

# FSSA Benefits Portal Gateway to Work User Guide

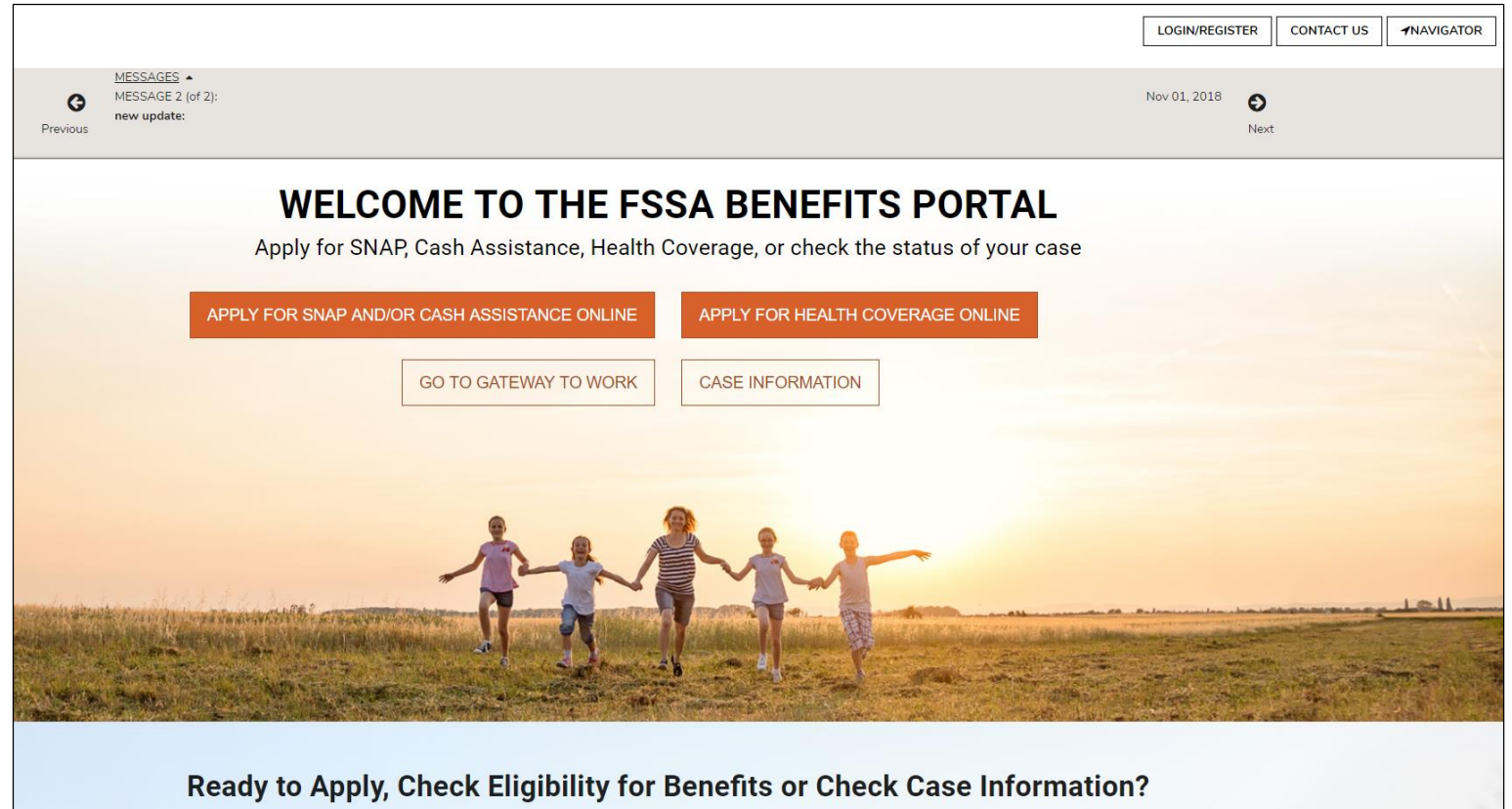




# Creating a Benefits Portal Login

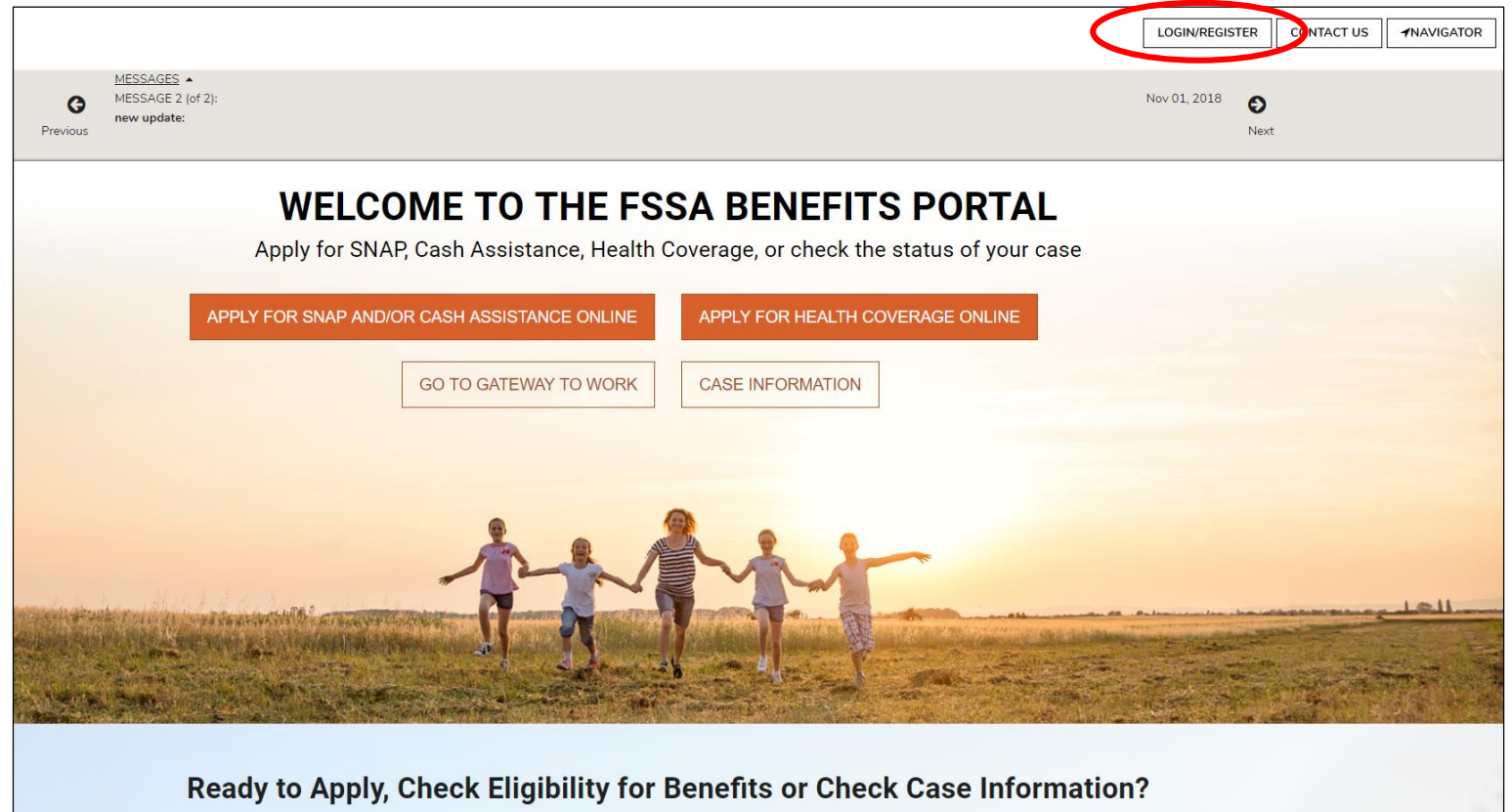
To log your Gateway to Work activity hours, you need to register to use the FSSA Benefits Portal.

In your web browser, go to [fssabenefits.in.gov](https://fssabenefits.in.gov).



