



AGENCY PORTAL GUIDE
DIVISION OF FAMILY DEVELOPMENT
Version 2.0
4.2024

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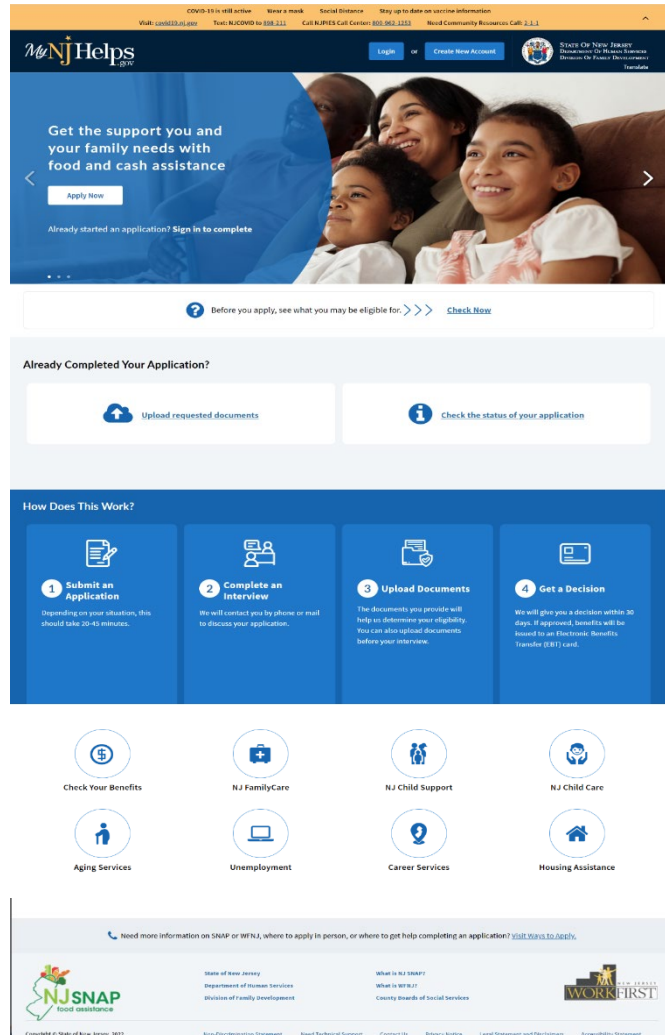
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INTRODUCTION

MyNJHelps is the online application for SNAP, WorkFirst NJ, and Child Care. The application is designed to work in Microsoft Edge and Google Chrome. It is also desktop and mobile-friendly. MyNJHelps is automatically linked to ONETrac in that applications submitted in MyNJHelps will appear in ONETrac and information provided will be available for case processing.

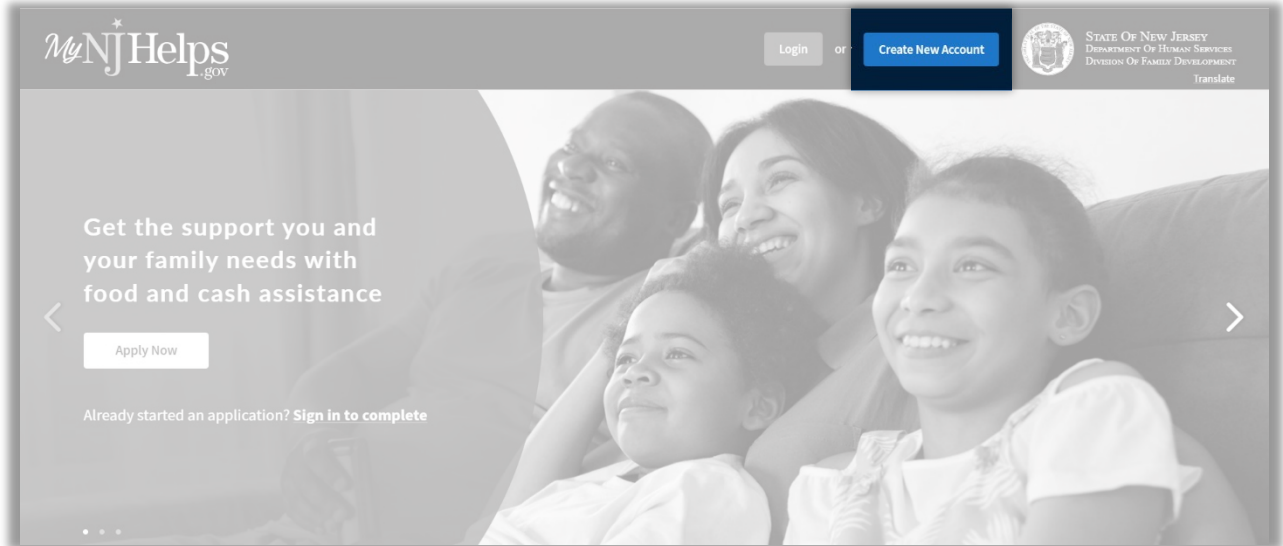
Key features of the new application include:

- Dynamic functionality where applicants are only asked questions that are necessary based on previously answered household questions.
- Links for additional programs and services.
- A customer portal where applicants/recipients can:
 - Manage their online portal profile;
 - Start or finish a saved application;
 - Upload documents;
 - Check the status of their online application and case information; and
 - View generated notices.

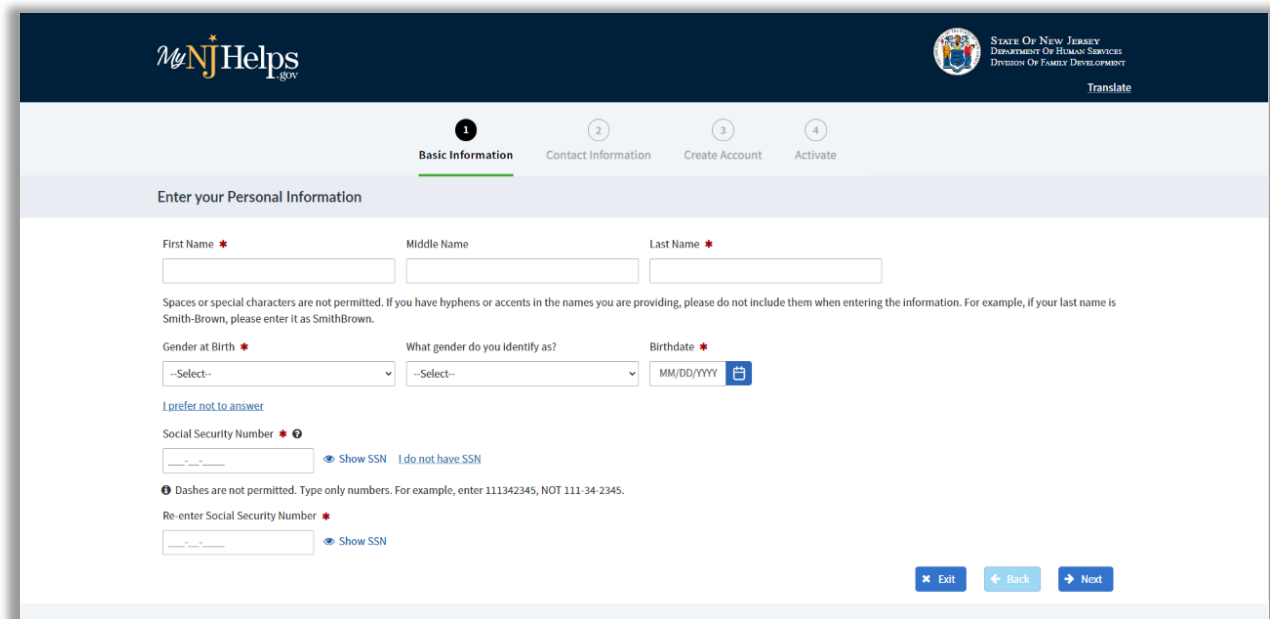


APPLICANT OVERVIEW

If an applicant were to complete an application on their own, they would first have to select the **Create New Account** button at the top of the MyNJHelps landing page.

