Getting Started in My Benefits CalWIN (MyBCW)

To begin, go to mybenefitscalwin.org, which takes you to the MyBenefits CalWIN landing Page. This website contains everything you need to access Medi-Cal, CalFresh, & CalWORKs services online, including videos showing you how to use the website.

Select either **Sign In** (if you already have an account) or **Create An Account** (if this is your first time signing in to MyBenefits CalWIN). If you select Create An Account, follow the instructions to register.

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**Case Actions**

When you sign in to your MyBCW account, the **Overview page** will let you know if there are any case actions that need your attention. To view pending Actions, select the **Action link** or **View My Actions**.

**Note:** If you do not have any pending Actions, the **Action Link** will not be displayed.
The **Action Inbox Page** displays all your case actions, sorted by due date. Select the Details button to learn more about each Action.

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**Signature Needed- Case Action**

The **Action Details page** explains what is needed to complete the Action.

If the message states that a signature is needed, select the **Start** (or Continue) button to begin the steps to complete the online Signature.
The Action Details page may also display documents you may need to review before signing.

If you are signing a document where there are Rules, Rights, & Responsibilities you should know, this page will display. Towards the bottom, you will see a button that allows you to print a copy for your own records. To continue, you will need to check the box (stating that you have read and understand them) and click next.

If there isn't a Rights & Responsibilities document, this page will not display
The **Signature Needed page** will display the document selected by your case worker. You can review the document and choose how to proceed. After selecting one of the three radio buttons, select the **Next** button.

You can agree to the terms and proceed to sign the document.

You can disagree with the terms and give a reason and explanation as to why you disagree.
You can decline to sign the document electronically.

The **Signature Review Page** will display if you agreed to sign the form. This page will display the document and the ‘signature’ page.

The bottom section of this page will allow you to upload any additional documents before submitting the transaction.
The **Case Attachment Page** allows you to upload documents that were requested by your case worker and attach forms. **NOTE:** If you did not agree to sign the document, this window will not appear.

Directions to Upload Document(s) are available at the end of this document.

Once completed, you will navigate to the **Thank You page** where a confirmation can be printed, saved, or sent to you via email.
If you did not sign the document, the **Thank You page** will show this.

If you select the **Print/Save Your Unsigned Document button**, the document and ‘signature’ page will display. Your answers will be displayed from the previous pages, including the reasons why you did not sign the form.

**Information Needed- Case Action**

Another Action you may find in your **Action Inbox** is, “Information Needed”. This means that your worker needs more information or verification to finish processing your case. You will need to select the **Details button** to open the action and read the instructions needed to complete it.
The Information Needed action does not require any signatures but may require forms to be uploaded.

Once you read the information provided by your case worker, you can select the **Start** (or **Continue**) button to navigate through the steps to upload the document.

The **Case Attachment page** will display and allow you to upload documents that were requested your worker.

[Please see Upload Document(s) step by step for uploading documents to an action.]
After uploading your documents, you can navigate to the Action Inbox and view that the action has been removed from your Action Needed list.

The action will move to the Submitted tab once it has been completed and submitted.
Information for You - Action

Another Action you may find in your Action Inbox is, “Information for you”. This means that there is information regarding your case that your worker wants you to know. Select the Details button to read the message.

The Action Details page will display the message from your case worker. Once you have read the information provided to you by your worker, you can select Done to complete this action.

Completing the action will remove it from the Action Needed list and move it to the Submitted tab.

Upload Documents

This section guides you through the steps for uploading documents to MyBCW.

From the overview page, select Upload from the Documents tab.
From the **Upload Documents page**, you will select a case to upload documents to and select the Next button.

Step 1- Select the Member, Document Type, and Document from the drop downs provided.

Step 2- Select **Choose Files to Upload button** or **Scan Documents button**

Step 3- Click **Next** to Continue

If selecting the **Choose Files to Upload button**, you will need to select the **Browse button** to choose the desired document from your computer. **Note:** Steps can be repeated for uploading multiple documents at one time.
A green notification banner will display at the top of the screen if the document was uploaded successfully. Select **Next** to continue.

Review the documents you have submitted.

Select **Next** to continue.
After the files have been attached, the **Thank You page** will display with the confirmed action and can be printed, saved, or sent to the you via email.