Report My Changes 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.

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 that they want to report changes to and click Continue.
7. Select the **Report My Changes** link at the top of the screen.
8. Select the check boxes next to the changes to be reported. Select all that apply.  
   a. Note: Based on the check boxes selected the system displays the appropriate screens for the user to update their information.  
9. Changes not listed above cannot be reported through CommonHelp.  
10. Click Next.  

The following pages display examples of the screens provided during the Report My Changes process. The last screen is the Submit Your Changes screen.  

NOTE: At any time during the Report My Changes process, the customer can click the Cancel My Changes button on the bottom left of each page to exit out of Report My Changes. The change will not be sent to the local department of social services if Cancel My Changes button is selected.
Examples of Screens for Reporting Changes:

Changes in Your Home Screen

11. Select the individual’s check box (s) to report changes for specific individuals.
12. Click Next.
Information About You Screen

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 process your changes.

**Where You Live**
If you're staying in a shelter or living with a friend or family member, you can give us that agency or person's address. Be sure to put the name of the person or agency on the second line.

* Address Line: 111 ONE ST

* City: RICHMOND State: Virginia Zip Code: 23233

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

Street Address or P.O. Box Number:

Count: City: State: Zip Code:

* click here to choose *

**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 one of the items we ask for, just leave it blank.

Home:
Phone:
Work Phone:
Ext:
Cell/Message:
Phone:
Email:
Address:

Cancel My Changes

Information on File:

111 ONE ST
RICHMOND Virginia 23233
13. 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.

14. Click **Next**.
15. If someone has moved out of the household, select the reason they left the home.
16. Enter the date they moved out.
17. Click **Next**.
18. Enter the **Personal Information**, **Program Selection**, **Citizenship Information**, **Ethnicity**, **Race**, **Veteran Information**, **Temporarily Away From Home** information for the new individual that moved into the household.

19. Click **Next**.
20. Identify the relationship between the new household member and the existing members.
21. Click Next.
22. Select Yes or No to the new individual’s financial and caretaker information.
23. Click Next.
24. Enter the disability details for the new individual entering the household.
25. Click Next.
26. Enter the pregnancy details for any female who is or was pregnant.
27. Click Next.
28. Review the **Household Changes** information, if something needs changed click the pencil and paper icon to update the information.

29. Click **Next**.
30. Review the **Household Changes** information, if something needs changed click the pencil and paper icon to update the information.

31. Click **Next**.
32. Select the check box next to the individual who has a change to school enrollment.
33. Click Next.
34. Enter the school enrollment details for the individual
35. Click Next.
36. Review the **Additional Information Changes**, if something needs changed click the pencil and paper icon to update the information.

37. Click **Next**.
38. Select the check box next to the individual who has a change to their income.

39. Click Next.
40. If reporting a change to housing or utility bills, select the check box next to the new household or utility bills question.

41. Click **Next**.
42. Select the check box (s) next to the new housing or utility bills.
43. Click Next.
44. If an additional bill was reported under the Other category, enter how much the bill is for monthly.

45. Select the check box next to the individual who is responsible for the bill.

46. Click Next.
47. Review the **Housing and Utility Changes** information, if something needs changed click the pencil and paper icon to update the information.

48. Click **Next**.
49. Accept the terms of the changes by selecting the check box and signing your name.

50. Enter any **Additional Information** in the open text box that would be relevant for a case worker when reviewing the changes submitted.

51. Click **Submit**.