

# BenefitsCal strengthens **security** to protect your **information**

**(855) 355-5757**

General Information

Monday – Friday	8:00 AM – 5:00 PM
Saturday	Closed
Sunday	Closed

## Logging into BenefitsCal with Two-step Verification

### What is Two-step Verification?

BenefitsCal now requires you to use two-step verification to log in to your account.

Two-step verification is a special log in process that protects your account and secures your information. When you log in, you will get a code in your email or in a text/SMS message to make sure it's you trying to log in.

### How do I log into BenefitsCal with Two-step Verification?

1. On the BenefitsCal homepage, in the top right corner, click **Log In**.
2. Enter your email and password.
3. Click **Log In**.
4. Check for a six-digit verification code sent to your email or in a text/SMS message sent to the mobile phone number connected with your case.
5. Enter the six-digit code in the required field on the screen and click **Next**.
6. You will see the BenefitsCal Terms of Use screen. After reviewing, click **I Accept** to agree to Terms.

### How do I change my Two-step Verification preference?

If you have a phone number associated to your BenefitsCal account, you can change the two-step verification Log In preference to get the code sent to a mobile phone.

You can change or set your preference for text/SMS **or** email, **after** you've logged in for the first time.

If you choose to receive the code as a text/SMS message, you'll still need to use your email as your username to log in.

Please note that text/SMS messages can only be sent to a mobile phone, and data and message rates may apply



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BenefitsCal is a new, simple, easy, and [secure way](#) for Californians to apply for and manage the benefits they need.

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# BenefitsCal strengthens **security** to protect your **case**

## Verification Makes Case Linking More Secure than Ever

### What is Case Linking?

Case linking is how BenefitsCal account customers can view their case.

### What is Verification for Case Linking?

To keep customers' case information safe, we have added a new way to verify that it is **you** linking your case online, and **not** *someone pretending to be you*.

### Is Two-step Verification for Case Linking the same as Login Two-step Verification?

No. You only verify yourself once for Case Linking. Login two-step verification is done every time you log into BenefitsCal.

### How does the Case Linking Verification work?

After entering the Primary Applicant case information, BenefitsCal will ask how you want to get your link to verify that it is you trying to link your CalSAWS case. You can choose to get a verification link by email or by a text/SMS message to your mobile phone. These options come from the information we have on file. If this information is not listed, or is not correct, you can contact your county for help.

### If I want the Link to go to Email, to which Email Address will it be sent?

The verification link will be sent to the email address that is included in your case file. This email might be different from the email address you used to log in to BenefitsCal; only the Primary Applicant can link their case. If you want to use a different email, contact your county to update it.

### If I want the Link to go to a Phone Number, to which Phone Number will it be sent?

The verification link will be sent by text/SMS message to a mobile phone number that is included in your case file, after you agree to Terms and Conditions. This phone number might be different from the one you used to create your BenefitsCal account.

If you have more than one phone number listed, BenefitsCal will display the phone numbers in your case file, and you will choose which phone number you would like the link to be sent.

If you choose to get a text/SMS, you will also be asked to check a box to agree to getting a one-time text/SMS message with the verification link.

### Verification for Case Linking is Easy!

1. Once you've logged into BenefitsCal, you will see a Welcome screen - Locate the *Link a case* hyperlink.
2. **Click** *To get started, link your case to your account*.
3. On the next screen, enter your date of birth, zip code, county, and case number (enter information for any of your cases).
4. Next you will be asked to verify it's you linking your case.
5. The email address and phone number(s) from your case details will appear.
6. **Click** on the radio button next to your email address or mobile phone number where you want the verification link to go.
7. Follow the directions below for email or text/SMS to a mobile phone.

### Verification by Email

1. Check your email inbox for the verification link from [Verify.NoReply@App.CalSAWS.org](mailto:Verify.NoReply@App.CalSAWS.org).
2. If the email isn't there, check spam/junk folder.
3. **Click** the link to verify it's you.
4. Go to your dashboard to see your cases linked.

### Verification by Text/SMS Message (mobile phone)

1. Check your phone for the verification link from 72422.
2. **Click** the link to verify it's you.
3. Go to your dashboard to see your cases linked.

Please note that text/SMS messages can only be sent to a mobile phone, and data and message rates may apply.

If there is no mobile phone listed, please choose the email option or contact your county and provide a mobile phone number.

After you've linked your case, you can report changes, review notices, case information and EBT balances, and complete renewals or periodic reports, all online.



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# BenefitsCal strengthens **security** to protect your case

## Trouble Shooting Case Linking

### What if I don't know my email address, can't access my email, or need a different mobile phone number in my case?

Contact your county office to update your email and/or mobile phone number.

### What if I don't get a verification link?

- Wait 15 minutes and check again.
- Make sure you're checking the email/mobile phone number that is on file with your case.
- Check your spam/junk folder.
- Repeat the steps above to try and link your case again.
- If you don't receive a text/SMS or email message, or if the verification link is expired, you can request a new verification link.

### I thought I had linked my cases, but I see a message on my dashboard that the verification is still pending in email/phone. What do I do?

- Make sure you're checking the email/mobile phone number that is on file with your case.
- Try clicking the link sent to your email/phone number again.
- Try linking your case again.

### If I can't Link my Case, how do I...?

#### Apply for Benefits?

- You can start a new application selecting "Apply for Benefits" from the home page or while logged into your account.

#### Check my Case Status or Get a Verification of Benefits?

- Contact your county office.

#### Check my EBT Balance?

- Go to the State of California EBT website (EBT.ca.gov), use the ebtEDGE mobile app or call the EBT phone number.

#### See my Notices of Action (NOA)?

- Your notices are sent to you via postal mail.
- If you do not have your notice and want a copy, contact your county office.
- You can also view your NOA on BenefitsCal.

#### Upload Documents?

- Go to the document upload page at <https://benefitscal.com/ApplyForBenefits/ABADD> and enter:
  - Document Type (mandatory)
  - Application or case number (required)
  - County (mandatory)
  - Date of Birth (DOB) (mandatory)
  - First Name (optional)
  - Last Name (optional)



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