Deloitte.

SNAP Works Citizen User Guide

SNAP Works

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Contents

1. Introduction

1.1 Overview

The **SNAP Works** application facilitates the successful participation and completion of the SNAP Employment and Training program for SNAP recipients. The application has three portals, provider, state worker, and citizen portals, to guide SNAP recipients through the Employment and Training program with the goal of helping SNAP recipients gain regular employment for economic self-sufficiency.

1.2 Global Features

The **SNAP Works** application has many global features that give the user a seamless, intuitive experience. These features include the global menu, left navigation, tabs, grid pages, and validation messages and notifications. These are detailed in the subsequent sections below.

1.2.1. Global Menu

The Global Menu is on the top right of the **SNAP Works** application within the top banner. This allows the user to navigate to Employment Resources, the Contact Us Page, the My Profile Page or log out from anywhere within the application. Below is a screenshot of the Global Menu:

1.2.2. Left Navigation Menu

The left navigation menu is shown on the left side of the Citizen Portal Pages. By clicking on the tabs in the left navigation menu, the user can visit each page in the Citizen Portal. Below is a screenshot with the Left Navigation menu:
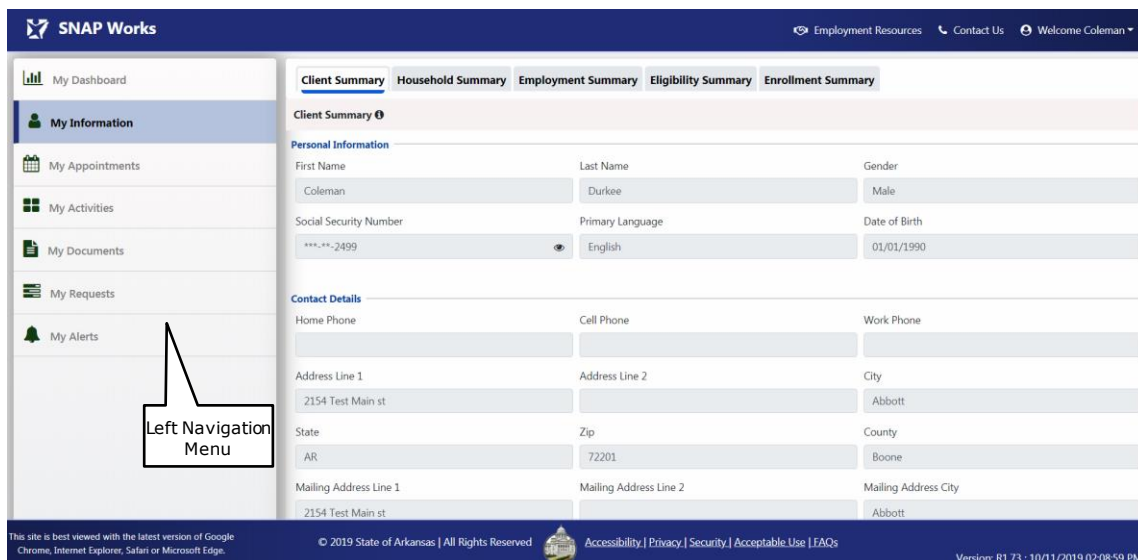
1.2.3. Tabs

Tabs across the top of a page allow the user to easily navigate through different pages within the main page. When the user is on a specific tab, that tab will be highlighted. Below is a screenshot of the Tabs with the **Client Summary** tab selected, as an example.
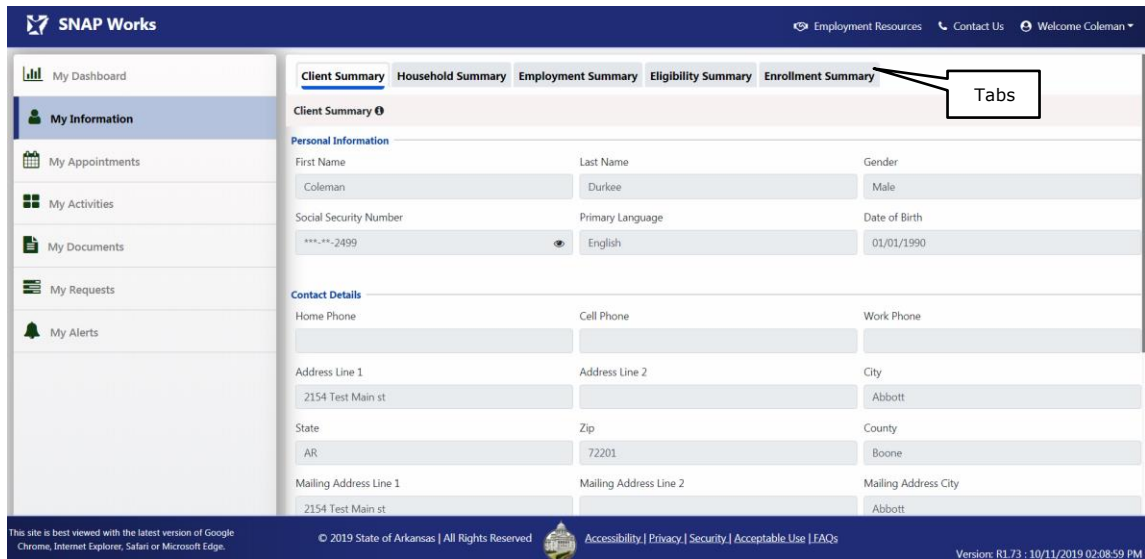
1.2.4. Grid Pages

Grid Pages contain tables of data entry records. Some Grid Pages are accompanied by buttons. For example, looking at the example below, there are **Save** and **Submit** buttons. Upon clicking the Save button, the information will be saved to the Grid Page. Upon clicking the Submit button, the information will be saved to the Grid Page and submitted to the citizen's Provider and/or DHS Worker.
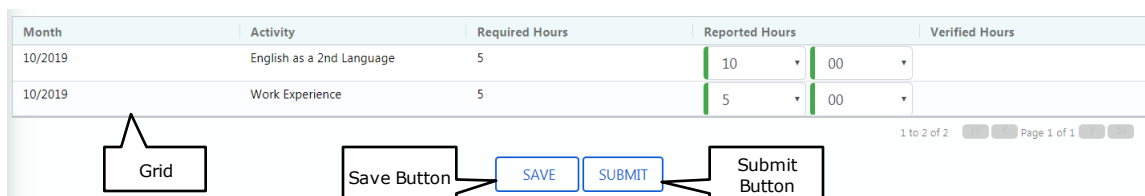
1.2.5. Validation Notifications

Validation Notifications are shown throughout the *SNAP Works* application when appropriate. Validation Notifications appear on the top right of the page when information is successfully saved, not saved due to missing data, or when a system error occurs. Below are examples of the Validation Notifications that may be seen in the Citizen Portal.
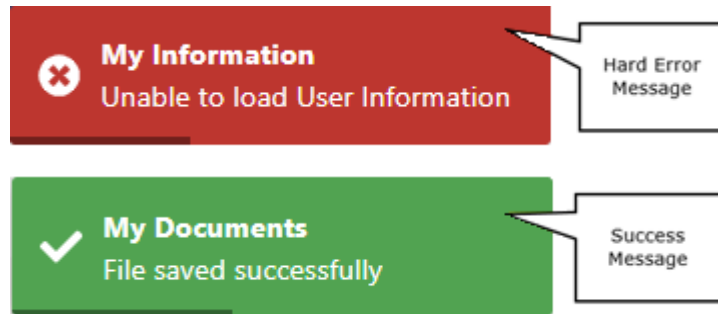
Tip: *If a red, hard error message is received and help is required, please contact* snapworkssupport@dhs.arkansas.gov

1.2.6.   Accessibility

The **SNAP Works** application shall ensure quality services and comply with the Americans with Disabilities Act of 1990.

1.2.7.   Social Security Numbers

For security purposes, all data stored within the databases, including Social Security Numbers, Individual Taxpayer Identification Numbers and Dates of Birth are encrypted with 128-bit encryption to ensure that in the event a data breach is attempted, the data will be protected.

To further protect the data of the SNAP participant, all Social Security Numbers displaying within the **SNAP Works** application are masked. Social Security Numbers will display as XXX-XX-####, displaying only the last 4 digits of the participant's Social Security Number.

2 About This Guide

2.1   Who Should Use This Document

This guide is intended for the following groups:

- Citizens who participate in the SNAP Works Employment and Training Program

2.2   Prerequisite Knowledge

Using the **SNAP Works** application and guide assumes that the user has the following prerequisite knowledge:

- Using a Tablet PC, Laptop, or standard desktop computer
- Internet connectivity with one of the following browsers:
  - Google Chrome
  - Edge
  - Internet Explorer 11 or higher
  - Safari
  - Mozilla Firefox
- **Employment and Training (E&T)** process, including rules, regulations and related forms as they apply to the user

2.3   Conventions

This document uses the following conventions:
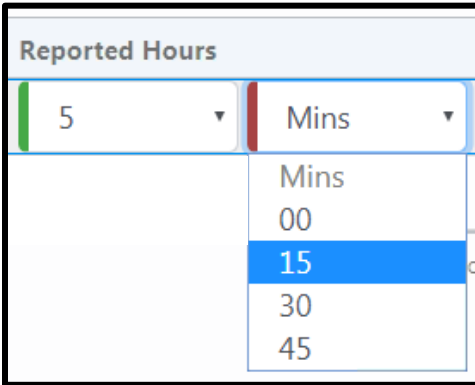
- **Italics** – The status and procedure titles are shown italicized (for example, the status changes to **Submitted**)
- **Bold** – Keyboard keys, buttons, menu options, and list items are shown in bold (for example, click **Save**)
- Click and double-click – When these terms are used, tap and double-tap can be substituted for Tablet PC Users
- Select – The act of picking an item from a list or choice of options (for example, select a Good Cause/Exemption reason from the dropdown list)
- Tips – Important information to help the user to perform a task or better understand the task. Notes will be displayed in the following format:

> **Tip:** *Pertinent information will be addressed here to capture the user's attention to provide additional information on the subject.*

2.4 Common User Interface Elements

Dropdown Lists
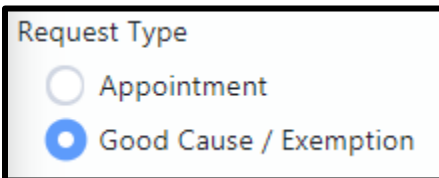
A dropdown list allows the user to choose information from a predetermined list that "drops down" when selected. To select an item, move the mouse pointer to the appropriate item in the list and click it.

Radio Buttons

A radio button allows the user to choose one item from a small set of predefined values. To select, click the radio button to the left of the appropriate value.

Text Boxes

Text boxes are used to record variable information, and may be either numeric or alpha-numeric, depending on the information being requested. To enter information, tab to or click into the text box and type in the data. Text boxes that are shaded are read-only text boxes which provide data that cannot be changed.

About Required Fields
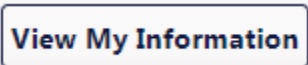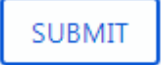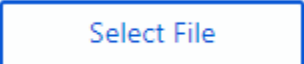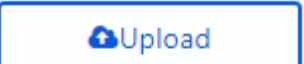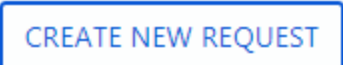
Many of the forms the user may use will require a minimum amount of information to save the record. As shown in the examples below, required information will be identified by a red bar on the left side of the text box. As data is entered in these required fields, the bar will change from red to green. If a user attempts to save a record without entering one or
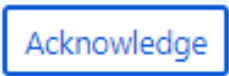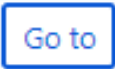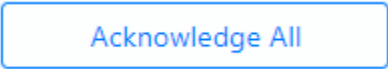
more required fields, the *Required Field* error message will show below the field as shown in the example below.

LAST NAME	LAST NAME
Last Name	Smith
Required Field	

Buttons

Buttons are used throughout the application to communicate information visually, with minimal possibility of misrepresenting their meaning. In **SNAP Works Citizen Portal** the following buttons are used:

Button	Page	Function
View My Information	Dashboard	Hyperlink to the My Information page
View Alerts	Dashboard	Hyperlink to the My Alerts page
View Appointments	Dashboard	Hyperlink to the My Appointments page
Report My Hours	Dashboard	Hyperlink to the My Activities page
SAVE	My Activities	Saves the Reported Hours entered on the My Activities page
SUBMIT	My Activities, My Requests	Submits the record to the Provider and/or DHS County Worker
Select File	My Documents	Opens the file browser to allow the user to select a file from their computer
☁Upload	My Documents	Uploads the document to the SNAP Works system
View	My Documents, My Requests	Opens the selected document or request
Delete	My Documents	Allows the user to delete an uploaded document
CREATE NEW REQUEST	My Requests	Opens a new, blank Appointment or Good Cause/Exemption Request

Acknowledge	My Alerts – New Alerts	Acknowledges the selected alert and moves the alert from the New Alerts page to the Alert History page.
Go to	My Alerts – New Alerts, My Alerts – Alert History	Opens the page in the **SNAP Works Citizen Portal** corresponding to the selected alert
Acknowledge All	My Alerts – New Alerts	Acknowledges all alerts on the page and moves the alerts from the New Alerts page to the Alert History page.
Edit Profile	My Profile	Enables the user to edit their email address, phone number, and security questions on their profile
Change Password	My Profile	Enables the user to change their password

Tool Tips

Tool Tips are used throughout the application to communicate information about the content of each page. Hover over or click on the 🛈 icon to view the tool tip.

Track Activity 🛈

Month

You can view your activities and report hours you have done for the month.

October 2.
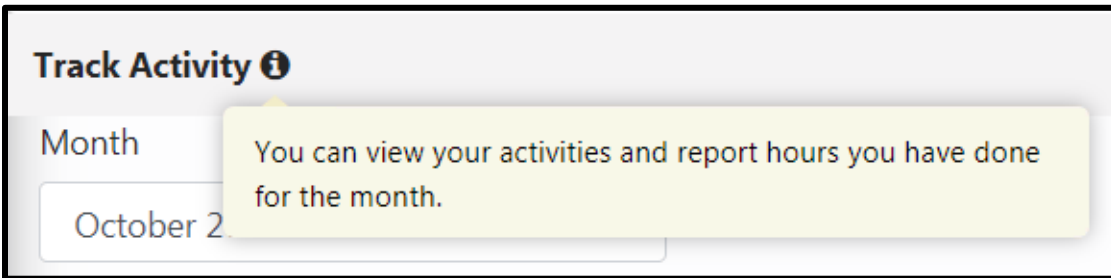
Permissions

The table below describes the various levels of access and what type of activity can be performed. Based on the user's role (e.g., user type) in the **SNAP Works** application, the user may be granted permission to perform one or more of these activity types.

Permission	What the user can do
Create	Permission to create new records
Edit	Permission to edit/change current existing records
View	Read only permission on existing records
Assign	Assign tasks

The user may not be able to see certain text boxes, dropdown lists, and control buttons, based on their role.

3 Sign Up Page

3.1 Overview

SNAP Works participants who do not already have a **SNAP Works Citizen Portal** account can create an account using the Sign Up page. Users can click the **Create An Account** button on the Log In page to begin creating their account. The Citizen must already be enrolled in the SNAP Works program to create an account.

