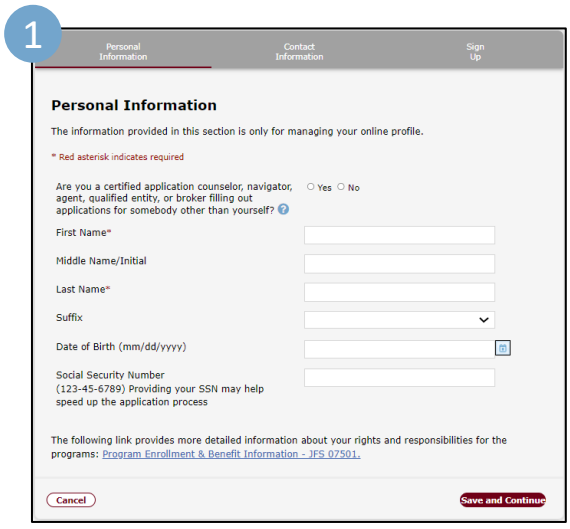
Self Service Portal (SSP) ‘How – To’ Guide

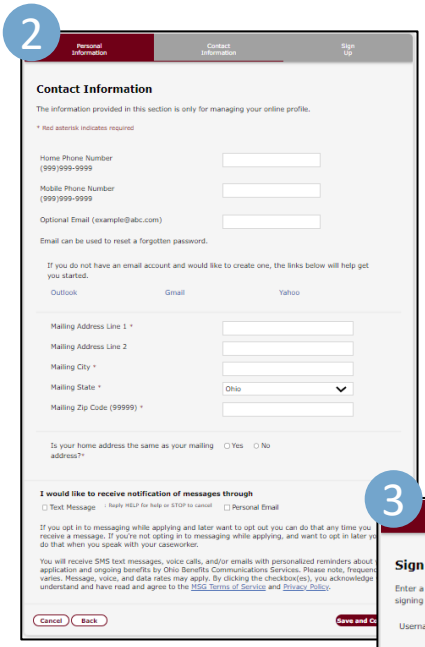
Ohio | Benefits

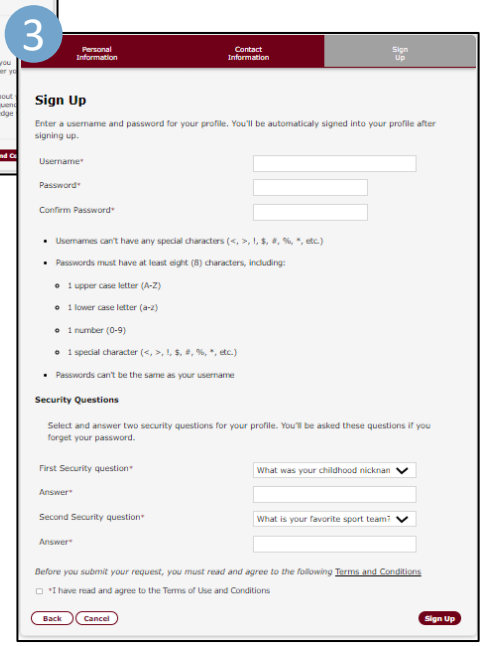
Table of Contents

https://ssp.benefits.ohio.gov

Create an Account







- **Navigate** to the Self-Service Portal
- **Click** 'Sign Up' in the top right-hand corner

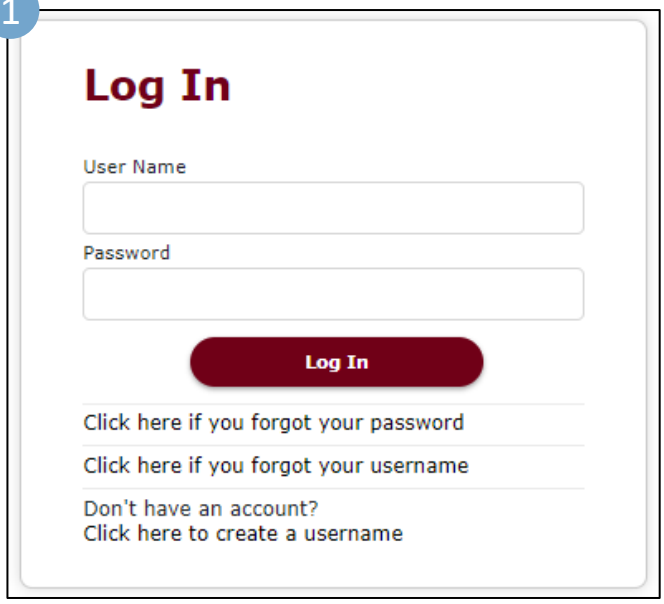
1. **Fill** out your Personal Information, then **Click** 'Save and Continue'
2. **Fill** in your Contact Information, then **Click** 'Save and Continue'
3. **Create** a Username and Password, choose your Security Questions and Answers and agree to the terms before clicking 'Sign Up'

https://ssp.benefits.ohio.gov

Password Reset

SSP is now equipped with an online tool to reset user passwords if they have forgotten their login information and does not require a call to the help desk.

