Case Association User Manual

CommonHelp is the central, easy way to apply for and get help with assistance in Virginia.

See if you can get help with food, child care, energy, medical and cash assistance.

Apply For Assistance  

Am I Eligible?

Sign In

Do you have a CommonHelp account? Sign in to check on or continue your application. If not, apply now.

User ID

Password

Sign In  
Forgot your password?
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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.
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**.
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.
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

![Case Information Screen]

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Toll-Free Helper 1-800-655-4370 (Email: commonhelp@dss.virginia.gov)
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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

Hello, Case: You are logged in

My Benefits  My Applications  Learn More

Case Information

Case Name:  VANNIE VANCE  Case Number:  0102353

My Benefits

As of Tuesday, September 4, 2012,

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Assistance</td>
<td>In September 2012, a decision has not been reached on your application.</td>
<td></td>
</tr>
<tr>
<td>SNAP (Food Assistance)</td>
<td>In September 2012, VANNIE, VERA, and VINCE are getting SNAP (Food Assistance) benefits.</td>
<td></td>
</tr>
<tr>
<td>TANF (Cash Assistance)</td>
<td>In September 2012, VANNIE, VERA, and VINCE are getting TANF (Cash Assistance) benefits.</td>
<td></td>
</tr>
</tbody>
</table>

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Tel-Free helpline: 1-877-530-2370  Email: commonhelp@va.gov

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