

## CommonHelp Desk Aid

### Am I Eligible?

- High-level screening for benefit programs
- Is not an eligibility determination process
- Encourage to apply , even if screening indicates might not be eligible

### Create An Account

- Create user ID
- Create password
- Respond to "secret questions"
- Customer needs to remember this information

### Apply for Assistance

- Log in with user ID and password
- Complete questions
- Prior to submitting, can Save & Exit & return within 60 days
- Submit application
- Tracking number displays
- Option to print application

After the local social services agency has taken action on the application, a customer may...

### Check My Benefits

- Need user ID and password to "link" to existing benefits case
- Customer may view:
  - Application
  - Benefit history
  - Program details
  - Agency contact information

### Report My Changes

- May report changes in income, people in the household, etc.
- Tracking number displays after submitting
- Option to print

### Renew My Benefits

- Option to renew all benefit programs that are due
- Tracking number displays after submitting
- Option to print
- Can NOT save and exit

#### Notes:

Customer must electronically sign the application before submitting  
Printed CommonHelp applications cannot be submitted to the local agency