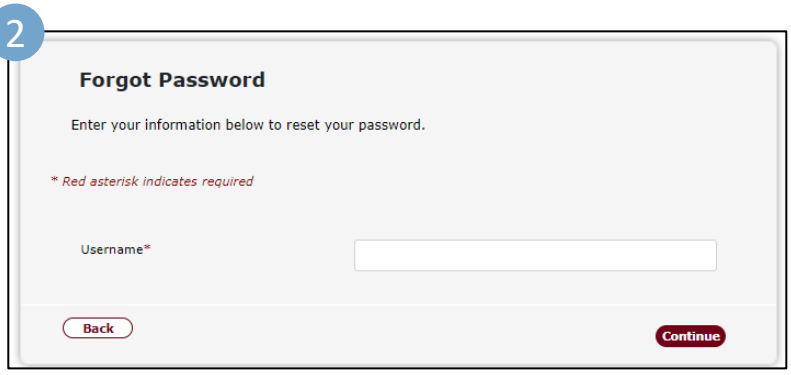
1



- **Navigate** to the Self-Service Portal
- **Click** 'Log In' in the top right-hand corner

1. **Click** the 'Click here if you forgot your password' link
2. **Fill** in the required details to begin password reset process

2

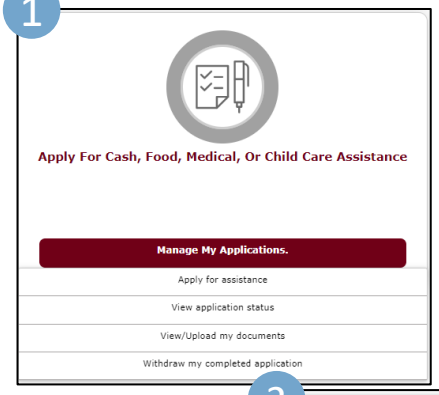


https://ssp.benefits.ohio.gov

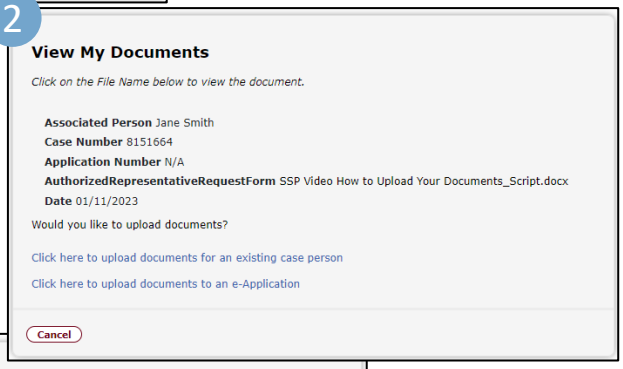
Upload Documents

SSP now offers the ability to upload and view verification documents on a mobile device.

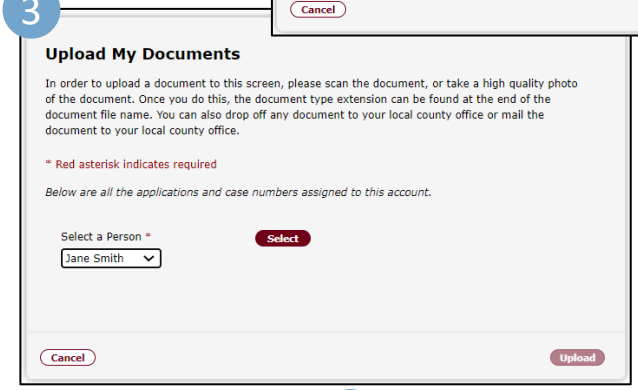
1



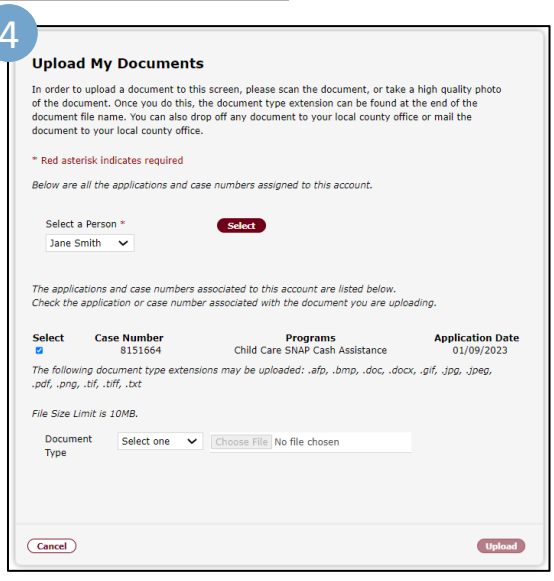
2



3



4



- **Navigate** to the Self-Service Portal
- **Click** 'Log In' in the top right-hand corner and login to your account
- **Navigate to** the 'Manage my Applications' Tile

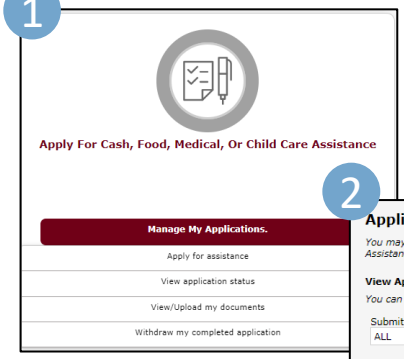
1. **Select** 'View/Upload my Documents'
2. **Select** 'Click here to upload documents for an existing case person'
3. **Select** the appropriate case persons under 'Select a person'
4. **Select** the appropriate case number associated with that persons and choose the document to upload.

https://ssp.benefits.ohio.gov

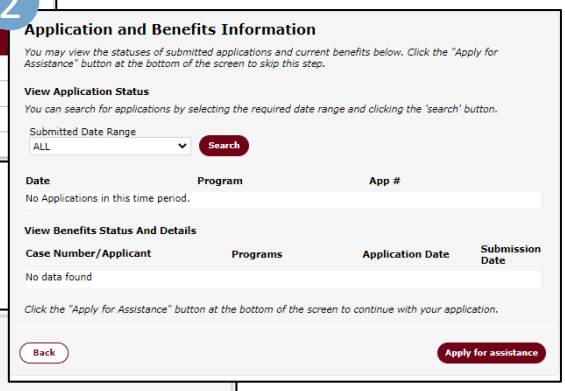
Apply for Assistance

SSP now offers the ability to apply for benefit assistance.

