

Creation of a new Agency Assistor Account in MyBenefits CalWIN

1. A Community-Based Organization (CBO) user wishing to create a new MyBenefits CalWIN (MyBCW) account clicks on button (indicated on the screenshot) on the MyBenefits CalWIN (MyBCW) Home page at <https://www.mybenefitscalwin.org>.

MyBenefits CalWIN Language English Go

Create A MyBenefits Account | Sign In

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Announcements You can register to vote or change your address on your current voter registration information from this website. Here's how. [Read about Announcement National Voter Registration](#)

Welcome,
This website is a fast and easy way for California residents to learn about and apply for medical, food, and cash assistance programs. MyBenefits CalWIN also provides ongoing access to secure and private benefit information. Select a topic below to get started or sign in to your account.

Sign In or Create Account

On-line Services

- See if I Am Eligible
- Apply for Benefits Or Continue Application
- Report My Changes Or Renew Benefits
- Affordable Health Insurance
- Community Based Organization**

Community Based Organization

- ☒ Community Based Organizations that register within their County have the ability to submit applications on behalf of a client.
- ☒ If you are not a CBO and would like to complete an application for your family or view your benefits, please return to the home page to sign in or create an account.

Get Started

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2. The user then enters the Agency Key value provided to the CBO by the County, selects the County from the drop down list, and clicks on the Continue button. The Agency value entered is then confirmed as valid within the given County, and the user is then brought to the next step in the process. If the value entered is not valid, an error message is presented.

NOTE: Links are provided on this page to route the user to the proper web page for situations where a client reaches this page in error, or the CBO user comes to this page and already has an account.

MyBenefits CalWIN Language

Create A MyBenefits Account | Sign In

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Create An Assistor Account

In order to create an Assistor account we need to know what Community Based organization you represent. This will allow us to link your client's application to the Community Based Organization for statistical purposes. If you are not a CBO and would like to complete an application for your family or view your benefits, please [sign in](#).

- If you are an Assistor and already have an account, please [sign in](#).
- If you do not have an Assistor account and would like to create one, please enter your Agency ID to begin the account process.

Community Based Organization

Agency Key

County

Already have an account? [Sign in here](#)

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3. The user provides name information and clicks on the Continue button.

The screenshot shows the MyBenefits CalWIN website interface. At the top left is the logo. At the top right, there is a language dropdown menu set to 'English' and a 'GO' button. Below the logo, there are navigation links: 'Home', 'MyBenefits', 'FAQs', 'Contact Us', and 'Help'. A blue banner with a padlock icon and the text 'Create A MyBenefits Account' is visible. Below the banner is a progress bar with five steps: 'Step 1: Select County', 'Step 2: Personal Info', 'Step 3: Sign In Info', 'Step 4: Agency Info', and 'Step 5: Confirm'. The 'Step 2: Personal Info' step is highlighted in green. Below the progress bar, the heading 'Enter Your Personal Information' is displayed, followed by a note: 'You must answer all questions that are marked with an *'. The form contains three input fields: '* First Name', 'Middle Initial', and '* Last Name'. A yellow 'Continue' button is located at the bottom of the form.

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Create A MyBenefits Account

Step 1: Select County Step 2: Personal Info Step 3: Sign In Info Step 4: Agency Info Step 5: Confirm

Enter Your Personal Information

You must answer all questions that are marked with an *

Your Name

* First Name

Middle Initial

* Last Name

Continue

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4. The user provides User Id, Password, Security Questions/Answers, and Security Image information and clicks on the Continue button. NOTE: The User Id value must be unique.

The screenshot shows the 'Create A MyBenefits Account' page, specifically Step 3: Sign In Info. The page has a navigation bar with 'Home', 'MyBenefits', 'FAQs', 'Contact Us', and 'Help'. A progress bar indicates the current step. The main content area is titled 'Enter Your Sign-In Information' and includes a note: 'You must answer all questions that are marked with an *'. The 'Sign In Information' section contains a 'Username' field (5 to 20 letters, numbers or special characters), a 'Password' field with a 'Password Tips' section (minimum 8 characters, uppercase, lowercase, and number), and a 'Note' that the password cannot contain the username or any part of it. The 'Select Secret Questions & Answers' section has three questions, each with a dropdown menu and an answer field. The 'Your Sign-In Picture' section includes a 'Choose Your Image' section with a 'Select a Category' dropdown and a 'Go' button, and a 'Name this Image' field. A 'Continue' button is at the bottom.