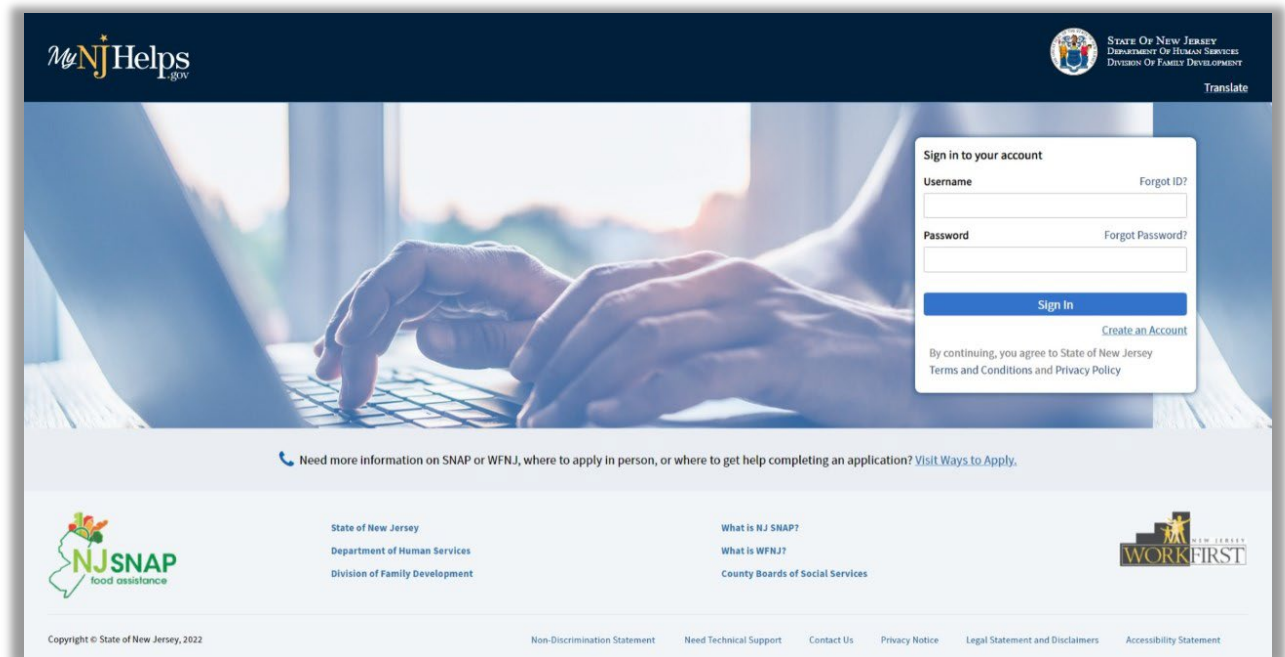
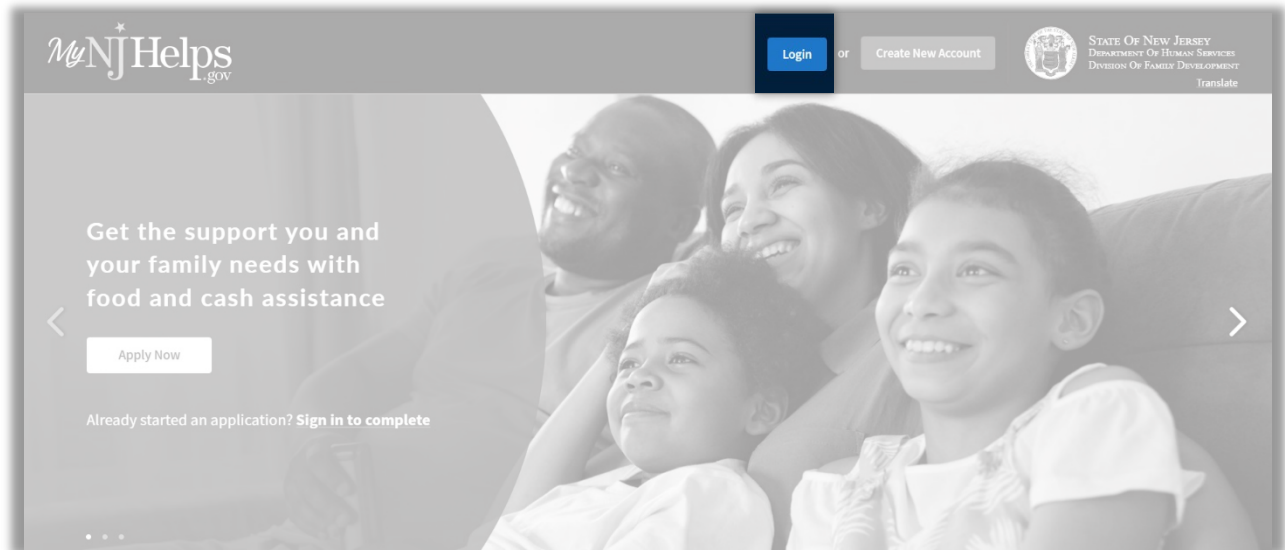


The applicant would then proceed through account creation by entering basic information. They may additionally choose to provide some optional information that will then automatically populate on their application, this way they only need to enter the information once. A customer account is **essential** to all other features of the new MyNJHelps customer portal experience.



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The log in screen can be accessed by selecting the Login button at the top of the MyNJHelps homepage.



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Upon logging in, they will then be taken to the MyNJHelps Customer Portal dashboard where the applicant can choose:

- Manage Profile;
- New Application; or
- Link a Case.

Selecting the “New Application” button will bring the applicant to the application screens, which are identical to the application screens if viewed as an agency worker.

The screenshot shows the MyNJHelps Customer Portal dashboard. The top navigation bar includes the MyNJHelps logo and the State of New Jersey Department of Human Services Division of Family Development. The sidebar on the left contains the following menu items: Portal Check, Home, Application, Link a Case, and Case(s). The main content area features three large buttons: 'Manage Profile' (green), 'New Application' (blue), and 'Link a Case' (orange). Below these buttons is a table titled 'Applications You Recently Saved' with the following columns: Confirmation #, Applicant, Application Type, Last Edited Date, Last Edited by, and Status. A single application is listed with Confirmation # CO124010002, Applicant Portal Check, Application Type New Application, Last Edited Date 03/22/2024, Last Edited by TEST4LIFE, and Status with a link to 'Click here for Latest Status'.

It is important to remember that, as per regulation, applicants are only required to provide minimal information before they can submit an application. While applicants are encouraged to continue with answering all questions in the application process, using only the information that is entered to create the account and after answering a few basic questions, an applicant can select the “Submit Unfinished Application” option at the bottom of the online application screens to start the assistance process.

MyNJHelps contains validations to prevent an applicant from submitting more than one application within 45 days if using the same demographic information. If an applicant creates an application using different demographic information, the system will not be able to detect that the same applicant is submitting another application.

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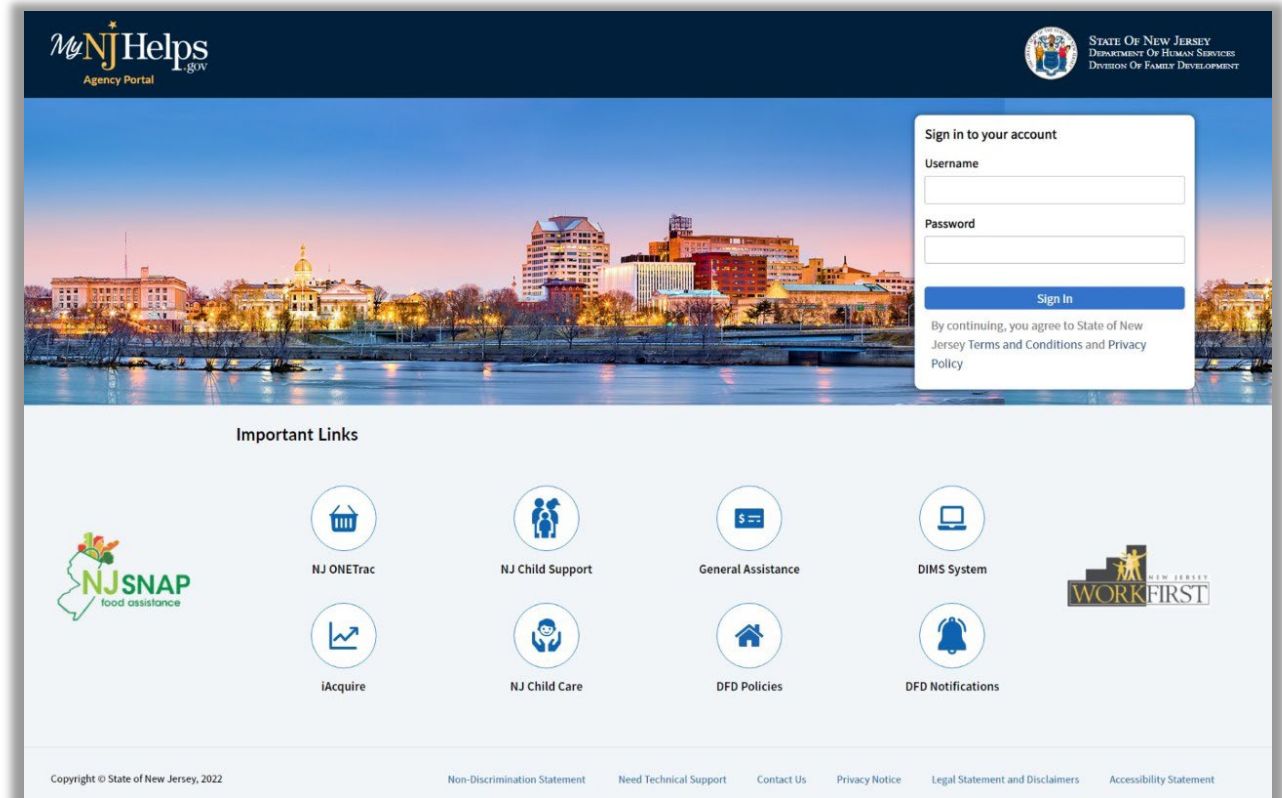
AGENCY OVERVIEW

The MyNJHelps Agency Portal landing page will be the agency worker’s primary source for many important links to other applications such as:

- ONETrac;
- IAcquire;
- NJ Child Support;
- NJ Child Care;
- General Assistance (GAAS);
- DFD Policies;
- DIMS System; and
- DFD Notifications.

Under “Important Links”, workers can click on any image to navigate to their desired application.

Agency workers can log into this portal by using their DFD active directory username and password.



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Upon successful login, workers will land on the MyNJHelps Agency Portal dashboard by default. Here workers can:

- Search for applications;
- Create a walk-in application;
- View uploaded documents; or
- Review and send client documents to DIMS.

The screenshot displays the MyNJHelps Agency Portal interface. At the top, the logo for MyNJHelps Agency Portal is on the left, and the State of New Jersey Department of Human Resources Division of Family Development is on the right, with a welcome message for ALECIA EUBANKS. A navigation menu on the left includes options for Search Application, Create Walk-in Application, Client Password Reset, and View Uploaded Documents. The main area is titled 'Search Application' and contains several filter fields: Confirmation Number, County, Application Type, Programs, Expedite Eligibility, Document Status, Application Status, Homeless, Accommodation, and Language. Below these are fields for First Name, Last Name, Application Date (with a calendar icon), and Release Date. There are 'Report' and 'Find' buttons. A table titled 'Applications' shows a list of records with columns for Confirmation #, Application Date, County, Application Type, Programs, First Name, Last Name, Address, Application Status, Document Status, and Comments. The table contains four rows of data, all with 'Unfinished - Pending Review' status and 'No Document'.

