

# FSSA Benefits Portal Gateway to Work User Guide



## Creating a New Account



# 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)

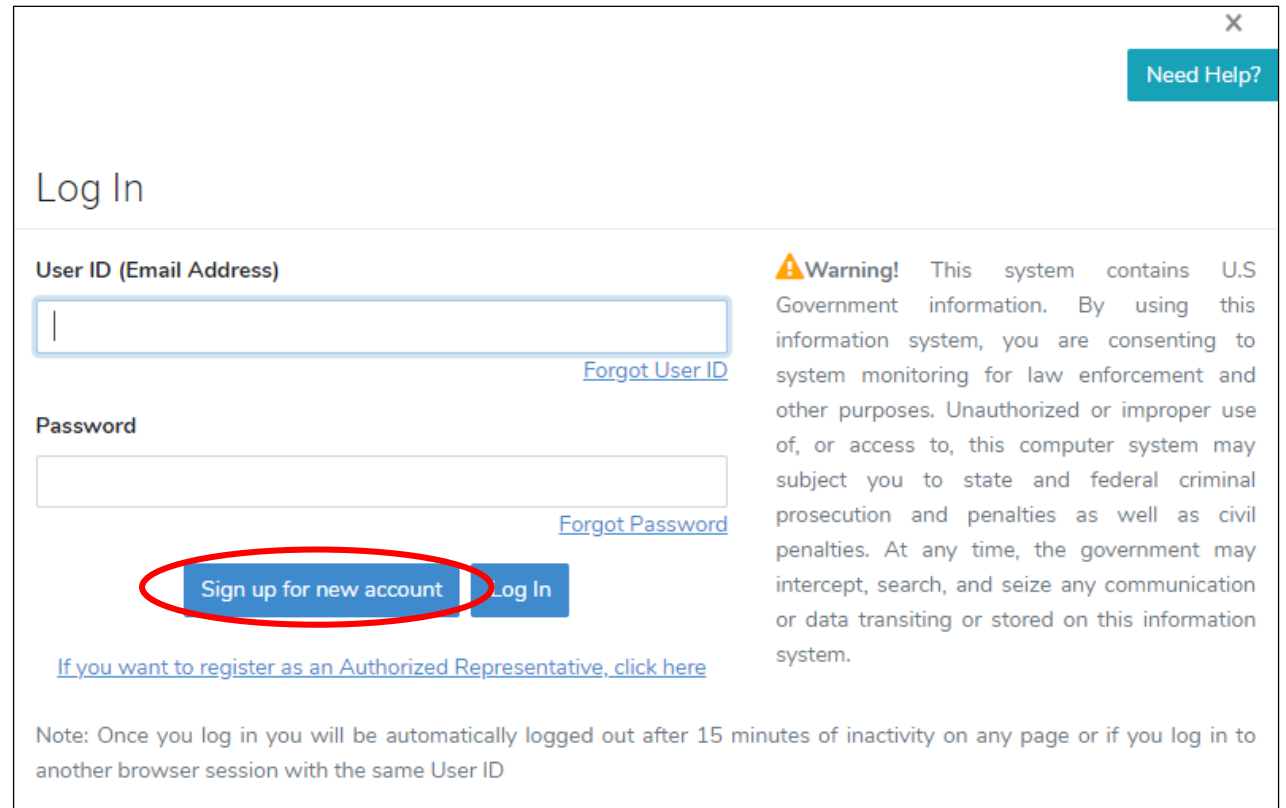
The screenshot shows the homepage of the FSSA Benefits Portal. At the top right, there are three buttons: "LOGIN/REGISTER", "CONTACT US", and "NAVIGATOR". Below these, a message notification bar indicates "MESSAGE 2 (of 2): new update:" with "Previous" and "Next" navigation options. The main heading reads "WELCOME TO THE FSSA BENEFITS PORTAL" followed by the subtext "Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case". There are four buttons: two orange buttons for "APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE" and "APPLY FOR HEALTH COVERAGE ONLINE", and two white buttons for "GO TO GATEWAY TO WORK" and "CASE INFORMATION". The background features a photograph of a family of five (two adults and three children) holding hands and running in a field at sunset. At the bottom, a light blue banner contains the text "Ready to Apply, Check Eligibility for Benefits or Check Case Information?"

