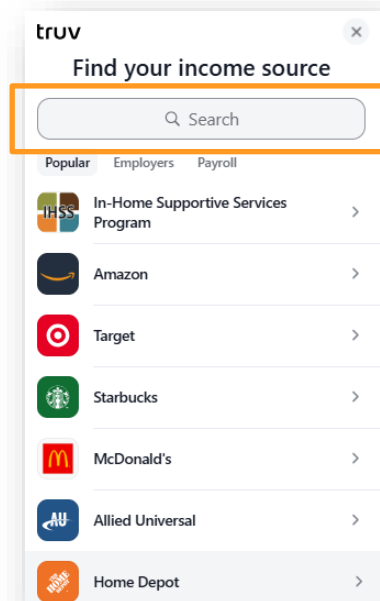


To use Truv, click the **Agree and Verify** button.



Connect to Your Employer or Payroll Provider

After you click the **Agree and verify** button the **Find your income source** page displays. On this page you can select your employer or payroll provider from the popular list. If they are not listed, you can search using the **Search** field.



After selecting your employer or payroll provider, the account sign in page displays. Enter your username and password for your employer or payroll provider account. Click the **Sign In** button



Sign in to Starbucks

Please enter your Global Username or Network ID

Password

[Forgot password?](#)

By signing in, you agree to [Truv's Terms of Use](#)

Sign in

Once signed into your employer or payroll provider account you get the Success page. This shows that your account is connected. Click the **Done** button.

truv



Success!

Your Starbucks account is connected.

Done

Review Income Information from Truv

Truv pulls available income and employment information for you to review. Carefully review the information to be sure it's correct. If your pay information is correct click the **Agree and send** button to complete the Truv process.



Review connected income sources for Rod Romer
If any information is incorrect, choose "Report an issue" and provide details

Starbucks
W2 Employee

✓ Certified **✗ Report an issue**

Gross Income \$2,153.6
Pay Date Jun 8, 2026
Pay Frequency Bi-Weekly
Job Start Date Jan 1, 2023
Job Status Active

Recent paystubs

Jun 8, 2026

Base salary	\$1,935.77
Overtime	\$222.12
Gross pay	\$2,157.89
Net pay	\$1,629.98
Hours	80

May 25, 2026

Base salary	\$1,935.77
Overtime	\$222.12
Gross pay	\$2,157.89
Net pay	\$1,629.98
Hours	80

By clicking "Agree and send" the above information will be sent to your worker

Agree and send

< **ADD INCOME MANUALLY**

Review connected income sources for Rod Romer
If any information is incorrect, choose "Report an issue" and provide details

Starbucks
W2 Employee

✓ Certified **✗ Report an issue**

Reason *
Select a reason
Please select a reason

Additional Comments
Add any additional details here...

By clicking "Agree and send" the above information will be sent to your worker

Agree and send

< **ADD INCOME MANUALLY**

Reason *
Select a reason
Select a reason
Employment no longer active
Incorrect amount
Duplicate entry
Outdated information
Other

Note: If you believe any information returned by Truv is incorrect, select **Report an Issue**. Choose the reason that best describes the issue and provide additional comments, if needed. Providing comments is optional.

A success message displays confirming that your income information was received from Truv. Click the **Next** button to return to BenefitsCal and continue your application.



Your employer Income has been added!

The worker will review the information and add it to your case. Click Next to continue your application.

Next

Review Income Information in BenefitsCal

After completing the Truv process, you will return to BenefitsCal. Review the income information received from Truv. BenefitsCal asks **Is this job expected to continue**. Select **Yes** or **No**, then click the **Next** button to continue.

Here's what we got from Truv for Starbucks.

Rod Romer (51)	
Employer's Name	Starbucks
Employer's Address	123 Main Street
City	Anytown
State	CA
Zip Code	98765
Employer's Phone	(555) 555-1234
Pay Frequency	Bi-Weekly
Amount	\$2,153.60
Average Hours per Week	40

Is this job expected to continue?

Yes **No**

Next

BenefitsCal displays a summary of the jobs you have added, click the **Next** button to continue.



Note: If you need to add income for another job or household member, click the **Add Another** button. Repeat the process above.

Below are the jobs that you added.

Truv (Payroll)	
Starbucks	Rod Romer (51)
Bi-Weekly	\$ 2,153.60
We got your pay stubs from Truv. These will be sent to the county:	
Jun-08-2026_Starbucks_Income1.pdf	Preview
May-25-2026_Starbucks_Income2.pdf	Preview
Review	Remove

Need to add another job?