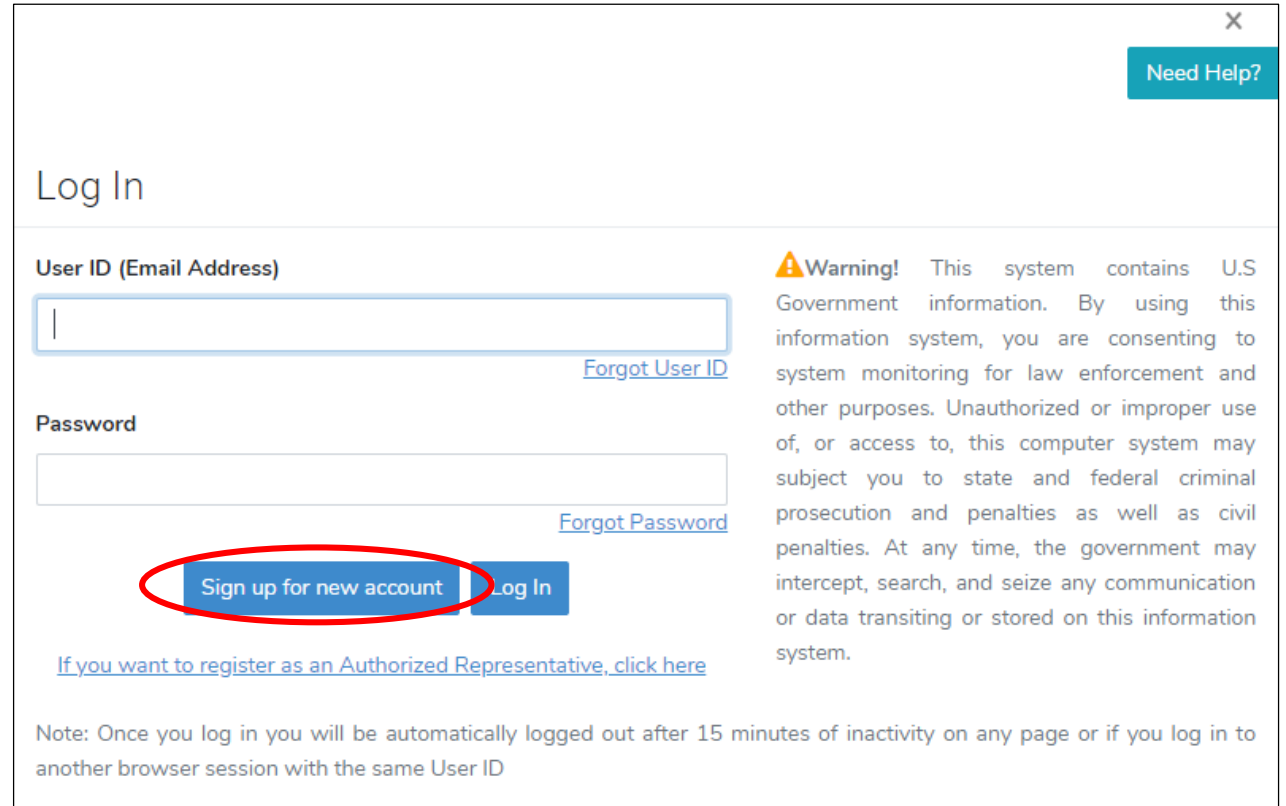
# Creating a Benefits Portal Login

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



# 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 with a close button (X) in the top right corner. Below the close button is a blue 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 link "Forgot User ID". Below the "Password" field is a link "Forgot Password". At the bottom of the login section are two buttons: "Sign up for new account" and "Log In". The "Sign up for new account" button is circled in red. Below these buttons is a link "If you want to register as an Authorized Representative, click here". To the right of the login 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 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".

Log In

User ID (Email Address)

Forgot User ID

Password

Forgot Password

Sign up for new account Log In

If you want to register as an Authorized Representative, click here

**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.

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

**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

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**.

# Creating a Benefits Portal Login

The screenshot shows a web interface for setting up a benefits portal login. On the left is a vertical sidebar with a yellow background containing five links: 'User Details' with a green checkmark, 'Set Password' with a green checkmark, 'Security Questions' (highlighted with a dark background), 'User Agreement', and 'Verification'. The main content area has a grey header with the title 'Security Questions' in green. Below the header is a white box with a support message. The main section has a yellow header 'Security Questions' followed by instructions. There are five sets of questions, each with a dropdown menu for the question and a text input for the answer. At the bottom are three buttons: 'Back', 'Exit', and 'Next' (which is green and highlighted).

User Details ✓  
Set Password ✓  
**Security Questions**  
User Agreement  
Verification

## Security Questions

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

### Security Questions

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.

Security Question 1\*

Answer\*

Security Question 2\*

Answer\*

Security Question 3\*

Answer\*

Security Question 4\*

Answer\*

Security Question 5\*

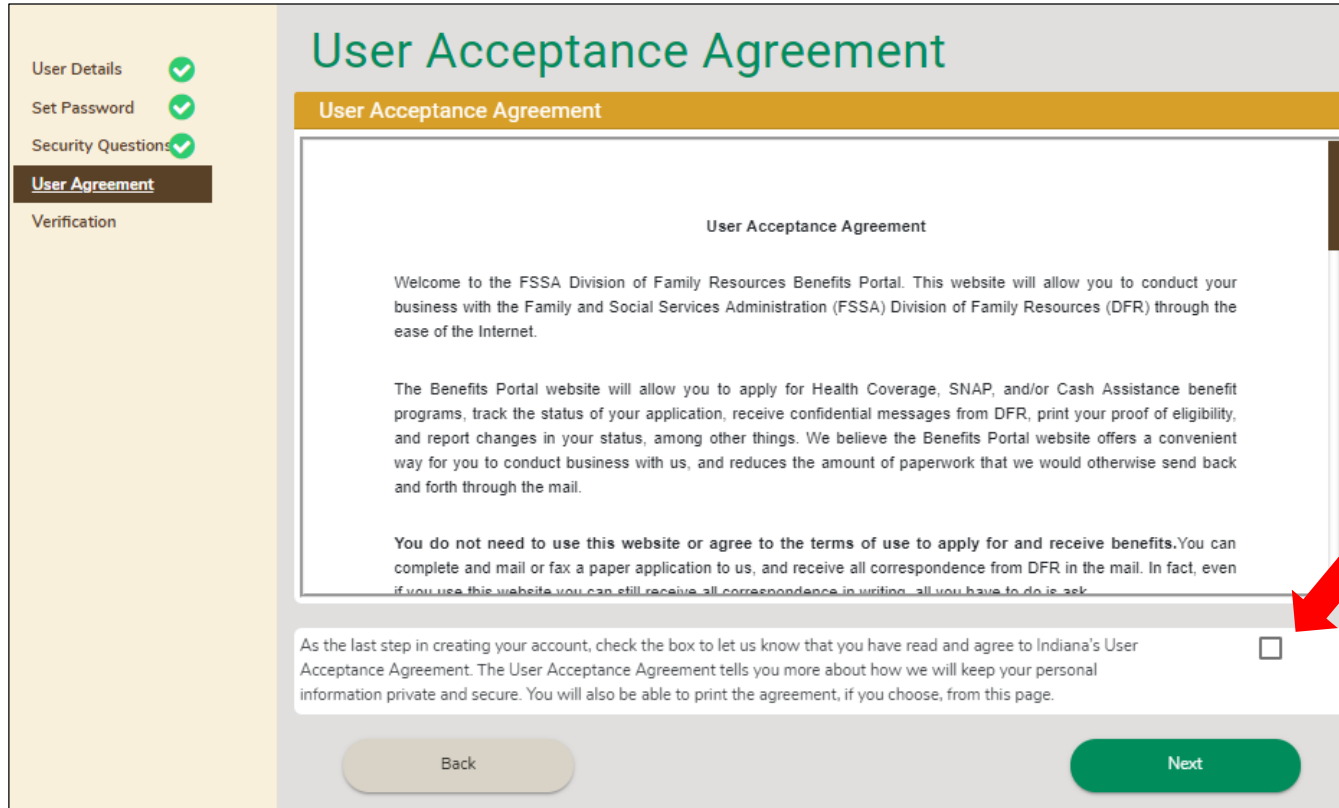
Answer\*

Back Exit Next

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**.

