How to Use the Accenture Citizen Self-Service Portal

(This document is a text-only transcript of the ACSSP: How to Use the Accenture Citizen Self-Service Portal tutorial.)

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Welcome to the Accenture Citizen Self-Service Portal.

This is a secure site you can use to apply for benefits as well as manage and view information related to your benefits.

You can choose to view this site in either English or Spanish.

You can check your eligibility for benefits, fill out and submit your application for benefits, and after you’ve signed up, you can log in to change your online application or manage and view your existing benefits.

If you need to go to a benefits office, you can use the Accenture Citizen Self-Service Portal to find your closest Office Location and Hours.

If you want to learn more about the assistance programs available, check out the Program Information link.

You'll find fact sheets that provide program eligibility criteria and benefit coverage information for medical coverage, Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP).

Select the How To Use This Site link for instructional information on how to navigate the Accenture Citizen Self-Service Portal.

We want to hear about your experience on this web site, so use the Give Us Your Feedback link to complete an optional short survey.

If you are an Authorized Representative (AR) acting on the behalf of an applicant/recipient, you can click the Authorized Representatives link to log in to ACSSP.

You’ll find the Terms and Conditions link by which you agree to use this site located here.

If you want to register to vote, check out the Voter Registration link. You will also have an opportunity to register to vote when you submit an application.

And, if you have questions, or can't remember how something works, use the Help link to find the answers you need at any time. It’s always available.
What would you like to learn more about?

Before you use a feature that’s new to you in the Citizen Self-Service Portal, you can find out what to expect by clicking the **Start** button next to the topic you would like to learn more about.

**Topic 1:** Check Eligibility (3 minutes)

**Topic 2:** Sign Up and Manage My Account (3 minutes)

**Topic 3:** Submit an Application (12 minutes)

**Topic 4:** Withdraw or Cancel an Application (2 minutes)

**Topic 5:** Check Status of an Application (2 minutes)

**Topic 6:** View/Upload Documents (2 minutes)

**Topic 7:** Link/Unlink My Case (2 minutes)

**Topic 8:** Find a Provider (2 minutes)

**Topic 9:** Report a Change (4 minutes)

**Topic 10:** Renew My Benefits (4 minutes)

**Topic 11:** Use the Message Center (2 minutes)

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**Topic 1: Check Eligibility**

When applying for benefits, you can increase your chances of having your application accepted by requesting the right benefits for your situation.

As you watch the following demonstration, you’ll see that it only takes a few minutes to check your potential eligibility for benefits. You only need to enter some basic information to find out if you may be eligible to receive benefits. You won’t even have to sign up!

Click the **Next** button to see how senior citizens, Albert and Marilyn Wang, checked their eligibility for benefits.

Marilyn and Albert Wang would like to apply for assistance with Albert’s medical costs and see if they might be eligible for any other benefits.

Recently, a friend told them about the Accenture Citizen Self-Service Portal. Now they are going to check their eligibility for benefits through the Accenture Citizen Self-Service Portal.

Click the **Next** button to continue.

From their home computer, they access the Accenture Citizen Self-Service Portal on the Internet and click the **What benefits could I receive?** link.

The Check Eligibility form begins with some instructions they read carefully before clicking the **Begin Assessment** button.
In the first set of questions, Marilyn and Albert enter the number of adults in their household, answer basic financial questions, report that they are US citizens, that there is a person with a disability and that they’re enrolled in Medicare.

When they’re done, they click the **Continue** button.

Before submitting the form, they’re given a chance to check their answers. They can click the **Edit** or **Back** buttons to change them if they need to.

When they’re satisfied with their answers, they click the **Continue** button.

It takes the Accenture Citizen Self-Service Portal just a few seconds to assess Marilyn and Albert’s potential eligibility for benefits.

Based on the answers they gave, the system was able to tell them they might be eligible for low or no cost health care, disabled Medicaid and the Supplemental Nutrition Assistance Program (SNAP).