[+ ADD ANOTHER](#)

[<](#) [Next](#)

Add Income Information Manually

If you do not wish to use Truv, click the **Add Income Manually** button.

You can log into your payroll for this job using Truv

[Need help?](#) [How Truv works](#)

- Truv will help you send income and employment in a faster, easier way
- You can easily report wages from jobs, gig, and self-employment
- When you agree to use Truv, it is only for this time
- Truv will only send the information you review and agree to

By clicking "Agree and verify" you agree you've read and accepted Truv's [Privacy Policy](#) and [Terms](#).

[Agree and verify](#)

[<](#) [ADD INCOME MANUALLY](#)

When you click **Add Income Manually**, you are directed to the next section in the application. Answer the following questions and click the **Next** button to continue.



Can you share a little more about your job?

Employer's Name

Employer's Address

City

State

Zip Code

Employer's Phone

How often paid? *(required)*

Amount *(required)*

Enter the larger amount before taxes and deductions, not the amount you receive as pay. This larger amount is called gross pay.

Average Hours per Week

Is this job expected to continue?

Yes No

< Next

Complete the Income Verification Process

Once all income information has been entered and reviewed, click the **Next** button to continue with your application. Your income information is submitted to the County when you submit your application.

Self-Employed User Experience

Verify Self-Employment Income Using Truv

When you select that you or someone in your household is self-employed, BenefitsCal gives the option to use Truv. You will retrieve income information from a financial institution or bank account.

The screens and steps are like the employment income verification process. You are connected to your financial institution or bank account.

Select a Self-Employment Income Source

BenefitsCal provides the option to verify income using Truv. Click the **Next** button to continue.



Is this job self-employment?

Self-employment is anything you do to earn money, like freelance or independent contractor work.

This might include:

- Owning a business
- Running an online store/sales
- Driving for Uber/Lyft/DoorDash/Postmates
- Babysitting
- Walking dogs
- Hairdressing (such as a barber)
- Recycling
- Repairing houses
- Selling cultural items
- Doing work that gets you a 1099-MISC form at the end of the year

Choose How to Add Your Self-Employment Income Information

BenefitsCal gives you the choice to manually enter your self-employment income information or use Truv.

To use Truv, click the **Agree and verify** button. To enter your information manually, click the **Add Income Manually** button.



You can connect your bank account using Truv to enter self-employment income

[Need help?](#) [How Truv works](#)

What to expect:

1. Send self-employment income in a faster, easier way
2. Log into your bank account
3. Review and mark which deposits are self-employment income

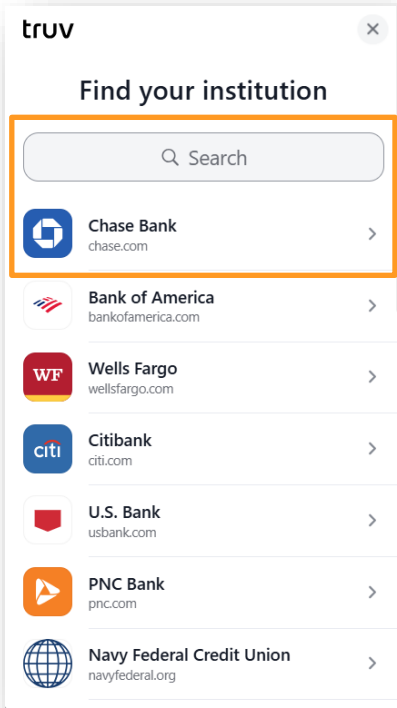
NOTE: You may need to submit more documents later.

By clicking "Agree and verify" you agree you've read and accepted [Truv's Privacy Policy](#) and [Terms](#).

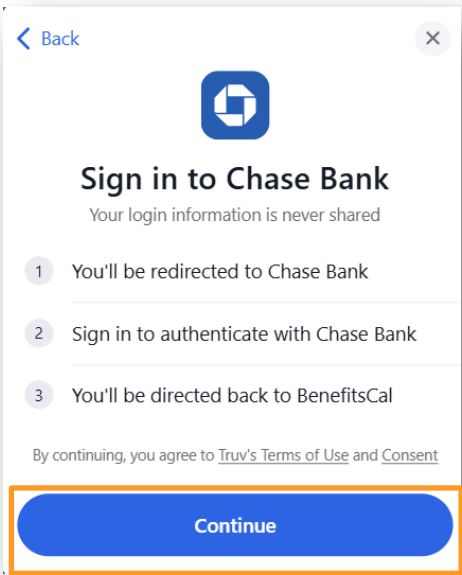
Connect to Your Financial Institution



After selecting **Agree and Verify**, the **Find Your Institution** page displays. Select your financial institution or bank. For example, if you bank with Chase, select Chase Bank from the list. If your bank is not listed use the Search bar.