# Creating a Benefits Portal Login



The screenshot shows a web interface for creating a benefits portal login. On the left is a vertical navigation menu with four items: 'User Details' (with a green checkmark), 'Set Password' (with a green checkmark), 'Security Questions' (with a green checkmark), and 'User Agreement' (highlighted with a dark background). Below these is a 'Verification' link. The main content area is titled 'User Acceptance Agreement' in green. Below this title is a yellow header bar with the text 'User Acceptance Agreement'. The main body of the page contains the following text:

**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.

At the bottom of the page are two buttons: a light gray 'Back' button and a green 'Next' button. A red arrow points from the text 'Check the box to accept by clicking on it.' to the checkbox.

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.



# Creating a Benefits Portal Login

**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

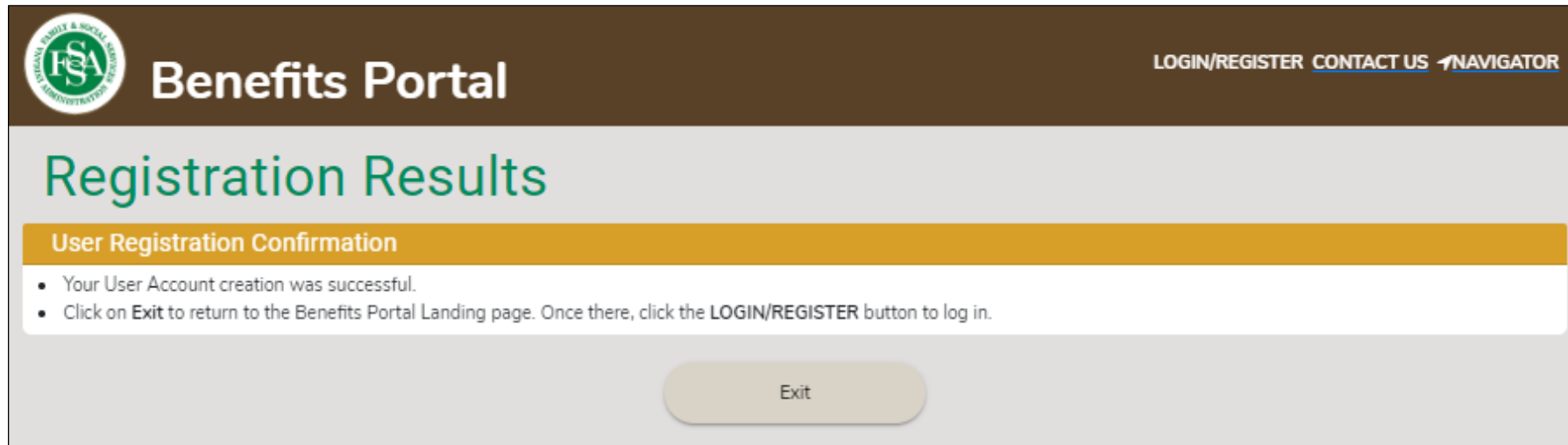
Back in your web browser, enter the verification code on the Registration Verification screen.

Click **Next**.

# Creating a Benefits Portal Login

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

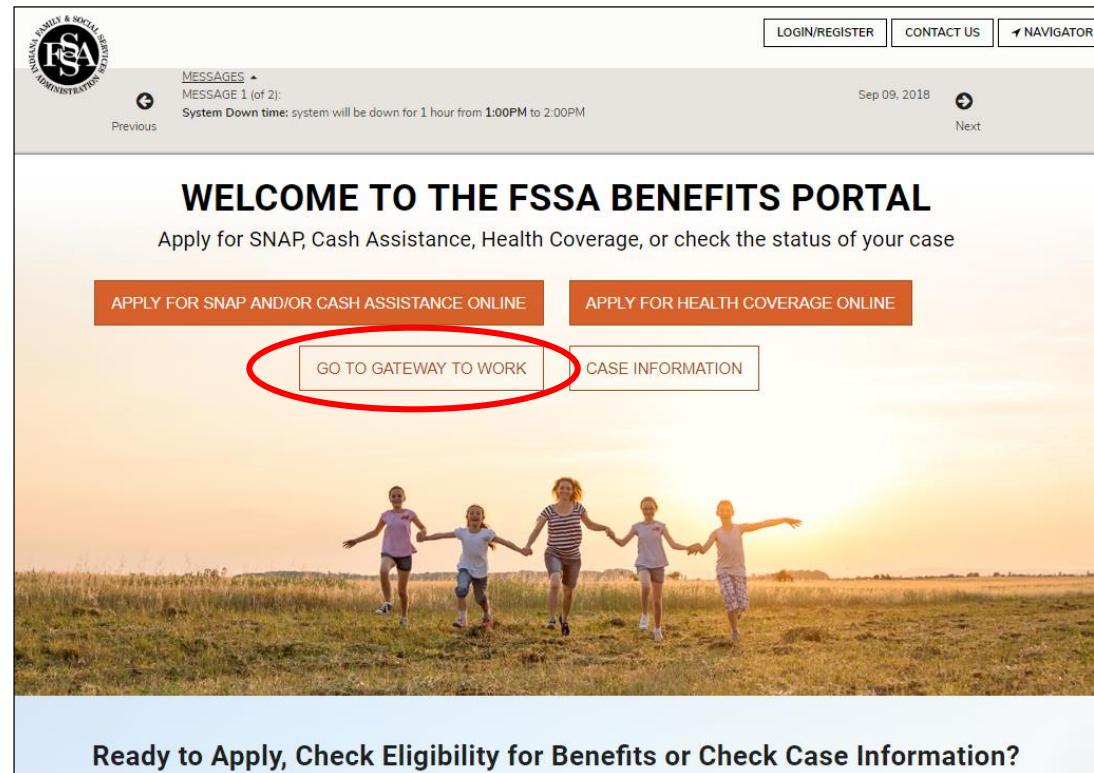
Click **Exit** to return to the home page.



# Creating a Benefits Portal Login

There are two ways to log in to the portal.

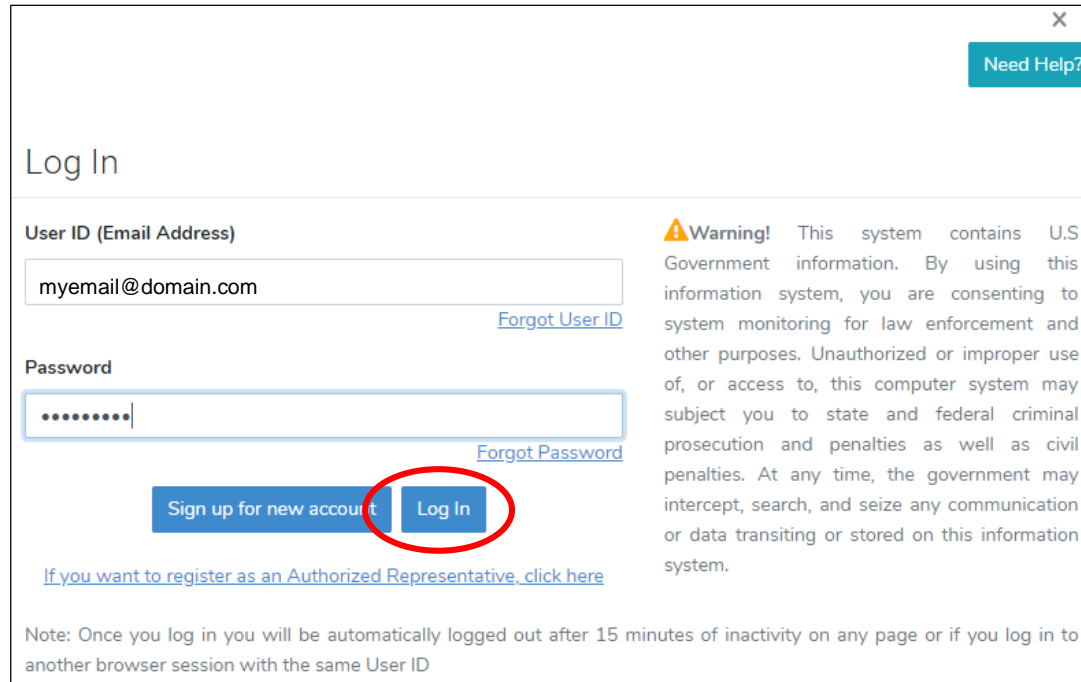
If you are only going to the portal to look at your Gateway to Work account (and not other FSSA topics), click the **Go to Gateway to Work** button on the FSSA Benefits Portal home page.