Note: This is a learning example; the criteria for eligibility may differ in your state.

**Move your mouse over any of the buttons to learn more about them.**

Clicking the **Go Home** button takes you to the ACSSP Home page.

Clicking the **Start Over** button takes you to the Welcome page where you can begin the assessment.

Clicking the **Review** button takes you to the Summary page where you can edit the information entered in the assessment.

Clicking the **Apply** button begins the application process. You can get started by agreeing to the terms; however, you will need to log into your secure account to continue. If you do not have an account established, you will be guided through the process.

When you’re ready, click the **Next** button to continue.

Marilyn and Albert are not ready to submit their application at this time, so Marilyn clicks the **Go Home** button.

Marilyn and Albert are pleased with the results of their eligibility check. Now they know that they have a chance of qualifying for help with medical costs and other benefits. But they can only be certain after submitting an application.

When you’re ready, click the **Next** button to continue.

**Next Steps**

Now that you know how to check your eligibility for benefits in just a few minutes using the Accenture Citizen Self-Service Portal, why not try it now?

To check your eligibility for benefits now, close this window to leave this tutorial, or click the **Next** button to learn how to sign up for the Accenture Citizen Self-Service Portal.
Topic 2: Sign Up and Manage My Account

Before you can use the Accenture Citizen Self-Service Portal to fill out and submit your benefits application, you'll need to sign up to use it.

When you sign up, you'll be creating a secure User Name and Password that will help to keep your benefits information private whenever you use the Accenture Citizen Self-Service Portal. Like your ATM pin number, you should keep your User Name and Password secret to prevent others from accessing your private information.

When you're ready, click the Next button to continue.

To get to the sign up form, just click the Sign Up link in the top right corner of the portal.

Click the Next button when you're ready to continue.

This copy of the Sign Up form shows all the information you need to provide.

If you need to, move your mouse over any of the words in the form to find out more about them.

Sign Up

This is the form’s title.

Instructions

Follow these instructions to create a Username and Password combination that is secure and acceptable for the Accenture Citizen Self-Service Portal. You will not be able to complete your sign up until you have met the criteria for a valid Username and Password. You will be automatically logged in upon successful sign up.

In order to sign up to use the Accenture Citizen Self-Service Portal you must provide all information that is followed by *.

Username

You will use this to log in securely each time you need to access your benefits information in the Accenture Citizen Self-Service Portal. The Username is a maximum of 30 characters in length. Username is not case sensitive. Username must be unique and cannot contain the special characters identified in the instructions. Choose a Username that meets the criteria, is memorable for you and difficult for others to guess. You may need to write it down somewhere safe to remember it.

Password

The Password must be at least 8 characters in length. Password must contain characters from three of the following four classes:

- Uppercase
- Lowercase
- Numeral
- Special characters: < >, #, |, & , ~, ?, ( ), { }, % or *
Choose a Password that meets the criteria above, is memorable for you and difficult for others to guess. You will use it to log in securely each time you need to access your benefits information in the Accenture Citizen Self-Service Portal. You may need to write it down somewhere safe to remember it.

Confirm Password
Enter your password again here. This is a check to make sure you correctly entered the password you intended.

First Name
Enter your first name here up to a maximum of 30 characters in length. You can use special characters to accommodate unique names such as O’Connor, Williams-Jones and Günther. Do not use a nickname.

Middle Name
This is optional. If you want to, you can enter your middle name up to a maximum of 30 characters in length. You can use special characters to accommodate unique names such as O’Connor, Williams-Jones and Günther.

Last Name
Enter your last name up to a maximum of 30 characters in length. You can use special characters to accommodate unique names such as O’Connor, Williams-Jones and Günther.

PIN Instructions
Follow these instructions to create a Personal Identification Number (PIN) that you can use to sign your application electronically. Using a PIN to validate your signature enhances the protection of your confidential data. Selecting a PIN is optional.

