

## Create Your Account In CommonHelp

1. Go to [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)
2. Click on "Apply for Assistance"
3. Choose from "Basic" or "Enhanced" account\*
4. Set up account and enter in security information

*\*Enhanced account option will be coming soon*



**“ No more calling to check on benefits for me, I can do it myself with CommonHelp. ”**

### Benefits available through CommonHelp:

- Cash Assistance (TANF)
- Child Care Services
- Food Assistance (SNAP)
- Medical Assistance (Medicaid and FAMIS)
- Energy Assistance (Fuel, Crisis or Cooling)

**Apply any day, any time from the privacy of your home or any place where a computer is available to you.**

## What Do You Need To Know?

- You can self-screen to see what programs you are eligible for before applying.
- You can apply for benefits using internet access anywhere, anytime. Applications can be submitted 24-hours a day/7 days a week.
- By linking your case to your CommonHelp account: you can see your case information, check your benefits, renew your benefits, and report changes.
- If you are unable to apply for benefits, you can assign someone to do so on your behalf.

If you still have questions or are experiencing technical difficulties...

Call: 1-855-635-4370

Or email: [commonhelp@dss.virginia.gov](mailto:commonhelp@dss.virginia.gov)

TTY/TTD (deaf or hard-of-hearing):  
1-800-828-1120, or 711



# CommonHelp

helping those in need

[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

The Virginia Department of Social Services

*The Virginia Department of Social Services does not discriminate based on race, sex, color, religious creed, national origin, political affiliation or disability.*

**Don't wait in line...  
Go online!**



[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

The central, easy way to apply for and get help with assistance in Virginia.



# CommonHelp

helping those in need

## How to Link Your Existing Benefits Case Online

Follow these simple steps:

1. Go to [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)
2. Click on the "Check my Benefits" Button
3. Click the link beside "New Here?" to create your account
4. Choose your account type "Basic" or "Enhanced"
5. Enter requested information and click "Register" to create account
6. Once on the "My Account" homepage, select "Manage my Account" [Manage My Account](#)
7. Go to "Client Case Association"
8. Enter your Case Number and Client ID\*

*\*If you do not have your case number or client ID, please contact your local department of social services.*



**“ I didn't want anyone to know I was applying for food stamps by going into the office. I got help on my own time, in privacy. ”**



**“ Now, I can scan in my pay stubs and other information online, without having to take off work and go to my local office. ”**

**Do you receive benefits and want to manage your account online?**

By Linking your case on CommonHelp you can...

[Check Benefits](#)

[Renew Benefits](#)

[Report Benefits](#)



**“ I don't have to worry about how I'm going to make it to my appointments anymore- I can renew from home. ”**



**Apply for public assistance benefits at:  
[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)**

helping those in need

**No need to travel to an office!  
No waiting in line!**