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

The screenshot shows the homepage of the FSSA Benefits Portal. In the top right corner, there are three buttons: "LOGIN/REGISTER", "CONTACT US", and "NAVIGATOR". The "LOGIN/REGISTER" button is circled in red. Below the navigation bar, there is a message section on the left with a "Previous" link and a "Next" link on the right. The main content area features a large heading "WELCOME TO THE FSSA BENEFITS PORTAL" and a sub-heading "Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case". Below this, there are four buttons: "APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE", "APPLY FOR HEALTH COVERAGE ONLINE", "GO TO GATEWAY TO WORK", and "CASE INFORMATION". The background of the main content area is a photograph of a family of five (two adults and three children) holding hands and running in a field at sunset. At the bottom of the page, there is a light blue banner with the text "Ready to Apply, Check Eligibility for Benefits or Check Case Information?"

# Creating a Benefits Portal Login

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



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



# 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 \*  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.

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 to continue creating your account.

# Creating a Benefits Portal Login

**Benefits Portal** LOGIN/REGISTER CONTACT US NAVIGATOR

**Set Password**

To **myemail@domain.com** remember but difficult for someone else to guess. Your User ID is the Email address you entered.  
User ID: **adrienne.martin+1@fssa.in.gov**

**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 to continue creating your account.

# Creating a Benefits Portal Login

The screenshot shows a web form titled "Security Questions". On the left is a navigation menu with "Security Questions" highlighted. The main content area has a heading "Security Questions" and a sub-heading "Security Questions". Below this is a paragraph of instructions: "You must select five security questions that you can use if you forget your password and need to reset. Click on each box to choose a question that you will remember the answer to. Fill in your answer for the chosen question. You will need to type it in exactly the same way if you forget your password. You may not use the same answer for multiple questions." There are five sets of questions, each with a dropdown menu for the question and a text input field for the answer. At the bottom are three buttons: "Back", "Exit", and "Next".

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 to continue creating your account.



# Creating a Benefits Portal Login

**User Acceptance Agreement**

User Acceptance Agreement

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

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

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

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

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

Read and accept the User Acceptance Agreement.

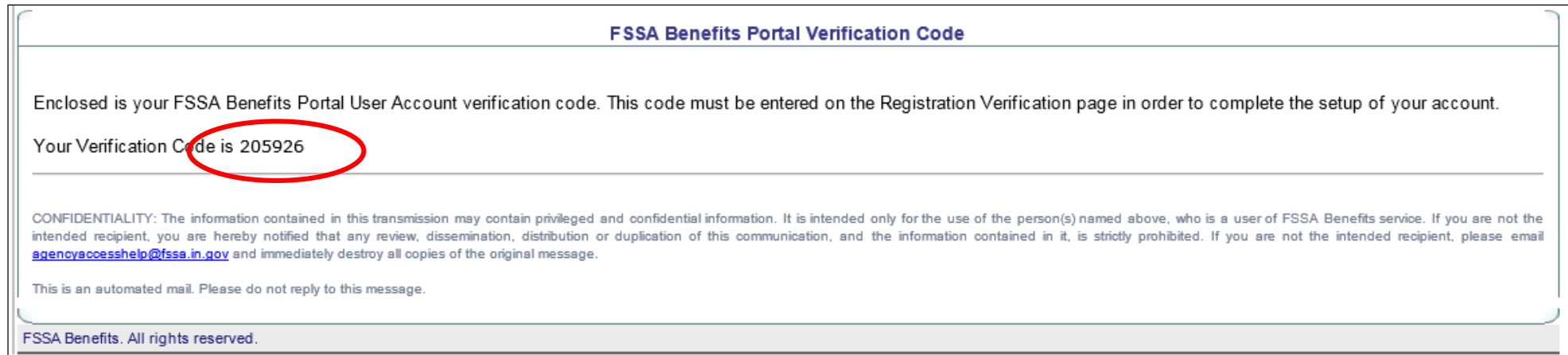
Check the box to accept by clicking on it.

