

FSSA Benefits Portal Gateway to Work User Guide





Creating a Benefits Portal Login

To log your Gateway to Work activity hours, you need to register to use the FSSA Benefits Portal.

In your web browser, go to fssabenefits.in.gov.

A screenshot of the FSSA Benefits Portal homepage. The page has a white header with navigation links: "LOGIN/REGISTER", "CONTACT US", and "NAVIGATOR". Below the header is a grey bar with a "MESSAGES" dropdown menu showing "MESSAGE 2 (of 2): new update:" and "Previous" and "Next" navigation arrows. The main content area features a large orange banner with the text "WELCOME TO THE FSSA BENEFITS PORTAL" and "Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case". Below the banner are four buttons: "APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE" (orange), "APPLY FOR HEALTH COVERAGE ONLINE" (orange), "GO TO GATEWAY TO WORK" (white), and "CASE INFORMATION" (white). The background of the main content area is a photograph of a family of five (two adults and three children) holding hands and running in a field at sunset. At the bottom of the page is a light blue banner with the text "Ready to Apply, Check Eligibility for Benefits or Check Case Information?".

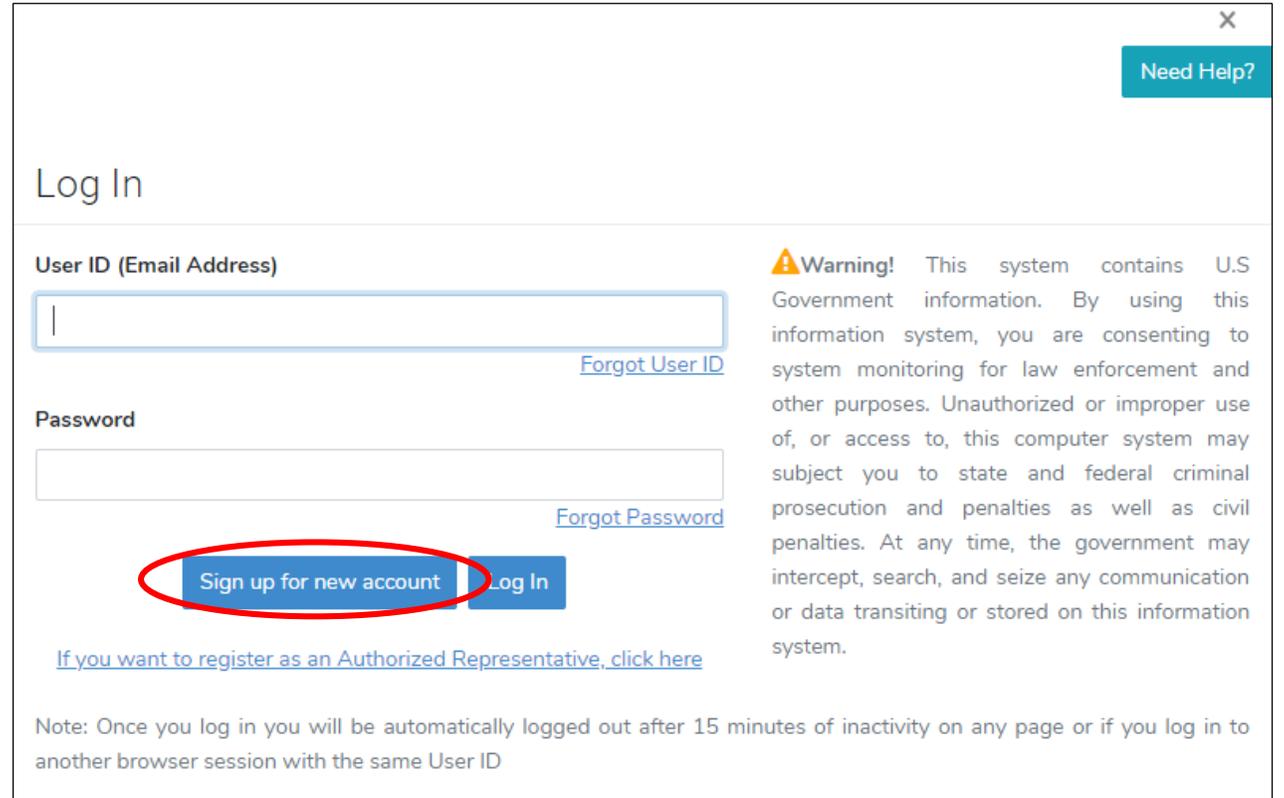
Creating a Benefits Portal Login

In the upper right-hand corner, click the **Login/Register** button.

The screenshot displays the FSSA Benefits Portal interface. At the top right, the navigation menu includes 'LOGIN/REGISTER', 'CONTACT US', and 'NAVIGATOR'. The 'LOGIN/REGISTER' button is highlighted with a red circle. Below the navigation, a message notification reads 'MESSAGE 2 (of 2): new update:'. The main heading is 'WELCOME TO THE FSSA BENEFITS PORTAL', followed by the text 'Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case'. There are four buttons: 'APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE', 'APPLY FOR HEALTH COVERAGE ONLINE', 'GO TO GATEWAY TO WORK', and 'CASE INFORMATION'. The background features a photograph of a family of five running in a field at sunset. At the bottom, a light blue banner contains the text 'Ready to Apply, Check Eligibility for Benefits or Check Case Information?'.

Creating a Benefits Portal Login

In the window that pops up, click on the **Sign up for new account** button.



The screenshot shows a web browser window titled "Log In". In the top right corner, there is a teal button labeled "Need Help?". The main content area has the heading "Log In". Below this, there are two input fields: "User ID (Email Address)" and "Password". To the right of the "User ID" field is a blue link "Forgot User ID", and to the right of the "Password" field is a blue link "Forgot Password". At the bottom of the form area, there are two buttons: "Sign up for new account" and "Log In". The "Sign up for new account" button is circled in red. Below the buttons is a blue link: "If you want to register as an Authorized Representative, click here". To the right of the input fields is a warning message: "Warning! This system contains U.S. Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system." At the bottom of the window, there is a note: "Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID".



Creating a Benefits Portal Login

Benefits Portal LOGIN/REGISTER CONTACT US NAVIGATOR

Create User Account-User Details

- Creating a User Account helps keep your information private and secure.
- You will be able to access case information and report changes once your account is created.
- You will need an Email address to set up a User Account. If you need [to create an Email account click here](#)
- If you are having trouble creating a User Account, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.
- If you have a case or application, enter your details as you are known to the agency. This information will be used to link you to the case information to which you have access.
- You will not be able to create a User Account if you do not have an SSN.

Your Name and Other Information

First Name *
La _____

Last Name *

Date of Birth MM/DD/YYYY * _____

Last 4 digits of SSN *

Email *

Confirm Email *

Cell Phone

(must be able to receive text messages)

Please Note: If you forget your User ID we will send it to you using Email or text.

Please note: If you do not log in to your account in a 15 month time span your account will be disabled. You will need to set up the account again.

Exit Next

Indiana Family and Social Service Administration

On the Create User Account – User Details page, enter your name, date of birth, the last four digits of your Social Security number (SSN), and email address. You may also add your cell phone number.

Click **Next**.



Creating a Benefits Portal Login

Set your password, making sure it meets the requirements listed. As you do, a green check mark will show up for each on the right so you know which ones you have met.

Click **Next**.

Benefits Portal LOGIN/REGISTER CONTACT US NAVIGATOR

Set Password

To log into your account you will need to set a password. The password you choose should be something easy for you to remember but difficult for someone else to guess.

User ID
myemail@domain.com Your User ID is the Email address you entered.

Password *
.....

Password must meet all the criteria listed.

- Must be 8-32 characters
- Must include at least one upper case, one lower case, one special character and one number.
- Allowable Special characters are: question mark (?), pound sign (#), at sign (@), underscore (_), equal sign (=), dollar sign (\$), colon (:), hyphen (-) or period (.)
- Case sensitive

Re-type your Password *

Your password will expire every 60 days. We will notify you when it is about to expire. If you do not reset it before the expiration date, you will have to use the Forgot Password process to update.

Back Exit Next

Upper case	✓
Lower case	✓
Number	✗
Special Characters	✓
Length(8-32)	✓



Creating a Benefits Portal Login

Set your security questions and answers. You will be asked these if you forget your password or if it expires. (Passwords expire after 60 days.)

Click **Next**.

The screenshot shows a web interface for setting security questions. On the left is a navigation menu with the following items: 'User Details' (checked), 'Set Password' (checked), 'Security Questions' (highlighted), 'User Agreement', and 'Verification'. The main content area is titled 'Security Questions' and includes a help message: 'If you are having trouble creating your account, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.' Below this is a yellow header 'Security Questions' and a paragraph: 'You must select five security questions that you can use if you forget your password and need to reset. Click on each box to choose a question that you will remember the answer to. Fill in your answer for the chosen question. You will need to type it in exactly the same way if you forget your password. You may not use the same answer for multiple questions.' There are five sets of questions, each with a dropdown menu for the question and a text input field for the answer. At the bottom are three buttons: 'Back', 'Exit', and 'Next' (highlighted in green).



Creating a Benefits Portal Login

User Acceptance Agreement

User Acceptance Agreement

Welcome to the FSSA Division of Family Resources Benefits Portal. This website will allow you to conduct your business with the Family and Social Services Administration (FSSA) Division of Family Resources (DFR) through the ease of the Internet.

The Benefits Portal website will allow you to apply for Health Coverage, SNAP, and/or Cash Assistance benefit programs, track the status of your application, receive confidential messages from DFR, print your proof of eligibility, and report changes in your status, among other things. We believe the Benefits Portal website offers a convenient way for you to conduct business with us, and reduces the amount of paperwork that we would otherwise send back and forth through the mail.

You do not need to use this website or agree to the terms of use to apply for and receive benefits. You can complete and mail or fax a paper application to us, and receive all correspondence from DFR in the mail. In fact, even if you use this website you can still receive all correspondence in writing, all you have to do is ask.

