DCF | Self-Service Portal

English Version

Table of Contents

DCF | Self-Service Portal

English Version

Introduction

Welcome to the DCF Self-Service Portal. On this secure site, you can apply for benefits and view your information. You can:

- Select English or Spanish

- Check if you qualify for benefits

- Fill out and submit an application

- Log in and view your existing benefits

Links to Information:

Office Locations - Click to find a DCF office near you.

Program Information - Click to learn about programs and benefits.

How to Use This Site – Click for how to use this DCF Self-Service Portal.

Terms and Conditions– Click for Terms and Conditions.

Give Us Your Feedback – Click to share about your experience in a short survey.

Reporting Requirements – Click to see what changes to your case you must report to DCF.

Go to Medical Portal – Click to apply for Medical coverage.

Help – Click for questions.

DCF | Self-Service Portal

English Version

Module 1: Check Eligibility

It only takes a few minutes to check if you can get benefits. Simply enter basic information to find out what benefits your household might be able to get.

1.1 How Can I Check if I Am Eligible for Benefits?

1. Access the DCF Self-Service Portal (DCF SSP) on the Internet. Click on the link called **Check to see if you may be eligible for benefits and services.**

2. Read instructions carefully on the screen called **Check Eligibility.** After reading, click on the **Begin Assessment** button.

3. Answer all of the questions. When you are done, click the **Continue** button.

4. Before submitting the Assessment, you can check your answers. Click the **Edit** or **Back** buttons to change answers if needed.

5. When you are satisfied with your answers, click the **Continue** button.

It takes the DCF Self-Service Portal just a few seconds to assess your potential eligibility for benefits. From **Your Results** screen:

- **Go Home** button**–**click button to go to the DCF Self-Service Home page.
- **Start Over** button**-**click button to start over with the Assessment.
- **Review** button**-**click button to go to the Summary page where you can edit the information you entered in the assessment.
- **Apply** button-click to begin the application process.
    - o You can get started by agreeing to the terms.
    - o However, you will need to log into your secure account to continue.
    - o If you do not have an account set up, the system will guide you through the process.

1.2 Getting started

Try it now!

Now that you know how to check for benefits, go ahead and try it with the DCF Self-Service Portal. To do that you will need to close this window to leave the tutorial. Continue reading if you want to learn more.

DCF | Self-Service Portal

Module 2: Sign-Up and Manage My Account

To use the DCF Self-Service Portal, you will need to sign-up. The Portal creates a secure username and password for each individual. Your information is private like your ATM pin number. Be sure to keep your username and Password secret to prevent others from accessing your private information.

Note: Fill in all required content that has an (*).

2.1 Steps to Sign-Up

Directions: Follow the steps below.

1. **Sign-Up** – Click at the top right corner of the portal to sign up.

2. Complete Personal Information screen. Click the **Save and Continue** button.

   Are you part of an organization that helps people complete applications for DCF Benefits?

   Select *No* if you are creating an account for personal use.

   Select *Yes* if you are creating an account as part of an organization or agency that helps people submit applications.

   First Name

   Enter your first name. You will have up to 30 characters in length for each part of your name. Special characters may be used such as O'Connor, Williams-Jones and Günther. Do not use a nickname.

   Middle Name

   Entering a middle name is optional.

   Last Name

   Enter your last name.

   Suffix

   If applicable, enter your suffix.

Date of Birth

Enter your date of birth. This field only displays if you are creating an account for personal use.

Social Security Number

Enter your Social Security Number. This field only displays if you are creating an account for personal use.

Organization Name

Enter the name of your Organization. This field only displays if you are creating an account as part of an organization or agency that helps people submit applications.

Organization Type

Select the Type of your Organization. This field only displays if you are creating an account as part of an organization or agency that helps people submit applications.

3. **Click Save and Continue** to move to the next screen, the Contact Information screen.

   Enter your home or mobile phone number if you have one. If you are with an organization, enter the organization phone number.
   Enter your email address if you have one. If you are with an organization, enter your email address for the organization.
   Answer the next questions. Click the **Save and Continue** button.

4. **Confirm Your Identity** – select how you want to receive a verification code, options include SMS Text, Voice Call, or Email. Make sure to select the option you have immediate access to as the code expires within 10 minutes.