> ***Tip:*** *The system will not allow multiple accounts to use the same email address.*
> *For example, if multiple family members create SNAP Works accounts, they must each have their own account with their own email address.*

3.2 Screenshot

Below is a screenshot of the Sign Up page:
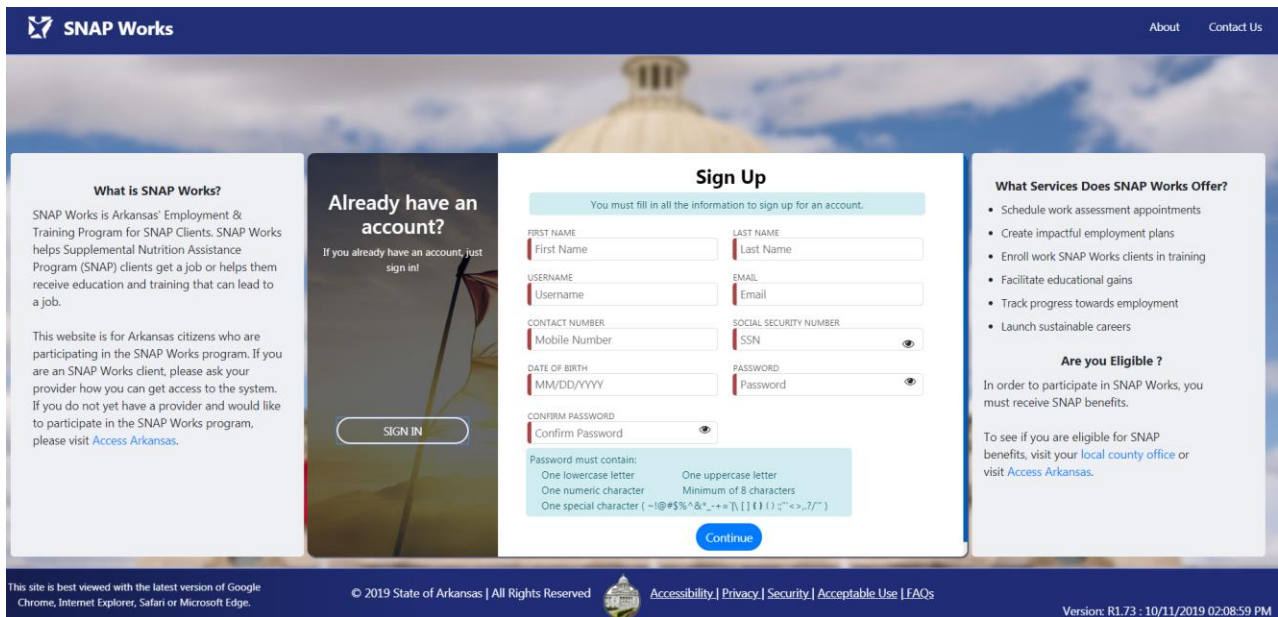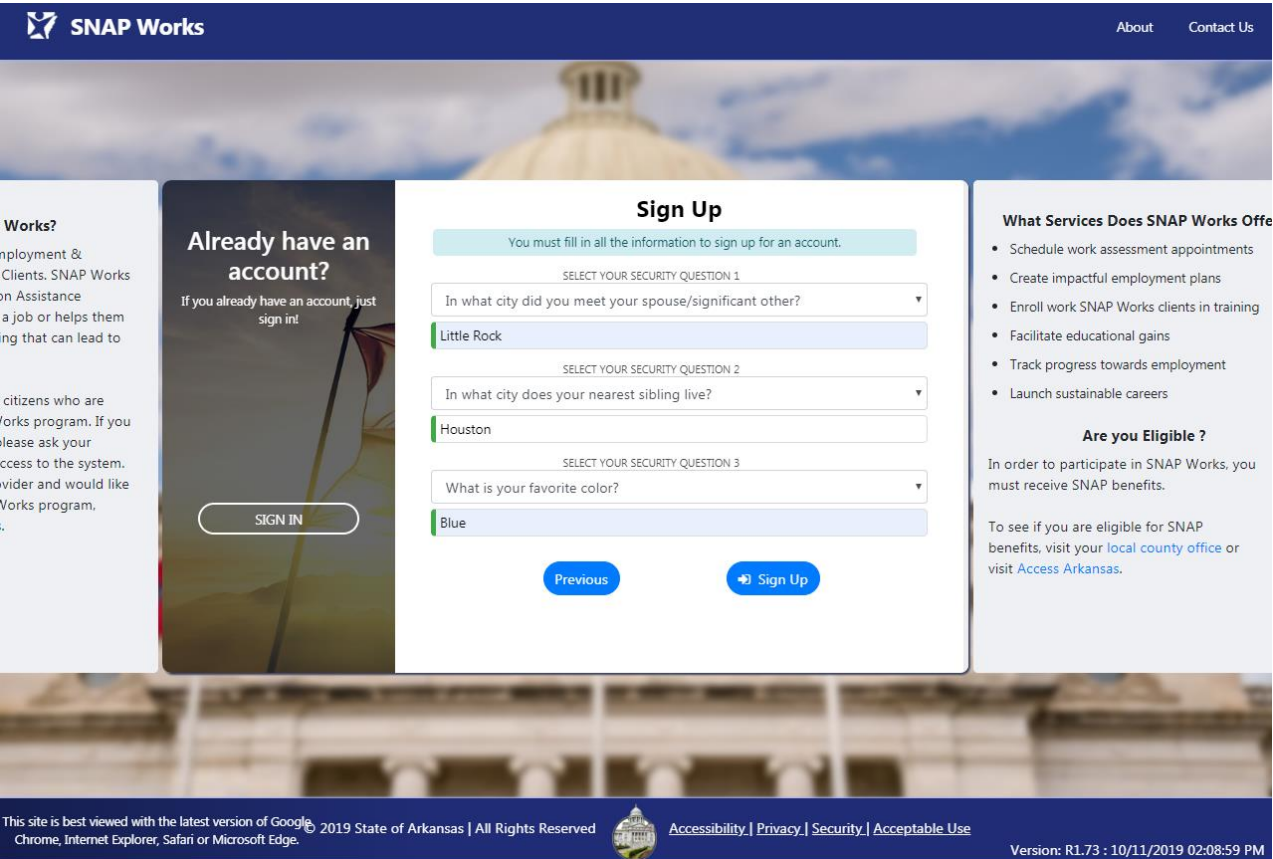
3.3 Controls

The following table details the controls that are present on the Sign Up page. Each control includes a description and control type.

Controls	Description	Control Type
Create An Account	Button. Opens the SNAP Works account Sign Up form	Always enabled
First Name	User enters their first name into this text box	Mandatory
Last Name	User enters their last name into this text box	Mandatory
Username	User enters a username into this text box

NOTE: If an account already exists with the same username, an error message will display asking the user to choose a different username. | Mandatory |
Email	User enters their email address into this text box	Mandatory
Phone Number	User enters their phone number into this text box	Mandatory
Social Security Number	User enters their social security number into this text box	Mandatory
Date of Birth	User enters their date of birth into this text box	Mandatory
Password	User enters their password into this text box

NOTE: Password must meet the password | Mandatory |

requirements shown in the password requirements box

> Password must contain:
>   One lowercase letter   One uppercase letter
>   One numeric character   Minimum of 8 characters
>   One special character (~!@#$%^&*_-+=`|\ [ ] { } ( ) ;;"'<>,.?/'")

Confirm Password	User enters the same password that was entered in the **Password** field into this text box	Mandatory
Continue	Button. Directs the user to continue to the security questions page to finish creating their account. **NOTE:** All mandatory fields must be complete to continue	Conditionally enabled
Security Questions	The user must create 3 security questions to finish creating their account. These questions will be asked in the even a user forgets their password and must reset their password	N/A
Security Question 1	Dropdown list. Select a question from the list	Mandatory
Answer 1	Enter an answer to the question selected for Security Question 1 in this textbox	Mandatory
Security Question 2	Dropdown list. Select a question from the list	Mandatory
Answer 2	Enter an answer to the question selected for Security Question 2 in this textbox	Mandatory
Security Question 3	Dropdown list. Select a question from the list	Mandatory
Answer 3	Enter an answer to the question selected for Security Question 3 in this textbox	Mandatory
Previous	Button. Directs the user to the Sign Up page	Always enabled
Sign Up	Button. Saves all entered information, creates the account, and navigates the user to the home dashboard page in the **SNAP Works Citizen Portal**	Always enabled
Sign In	Button. Redirects the user to Sign In page where users who already have an account created can sign in	Always enabled
Accessibility	Text hyperlink that redirects the user to the Arkansas.gov Accessibility policy	Always enabled
Privacy	Text hyperlink that redirects the user to the Arkansas.gov Privacy policy	Always enabled
Security	Text hyperlink that redirects the user to the Arkansas.gov Security policy	Always enabled
Acceptable Use	Text hyperlink that redirects the user to the Arkansas.gov Acceptable Use policy	Always enabled
About	Hyperlink. Opens a pop-up with information about the SNAP Works program	Always enabled

Contact Us	Hyperlink. Navigates the user to the Contact Us page Always enabled where they can view contact information for technical support and Provider and County Office contact information

3.4 User Actions

The following table details the actions that the user can take on the Sign Up page. Each action includes a description.

User Action	Description
Sign Up	Users participating in the SNAP Works Employment and Training Program can register by clicking the **Create An Account** button, entering their information in all of the required fields, and clicking the **Continue** and **Sign Up** buttons. Users must enter the below mandatory fields to continue: • First Name • Last Name • Username • Email Address • Contact Number • Social Security Number • Date of Birth • Password • Confirm Password • Security Question 1 • Security Question 2 • Security Question 3 • Captcha
Navigating to Other Websites	The user can read more about Work Programs Toolkit, Accessibility, Privacy, Security, and Acceptable Use by clicking hyperlinked text on the page as described below. • If the user clicks the **Accessibility** text in the footer, the user will be redirected to https://portal.arkansas.gov/pages/acceptable-use/#accessibility • If the user clicks the Privacy text in the footer, the user will be redirected to https://portal.arkansas.gov/pages/acceptable-use/#privacy • If the user clicks the **Security** text in the footer, the user will be redirected to https://portal.arkansas.gov/pages/acceptable-use/#security • If the user clicks the **Acceptable Use** text in the footer, the user will be redirected to https://portal.arkansas.gov/pages/acceptable-use/#acceptable
Navigate to Other Pages	The user can access the **About** and **Contact Us** pages by clicking the hyperlinks in the upper right-hand corner of the screen.

4 Sign In Page

4.1 Overview

Once a Citizen creates an account, the **SNAP Works Citizen Portal** Sign in page enables the user to sign into the application. The Sign In process includes a *Captcha* checkbox and entering a multi-factor authentication code sent to Citizen's email address to prevent fraudulent attempts to access the system.

4.2 Screenshot

Below is a screenshot of the Citizen Portal Sign In page:
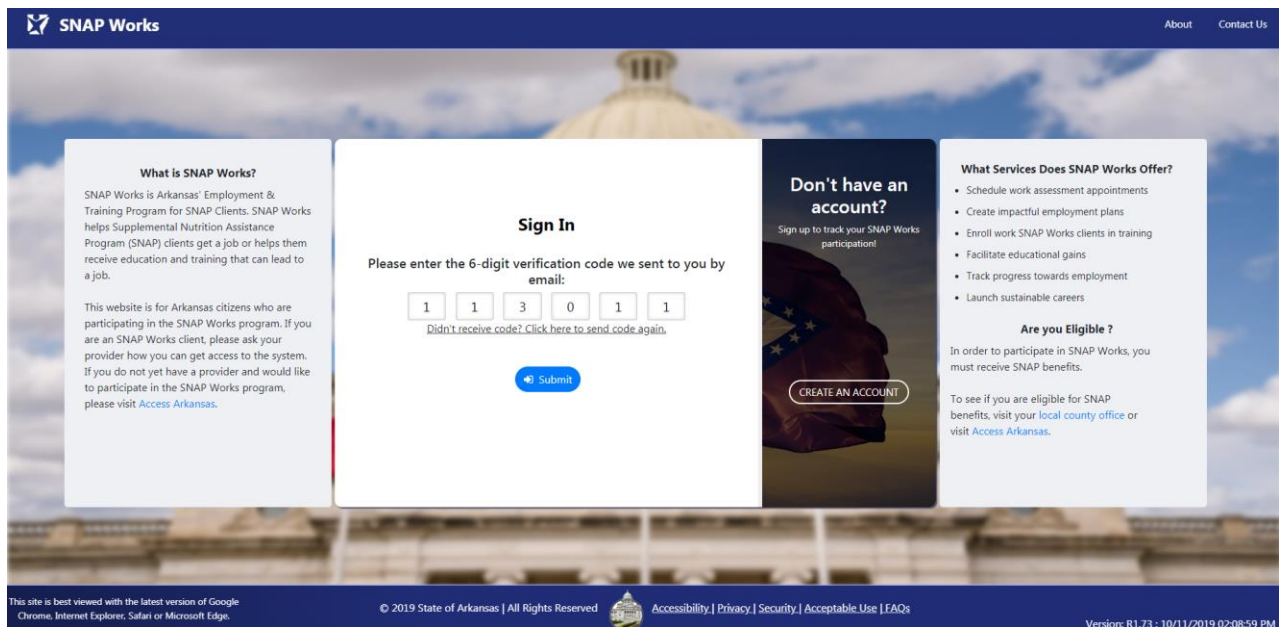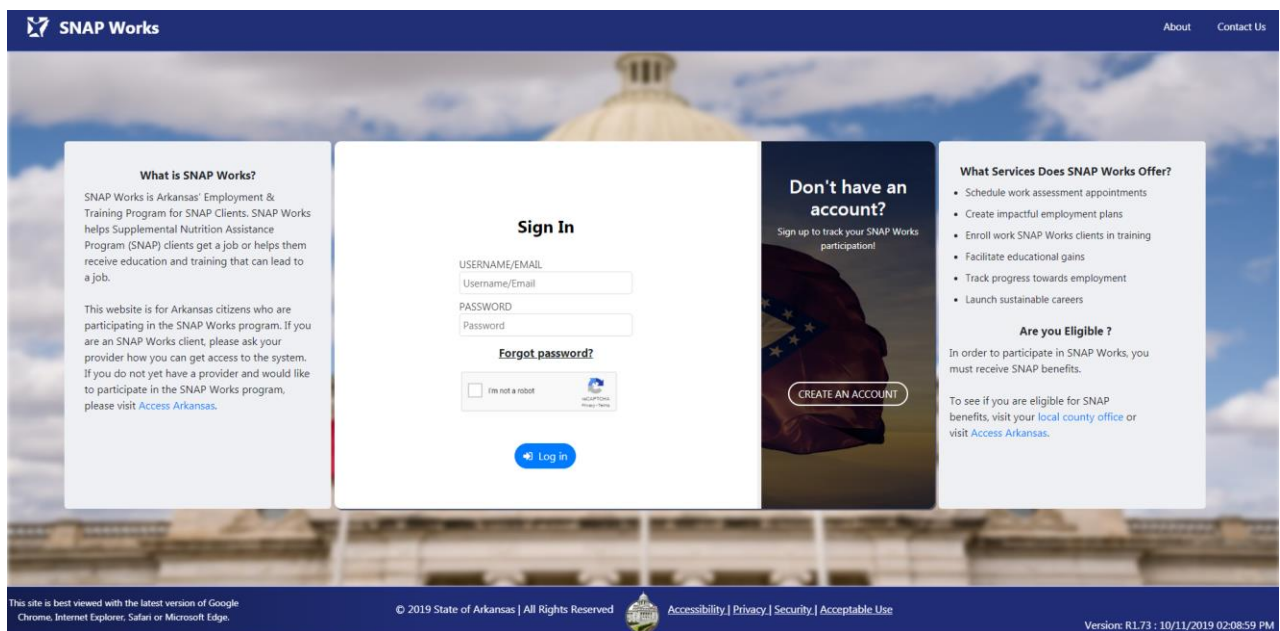
4.3   Controls

The following table details the controls that are present on the Sign In page. Each control includes a description and control type.