As the last step in creating your account, check the box to let us know that you have read and agree to Indiana's User Acceptance Agreement. The User Acceptance Agreement tells you more about how we will keep your personal information private and secure. You will also be able to print the agreement, if you choose, from this page.

[Back](#) [Next](#)

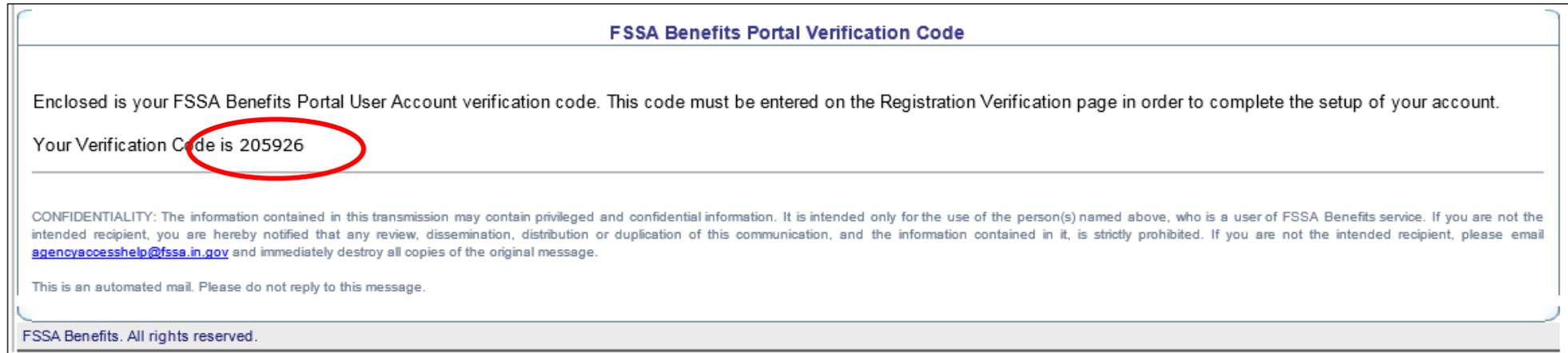
Read and accept the User Acceptance Agreement.

Check the box to accept by clicking on it.

Click **Next**.

Creating a Benefits Portal Login

You will receive an email at the address you gave to confirm your registration. Without closing your web browser, open the email and copy or make note of the verification code in the email.



Benefits Portal LOGIN/REGISTER CONTACT US

Registration Verification

Registration Verification

- An email has been sent to you at adrienne.martin+1@fssa.in.gov. This is the email address you entered when setting up your FSSA Benefits Portal User Account.
- The email is from donotreply@fssabenefits.in.gov. The subject will be FSSA Benefits Portal Verification Code.
- Be sure to check your Spam and Junk folders if you do not see it in your Inbox myemail@domain.com.
- Please enter the code from that email in the box below and click on Continue to finish your account setup.
- Do not close this page or your information will not be saved and you will need to restart the registration process from the beginning.
- If you did not receive the email and want to have another verification code sent to you, [click here](#) and a new code will be sent to your email address entered.

Verification Code *
205926

Next

Back in your web browser, enter the verification code on the Registration Verification screen.

Click **Next**.

The Registration Results page appears. Your account has now been created.

Click **Exit** to return to the home page.

The screenshot shows the 'Benefits Portal' interface. At the top left is the FSA logo. The main header reads 'Benefits Portal'. On the right side of the header are links for 'LOGIN/REGISTER', 'CONTACT US', and 'NAVIGATOR'. Below the header, the page title is 'Registration Results'. A yellow banner contains the text 'User Registration Confirmation'. Below this banner, a white box contains two bullet points: 'Your User Account creation was successful.' and 'Click on Exit to return to the Benefits Portal Landing page. Once there, click the LOGIN/REGISTER button to log in.' At the bottom center of the page is a button labeled 'Exit'.

Creating a Benefits Portal Login

There are two ways to log in to the portal.

If you are only going to the portal to look at your Gateway to Work account (and not other FSSA topics), click the **Go to Gateway to Work** button on the FSSA Benefits Portal home page.

INDIANA FAMILY & SOCIAL SERVICES
FSSA
ADMINISTRATION

LOGIN/REGISTER CONTACT US NAVIGATOR

MESSAGES
MESSAGE 1 (of 2)
System Down time: system will be down for 1 hour from 1:00PM to 2:00PM

Sep 09, 2018

Previous Next

WELCOME TO THE FSSA BENEFITS PORTAL

Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case

APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE

APPLY FOR HEALTH COVERAGE ONLINE

GO TO GATEWAY TO WORK

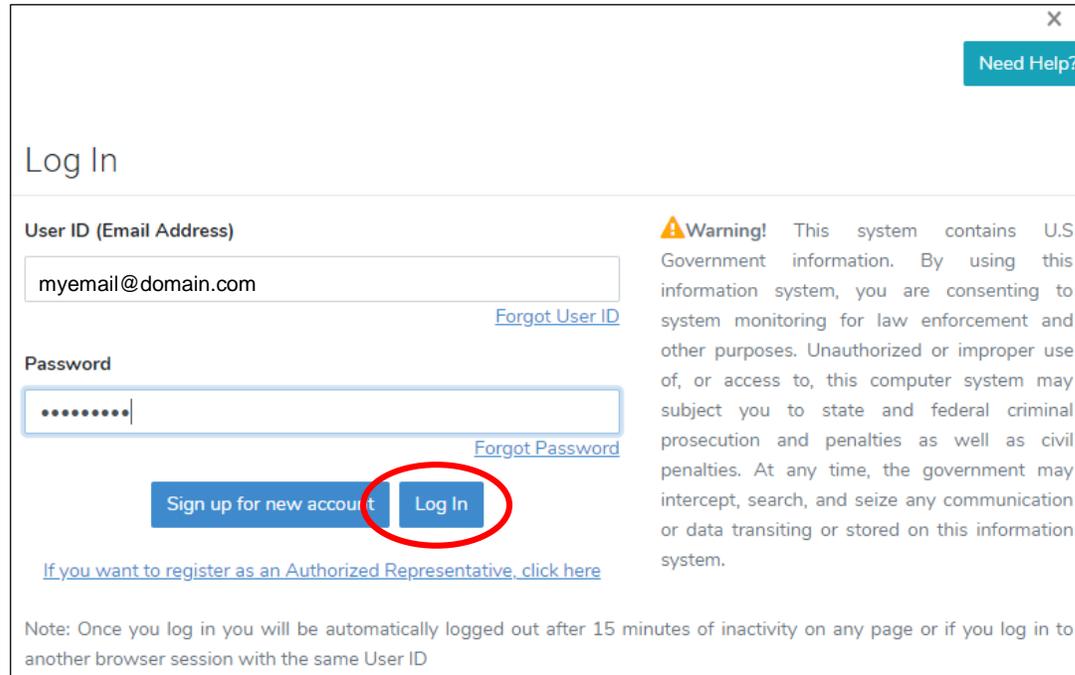
CASE INFORMATION

Ready to Apply, Check Eligibility for Benefits or Check Case Information?



Logging in to the Portal

Enter your User ID (the email address you used to create your account) and your password and click **Log In**.

A screenshot of a web portal's login page. The page has a white background with a light blue header. In the top right corner, there is a small "x" icon and a blue button labeled "Need Help?". The main heading "Log In" is centered. Below it, there are two input fields: "User ID (Email Address)" containing "myemail@domain.com" and "Password" containing ".....". To the right of the User ID field is a blue link "Forgot User ID", and to the right of the Password field is a blue link "Forgot Password". At the bottom of the form area, there are two blue buttons: "Sign up for new account" and "Log In". The "Log In" button is circled in red. Below the buttons is a blue link: "If you want to register as an Authorized Representative, click here". On the right side of the page, there is a warning message: "Warning! This system contains U.S Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system." At the bottom of the page, there is a note: "Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID".



Logging in to the Portal

The Confidentiality Agreement appears. Click the **I Accept** button if you accept the agreement.

A screenshot of a web portal interface with a modal window titled "Confidentiality Agreement" overlaid. The background shows a sidebar with the Indiana Family & Social Services Administration logo and a main content area with sections for "Hours Summary for Year", "Hours Summary", "Gateway to Work" (with a progress bar showing 8 months goal and 0 months progress), and "Reported Hours to Date" (with a table header for Month and Required Hours). The modal window contains the following text: "Each time you login to your account to access case information or report changes, you will be required to accept the Confidentiality Agreement below." "By clicking on the 'I Accept' button, you are accepting the confidentiality, acceptable use and other privacy policies as mandated by the State of Indiana." "Also, note that it is your responsibility for printing and keeping copies of this sensitive information. You should never provide your password to a state worker or anyone else. Click the 'I Do Not Accept' button to end this session and log out." "Click [here to review or print the User Acceptance Agreement](#) you accepted when creating your account. That agreement governs your use of this site." At the bottom of the modal are two buttons: "I Do Not Accept" and "I Accept". The "I Accept" button is circled in red.

Confidentiality Agreement

Each time you login to your account to access case information or report changes, you will be required to accept the Confidentiality Agreement below.

By clicking on the 'I Accept' button, you are accepting the confidentiality, acceptable use and other privacy policies as mandated by the State of Indiana.

Also, note that it is your responsibility for printing and keeping copies of this sensitive information. You should never provide your password to a state worker or anyone else. Click the 'I Do Not Accept' button to end this session and log out.

Click [here to review or print the User Acceptance Agreement](#) you accepted when creating your account. That agreement governs your use of this site.

I Do Not Accept I Accept



Logging in to the Portal

The first time you log in with your account, the system will ask you to validate your account details.

A screenshot of a web portal titled "Validate Account Details". The form contains the following fields: "First Name *" with the value "MICK", "Last Name *" with the value "JAGGER", "Date of Birth *" with the value "10/19/1970" and a calendar icon, and "Last 4 digits of SSN *" with the value "2113". At the bottom of the form are two buttons: "No" and "Yes". A red arrow points from the "Yes" button towards the right side of the image.

