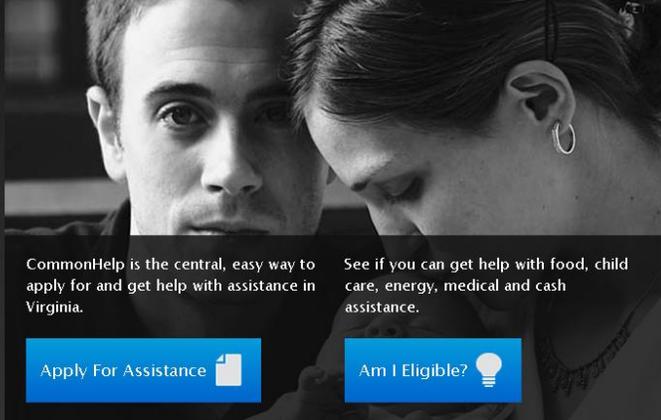


Check My Benefits User Manual

Virginia.gov Online Services | Agencies | Governor | Help Search Virginia.Gov

 **CommonHelp**
helping those in need

Habla Español? Sign In Help



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.

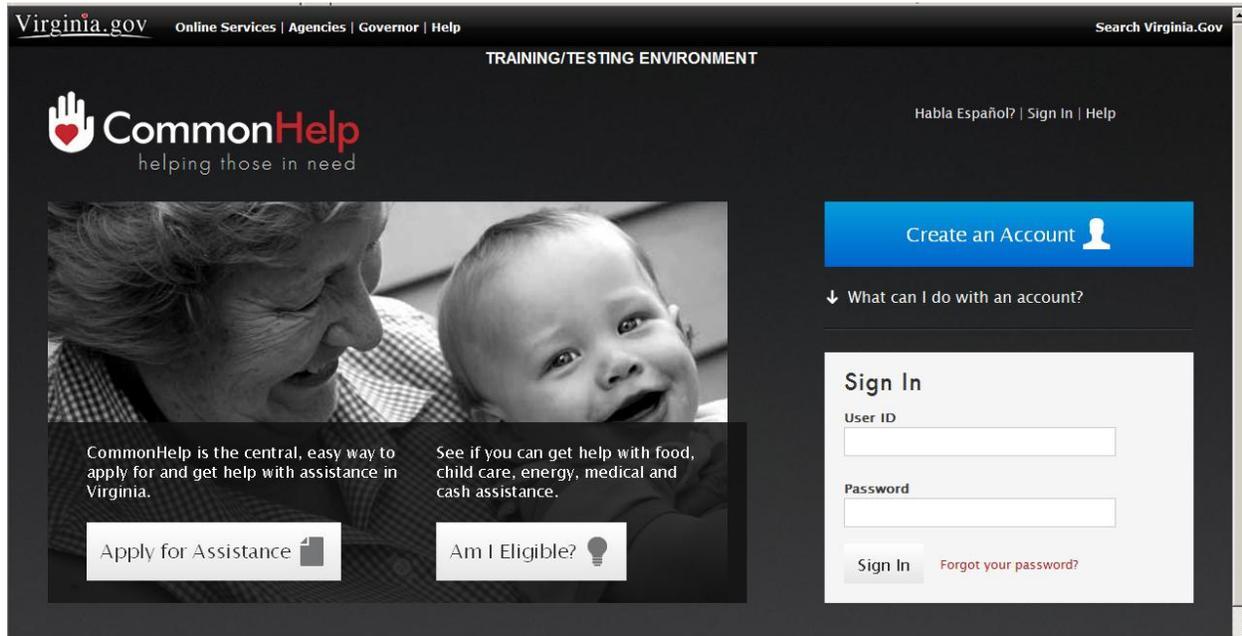
[Sign In](#) [Forgot your password?](#)

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Log In Procedures:

Landing Page – Login Page



The screenshot shows the Virginia.gov CommonHelp landing page. At the top, there is a navigation bar with "Virginia.gov", "Online Services | Agencies | Governor | Help", and "Search Virginia.Gov". Below this, the text "TRAINING/TESTING ENVIRONMENT" is displayed. The CommonHelp logo, featuring a hand icon and the text "CommonHelp helping those in need", is on the left. To the right, there are links for "Habla Español?", "Sign In", and "Help". A blue button labeled "Create an Account" with a person icon is prominent. Below it, a dropdown menu is open, showing "What can I do with an account?". The "Sign In" section contains two input fields: "User ID" and "Password". A "Sign In" button is located below the password field, with a link for "Forgot your password?". On the left side of the page, there is a large image of an elderly woman and a baby. Below the image, there is text describing CommonHelp and two buttons: "Apply for Assistance" and "Am I Eligible?".

1. Enter your *User ID*.
2. Enter your *Password*.
3. Click **Sign In**.

Confidentiality Agreement Screen

Virginia.gov Online Services | Agencies | Governor | Help Search Virginia.Gov

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Back to CommonHelp Home

 Confidentiality Agreement

Confidentiality Agreement

By clicking the "I Accept" button, you are accepting the confidentiality, acceptable use and other privacy policies as mandated by Commonwealth of Virginia. Also, note that it is your responsibility for printing and keeping copies of this sensitive information. Click the "I Do Not Accept" button to end this session and log out.