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Create a MyBenefits Account | Sign In

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Create A MyBenefits Account

Step 1: Select County Step 2: Personal Info Step 3: Sign In Info Step 4: Agency Info Step 5: Confirm

Enter Your Sign-In Information

You must answer all questions that are marked with an *

Sign In Information

* Username 5 to 20 letters, numbers or special characters (._@!)

Password Tips
The password must be a minimum of 8 characters and must contain each of the following:

- at least one UPPERCASE letter.
- at least one lowercase letter.
- at least one number.

Note: Password cannot contain the Username or any part of your name.
Example: Sample123

* Password

Select Secret Questions & Answers

Please select your secret questions and provide the answers. If you forget your password this information will help us retrieve your password for you.

* Secret Question 1

* Answer to Question 1

* Secret Question 2

* Answer to Question 2

* Secret Question 3

* Answer to Question 3

Your Sign-In Picture

A Sign-in Picture is a secret photo that will display on this account only. This security photo will protect you from accidentally signing in to a fake website. You will always see your photo after entering your username. If you do not see this photo, you should not enter your password and contact your county.

* Choose Your Image:
Choose an Image Type:

Select a Category GO

* Name this Image:

Please give your security photo a name. The photo and name you give it will show every time you enter your username in to MyBenefits CalWIN. When you see your photo with the name you give it, you will know you are on the official MyBenefits CalWIN website and it's ok to enter your password.

Continue

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5. The user provides an Email Address and clicks on the Continue button. NOTE: The Email Address value must be unique.

The screenshot shows the 'Create A MyBenefits Account' page. At the top, there is a navigation bar with 'Home', 'MyBenefits', 'FAQs', 'Contact Us', and 'Help'. Below this is a progress bar with five steps: 'Step 1: Select County', 'Step 2: Personal Info', 'Step 3: Sign In Info', 'Step 4: Agency Info', and 'Step 5: Confirm'. The current step is 'Step 3: Sign In Info'. The main heading is 'Enter Your Sign-In Information'. Below this, there is a note: 'You must answer all questions that are marked with an *'. The form is divided into two sections: 'Account Information' and 'Email Address'. In the 'Account Information' section, the 'County' field is set to 'Placer County'. In the 'Email Address' section, there are three fields: '* Email Address' (with a text input field), 'Retype Email Address' (with a text input field), and 'Email Language' (set to 'English'). To the right of the '* Email Address' field, there is a link: 'Don't have an email account? Learn how to get a free email address'. At the bottom of the form is a yellow 'Continue' button.

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Create A MyBenefits Account

Step 1: Select County Step 2: Personal Info Step 3: Sign In Info Step 4: Agency Info Step 5: Confirm

Enter Your Sign-In Information

You must answer all questions that are marked with an *.

Account Information

County Placer County

Email Address

* Email Address Don't have an email account? [Learn how to get a free email address](#)

Retype Email Address

Email Language English

Continue

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8. When the user clicks the link they receive an email like that below.

From: do_not_reply@calwin.org [do_not_reply@calwin.org]
Sent: Tuesday, October 14, 2014 14:24
To: Portal User
Subject: MyBenefits CalWIN Account Registration