Portal

Validate Account Details

Home Page

Please validate your information below that you entered to create your FSSA Benefits Portal account. Click on 'No' if you incorrectly entered your details. Click on 'Yes' if the details displayed are correct.

First Name *

MICK

Last Name *

JAGGER

Date of Birth *

10/19/1970

Last 4 digits of SSN *

2113

No Yes

application(s)

Status

y for Online App

ne application sum

e applicant's mai

If your information is correct, click **Yes**.



Logging in to the Portal

You are now logged in. Your account opens to your **Hours Summary for Year** page.

The screenshot shows the 'Benefits Portal' interface. At the top, there is a navigation bar with the 'Indiana Family & Social Services Administration' logo, the title 'Benefits Portal', and user options: 'Home Page', 'Manage', and 'LOGOUT'. A welcome message 'Welcome, Mick' is visible on the right. The main content area is titled 'Hours Summary for Year' and includes a progress indicator for 'Gateway to Work Progress' showing a goal of 8 months and a progress of 12 months. Below this is a table titled 'Reported Hours this Year' with columns for Month, Required Hours, Reported Hours, and Gateway to Work Hours Completed?.

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	Exempt	0.0	Yes
Jun	Exempt	0.0	Yes
Jul	Exempt	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	Exempt	0.0	Yes
Oct	Exempt	10.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	20.0	Yes

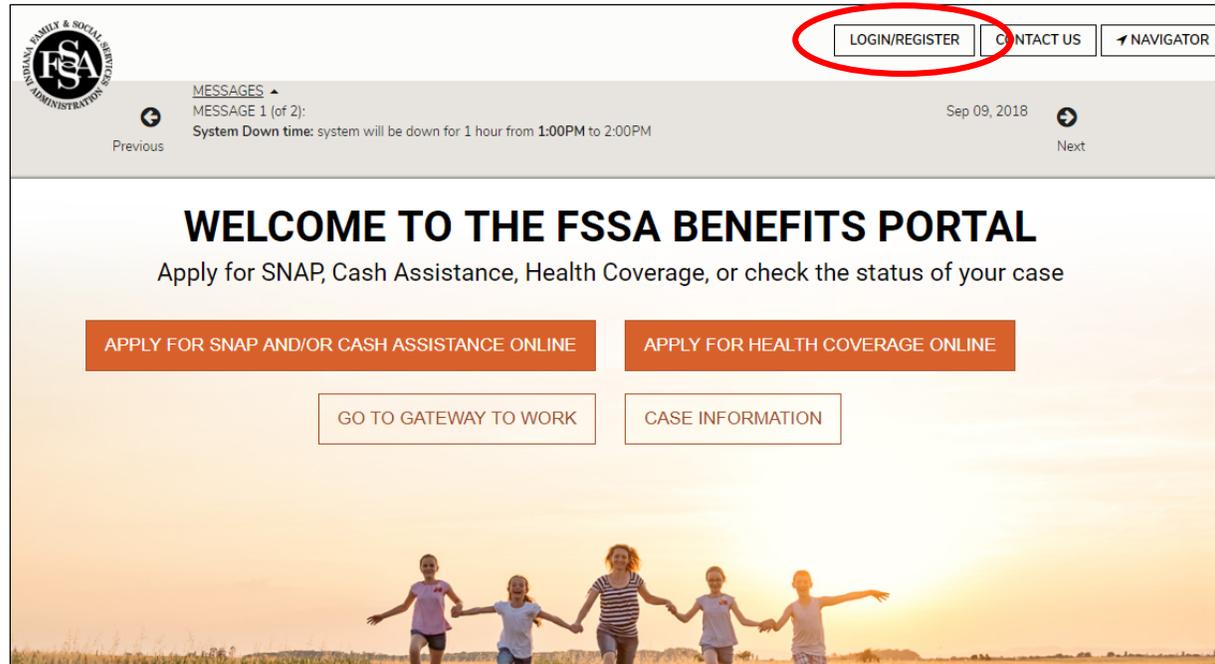
Indiana Family and Social Services Administration



Logging in to the Portal

OR

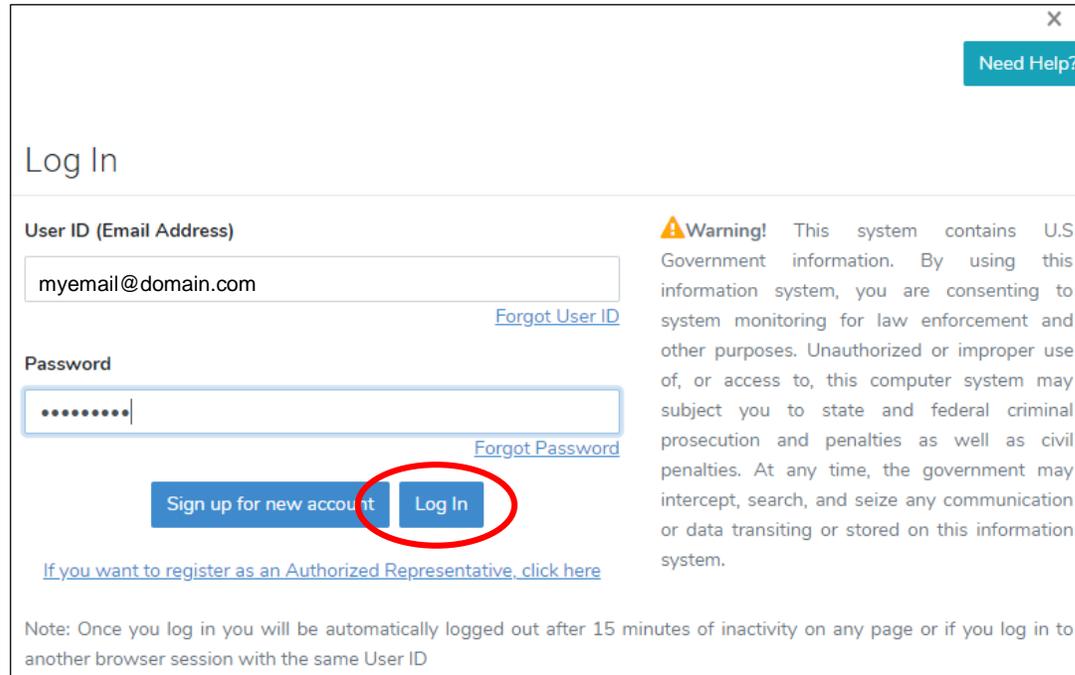
You can log in using the **Login/Register** button on the Benefits Portal home page. This way takes you to a page where you can also see your other information with FSSA, and not just Gateway to Work.





Logging in to the Portal

Enter your User ID and password and click **Log In**.

A screenshot of a web portal's login page. The page has a white background with a light blue header area. In the top right corner, there is a small "x" icon and a blue button labeled "Need Help?". The main heading is "Log In". Below this, there are two input fields: "User ID (Email Address)" containing "myemail@domain.com" and "Password" containing ".....". To the right of the User ID field is a blue link "Forgot User ID", and to the right of the Password field is a blue link "Forgot Password". Below the input fields are two blue buttons: "Sign up for new account" and "Log In". The "Log In" button is circled in red. To the right of the input fields is a warning message: "Warning! This system contains U.S Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system." At the bottom left, there is a blue link: "If you want to register as an Authorized Representative, click here". At the bottom, there is a note: "Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID".



Logging in to the Portal

The Confidentiality Agreement appears. Click the **I Accept** button if you accept the agreement.

A screenshot of the Indiana Family & Social Services Administration's Benefits Portal. A modal window titled "Confidentiality Agreement" is displayed in the center. The modal contains the following text: "Each time you login to your account to access case information or report changes, you will be required to accept the Confidentiality Agreement below. By clicking on the 'I Accept' button, you are accepting the confidentiality, acceptable use and other privacy policies as mandated by the State of Indiana. Also, note that it is your responsibility for printing and keeping copies of this sensitive information. You should never provide your password to a state worker or anyone else. Click the 'I Do Not Accept' button to end this session and log out. Click [here to review or print the User Acceptance Agreement](#) you accepted when creating your account. That agreement governs your use of this site." At the bottom of the modal are two buttons: "I Do Not Accept" and "I Accept". The "I Accept" button is circled in red. The background shows the portal's navigation bar with "Home Page", "Manage", and "LOGOUT" buttons, and a sidebar with "Apply for SNAP or cash Assistance" and "Client Home Page" links. The main content area includes sections for "Cases" and "Incomplete Online Application(s)" with tables for "Case Number" and "Application Number".



Logging in to the Portal

You are now logged in. Your account opens to your Benefits Portal home page.

To see your Gateway to Work information, under My Gateway to Work Summary, click **View and Log Hours**.

The screenshot shows the 'Benefits Portal' interface. At the top, there is a navigation bar with the 'Indiana Family & Social Services Administration' logo, the title 'Benefits Portal', and user controls for 'Home Page', 'Manage', and 'LOGOUT'. Below this is a secondary navigation bar with links for 'Apply for SNAP or cash Assistance', 'Apply for Health Coverage', 'Check Eligibility', 'Print Application', and 'Mail Application'. The main content area is titled 'Client Home Page' and contains a red-bordered box around the 'My Gateway to Work Summary' section. This section displays 'Goal: 8 Months' and 'Progress: 12 Months', with a blue link for 'View and Log Hours'. Below this is a 'Cases' table with one entry for 'ADDIE O'SULLIVAN' with a status of 'Open' and a 'Report Of Change' link. Further down, there are sections for 'Incomplete Online Application(s)' and 'Application summary for Online Application(s)', each with a corresponding table structure.

Case Number	Case Name	Case Status	Action
XXXXXXXXXX	ADDIE O'SULLIVAN	Open	Report Of Change

Application Number	Source	Name	Date	Status	Action
--------------------	--------	------	------	--------	--------

Application Number	Source	Name	Date	Status	Action
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Logging in to the Portal

Your account opens to your Hours Summary for Year page.