You are redirected to sign into your bank account. If you want to confirm your self-employment with Truv click the **Continue** button.





Your bank's log in page displays. Enter the username and password for your bank, then click the **Sign in** button.

Sign in to Chase Bank

Username
goodlogin

Password

Sign in

Your bank may ask you to complete additional security steps before continuing. Once your sign-in is successful, Truv looks at your available account and transaction information. Truv uses the deposits in your account to determine your income.

truv



Transferring you to Chase Bank

1 You'll be redirected to Chase Bank

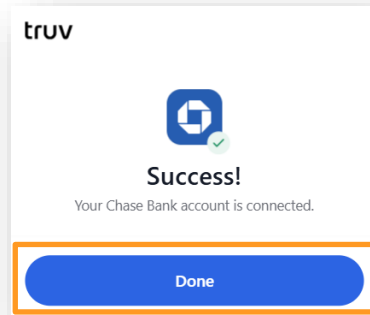
2 Sign in to authenticate with Chase Bank

3 You'll be directed back to BenefitsCal

By continuing, you agree to [Truv's Terms of Use and Consent](#)

Continue

Once the bank sends the information to Truv a Success page displays. Click the **Done** button to continue.



Review Income Information from Truv

Truv retrieves your accounts and transaction information connected with your bank account. It is important to review the information carefully before continuing. If the data looks correct click the **Agree and send** button to complete the Truv process.

Review connected income sources for Rod Romer
If any information is incorrect, choose "Report an issue" and provide details

DoorDash
Income source derived from checking *0685 (Chase Bank)

✓ Certified **✗ Report an issue**

Monthly income \$1,217.28
Pay Date Jun 16, 2026

Uncategorized deposits
Select deposits and enter business name for self-employment income

Checking *0685
Chase Bank

Jun 15, 2026 \$1,500
Venmo

Enter business name ⓘ

Not income ▼

By clicking "Agree and send" the above information will be sent to your worker

Agree and send

ADD INCOME MANUALLY

Review connected income sources for Rod Romer
If any information is incorrect, choose "Report an issue" and provide details

DoorDash
Income source derived from checking *0685 (Chase Bank)

✓ Certified **✗ Report an issue**

Reason *

Select a reason ▼

Select a reason

Employment no longer active

Incorrect amount

Duplicate entry

Outdated information

Other

Note: If you believe any information returned by Truv is incorrect, select **Report an Issue**. Choose the reason that best describes the issue and provide additional comments, if needed. Providing comments is optional.



Return to BenefitsCal

Click **Agree and send**, a success message displays confirming that your information was received from Truv.

Click the **Next** button to return to BenefitsCal and continue your application.

The screenshot shows a white box with the BenefitsCal logo at the top. Below the logo, the text reads: "Your self-employment income has been added!". A note follows: "Note: Anything you marked as 'Employment/W-2' won't be included. You can enter these separately." Below the note, it says "Click Next to continue your application." At the bottom of the box is a large red button with the word "Next" in white text.

Review Income Information in BenefitsCal

Truv uses the income information, such as DoorDash deposits, from your linked bank account. Review the income information. Update the information, if needed. Once all income information has been entered and reviewed, click the **Next** button.

The screenshot shows a form titled "Here's what we got from Truv for doordashinc." It contains a table with the following data:

Rod Romer (51)	
Business Name or Type (if any)	doordashinc
Monthly Income	\$ 1217.28

Below the table is a field for "Business Start Date (if you know it)" with a placeholder "MM/DD/YYYY" and a calendar icon. Below that is a question: "How would you like to report your monthly self-employment costs for this job?" with two radio button options:

- ☐ Actual Costs (Add up your total cost for the month)
- ☐ 40% Flat Rate (We do the math for you!)

At the bottom of the form is a large red button with the word "Next" in white text.

Complete the Income Verification Process

Once you complete all the required questions you submit your application. The income information received through Truv is sent to the County for review and processing.



Below are the jobs that you added.

Truv (Bank Account)	
doordashinc	Rod Romer (51)
Gross Monthly Income	\$ 1,217.28
Monthly Expenses	\$ 486.91
Net Monthly Income	\$ 730.37
Review	Remove

Need to add another job?

[+ ADD ANOTHER](#)

[<](#) [Next](#)