5. Enter the code provided in the **Enter Verification Code** box then click the Submit button.

6. Create a username and password on the sign-up screen. The system will log you in once your sign up is successful.

   Username - You will use the same username each time to log in to the DCF Self-Service Portal to manage your benefits.
   - The username has a maximum of 30 characters.

- The username is **not** case sensitive.
- The username must be unique and cannot contain special characters.
- Choose a username that meets the criteria: memorable for you and difficult for others to guess.
- You may need to write it down somewhere safe to remember it.

2.1 Password and Security

Password - The password must be at least eight characters in length. The password **must** contain characters from three of the following four:

- Uppercase
- Lowercase
- Numeral
- Special characters: < >, #, |, &, ~, ?, ( ), { }, % or *

Confirm Password - Enter your password a second time to confirm the same spelling.

Security Question Instructions - Follow instructions to create security questions in case you forget your password. Store answers in a safe place for quick access in case you forget.

First Security Question - Select the pull down menu for the security question. The answer should be easy for you to remember and hard for others to guess.

> **Answer -** Enter the answer to your security question. It does not have to be true, as long as you can remember it.

Second Security Question - Pull down the menu and select the security question that is easy for you to answer, but difficult for others to guess.

> **Answer -** Enter the answer to your security question. It does not have to be true, as long as you can remember it.

Cancel Button - Click the Cancel Button to cancel your application. Also, use this button to quit the sign-up process.

Sign-up Button - After you have filled out all the required details in the sign up process, click this button to sign up. If any information is incorrect or missing, you will be asked to complete the screen. When you have made your corrections, you can click this button again to sign up.

Now that you have signed up, you can log in to the DCF Self-Service Portal at any time to view your benefits information. You can also manage your account. In the upper right-hand corner, you can update your password and other personal information in the **My Account** link.

The **My Account** link has two tabs where you can make and save changes.

1. **Update Contact Information** tab – click to update your phone number and email information.
2. **Password Management** tab – click to update password and security questions. Remember, if you forget your password, the security questions will be used to help you reset it.

Next Steps

Sign up at the DCF Self-Service Portal. Close this window to leave this tutorial or continue reading for more information about filling out an application.

Module 3: Submit an Application

Things to Consider

After you have signed up and logged into the **DCF Self-Service Portal**, you can apply for benefits or view and manage your existing information at any time.

Before we look at how to complete your application, here are some things you should consider:

- **What information will I be asked to provide?**
  You will be asked to provide information on the people in your home, how much money you have and the bills you pay. You will be able to upload copies of any documents you have to verify your information.

- **Is there anything else I need to do to complete my application?**

Before you get your benefits, you may need to provide proof of some of the answers you have given. In some cases, you will also need to talk with a caseworker over the phone or in person.

- **Once I have submitted my application, are benefits guaranteed?**
  No. Applying for benefits does not mean benefits will be issued.

- **How will the agency get my application?**
  After you finish the application, you can submit it online to an office for processing.

3.1 Steps to submit an Application for Benefits

1. Sign in to your secure account.
2. Click the **Apply for Assistance** link.
3. After reading the guidelines, click the **Continue** button.
4. Review the instructions that describe how the online application form works, and then click the **Continue** button. There is a tab for each section of the application. This means that after you complete a section, you will be able to click on its tab to return to that section if you need to. You can also keep track of how far you have to go to complete your application.
5. On the first page of the application, select the type of benefits you are applying for and click the **Continue** button. You can select more than one benefit program if you need to.
6. On the Enter Personal Information page, you know you need to fill in all the fields marked with an asterisk (*). Provide contact information, including phone number and email address, so that a caseworker can get in touch with you if needed. Enter your address information and click the **Save and Continue** button.
7. The online application checks your address against the United States Postal Service (USPS) database and puts your address in its standard format to ensure that any mail sent to you will reach you as quickly as possible. You will be asked to validate your physical and mailing addresses. Select the address, and click the **Save and Continue** button.

8. You can select the office that will handle your application. Make your selection. Click the **Save and Continue** button.

9. Next, you will be asked to answer questions about yourself. Click the **Save and Continue** button to navigate to the next page after answering the questions on each page.

10. At the end of each section, a summary displays all the details entered so far. Take a moment to review your answers. You can change them using the **Edit** button. If you are satisfied with the information, you provided and are ready to move on, click the **Save and Continue** button.