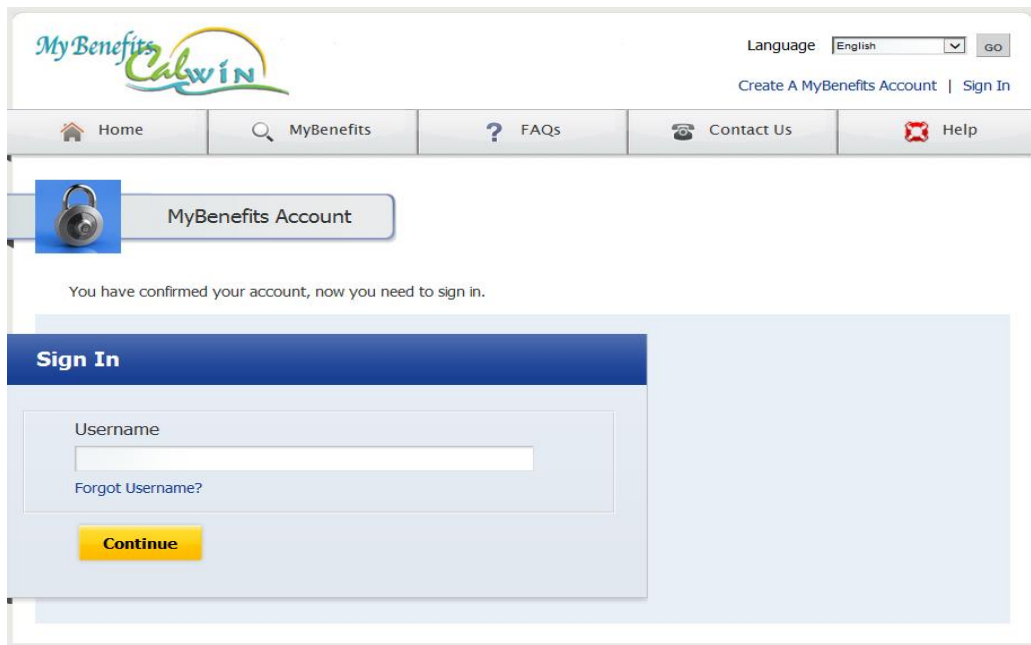
You have successfully registered your account, and may begin using MyBenefits CalWIN.

You can access MyBenefits CalWIN via the link below:
<https://www.mybenefitscalwin.org/web/consortium/signin>

This message has been forwarded to you by MyBenefits CalWIN on 2014-10-14 at 14:24:51.

** Please DO NOT reply to this email - responses to this email box are not monitored. **

9. Additionally the user is brought to the following page in their web browser where they may sign in to MyBCW. The user enters their User ID, and clicks on the Continue button.



The screenshot shows the MyBenefits CalWIN website interface. At the top left is the logo. On the top right, there is a language dropdown menu set to 'English' and a 'go' button. Below the logo, there are navigation links: 'Home', 'MyBenefits', 'FAQs', 'Contact Us', and 'Help'. A 'Create A MyBenefits Account | Sign In' link is also present. The main content area features a 'MyBenefits Account' section with a padlock icon and the text 'You have confirmed your account, now you need to sign in.' Below this is a 'Sign In' form with a 'Username' input field, a 'Forgot Username?' link, and a yellow 'Continue' button.

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10. The user enters their password and clicks the Sign In button to complete the sign in process.

The screenshot shows the 'Secure Password Entry' page on the MyBenefits CalWIN website. At the top, there is a navigation bar with links for Home, MyBenefits, FAQs, Contact Us, and Help. The page title is 'Secure Password Entry'. Below the title, there is a message: 'Seeing your Sign-In Picture on this page helps you know that you are on the official MyBenefits CalWIN website, and that it's safe to enter your password. You must answer all questions that are marked with an*'. The main content area is titled 'Your Sign In Picture' and shows a picture of the Golden Gate Bridge with the caption 'You named this picture: golden gate'. Below the picture, there is a message: 'If you don't recognize this picture, then don't enter your password.' There is a text input field for the password, labeled '* Password' and '(8-20 characters, case sensitive)'. A yellow 'Sign In' button is located below the password field, and a link for 'Forgot Password?' is also present.

11. The user's account is now created and confirmed, but must be approved by the Administrator at the CBO, or alternatively by a County Worker. Until this is complete the user may sign into MyBCW, but they are limited to updating information about their account or accessing Help content.

The screenshot shows the user dashboard on the MyBenefits CalWIN website. The user is logged in as 'Placer County (Change county)'. The dashboard has a navigation bar with links for MyBenefits, FAQs, Contact Us, and Help. Below the navigation bar, there are tabs for 'Overview', 'MyBenefits CalWIN Account', and 'Assistor Help'. A yellow notification banner at the top of the main content area reads: 'This is where county specific notifications would go. County alert goes here such as closings etc. If there are no county alerts this will not show'. Below the notification banner, there is a section titled 'CBO Assistor Overview' with a small image of two people. Below this section, there is a message: 'Welcome Joe to Helping Hands' and a blue box containing the text: 'Your account has not yet been approved; please contact your agency administrator to obtain approval.'