The screenshot displays the 'Benefits Portal' interface. At the top, there is a navigation bar with the 'Indiana Family & Social Services Administration' logo, the title 'Benefits Portal', and user options: 'Home Page', 'Manage', 'LOGOUT', and a welcome message 'Welcome, Addie'. The main content area is titled 'Hours Summary for Year' and includes a progress indicator for 'Gateway to Work Progress' showing a goal of 8 months and a current progress of 12 months. Below this is a table titled 'Reported Hours this Year' with columns for Month, Required Hours, Reported Hours, and Gateway to Work Hours Completed? The table lists data for each month from January to December.

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	Exempt	0.0	Yes
Jun	Exempt	0.0	Yes
Jul	Exempt	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	Exempt	0.0	Yes
Oct	Exempt	10.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	20.0	Yes

Indiana Family and Social Services Administration



Hours Summary for Year

At the top of the page is a summary of your Gateway to Work progress for the year.

Goal shows you the number of “Yes” months you need to meet the Gateway to Work requirement to be able to keep your HIP benefits the next year, which is 8 months.

The screenshot shows a web page titled "Hours Summary for Year". Under the heading "Gateway to Work Progress", there is a red circle around the text "Goal: 8 Months". Below that, it says "Progress: 12 Months". Under the heading "Reported Hours this Year", there is a table with four columns: "Month", "Required Hours", "Reported Hours", and "Gateway to Work Hours Completed?". The table shows data for January, February, and March, with all "Required Hours" and "Reported Hours" values being 0.0 and all "Gateway to Work Hours Completed?" values being "Yes".

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes



Hours Summary for Year

Progress shows your number of “Yes” months up to that point in the year.

“Yes” months include:

- Months you weren't in HIP
- Months you were exempt from Gateway to Work
- Months you met the Gateway to Work monthly activity hour requirement

Hours Summary for Year

Gateway to Work Progress

Goal: 8 Months
Progress: 12 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	Exempt	0.0	Yes
Jun	Exempt	0.0	Yes
Jul	Exempt	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	Exempt	0.0	Yes
Oct	Exempt	10.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	20.0	Yes



Hours Summary for Year

The page also has a table showing your Reported Hours this Year.

For each month, the table shows you:

- Your Required Hours (how many hours you had to do to meet Gateway to Work)
- Your Reported Hours (the number of hours you reported on the Benefits Portal or to your health plan)
- Yes or No for if you completed your Gateway to Work hours that month

Hours Summary for Year			
Gateway to Work Progress			
Goal:	8 Months		
Progress:	12 Months		
Reported Hours this Year			
Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	Exempt	0.0	Yes
Jun	Exempt	0.0	Yes
Jul	Exempt	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	Exempt	0.0	Yes
Oct	Exempt	10.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	20.0	Yes



Hours Summary for Year

Hours Summary for Year

Gateway to Work Progress

Goal: 8 Months

Progress: 5 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	80.0	0.0	No
Apr	80.0	0.0	No
May	80.0	0.0	No
Jun	80.0	0.0	No
Jul	80.0	0.0	No
Aug	80.0	0.0	No
Sep	80.0	0.0	No
Oct	Exempt	0.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	0.0	Yes

In your table of Reported Hours this Year, the number of hours required for each month will depend on your Gateway to Work status those months.



Hours Summary for Year

Hours Summary for Year			
Gateway to Work Progress			
Goal:	8 Months		
Progress:	5 Months		
Reported Hours this Year			
Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	80.0	0.0	No
Apr	80.0	0.0	No
May	80.0	0.0	No
Jun	80.0	0.0	No
Jul	80.0	0.0	No
Aug	80.0	0.0	No
Sep	80.0	0.0	No
Oct	Exempt	0.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	0.0	Yes

Months where you were not a HIP member will show 0 required hours.

They will show as a “Yes” month under Gateway to Work Hours Completed because months you are not a member are not counted against you for your progress toward the yearly 8 “Yes” month requirement.



Hours Summary for Year

Hours Summary for Year

Gateway to Work Progress

Goal: 8 Months

Progress: 5 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	80.0	0.0	No
Apr	80.0	0.0	No
May	80.0	0.0	No
Jun	80.0	0.0	No
Jul	80.0	0.0	No
Aug	80.0	0.0	No
Sep	80.0	0.0	No
Oct	Exempt	0.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	0.0	Yes

Months where your Gateway to Work status is “Reporting” will show the number of hours of activities you must complete and report to meet the requirement that month under Required Hours.

Gateway to Work Hours Completed will change to “Yes” when you report at least the number of required hours for the month. Those months will count toward your yearly 8 required “Yes” months.



Hours Summary for Year

Hours Summary for Year

Gateway to Work Progress

Goal: 8 Months
Progress: 5 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	80.0	0.0	No
Apr	80.0	0.0	No
May	80.0	0.0	No
Jun	80.0	0.0	No
Jul	80.0	0.0	No
Aug	80.0	0.0	No
Sep	80.0	0.0	No
Oct	Exempt	0.0	Yes
Nov	Exempt	0.0	Yes
Dec	Exempt	0.0	Yes

Months you are exempt will show “Exempt” under Required Hours, and “Yes” under Gateway to Work Hours completed. These months count towards your yearly 8 “Yes” month requirement.

If you think you qualify for a Gateway to Work exemption but you are not listed as Exempt for that month, call your health plan to see if you qualify.

Hours Summary for Year

If you click on the name of a month on the Hours Summary for Year page, it takes you to the Hours Summary for Month page for that month.

Hours Summary for Year

Gateway to Work Progress
 Goal: 8 Months
 Progress: 8 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	0.0	0.0	Yes
Jun	0.0	0.0	Yes
Jul	0.0	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	80.0	0.0	No
Oct	80.0	0.0	No
Nov	80.0	30.0	No
Dec	80.0	0.0	No



[Hours Summary for Year](#) / Hours Summary for Month

Hours Summary for Month

Month Progress
 Required Hours: 80.00
 Reported Hours: 30.00
 You need to report more activity hours to complete this month.

[Log Hours](#)

November Hours

Date	Hours	Activity		
11/01/18	20.00	Self-Employed		
11/02/18	10.00	College Education		

[Hours Summary for Year](#) / Hours Summary for Month

Hours Summary for Month

Month Progress

Required Hours: 80.00

Reported Hours: 30.00

You need to report more activity hours to complete this month.

Log Hours

November Hours

Date	Hours	Activity		
11/01/18	20.00	Self-Employed		
11/02/18	10.00	College Education		

The Hours Summary for Month page tells you:

- Required Hours (the number of activity hours you must complete and report for the month)
- Reported Hours (the number of hours you or your health plan have logged for the month so far)
- If you have reported enough activity hours for the month to count as a completed Gateway to Work month



Hours Summary for Year

Hours Summary for Month

Month Progress

Required Hours: 80.00

Reported Hours: 30.00

You need to report more activity hours to complete this month.

If you are required to participate in Gateway to Work but you have not reported the minimum number of required activity hours for the month yet, the Hours Summary for Month page will show a message letting you know that “**You need to report more activity hours to complete this month.**”



Hours Summary for Year

Hours Summary for Month

Month Progress

Required Hours: Exempt

Reported Hours: 0.00

You have completed your required hours for this month

If you are required to participate in Gateway to Work and you have reported enough activity hours for the month, or you are exempt or not in HIP, the Hours Summary for Month page will show a message letting you know that “**You have completed your required hours for this month.**”



Reporting Activity Hours

To add activity hours, on the Hours Summary for Year page, click on the name of the month you completed the hours.

Hours Summary for Year

Gateway to Work Progress

Goal: 8 Months
Progress: 8 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	0.0	0.0	Yes
Jun	0.0	0.0	Yes
Jul	0.0	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	80.0	0.0	No
Oct	80.0	0.0	No



Reporting Activity Hours

The Hours Summary for Month page for that month displays.

Click **Log Hours**.

Hours Summary for Month

Month Progress

Required Hours: 80.00
Reported Hours: 0.00
You need to report more activity hours to complete this month.

[Log Hours](#)

⊕ September Hours ⊕

Date	Hours	Activity
------	-------	----------

The Add Activity Hours page displays.

[Hours Summary for Year](#) / [Hours Summary for Month](#) / Add Activity Hours

Add Activity Hours

Date*
09/01/2018 

Category:*

Activity:*

City*

Activity Location*

Hours*

Description
500 / 500 

[+ ADD ACTIVITY DOCUMENT](#)

[Cancel](#) [SAVE](#)

Enter a date in the Date field (you can type it in or click on the calendar icon to choose the day from a calendar).

[Hours Summary for Year](#) / [Hours Summary for Month](#) / Add Activity Hours

Add Activity Hours

Date *
09/01/2018

Category:*
Work
Learn
Serve

Activity:*
Activity Location *

City *
Hours *

Description
500 / 500

+ ADD ACTIVITY DOCUMENT

Cancel SAVE

Select the Category of the activity.
Activities can be Work, Learn or
Serve activities.

[Hours Summary for Year](#) / [Hours Summary for Month](#) / Add Activity Hours

Add Activity Hours

Date *

09/01/2018



Category:*

Serve



City *

Hours *

Description
500 / 500

Activity:*

Activity Location

Caregiving Services
Community Service
Volunteer Work
Other

+ ADD ACTIVITY DOCUMENT

Cancel

SAVE

Select the Activity from the drop-down menu.

[Hours Summary for Year](#) / [Hours Summary for Month](#) / Add Activity Hours

Add Activity Hours

Date *
09/01/2018

Category:* Activity:*

City *
Indianapolis

Activity Location *

Hours *

Description
500 / 500

[+ ADD ACTIVITY DOCUMENT](#)

Enter the city where you did the activity.