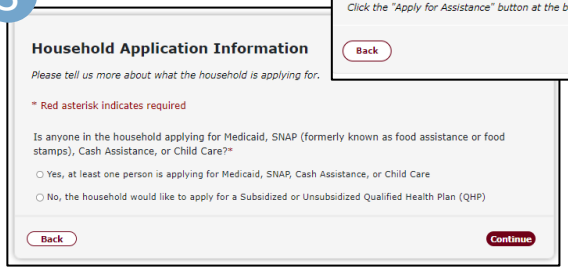
1



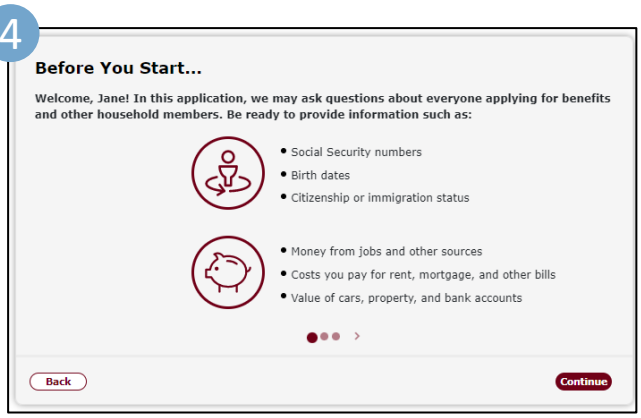
2



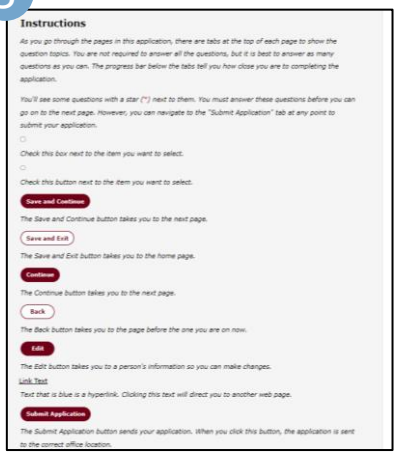
3



4



5



- [**Navigate** to the Self- Service Portal and login]

- **Navigate to** the ‘Manage my Applications’ Tile

1. **Select** ‘Apply for Assistance’

2. **Select ‘**Apply for Assistance’ (If no pending applications) in the lower right-hand corner

3. **Review and Select** your appropriate response for the ‘Household Application Information’

If continuing -

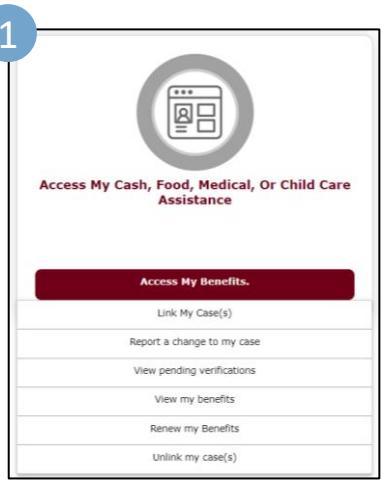
4. **Review** the application information and **Complete** the application agreeance statement. **Select Continue**

5. **Navigate** through the application instructions and pages until complete.