Controls	Description	Control Type
Username/Email	User enters their username or email address into this text box	Mandatory
Password	User enters their Password into this text box	Mandatory
Forgot Password	Hyperlink that navigates the user to the Password Reset page	Always enabled
Captcha	Checkbox with procedures to ensure the user is valid	Mandatory
Accessibility	Hyperlink that redirects the user to the Arkansas.gov Accessibility policy	Always enabled
Privacy	Hyperlink that redirects the user to the Arkansas.gov Privacy policy	Always enabled
Security	Hyperlink that redirects the user to the Arkansas.gov Security policy	Always enabled
Acceptable Use	Hyperlink that redirects the user to the Arkansas.gov Acceptable Use policy	Always enabled
Log In	Button that directs the user to multi-factor authentication screen	Mandatory
Multi-Factor Authentication	Text boxes in which the user must enter the multi-factor authentication code sent to the Citizen's email address	Mandatory
Submit	Button that submits the multi-factor authentication code and logs the user into the portal	Mandatory
Create an Account	Button that redirects the user to the Sign Up page	Always enabled
About	Hyperlink. Opens a pop-up with information about the SNAP Works program	Always enabled
Contact Us	Hyperlink. Navigates the user to the Contact Us page where they can view contact information for technical support and Provider and County Office contact information	Always enabled

4.4   User Actions

The following table details the actions that the user can take on the Provider Dashboard page. Each action includes a description.

User Action	Description
Log In	The user can log in by entering their username and password into the **Username** and **Password** text boxes, checking the captcha check

|	
	box, clicking the **Log In** button, entering the Multi-Factor Authentication code, and clicking **Submit**.
Forgot Password	If the user forgets their password, the user can click the **Forgot Password?** hyperlink, which will navigate them to the Reset Password page (described in section 5)
Navigate to Other Pages	The user can access the **About** and **Contact Us** pages by clicking the hyperlinks in the upper right-hand corner of the screen.

5 Forgot Password Page

5.1   Overview

In the event a user has forgotten the password for their account, the **SNAP Works Citizen Portal** Sign In page has a **Forgot Password?** button that will open a Reset Password pop-up window. Once the user enters their email address, a temporary password will be sent and will send a temporary password to the citizen's email address that can be used to create a new password.

5.2   Screenshot

Below is a screenshot of the Forgot Password page:
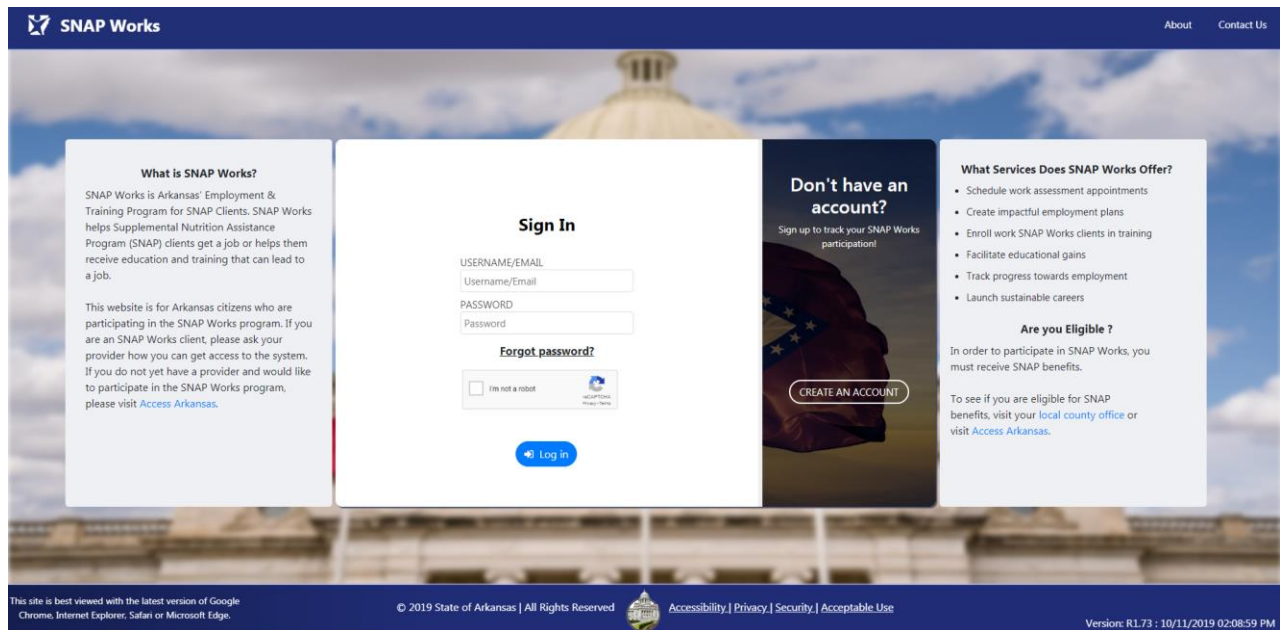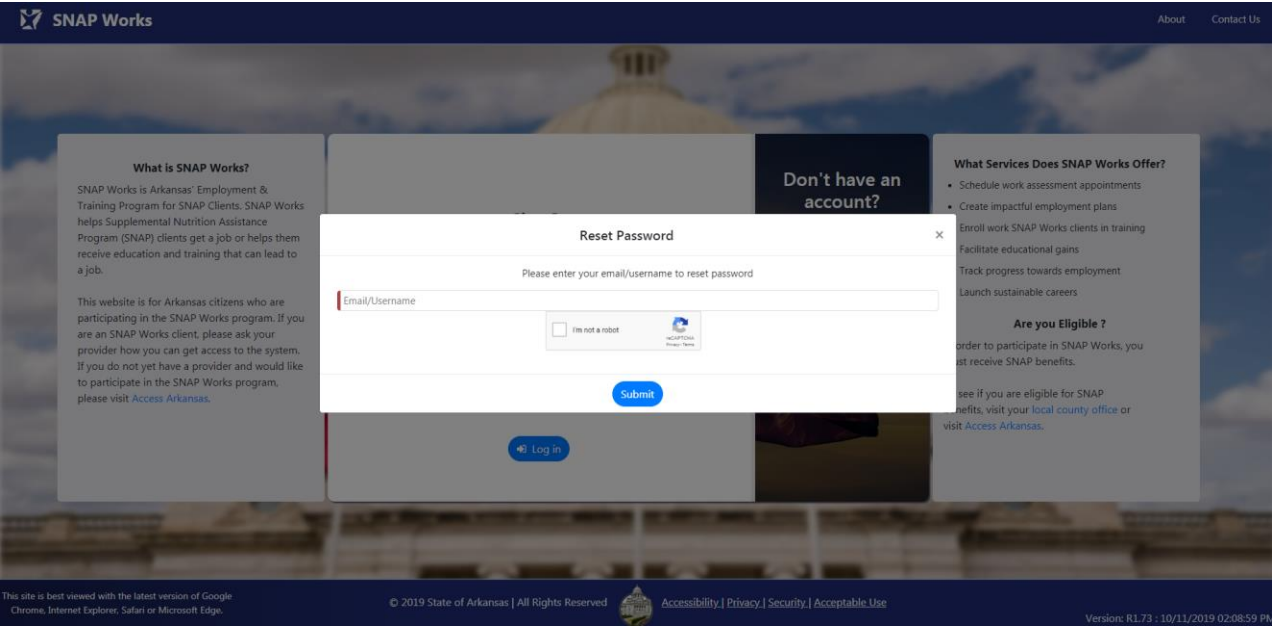
5.3   Controls

The following table details the controls that are present on the Forgot Password page. Each control includes a description and control type.

Controls	Description	Control Type
Email/Username	User enters their Email or Username into this text box	Mandatory
Captcha	Checkbox with procedures to ensure user is valid	Mandatory
Submit	Button. Submits the request to reset the user's password. An email containing a temporary password and login instructions will be sent to the user's email address	Mandatory

5.4   User Actions

The following table details the actions that the user can take on the Forgot Password page. Each action includes a description.

User Action	Description
Reset Password	The user can click the **Forgot Password?** Button in order to provide an email address to which a link will be provided and to enable the user to answer security questions to change the forgotten password.

6 About Page

6.1 Overview

The About page shows general information about the **SNAP Works** program and provides instructions for how to determine if the user is eligible for SNAP Works. The user can access the About page by clicking on *About* in the upper right-hand corner of the Log-In or Sign-Up page.

6.2 Screenshot

Below is a screenshot of the About page:
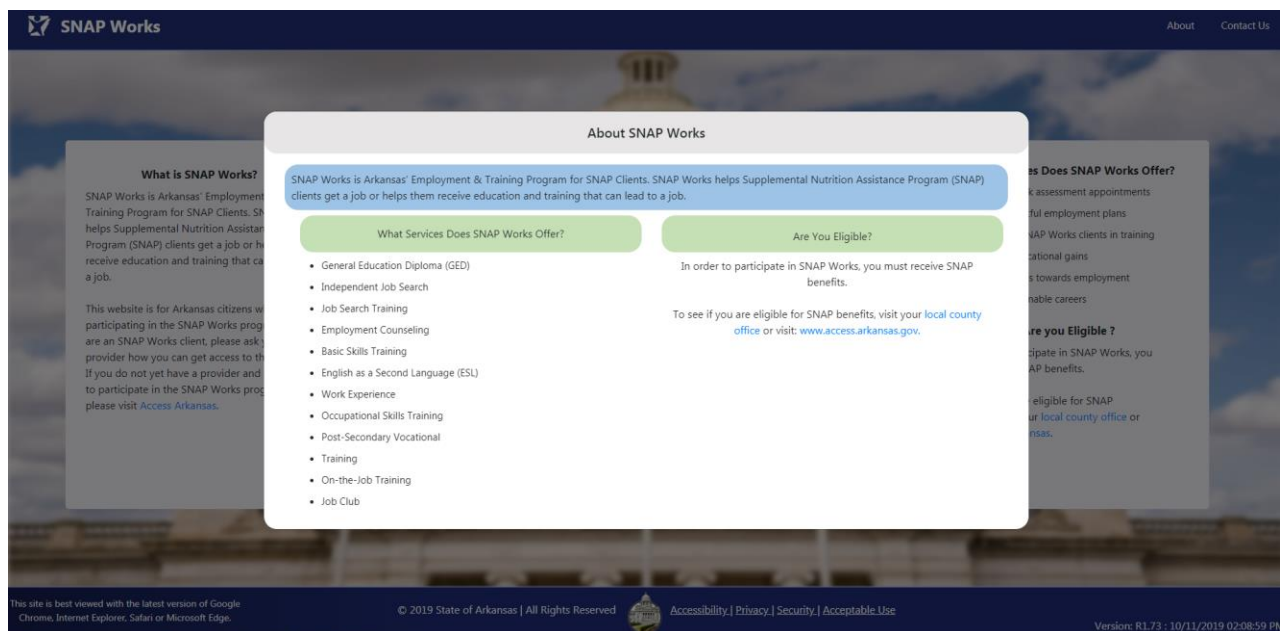
6.3 Controls

The following table details the controls that are present on the About page. Each control includes a description and control type.

Controls	Description	Control Type
About SNAP Works	Text displaying general information about SNAP Works and SNAP Works eligibility	Display only
Local County Office	Hyperlink. Directs the user to the Contact Us page	Always enabled
www.accessarkansas.gov	Hyperlink. Directs the user to the Access Arkansas website	Always enabled

6.4   User Actions

The following table details the actions that the user can take on the About page. Each action includes a description.

User Action	Description
Observe	The user can click the **About** link on the Log-In or Sign-Up pages to view general information about SNAP Works and SNAP Works eligibility.
Navigate to other destinations	The user can access the following destinations by visiting the About page and selecting the following hyperlinks: • Local County Office: Navigate to the Contact Us page • www.accessarkansas.gov: Navigate to the Access Arkansas website

7 Contact Us Page

7.1   Overview

The Contact Us page displays an interactive map of Arkansas counties and contact information for all Counties and Providers. The citizen will be able to select multiple counties by clicking the on-screen map or they can select a county from the **Choose a County** dropdown list. **County Contact Information** and **Provider Contact Information** sections will display contact information according to the selected counties.

7.2   Screenshot

Below is a screenshot of the Contact Us page:

7.3   Controls

The following table details the controls that are present on the Contact Us page. Each control includes a description and control type.

Controls	Description	Control Type
Choose a County	Dropdown list. Allows the user to select a single county to view County and Provider contact information	Always enabled
Arkansas Map	Interactive graphic. The citizen can select one or multiple counties on the map to show or hide County and Provider contact information	Always enabled
County Information Grid	Displays the contact information of the selected county office(s)	N/A

County	Displays the county name	Display only
County Office Address	Displays the county office address	Display only
County Office Phone Number	Displays the county office phone number	Display only
TDD Number	Displays the county office TDD number	Display only
Vertical Scrollbar	Enables the citizen to see the complete if the size of the grid is insufficient to display the information	Conditionally enabled
Provider Information Grid	Displays the contact information of the provider(s) who serve the selected county or counties	N/A
Provider Name	Displays the provider name	Display only
Provider Office Address	Displays the provider's office address	Display only
Provider Office Phone Number	Displays the provider' office phone number	Display only
Provider Email Address	Displays the provider's email address	Display only
Vertical Scrollbar	Enables the citizen to see the complete if the size of the grid is insufficient to display the information	Conditionally enabled

7.4   User Actions

The following table details the actions that the user can take on the Contact Us page. Each action includes a description.

User Action	Description
Navigation	To navigate to the Contact Us page, the user can access the page by any of the following methods: • Open the Citizen Portal Log In or Sign Up pages and click **Contact Us** in the top right hand corner • Log in to the *SNAP Works Citizen Portal* and click **Contact Us** in the global navigation menu
View County and Provider Contact Information	The user can view County and Provider contact information by any of the following methods: • Click the **Choose a County** dropdown list and select a county • Hover over the Arkansas county map and select one or more counties on the map County office contact information and the contact information of Providers serving the selected county or counties will display once selected.
Hide County and Provider Contact Information	The user can hide County and Provider contact information by any of the following methods: • If a county is selected in the **Choose a County** dropdown list: Click on the dropdown list to expand the list, click the 'Pick an Option' value and all County and Provider contact information will disappear

- If one or more counties are selected on the Arkansas county map: Click on the highlighted counties to deselect and hide County and Provider contact information

8 Dashboard Page

8.1   Overview

The Citizen Dashboard page is the "home" page when the user successfully logs into the ***SNAP Works*** application.

The Citizen Dashboard consists of the following five tiles:

- My Information
- Alerts
- Appointments
- Announcements
- Activity Hours

8.2   Screenshot

Below is screenshot of the Dashboard page:

8.3   Controls

The following table details the controls that are present on the Dashboard page. Each control includes a description and control type.

Controls	Description	Control Type
My Information	Tile. Displays the my information icon	Display only
View My Information	Button. When selected, the user is taken to the My Information page	Always enabled
Alerts	Displays the number of new alerts	Display only
View Alerts	Button. When selected, the user is taken to the My Alerts page	Always enabled
Appointments	Displays information about the citizen's upcoming appointment and is a hyperlink to the citizen's My Appointment page	Display only
View Appointments	Button. When selected, the user is taken to the My Appointments page	Always enabled
Announcements	Displays applicable read-only system wide announcements administrated by DHS	Display only
Activity Hours	The 'Participation Hours' Tile displays as a hyperlink to the citizen's Track Activity page and shows reported and required hours, as well as a green or red dot indicating if the Citizen has met their plan (green) or has not met their plan (red).	Display only
Report My Hours	Button. When selected, the user is taken to the My Activities page	Always enabled

8.4   User Actions

The following table details the actions that the user can take on the **Dashboard** page. Each action includes a description.