Electronic PIN
This is optional. Enter your PIN. Choose a PIN that meets the criteria above, is memorable for you and difficult for others to guess. You may need to write it down somewhere safe to remember it.

Reenter PIN
This is optional. Enter your PIN again here. This is a check to make sure you correctly entered the PIN you intended.

Security Question Instructions
Follow these instructions to create security questions you will be asked if you forget your password. You may need to write them down somewhere safe to remember them.

First 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!

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
Use this button to quit the Sign Up form without signing up.

Sign Up Button
After you have filled out all the required details in this form, click this button to sign up. If any information is incorrect or missing, you will be told and given another chance to complete the form. When you have made your corrections, you can click this button again to sign up.

When you’re ready, click the Next button to continue.

Now that you’ve signed up, you can log in to the Accenture Citizen Self-Service Portal at any time to view and manage your benefits information. You also have the ability to manage your account information and provide additional details that can be useful if you forget your password.

After you log in, you can use the My Account link in the upper right corner of the portal to update your password and other personal information.

Click the Next button to see the information stored with your user account.

The Update Personal Information form has four tabs where you can make and save changes.

When you are on the Personal Information tab, you can update personal information such as your name, date of birth and social security number.

When you’re ready, click the Next button to continue.

When you click the Contact Information tab, you can update your phone, address and email information. You can also indicate how you want to receive messages about your application or ongoing case. You can choose to have those messages sent to you through text message or your personal email account.

When you’re ready, click the Next button to continue.

When you click the Password Management tab, you can update your password and security questions. Remember, if you ever forget your password, the security questions will be used to help you reset it.
When you’re ready, click the **Next** button to continue.

When you click the **Personal Identification Number (PIN) Management** tab you can update your PIN. The same security questions you used for your password will be used to help you reset your PIN.

When you’re ready, click the **Next** button to continue.

**Next Steps**

Now that you know how to sign up for the Accenture Citizen Self-Service Portal, why not try it now?

To sign up and create your secure account now, close this window to leave this tutorial, or click the **Next** button to learn how to submit an application.

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**Topic 3: Submit an Application**

**Things to Consider**

After you’ve signed up and logged into the Accenture Citizen Self-Service Portal, you can apply for benefits, change your application 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:

**Move your mouse over each of the people below to reveal the answers to their questions.**

- **How long does it take to complete the online application?**
  It may take 15 minutes or more to complete the online application.

- **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’ll be able to upload copies of any documents you have that can support your application.

- **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 case worker over the phone or in person.

- **Once I have submitted my application, are benefits guaranteed?**
  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.

When you are done, click the **Next** button to see how senior citizens Albert and Marilyn Wang complete their online benefits application.
Marilyn and Albert Wang are senior citizens who have already used the Accenture Citizen Self-Service Portal to check their eligibility for benefits. The results showed they might qualify for some benefit programs.

Marilyn has just signed up and she is now going to complete an online application for benefits.

**Note:** Some states and programs may require separate applications for married couples.

Click the **Next** button when you’re ready to continue.

First, Marilyn Wang signs in to her secure account.

Then she clicks the **Apply for assistance** link.

After reading the guidelines, she selects the checkbox and clicks the **Continue** button.

She reviews the instructions that describe how the online application form works. She learns there is a tab for each section of the form.

This means that after she completes a section, she’ll be able to click on its tab to return to that section if she needs to. She can also keep track of how far she has to go to complete her application.

On the first page of the application, she selects the type of benefits she’s applying for.

(You can select more than one benefit program if you need to.)

After she has selected the programs, she clicks the **Continue** button.

On this page, Marilyn knows she needs to fill in all the fields marked with an asterisk (*).

She provides contact information including phone number and email address, so that a case worker could get in touch with her if needed. She can even indicate if she prefers to receive messages related to her application or ongoing case via text message or email.

Marilyn enters her address information and clicks the **Save and Continue** button.

The online application checks her address against the United States Postal Service (USPS) database and puts her address in their standard format to ensure that any mail sent to her will reach her as quickly as possible.