# 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 the Gateway to Work login portal. The page has a white background with a light gray border. At the top right, there is a small "X" icon and a blue button labeled "Need Help?". The main heading "Log In" is centered at the top. Below it, there are two input fields: "User ID (Email Address)" and "Password". The "User ID" field contains the text "myemail@domain.com" and has a blue link "Forgot User ID" to its right. The "Password" field is masked with dots and has a blue link "Forgot Password" to its right. Below the input fields are two blue buttons: "Sign up for new account" and "Log In". The "Log In" button is circled in red. At the bottom left, there 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, 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.

The screenshot shows the Gateway to Work portal interface. A modal window titled "Confidentiality Agreement" is centered on the screen. The background shows a sidebar with the "INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION" logo and a main content area with sections for "Benefits Portal", "Hours Summary for Year", "Hours Summary", "Gateway to Work" (with a progress bar showing "Goal: 8 Months" and "Progress: Months"), and "Reported Hours to" (with a table header "Month Required Hours"). The top right of the portal has a "Page" dropdown, a "Manage" button, and a "LOGOUT" button. The modal text states: "Each time you login to your account to access case information or report changes, you will be required to accept the Confidentiality Agreement below." It continues: "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." It also notes: "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." At the bottom of the modal, there 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.

# Logging in to the Portal

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

The screenshot shows a web portal interface with a central form titled "Validate Account Details". The form contains the following fields and values:

- First Name \***: MICK
- Last Name \***: JAGGER
- Date of Birth \***: 10/19/1970
- Last 4 digits of SSN \***: 2113

At the bottom of the form are two buttons: "No" and "Yes". A red arrow points from the text "If your information is correct, click **Yes**." to the "Yes" button.


Instructions on the form: "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."


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.

**Benefits Portal**

[Home Page](#)[Manage](#)[LOGOUT](#)

Welcome,  
Mick

Hours Summary for Year

## Hours Summary for Year

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### Gateway to Work Progress

Goal: 8 Months  
Progress: 12 Months

### Reported Hours this Year

| Month               | Required Hours | Reported Hours | Gateway to Work Hours Completed? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jun</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jul</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Oct</a> | Exempt         | 10.0           | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | Exempt         | 20.0           | Yes                              |

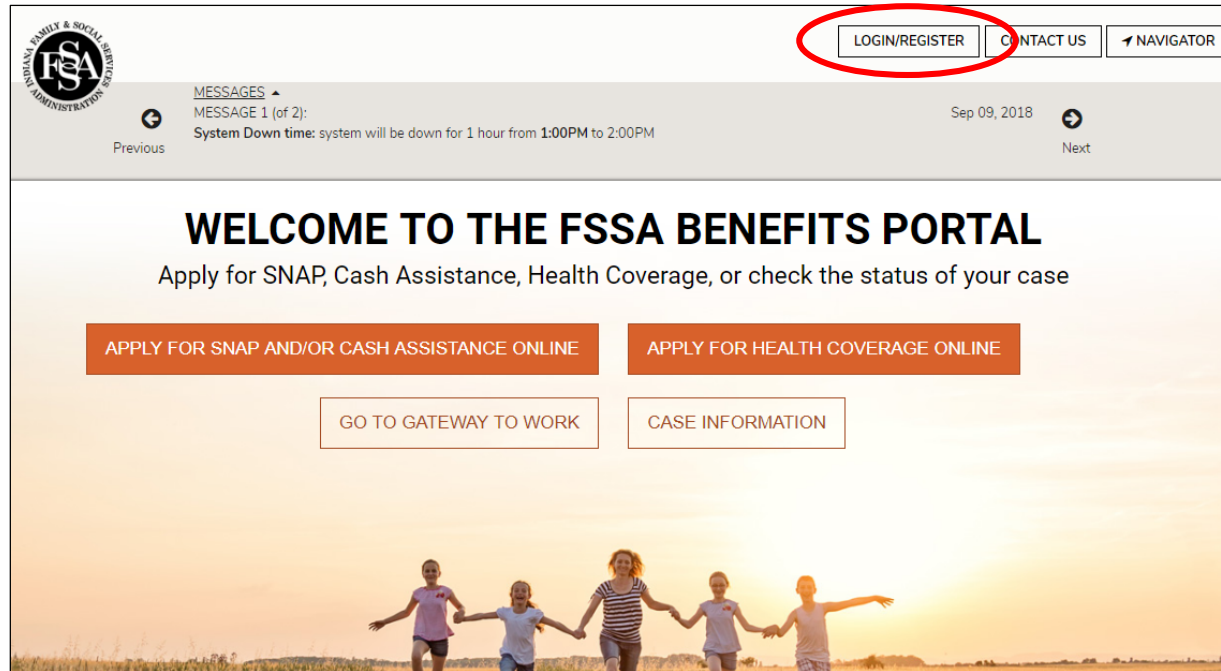
Indiana Family and Social Services Administration



# 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 gray border. In the top right corner, there is a small "X" icon and a teal button labeled "Need Help?". The main heading "Log In" is centered at the top. Below it, there are two input fields: "User ID (Email Address)" containing "myemail@domain.com" and "Password" with masked characters. To the right of the password field is a link "Forgot Password". Below the input fields are two buttons: "Sign up for new account" and "Log In". The "Log In" button is circled in red. To the right of the login 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." Below the warning is a link: "If you want to register as an Authorized Representative, click here". At the bottom, a note states: "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 "Benefits Portal" for the Indiana Family & Social Services Administration. A "Confidentiality Agreement" modal is displayed in the center. The modal text states that users must accept the agreement to access case information or report changes. It explains that clicking "I Accept" signifies acceptance of confidentiality, acceptable use, and privacy policies. It also notes the user's responsibility for keeping their password secure. A link is provided to review or print the User Acceptance Agreement. At the bottom of the modal are two buttons: "I Do Not Accept" and "I Accept", with the latter circled in red. The background shows the portal's navigation bar with links like "Apply for SNAP or cash Assistance" and "Client Home Page", and a table for "Incomplete Online Application(s)" with columns for Application Number, Source, Name, Date, Status, and Action.






# 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**.



Benefits Portal

 Home Page  Manage  LOGOUT Welcome, Addie

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

Client Home Page

Open 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                           |
|-------------|------------------|-------------|----------------------------------|
| XXXXXXXXXX  | ADDIE O'SULLIVAN | Open        | <a href="#">Report Of Change</a> |

Incomplete Online Application(s)

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

Application summary for Online Application(s)


To print a copy of an online application summary, click on Print Summary. To request a copy of the summary be mailed to the applicant's mailing address, click on Mail Summary.

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




# Logging in to the Portal

Your account opens to your Hours Summary for Year page.



## Benefits Portal

[Home Page](#)[Manage](#)[LOGOUT](#)Welcome, Addie

Hours Summary for Year

### Hours Summary for Year

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#### Gateway to Work Progress

Goal: 8 Months  
Progress: 12 Months

#### Reported Hours this Year

| Month               | Required Hours | Reported Hours | Gateway to Work Hours Completed? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jun</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jul</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Oct</a> | Exempt         | 10.0           | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | 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.

