



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.

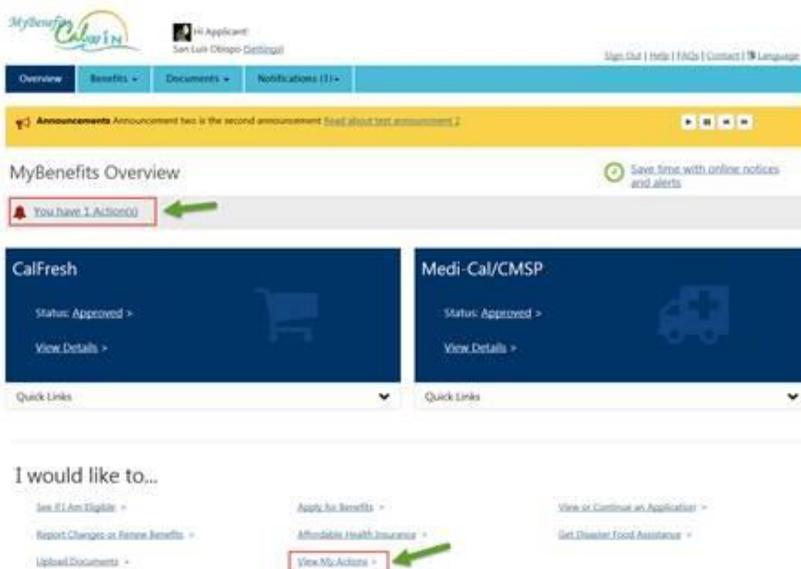
Select either **Sign In** (if you already have an account) or **Create An Account** (if this is your first time signing in to MyBenefits CalWIN). If you select Create An Account, follow the instructions to register.



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.

MyBenefits CalWIN | Hi Applicant: Sun Luk Obregon (Details) | Sign Out | Help | FAQs | Contact | Language

Overview | Benefits | Documents | Notifications

Action Inbox

Action Needed | Submitted

Below is a list of actions that you need to complete for the past six months.

Action #	Case #	Task	Status	Create Date	Due Date	Action
5028	xxxx343	Signature needed	Action is needed	06/13/2018	06/25/2018	Details
500	xxxx343	Information needed	Action is needed	06/13/2018	06/26/2018	Details

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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.

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Action Details

If you have a disability or need help with this action, let the County Welfare Department (County) know and someone will help you.

This action needs to be completed by 06/25/2018.

A signature is needed on CI 281 for you.