The system asks her to validate her physical and mailing addresses.

She selects the address and clicks the **Save and Continue** button.

Then she answers questions about herself. This section and the ones that follow do not have questions marked with a red asterisk. Marilyn can, therefore, proceed without completing every question.

To protect your privacy, the online application only displays your Social Security Number (SSN) when you place your cursor in the SSN text box. When you click your cursor away from the SSN text box, only dots display to hide your SSN.

She answers the question about her marital status and moves on to other questions.
Marilyn answers the remaining questions on the page and then clicks the **Save and Continue** button.

Next, she answers background information questions and clicks the **Save and Continue** button.

She sees that she is almost done with this section and completes the questions regarding income, cash in hand and monthly payments.

She clicks the **Save and Continue** button to keep going.

At the end of the section, a summary displays all the details entered so far. She takes a moment to review her answers. She can change them using the **Edit** button.

Marilyn is satisfied with the information she provided and is ready to click the **Save and Continue** button.

Now it’s time to enter information about Albert. She will add his information to continue the application.

She clicks the **Add Another Person** button.

Marilyn enters information about Albert and clicks the **Save and Continue** button.

Marilyn continues entering information about Albert and clicks the **Save and Continue** button.

Marilyn completes Albert’s background information and then clicks the **Save and Continue** button.

At the end of the section, Marilyn takes a moment to review Albert’s information, knowing she can change items as necessary using the **Edit** button.

Marilyn is satisfied with the information she provided and is ready to continue. She clicks the **Save and Continue** button.

Now that Marilyn has completed the People information for the application, it’s time for her to enter information about her job.

She completes the questions and clicks the **Save and Continue** button.

First, she enters information about her employment.

She then clicks the **Save and Continue** button to keep filling out the application.

Marilyn can review and edit her job information. Since Albert is unable to work due to his disability, she does not need to enter any additional job information and can continue with the application.

She then clicks the **Save and Continue** button to keep filling out the application.

On the next several pages, Marilyn needs to answer questions about non-job related income that is received by any person in the household.

She clicks the **Save and Continue** button after completing the questions.

Marilyn continues to answer questions about non-job related income that is received by any person in the household.
She clicks the **Save and Continue** button after completing the questions.

After reviewing the summary information related to their income, Marilyn is ready to continue the application.

Marilyn clicks the **Continue** button when she’s ready.

Earlier in the application, Marilyn answered a question stating that she filed a tax return. Now she needs to complete tax information about the people in her home.

Marilyn also answers the tax return questions for her husband and clicks the **Save and Continue** button.

After a satisfactory review of the income summary, Marilyn is ready to proceed with the application, she clicks the **Save and Continue** button.

In the next part of the application, Marilyn needs to report their expenses. Since Marilyn is primarily responsible for paying all the expenses for the household, she will complete the expense questions for herself only.

Marilyn enters their housing costs and clicks the **Save and Continue** button.

Marilyn reviews their housing costs and has nothing to add or edit and is ready to click the **Continue** button.

Similarly, Marilyn completes the utility cost information and clicks the **Save and Continue** button.

Marilyn reviews their housing costs and has nothing to add or edit and is ready to click the **Save and Continue** button.

Marilyn completes the information about property and clicks the **Save and Continue** button.

After reviewing the property summary, Marilyn is ready to complete the next section of the application. This is where she needs to complete household relationships.

She clicks the **Save and Continue** button.

Next, Marilyn updates the household relationships and is ready to click the **Save and Continue** button.

On the next few pages, Marilyn will answer additional questions about people in her home and will click the **Save and Continue** button after each page is completed.

Marilyn reviews the summary information and is satisfied with her answers, so she clicks the **Save and Continue** button.

The system indicates that the Wangs may be eligible for expedited services and will be notified if they qualify. Marilyn clicks the **Continue** button.