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Toll-Free Helpline: 1-855-635-4370 | Email: commonhelp@dss.virginia.gov
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4. Click **I Accept**.

Selecting a Case:

Case Selection Screen

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[Am I Eligible?](#) | [Apply For Assistance](#)

Hello, **vasant**. You are logged in.
[Manage My Account](#) [Logout](#)

My Benefits **My Applications** **Learn More**

Case Selection

Case Selection

Listed below are all of the cases associated with this account. Please select one to see more information.

Selection	Name	Benefits	Case Number
<input type="radio"/>	BESSIE BAUSTIN	SNAP, Medical Assistance, TANF	0103872
<input type="radio"/>	LIZA LEHMAN	SNAP	0107235
<input type="radio"/>	VANNA VANE	SNAP, Medical Assistance, TANF	0102353
<input type="radio"/>	BESSIE BAUSTIN	Medical Assistance	163000755008

[Continue](#)

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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**.

Case Information Screen

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Back to CommonHelp Home

[Back To Case Selection](#) | [Am I Eligible?](#) | [Apply For Assistance](#) | [Report My Changes](#)

Hello, **Larry**. You are logged in.
[Manage My Account](#) [Logout](#)

My Benefits **My Applications** **Learn More**

 Case Information

Case Information

Case Name : LARRY STUFFER Case Number : 0097254

My Benefits
As of Thursday, June 21, 2012.

Benefits	Status	Details
Medical Assistance	In June 2012, KACEY, KELLY, LARRY, and MARY are getting Medical Assistance benefits.	
SNAP (Food Assistance)	In June 2012, KACEY, KELLY, LARRY, and MARY are getting SNAP (Food Assistance) benefits.	
TANF (Cash Assistance)	In June 2012, KACEY, KELLY, LARRY, and MARY are getting TANF (Cash Assistance) benefits.	

7. To view the benefit information for an individual program select the magnifying glass next to the corresponding benefit program.

Checking Benefits:

Program Details Screen-Benefit Details

The screenshot shows the Virginia.gov CommonHelp website. The header includes the Virginia.gov logo, navigation links for Online Services, Agencies, Governor, and Help, and a Search Virginia.Gov button. The CommonHelp logo is prominently displayed with the tagline "helping those in need". Below the header, there are navigation links: Back To Benefit Summary, Am I Eligible?, Apply For Assistance, and Report My Changes. A user greeting "Hello, Larry. You are logged in." is shown with buttons for Manage My Account and Logout. A dark blue navigation bar contains three tabs: Benefit Details, Benefit History (highlighted with a red box), and Contact Information. The main content area is titled "SNAP Details" and includes a sub-section for "SNAP (Food Assistance)". A user profile icon for "LARRY" is shown next to text stating: "Your application was approved on August 10, 2011. For June 2012, a payment was made in the amount of \$ 579.00. Your SNAP (Food Assistance) benefits will be put on your EBT card on the 1st of each month." At the bottom, there is contact information for CommonHelp, including a toll-free helpline and email address, along with links to the Commonwealth of Virginia's Terms of Use and Privacy Policy.

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.

Program Details Screen- Benefit History

Virginia.gov Online Services | Agencies | Governor | Help Search Virginia.Gov

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[Back To Benefit Summary](#) | [Am I Eligible?](#) | [Apply For Assistance](#) | [Report My Changes](#)

Hello, Larry. You are logged in.
[Manage My Account](#) [Logout](#)

Benefit Details **Benefit History** **Contact Information**

SNAP Benefit Amount History

SNAP Benefit Amount History

 LARRY

- In June 2012, a payment of \$579.00 was made.
- In May 2012, a payment of \$579.00 was made.
- In April 2012, a payment of \$579.00 was made.
- In March 2012, a payment of \$579.00 was made.
- In February 2012, a payment of \$599.00 was made.
- In January 2012, a payment of \$599.00 was made.
- In December 2011, a payment of \$599.00 was made.
- In November 2011, a payment of \$599.00 was made.
- In October 2011, a payment of \$599.00 was made.
- In September 2011, a payment of \$599.00 was made.

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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.

Program Details Screen –Contact Information

helping those in need

[Back To Benefit Summary](#) | [Am I Eligible?](#) | [Apply For Assistance](#) | [Report My Changes](#)

Hello, Larry. You are logged in.

[Manage My Account](#) [Logout](#)

Benefit Details **Benefit History** **Contact Information**

Contact Information

Contact Information

This page lets you know how to get in touch with someone about your case. To report changes to your local agency, please click on the "Report My Changes" link at the top of the page.

Here is your case worker and local agency information.

KRISTEY MAYER
FAIRFAX
12011 GOVERNMENT CNTR PKY
STE 232
FAIRFAX, VA 22035
(804) 565-5555

If you have questions about using this website, please call Member Services at 1-855-835-4370.

Your Mailing Address and Phone Number

This is the mailing address and phone number we have on file for you. If we have the wrong information, please [report this change](#) as soon as possible to let us know.

111 ONE ST
RICHMOND, VA 23233

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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