Renew My Benefits User Manual

[Image of the CommonHelp website]
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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.
Renewing Benefits:

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 Guide for help with how to associate a case with a CommonHelp account.
6. Select the specific radio button associated with the case that they want to renew and click Continue.
7. When a case is ready to be renewed a **My Renewals** section displays on the **Case Information** screen. Select the **Click here to Renew Your Benefits** hyperlink to begin renewing an application for benefits.
   a. Note: This section and link only displays if a renewal is required and ready to be renewed.
8. Select the check box (s) for the benefit programs that are up for renewal.
9. Click Next.

The system displays the screens necessary for reporting any changes (see the Report My Changes User Manual for the specific reporting changes screens). After answering all of the questions for the various change screens, the system displays the Signing Your Renewal screen.
Example of a Renewal Screen

Hello, Larry. You are logged in.

<table>
<thead>
<tr>
<th>Start</th>
<th>Resources</th>
<th>Income</th>
<th>Bills</th>
<th>Submit</th>
</tr>
</thead>
<tbody>
<tr>
<td>People</td>
<td>Additional Information</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Information About You

Your Address or Phone Number Change
You have told us that your address or phone number has changed. On the right side of the page, we’re showing you the information we have on file. On the left side of the page, you’ll see boxes where you can change, add or remove information about how to get in touch with you. When you’re done, click the Next button.

Please keep in mind:

- If something hasn’t changed, you should leave the answer in the box the way it is.
- The right side of the page won’t change until a worker gets and processes your changes.

Please Tell Us Your Changes:

Where You Live
If you’re staying in a shelter or living with a friend or family member, you can give us the name of the person or agency that pays for rent or room. Be sure to put the name of the person or agency on the second line.

<table>
<thead>
<tr>
<th>Address Line:</th>
<th>* City:</th>
<th>* State:</th>
<th>* Zip Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>111 ONE ST</td>
<td>RICHMOND</td>
<td>Virginia</td>
<td>23223</td>
</tr>
</tbody>
</table>

Mailing Address
If you want to receive your mail at a different address, provide this address below.

Street Address or P.O. Box Number:

<table>
<thead>
<tr>
<th>County / City:</th>
<th>State:</th>
<th>Zip Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact Information
Please tell us how we can get in touch with you. For the phone numbers, please be sure to include area codes. If you don’t have any of the items we ask for, just leave it blank.

<table>
<thead>
<tr>
<th>Home Phone:</th>
<th>Work Phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cell/Message Phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cancel My Changes</th>
</tr>
</thead>
</table>

CommonHelp is provided by the Virginia Department of Social Services

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10. On the right side of the screen the information that is currently on record displays. Make changes to the information on the left side of the screen.
   a. Note: The information on the right side of the screen will not automatically display the changes that were made from the left.
11. Click Next.
   a. The system directs the user to all the renewal screens in CommonHelp.
Completing a Renewal:

Signing Your Renewal

12. Review the renewal Responsibilities, Rights, and Penalties, Signature Declaration, and Electronic Signature overview.

13. Select the check box agreeing to the online signature.

14. Enter your First Name and Last Name.

15. Click Submit.