Confirmation #	Application Date	County	Application Type	Programs	First Name	Last Name	Address	Application Status	Document Status	Comments
07/19/2022 12:12 PM	Atlantic County	Online	SNAP	Eql	Thirty			Unfinished - Pending Review	No Document	
07/19/2022 12:08 PM	Atlantic County	Online	SNAP	Aft	Thirty			Unfinished - Pending Review	No Document	
07/19/2022 12:05 PM	Atlantic County	Online	SNAP	Befor	Thirty			Unfinished - Pending Review	No Document	
07/18/2022 09:55 AM	Atlantic County	Online	SNAP	John	Smith			Unfinished - Pending Review	No Document	

These options are presented in the navigation menu on the left. Click on the three lines located next to the word 'menu' to dock and undock.



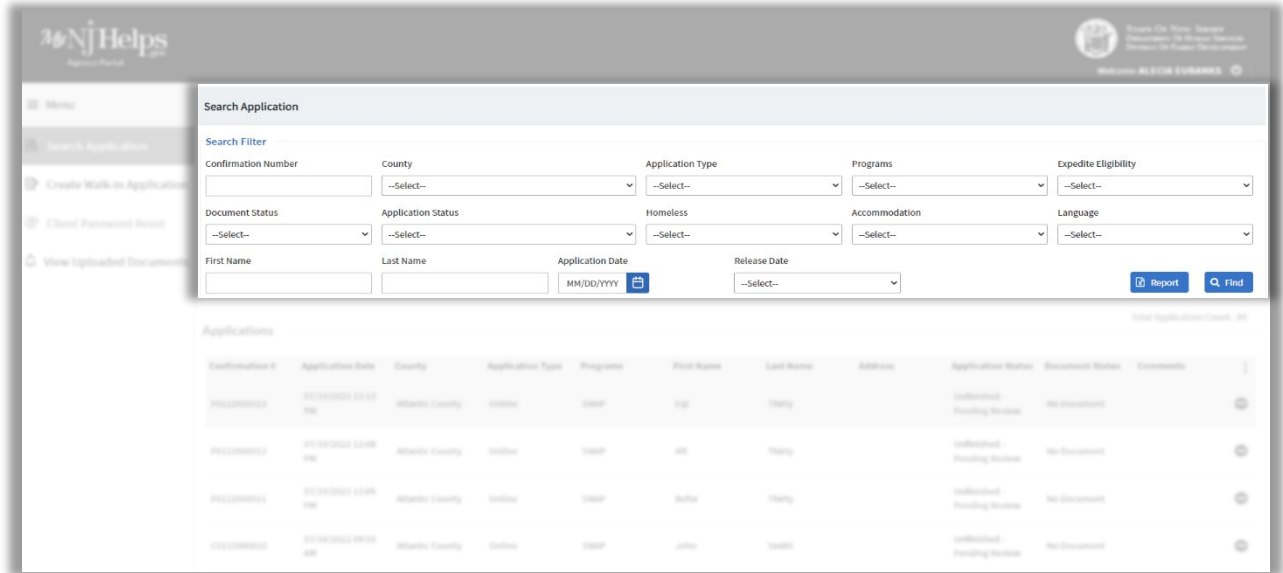
Several security measures are in place in the MyNJHelps portal:

- The menu option to reset a client's password is only enabled to authorized State security staff and is not enabled for county users.
- A session timeout feature will notify the worker with a countdown timer if there is no activity after 15 minutes. At the end of the countdown, the worker will be automatically logged off of the system.

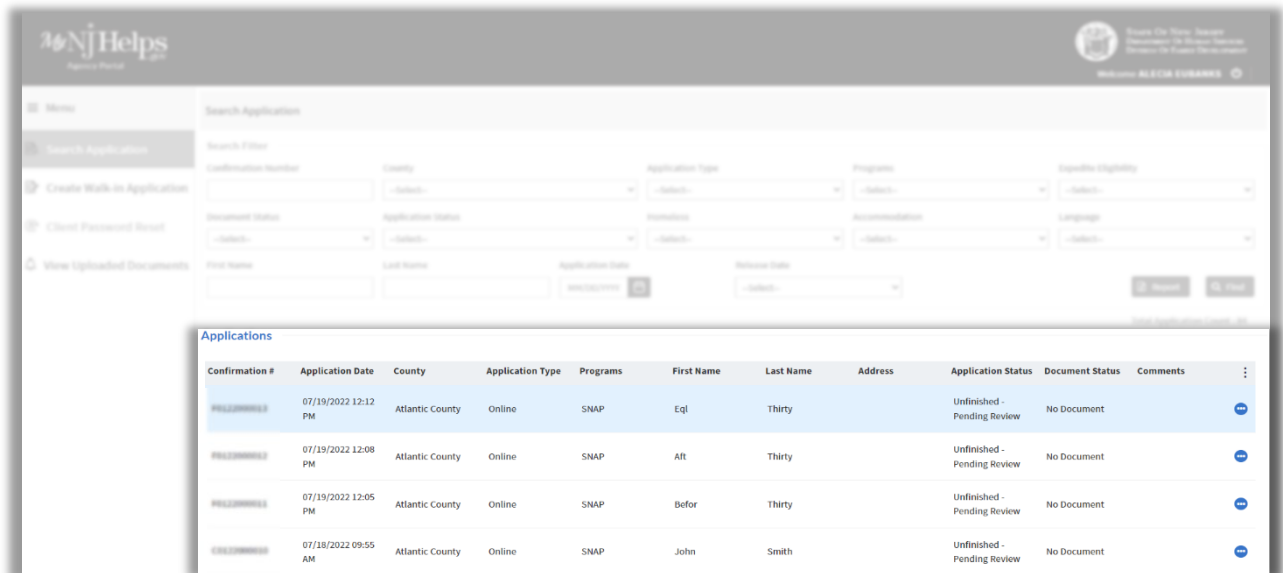
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Search Application

The 'Search Application' option presents the worker with all **Search Filters**. Workers can use a combination of search filters to find specific applications to review. Please note that in the Agency Portal, workers can only view applications for their county.

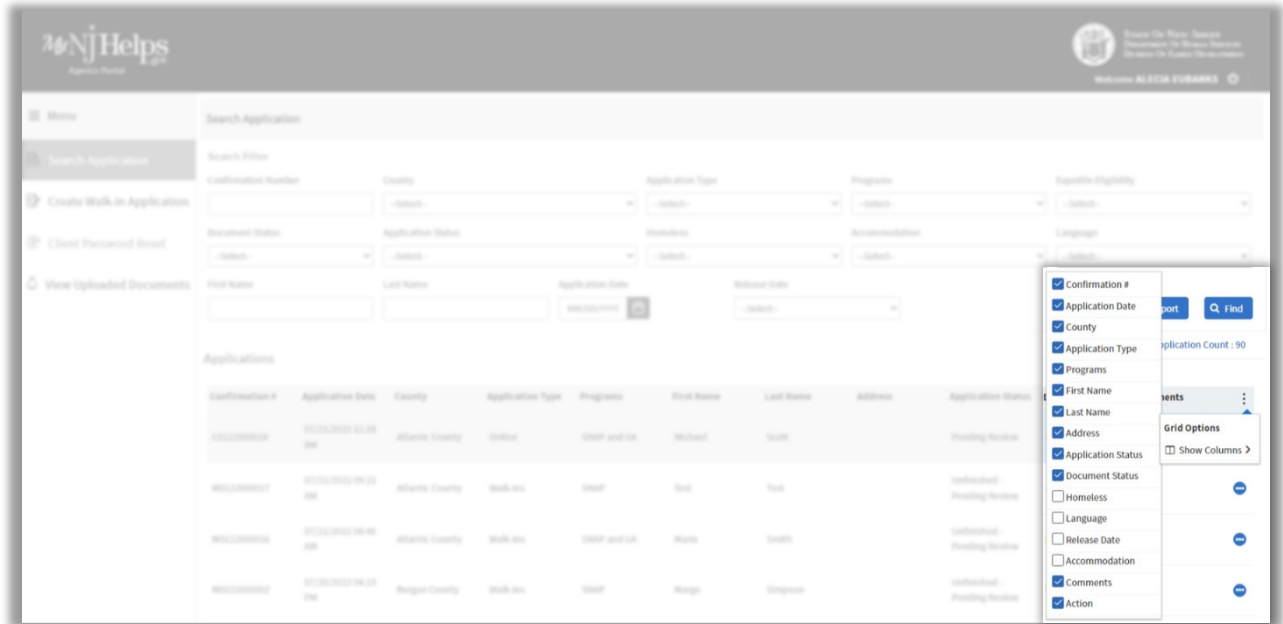


When a client submits an application, they are provided a confirmation number. If a client calls to check on the status of an application, the worker would then be able to view it by using the confirmation number they were provided. The search result will display in the **Applications** grid under the Search Filters. If the worker does not search for a particular application, all applications for that worker's county will appear in the Applications grid. The 'Application Status' column will change to "Printed" when the application has been printed so applicable staff can determine what still needs to be printed.