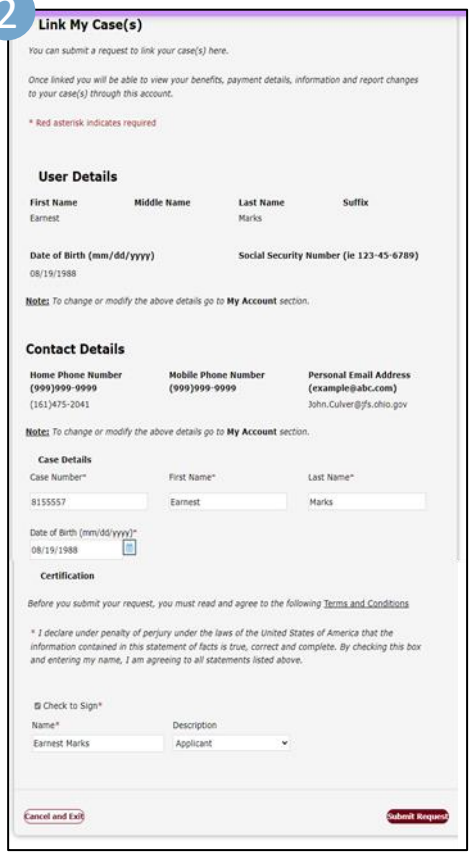
https://ssp.benefits.ohio.gov

Link Your SSP Account

1

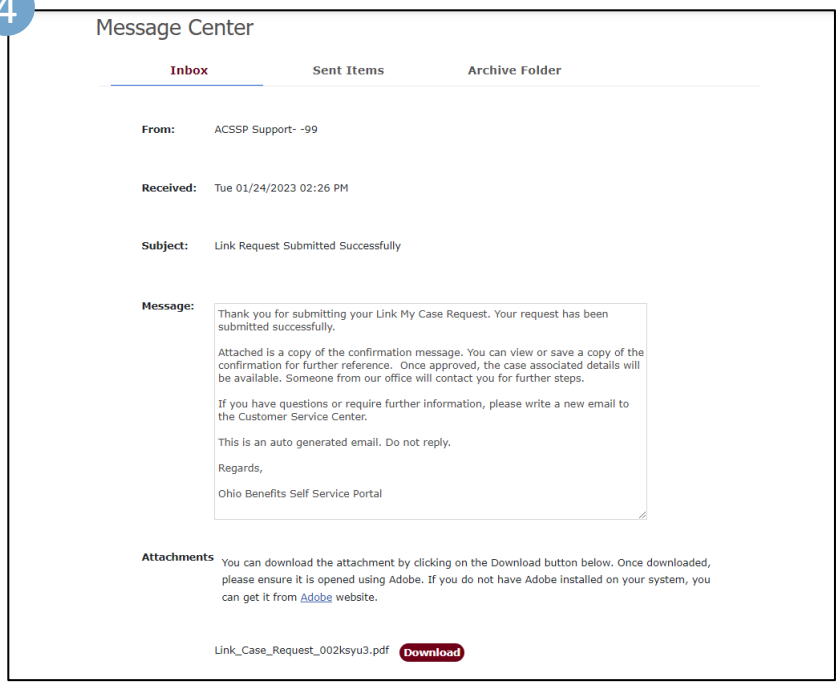


2



3

4



- **Navigate** to the Self-Service Portal
- **Navigate to** the 'Access My Benefits' Tile

1. **Select** 'Link My Cases'
2. **Fill** out your information and then click 'Submit Request'
3. **View** your Request ID from the confirmation. *Review your options to print or save your confirmation*

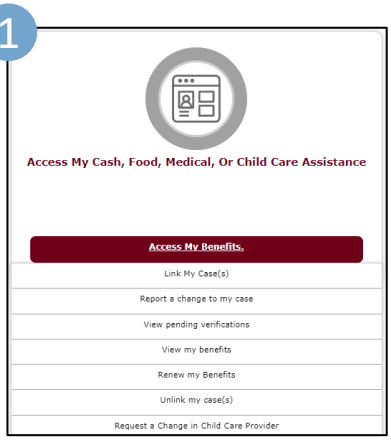
- Your request will be forwarded to the appropriate county agency for processing

4. **Navigate** to your Message Center Inbox where you will receive a 'Link Request Submitted Successfully' message

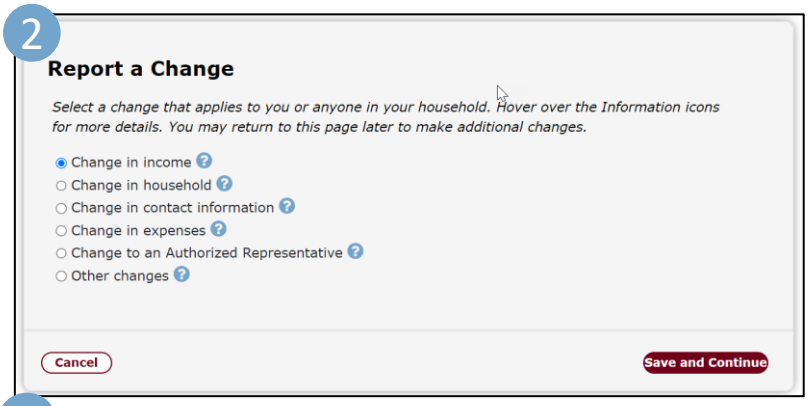
Report Changes

Users can now easily report a change and manage benefits through the SSP portal (description is for reporting a change in income of a current job).