User Action	Description
Navigate	Upon clicking a tile, the Citizen shall be navigated to the corresponding pages as follows:

Button	Page
View My Information	My Information
View Alerts	My Alerts
View Appointments	My Appointments
Report My Hours	My Activities

Hover over Announcements	Upon hover of announcements, the tile will automatically scroll when the length of the announcements exceeds the tile size

9 My Information – Client Summary Page

9.1 Overview

The Client Summary page allows the user to view their personal and contact information. Information such as Name, Date of Birth, and Address will display per DHS records. The Citizen will have read-only view of this page.

> ***Tip:*** *If any of your Client Summary information is incorrect, contact your local County Office.*
> *County contact information can be found on the Contact Us Page.*

9.2 Screenshot

Below is a screenshot of the Client Summary page with three sections:

- Personal Information
- Contact Details
- Additional Contact Details

9.3 Controls

The following table details the controls that are present on the Client Summary page. Each control includes a description and control type.

Controls	Description	Control Type
Client Summary Grid	Grid that displays all information related to the user's SNAP case	N/A
First Name	Text box. Displays the current First Name of the user	Display only
Last Name	Text box. Displays the current Last Name of the user	Display only
Gender	Text box. Displays the Gender of the user	Display only
Social Security Number	Text box. Displays the Social Security Number (masked XXX-XX-####) of the user	Display only
Primary Language	Text box. Displays the Primary Language of the user	Display only
Date of Birth	Text box. Displays the Date of Birth of the user	Display only
Contact Details	Grid that displays the contact information related the user's SNAP case	N/A
Residential Phone	Text box. Displays the current Residential Phone Number of the user	Display only
Message Phone	Text box. Displays the current Message Phone Number of the user	Display only
Work Phone	Text box. Displays the current Work Phone Number of the user	Display only
Residential Address Line 1	Text box. Displays the current Residential Address Line 1 data of the user	Display only
Residential Address Line 2	Text box. Displays the current Residential Address Line 2 data of the user	Display only
Residential City	Text box. Displays the current Residential City of the user	Display only
Residential State	Text box. Displays the current Residential State of the user	Display only
Residential Zip	Text box. Displays the current Residential Zip Code of the user	Display only
Residential County	Text box. Displays the current Residential County of the user	Display only
Mailing Address Line 1	Text box. Displays the current Mailing Address Line 1 data of the user	Display only
Mailing Address Line 2	Text box. Displays the current Mailing Address Line 2 data of the user	Display only
Mailing City	Text box. Displays the current Mailing City of the user	Display only
Mailing State	Text box. Displays the current Mailing State of the user	Display only

Mailing Zip	Text box. Displays the current Mailing Zip Code of the user	Display only
Additional Contact Details Grid	Grid that displays any additional contact information captured by the Citizen's Provider. **NOTE:** Additional Contact Details may be empty if not recorded by the Provider.	N/A
Preferred Contact Method	Text Box. Displays the contact method preferred by the Citizen. Possible contact methods displayed here are: Email, In Person, Mail, Message Phone, Residential Phone, and Work Phone.	Display only
Email	Text Box. Displays the current email address of the user	Display only
Primary Language	Text Box. Displays the Primary Language for the user. Defaults to **English**	Display only
Secondary Language	Text Box. Displays the Secondary Language for the user	Display only
Opt In for Text Message Alerts	Text Box. Displays whether the Citizen has chosen to receive text message alerts	Display only
Tooltip	Hover or click on the 🛈 icon to display helpful information about the Client Summary page.	Always enabled

9.4   User Actions

The following table details the actions that the user can take on the My Information. Each action includes a description.

User Action	Description
View Help Information	The citizen can hover or click on the 🛈 icon to display helpful information about the Client Summary page in the tool tip.
View Social Security Number	The citizen can click on the Eye to view their complete SSN
Observe	Observe summary information associated to the citizen user

10 My Information – Household Summary Page

10.1 Overview

The Household Summary page can display a list of all the people that are in the SNAP household. The Citizen will have read-only view of this page.

10.2 Screenshot

Below is a screenshot of the Household Summary page:
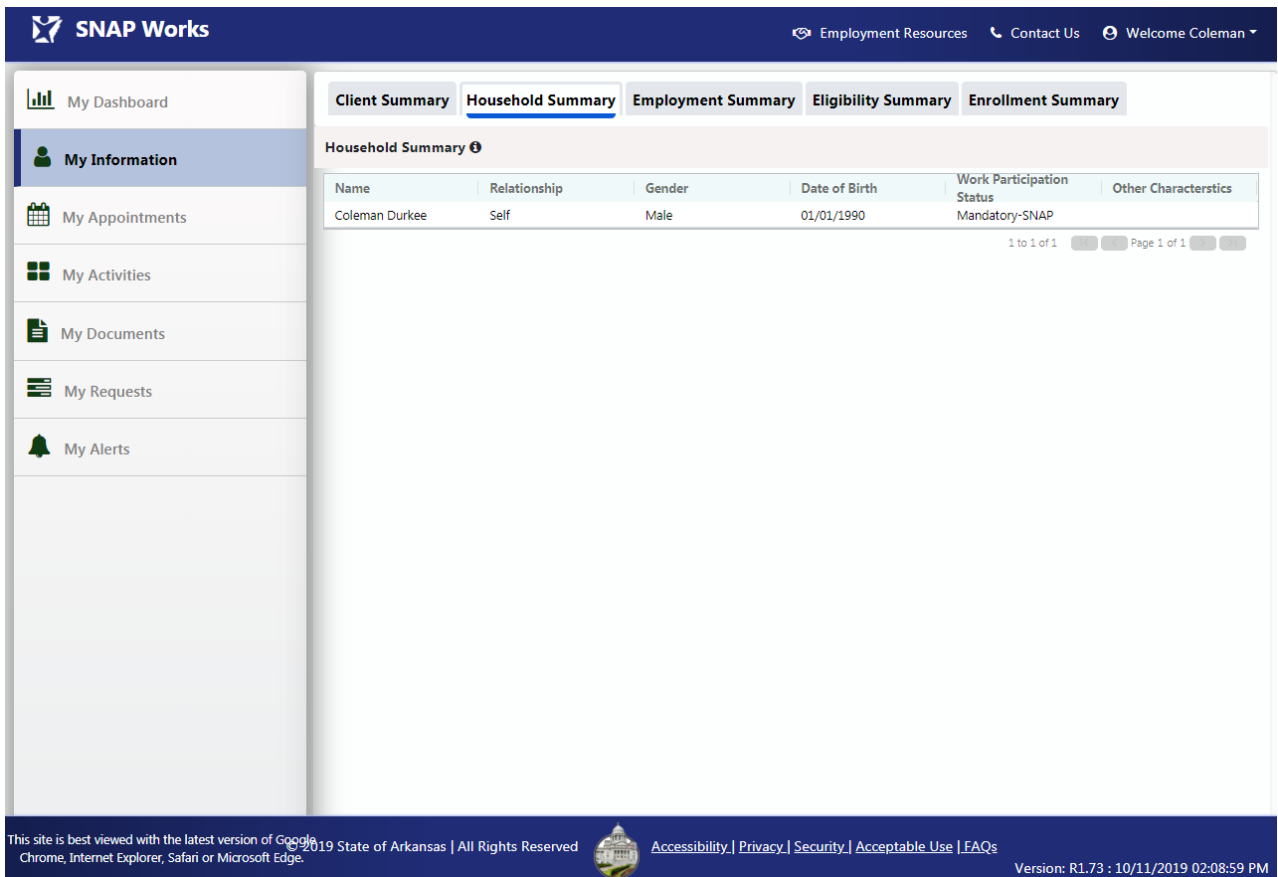
10.3 Controls

The following table details the controls that are present on the Household Summary page. Each control includes a description and control type.

Controls	Description	Control Type
Household Summary Grid	Grid that displays all household information related to the User's SNAP case	N/A
Name	Displays Name of individual(s) in the citizen household	Display only

Relationship	Displays Relationship of individual(s) in the citizen household	Display only
Gender	Displays Gender of individual(s) in the citizen household	Display only
Date of Birth	Displays Date of Birth of individual(s) in the citizen household	Display only
Work Participation Status	Displays Work Participation Status of individual(s) in the citizen household	Display only
Other Characteristics	Displays Other Characteristics of individual(s) in the citizen household	Display only
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Tooltip	Hover or click on the 🛈 icon to display helpful information about the Household Summary page	Always enabled

10.4 User Actions

The following table details the actions that the user can take on the My Information. Each action includes a description.

User Action	Description
Observe	Observe summary information associated to the citizen's household
View Help Information	The citizen can hover or click on the 🛈 icon to display helpful information about the Household Summary page in the tool tip.

11 My Information – Employment Summary Page

11.1 Overview

The Employment Summary page will display the Citizen's previous employment records on record in the State's eligibility system. The user will have read-only view of this page.

11.2 Screenshot

Below is a screenshot of the Employment Summary page:
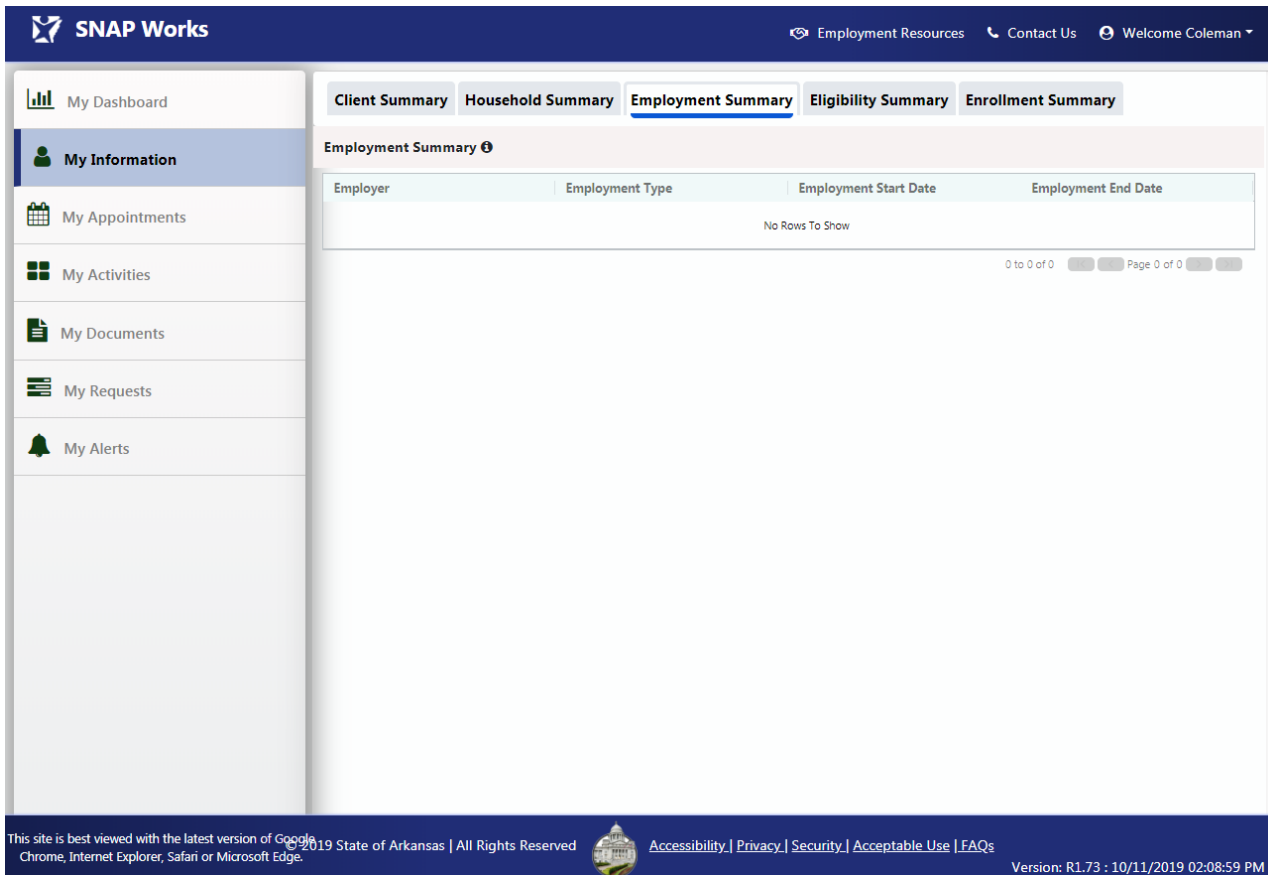
11.3 Controls

The following table details the controls that are present on the Employment Summary page. Each control includes a description and control type.

Controls	Description	Control Type
Employment Summary Grid	Grid that displays all employment information on record in the State's eligibility system	N/A
Employer	Displays the user's Employer	Display only
Employment Type	Displays the Employment Type of the citizen	Display only

Employment Start Date	Displays the user's Employment Start Date	Display only
Employment End Date	Displays user's Employment End Date	Display only
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Tooltip	Hover or click on the ⓘ icon to display helpful information about the Employment Summary page	Always enabled

11.4 User Actions

The following table details the actions that the user can take on the Employment Summary page. Each action includes a description.

User Action	Description
Observe	Observe summary information associated to the citizen's employment history.
View Help Information	The user can hover or click on the ⓘ icon to display helpful information about the Employment Summary page in the tool tip.

12 My Information – Eligibility Summary Page

12.1 Overview

The Eligibility Summary page displays information related to the user's SNAP eligibility. This page displays the eligibility records and SNAP benefit information on file with DHS. The Citizen will have read-only view of this page.

12.2 Screenshot

Below is a screenshot of the Eligibility Summary page:

12.3 Controls

The following table details the controls that are present on the Eligibility Summary page. Each control includes a description and control type.

Controls	Description	Control Type
Eligibility Summary Grid	Grid that displays all eligibility information related to the user's SNAP case	N/A
Program Type	Name of the Program the user is enrolled into **SNAP Works** through	Display only

ABA Months	Number of Able-Bodied Adults month count in **SNAP Works**. No data will display in this field for Volunteers	Display only
Certification Period Dates	The Begin and Ending Dates that the User is currently certified. Format **mm/dd/yyyy – mm/dd/yyyy**	Display only
Benefit Amount	The amount of SNAP benefits that the User currently receives	Display only
Service County	The county in which the User is receiving their SNAP Assistance through. The Service County and the County that the User lives in may not match	Display only
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Tooltip	Hover or click on the icon to display helpful information about the Eligibility Summary page	Always enabled

12.4 User Actions

The following table details the actions that the user can take on the Eligibility Summary page. Each action includes a description.

| User Action	Description
Observe	Observe summary information associated to the citizen's eligibility history
View Help Information	The user can hover or click on the icon to display helpful information about the Eligibility Summary page in the tool tip.

