Check My Benefits 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

User ID must be entered.

Password

Password must be entered.

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.
4. **Click I Accept.**
Selecting a Case:

Case Selection Screen

5. If the customer successfully associated their CommonHelp account with their case the Case Selection screen displays.
   a. Refer to the Case Association User Manual for help with how to associate a case with a CommonHelp account.
6. Select the specific radio button associated with the case they want to review and click Continue.
7. To view the benefit information for an individual program select the magnifying glass next to the corresponding benefit program.
8. The individual benefit details screen displays. By default, the Benefit Details tab displays.
9. Select the Benefit History tab to review the benefit history for the program.
10. Review the **Benefit History** of the payments associated with the program.
11. Select the **Contact Information** tab to review the individual contact information associated with the benefit program.
12. Review the **Contact Information** associated with individual or agency responsible for the benefit program case.

13. Review **Your Mailing Address and Phone Number** for information associated with the customer’s individual case.
   a. If the customer wants to update their individual contact information, select the blue “**Report My Changes**” hyperlink at the top of the screen.

14. To exit this section of CommonHelp use the hyperlinks and buttons at the top of the screen:
   a. **Back to Benefit Summary** hyperlink: To review the user’s benefits summary
   b. **Am I Eligible?** hyperlink: To determine if a user might be eligible for services
   c. **Apply for Assistance** hyperlink: To apply for assistance
   d. **Report My Changes** hyperlink: To report any changes to the case
   e. **Manage My Account** button: To return to the Manage My Account screen
   f. **Logout** button: To exit CommonHelp