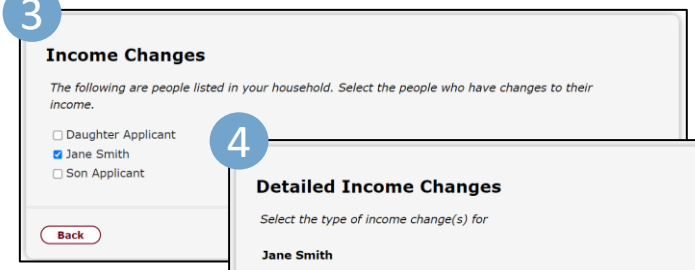
1



2

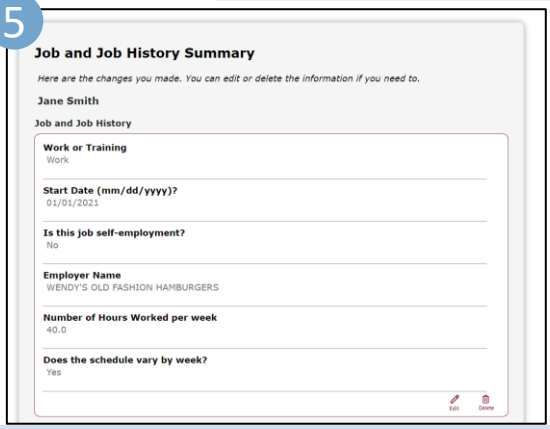


3



4

5

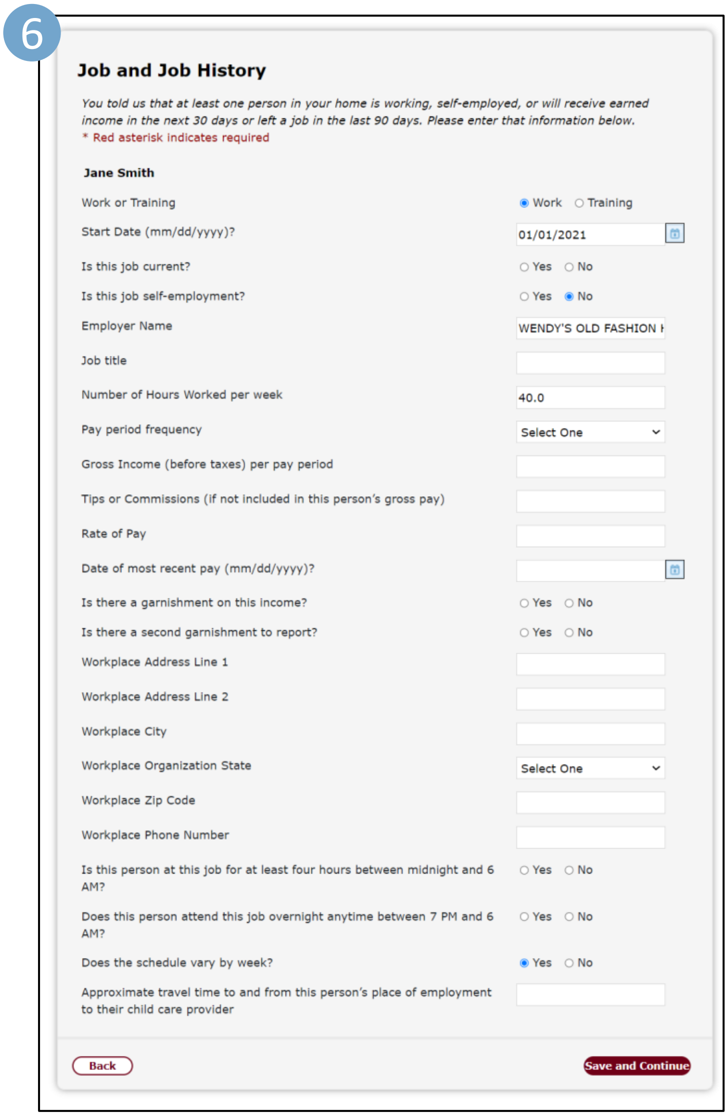


- **Navigate** to the Self-Service Portal and login
- **Navigate to** the 'Access my Benefits' Tile

1. **Select** 'Report a change to my case'
2. **Select** the appropriate change that applies and hit 'Save and Continue'
3. **Choose** the individual the income change applies to and hit 'Save and Continue'
4. **Select** the type of income change and hit 'Save and Continue'
5. **Review** the Job and Job History Summary to make any necessary changes by clicking 'Edit'

Report Changes

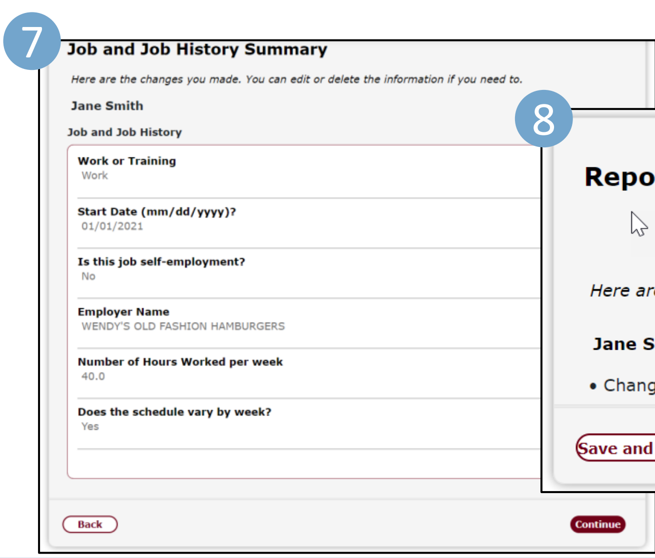
Users can now easily report a change and manage benefits through the SSP portal (description is for reporting a change in income of a current job).

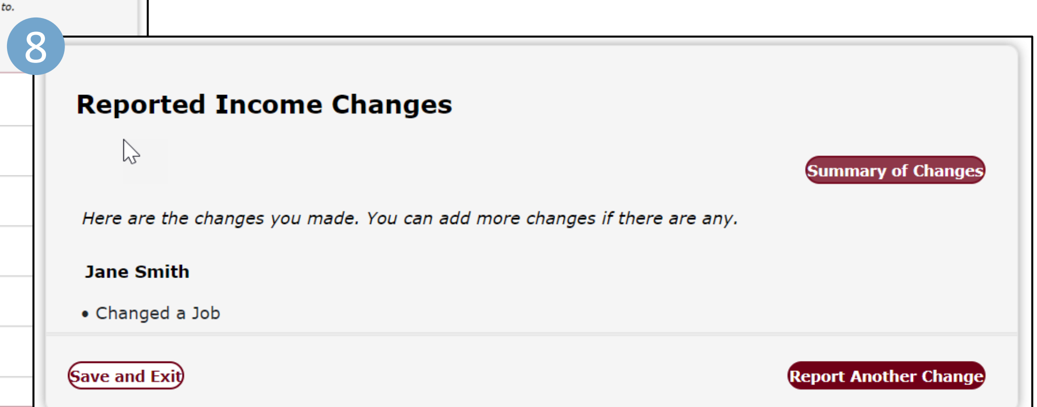


6. **Review** the Job and Job History page and make any necessary updates to the listed income and hit 'Save and Continue'