Due date: 06/25/2018

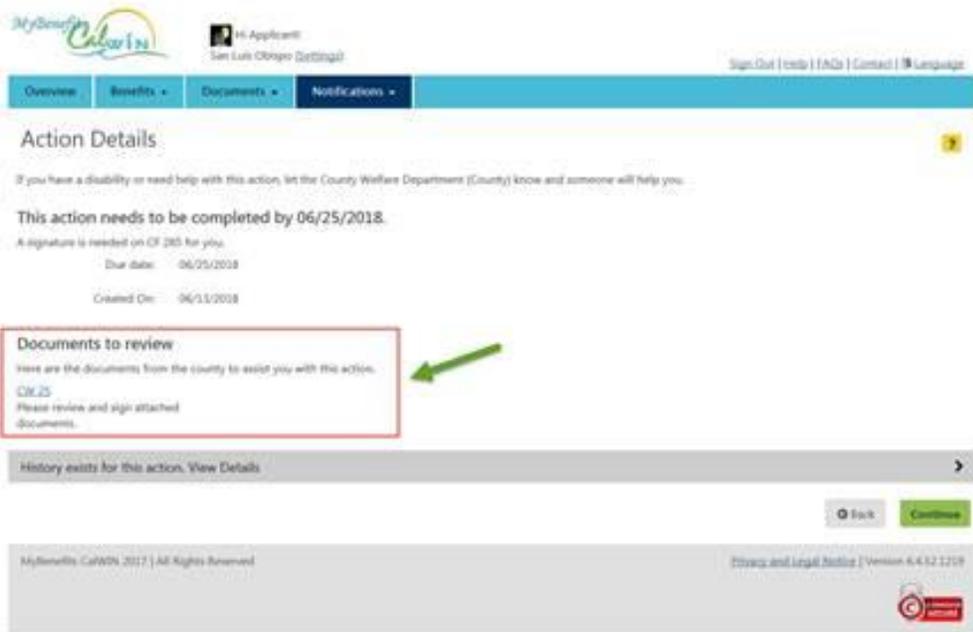
Created On: 06/13/2018

History exists for this action. View Details

Back | Start

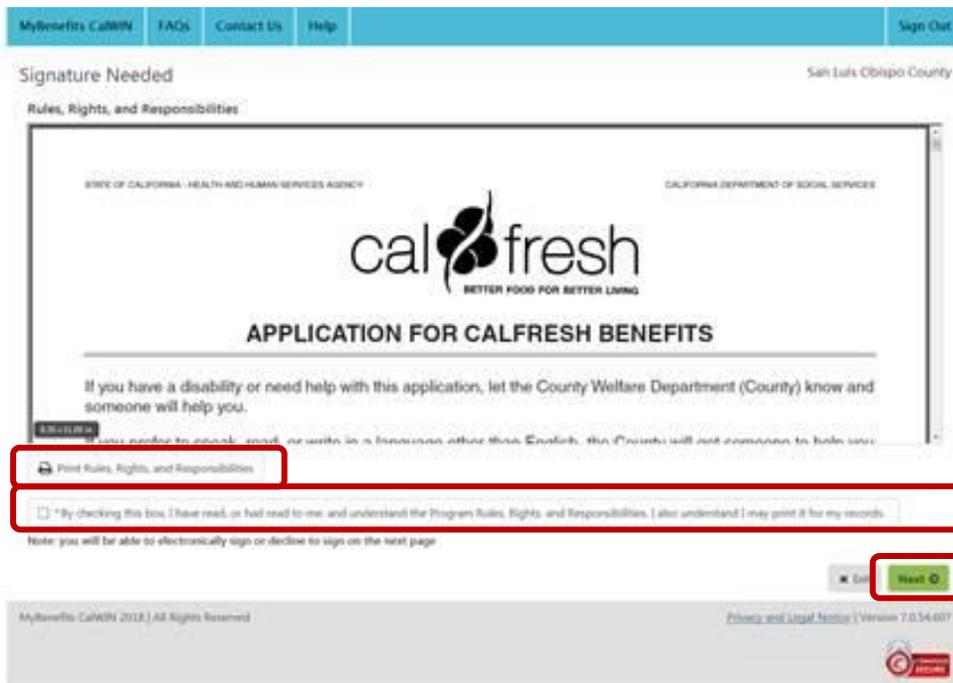
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The **Action Details** page may also display documents you may need to review before signing.



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.

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Signature Needed | San Luis Obispo County

Review and Sign

A signature is needed on CF 285 for you.
Please review and verify the information is correct. When you are done you will need to complete the bottom section and select Next.

-*- Demonstration Powered by HP Exstream 05/31/2018, Version 9.5.101 64-bit (DBCS) -*-

*Do you agree that you read, or had read to you, this document and any personal information is correct?

Yes, the information is correct and I am ready to electronically sign the document.

No, I am not able to sign the document or the information is not correct (you will be able to provide a reason).

I decline to sign this document electronically. I understand that there is no penalty for not signing this document electronically and that the county will contact me to discuss other options for signing.

Next

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

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Signature Needed | San Luis Obispo County

Review and Sign

A signature is needed on CF 37 for you.
Please review and verify the information is correct. When you are done you will need to complete the bottom section and select Next.

-*- Demonstration Powered by HP Exstream 04/30/2018, Version 9.5.101 64-bit (DBCS) -*-

*Do you agree that you read, or had read to you, this document and any personal information is correct?

Yes, the information is correct and I am ready to electronically sign the document.

No, I am not able to sign the document or the information is not correct (you will be able to provide a reason).

I decline to sign this document electronically. I understand that there is no penalty for not signing this document electronically and that the county will contact me to discuss other options for signing.

*I am not signing for the following reason

I am not able to view the document.

The information is not correct.

Other

Please provide details (maximum of 300 characters)
(241 characters remaining)

I am unable to sign because the information is incorrect.

Next

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You can decline to sign the document electronically.

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San Luis Obispo County

Signature Needed

Review and Sign

A signature is needed on CP 203 for you.

Please review and verify the information is correct. When you are done you will need to complete the bottom section and select Next.

-*- Demonstration Powered by HP Exstream 05/31/2018, Version 9.5.101 64-bit (DBCS) -*-

*Do you agree that you read, or had read to you, this document and any personal information is correct?

Yes, the information is correct and I am ready to electronically sign the document.

No, I am not able to sign the document or the information is not correct (you will be able to provide a reason).

I decline to sign this document electronically. I understand that there is no penalty for not signing this document electronically and that the county will contact me to discuss other options for signing.

Exit Next

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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.

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San Luis Obispo County

Signature Review

One More Step

You are doing great, you completed the signature steps and are ready to submit. Please Review the final document below, including your signature on the final page. You will be able to print this document after submission.

Rules, Rights, and Responsibilities

I read, or had read to me, and I understood and agree to the Rights, and Responsibilities in this document.

I read, or had read to me, the Program Rules and Provisions in this document and also understood I may print it for my records.

By checking this box, I have read, or had read to me, and understood the Program Rules, Rights, and Responsibilities. I also understood I may print it for my records.