13 My Information – Enrollment Summary Page

13.1 Overview

The Enrollment Summary page will display the citizen's SNAP Works case information to show overall progress corresponding to the citizen's records. The Citizen will have read-only view of this page.
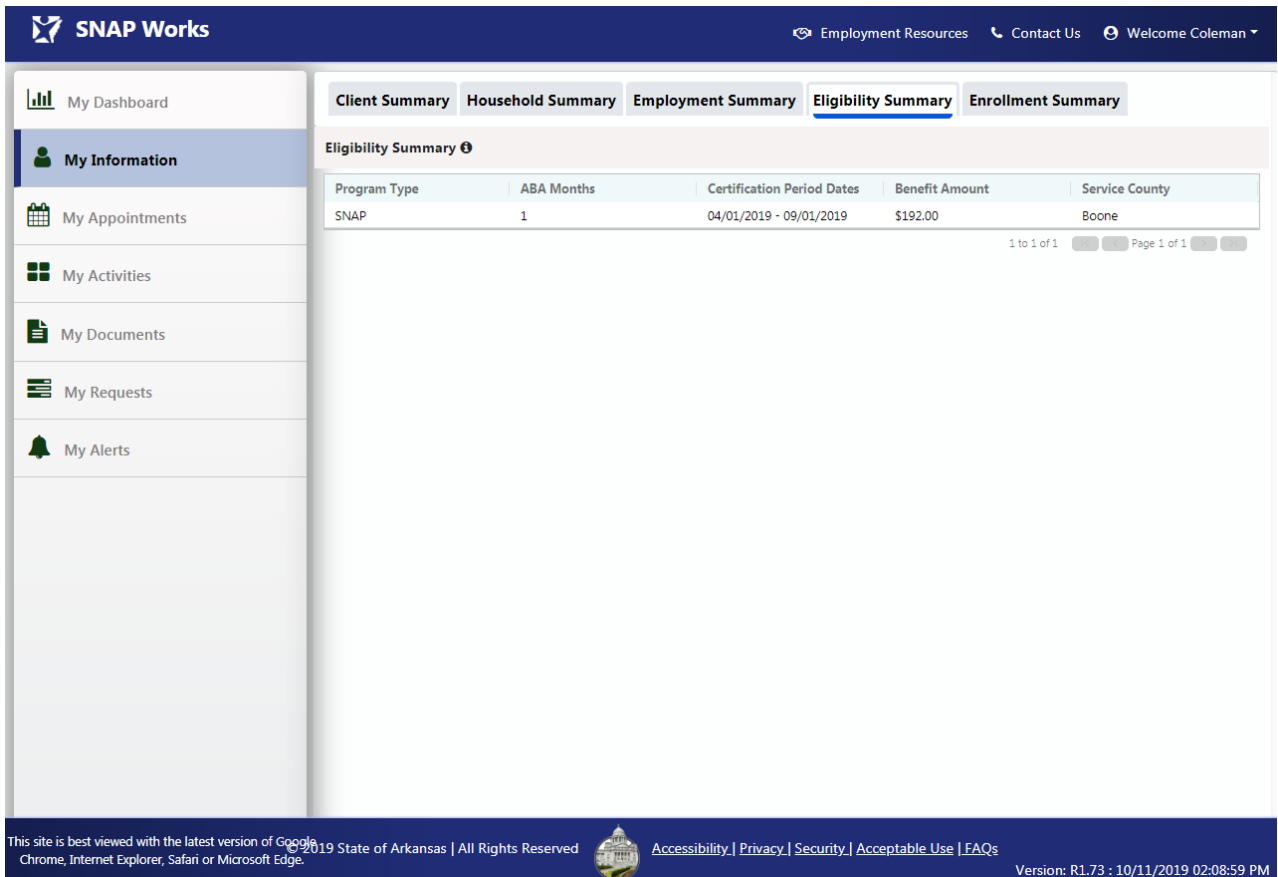
13.2 Screenshot

Below is a screenshot of the Enrollment Summary page:
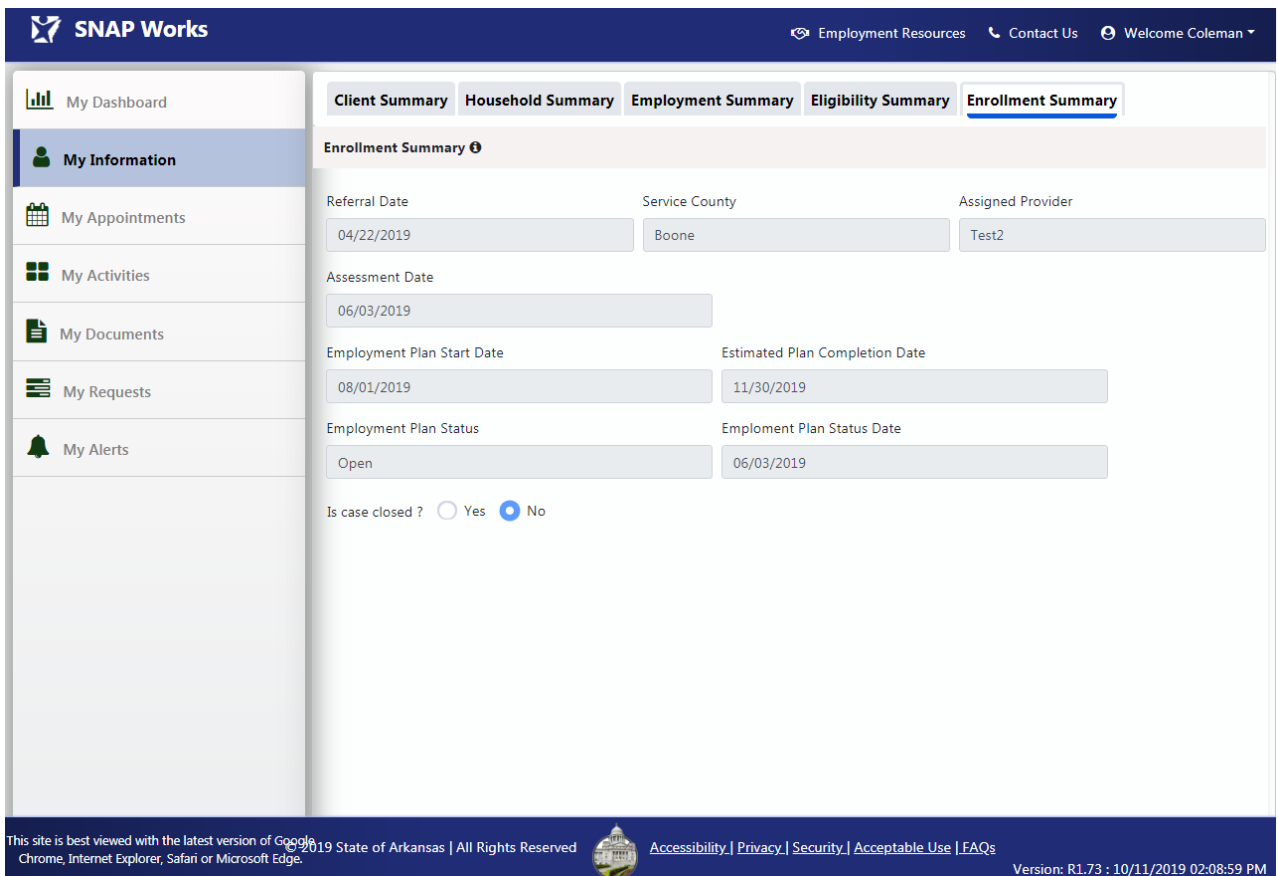
13.3 Controls

The following table details the controls that are present on the My Information page. Each control includes a description and control type.

Controls	Description	Control Type
Referral Date	Text box. Displays the date the most recent referral was received	Display only

Assigned Provider	Text box. Displays the provider assigned to the citizen	Display only
Assessment Date	Text box. Displays the most recent Assessment Date. If an Assessment has not been conducted, the field will be blank	Display only
Employment Plan Start Date	Text box. Displays the most recent Employment Plan's Start Date. If an Employment Plan has not been created, the field will be blank	Display only
Estimated Plan Completion Date	Text box. Displays the most recent Employment Plan's Estimated Completion Date. If an Employment Plan has not been created, the field will be blank	Display only
Employment Plan Status	Text box. Displays the most recent Employment Plan's Status. If an Employment Plan has not been created, the field will be blank	Display only
Employment Plan Status Date	Text box. Displays the date the Employment Plan's Status was set. If an Employment Plan has not been created, the field will be blank	Display only
Is case closed?	Radio buttons. Displays either as open or closed based upon the status of the case	Display only
Tooltip	Hover or click on the 🛈 icon to display helpful information about the Enrollment Summary page	Always enabled

13.4 User Actions

The following table details the actions that the user can take on the My Information. Each action includes a description.

| User Action	Description
Observe	Observe summary information associated to the citizen's enrollment history.
View Help Information	The citizen can hover or click on the 🛈 icon to display helpful information about the Enrollment Summary page in the tool tip.

14 My Appointments Page

14.1 Overview

The My Appointments page displays a list of all the Appointments, both past and future, that have been scheduled for a user. Details including indications as to whether the Citizen attended the meeting are included.

14.2 Screenshot

Below is a screenshot of the My Appointments page.
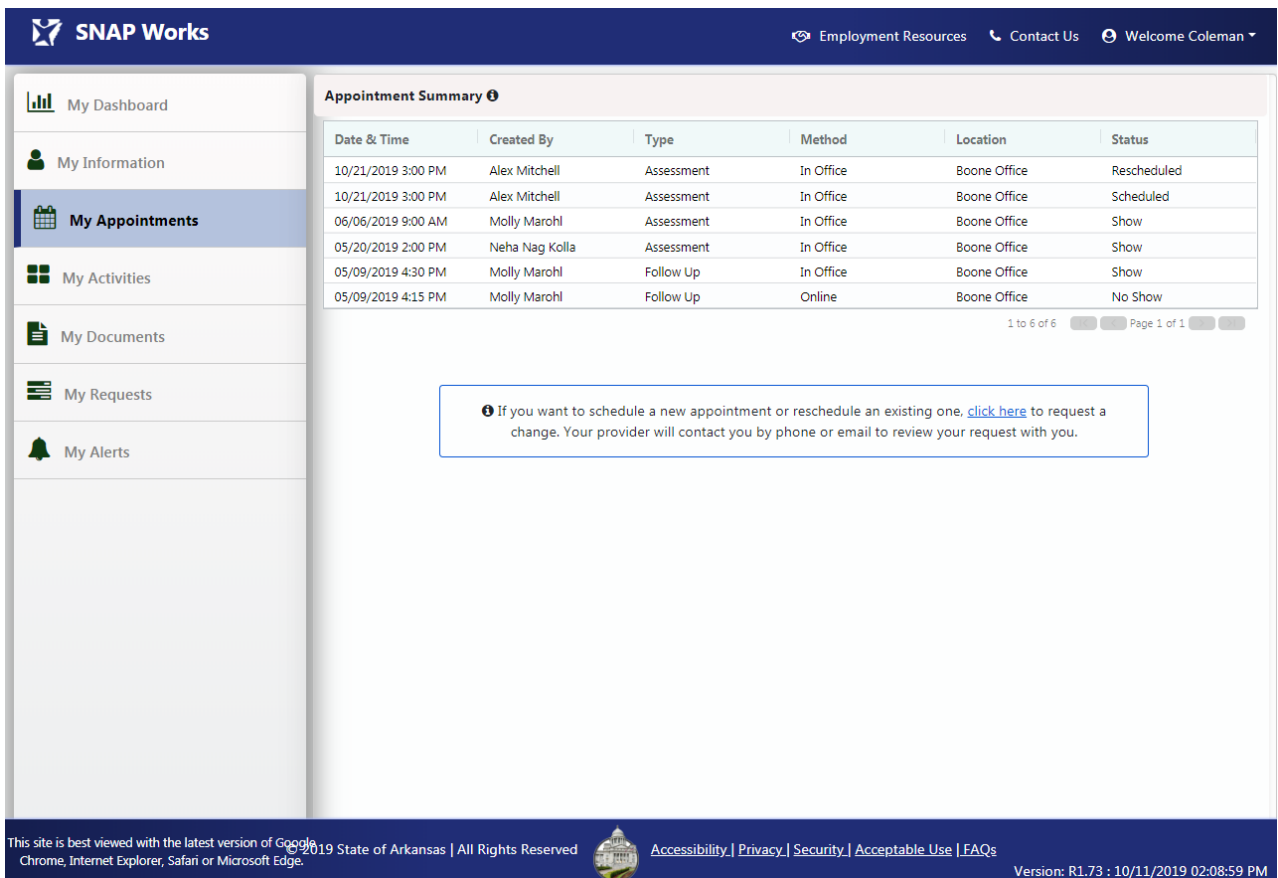
14.3 Controls

The following table details the controls that are present on the My Appointments page. Each control includes a description and control type.

Controls	Description	Control Type
My Appointments Grid	Grid that displays appointment information related to the User's SNAP case	N/A
Appointment Date & Time	Displays the Date and Time of the scheduled appointment	Display only

Appointment Created By	Displays the name of the person who created the Appointment record	Display only
Appointment Type	Displays the type of appointment	Display only
Appointment Method	Displays the method of how the appointment was intended to be conducted	Display only
Appointment Location	Displays the location of the appointment	Display only
Appointment Status	Displays the status of the appointment	Display only
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Tooltip	Hover or click on the ⓘ icon to display helpful information about the Appointments page	Always enabled
Instruction Text	Describes how to schedule or re-schedule an appointment with the Citizen's Provider with a hyperlink to the My Requests page.	Always enabled

14.4 User Actions

The following table details the actions that the user can take on the My Appointments page. Each action includes a description.

| User Action	Description
Observe	Observe information associated to the citizen's appointment history.
View Help Information	The citizen can hover or click on the ⓘ icon to display helpful information about the My Appointments page in the tool tip.
Navigate	Click the **Click Here** hyperlink to access the My Requests page to request a new appointment or re-schedule an existing appointment.

15 My Activities – Track Activity Page

15.1 Overview

The My Activities - Track Activity page enables a Citizen to view the Components they are enrolled in and the hours they are required to complete. The citizen can report their completed hours and submit them to their Provider for verification.

> **TIP:** When the activities are ready to be entered for the month, you must click the **Submit** button and **Confirm** to submit the hours to your Provider for review.
> *Note that hours will not be able to be edited once Submitted.*

15.2 Screenshot

Below is a screenshot of the My Activities – Track Activity page:

15.3 Controls

The following table details the controls that are present on the My Activities – Track Activity page. Each control includes a description and control type.

Controls	Description	Control Type
Month	Dropdown list. Always the user to be able all open months or a specific month related to the selected Employment Plan. Defaults to *All Open*	Always enabled
Track Activity Grid	Displays a grid of the activities for the selected Employment Plan	N/A
Month	Displays the Month and Year of the activity	Display only
Activity	Displays the name of the activity	Display only
Required Hours	Displays the number of Authorized Hours that have been assigned to the activity	Display only
Reported Hours	Display the number of Reported Hours that have been assigned to the activity	Display only
Verified Hours	Display the number of Verified Hours that have been assigned to the activity	Display only
Submit	Button that enables the citizen to submit their hours to their Provider. Once submitted, the Track Activity Grid will become read-only	Conditionally enabled
Save	Button that enables the citizen to save their hours prior to submitting	Conditionally enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Tooltip	Hover or click on the ℹ️ icon to display helpful information about the Track Activity page	Always enabled

15.4 User Actions

The following table details the actions that the user can take on the My Activities – Track Activity page. Each action includes a description.

User Action	Description
Observe	Observe information associated to the citizen's tracked activities
View Help Information	The citizen can hover or click on the ℹ️ icon to display helpful information about the Track Activity page in the tool tip.
Report Activity Hours	The citizen can enter their completed activity hours and click the Save button to save the hours. When the citizen is ready to submit their completed activity hours to their Provider, the citizen can click the **Submit** button. Once submitted, the Provider will verify that the citizen completed the hours reported and that verification will appear in the **Verified Hours** column.

16 My Activities – Volunteer Page

16.1 Overview

The My Activities - Volunteer page will display a participant's Volunteer (also know as Comparable Workfare) information, if applicable. The Citizen will be able to see their previously recorded Volunteer activities, record new Volunteer activity by clicking on the Add New button, and upload documents related to Volunteer activities on this page.

