

Associating a Benefits Case to a CommonHelp Account

Step 1

If no CommonHelp account exists, the customer must first create an account by clicking on the **Create an Account** button from the CommonHelp homepage.

- * Customer will create a user ID
- * Customer will create a password
- * Customer will answer five security questions
- * Customer will accept terms

Step 2

Customer must then sign in using the newly created user ID and password

OR

Customer can sign in using existing user ID and password if one had been created in the past

SPECIAL NOTE: A customer does not have to apply through CommonHelp in order to associate to a benefits case

Step 3

The **My Applications** page will be displayed. If the customer applied for benefits via CommonHelp, the following message will be displayed:

"A case has been created from application. You need to link the case to your account before you can see your benefits information. To link the information, please [click here](#)."

Step 3 (continued): If the application was not submitted via CommonHelp, the customer will click on the **Manage My Account** button, which is located on the top left side of the page

Step 4

The customer will be taken to the **My Account** page.

Near the bottom of the page, the customer will click the checkbox for

"I have an existing case with Social Services and would like to associate it with my account."

The customer will then click the **Link Case** button.

Step 5

The customer will be taken to the case association page. The first and last name will be prefilled. The customer must provide:

- * The street address (no city, state or zip is required) that was provided to the local agency
- * The date of birth for the person that created the account
- * A valid SSN for the person that created the account
- * **All info must match exactly**

Step 6

If successful, the customer will receive the following message:

"The association with account has been successful. We must now verify your permission before we can give you access to case information."

To verify the permission, the customer must click on the **Continue** button at the bottom of the page

After the successful completion of all steps, the customer will be directed to the case information page where they will be able to view submitted applications, benefit history, program details and agency contact information.