[Hours Summary for Year](#) / [Hours Summary for Month](#) / Add Activity Hours

Add Activity Hours

Date *
09/01/2018

Category:*
Serve

City *
Indianapolis

Hours *

Description
500 / 500

Activity:*
Volunteer \

Activity Location *
St. Vincent de Paul

+ ADD ACTIVITY DOCUMENT

Cancel SAVE

Enter the location where you did the activity.

[Hours Summary for Year](#) / [Hours Summary for Month](#) / Add Activity Hours

Add Activity Hours

Date *
09/01/2018

Category:*
Serve

City *
Indianapolis

Hours *
1.5

Description
500 / 500

+ ADD ACTIVITY DOCUMENT

Cancel SAVE

Activity:*
Volunteer \

Activity Location *
St. Vincent de Paul

Enter the number of hours you completed. You can enter time in whole or half-hour increments. For example, if you completed an hour and a half of activities, you would enter 1.5.

[Hours Summary for Year](#) / [Hours Summary for Month](#) / Add Activity Hours

Add Activity Hours

Date *

09/01/2018



Category:*

Serve

Activity:*

Volunteer \

City *

Indianapolis

Activity Location *

St. Vincent de Paul

Hours *

1.5

Description

Sorting donations.

482 / 500

+ ADD ACTIVITY DOCUMENT

Cancel

SAVE

(Optional) Enter a description of the activity, if you wish.



Reporting Activity Hours

If you wish, you can attach a document to the activity, such as a volunteer confirmation. You do not have to attach documents to get credit for your hours.

Gateway to Work attachments **will not** be seen by your caseworker or other FSSA areas, so **do not** submit other kinds of documents here.

[Hours Summary for Year](#) / [Hours Summary for Month](#) / [Add Activity Hours](#)

Add Activity Hours

Date*
09/01/2018

Category:*
Serve

City*
Indianapolis

Hours*
1.5

Description
Sorting donations.
482 / 500

Activity:*
Volunteer \

Activity Location*
St. Vincent de Paul

+ ADD ACTIVITY DOCUMENT

Cancel

SAVE

To attach a document, click the **Add Activity Document** button.

Add Activity Hours

Date *

09/01/2018

Category:*

Serve

Activity:*

Volunteer \

City *

Indianapolis

Activity Location *

St. Vincent de Paul

Hours *

1.5

Description

Sorting donations.
482 / 500

+ ADD ACTIVITY DOCUMENT

Gateway to Work activity documents will not be seen by your eligibility caseworker if added here.

Document Type:

Upload Document:

Pay Stub
School Documentation
Volunteer Confirmation
Other

Cancel

SAVE

Select the Document Type from the drop-down menu.

Add Activity Hours

Date *

09/01/2018



Category:*

Serve



Activity:*

Volunteer \



City *

Indianapolis

Activity Location *

St. Vincent de Paul

Hours *

1.5

Description

Sorting donations.
482 / 500

+ ADD ACTIVITY DOCUMENT

Gateway to Work activity documents will not be seen by your eligibility caseworker if added here.

Document Type:

Volunteer Confir



Upload Document:

BROWSE

Cancel

SAVE

Click **Browse** to locate the file you wish to attach.

Add Activity Hours

Date *
09/01/2018

Category:*

Activity:*

City *
Indianapolis

Activity Location *
St. Vincent de Paul

Hours *
1.5

Description
Sorting donations.
482 / 500

+ ADD ACTIVITY DOCUMENT

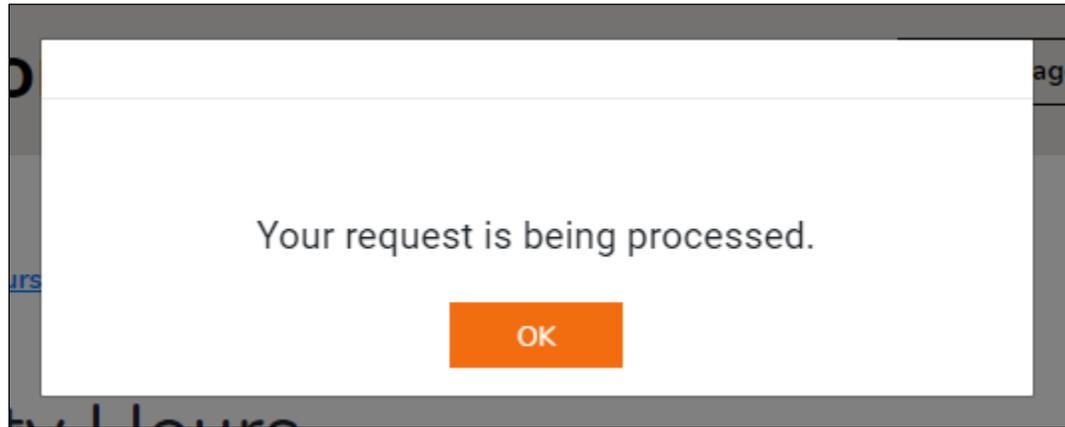
Gateway to Work activity documents will not be seen by your eligibility caseworker if added here.

Document Type:

Upload Document: Volunteer Record.pdf

Click **Save**.

Reporting Activity Hours



A window appears with the message “Your request is being processed.”

Click **OK**.



Reporting Activity Hours

Your activity is listed for the month and your number of Reported Hours for the month is updated.

Hours Summary for Month

Month Progress

Required Hours: 80.00
Reported Hours: 1.50

You need to report more activity hours to complete this month.

[Log Hours](#)

September Hours

Date	Hours	Activity		
 09/01/18	1.50	Volunteer Work		



Reporting Activity Hours

Your Hours Summary for Year page is also updated with the hours you entered.

Hours Summary for Year			
Gateway to Work Progress			
Goal:	8 Months		
Progress:	8 Months		
Reported Hours this Year			
Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	0.0	0.0	Yes
Jun	0.0	0.0	Yes
Jul	0.0	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	80.0	1.5	No
Oct	80.0	0.0	No

Viewing an Activity

Hours Summary for Year			
Gateway to Work Progress			
Goal:	8 Months		
Progress:	8 Months		
Reported Hours this Year			
Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	0.0	0.0	Yes
Jun	0.0	0.0	Yes
Jul	0.0	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	80.0	1.5	No
Oct	80.0	0.0	No
Nov	80.0	30.0	No

To view the detailed information for an activity that was entered previously, on the Hours Summary for Year page, click on the name of the month the activity happened.

Viewing an Activity

Hours Summary for Month

Month Progress

Required Hours: 80.00

Reported Hours: 30.00

You need to report more activity hours to complete this month.

Log Hours

⊕ November Hours ⊕

Date	Hours	Activity		
11/01/18	20.00	Self-Employed		
11/02/18	10.00	College Education		

The activity hours entered for the month are listed in a table.

Click the date of the activity you wish to view.

View Activity Hours

Date: 11/01/2018

Category:* Work

Activity:* Self-Employed

City *
Indianapolis

Activity Location *
Home business

Hours *
20

Enter Description
Working at home
500 / 500

Activity Documents:

Cancel

Edit

Delete

The complete details for the activity are displayed.

Editing an Activity

Hours Summary for Year

Gateway to Work Progress

Goal: 8 Months
 Progress: 8 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	0.0	0.0	Yes
Apr	0.0	0.0	Yes
May	0.0	0.0	Yes
Jun	0.0	0.0	Yes
Jul	0.0	0.0	Yes
Aug	Exempt	0.0	Yes
Sep	80.0	1.5	No
Oct	80.0	0.0	No
Nov	80.0	30.0	No

You may decide you need to change some information you entered for an activity after you have saved it.

On the Hours Summary for Year page, click on the name of the month the activity happened.

Hours Summary for Month

Month Progress

Required Hours: 80.00

Reported Hours: 1.50

You need to report more activity hours to complete this month.

Log Hours

September Hours

Date	Hours	Activity		
 09/01/18	1.50	Volunteer Work		

On the Hours Summary for Month page, click the Edit icon next to the activity you wish to edit (it looks like a pen and a piece of paper).

Edit Activity Hours

Date: 09/01/2018

Category:*

Activity:*

City *

Activity Location *

Hours *

Enter Description

Sorting donations.
500 / 500

+ ADD ACTIVITY DOCUMENT

Activity Documents:

 [Volunteer Confirmation](#)

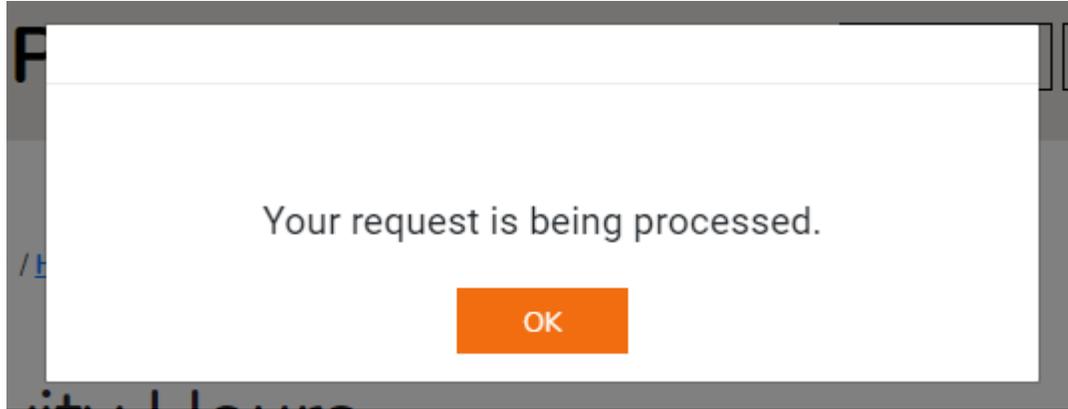
Cancel

SAVE

Make your changes and click **Save**.

Note that if you want to change the date of the activity or the document attached to it, you must delete the activity and re-enter it.

Editing an Activity



A window appears with the message “Your request is being processed.”

Click **OK**.

Editing an Activity

Hours Summary for Month

Month Progress

Required Hours: 80.00
Reported Hours: 2.50

You need to report more activity hours to complete this month.