# 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jun</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jul</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Oct</a> | Exempt         | 10.0           | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jun</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jul</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Oct</a> | Exempt         | 10.0           | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 80.0           | 0.0            | No                               |
| <a href="#">Apr</a> | 80.0           | 0.0            | No                               |
| <a href="#">May</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jun</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jul</a> | 80.0           | 0.0            | No                               |
| <a href="#">Aug</a> | 80.0           | 0.0            | No                               |
| <a href="#">Sep</a> | 80.0           | 0.0            | No                               |
| <a href="#">Oct</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 80.0           | 0.0            | No                               |
| <a href="#">Apr</a> | 80.0           | 0.0            | No                               |
| <a href="#">May</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jun</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jul</a> | 80.0           | 0.0            | No                               |
| <a href="#">Aug</a> | 80.0           | 0.0            | No                               |
| <a href="#">Sep</a> | 80.0           | 0.0            | No                               |
| <a href="#">Oct</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 80.0           | 0.0            | No                               |
| <a href="#">Apr</a> | 80.0           | 0.0            | No                               |
| <a href="#">May</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jun</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jul</a> | 80.0           | 0.0            | No                               |
| <a href="#">Aug</a> | 80.0           | 0.0            | No                               |
| <a href="#">Sep</a> | 80.0           | 0.0            | No                               |
| <a href="#">Oct</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 80.0           | 0.0            | No                               |
| <a href="#">Apr</a> | 80.0           | 0.0            | No                               |
| <a href="#">May</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jun</a> | 80.0           | 0.0            | No                               |
| <a href="#">Jul</a> | 80.0           | 0.0            | No                               |
| <a href="#">Aug</a> | 80.0           | 0.0            | No                               |
| <a href="#">Sep</a> | 80.0           | 0.0            | No                               |
| <a href="#">Oct</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Nov</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Dec</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jun</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jul</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | 80.0           | 0.0            | No                               |
| <a href="#">Oct</a> | 80.0           | 0.0            | No                               |
| <a href="#">Nov</a> | 80.0           | 30.0           | No                               |
| <a href="#">Dec</a> | 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          |   |   |
|--------------------------|-------|-------------------|---|---|
| <a href="#">11/01/18</a> | 20.00 | Self-Employed     |  |  |
| <a href="#">11/02/18</a> | 10.00 | College Education |  |  |

# Hours Summary for Year

[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          |   |   |
|--------------------------|-------|-------------------|---|---|
| <a href="#">11/01/18</a> | 20.00 | Self-Employed     |  |  |
| <a href="#">11/02/18</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jun</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jul</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | 80.0           | 0.0            | No                               |
| <a href="#">Oct</a> | 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 |
|------|-------|----------|
|------|-------|----------|

# Reporting Activity Hours

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).

# Reporting Activity Hours

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

## Add Activity Hours

Date \*

09/01/2018



Category:\*

Work  
Learn  
Serve

Activity:\*

City \*

Activity Location \*

Hours \*

Description  
500 / 500



+ ADD ACTIVITY DOCUMENT

Cancel

SAVE

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

# Reporting Activity Hours

[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.

# Reporting Activity Hours

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

## Add Activity Hours

Date\*  
09/01/2018

Category:\*  ▼

City\*  
Indianapolis

Hours\*

Description  
500 / 500

+ ADD ACTIVITY DOCUMENT

Cancel

SAVE

Enter the city where you did the activity.

# Reporting Activity Hours

[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.

# Reporting Activity Hours

[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

Activity: \*  
Volunteer \

Activity Location \*  
St. Vincent de Paul

+ ADD ACTIVITY DOCUMENT

Cancel

SAVE

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.



# Reporting Activity Hours

[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.

# Reporting Activity Hours

[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

Activity:\*

Volunteer \



Activity Location \*

St. Vincent de Paul

Description

Sorting donations.  
482 / 500

+ ADD ACTIVITY DOCUMENT

Cancel

SAVE

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

# Reporting 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

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.

# Reporting Activity Hours

## Add Activity Hours

Date \*

09/01/2018



Category:\*

Serve



City \*

Indianapolis

Activity:\*

Volunteer \



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 Confirm



Upload Document:

BROWSE

Cancel

SAVE

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

# Reporting 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

Document Type:  
Volunteer Confirm

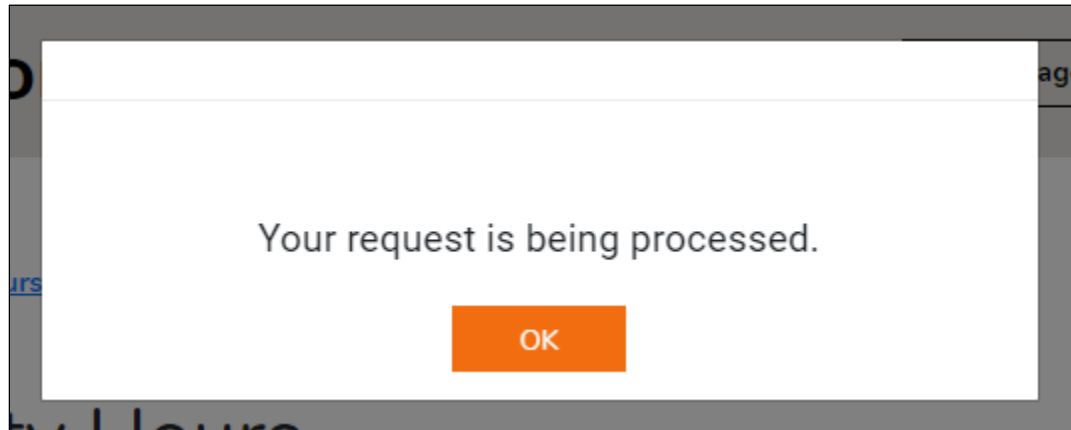
Upload Document:  
BROWSE Volunteer Record.pdf

Cancel

SAVE

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   |
|--|-------|--|
|  <a href="#">09/01/18</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jun</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jul</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | 80.0           | 1.5            | No                               |
| <a href="#">Oct</a> | 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jun</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jul</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | 80.0           | 1.5            | No                               |
| <a href="#">Oct</a> | 80.0           | 0.0            | No                               |
| <a href="#">Nov</a> | 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          |   |   |
|--------------------------|-------|-------------------|---|---|
| <a href="#">11/01/18</a> | 20.00 | Self-Employed     |  |  |
| <a href="#">11/02/18</a> | 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.

# Viewing an Activity

## 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Apr</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">May</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jun</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Jul</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Aug</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Sep</a> | 80.0           | 1.5            | No                               |
| <a href="#">Oct</a> | 80.0           | 0.0            | No                               |
| <a href="#">Nov</a> | 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.

# Editing an Activity

## 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       |   |
|--|--------------------------|-------|----------------|---|
|  | <a href="#">09/01/18</a> | 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).

# Editing an Activity

## 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

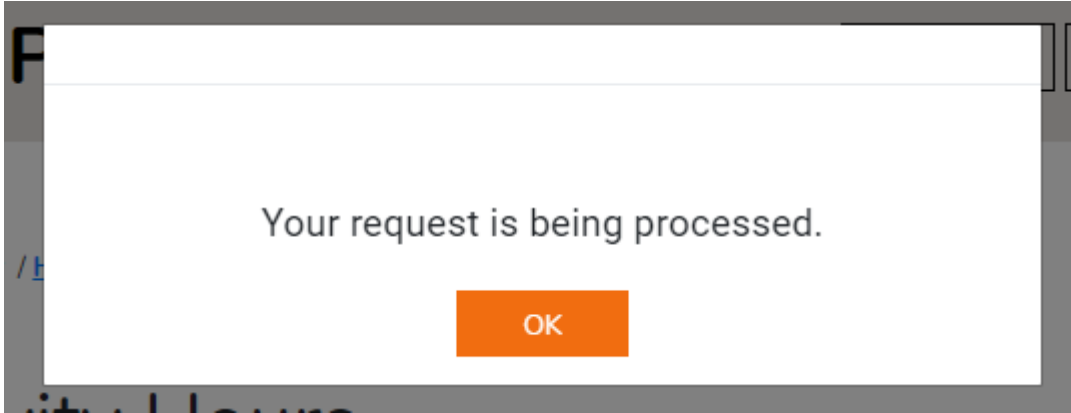
SAVE

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   |
|--|-------|--|
|  <a href="#">09/01/18</a> | 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](#)

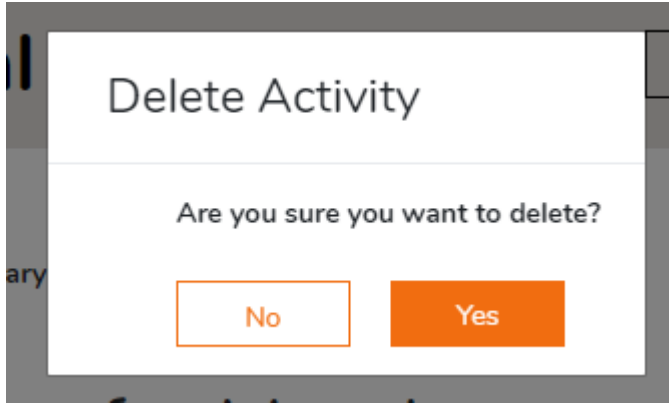
### ⊕ September Hours ⊕

| Date   | Hours | Activity       |   |
|--|-------|----------------|---|
|  <a href="#">09/01/18</a> | 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).