Do you agree that you read, or had read to you, this document and any personal information is correct?
Yes, the information is correct and I am ready to electronically sign the document.

By selecting this option and typing my name below, I am electronically signing this document.

I agree to sign this document by electronic means. I understand that an electronic signature has the same legal effect and can be enforced as the same way as a written signature.

First signature (Please read the signature line(s) on this document to determine who must sign):

First Name	Middle Initial	Last Name	Date
John		John	06-19-2018

Second signature (Please read the signature line(s) on this document to determine who must sign):

First Name	Middle Initial	Last Name	Date
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*Do you have any documents you want to upload before you submit?

I do not have any other documents to upload. I am done and ready to submit.

I want to upload some supporting documents before I submit.

Back Exit Next

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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.

The screenshot shows the 'Case Attachment' page in the MyBenefits CaWIN system. The page title is 'Case Attachment' and it is for 'San Luis Obispo County'. The main heading is 'Submit Documents'. Below this, there is a paragraph of instructions: 'You can upload documents to your case to assist the County in processing your information. View a list of verifications and documents you may be required to provide. If you do not have all the documents, please contact a County Representative to help you get them. Click the Upload button to view a detailed list for a household member and upload documents. Based on the information provided, you will need to provide verification of the items listed in the Documents Requested Column below, if applicable.' Below the instructions is a list of document categories, each with a 'Verify' button: Birth/Citizenship, Identification, Social Security Number, Residency, Expenses, Income, Medical Records, and Property/Resources. At the bottom right, there are 'Back', 'Exit', and 'Next' buttons. The footer contains 'MyBenefits CaWIN 2018 | All Rights Reserved', 'Privacy and Legal Notice | Version 7.0.14.617', and a 'CA' logo.

Once completed, you will navigate to the **Thank You page** where a confirmation can be printed, saved, or sent to you via email.

The screenshot shows the 'Thank You' page in the MyBenefits CaWIN system. The page title is 'Thank You' and it is for 'San Luis Obispo County'. The main heading is 'Thank you, your action has been submitted'. Below this, there is a paragraph of instructions: 'Thank you for using MyBenefits CaWIN. Please print a copy of the signed document by clicking the print button below. Please note, you will not be able to print a copy of the document since the county has marked the action as completed.' Below the instructions is a 'Print/Save Your Signed Document' button. The next section is 'Confirmation', with the instruction 'Please print a copy of this page and keep for your records. Your tracking information is:'. Below this is a table with the following information: Confirmation Number: 000166279, Date: 6/18/2018, and Time: 10:03 AM. To the right of the table is a 'Print/Save Confirmation Page' button. The next section is 'Email Confirmation', with the instruction 'Provide an email address, then select the Send Confirmation Button. The confirmation notification will be sent to the specified email address for your records.' Below this are two radio buttons: 'Send Confirmation to Login Email Address: jericagall@co.slo.ca.gov' and 'Send Confirmation to Specified Email Address:'. Below the radio buttons are two input fields: 'Email Address' and 'Re-type Email Address'. Below the input fields is a 'Send Confirmation Email' button. At the bottom right, there are 'Exit' and 'Next' buttons. The footer contains 'MyBenefits CaWIN 2018 | All Rights Reserved', 'Privacy and Legal Notice | Version 7.0.14.617', and a 'CA' logo.

If you did not sign the document, the **Thank You page** will show this.

Electronic Signature

Rules, Rights, and Responsibilities

I read, or had read to me, and I understand and agree to the Rights, and Responsibilities in this document.
I read, or had read to me, the Program Rules and Penalties in this document and also understand I may print it for my records.

By checking this box, I have read, or had read to me, and understand the Program Rules, Rights, and Responsibilities. I also understand I may print it for my records.

Do you agree that you read, or had read to you, this document and any personal information is correct?