[Log Hours](#)

⊕ September Hours ⊕

Date	Hours	Activity
 09/01/18	2.50	Volunteer Work  

The change to the activity has been saved.

Deleting an Activity

Hours Summary for Month

Month Progress

Required Hours: 80.00
Reported Hours: 2.50
You need to report more activity hours to complete this month.

[Log Hours](#)

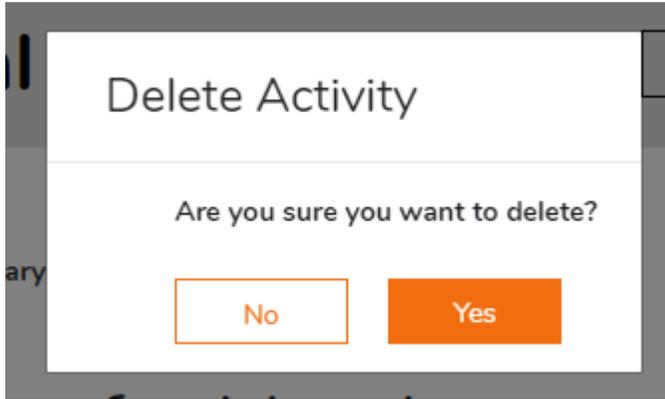
⊕ September Hours ⊕

Date	Hours	Activity	
 09/01/18	2.50	Volunteer Work	 

To delete an activity, go to the Hours Summary for Month page for the month it happened.

Click the Delete icon to the right of the activity you wish to delete (it looks like a trash can).

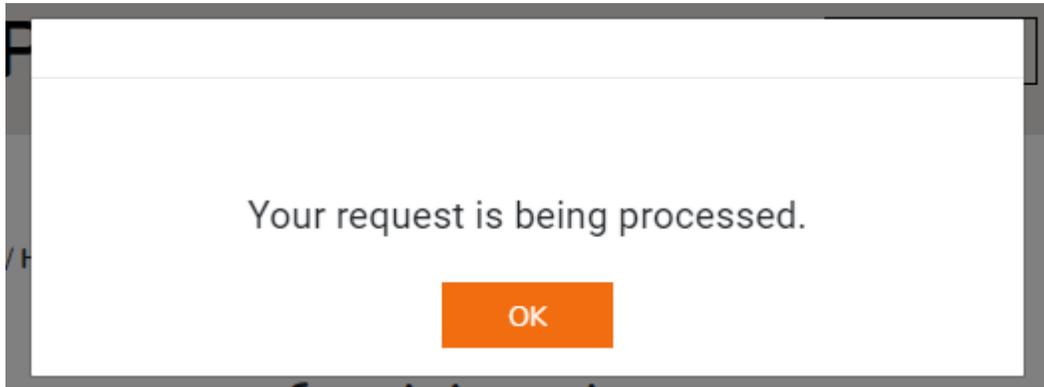
Deleting an Activity



A message appears asking you if you are sure you want to delete the activity.

Click **Yes** if you want to delete the activity.

Deleting an Activity



A window appears with the message “Your request is being processed.”

Click **OK**.

Deleting an Activity

The activity has now been deleted and the Reported Hours for the month are updated.

Hours Summary for Month

Month Progress

Required Hours: 80.00
Reported Hours: 0.00

You need to report more activity hours to complete this month.

[Log Hours](#)

⊕ September Hours ⊕

Date	Hours	Activity
------	-------	----------



Managing Your Account

To manage your Benefits Portal account, on any page, click on the **Manage** button in the upper right-hand corner, and then on **Account** in the dropdown that appears.

The screenshot shows the Benefits Portal interface. At the top left is the logo for the Indiana Family & Social Services Administration (FSA). The main header area contains the text "Benefits Portal" and a navigation bar with buttons for "Home Page", "Manage", and "LOGOUT". The "Manage" button is circled in red, and its dropdown menu is open, showing the "Account" option also circled in red. Below the header, the page content includes a section for "Hours Summary for Year", a "Gateway to Work Progress" section with a goal of 8 months and progress of 12 months, and a "Reported Hours this Year" table.

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes

From the Manage Account page, you can:

- Change your password
- Update your contact information
- Update your security questions
- Change your email address

Benefits Portal Home Page Manage LOGOUT Welcome, Sallow

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update. Once you have entered your information and clicked on Update, then click on another tab to update the other information. Click on the Home Page above to return to your Home Page.

All 4 tabs below are (1) ready to be updated.

Change Your Password Update Your Contact Information Update Security Questions Change Email Address

Change Password

You cannot use a password you used in the last 24 times.

Old Password *



Changing Your Password

On the Manage Account page, click the **Change Your Password** tab.

A screenshot of the "Benefits Portal" website. The page title is "Manage Account". In the top right corner, there are navigation links: "Home Page", "Manage" (with a dropdown arrow), "LOGOUT", and a user greeting "Welcome, Sallow". The main content area contains instructions: "This page will help you manage your account. Click on the tab below for the information you want to update. Once you have entered your information and clicked on Update, then click on another tab to update the other information. Click on the Home Page above to return to your Home Page." Below this, a note states "All fields marked with an (*) need to be completed". At the bottom, there are four tabs: "Change Your Password", "Update Your Contact Information", "Update Security Questions", and "Change Email Address". The "Change Your Password" tab is highlighted with a red oval.

Benefits Portal Home Page Manage LOGOUT Welcome, Sallow

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update.
Once you have entered your information and clicked on Update, then click on another tab to update the other information.
Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password Update Your Contact Information Update Security Questions Change Email Address

Changing Your Password

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update.
Once you have entered your information and clicked on Update, then click on another tab to update the other information.
Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password	Update Your Contact Information	Update Security Questions	Change Email Address
-----------------------------	---------------------------------	---------------------------	----------------------

Change Password

You cannot use a password you used in the last 24 times.

1 Old Password *

2 New Password *

- Must be 8-32 characters
- Must include at least one upper case, one lower case, one special character and one number.
- Allowed special characters are: Question mark (?), pound sign (#), at sign (@), underscore (_), equal sign (=), dollar sign (\$), colon (:), hyphen (-) or period (.)
- Case sensitive

3 Confirm New Password *

After you have entered the above information, click Update button to save your changes.

4

1. Enter your old password.
2. Enter a new password following the rules listed.
3. Re-enter your new password in the “Confirm New Password” field.
4. Click **Update**.

On the Manage Account page, click on the **Update Your Contact Information** tab.

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update.
Once you have entered your information and clicked on Update, then click on another tab to update the other information.
Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password	Update Your Contact Information	Update Security Questions	Change Email Address
----------------------	--	---------------------------	----------------------



Updating Your Contact Info

You may change your Benefits Portal account first name, last name, and add or remove your cell phone number.

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update. Once you have entered your information and clicked on Update, then click on another tab to update the other information. Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password	Update Your Contact Information	Update Security Questions	Change Email Address
----------------------	--	---------------------------	----------------------

Update your contact information

You may update the Name and Cell Phone associated with your account but it will not be updated with FSSA until you report a change and it is processed.

First Name*
SAILLOW

Last Name*
FLYING

Cell Phone (optional)
(must be able to receive text messages)

When you have completed the above mandatory fields click Update to save your changes.
Please Note: If you forget your User ID, we will use your phone number, if you have given us one, or your Email address to send it to you.

Any changes you make here will **ONLY** apply to your Benefits Portal account, and will not update your information on file with FSSA.

Click **Update** to save your changes.



Updating Your Security Questions

On the Manage Account page, click **Update Security Questions**.

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update.
Once you have entered your information and clicked on Update, then click on another tab to update the other information.
Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password	Update Your Contact Information	Update Security Questions	Change Email Address
----------------------	---------------------------------	----------------------------------	----------------------

Updating Your Security Questions

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update.
Once you have entered your information and clicked on Update, then click on another tab to update the other information.
Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password	Update Your Contact Information	Update Security Questions	Change Email Address
----------------------	---------------------------------	----------------------------------	----------------------

Update Security Questions

You must update all 5 questions each time you change the Security Questions.
You may not enter the same answer for multiple questions.

Security Question 1*

Answer*

Security Question 2*

Answer*

Security Question 3*

Answer*

Security Question 4*

Answer*

Security Question 5*

Answer*

After you have entered the above information, click Update button to save your changes.

Select and answer the five security questions that will be used to verify your identity if you forget your password.

Click **Update** to save your questions and answers.



Changing Your Email Address

On the Manage Account page, click the **Change Email Address** tab.

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update.
Once you have entered your information and clicked on Update, then click on another tab to update the other information.
Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password	Update Your Contact Information	Update Security Questions	Change Email Address
----------------------	---------------------------------	---------------------------	-----------------------------

Enter the new email address in the **New Email Address** and **Confirm Email Address** field. It will replace your current email address as your User ID.

Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update.
Once you have entered your information and clicked on Update, then click on another tab to update the other information.
Click on the Home Page above to return to your Home Page.

All fields marked with an (*) need to be completed

Change Your Password	Update Your Contact Information	Update Security Questions	Change Email Address
----------------------	---------------------------------	---------------------------	-----------------------------

Change Email Address

If you update your Email address that will be your new User ID the next time you log in.
When you have completed the above mandatory fields click Update to save your changes.