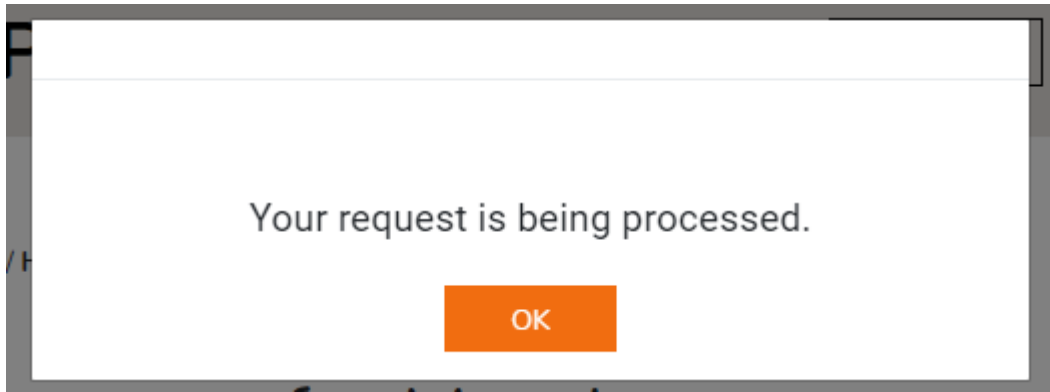
# Deleting an Activity



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.

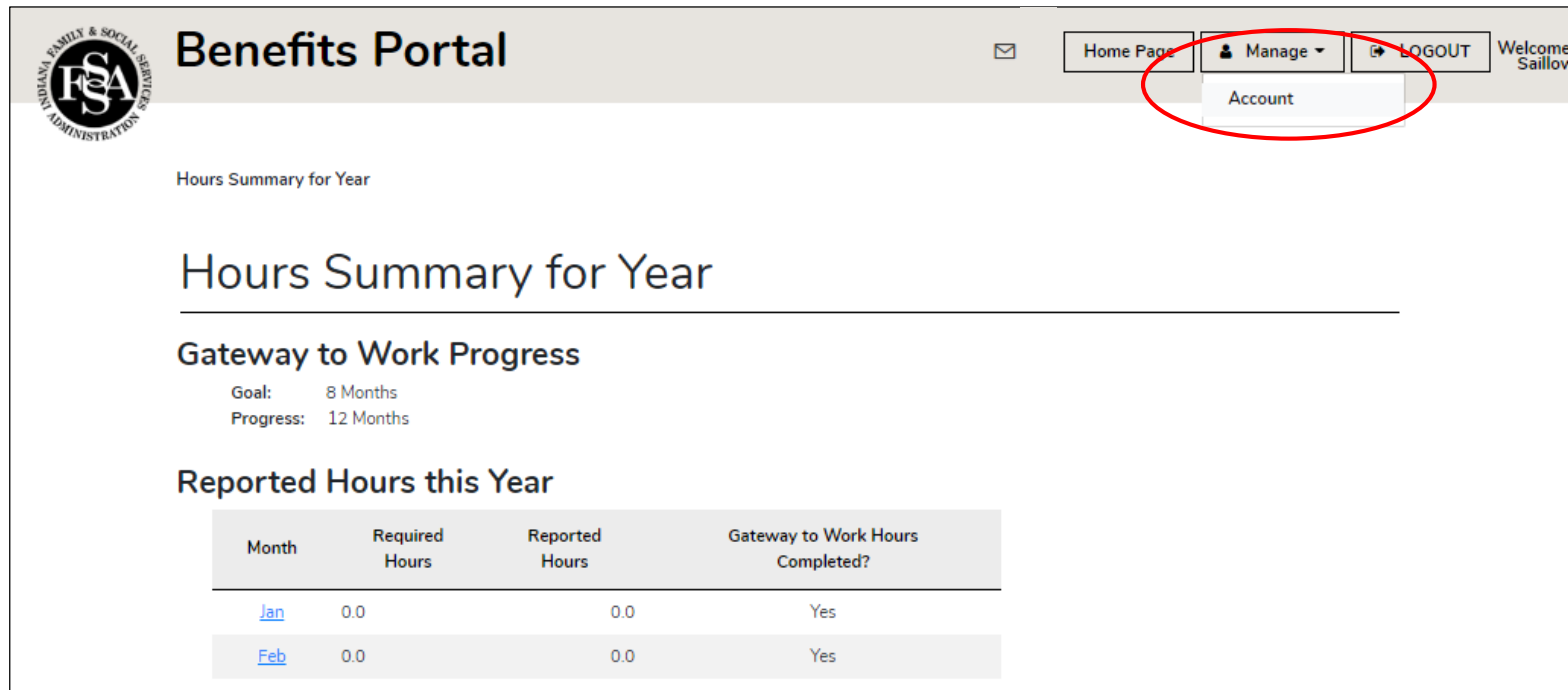
[Log Hours](#)

### ⊕ 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.

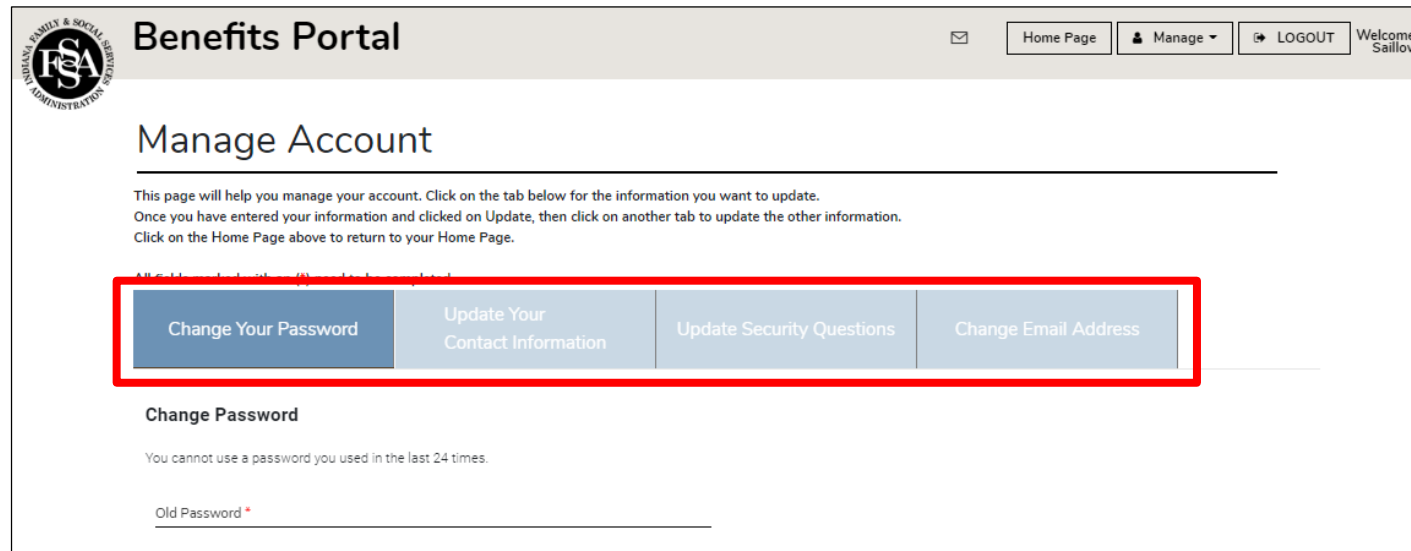
A screenshot of the Benefits Portal interface. The header bar is light gray and contains the Indiana Family & Social Services Administration logo on the left, the text "Benefits Portal" in the center, and navigation links "Home Page", "Manage", and "LOGOUT" on the right. The "Manage" link is highlighted with a red circle, and a dropdown menu is open below it, showing the "Account" option. Below the header, the main content area has a title "Hours Summary for Year" and a section "Gateway to Work Progress" showing a goal of 8 months and progress of 12 months. At the bottom, there is a table titled "Reported Hours this Year" with columns for Month, Required Hours, Reported Hours, and Gateway to Work Hours Completed? The table shows data for January and February, both with 0.0 hours reported and "Yes" for completion.