She is also offered the opportunity to register to vote and identify if an organization or person helped her complete the application before clicking the **Save and Continue** button.

Next, Marilyn can select the office that will handle her application. She can then click the **Save and Continue** button.
Next, Marilyn continues to the screen where she’s asked to provide copies of any documents she has that support her application.

She has prepared for this by making photocopies of their birth certificates, her paycheck and Albert’s pension documents.

To add a document, she clicks the **Browse** button.

Marilyn selects the first document she wants to add to her application and then she clicks the **Open** button.

She can see the document has been added successfully because its name appears just below the **Browse** button.

To add more documents, she can repeat these steps as many times as she needs. She can also return to Accenture Citizen Self-Service Portal later and upload additional documents.

She’s done adding documents for now, so she clicks the **Save and Continue** button to continue her application.

Finally, Marilyn signs the form with her electronic signature and then clicks the **Submit Application** button.

If Marilyn registered for a PIN when she signed up for the account, she would have the option of signing the form electronically using the PIN.

After submitting her signed application, she is given a confirmation number and the name of the benefits office where her application has been received.

If she has any questions, she can call the office and use her confirmation number to help them locate her application.

A copy of her application will be stored on the Accenture Citizen Self-Service Portal and she can access it at any time.

She also has the option of saving her application to a file, emailing it to herself (or someone else) or printing it.

Now that she’s completed her application, she clicks the **Exit** button to return to the **Home** page.

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

If Marilyn had not completed the application at once, there would be links for continuing a saved application (so that she doesn’t have to complete her application in one sitting) and canceling an application before it has been completed. However, these can only be used if your application has not been submitted yet.

**Next Steps**

Now that you know how to complete and submit your benefits application using the Accenture Citizen Self-Service Portal, why not try it now?
To apply for benefits now, close this window to leave the tutorial, or click the Next button to see what to do if you change your mind and want to withdraw or cancel an application.

**Topic 4: Withdraw or Cancel an Application**

If you’ve submitted an application for benefits and change your mind, you may be able to withdraw your application if it is still in pending status.

Katie Ozman used the Accenture Citizen Self-Service Portal to apply for benefits. She has just received an inheritance and no longer needs assistance.

Katie is now going to withdraw her application for benefits.

Click the Next button when you’re ready to continue.

After Katie signs in to her secure account she clicks the Withdraw my completed application link.

Next, she selects the application(s) to withdraw, and then clicks the Save and Continue button.

Katie is asked to verify that she wants to withdraw her application. She is sure she does not want to proceed with the application so she clicks the Save and Continue button.

After receiving a confirmation, Katie can now print, email or save the confirmation to a file.

Katie chooses to click the Exit button to return to the Home page and log out.

Katie can now log out of ACSSP.

If you attempt to withdraw an application and it is already in progress, you will be unable to complete the action without contacting your local office.

Click the Next button when you’re ready to continue.

If you have begun answering the questions for an application for benefits, saved it and then decide not to continue, you have the ability to cancel the incomplete application.

John Samir has begun the application process and has chosen not to continue. He is going to cancel his incomplete application.

Click the Next button to see how he does it.

After John signs in to his secure account, he clicks the Cancel my incomplete application link.

Next, he selects one of his applications and then clicks the Save and Continue button.

John is sure he wants to cancel the application, so he clicks the OK button.

John receives a confirmation and can click the Exit button to return to his Home page where he can log out of ACSSP.
Next Steps
Now you know how to withdraw or cancel an application using the Accenture Citizen Self-Service Portal.
To withdraw your application now, close this window to leave this tutorial, or click the Next button to learn how to check the status of an application.

Topic 5: Check Status of an Application

Once you’ve submitted an application for benefits, you can check the status of your application on the Accenture Citizen Self-Service Portal.

Marilyn and Albert Wang have submitted their application for benefits. Marilyn now wants to check the status of the application.

Click the Next button when you’re ready to continue.

After Marilyn signs in to her secure account, she clicks the See More... link.