Current Email Address
tara.morse+2@fssa.in.gov

New Email Address *

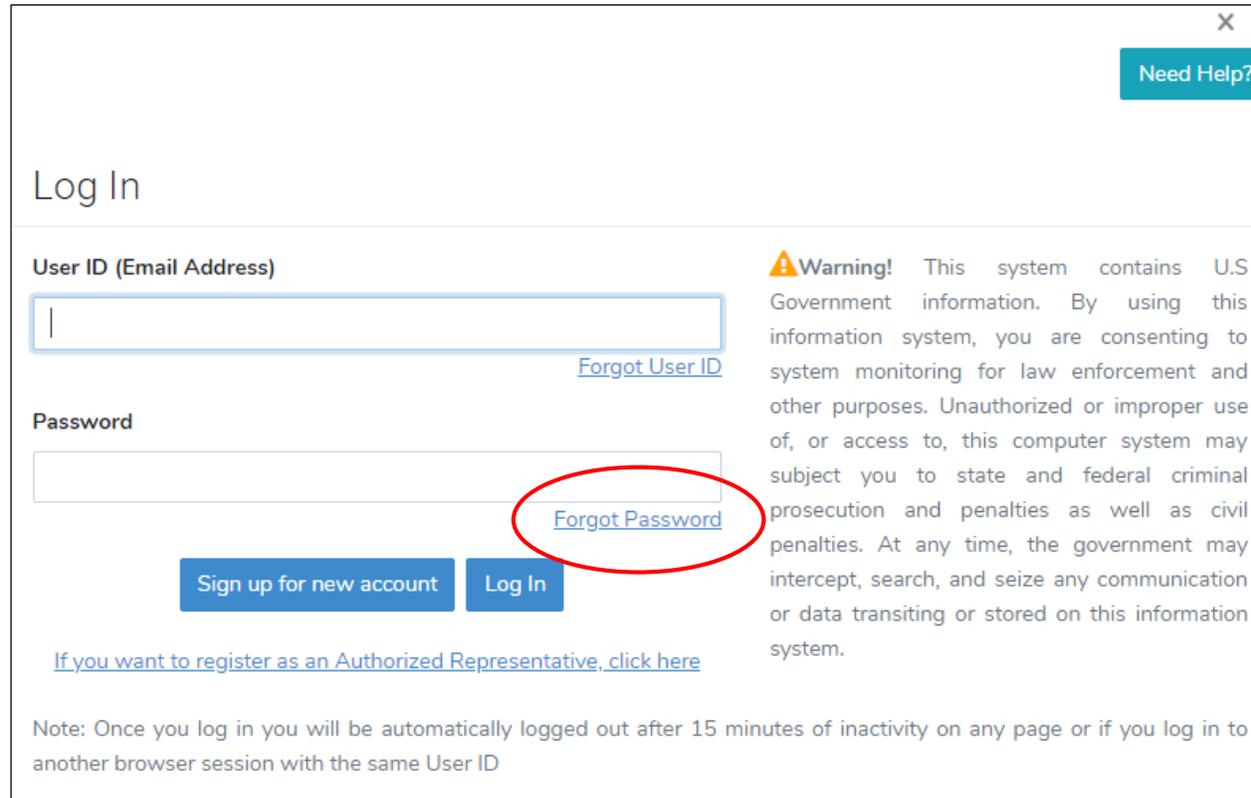
Confirm Email Address *

After you have entered the above information, click Update button to save your changes.

Click **Update** to save the new email address.

Recovering Your Password

If you forget your password, on the Log In screen, click **Forgot Password**.



The screenshot shows a web browser window with a close button (X) in the top right corner. Below the close button is a teal button labeled "Need Help?". The main heading is "Log In". There are two input fields: "User ID (Email Address)" and "Password". Below the "User ID" field is a blue link "Forgot User ID". Below the "Password" field is a blue link "Forgot Password", which is circled in red. At the bottom left, there are two blue buttons: "Sign up for new account" and "Log In". Below these buttons is a blue link: "If you want to register as an Authorized Representative, click here". On the right side of the form, there is a warning message: "Warning! This system contains U.S. Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system." At the bottom of the window, there is a note: "Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID".

Recovering Your Password

Enter your user ID (the email address you use to log in to the portal) in the User ID field and click **Continue**.

The screenshot shows the 'Benefits Portal' interface. At the top left is the logo for the Indiana Family & Social Services Administration (FSA). The page title is 'Benefits Portal'. In the top right corner, there are three buttons: 'LOGIN/REGISTER', 'CONTACT US', and 'NAVIGATOR'. The main heading is 'Forgot Password - User ID Page'. Below the heading, there is a horizontal line and a paragraph of instructions: 'Enter your User ID in the field below and click Continue to complete the user authentication and password reset process.' Below this is a note: 'All fields marked with an (*) need to be completed.' The form contains a single input field labeled 'User ID (Email Address) *' with the text 'myemail@domain.com' entered. At the bottom of the form, there are two buttons: 'Exit' and 'Continue'. The 'Continue' button is circled in red.

Answer your security questions and click **Continue** for each one.

INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Benefits Portal

LOGIN/REGISTER CONTACT US NAVIGATOR

Forgot Password – Security Question 1

We will try to verify your account through the Security Questions you previously answered. You must enter the answers exactly as you did when you chose the questions. Three of the five questions you chose will be presented. You must answer each question correctly before the next will display. You will have two opportunities to answer each question correctly. Click on Continue to validate your answer.

All fields marked with an (*) need to be completed.

Security Question 1

What is your favorite food? *

pasta

Exit Continue

Create a new password according to the requirements and click **Continue.**

Reset Password

Please enter a new password. The rules for an acceptable password are below. You cannot use a password you used in the last twenty-four (24) times you reset your password.

You will be allowed to reset your password only one time in a 24 hour period.

If you are having trouble resetting your password, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.

All fields marked with an (*) need to be completed.

Reset Your Password

Password *
.....

- Must be 8-32 characters
- Must include at least one upper case, one lower case, one special character and one number.
- The allowable special characters for the password will be question mark (?), pound sign (#), at sign (@), underscore (_), equal sign (=), dollar sign (\$), colon (:), hyphen (-) or period (.)
- Case sensitive

Re-type your Password *
.....

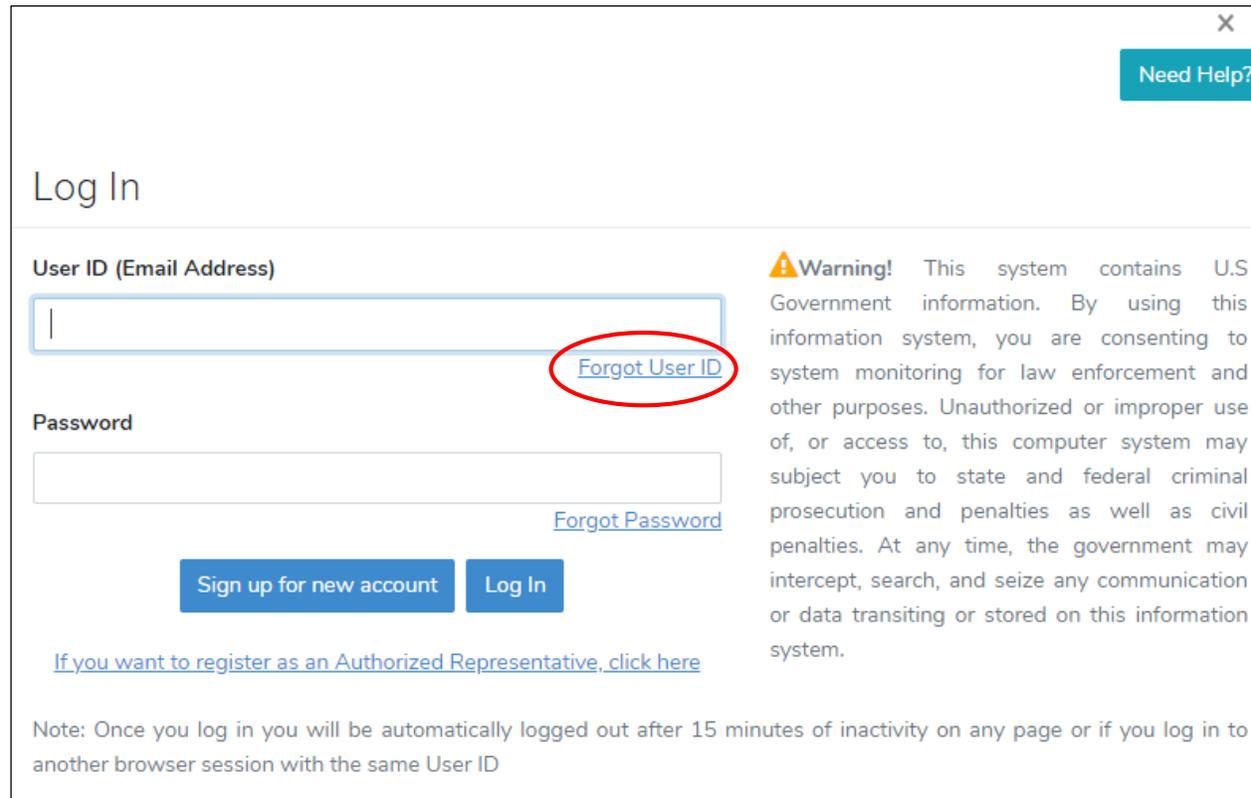
Upper case ✓
Lower case ✓
Number ✓
Special Characters ✓
Length(8-32) ✓

Continue

Your password has been reset.

Recovering Your User ID

If you forget your user ID, on the Log In screen, click **Forgot User ID**.



The screenshot shows a web interface for logging in. At the top right, there is a close button (X) and a teal button labeled "Need Help?". The main heading is "Log In". Below this, there are two input fields: "User ID (Email Address)" and "Password". The "User ID" field has a blue border and a "Forgot User ID" link at its bottom right corner, which is circled in red. Below the "Password" field is a "Forgot Password" link. At the bottom left, there are two blue buttons: "Sign up for new account" and "Log In". Below these buttons is a link: "If you want to register as an Authorized Representative, click here". On the right side of the form, there is a warning message: "Warning! This system contains U.S. Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system." At the bottom of the form, there is a note: "Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID".



Recovering Your User ID



Benefits Portal

[LOGIN/REGISTER](#) [CONTACT US](#) [NAVIGATOR](#)

Forgot User ID

Please provide First Name, Last Name, Date of Birth and either Person ID (If you receive Medicaid this will be the number on your Medicaid card), cell phone number or Email address listed on your online account. Then click the Get User ID button.