7. **Review** the change summary overview and hit 'Continue'

8. **Review** the Reported Income Changes and hit 'Save and Exit'

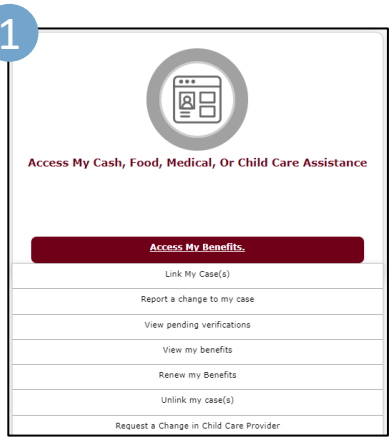




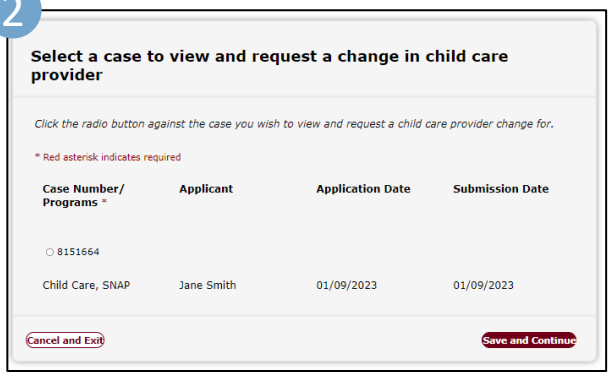
Request a Change in Child Care Provider

Users can now easily request a change in Child Care provider through the SSP portal.

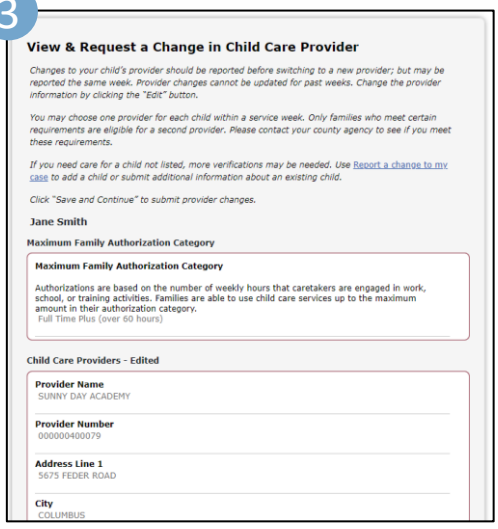
1



2



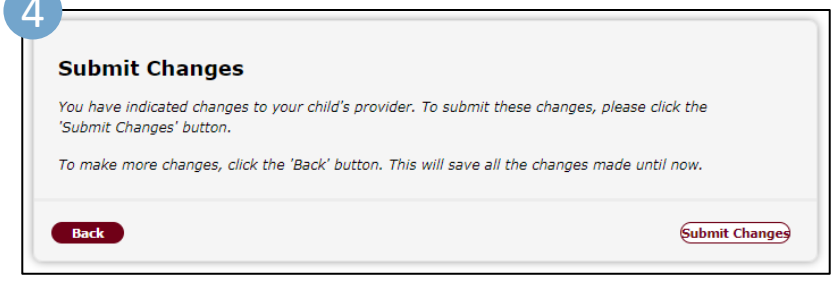
3



- [**Navigate** to the Self-Service Portal and login]
- **Navigate to** the 'Manage my Applications' Tile

1. **Select** 'Request a Change in Child Care Provider'
2. **Select** the case you want to request a change in provider for then click 'Save and Continue'
3. **Fill** out the appropriate information for your changes in Child Care Providers then click 'Save and Continue'
4. **Click** 'Submit Change' to finalize your changes

