Case Association User Manual

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Log In Procedures:

Landing Page – Login Page

1. Enter your *User ID*.
2. Enter your *Password*.
3. Click **Sign In**.

Associating a Case:

My Applications Screen

4. Click the **Manage My Account** button at the top of the screen.

Manage My Account Screen-1 of 2

5. To update *Password* information enter the old password, then the new password and click **Reset**.

6. To update *Secret Questions* select a new question and enter a new answer and click **Update**.
7. To update the user's *Name* or *Email Address* enter the new information and click **Update**.

Manage My Account Screen-2 of 2

Authorized Representative Information Sharing

Update the secret key for sharing case information with your Authorized Representative(s). To create a 'Secret Key' word to be shared with your Authorized Representative you must first complete the 'Case Association' section.

Secret Key : [   ]

UPDATE 💾

Case Association

You may be able to associate to your case in 5 - 7 business days.

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

LINK CASE

Client Case Association

☐ I am an Authorized Representative and would like to add one or more Social Services cases of my clients.

LINK CASE

Continue

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8. To associate the CommonHelp account with the case on file select the *I have an existing case with Social Services and would like to associate it with my account* check box.
9. Click **Link Case**.

Case Association Screen

10. Enter the *First Name*, *Last Name*, *Home Address*, *Date of Birth*, and *Social Security Number* for the individual with the existing case.
11. Click **Continue**.
    a. **NOTE:** The information provided in this section must be an exact match to the information that exists in ADAPT or this process will not be successful. If the customer is getting an unsuccessful message, the customer should contact their local case worker and get the information currently residing in ADAPT.

Case Association Examples:

The system displays the **Case Information** or the **Case Selection** screen.

12. If the customer has only one case the **Case Information** screen displays.

Case Information Screen

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Am I Eligible? | Apply For Assistance | Report My Changes

Hello, **Sally**. You are logged in.
Manage My Account   Logout

My Benefits   My Applications   Learn More

Case Information

Case Information

| Case Name : | SALLY DOOR | Case Number : | 0103680 |

My Benefits
As of Tuesday, September 4, 2012.

Benefits	Status	Details
TANF (Cash Assistance)	In September 2012, HARRY, and SALLY are getting TANF (Cash Assistance) benefits.	🔍

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13. If the customer has more than one case the **Case Selection** screen displays.

Case Selection Screen

14. Select the radio button for the appropriate case to view the case associated with the CommonHelp account.
15. Click **Continue**.

Case Information Screen

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Back To Case Selection | Am I Eligible? | Apply For Assistance | Report My Changes

Hello, **Case**. You are logged in.

[Manage My Account] [Logout]

My Benefits	My Applications	Learn More

Case Information

Case Information

Case Name :	VANNA VANE	Case Number :	0102353

My Benefits

As of Tuesday, September 4, 2012.

Benefits	Status	Details
Medical Assistance	In September 2012, a decision has not been reached on your application.	🔍
SNAP (Food Assistance)	In September 2012, VANNA, VERA, and VINCE are getting SNAP (Food Assistance) benefits.	🔍
TANF (Cash Assistance)	In September 2012, VANNA, VERA, and VINCE are getting TANF (Cash Assistance) benefits.	🔍