Click Next to continue creating your account.



# 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 NAVIGATOR

## 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.

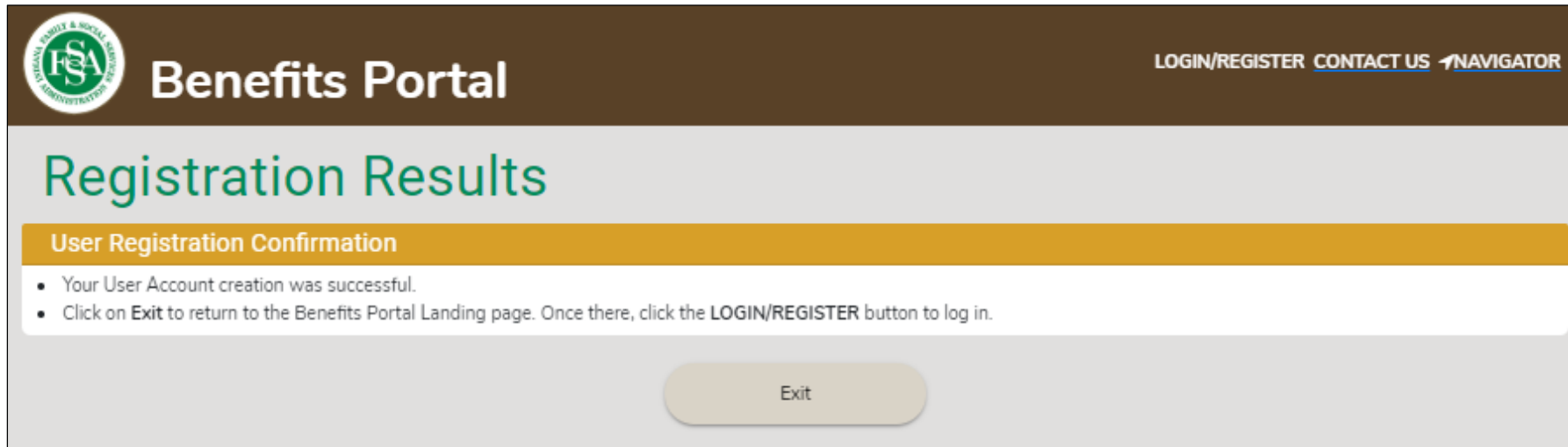
Verification Code \*  
205926

Next


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

Click Next to continue creating your account.

The Registration Results page appears. Your account has now been created. Click Exit to and return to the home page. Account registration complete.



The screenshot shows the 'Benefits Portal' interface. At the top left is the logo for the Indiana Family & Social Services Administration (FSA). The page title is 'Benefits Portal'. In the top right corner, there are links for 'LOGIN/REGISTER', 'CONTACT US', and 'NAVIGATOR'. The main heading is 'Registration Results'. Below this is a yellow banner with the text 'User Registration Confirmation'. Underneath the banner, there is a list of two items: 'Your User Account creation was successful.' and 'Click on Exit to return to the Benefits Portal Landing page. Once there, click the LOGIN/REGISTER button to log in.' At the bottom center of the page, there is a button labeled 'Exit'.

 Benefits Portal

LOGIN/REGISTER CONTACT US NAVIGATOR

## Registration Results

User Registration Confirmation

- Your User Account creation was successful.
- Click on **Exit** to return to the Benefits Portal Landing page. Once there, click the **LOGIN/REGISTER** button to log in.

Exit