You will receive a text or Email containing your User ID in the next few minutes. The message will be sent to your cell phone if you previously provided the phone number. If there is no phone number on your online account, we will send the message to your Email address on your online account.

Reminder: Your Email address is your User ID.

If you are an Authorized Representative with an organization, please contact your Primary User for your User ID.

If you are having trouble getting your User ID, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.

All fields marked with an (*) need to be completed.

Your Information

When you have completed the information below, click on Get User ID. When you have received your User ID click on Login Now to go to the Login screen.

First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Date of Birth *	<input type="text"/>	Cell Phone Number <input type="text"/>	Cell Phone Number *

Enter your first name, last name, and date of birth.



Forgot User ID

Please provide First Name, Last Name, Date of Birth and either Person ID (If you receive Medicaid this will be the number on your Medicaid card), cell phone number or Email address listed on your online account. Then click the Get User ID button.

You will receive a text or Email containing your User ID in the next few minutes. The message will be sent to your cell phone if you previously provided the phone number. If there is no phone number on your online account, we will send the message to your Email address on your online account.

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All fields marked with an (*) need to be completed.

Your Information

When you have completed the information below, click on Get User ID. When you have received your User ID click on Login Now to go to the Login screen.

First Name *	Sarah	Last Name *	White
Date of Birth *	07/26/1991	Cell Phone Number *	<div style="border: 1px solid black; padding: 2px;"><div style="border-bottom: 1px solid black; padding: 2px;">Cell Phone Number ▾</div><div style="border-bottom: 1px solid black; padding: 2px; background-color: #0070C0; color: white;">Cell Phone Number</div><div style="border-bottom: 1px solid black; padding: 2px;">Person ID</div><div style="border-bottom: 1px solid black; padding: 2px;">Email Address</div></div>
Get User ID		Login Now	

From the drop-down menu, select the personal information to provide to verify your identity.

You can provide the cell phone number on your account (if you provided one), your FSSA person ID, or your email address.

Enter the information in the field to the right.

Click **Get User ID**.

Recovering Your User ID

Forgot User ID

Your User ID has been sent to your Email address on file. ×

Please provide First Name, Last Name, Date of Birth and either Person ID (If you receive Medicaid this will be the number on your Medicaid card), cell phone number or Email address listed on your online account. Then click the Get User ID button.

You will receive a text or Email containing your User ID in the next few minutes. The message will be sent to your cell phone if you previously provided the phone number. If there is no phone number on your online account, we will send the message to your Email address on your online account.

Reminder: Your Email address is your User ID.

If you are an Authorized Representative with an organization, please contact your Primary User for your User ID.

If you are having trouble getting your User ID, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.

All fields marked with an (*) need to be completed.

Your Information

When you have completed the information below, click on Get User ID. When you have received your User ID click on Login Now to go to the Login screen.

First Name *	Last Name *
<input type="text" value="Sarah"/>	<input type="text" value="White"/>
Date of Birth *	Person ID *
<input type="text" value="07/26/1991"/>	<input type="text" value="500034485299"/>

Get User ID

Login Now

Your User ID is sent to the email address on your account. Check your email for a message from the FSSA Benefits Portal. It will contain your User ID.



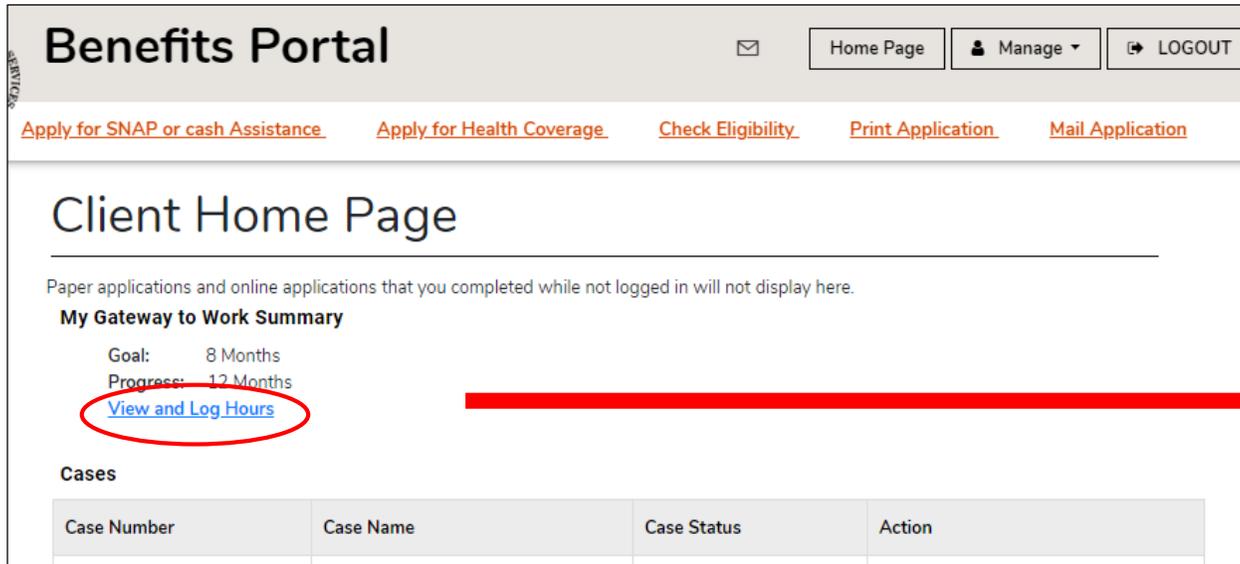
If You Get Lost

If you go somewhere else in the Benefits Portal and can't find your way back to your Gateway to Work page, click the **Home Page** button at the top of the page.

A screenshot of the "Benefits Portal" interface. At the top left is the logo for the Indiana Family & Social Services Administration (FSA). The main header reads "Benefits Portal". In the top right corner, there is a navigation bar containing an email icon, a "Home Page" button (circled in red), a "Manage" dropdown menu, and a "LOGOUT" button. Below the header, the page title is "Manage Account". A horizontal line separates the title from the instructions: "This page will help you manage your account. Click on the tab below for the information you want to update. Once you have entered your information and clicked on Update, then click on another tab to update the other information. Click on the Home Page above to return to your Home Page." Below the instructions, a note states: "All fields marked with an (*) need to be completed". At the bottom, there is a horizontal navigation bar with four tabs: "Change Your Password" (highlighted in dark blue), "Update Your Contact Information", "Update Security Questions", and "Change Your Account" (partially visible). Navigation arrows are present on the left and right sides of the tabs.

If You Get Lost

On your Benefits Portal Home Page, under My Gateway to Work Summary, if you click View and Log Hours, you will return to your Gateway to Work page.



Benefits Portal Home Page Manage LOGOUT

[Apply for SNAP or cash Assistance](#) [Apply for Health Coverage](#) [Check Eligibility](#) [Print Application](#) [Mail Application](#)

Client Home Page

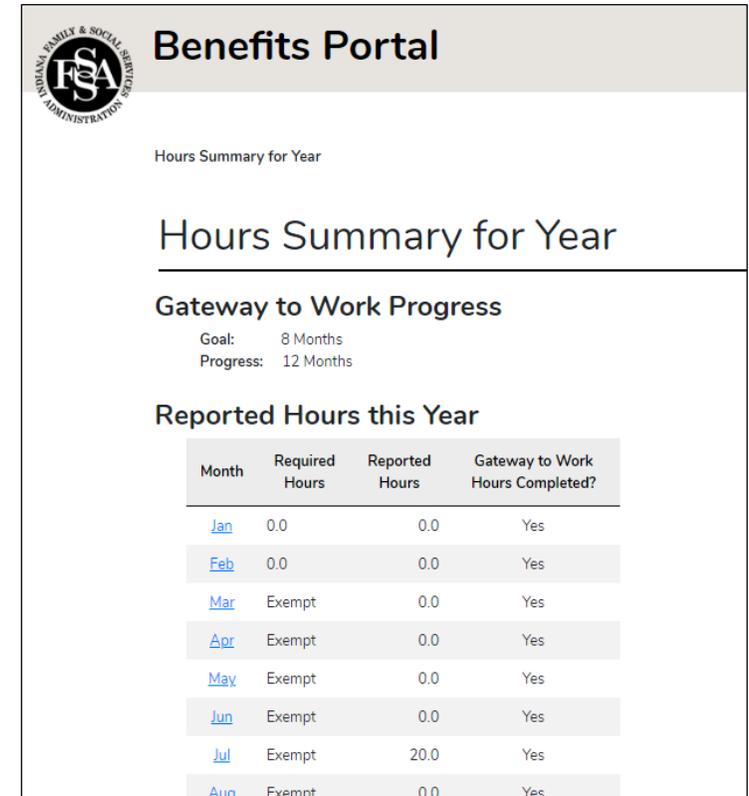
Paper applications and online applications that you completed while not logged in will not display here.

My Gateway to Work Summary

Goal: 8 Months
 Progress: 12 Months
[View and Log Hours](#)

Cases

Case Number	Case Name	Case Status	Action



Benefits Portal

Hours Summary for Year

Hours Summary for Year

Gateway to Work Progress

Goal: 8 Months
 Progress: 12 Months

Reported Hours this Year

Month	Required Hours	Reported Hours	Gateway to Work Hours Completed?
Jan	0.0	0.0	Yes
Feb	0.0	0.0	Yes
Mar	Exempt	0.0	Yes
Apr	Exempt	0.0	Yes
May	Exempt	0.0	Yes
Jun	Exempt	0.0	Yes
Jul	Exempt	20.0	Yes
Aug	Exempt	0.0	Yes



Still Need Help?

If you're having trouble logging hours, understanding the information in your Gateway to Work account, or have any other questions, please call your health plan at the phone number below for help.

Anthem	1-866-408-6131
CareSource	1-844-542-2603
MDwise	1-800-356-1204
MHS	1-877-647-4848

If you don't know who your health plan is, call 1-877-GET-HIP9.