11. Now it is time to enter information about other people in your home. Click the **Add Another Person** button to answer questions about the other people in your household. Click the **Save and Continue** button if you live by yourself.

12. It is time for you to enter Job and Job History information for you and/or the people in your home. Complete the questions then click the **Save and Continue** button.

13. You can review and edit any job information from the summary page. Click the **Save and Continue** button to keep filling out the application.

14. On the next several pages, you need to answer questions about non-job related income that is received by any person in the household. Click the **Save and Continue** button after completing the questions.

15. After reviewing the summary information related to your income, click the **Save and Continue** button when you are ready to complete the rest of the application.

16. In the next part of the application, you need to report information related to your expenses, such as housing costs and utility information. Click the **Save and Continue** button when you are done answering the questions on each page.

17. Review your housing costs and if you have nothing to add or edit, click the **Save and Continue** button.

18. Click the **Save and Continue** button when you have finished completing the resource information and it all looks correct.

19. On the next few pages, you will answer additional questions about people in your home. Click the **Save and Continue** button after each page is completed.

20. Review the summary information and if you are satisfied with your answers, click the **Save and Continue** button.

21. Next, you can provide copies of any documents you have that support your application. The documents can be uploaded to the **Verification Documents** screen.

    a. To add a document, select the Document Type and click the **Browse** button.

    b. The document has been added successfully if the name of the document appears just below the **Browse** button.

    c. To add more documents, repeat these steps as many times as you need. You can also return to the DCF Self-Service Portal later and upload additional documents.

22. Click the **Save and Continue** button to continue submitting your application.

23. Lastly, you are able to submit your application. Sign the application with your electronic signature.

24. You are also offered the opportunity to register to vote before clicking the **Submit** button.

25. After submitting your signed application, you are given a confirmation number and the name of the DCF office where your application has been received. If you have any questions, you can call the office and use your confirmation number to help workers locate your application.

26. You can save a copy of your application or print it from the confirmation page.

3.2 Applying for Medical Benefits

Once your application is finished, you may apply for medical benefits. Click the **Apply for Medical** button, to complete the application. Click the **Exit** button to return to the **Home** page.

DCF | Self-Service Portal

On the **Home** page, you will find links that allow you to check the status of your application and view/upload additional documents. Additionally, there will be a message in the Message Center that you can review now or later.

You may save and leave your document at any time. Once you return, you may pick up where you left off. Links are provided for this process. **Note**: Once your application is submitted, you are not able to continue with an unsaved application.

Next Steps

Steps have been covered to complete and submit your benefits application. Close this tutorial window to apply, and log onto the DCF Self-Service Portal now to begin. You may also continue reading to learn how to delete an incomplete application.

Module 4: How to Delete an Incomplete Application

There are times when you may start an application in the DCF Self-Service Portal but are unable to complete and submit it at that time, so you save it for later. If you decide not to submit that saved application, you are able to delete it.

Let's look at how to delete your saved application.

1. Begin by logging into your secure account.
2. From your **Home** page, under Apply for Benefits, click the **Delete my incomplete application(s)** link.
3. Next, select the checkbox next to the application(s) you want to delete and click the **Save and Continue** button.
4. A warning message displays to make sure you really want to delete the incomplete application(s). If you are sure you want to delete the incomplete application(s), click the **Continue** button.
5. Finally, the **Delete My Incomplete Application Confirmation** page displays to show the incomplete application(s) were deleted. Click the **Exit** button to return to the **Home** page

Next Steps

Now you know how to delete an incomplete application.

To delete an incomplete application now, close this window to leave the tutorial, or continue reading to learn how to view and upload documents.

Module 5: How to View/Upload Documents

As part of submitting an application for benefits in the DCF Self-Service Portal, you can upload documents to support the information provided on your application.

1. Sign in to your secure account and click the **View/Upload my documents** link.
2. You can see a list of any document(s) previously uploaded with or without an application.
3. There are two options displayed under the question "Do you want to upload documents?"
   Click the blue hyperlink to upload a document for an existing person.
4. Select the person for whom you want to upload a document. Click the **Select** button.
5. Select the case number or application to which you want to add documents.
6. Next, select a document type and click the **Browse** button to locate the document you want to upload.
7. Select the document and click the **Open** button.
8. The name of the document displays. You can continue adding more documents, if you need to.
9. Click the **Upload** button.
10. After you click the **Upload** button, the document file name appears in the list of documents associated with your application or case number.
11. Click the **Cancel** button to return to your Home page.