| Month               | Required Hours | Reported Hours | Gateway to Work Hours Completed? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |

# Managing Your Account

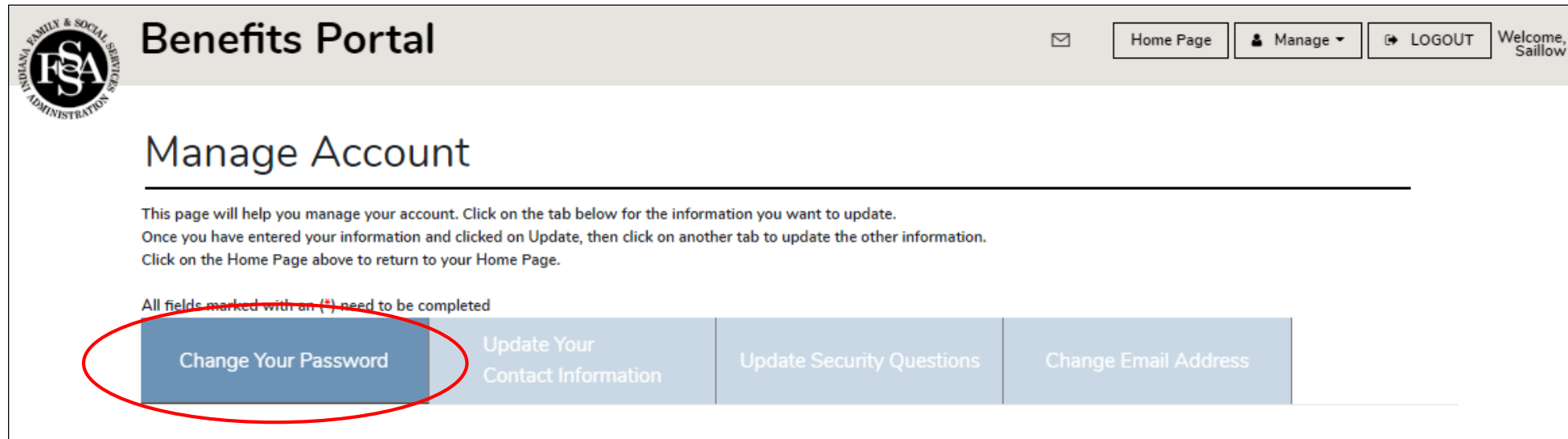
From the Manage Account page, you can:

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

A screenshot of the "Benefits Portal" Manage Account page. The page has a header with the "Indiana Family & Social Services Administration" logo, the title "Benefits Portal", and navigation links for "Home Page", "Manage", "LOGOUT", and a user greeting "Welcome, Sallow". The main heading is "Manage Account". Below it, a message states: "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." 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 border. Below the tabs, the "Change Password" section is visible, with a message: "You cannot use a password you used in the last 24 times." and a label "Old Password" followed by a text input field.

# Changing Your Password

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



The screenshot shows the 'Benefits Portal' interface. At the top, there is a navigation bar with the 'Indiana Family & Social Services Administration' logo, the text 'Benefits Portal', and links for 'Home Page', 'Manage' (with a dropdown arrow), 'LOGOUT', and a welcome message 'Welcome, Sallow'. Below the navigation bar, the main heading is 'Manage Account'. A paragraph of instructions follows: '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' (which is highlighted with a red circle), 'Update Your Contact Information', 'Update Security Questions', and '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

|                             |                                 |                           |                      |
|-----------------------------|---------------------------------|---------------------------|----------------------|
| <b>Change Your Password</b> | 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**.

# Updating Your Contact Info

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.

Cancel

Update

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.

Cancel

Update

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<br>Contact Information | Update Security Questions | Change Email Address |
|----------------------|------------------------------------|---------------------------|----------------------|

# Changing Your 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 \*

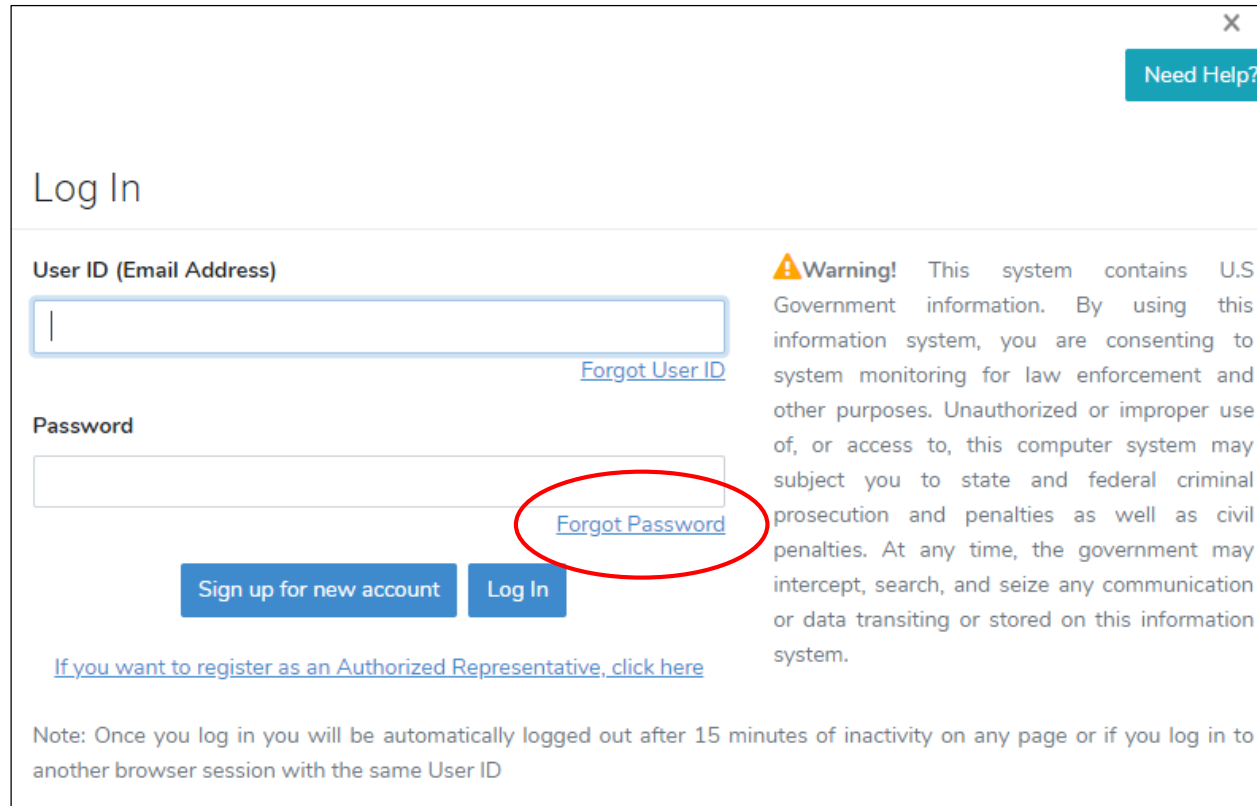
After you have entered the above information, click Update button to save your changes.

[Cancel](#) [Update](#)

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 interface for logging in. At the top right, there is a close button (X) and a 'Need Help?' button. The main heading is '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 link 'Forgot User ID'. To the right of the 'Password' field is a link 'Forgot Password', which is circled in red. Below the input fields are two buttons: 'Sign up for new account' and 'Log In'. 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'. 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.'