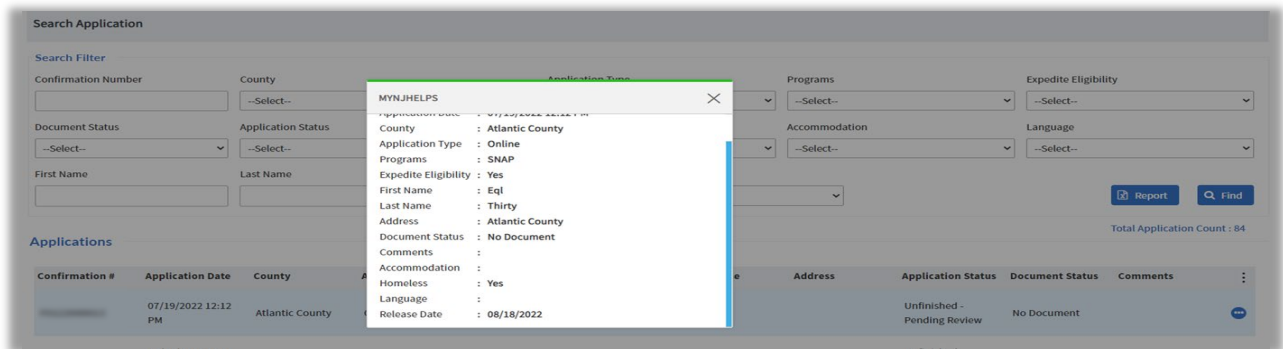


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The columns displayed in the grid can be temporarily customized. 'Grid Options' can be selected by clicking the three vertical dots in the right corner on the table header and selecting "Show Columns". For best viewing, 11 columns are pre-selected by default. Workers can utilize the checkboxes to temporarily modify the grid view to show more or fewer columns. For example, the Homeless, Language, Release Date, and Accommodation options are not selected by default but can be added if the worker wants to review the entire data set.

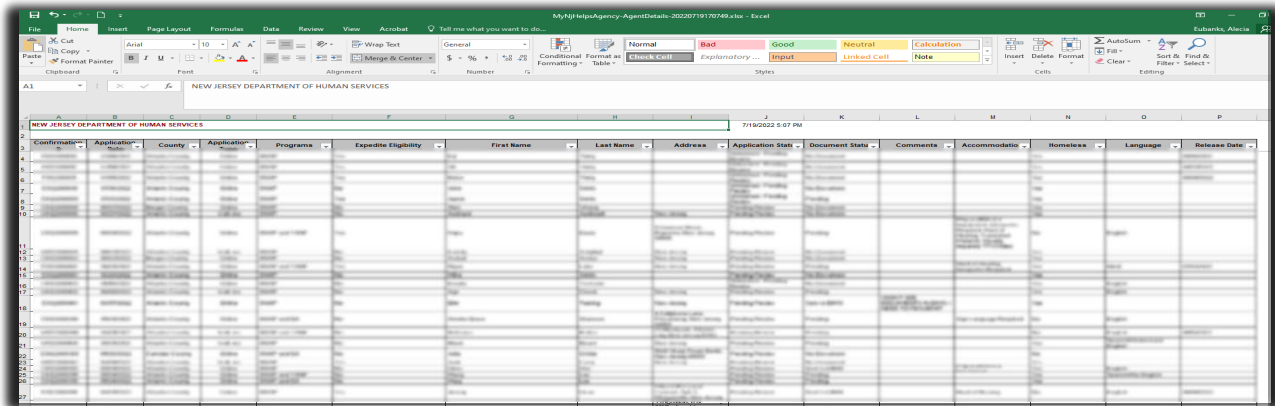


Workers can double-click on any row to get additional details on that particular application.



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Additionally, the worker can export the search results into Excel and save them locally by using the Report button.



An important point to note is that workers can perform relevant actions on any of the applications by selecting the three horizontal dots at the right on each application row. Workers will notice that the edit options are different, depending on the application and document status parameters. Perform Actions options include:

Review Document

If an applicant uploads documents, the **'Document Status'** column will indicate **"Pending Review"** for the application. Agency staff can utilize the filters in the application grid or the Search Application filters to filter the document status to show those at a "pending review" status. After a client has uploaded documents, they can be reviewed by the worker and then uploaded one by one to DIMS by clicking on the **'Send to DIMS'** button, thereby eliminating the need to print and scan the documents separately. Applicants will be limited to 60 days from the date the application was submitted to upload

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documents for review. The worker can also adjust the document type if it has been categorized incorrectly by the applicant when uploading. Please note that the Document Status will remain **“Pending Review”** until all documents have been approved. The upload of any new documents after a worker has sent documents to DIMS will switch the document status back to “pending review.” Alerts and notifications for newly received document uploads will occur in future phases.

Documents will be sent to DIMS with the confirmation number and then will be reindexed automatically with the assigned case number when the confirmation number is entered into the EB511 (cross-reference field) in UAP. Entering the confirmation in the EB511 field on the **FIRST** update in UAP/FAMIS is essential for ONETrac and DIMS purposes.

Review Document

Application Details

Confirmation # : [REDACTED] First Name : [REDACTED] Last Name : [REDACTED] County : [REDACTED]

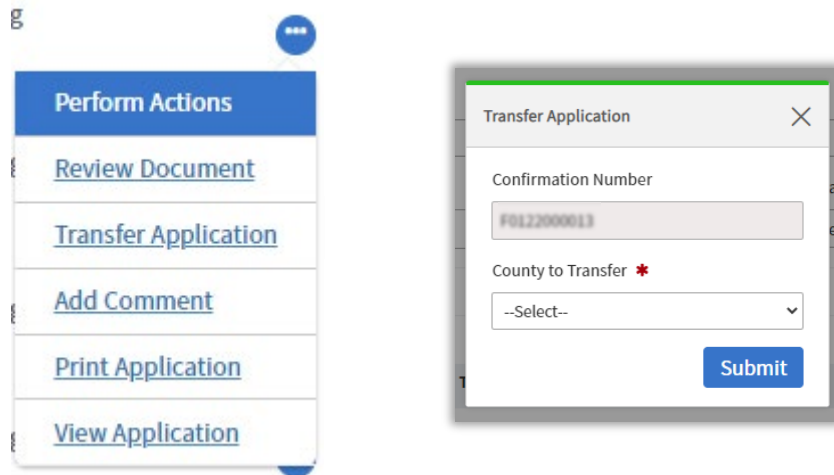
Document List

Document	Document Type	Client Upload Date	DIMS Date
ID - Copy.tiff	County Issued ID	03/27/2024	<input checked="" type="checkbox"/>
fake-paystubs-generated.png	Car Registration	03/27/2024	<input checked="" type="checkbox"/>
ce629b10-3787-4413-b8b2-59511d4d77ea.pdf	Employer Letter	03/27/2024	<input checked="" type="checkbox"/>
Driver License.jfif	County Issued ID	03/27/2024	<input checked="" type="checkbox"/>

[← Back](#)

Transfer Application

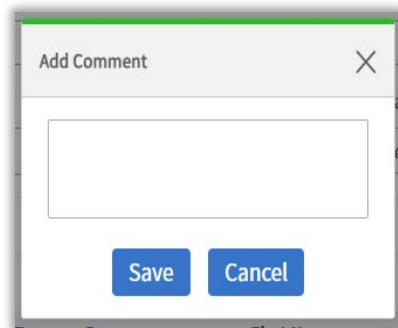
Authorized workers can transfer the application to another county as one menu options when you select a case. However, that particular application will no longer be available in the Applications grid. Any documents in a “pending review” status associated with the application will transfer with the case to the new county.



Add Comment

Workers can add comments by clicking on the add comment link. Comments can also be edited after saving. An “Edit Comment” option will appear in Perform Actions. A case number can be indicated in the Comments field for reference. There is a 4,000 character limit in the comment section.

Note: A column for the case number will be added in a future enhancement to allow for searching by case number.



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View Application

To view an application, select **'View Application'** from the case menu when right-clicking on it.

This will give you an option to view the application in either English or Spanish. This is regardless of how the applicant submitted the application. Once selected, a separate window containing the PDF document will open for the worker to view the application. Viewing the application will not affect the 'Application Status' in the Applications grid.

Print Application

To print an application, select **'Print Application'** from the case menu when right-clicking on it.

This will give you an option to print the application in either English or Spanish. This is regardless of how the applicant submitted the application.

Once you select 'Print', this will open a separate window containing the PDF document where the worker can print the application. Once the worker prints the application, the 'Application Status' in the Applications grid will be changed to 'Printed' and that particular application will be moved down in the Applications grid.

The screenshot shows a web form titled "APPLICATION AND AFFIDAVIT FOR PUBLIC ASSISTANCE" from the State of New Jersey, Department of Human Services, Division of Family Development. The form includes a header with the MyNJHelps logo and the agency name. Below the header, it displays the Confirmation Number (F9122900013) and the Date Registered (07/19/2022). The form is divided into several sections: "OFFICE USE ONLY - DO NOT WRITE IN THE SHADED BOXES" (shaded), "IM Worker" and "IM Supervisor" information (unshaded), "TANF Status" (shaded) with options for NA, RA, RO, and TR, "CATEGORICAL ELIGIBILITY" (shaded) with a question about household public assistance, "Benefits" (unshaded) with a selection for NJ SNAP, and "Basic Information" (unshaded) with fields for First Name (Eq) and Last Name (Thirty).

