

# BenefitsCal strengthens security to protect your data

(855) 355-5757

General Information

Monday – Friday

8:00 AM – 5:00 PM

Saturday

Closed

Sunday

Closed

## Multi-Factor Authentication (MFA) Login for BenefitsCal

### Logging into BenefitsCal with Multi-Factor Authentication (MFA)

BenefitsCal now requires you to use Multi-Factor Authentication (MFA) to log in to your account. MFA protects your account and secures your data.

#### What is MFA?

You get a code in your email or through SMS to make sure it's really you who's trying to log in.

#### How do I log into BenefitsCal with MFA?

1. On the BenefitsCal homepage, in the top right corner, click **“Log In”**
2. Enter your email and password
3. Click **“Log In”**
4. Check your email or SMS for a six-digit code. *Note: The verification code will be sent to the email or SMS based on the MFA preference set for the account.*
5. Enter the six-digit code in the required field on the screen and click **“Next”**
6. You will see the BenefitsCal Terms of Use screen. After reviewing, click **“I Accept”** to agree to terms of Use

#### How do I change my MFA preference?

BenefitsCal users who have a phone number associated to their BenefitsCal account can change their MFA Log In preference to receive the verification code to their email or phone.

### Can I upload documents without an account?

Yes. Customers can upload documents without an account, such as Periodic Reports, Renewals, and other documents.

### How do I upload documents without an account?

Go to the document upload page at <https://benefitscal.com/ApplyForBenefits/ABADD> and enter:

- Document Type (mandatory)
- Application or case number (mandatory)
- County (mandatory)
- Date of Birth (DOB) (mandatory)
- First Name (optional)
- Last Name (optional)



Remember, Robin says:

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

Visit [BenefitsCal.com](https://benefitscal.com)



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# BenefitsCal strengthens security to protect your case

## Verification Makes Case Linking More Secure than Ever

### What is Case Linking?

Case linking is a way for a BenefitsCal account customer to view their case.

### What is Verification for Case Linking?

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

### Is Verification for Case Linking the same as Login Multi-Factor Authentication (MFA)?

No. Login MFA is not the same as Case Linking Verification. Login MFA is **ONLY** when you are logging into BenefitsCal.

### How does the Verification Link work?

BenefitsCal will send a verification link to your email to verify that it is you trying to link your CalSAWS case.

### What Email Address will the Verification Link be sent to?

The verification link will be sent to the email address that are included in your case details. *Note: This email might be different from the email address you used to log in to BenefitsCal; and only the Primary Applicant can link their case.*

### Verification for Case Linking is Easy!

1. Once you've logged into BenefitsCal, you will see a Welcome screen, locate the "Link a case" hyperlink
2. **Click** "To get started, link your case to your account"
3. On the next screen, enter your date of birth, zip code, county, and case number (enter any details for any one of your cases)
4. Next you will be asked to verify it's you linking your case. The email address from your case details will appear. **Click** on the circle next to your email address
5. You will receive a verification link by email.
6. Check your inbox for the verification link from [Verify.NoReply@App.CalSAWS.org](mailto:Verify.NoReply@App.CalSAWS.org). *Note: This may take up to 15 minutes to arrive. To avoid expiration, click the link within 24 hours*
7. Access your dashboard to see your cases linked

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

#### Apply for Benefits?

- You can still apply for benefits on BenefitsCal
- Start a new application here: <https://benefitscal.com>
- If you want to see and keep track of your information, create an account, then log in and apply for benefits with your account

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

- Contact your county office

#### Check my EBT Balance?

- Go to the State of California EBT website ([EBT.ca.gov](http://EBT.ca.gov)) or use ebtEDGE mobile app

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

- Your notices are sent to you via postal mail
- If you do not have your notice and want a copy, contact your county office

#### Upload Documents?

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

### What if I don't know my email address or can't access my email?

- Contact your county office to update your email

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

- Wait 15 minutes and check again
- Make sure you're checking the email that is on file with your case (again, this may or may not be the one you use to log in to BenefitsCal)
- Check your spam/junk folder
- Repeat the steps above to try and link your case again



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