Log In

User ID (Email Address)

Forgot User ID

Password

Forgot Password

Sign up for new account Log In

[If you want to register as an Authorized Representative, click here](#)

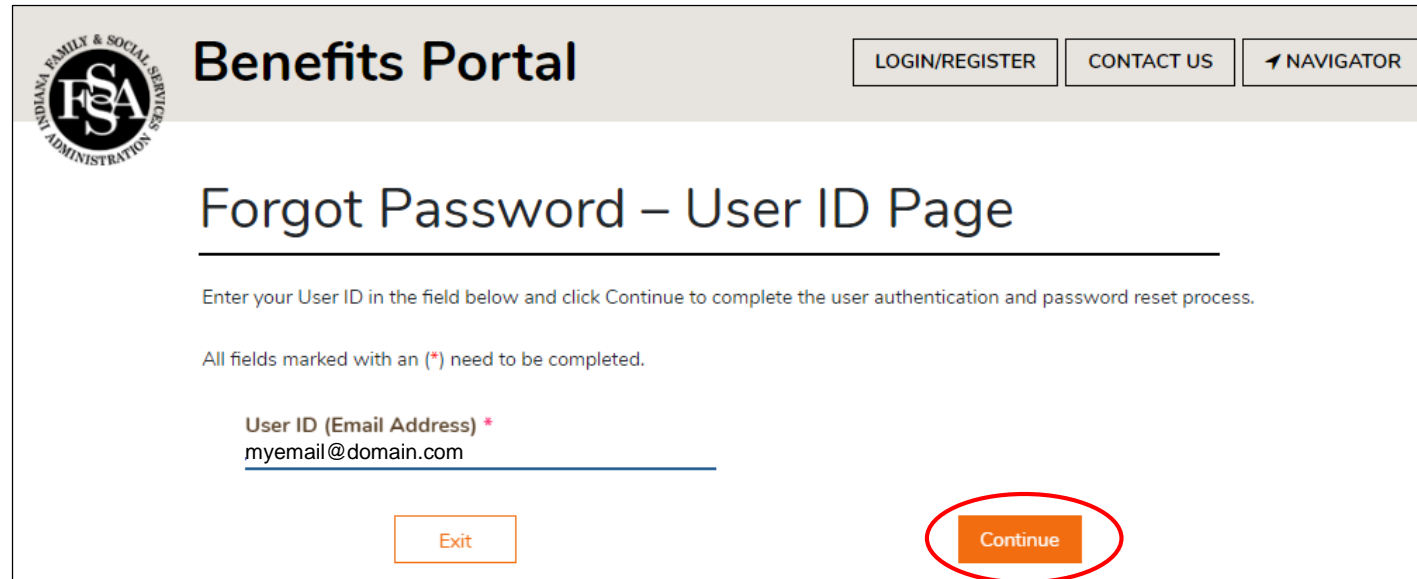
Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID

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.



# 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 'INDIANA FAMILY & SOCIAL SERVICES' logo. The title 'Benefits Portal' is centered at the top. To the right are three buttons: 'LOGIN/REGISTER', 'CONTACT US', and 'NAVIGATOR'. Below the title is the heading 'Forgot Password – User ID Page'. A message states: '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 'User ID (Email Address) \*' field contains the text 'myemail@domain.com'. At the bottom are two buttons: 'Exit' and 'Continue'. The 'Continue' button is circled in red.

**Benefits Portal**

LOGIN/REGISTER CONTACT US NAVIGATOR

## Forgot Password – User ID Page

Enter your User ID in the field below and click Continue to complete the user authentication and password reset process.


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

User ID (Email Address) \*  
myemail@domain.com

Exit Continue

# Recovering Your Password

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

**Benefits Portal**

LOGIN/REGISTERCONTACT USNAVIGATOR

## 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

ExitContinue

# Recovering Your Password

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**.

×Need Help?

Log In

User ID (Email Address)  
  
[Forgot User ID](#)

Password  
  
[Forgot Password](#)

[Sign up for new account](#) [Log In](#)


[If you want to register as an Authorized Representative, click here](#)

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

**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.



# Recovering Your User ID

**Benefits Portal**

LOGIN/REGISTERCONTACT USNAVIGATOR

## 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 \*

Last Name \*

Date of Birth \* 

Cell Phone Number ▼

Cell Phone Number \*

Get User ID

Login Now

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



# 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 *                               | Last Name *   |
| <input type="text" value="Sarah"/>         | <input type="text" value="White"/>  |
| Date of Birth *                            |   |
| <input type="text" value="07/26/1991"/>    |   |
|  | <div>Cell Phone Number *<br/><div>Cell Phone Number ▼<br/>Cell Phone Number<br/>Person ID<br/>Email Address</div></div> |
| <input type="button" value="Get User ID"/> |   |
| <input type="button" value="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 \*

Sarah

Last Name \*

White

Date of Birth \*

07/26/1991

Person ID \*

Person ID

500034485299

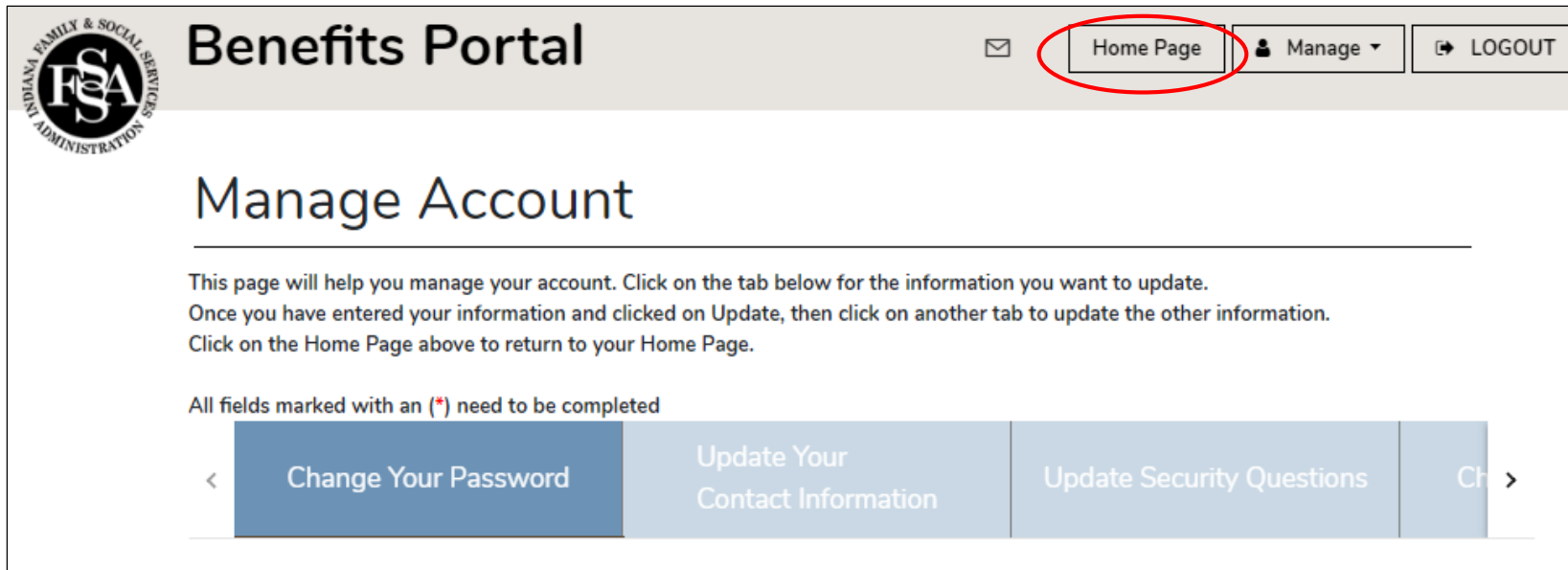
Get User ID

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.






# 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? |
|---------------------|----------------|----------------|----------------------------------|
| <a href="#">Jan</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Feb</a> | 0.0            | 0.0            | Yes                              |
| <a href="#">Mar</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Apr</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">May</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jun</a> | Exempt         | 0.0            | Yes                              |
| <a href="#">Jul</a> | Exempt         | 20.0           | Yes                              |
| <a href="#">Aug</a> | 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.