Then she clicks the View my benefits link to see the details of the case.

Marilyn selects the case for which she wants to check the status and clicks the Save and Continue button.

She sees that the status of her programs is Pending. After checking the status, Marilyn clicks the Exit button to return to the Home page.

Marilyn can now log out of ACSSP.

Next Steps
Now you know how to check the status of an application using the Accenture Citizen Self-Service Portal.
To check the status of an application now, close this window to leave this tutorial, or click the Next button to learn how to upload and view documents.

Topic 6: View/Upload Documents

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

You can also view and manage those documents after you’ve uploaded them.

Marilyn and Albert Wang have already submitted their application for benefits and have additional documents to support their application. Marilyn now wants to upload these documents.

Click the Next button when you’re ready to continue.
After Marilyn signs in to her secure account, she clicks the **View/Upload my documents** link.

She sees that the document(s) she uploaded when she submitted her online application are still there.

She also sees that there is a document for the application she has submitted. She can open any of the documents in the list by clicking on the document’s name.

Now she wants to add another document.

The first thing Marilyn does is select the application to which she wants to add documents.

Next, she clicks the **Browse** button to locate the document she wants to upload.

She sees that the document(s) she uploaded when she submitted her online application are still there.

She also sees that there is a document for the application she has submitted. She can open any of the documents in the list by clicking on the document’s name.

Now she wants to add another document.

The first thing Marilyn does is select the application to which she wants to add documents.

Next, she clicks the **Browse** button to locate the document she wants to upload.

Marilyn selects the document and clicks the **Open** button.

The name of the document displays. She can continue adding more documents, if she needs to.

This is the only document Marilyn needs to upload now, so she clicks the **Upload** button.

After she clicks the **Upload** button, the document file name appears in the list of documents associated with her application.

When she clicks the **Cancel** button, she returns to her **Home** page.

Marilyn can continue working in ACSSP or log out.

**Next Steps**

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

To view or upload documents now, close this window to leave the tutorial, or click the **Next** button to learn how to link your online application to your case.
Topic 7: Link/Unlink My Case

After submitting an application for benefits, you will need to request to have your online application linked to your case in order to take advantage of all the features of the Accenture Citizen Self-Service Portal. Linking your online application to your case will allow you to:

- View pending verifications that you need to provide.
- View correspondence from the agency.
- View your payment history.
- Report changes to your case(s).
- Unlink your case(s).

Marilyn and Albert Wang have already submitted their online application for benefits. Marilyn wants to be able to manage her application and needs to submit a request to link her online application to her case.

Click the Next button when you’re ready to continue.

Marilyn has signed in to the Accenture Citizen Self-Service Portal. By clicking the Link my case(s) link, she can submit her request to link her online application to her case.

The Link my case(s) page summarizes Marilyn’s key account information.

Marilyn can provide her Case Number or Client Index Number (CIN) if she knows them. However, it is not necessary to provide them to be able to complete the request.

All she needs to do is sign the form electronically and then click the Submit Request button.

If Marilyn registered for a PIN when she signed up for her ACSSP account, she would also have the option of signing the form electronically using her PIN.

The Link my case(s) page summarizes Marilyn’s key account information.

Marilyn can provide her Case Number or Client Index Number (CIN) if she knows them. However, it is not necessary to provide them to be able to complete the request.

All she needs to do is sign the form electronically and then click the Submit Request button.

If Marilyn registered for a PIN when she signed up for her ACSSP account, she would also have the option of signing the form electronically using her PIN.

Marilyn receives a confirmation message indicating that the request was submitted. The confirmation message includes a Request ID that Marilyn can save in case she needs to refer to it later. She can save the confirmation message to a file, email or print it.

After Marilyn’s request for case linking has been submitted, a case worker will process the request.

Marilyn clicks the Exit button to return to her Home page.
After your online application 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’ve logged into your secure account.

If your online application is linked to your case, you have the option of unlinking your case from your ACSSP user account. You may want to unlink your case due to divorce, custody or guardianship issues.