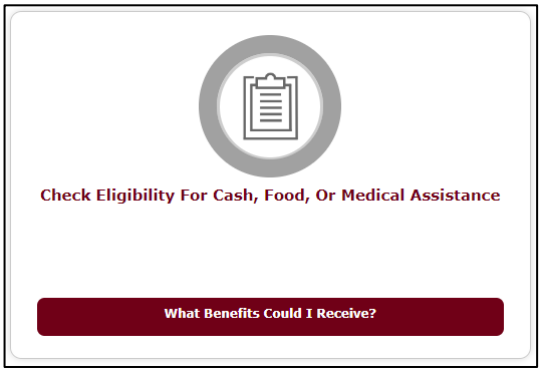
4

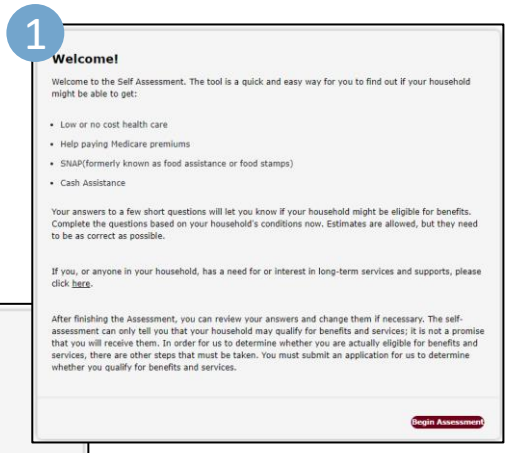


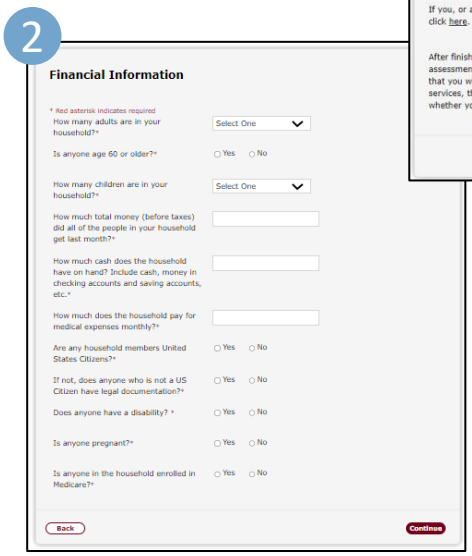
https://ssp.benefits.ohio.gov

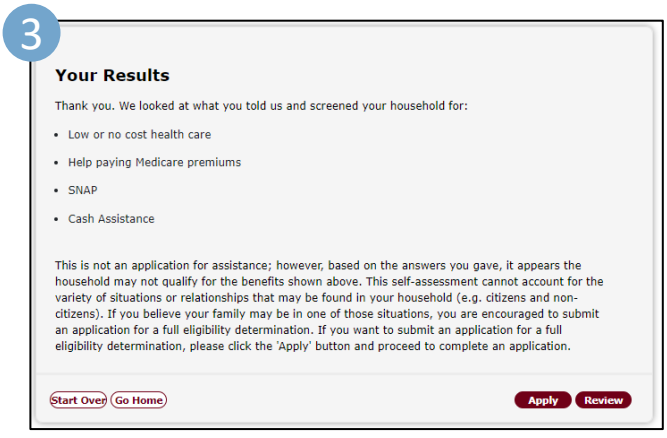
Eligibility Self-Assessment

The Interactive Eligibility Tool allows users to walk through a self assessment to see if they may be eligible for Cash, Food, or Medical assistance. The assessment is not an application, but once completed, links to the application page.









- **Navigate** to the Self-Service Portal Home Page
- **Click** the 'Check eligibility for Cash, Food, or Medical Assistance – What benefits could I receive?' tile. You will be directed to the 'Welcome!' page that will explain the Eligibility Self Assessment process

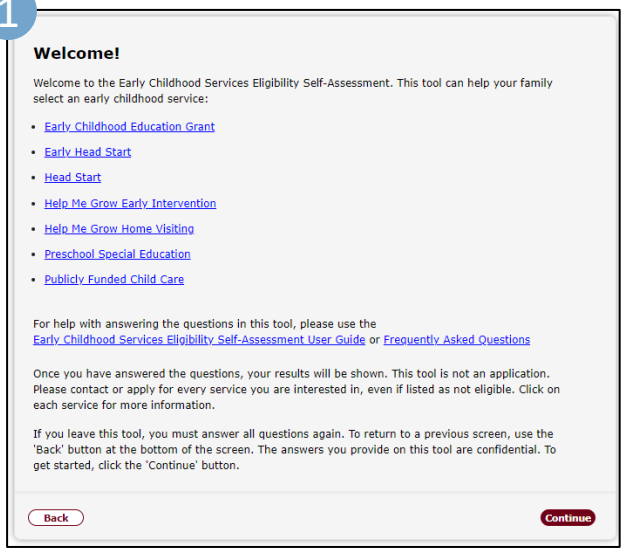
1. **Click** 'Begin Assessment'
2. **Fill** out your financial information and answer the questions
3. **Click** 'Continue'
   You will arrive to the 'Your Results' page that will notify you of the benefits you may qualify for

https://ssp.benefits.ohio.gov

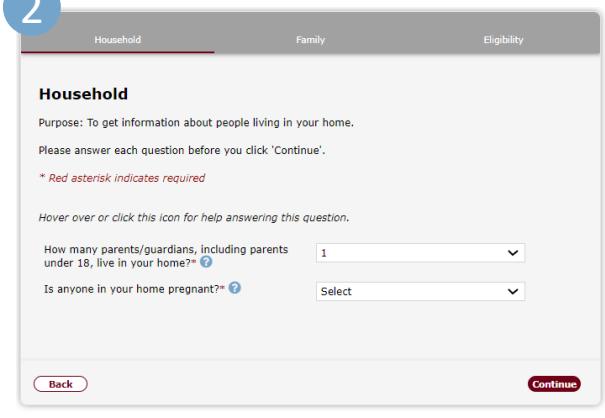
Early Childhood Services Eligibility Self-Assessment

The Early Childhood Services Eligibility Tool allows users to walk through a family assessment to see if you may be eligible for Cash, Food, or Medical assistance. The assessment is not an application, but once completed, links to the application page.