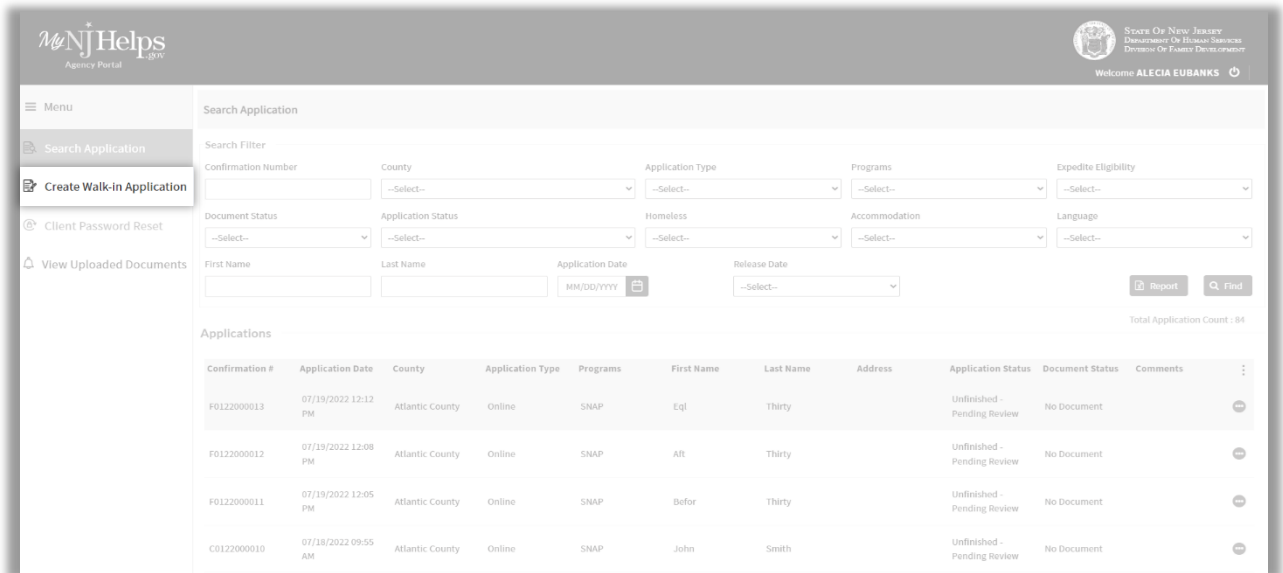
Please note: The applicant is provided a copy when applying so workers no longer need to print the application and mail a copy of it to the client if the client did not apply at the CSSA. However, if the worker is completing the application with the applicant, a copy should be provided or offered to the applicant. Applicants can obtain a copy of the application if they later create an account and retrieve it by confirmation number. Additionally, applications submitted in Spanish can be printed in Spanish as well.

CREATE WALK-IN APPLICATION

This section details how an agency worker will use MyNJHelps to input a walk-in application to work the application immediately within ONETrac. There are several details to note concerning walk-in applications:

- A worker may only create walk-in applications for their respective county.
- Walk-in application confirmation numbers will start with a 'W' to indicate it was created from the agency worker portal.
- The application process will look identical for agency workers as it does for the customer applying from the public-facing MyNJHelps online application. However, workers will not need to create an account.

From the MyNJHelps Agency Portal dashboard, the agency worker will select the “Create Walk-In Application” option from the left-hand menu to initiate the process.



STEP 1: BASIC INFORMATION

MyNJHelps.gov
Agency Portal

1 Start 2 Benefits 3 Household 4 Representative 5 Resources 6 Income

Let's get started. Complete or confirm the information about yourself below. If you are homeless but you have a mailing address, please select the "Homeless" option and then select "Homeless with a mailing address".

* = Required

Basic Information

First Name * Middle Name Last Name * Suffix
 Birthdate * Gender at Birth * What gender do you identify as?
 Race Ethnicity Social Security Number * Show SSN

Contact Information

Cell Phone Home Phone Work Phone Other Phone
 Email Address
 What is the best time to call you? Afternoon Anytime Morning
 What is the best way to reach you?
 Are you currently experiencing homelessness? * Click here for additional resources
 Yes No
 County *
 Do you have an address to receive mail?
 Yes, I can provide an address No, I do not have an address

Special Situation

Please tell us if you have any special conditions we should be aware of in order to help us serve you better.
 Do you have a special situation? (Check all boxes that apply to you.)
 Physical/Mental Impairment Hard of Hearing Visually Impaired Sign Language Required
 Interpreter Required Translated Material TTY/Video Relay Other
 Would you prefer a face-to-face interview?
 Yes No

Continue

The worker first will enter the applicant's basic information, including:

- Name;
- Address;
- DOB; and
- Contact information.

This section also includes a link for the applicant to view additional resources based on their current living.

Additionally, the worker may indicate any special situation the applicant may have.


STEP 2: BENEFIT PROGRAMS

Progress bar: Start (1) **Benefits (2)** Household (3) Representative (4) Resources (5) Income (6) Expenses (7) Programs (8) Documents (9) Review (10) Submit (11)

Benefits Step 2 of 11
9%


The worker will select the benefits program(s) for which the applicant is applying.

If you want to apply for food assistance, click on the New Jersey Supplemental Nutrition Assistance Program (NJ SNAP) button below:



New Jersey Supplemental Nutrition Assistance Program (NJ SNAP) ⓘ


SNAP is a program that provides food assistance to individuals and families with low income to help them buy groceries.



New Jersey Child Care Assistance Program (NJ CCAP)


CCAP is a program that provides income-eligible parents who are working, in school or in job training to pay for child care.

If you want to apply for cash assistance, click on the button below for the Work First New Jersey program that describes your home (you may only click one).



Temporary Assistance for Needy Families (WFNJ/TANF) ⓘ

TANF is a program for families with children that provides cash assistance, short-term housing support, child care, and training and employment opportunities.



General Assistance (WFNJ/GA) ⓘ

GA is a program for individuals and couples without children that provides cash assistance, short-term housing support, and training and employment opportunities.

Expedited Eligibility Benefits

Answer the following questions to see if your application may be eligible to be approved within 7 days:

Is your household's total gross monthly income less than \$150 and the household's total liquid resources less than or equal to \$100? ⓘ

Yes No

Is your household's monthly rent/mortgage plus utilities (gas, electric, water and phone) more than your household's total monthly gross income plus total liquid resources?

Yes No

Are you or anyone in your household a migrant/seasonal farm worker?

Yes No

Institutionalization

Are you currently residing in an institution or facility?

Yes No

Additionally, this step asks questions specific to Expedited Eligibility.

Please note that at this point the agency worker has the option to submit the application with a customer to be able to work the application in ONETrac immediately. This can be done by using the 'Submit Unfinished Application' button at the bottom of the screen and selecting 'Yes' to bypass finishing the other steps of the application.

If you are unable to finish the application at this time, you may submit it now and establish the date of the application. A caseworker will get in touch with you to complete the process and request documents to verify your information. We strongly encourage you to finish the full application now in order to receive benefits sooner.

[Submit Unfinished Application](#)

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STEP 3: HOUSEHOLD INFORMATION

At this step, additional household members would be added, and their information entered.

A prompt will also appear to ask U.S. citizen applicants if they are registered to vote.

The screenshot shows the 'Household Information' step of the MyNJHelps application. The page header includes the MyNJHelps logo and the State of New Jersey Department of Human Services, Division of Family Development. A progress bar at the top indicates the current step is 3 of 11. The main content area features a 'Test Test' button for the primary applicant and an 'Add Household Member' button. Below these are several dropdown menus for entering personal information for each household member, including First Name, Middle Name, Last Name, Suffix, Birthdate, Gender at Birth, What gender do you identify as?, Relationship, Race, and Ethnicity. A 'Save & Finish Later' button is located in the top right corner of the form area. The footer contains copyright information and links to various statements and support resources.

STEP 4: AUTHORIZED REPRESENTATIVE

The screenshot shows the 'Authorized Representative' step of the MyNJHelps application. The page header includes the MyNJHelps logo and the State of New Jersey Department of Human Services, Division of Family Development. A progress bar at the top indicates the current step is 4 of 11. The main content area features a 'Please enter authorized representative's details' prompt and a 'Save & Finish Later' button. Below this is a section titled 'Authorized Representative' with a question: 'Do you want to give someone the right to act on your behalf by appointing them as an Authorized Representative or give someone permission to receive information about your application?'. There are two radio buttons for 'Yes' and 'No'. At the bottom of the form area, there is a 'Submit Unfinished Application' button and 'Back' and 'Continue' buttons. The footer contains copyright information and links to various statements and support resources.

If the applicant has an authorized representative to apply on their behalf, to receive information about their application, or act as a payee to make purchases on their behalf, the worker may indicate it here. The worker can choose up to three if the client wants someone to apply on their behalf, receive information, or be able to use their card on their behalf. Or the applicant can choose one person to have all three responsibilities.

STEP 5: RESOURCES AND FINANCES

Enter all of the applicant's resource information for:

- Financial accounts;
- Investment funds;
- Retirement funds; and
- Other resources.

Based on the selections made, the system will then ask for the amount and institution information of these resources before allowing the user to move to STEP 6. Please note that while resources may not be counted for SNAP eligibility, the questions will remain on the application.

The screenshot shows the MyNJHelps application interface for Step 5: Resources and Finances. The header includes the MyNJHelps logo, the State of New Jersey Department of Human Services Division of Family Development, and a "Welcome Test Test" message with a "Translate" button. A progress bar at the top shows steps 1 through 11, with Step 5 (Resources) highlighted. The main content area is titled "Resources Details" and indicates "Step 5 of 11" with a 38% progress bar. A "Save & Finish Later" button is visible. The instructions state: "Please answer the following questions for you and anyone you are applying for. A worker will review the information after your application is submitted." A red asterisk indicates required questions. The questions are: "Do you or anyone in your household have cash or other financial accounts, such as a checking, savings, or credit union account(s)?" (Yes/No), "Do you or anyone in your household have or are expecting to receive any money from investments, such as trust funds, mutual funds, stocks, bonds or trading items etc.?" (Yes/No), "Do you or anyone in your household have any retirement accounts, such as retirement plans, 401K, IRA or Keogh etc.?" (Yes/No), "Do you or anyone in your household have assets such as boats, motor homes, land, real estate, vehicles or recreational vehicles etc.?" (Yes/No), and "Do you or anyone in your household have a pending claim and/or burial or trust agreement with a bank or funeral home?" (Yes/No). At the bottom, there are "Submit Unfinished Application", "Back", and "Continue" buttons. The footer contains copyright information and links for Non-Discrimination Statement, Need Technical Support, Contact Us, Privacy Notice, Legal Statement and Disclaimers, and Accessibility Statement.