To unlink a case, log on to ACSSP and click the **Unlink my case(s)** link under **Access my benefits**.

You can select the case(s) to unlink. Then sign the form electronically and click the **Submit Request** button.

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

**Next Steps**

Now you know how to link your online application to your case using the Accenture Citizen Self-Service Portal. You’ve also learned about unlinking a case.

To request to link or unlink your case now, close this window to leave the tutorial, or click the **Next** button to see how to view pending verifications.

**Topic 8: Find a Provider**

When you are logged in to the Accenture Citizen Self-Service Portal, you can search for providers who offer services for such things as:

- Child care referrals.
- Financial services.
- Legal assistance.
- Shelters.
- Money management.

Marilyn is looking for someone who can help her find a new job. Earlier when she logged on to the Accenture Citizen Self-Service Portal, she saw an option to view available providers under **Access my benefits**. She now wants to see what providers might be available in her area to help her.

Click the **Next** button when you’re ready to continue.

Marilyn has logged in to her secure account and clicks the **View Available Provider** link.

She can select from a list of services, so she selects **Job Search**. She can also select her county to narrow the providers to those that are located near her home.

Then she clicks the **Search** button.

She can review the results to locate the providers nearest to her.
From the list of providers, she can click on a provider hyperlink to see the provider’s details.

Marilyn finds the address, phone number and email address for the provider. She is also able to see the services and activities the provider offers, as well as who to contact for more information or to sign up for an activity.

When she’s done reviewing the provider information, she can click the Exit button to return to her Home page.

Marilyn can now log out of ACSSP.

**Next Steps**

Now that you know how to find a provider using the Accenture Citizen Self-Service Portal, why not try it now?

To search for providers now, close this window to leave the tutorial, or click the Next button to learn how to report a change in your circumstances if you begin receiving benefits.

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**Topic 9: Report a Change**

Over time, your circumstances may change and those changes may affect your benefits. You can report these changes in the Accenture Citizen 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:

- Address and contact information
- Household members
- Job
- Income
- Expenses
- Property
- Resources

Marilyn and Albert Wang’s daughter, Tanya, has just moved back in with them. Tanya is not working, but does have a car to add to the household. Marilyn wants to report the change to her living situation.

Let’s take a look how she reports a change.

When you’re ready, click the Next button to continue.

Marilyn begins by logging into her secure account. From her Home page, under Access my benefits, she clicks the Report a change to my case link.

The first thing Marilyn needs to do is select the case and click the Save and Continue button.
Next, Marilyn sees a summary of all the information she has reported on her case. She sees that the Person Summary section lists herself and Albert. Since Marilyn wants to include Tanya in her household, she will need to add Tanya as another person on her case.

Under the Person Summary section, she clicks the **Add Another Person** button.

Next, she enters the information about Tanya and clicks the **Save and Continue** button.

She continues answering questions about Tanya and then clicks the **Save and Continue** button.

Marilyn also needs to complete background information for Tanya before she can click the **Save and Continue** button.

After Marilyn reviews the summary information for Tanya, she is ready to proceed. She sees that she has added Tanya to the household. Now she scrolls down the page and clicks the **Save and Continue** button.

Marilyn needs to report that they now use her daughter’s car. She scrolls down the page to locate the section for Motor Vehicle and then clicks the **Add Another Entry** button.

She enters the information about Tanya’s car and then clicks the **Save and Continue** button.

Marilyn reviews the vehicle information. She has no other cars to add, so she clicks the **Continue** button.

She scrolls down the page and clicks the **Save and Continue** button.

This brings her to the screen for submitting changes. If Marilyn had other changes to report, she could do so at this time. However, she has no more changes to report, so she clicks the **Submit Changes** button.

After submitting her request, Marilyn is given a confirmation number and the name of the office she should contact if she has any questions. She can print, email or save the confirmation to a file.