You can continue working in the DCF Self-Service Portal or log out.

Next Steps

Now you know how to view and upload documents for your application using the DCF Self-Service Portal.

To view or upload documents now, close this window to leave the tutorial, or keep reading to learn how to link your DCF Self-Service Portal account to your case.

Module 6: Link/Unlink My Case

After creating an account, you will need to request to have your account linked to your case in order to take advantage of all the features of the DCF Self-Service Portal. Linking your account to your case will allow you to:

- View pending verifications that you need to provide.
- View your payment history.
- Report changes to your case(s).
- Complete reviews online.
- Unlink your case(s).

NOTE: Accounts for organizations that help people submit applications are unable to link to any case(s).

6.1 Steps to Link a Case

1. Sign in to the DCF Self-Service Portal.
2. By clicking the **Link my case(s) tab**, you can submit your request to link your account to your case.
3. The **Link my case(s)** page summarizes your key account information.
4. You can provide your Case Number or Client Index Number (CIN) if you know them. However, it is not necessary to provide them to be able to complete the request.
5. All you need to do is sign the request electronically and then click the **Submit Request** button.

6. You will receive a confirmation message indicating that the request was submitted. The confirmation message includes a Request ID that you can save in case you need to refer to it later. You can save the confirmation message to a file or print it.

After your request for case linking has been submitted, a caseworker will process the request. Click the **Exit** button to return to your **Home** page.

After your online account has been linked to your case, you will see additional options available to you under **Access my benefits**. You can access all of these features after you have logged into your secure account.

If your online account is linked to your case, you have the option of unlinking your case from your DCF Self-Service Portal user account at any time. You may want to unlink your case due to divorce, custody or guardianship issues.

6.2 Steps to Unlink a Case

1. Log on to the DCF Self-Service Porta, and click the **Unlink my case(s)** link under **Access my benefits**.
2. You can select the case(s) to unlink.
3. Then sign the request electronically, and click the **Submit Request** button.
4. You will receive a confirmation message that you can save to a file or print.

Next Steps

Now you know how to link your online account to your case using the DCF Self-Service Portal. You have also learned about unlinking a case.

To request to link or unlink your case now, close this window to leave the tutorial, or continue reading to see how to Report a Change.

DCF | Self-Service Portal
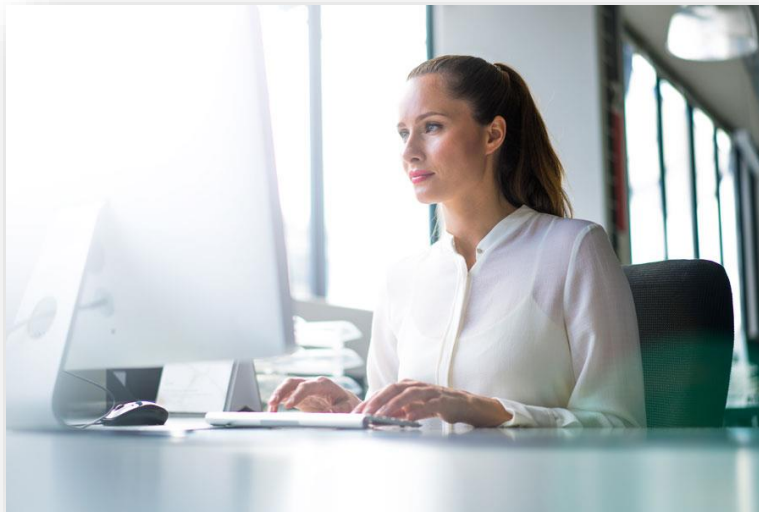
Module 7: Report a Change

Over time, your circumstances may change, and those changes may affect your benefits. You can report these changes in the DCF Self-Service Portal.

After you have logged into your secure account, you can report and submit a change to any of the following information for your case:

- Your job or other income
- Household members
- Your address and contact information
- Your Expenses
- An Authorized Representative
- Other Changes (*including changes to Resources like checking or savings accounts, Child Care Providers, Work/School Schedules used for Child Care, etc*)

English Version

7.1 Report Changes

Let us look at how you report a change.