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STEP 6: INCOME

The screenshot shows the 'Income' step of the MyNJHelps application. The user is prompted to select applicable sources of income. The 'Income' section includes questions about employment, SSI/SSDI benefits, unearned income, and help received. The user is currently on 'Step 6 of 11'.

The worker will enter the applicant's income information by:

First, selecting 'Yes' for any applicable income categories...

and **second**, entering the amounts and necessary information for those income categories selected.

The screenshot shows the 'Unearned Income' step of the MyNJHelps application. The user is prompted to enter unearned income information for all household members. The 'Unearned Income Details' section includes fields for household member, income type, received/applied dates, amount, source name, and claim number. The user is currently on 'Step 6 of 11'.

The screenshot shows the 'Employment' step of the MyNJHelps application. The user is prompted to enter employment information for all household members. The 'Employment' section includes fields for employment type, work type, start/end dates, average hours per week, work phone number, address line 2, state, and zip. The user is currently on 'Step 6 of 11'.

STEP 7: EXPENSES

The worker will then enter expenses such as:

- Child Care or Adult Care;
- Medical;
- Child or Spousal Support;
- Housing; and
- Utilities.

If any expenses are selected, the worker will be prompted to ask the applicant to provide further details before moving on to STEP 8.

The screenshot shows the 'Expenses' step of the MyNJHelps application. The user is prompted to select applicable expenses. The 'Expenses' section includes questions about child care or adult care, medical expenses, court-ordered child support or spousal support, housing expenses, and utility expenses. The user is currently on 'Step 7 of 11'.

STEP 8: PROGRAM ELIGIBILITY SCREENING

Based on the information entered, the application will indicate for which of the programs the applicant may be eligible.

Please note, that MyNJHelps does not determine eligibility as that is only determined by the agency worker.

STEP 9: DOCUMENT UPLOAD

Supporting documentation may be uploaded at this step, however, documents may still be uploaded from the client portal under their **Link a Case** feature (see [Link a Case](#) section), for up to 60 days after the application is submitted if the applicant chooses. The worker should explain to the applicant how they ought to create an account to retrieve their application later. When doing so, clients will need their confirmation number and ensure the SSN used when creating the account matches the SSN provided during the application process, and they are listed as either one of the primary household members or a payee on the case by the worker. (See [Applicant Overview](#) section)

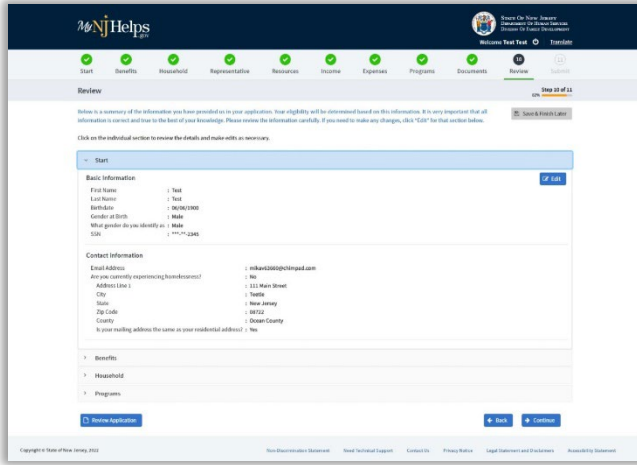
If documents are submitted, a final review of those documents will take place in the MyNJHelps Agency Portal. Each agency will have its own business process of when they complete this review of uploaded documents.

Note: Agency workers creating a walk-in application may only upload documents during Step 9 of the application process. Agency workers do not have the ability to upload

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documents for an application after submission. However, the client may do so in the client portal.

STEP 10: REVIEW



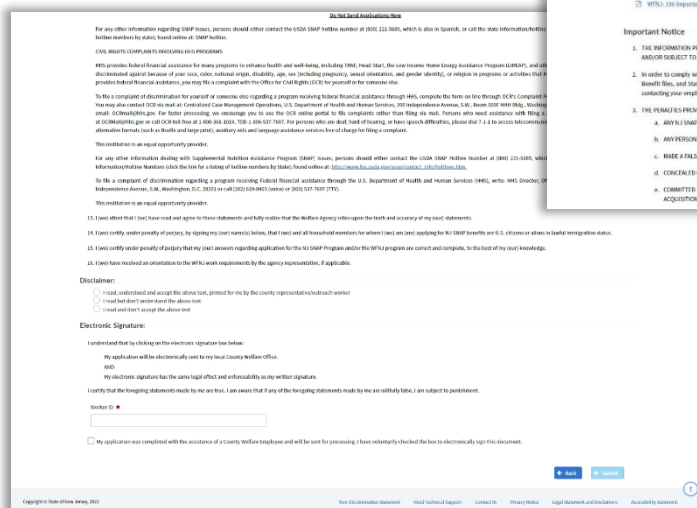
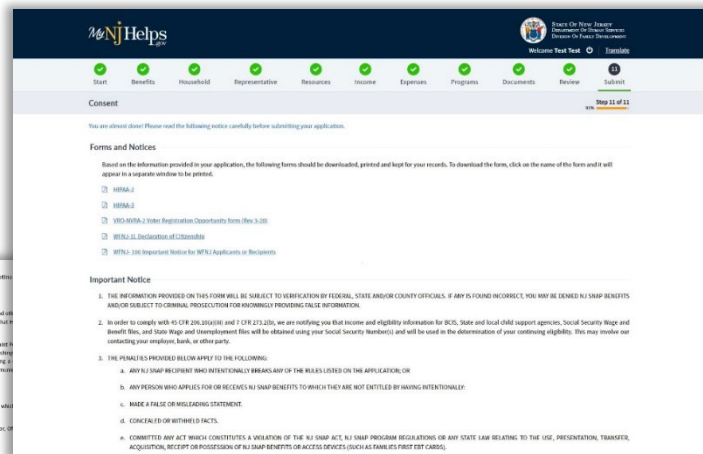
Step 10 is where the worker can review all the information the applicant provided to make sure that it's accurate. If there are any changes, click on the Edit button to return to that section and make changes. Each section expands and collapses for easier viewing.

If the applicant wants to see a PDF preview of their application, the worker can click on the 'Review Application' button at the bottom-left of the page. While this is just a draft, once the application is submitted, the final PDF

version will be available for printing to give to the applicant.

STEP 11: SIGN, SUBMIT, & PRINT

The agency worker will then click the applicable radio button, input their active directory user ID, check the checkbox, and click Submit to submit the application on behalf of the applicant.



Note: The forms on the 'Submit' page will be pre-populated for printing and signing. The ability to sign electronically will be part of a future enhancement.

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Selecting 'Print Application' will generate the PDF version of the application to be printed.

The screenshot shows the 'APPLICATION AND AFFIDAVIT FOR PUBLIC ASSISTANCE' form. It includes fields for Confirmation Number, Date Registered, IM Worker, IM Supervisor, TANF Status, and Date Registered. A 'CATEGORICAL ELIGIBILITY' section asks if everyone in the household receives Public Assistance or SSI. The 'Benefits' section lists 'New Jersey Supplemental Nutrition Assistance Program (NJ SNAP) General Assistance (WFNJ/GA)'. The 'Basic Information' section contains personal details for 'Test', including birthdate (06/06/1900), gender (Male), and SSN (***-**-2345). The 'Contact Information' section lists an email address (mikav6366@chimpad.com) and a residential address (111 Main Street, Teetle, New Jersey, 08722, Ocean County). A 'Print Application' button is visible in the top right corner of the form.

The screenshot shows the submission confirmation screen. It includes a disclaimer, an electronic signature section, and a 'Print Application' button. A pop-up window titled 'MYNJHELPS' displays a confirmation number and a 'Print Application' button. The bottom of the screen features navigation links for Home, Documentation Statement, Read Technical Support, Contact Us, Privacy Policy, Legal Statement and Disclaimers, and Accessibility Statement.

Please note that the PDF application will not appear automatically in DIMS at this time but will in a future enhancement.

Once an application is submitted in MyNJHelps, the information will typically be immediately available in ONETrac and UAP.

Exceptions include:

- Institution Applications with a release date greater than 30 days will not be available in UAP and ONETrac until it is within 30 days of the release date, and
- 'GA' or 'TANF' **only** applications will not be sent to ONETrac from MyNJHelps.

Once the user closes out the Submission Confirmation pop-up, the system will return to the Agency Portal application dashboard, and the most recently completed walk-in application will appear at the top of the grid.

CONFIRMATION NUMBER FORMAT

Applications received from MyNJHelps will have the following Application Confirmation Number Format: **ACCYYXXXXXX**

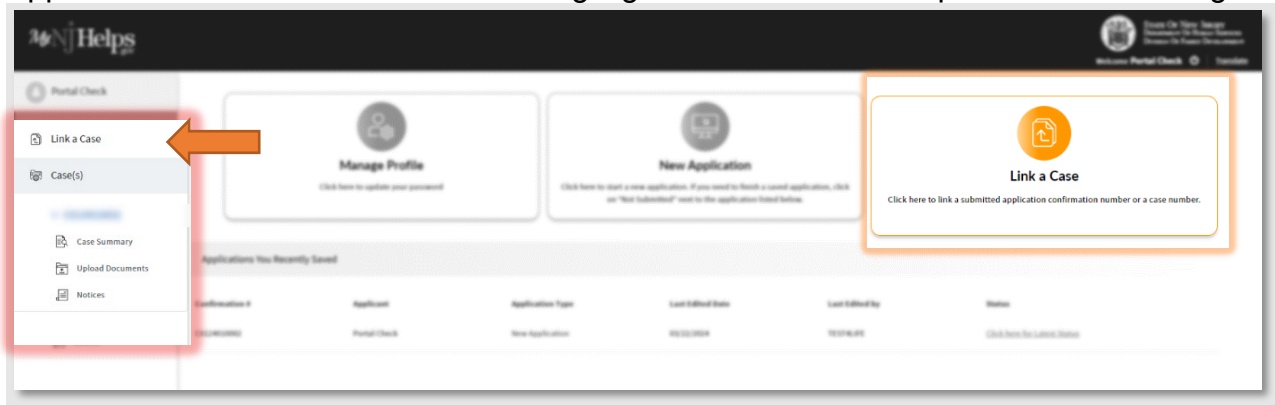
A	Alpha prefix	C – Client W – Walk-in F - Institution
CC	2 Digit County Code	Example: 01 – Atlantic County
YY	2 Digit Calendar Year	Example: 22 – 2022
XXXXXX	6 Digit Sequence	Example: 000004 – 4 th application submitted for the respective year

Example: W1122123456 would denote a walk-in application from Mercer County submitted in 2022 as the 123,456th application for the year.