When she is done, she clicks the **Exit** button to return to the **Home** page.

**Next Steps**

You’ve just seen how you can report a change to your case.

To report a change now, close this window to leave the tutorial, or click the **Next** button to learn how to renew your benefits.
**Topic 10: Renew My Benefits**

When it’s time to renew your benefits, you will be notified by the agency or your case worker and you can apply to renew your benefits from the Accenture Citizen Self-Service Portal.

When your benefits are ready to be renewed, you will see a link to **Renew my Benefits** under **Access my benefits**.

Rodger Reiter received a message that his benefits are due for renewal. Watch the demonstration to see how he proceeds with renewing his benefits.

Click the **Next** button to continue.

Rodger has signed in to the Accenture Citizen Self-Service Portal. He finds the **Renew my benefits** link under **Access my benefits** and clicks the link to start the process.

On the **Renew my benefits** page, he selects the case to renew and clicks the **Save and Continue** button.

The **This is what you have told us** page summarizes Rodger’s renewal application information. He can edit any of his current information, add new information or delete any information that is no longer relevant.

Rodger recently started working, so he needs to report that new information.

Rodger confirms that the information in the Address section is still correct and scrolls down the page to continue reviewing his information.

As Rodger reviews the Person Summary section, he sees that he can report his new job in the **Job and Job History** section.

He clicks the **Add Another Entry** button in that section.

Rodger provides the information about his employer and wages on this page. Then he clicks the **Save and Continue** button.

The **Job and Job History Summary** page provides a summary of the information that Rodger just entered. He reviews this for accuracy and can edit it if anything is incorrect. Since it looks correct, he clicks the **Continue** button.

Rodger returns to the **This is what you have told us** page where he can continue to edit any of his current information, add new information or delete any information that is no longer relevant.

When he is sure that the information is correct, he clicks the **Save and Continue** button.

Rodger can also upload any new documents he might need to support the information he’s just edited or added.

He clicks the **Browse** button to add a document.
Roger selects the **PayStub** document that he wants to add and then clicks the **Open** button.

He can see the document has been added successfully because its name appears just below the **Browse** button.

Then he clicks the **Save and Continue** button to continue his application.

After reviewing the information, Rodger is ready to submit his renewal application. He electronically signs the application and clicks the **Submit Application** button.

A confirmation message displays that he can save, email or print. When he is done, he clicks the **Exit** button.

On the Home page, Rodger notices that there is a new message in the Message Center. He opens the Message Center to view the message.

He clicks the message hyperlink to open it.

The message confirms that Rodger's application for renewal was successfully submitted and it includes a copy of his application.

When he’s done reading the message, he clicks the **Back** button.

He clicks the logo to return to the **Home** page.

Finally, Rodger logs out of the Accenture Citizen Self-Service Portal to make sure his information remains secure.

**Next Steps**

Now you know how to submit an application to renew your benefits using the Accenture Citizen Self-Service Portal.

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

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**Topic 11: Use the Message Center**

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

Marilyn Wang has logged into the Accenture Citizen Self-Service Portal and sees that she has a new message.

When you’re ready, click the **Next** button to see how Marilyn uses the Message Center to view her message.

Marilyn has accessed her secure account and clicks the **1 New Message(s)** link.

Marilyn sees the content of her mailbox. The Inbox has an unopened message identifying the sender and the subject.

To read the message, she clicks the link for the subject.
She sees that there is an attachment within the email and clicks the **Open** button. When she clicks the **Open** button, she can choose to open, save or cancel the attachment. She decides to open the document and view its contents.

A window opens with the document that she can read and then close.

After Marilyn has read her message, she can choose to archive it or click the **Back** button to return to the Inbox.

When she clicks the **Close** button, she is brought back to her **Home** page.

From the Home page, she can see that there are no new messages in the Message Center.

Each time Marilyn logs into the Accenture Citizen Self-Service Portal, she can return to her 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, or click the **Start a Different Topic** button to select another topic.