1. Begin by logging into your secure account.
2. From your **Home** page, under Access my Benefits, click the **Report a change to my case** link.
3. Next, select the radio button for the change you wish to report, and click the **Save and Continue** button.
4. Then, select the appropriate checkbox(es) for the person(s) or information for which the change is being reported and click the **Save and Continue** button.
5. Depending on the change being reported, you may see a summary of the information related to the change that you have reported on your case. Click the **Edit** button to update your information. If there is no summary page, complete the fields for the change being reported.
6. Once the information has been updated or completed, click the **Save and Continue** button.
7. When you have updated all your information, scroll down the page and click the **Save and Continue** button to submit your changes.
8. This brings you to a page listing the change(s) you have reported. Click the **Report Another Change** button to make additional changes. Click the **Summary of Changes** button to review, edit, and submit your changes.
9. The **Summary of All Reported Changes** page allows you to review all changes you have entered to this point. You may edit the information if needed. From this page you can take several actions:
   - If there are additional changes you wish to report, click the **Report Another Change** button.
   - If you do not wish to report your changes at this time but would like to save it to report later, click the **Save and Exit** button to return to the **Home** page.
   - If you have changed your mind about reporting the change(s), click the **Discard all Changes** button.
   - If you are ready to submit your change(s), click the **Continue** button.
10. On the **Submit Changes** page, enter your Name and the Date to electronically sign the reported information, then click the **Submit** button.
11. After submitting your request, you are given a confirmation number and the name of the office you should contact if you have any questions. You can print or save the confirmation to a file.
12. When you are done, click the **Exit** button to return to the **Home** page.

Next Steps

You have just read how you can report a change to your case.

To report a change now, close this window to leave the tutorial, or continue reading to learn how to renew your benefits.

Module 8: Renew My Benefits

When it is time to renew your benefits, you will be notified by the agency that you can renew your benefits from the DCF Self-Service Portal. When your benefits are ready to be renewed, you will see a link to **Complete a Review** under **Apply for Benefits**.

1. Sign in to the DCF Self-Service Portal.
2. Find the **Complete a Review** link under **Apply for Benefits,** and click the link to start the process.
3. On the **Review Summary** page, select the case to renew, and click the **Save and Continue** button.
4. The **Complete a Review** page summarizes your review information. You can edit any of your current information, add new information or delete any information that is no longer relevant.
5. When you are sure the information is correct checkmark the box next to "I have reviewed this information and it is correct. Click the **Save and Continue** button.
6. Next, you can also upload any new documents you might need to support the information you just edited or added. The documents can be uploaded to the Verification Documents screen.
7. To add a document, select the Document Type and click the **Browse** button to add a document.
8. You can see the document has been added successfully because its name appears just below the **Browse** button.
9. To add more documents, repeat these steps as many times as you need. You can also return to the DCF Self-Service Portal later and upload additional documents.
10. Then click the **Save and Continue** button to continue with your review.
11. After reviewing the information, you are ready to submit your review. Electronically sign the review, and click the **Submit Application** button.
12. A confirmation message displays that you can save or print. When you are done, click the **Exit** button.

Next Steps

Now you know how to submit a review of your benefits using the DCF Self-Service Portal.

To renew your benefits now, close this window to leave the tutorial, or continue reading to learn how to use the **Message Center**.

Module 9: How to Use the Message Center

The DCF Self-Service Portal allows you to receive and view messages through the Message Center. After you log into the DCF Self-Service Portal, you will be able to view any messages you have received.

1. Log into the DCF Self-Service Portal to see if you have new messages.
2. Click the **1 New Message(s)** link
3. You can see the content of your mailbox. The Inbox has an unopened message identifying the sender and the subject.
4. To read the message, click the link for the subject.
5. You can open attachments within the email by clicking the **Open** button.
6. When you click the **Open** button, you can choose to open, save or cancel the attachment. A window opens with the document that you can read and then close.

After you read your message, you can choose to archive it or click the **Back** button to return to the Inbox. When you click the **Close** button, you are brought back to your **Home** page. From the **Home** page, you can see that there are no new messages in the Message Center. Each time you log into the DCF Self-Service Portal, you can return to your mailbox by clicking the **Open** button.

Next Steps

Now you know how to view messages using the Message Center.

To use the Message Center now, close this window to leave the tutorial.