LINK A CASE

Applicants can link a currently opened case or cases that were either closed or denied from other counties. The 'LINK A CASE' function will allow applicants to view their case information for those cases and is a MUST for uploading documents. Applications submitted through MyNJHelps will automatically be linked.

Applicants can select either of the highlighted sections to request a case linkage.



Applicants will need their application’s confirmation number or a case number provided by the County (see [Confirmation Number Format](#) section). This is needed so the

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documents are associated with the correct application when viewing in your view uploaded documents.

Link a Case

Please enter the following information to link a case or confirmation number. This information is used to verify identity so that only authorized individuals have access to the case information:

- First Name
- Last Name
- Date of Birth
- Social Security Number

Once the case is linked to your account, you will be able to:

- See information about your case status, benefit amount, and other details
- Upload documents
- View notices

In the event that your case was not linked correctly and you are viewing or accessing a case that is not your case, please contact your local County Board of Social Services or the Division of Family Development call center immediately to have this issue resolved. Contact information is available on www.NJSNAP.gov. The information contained in the customer portal account constitutes confidential governmental records for authorized individuals only. Any unauthorized individual who purposefully or knowingly or intentionally accesses, alters, takes or obtains any data from the customer portal account may be guilty of computer criminal activity under N.J.S.A. 2C:20-25 and may be subject to civil and criminal penalties, including a period of imprisonment.

* = Required

I Know My *

Confirmation Number

Case Number

First Name *

Last Name *

Date of Birth *

MM/DD/YYYY

Last 4 digits of SSN * ⓘ

Show SSN

ERROR for site owner: Invalid domain for site key

Submit

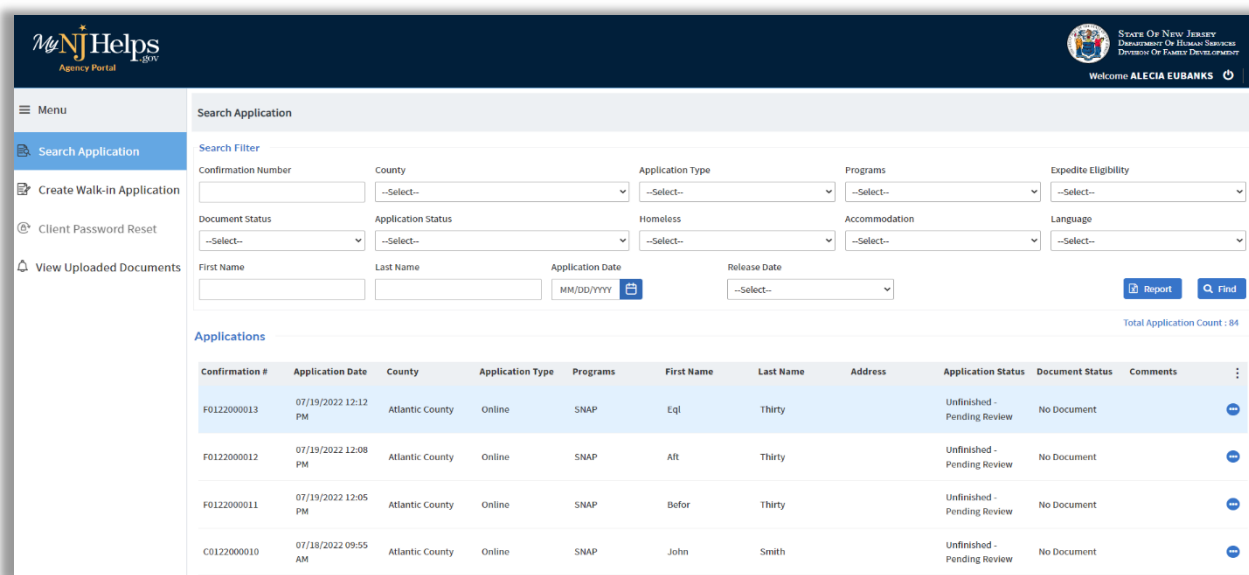
Once successfully linked, if actively or recently received SNAP or WFNJ benefits, applicants will be given an option to upload documents to that case.

PLEASE NOTE:

Only those listed as a Primary Adults/Payee on the case are able to link to that case.

VIEW UPLOADED DOCUMENTS

The option to 'View Uploaded Documents' is found on the MyNJHelps Agency Portal dashboard in the left-hand menu. This section will display documents uploaded by clients when the client submits a document using the 'Upload Document' functionality. The document review process is the same as explained in the ['Review Document'](#) section of this guide.



ROLES / SECURITY ACCESS

The Agency Security Administrator in each county must add the appropriate role(s) to each user's ONETrac profile to ensure access to the MyNJHelps Agency Portal. All staff in the agency who create applications, retrieve applications, need to review application documents, or have a function in the agency described in this user guide must have both a profile in ONETrac and the required MyNJHelps roles. There is not a limit to the number of agency users that may have the required MyNJHelps roles. The Agency Security Administrator may refer to the ONETrac user guide for instructions about managing user profiles.

MY002 – Agency Worker

This role should be provided to all users who require access to the MyNJHelps Agency Portal. Users with this role are able to:

- Search received applications;
- Print applications;
- Add comments to applications;
- View uploaded documents (cannot send documents to DIMS); and

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- Create a walk-in application.

MY001 - Agency Supervisor

Users with this role have all functionality associated with the MY002 – Agency Worker role, and can:

- Send documents to DIMS; and
- Transfer cases to another county.

The MY001—Agency Supervisor role must always be assigned in conjunction with the MY003 – DIMS Worker role to transmit documents to DIMS.

MY003 – DIMS Worker

This role must be assigned to workers who have the ability to send documents to DIMS and have DIMS access. Without this role, users will not be able to complete the transmitting of documents to DIMS.

The MY003—DIMS Worker role must always be assigned in conjunction with the MY001 – Agency Supervisor role in order to perform DIMS functions.

MY005 – View only

This role should be provided to users who **DO NOT** have MY001 - 003 roles but need view only access to the Agency Portal.

Users with this role:

- Can view Applications
- Can view Uploaded Document but **not** send them to DIMS
- Will not be able to create walk-in applications
- Will not be able to transfer cases

APPLICANT PASSWORD RESET

The ability to reset applicant's password will be restricted to DFD's Office of Information Services. Unauthorized users will receive a message stating 'Insufficient Privileges' similar to ONETrac. However, the County Social Services Agency may receive calls from users requesting assistance with resetting their password or getting their username. This section is provided to assist the CWA with knowing how to direct clients.

MyNJHelps users who forget their username (user ID) or password can reset obtain their user ID and/or reset their password by selecting the 'Forgot ID' or 'Forgot Password' links in the sign in to your account box.

When selecting the 'Forgot ID' hyperlink, they will be asked to enter their registered email address to receive an email with their username (user ID). If they did not register with an email, they can contact DFD's Office of Information Services by clicking on the provided link for technical support.

Sign in to your account

Username [Forgot ID?](#)

Password [Forgot Password?](#)

[Sign In](#)

[Create an Account](#)

By continuing, you agree to State of New Jersey Terms and Conditions and Privacy Policy

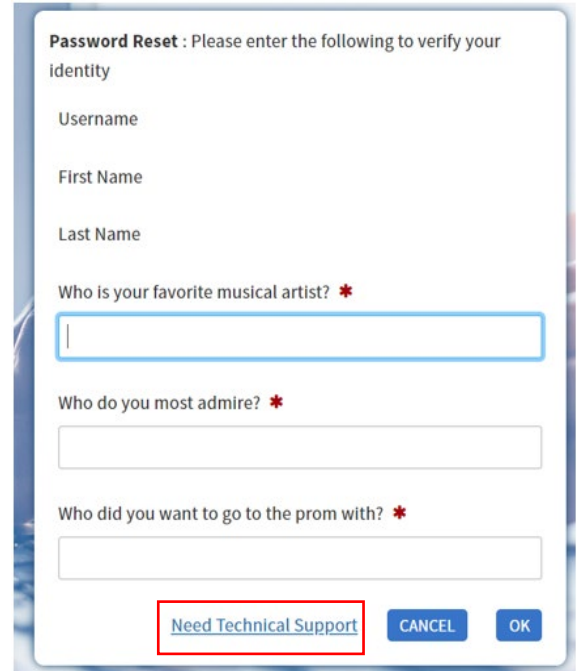
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When selecting the 'Forgot Password' hyperlink, the applicant will need to enter their Username. If the Username is valid, they will be asked to correctly answer the three questions they selected when creating their account.

After five incorrect attempts, the account will lock and the following message will appear:

'YOUR ACCOUNT IS LOCKED, PLEASE SELECT THE "NEED TECHNICAL SUPPORT" LINK FOR ASSISTANCE'.

The link for **"Need Technical Support"** is located at the bottom of the password reset window.