> **TIP:** If a Citizen is a Volunteer only, the left navigation options will be limited to only:
> - My Dashboard
> - My Information
> - My Activities
> - My Documents
> - My Alerts

16.2 Screenshot

Below is a screenshot of the My Activities – Volunteer page (upon clicking the **Add New** button).
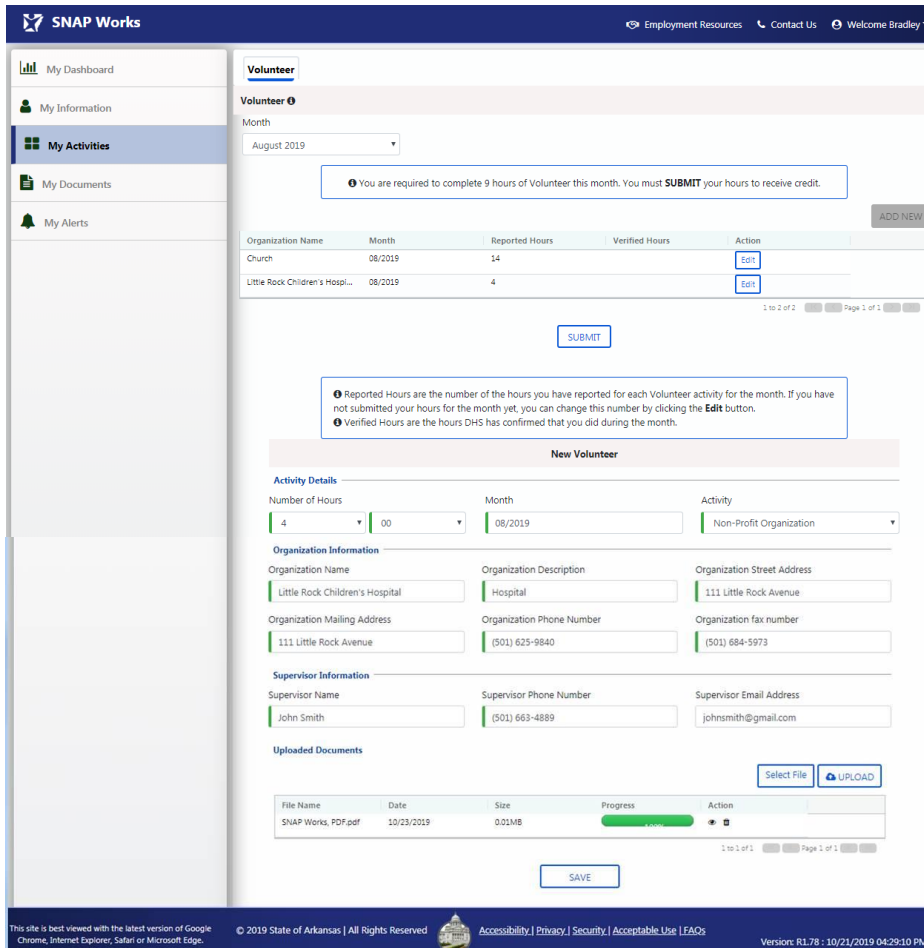
16.3 Controls

The following table details the controls that are present on the My Activities – Volunteer page. Each control includes a description and control type.

Controls	Description	Control Type
Volunteer Grid	Displays a grid of the hours reported and verified for organization(s) during the selected period.	N/A
Number of Hours	Dropdown for entry of the number of hours reported by the citizen	Mandatory
Number of Minutes	Dropdown for entry of a partial hour of activity reported by the citizen	Mandatory
Month	Text box. Allows the user to enter month and year for the Comparable Workfare being reported. Format: mm/yyyy	Mandatory
Activity	Dropdown. Allows the user to specify the type of Comparable Workfare Activity being reported.	Mandatory
Organization Name	The name of the organization for which a citizen documents Comparable Workfare.	Display only
Month	The month for which Comparable Workfare is *Reported* or *Verified*	Display only
Reported Hours	Displays the number of hours that the citizen is reporting as completed during a given month	Display only
Verified Hours	Displays the number of hours that the Service Provider has verified as having been completed by the citizen during the given month	Display only
View	Button. Opens a read-only version of the record	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 uploaded documents	Conditionally enabled
Add New	Add New Button can be clicked to display fields for the citizen to document Comparable Workfare information	Always enabled
Organization Name	The name of the organization reported by the citizen for which Comparable Workfare is being documented	Mandatory
Organization Description	The description of the organization reported by the citizen for which Comparable Workfare is being documented	Mandatory
Organization Street Address	The street address of the organization reported by the citizen for which Comparable Workfare is being documented	Mandatory
Organization Mailing Address	The mailing address of the organization reported by the citizen for which Comparable Workfare is being documented	Mandatory
Organization Phone Number	The phone number of the organization reported by the citizen for which Comparable Workfare is being documented	Mandatory

Organization Fax Number	The fax number of the organization reported by the citizen for which Comparable Workfare is being documented	Mandatory
Supervisor Name	The supervisor name reported by the citizen for which Comparable Workfare is being documented	Mandatory
Supervisor Phone Number	The supervisor phone number reported by the citizen for which Comparable Workfare is being documented	Mandatory
Supervisor Email Address	The supervisor email address reported by the citizen for which Comparable Workfare is being documented	Mandatory
Uploaded Documents Grid	Grid that displays the documents that were previously uploaded **NOTE:** Documents must be PDF, PNG, or JPG file types to be uploaded	N/A
File Name	Displays the name of the file that was uploaded	Display only
Date	Displays the date of the document upload	Display only
Size	Displays the size of the uploaded document	Display only
Progress	Displays the status of the upload progress	Display only
View	Button. Opens a read-only version of the uploaded document	Always enabled
Delete	Button. Deletes the document from the Upload Documents Grid	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Save	Button. Validates the fields have been documented and records the entry	Conditionally enabled
Tooltip	Hover or click on the 🛈 icon to display helpful information about the Volunteer page	Always enabled

16.4 User Actions

The following table details the actions that the user can take on the My Activities – Comparable Workfare page. Each action includes a description.

User Action	Description
Add Volunteer Information	The citizen can add information into the Volunteer grid by clicking the Add New button, documenting the mandatory fields, and then by clicking the **Save** button
View Help Information	The citizen can hover or click on the 🛈 icon to display helpful information about the Volunteer page in the tool tip.
Select and Upload File	The citizen can upload a document by clicking the **Select File** Button, choosing the file intended for upload, and then by clicking the **Upload** Button

Download File	The citizen can download previously uploaded documents by clicking the Eye button for the corresponding document

17 My Documents – Documents Page

17.1 Overview

The Documents page will enable the citizen to upload and view pertinent information for their case. The user may select the following types of documents for upload:

- Employment Plan
- Certifications
- Test Scores
- Comparable Workfare
- Good Cause/Exemption
- Reimbursement Information
- Other

> **TIP:** Documents must be PDF, PNG, or JPG file types to be uploaded.

17.2 Screenshot

Below is a screenshot of the Documents page.

17.3 Controls

The following table details the controls that are present on the My Documents page. Each control includes a description and control type.

Controls	Description	Control Type
Documents Grid	Displays a grid of uploaded documents applicable for the citizen	N/A
Document ID	Displays the system generated ID for the uploaded document	Display only
Document Type	Displays the type of document specified during the upload process	Display only
Uploaded Date	Displays the date of the document upload	Display only
Uploaded By	Displays the name of the document uploader	Display only
View	Button. Allows the user to download and view the uploaded document	Always enabled
Delete	Button. Allows the user to delete an uploaded document	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Do you have a document to upload?	Radio buttons. Selecting Yes allows the citizen to proceed with steps to complete an upload	Always enabled
Document Type	Dropdown the citizen can use to specify the type of document being uploaded	Conditionally enabled
File Upload Grid	Grid that displays the documents for upload	N/A
File Name	Displays the name of the file that was uploaded	Display only
Size	Displays the size of the document	Display only
Progress	Displays the status of the upload progress	Display only
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Select File	Button. Opens the computer's file browser to select the file that is intended for upload	Conditionally enabled
Upload	Button. Uploads the file to the SNAP Works system	Conditionally enabled
Tooltip	Hover or click on the ⓘ icon to display helpful information about the Documents page	Always enabled

17.4 User Actions

The following table details the actions that the user can take on the My Documents page. Each action includes a description.

User Action	Description

Upload Document	The citizen can upload a document by clicking on the "Yes" radio button in response to the question "Do you have a document to upload?" Then, the user will click the **Select File** button, choose the corresponding document, and click the **Upload** button. A pop-up message will display asking the user to confirm their document upload. If confirmed, the document will be successfully uploaded.
Download File	The citizen can download previously uploaded documents by clicking the **View** button for the corresponding document.
Delete File	The citizen can delete previously uploaded documents by clicking the **Delete** button for the corresponding document.
View Help Information	The citizen can hover or click on the icon to display helpful information about the Documents page in the tool tip.

18 My Documents – Notices Page

18.1 Overview

The Notices page will allow Citizens to view and print informative system generated notices regarding appointments, Good Cause decisions, etc.

18.2 Screenshot

Below is a screenshot of the Notices page:
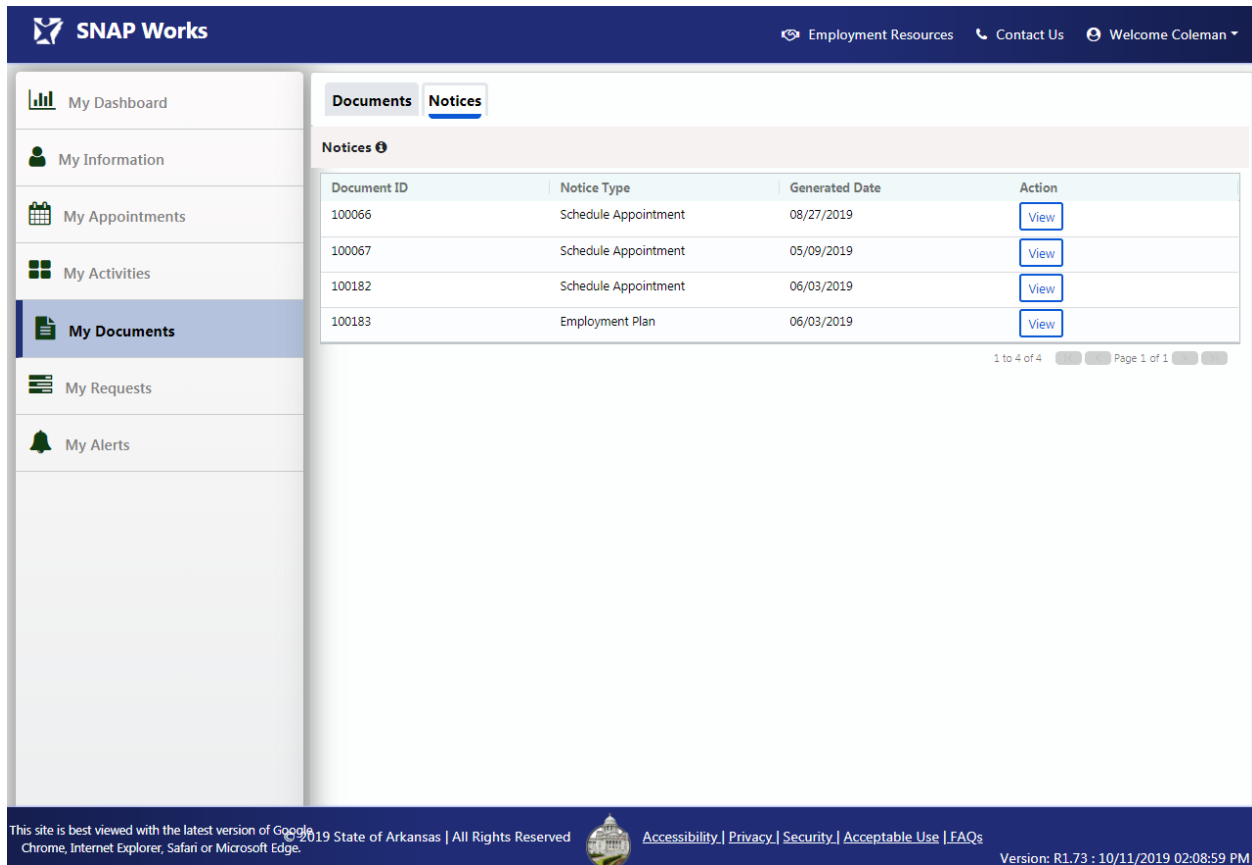
18.3 Controls

The following table details the controls that are present on the My Requests page. Each control includes a description and control type.

Controls	Description	Control Type
Notices Grid	Displays a grid of system generated notices applicable to the citizen	N/A
Document ID	Displays the system generated ID of the notice	Display only
Notice Type	Displays the type of notice (Appointment, Good Cause Decision, etc.)	Display only

Generated Date	Displays the date the notice was created	Display only
View	Button. Allows the user to view a read-only version of the notice	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Tooltip	Hover or click on the ⓘ icon to display helpful information about the Notices page	Always enabled

18.4 User Actions

The following table details the actions that the user can take on the My Requests page. Each action includes a description.

| User Action	Description
View Notice	The citizen can click on the View button corresponding to a notice to view a read-only version of it
View Help Information	The citizen can hover or click on the ⓘ icon to display helpful information about the Notices page in the tool tip.

19 My Requests Page

19.1 Overview

The My Requests page shows all Appointment, Good Cause, and Exemption requests submitted by the Citizen in the *SNAP Works Citizen Portal*. Clicking **Create New Request** will allow a citizen to *request an Appointment, Good Cause, or Exemption*. In the event there is already an upcoming appointment scheduled, the Citizen may request to re-schedule the appointment on the My Requests page.

19.2 Screenshot

Below are three screenshots of the My Requests page:

SNAP Works

- 📊 My Dashboard
- 👤 My Information
- 🗓 My Appointments
- ▦ My Activities
- 📄 My Documents
- ☰ **My Requests**
- 🔔 My Alerts

Create New Request ℹ

Request Type

- ⦿ Appointment
- ○ Good Cause / Exemption

Request Status
Not Submitted

> ℹ **Your next appointment is Monday 3:00 PM 10/21/2019.** If you want to schedule a new appointment or reschedule an appointment, update the box below with when you want to schedule or reschedule your appointment. Your provider will contact you by phone or email about your request.

Notes

I would like to request to reschedule my appointment to 4:00 PM on 10/21/2019.

78/4000 Characters

SUBMIT

SNAP Works

- 📊 My Dashboard
- 👤 My Information
- 🗓 My Appointments
- ▦ My Activities
- 📄 My Documents
- ☰ **My Requests**
- 🔔 My Alerts

Create New Request ℹ

Request Type

- ○ Appointment
- ⦿ Good Cause / Exemption

Request Status
Not Submitted

> ℹ Reasons you can request Good Cause include Illness, Injury, Lack of child care, Lack of transportation, Other
>
> ℹ Exemptions are life situations that mean you may not have to do or report activities. Those include Pregnancy, Physically/mentally Unfit for employment, Disabled, Drug/Alcohol Rehab program, Homeless, Over age 50 or older, Child in the home under 18

Month	Reason	Potential Outcome:
08/2019	Injury ▾	Good Cause

Notes

Injured in a car accident. Cannot work for 3 weeks.

51/4000 Characters

SUBMIT

54

19.3 Controls

The following table details the controls that are present on the My Requests page. Each control includes a description and control type.

Controls	Description	Control Type
Requests Grid	Displays a grid of requests completed	N/A
Request Type	Displays as either "Appointment" or "Good Cause / Exemption" based on the selection during the creation of the request	Display only
Requested Date	Displays the date the request was created	Display only
Request Status	Displays the status of the request to indicate whether it is pending or completed	Display only
View	Button. Allows the user to view a read-only version of the notice	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Create New Request	Button. Used to start a new "Appointment" or "Good Cause / Exemption" Request	Always enabled
Request Type	Radio Buttons. Select "Appointment" or "Good Cause / Exemption" to specify the type of request	Conditionally enabled
Month	Enables the citizen to specify the date. Format: mm/yyyy	Mandatory
Reason	Dropdown list. Enables the citizen to specify the request reason	Mandatory
Notes	Text box. Enables the citizen to enter the detailed information applicable to the request	Mandatory
Submit	Button. Saves the request and submits the requests to the Provider or DHS Worker **NOTE:** All mandatory fields must be entered to submit the reqeust	Conditionally enabled
Tooltip	Hover or click on the ⓘ icon to display helpful information about the My Requests page	Always enabled

19.4 User Actions

The following table details the actions that the user can take on the My Requests page. Each action includes a description.

