



Steps to 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. By linking your account to your case will allow you to do the following:

You can view pending verifications that you need to provide, such as report changes to your case, complete reviews on line or unlink your case.

First of all, you will sign in to the DCF Self-Service Portal.

By clicking the **Link my case** you can submit your request to link your account to your case.

The **Link my case** page summarizes your key account information and you can provide your **Case Number** or **Client Index Number (CIN)** if you know it. All you need to do is sign the request electronically and then click the **Submit Request** button.

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, and you can either save the confirmation message to a file or print it.

After request for case linking has been submitted, a caseworker will process your 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 benefits after you've logged into your secure account.

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

So, now let's go over how to unlink a case.



You will log onto the DCF Self-Service Portal and click the **Unlink my case** link under **Access my benefits**.

Next you can select the case to unlink.

Then sign the request electronically and click the **Submit Request** button.

You will receive a confirmation message that you can either save to a file or print.

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.