1



2



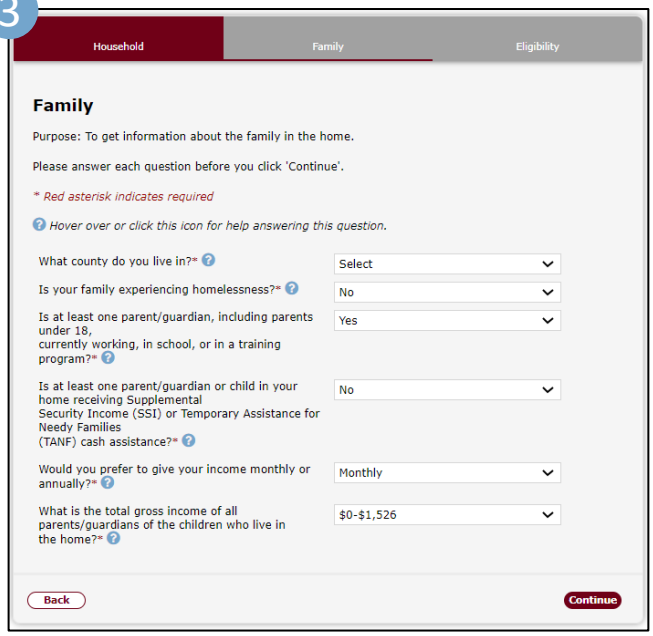
- **Navigate** to the Self-Service Portal Home Page
- **Click** the 'Check eligibility for Early Childhood Services – What Services Could My Family Receive?' tile. You will be directed to the 'Welcome!' page that will explain the Early Childhood Services Eligibility Self Assessment process

1. **Click** 'Continue'
2. **Fill** out the information about the people living in your home, then click 'Continue'
3. **Click** 'Continue'

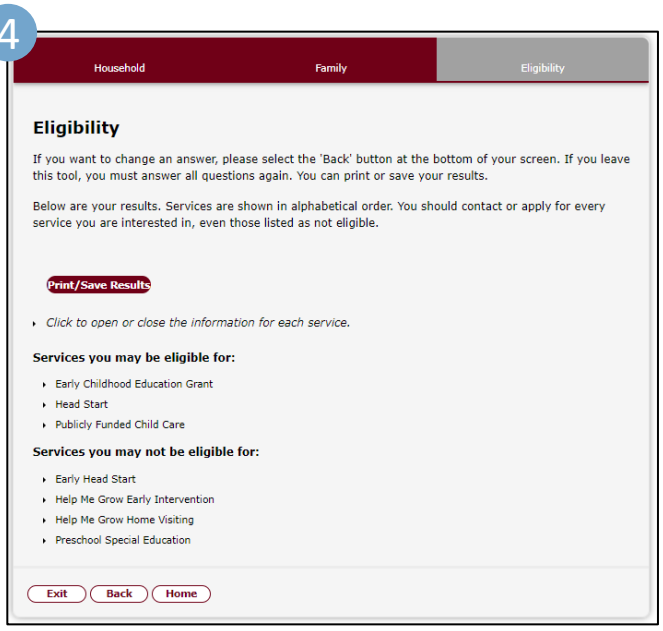
https://ssp.benefits.ohio.gov

Early Childhood Services Eligibility Self-Assessment

3



4



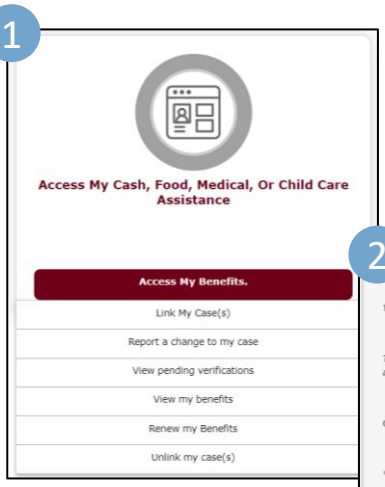
3. **Fill** out the information about the family in the home

4. **Click** ‘Continue’
You will arrive to the ‘Eligibility’ page that will notify you of the services you may qualify for

https://ssp.benefits.ohio.gov

Delink Your SSP Account

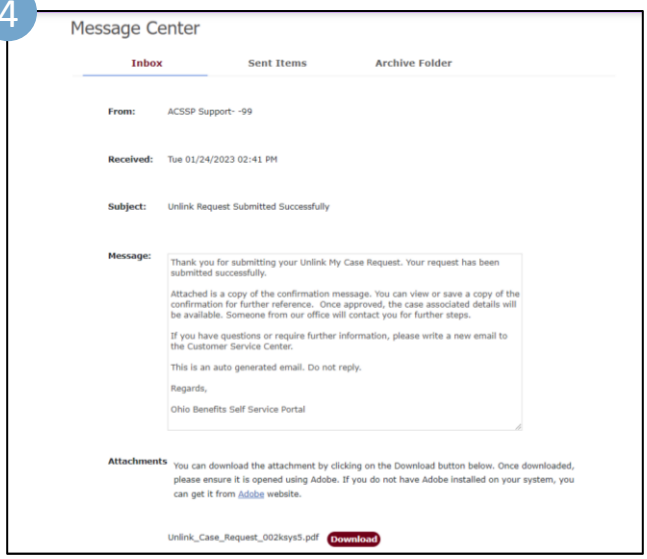
1



2

3

4



- Navigate to the Self-Service Portal
- **Navigate to** the ‘Access My Cash, Food, Medical or Child Care Assistance’ Tile

1. **Select** ‘Unlink My Cases’
2. **Fill** out your information and then click ‘Submit Request’
3. **View** your Request ID from the confirmation
4. **Navigate** to your Message Center Inbox where you will receive a ‘Unlink Request Submitted Successfully’ message