User Action	Description
View existing request	The citizen can view a read-only version of a request by clicking on the View button corresponding to the request in the My Requests table

Create New Request	The citizen can create a new request by clicking on the **Create New Request** button, documenting the applicable request details, and clicking on the **Submit** button
View Help Information	The citizen can hover or click on the ⓘ icon to display helpful information about the My Requests page in the tool tip.

20 My Alerts – New Alerts Page

20.1 Overview

Informational Alerts about New Notices, Reimbursements, Exemption, Good Cause, and Activity Hours will display on the Citizen's My Alerts page. Each Alert will have an **Acknowledge** button and a **Go To** button. The user will click the **Acknowledge** button to acknowledge the Alert and delete the Alert from the page and will click the **Go To** button to navigate to the corresponding page in the *SNAP Works Citizen Portal* to view more details.

The possible alerts types that may appear on this page include:
- New Notice Alert
- Reimbursement Alert
- Exemption Decision Alert
- Good Cause Decision Alert
- Hours Denied Alert

20.2 Screenshot

Below is a screenshot of the My Alerts page.

20.3 Controls

The following table details the controls that are present on the My Alerts page. Each control includes a description and control type.

Controls	Description	Control Type
Alerts Summary Grid	Displays a grid of alerts not yet acknowledged by the citizen	N/A
Date	Displays the date an alert was invoked	Display only
Description	Displays information regarding the type of alert	Display only
Acknowledge	Button. Displayed in the action column to enable a user to acknowledge the corresponding alert	Always enabled
Go To	Button. Displayed in the action column to enable a user to go to the page in the **SNAP Works Citizen Portal** corresponding to the selected alert	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Acknowledge All	Button. Enables the user to acknowledge all alerts currently visible in the grid	Always enabled
Tooltip	Hover or click on the ⓘ icon to display helpful information about the New Alerts page	Always enabled

20.4 User Actions

The following table details the actions that the user can take on the My Alerts page. Each action includes a description.

User Action	Description
Observe	The citizen can view any alerts that have not yet been acknowledged
Acknowledge Alert	The citizen can acknowledge a specific alert by clicking on the **Acknowledge** button in the action column corresponding to the alert record
Go To Alert	The citizen can select **Go To** on any alert to navigate to the alert's corresponding page in order to view more information about the alert. Each alert will navigate the user to the pages as shown below: <table><tr><td>**Alert**</td><td>**Page**</td></tr><tr><td>New Notice Alert</td><td>My Documents – Notices page</td></tr><tr><td>Reimbursement Alert</td><td>My Requests page</td></tr><tr><td>Exemption Decision Alert</td><td>My Requests page</td></tr><tr><td>Good Cause Decision Alert</td><td>My Requests page</td></tr><tr><td>Hours Denied Alert</td><td>My Activities page</td></tr></table>
Acknowledge All	The citizen can acknowledge all alerts currently displayed in the grid by clicking on the **Acknowledge All** button
View Help Information	Hover or click on the ⓘ icon to display helpful information about the New Alerts page

21 My Alerts – Alert History Page

21.1 Overview

Informational Alerts about New Notices, Reimbursements, Exemption, Good Cause, and Hours that have been previously acknowledged will display on the Citizen's My Alerts page. Each Alert will have a **Go To** button. The user will click the **Go To** button to navigate to the corresponding page in the *SNAP Works Citizen Portal* to view more details.
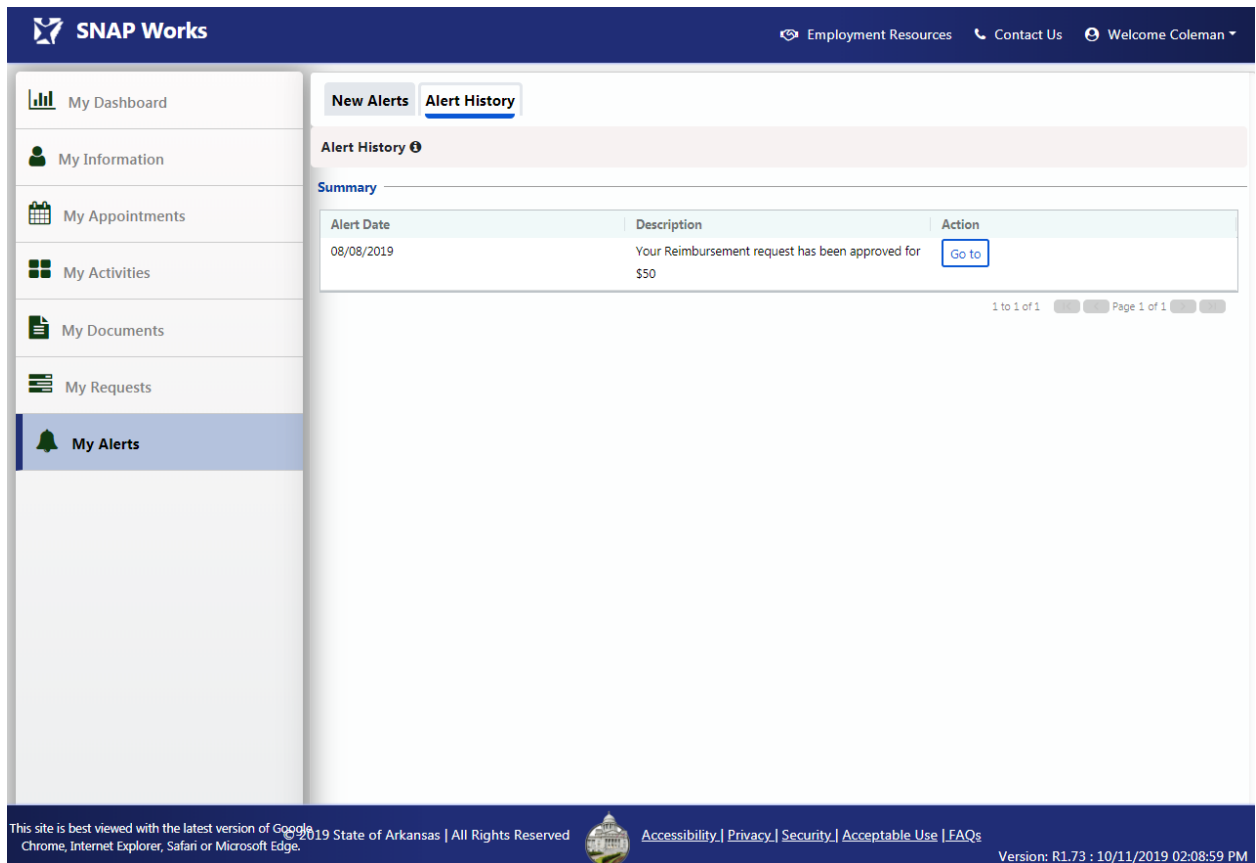
The possible alerts types that may appear on this page include:
- New Notice Alert
- Reimbursement Alert
- Exemption Decision Alert
- Good Cause Decision Alert
- Hours Denied Alert

> **Tip:** *Acknowledged alerts will be automatically deleted from the Alert History page after 90 days.*

21.2 Screenshot

Below is a screenshot of the Alerts History page.

21.3 Controls

The following table details the controls that are present on the My Alerts page. Each control includes a description and control type.

Controls	Description	Control Type
Alerts Summary Grid	Displays a grid of alerts not yet acknowledged by the citizen	N/A
Date	Displays the date an alert was invoked	Display only
Description	Displays information regarding the type of alert	Display only
Go To	Button. Displayed in the action column to enable a user to go to the page in the **SNAP Works Citizen Portal** corresponding to the selected alert	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled
Acknowledge All	Button. Enables the user to acknowledge all alerts currently visible in the grid	Always enabled
Tooltip	Hover or click on the ❶ icon to display helpful information about the Alert History page	Always enabled

21.4 User Actions

The following table details the actions that the user can take on the My Alerts page. Each action includes a description.

User Action	Description
Observe	The citizen can view any alerts that have not yet been acknowledged
Acknowledge Alert	The citizen can acknowledge a specific alert by clicking on the **Acknowledge** button in the action column corresponding to the alert record
Go To Alert	The citizen can select **Go To** on any alert to navigate to the alert's corresponding page in order to view more information about the alert. Each alert will navigate the user to the pages as shown below: <table><tr><td>**Alert**</td><td>**Page**</td></tr><tr><td>New Notice Alert</td><td>My Documents – Notices page</td></tr><tr><td>Reimbursement Alert</td><td>My Requests page</td></tr><tr><td>Exemption Decision Alert</td><td>My Requests page</td></tr><tr><td>Good Cause Decision Alert</td><td>My Requests page</td></tr><tr><td>Hours Denied Alert</td><td>My Activities page</td></tr></table>
View Help Information	Hover or click on the ❶ icon to display helpful information about the Alert History page

22 Surveys Page

22.1 Overview

Citizens can take surveys distributed by SNAP Works System Administrators on the Survey page. When there is a survey available, the Survey tab will display in the Left Navigation menu. The Survey tab will disappear from the menu when there is not a survey available.

22.2 Screenshot

Below is a screenshot of the Surveys page:
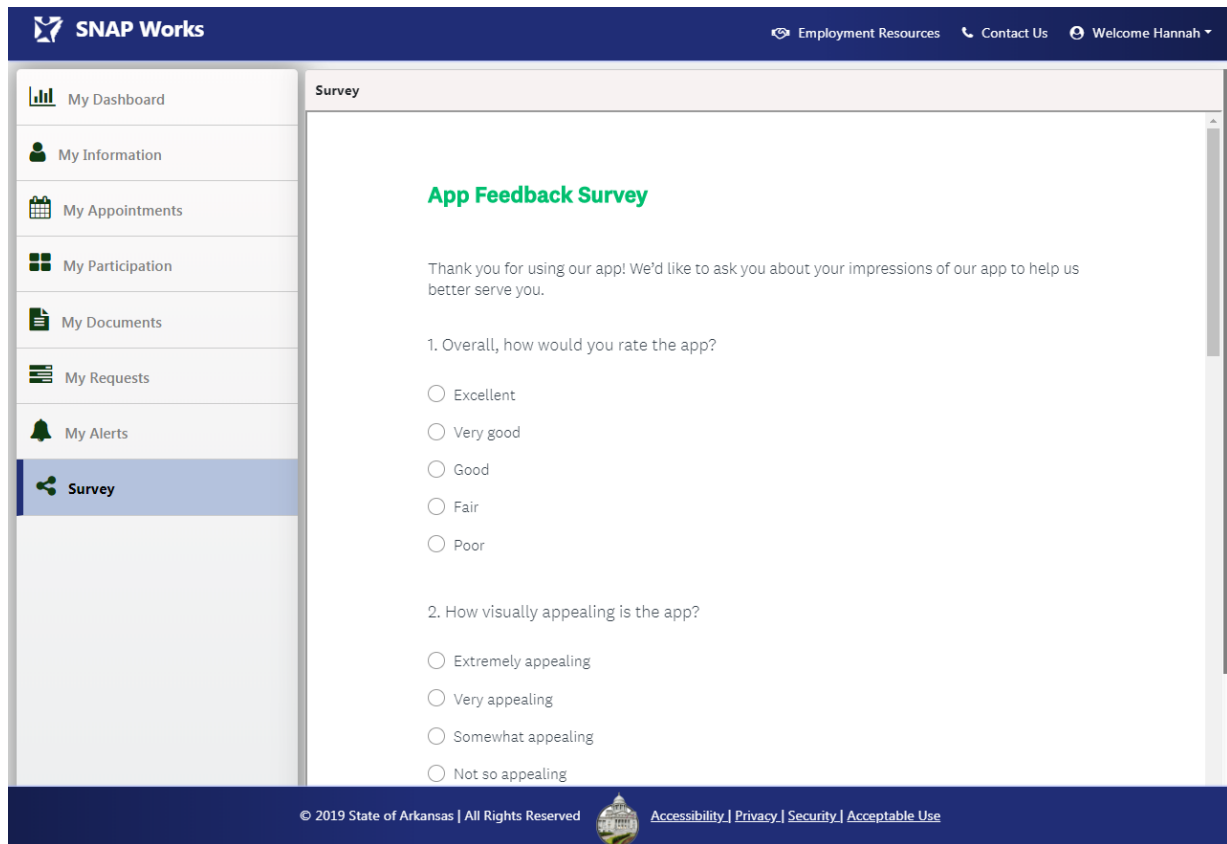
22.3 Controls

The following table details the controls that are present on the Survey page. Each control includes a description and control type.

Controls	Description	Control Type
Survey Questions & Answers	Survey questions and answer options will display for the Citizen to complete	Mandatory
Submit	Button. Enables the user to submit their responses to the survey	Conditionally enabled

22.4 User Actions

The following table details the actions that the user can take on the Survey page. Each action includes a description.

User Action	Description
Complete Survey	If a survey is available to be submitted, the citizen can click **Survey** tab in the left navigation menu. The citizen can then enter their responses to the questions and click the **Submit** button to complete the survey.

23 FAQ Page

23.1 Overview

Citizens can find frequently asked questions and answers about the SNAP Works Program as well as the **_SNAP Works Citizen Portal_** on the FAQ page. The FAQ page may be accessed through the footer menu.

23.2 Screenshot

Below is a screenshot of the FAQ page.
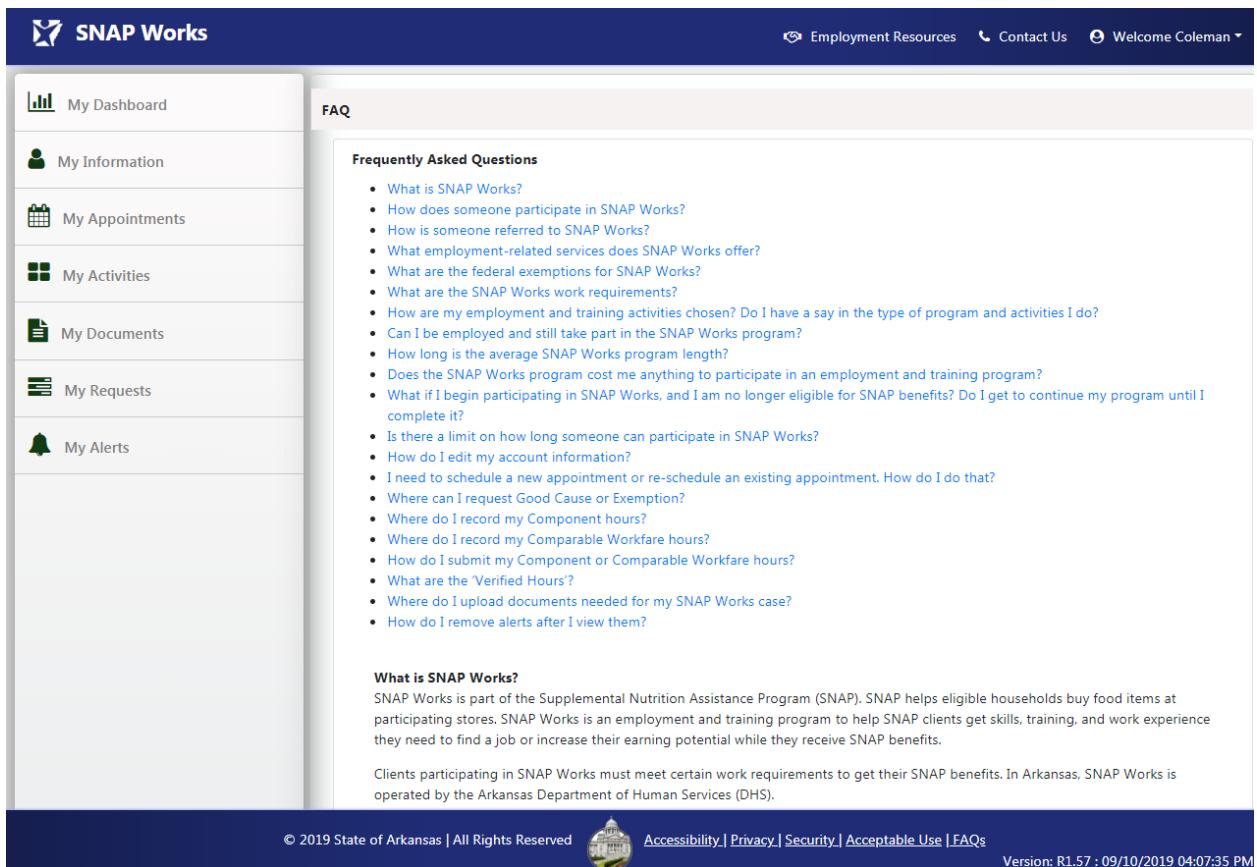
23.3 Controls

The following table details the controls that are present on the FAQ page. Each control includes a description and control type.