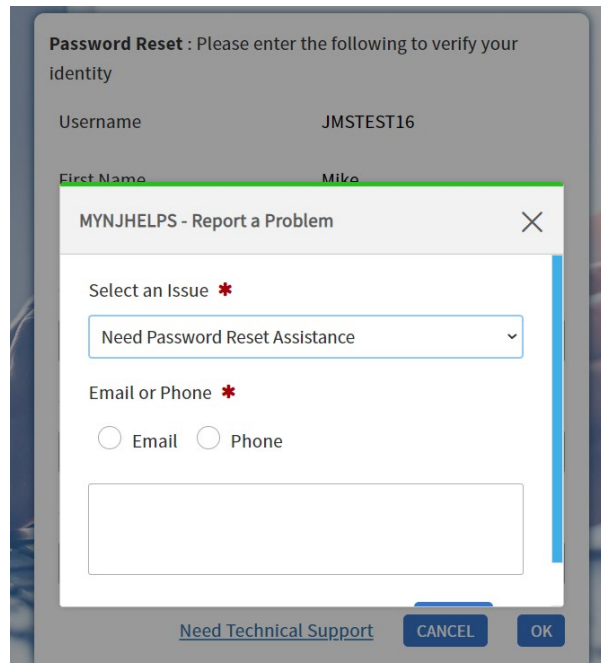


The screenshot shows a 'Password Reset' form with the following fields and questions:

- Username
- First Name
- Last Name
- Who is your favorite musical artist? *
- Who do you most admire? *
- Who did you want to go to the prom with? *

At the bottom of the form, there are three buttons: 'Need Technical Support' (highlighted with a red box), 'CANCEL', and 'OK'.

The applicant must select 'Need Password Reset Assistance' as their issue and enter an email or phone number to be contacted by Office of Information Services to resolve the issue.



The screenshot shows the 'Password Reset' form with a modal window titled 'MYNJHELPS - Report a Problem' open over it. The modal contains the following fields and options:

- Select an Issue * (Dropdown menu with 'Need Password Reset Assistance' selected)
- Email or Phone * (Radio buttons for 'Email' and 'Phone')
- A text input field for the contact information.

At the bottom of the modal, there are three buttons: 'Need Technical Support', 'CANCEL', and 'OK'.

NEED HELP LOGGING IN

If a user needs assistance with common login issues, the user should select 'Need Help Logging In?' on the Login screen. A dropdown menu will appear for the user to select an issue. Common login issues include:

- Forgot username
- Forgot password
- Account locked
- Did not receive verification email
- Existing username & password not working
- Email already registered message

The screenshot shows a login form with the following elements:

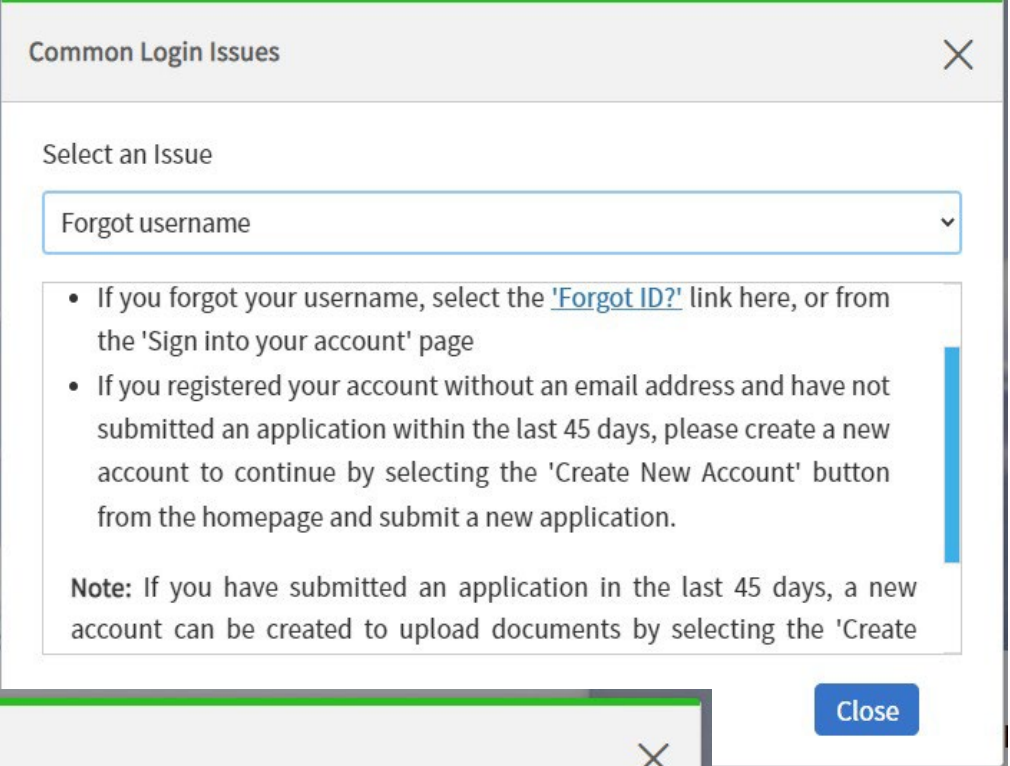
- Title: Sign in to your account
- Fields: Username, Password, Forgot ID?, and Forgot Password?
- Buttons: Sign In, Create an Account, and Need Help Logging In? (highlighted in blue)
- Text: By continuing, you agree to State of New Jersey Terms and Conditions and Privacy

The screenshot shows a dropdown menu titled 'Common Login Issues' with the following options:

- Select--
- Forgot username
- Forgot password
- Account locked
- Did not receive verification email
- Existing username & password not working
- Email already registered message

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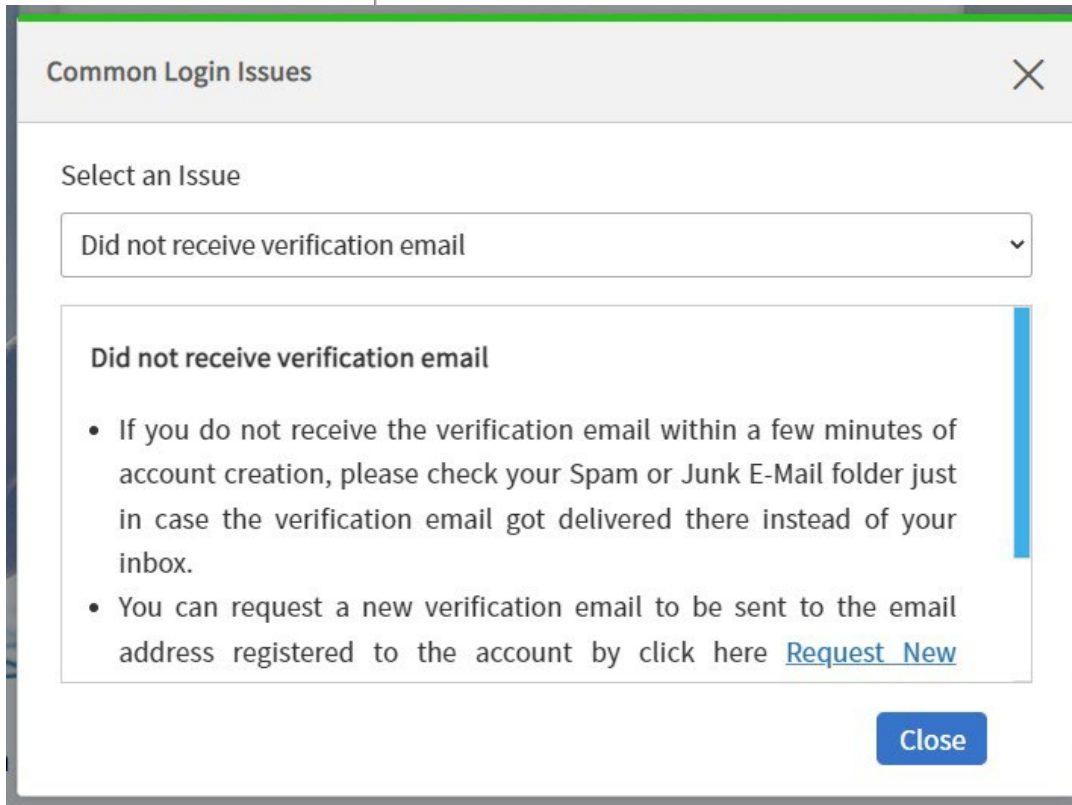
Upon clicking on the applicable issue, users will see a message that provides more information and instructions on how to resolve the issue. Users should scroll to read the message in its entirety and follow the instructions.



This screenshot shows a dialog box titled "Common Login Issues" with a close button (X) in the top right corner. Below the title is a section labeled "Select an Issue" with a dropdown menu currently displaying "Forgot username". Below the dropdown is a list of instructions:

- If you forgot your username, select the ['Forgot ID?'](#) link here, or from the 'Sign into your account' page
- If you registered your account without an email address and have not submitted an application within the last 45 days, please create a new account to continue by selecting the 'Create New Account' button from the homepage and submit a new application.

Below the list is a **Note:** "If you have submitted an application in the last 45 days, a new account can be created to upload documents by selecting the 'Create" (text is partially cut off). A blue "Close" button is located at the bottom right of the dialog box.



This screenshot shows a dialog box titled "Common Login Issues" with a close button (X) in the top right corner. Below the title is a section labeled "Select an Issue" with a dropdown menu currently displaying "Did not receive verification email". Below the dropdown is a list of instructions:

- If you do not receive the verification email within a few minutes of account creation, please check your Spam or Junk E-Mail folder just in case the verification email got delivered there instead of your inbox.
- You can request a new verification email to be sent to the email address registered to the account by click here [Request New](#)

A blue "Close" button is located at the bottom right of the dialog box.