Controls	Description	Control Type
FAQ Questions	Hyperlinks. FAQ Questions are hyperlinked at the top of the page. When the question is clicked, the user will be navigated to the corresponding FAQ answer on the FAQ page.	Always enabled

| FAQ Answers | Text. FAQ Answers corresponding to the FAQ Questions display on the FAQ page. | Display only |

23.4 User Actions

The following table details the actions that the user can take on the FAQ page. Each action includes a description.

User Action	Description
Select Question	The user can select a hyperlinked FAQ Question which will automatically scroll the page to display the corresponding FAQ Answer.
Observe	The user can scroll down the page and observe all FAQ Questions and Answers.

24 Employment Resources Page

24.1 Overview

Upon click of the Employment Resources button in the Global Navigation menu, the citizen will be presented with external training resources and job opportunity resources.

24.2 Screenshot

Below is a screenshot of the Employment Resources page:
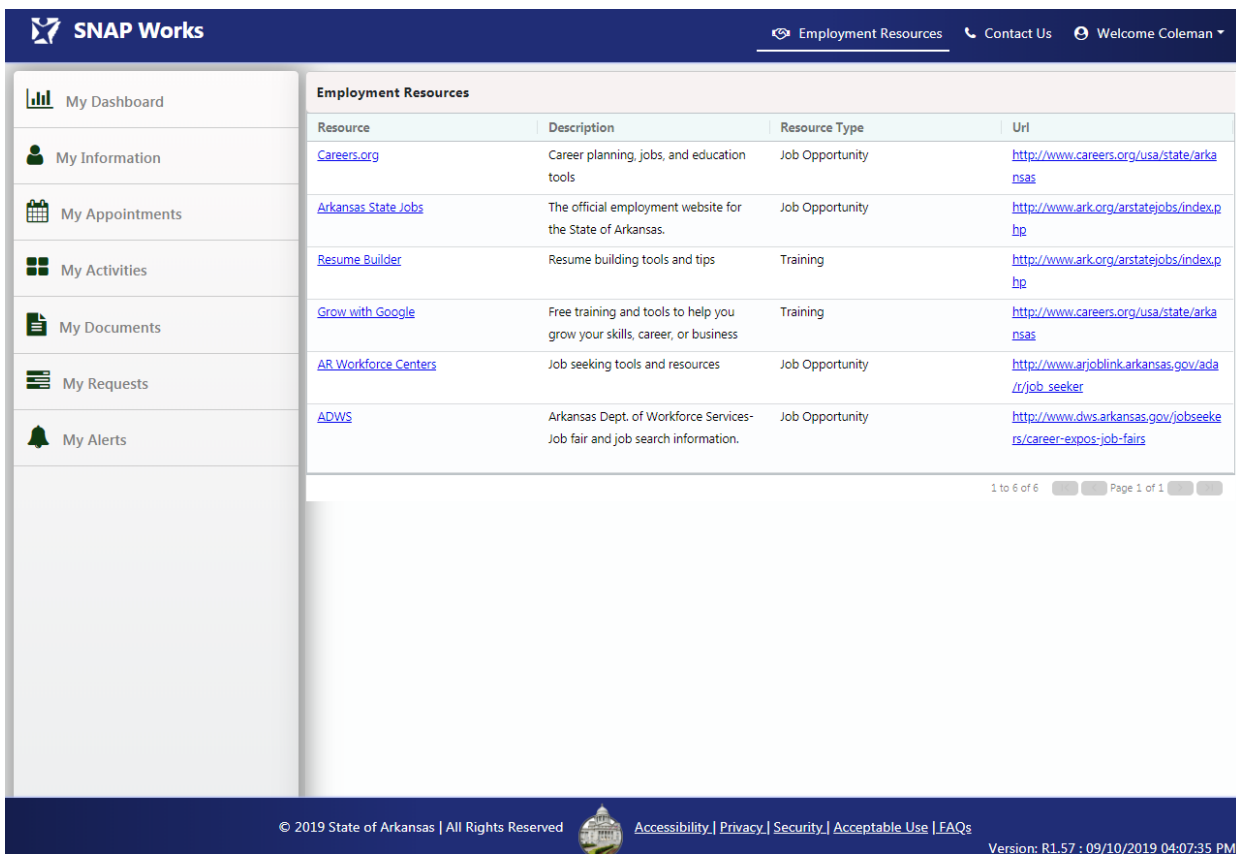
24.3 Controls

The following table details the controls that are present on the Employment Resources page. Each control includes a description and control type.

Controls	Description	Control Type
Resources Grid	Displays external training resources and job opportunities	N/A
Resource	Hyperlink. Displays the title or organization information associated to the resource. The user can click the resource to navigate to the resource.	Always enabled

Description	Text. Displays a summary of the purpose for the resource	Display only
Resource Type	Text. Specifies whether the resource is a training or job opportunity	Display only
URL	Hyperlink. Displays the URL for each resource. The user can click on the URL to navigate to the resource.	Always enabled
Pagination Control	Allows the user to page through the results when there are more than 10 records presented	Conditionally enabled

24.4 User Actions

The following table details the actions that the user can take on the Employment Resources page. Each action includes a description.

User Action	Description
Observe	The citizen can observe training or job opportunities by clicking on the **Employment Resources** button in the global navigation menu
Navigate to resource	The citizen can navigate to a displayed resource by clicking on the hyperlink corresponding to the record, available in the **Resource** and the **URL** columns

25 My Profile Page

25.1 Overview

Upon click of the **Welcome User** button in the Global Navigation bar, the citizen will be presented with options to either **Log Off** or to access **My Profile**. The My Profile page will display account information, a change password functionality, and an edit profile functionality. The page will initially be displayed as read-only, until the user clicks **Edit Profile**. The citizen will then be able to modify their information.
Upon modifying fields, the changes will be captured once the user clicks the **Save** button.

25.2 Screenshot

Below is a screenshot of the My Profile page:
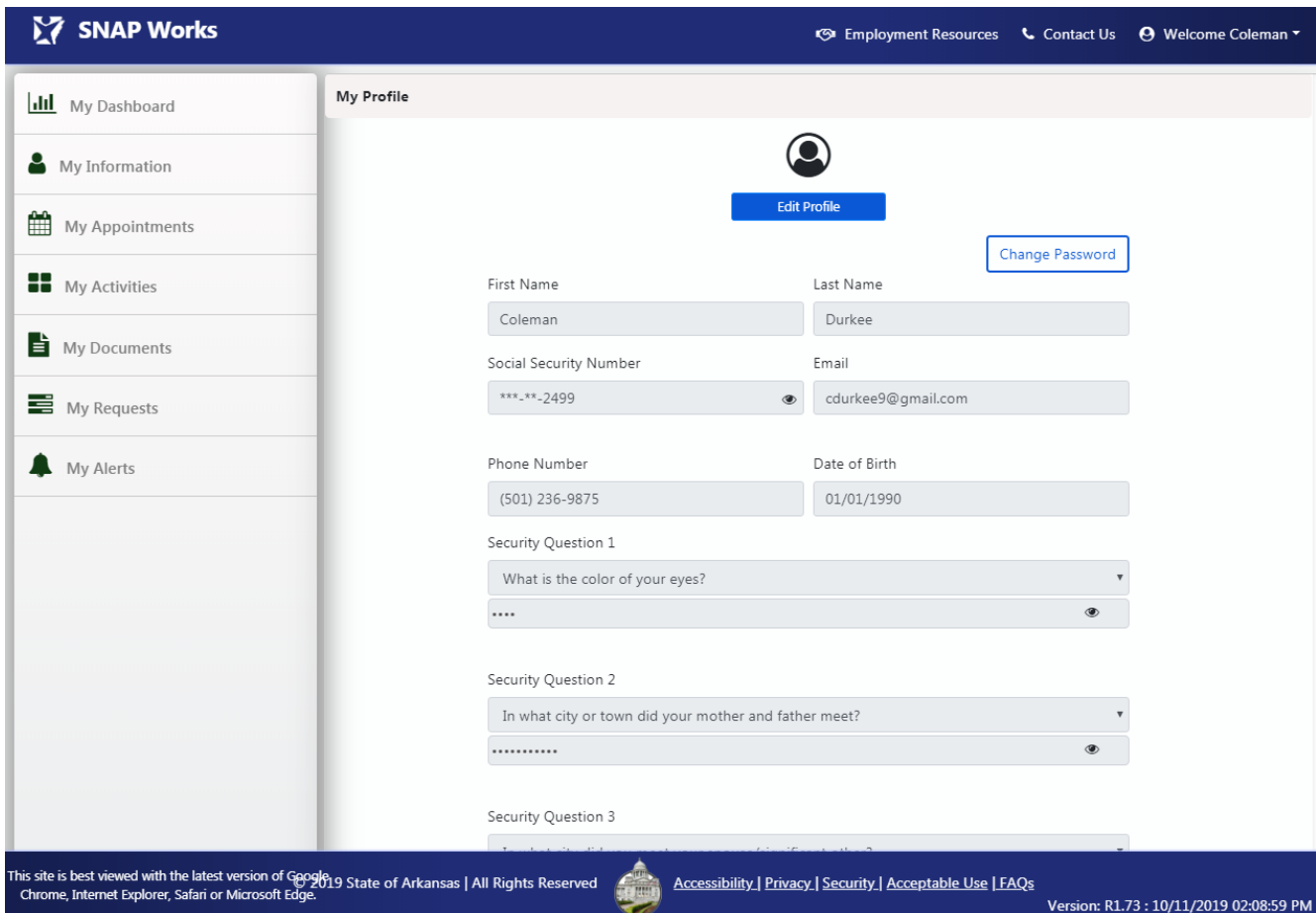
25.3 Controls

The following table details the controls that are present on the My Profile page. Each control includes a description and control type.

Controls	Description	Control Type
First Name	Text box. Displays the citizen's first name	Display only

Last Name	Text box. Displays the citizen's last name	Display only
SSN	Text box. Displays the citizen's SSN (masked)	Display only
Email	Text box. Displays the citizen's email address	Conditionally enabled
Phone Number	Text box. Displays the citizen's phone number	Conditionally enabled
Date of Birth	Text box. Displays the citizen's date of birth	Display only
Security Question 1	Dropdown list. Displays the first security question established by the citizen	Conditionally enabled
Security Answer 1	Text box. Contains the first security question answer established by the citizen	Conditionally enabled
Security Question 2	Dropdown list. Displays the second security question established by the citizen	Conditionally enabled
Security Answer 2	Text box. Contains the second security question answer established by the citizen	Conditionally enabled
Security Question 3	Dropdown list. Displays the third security question established by the citizen	Conditionally enabled
Security Answer 3	Text box. Contains the third security question answer established by the citizen	Conditionally enabled
Change Password	Button. Displays a prompt for the citizen to enter their existing password, the desired new password, and a confirmation of the desired new password	Always enabled
Edit Profile	Button. Enables Email, Phone Number, Security Questions, and Security Answers fields	Always enabled
Save	Button. Enables the citizen to save any modifications to the Email, Phone Number, Security Questions, and Security Answers fields	Conditionally enabled

25.4 User Actions

The following table details the actions that the user can take on the My Profile page. Each action includes a description.

User Action	Description
Change Password	The citizen can change their login password by clicking the **Change Password** button, documenting the existing password, new password, and confirmation of password fields in the popup.
Edit Profile	The citizen can click the **Edit Profile** button in order to change their Email, Phone Number, Security Questions, and Security Answers fields, and then by clicking the **Save** button.

26 Appendix A: Alert Matrix

The below Alert matrix outlines the type of Alerts that are in the **Citizen Portal SNAP Works** application. This matrix includes actions that initiate an alert. This matrix addresses Alerts as they appear on the My Alerts page.

Alert Name	Landing Page	Alert For	Creation of Alert	Closure of Alert	Possible Action
Hours Denied	My Alerts	Citizen	The 'Hours Denied' Informational Alert will be automatically created when the Provider has entered Verified Hours that are less than the Citizen's Reported Hours for a Component or the County Worker has entered Verified Hours that are less than the Citizen's Reported Hours for Comparable Workfare.	The 'Hours Denied' Alert will automatically be removed when the Citizen views the alert on the Alerts page.	1. View Verified Hours 2. Do not view Verified Hours
Good Cause Decision	My Alerts	Citizen	The 'Good Cause Decision' Informational Alert will be automatically created when the County Worker grants or denies the Good Cause Request.	The 'Good Cause' Alert will automatically be removed when the Citizen clicks 'Go To' on the View Alerts page.	1. View Good Cause Granted/Denied 2. Do Not View Good Cause Granted/Denied
Exemption Decision	My Alerts	Citizen	The 'Exemption Decision' Informational Alert will be automatically created when the County Worker grants or denies the Exemption.	The 'Exemption' Alert will automatically be removed when the Citizen clicks 'Acknowledge' on the My Alerts page.	1. View Exemption Granted/Denied 2. Do Not View Exemption Granted/Denied
New Notice Alert	My Alerts	Citizen	The 'New Notice Alert' will automatically be created when a notice is generated by the Provider or System Coordinator via the Provider or Worker Portal respectively.	The 'New Notice Alert' will be closed upon click of the 'My Alerts' page.	1. View the notice 2. Do not view the notice
Reimbursement Decision	My Alerts	Citizen	The 'Reimbursement Decision' Alert will be automatically created when the System Coordinator approves or denies reimbursement. An automated email will be sent to the Citizen notifying them of the alert.	The 'Reimbursement Decision' Alert will automatically be removed when the Citizen clicks 'Acknowledge' on the View Alerts page.	1. Acknowledge Reimbursement Alert 2. Contact Provider

27 Appendix B: Role Security

The table below indicates the level of security that Citizens have for each page within the **SNAP Works** application. A legend also displays to assist the user in understanding the table.

Screen Name	Roles
	Citizen
Sign Up	R,W
Sign In	R,W
Forgot Password	R,W
About	R
Dashboard	R
My Information – Client Summary	R
My Information – Household Summary	R
My Information – Employment Summary	R
My Information – Eligibility Summary	R
My Information – Enrollment Summary	R
My Appointments	R
My Activities – Track Activity	R,W
My Activities – Comparable Workfare	R,W
My Documents - Documents	R,W
My Documents - Notices	R,W
My Requests	R,W
My Alerts – New Alerts	R,W
My Alerts – Alert History	R
Surveys	R,W
FAQ	R
Employment Resources	R
Contact Us	R
My Profile	R,W

Legend:

Value	Refers To
R	Read
W	Write (Create and/or Edit)