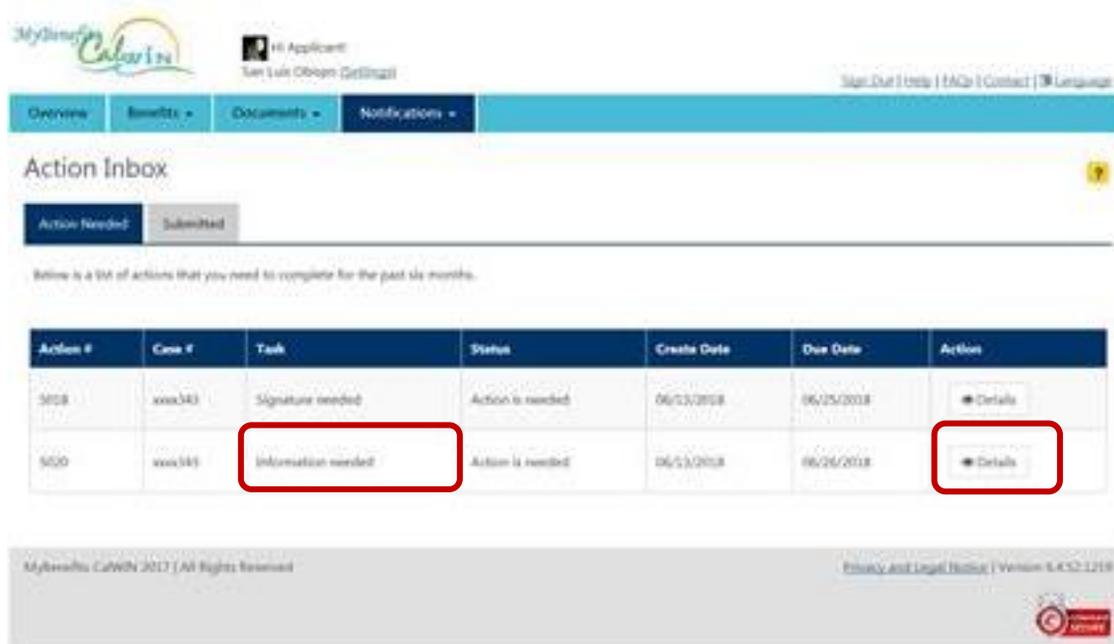
No, I am not able to sign the document or the information is not correct for the following reasons:
The information is not correct.
I am unable to sign because the information is incorrect.



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.



MyBenefits CalWIN | Hi Applicant: Sam Luis Obregon (Get Email) | Sign Out | Help | FAQ | Contact | Language

Overview | Benefits | Documents | Notifications

Action Inbox

Action Needed | Submitted

Below is a list of actions that you need to complete for the past six months.

Action #	Case #	Task	Status	Create Date	Due Date	Action
3028	xxx343	Signature needed	Action is needed	06/13/2018	06/25/2018	Details
3029	xxx343	Information needed	Action is needed	06/13/2018	06/26/2018	Details

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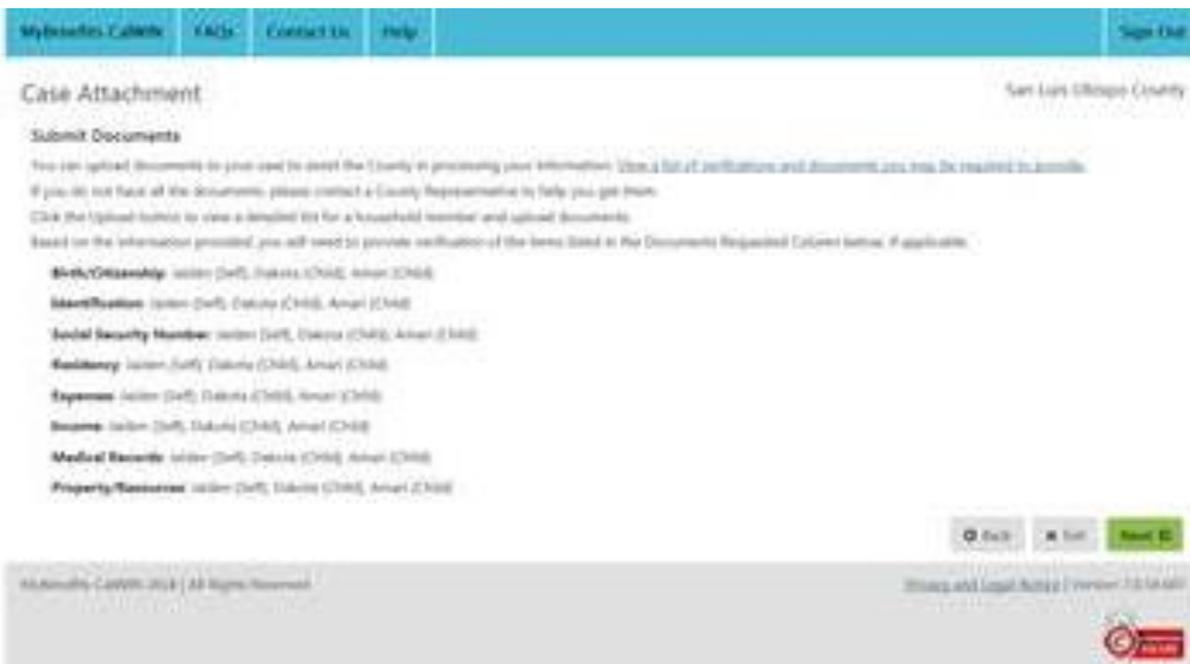
The Information Needed action does not require any signatures but may require forms to be uploaded.

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 screenshot shows the MyState CalWIN user interface. At the top, there is a navigation bar with tabs for Overview, Benefits, Documents, and Notifications. The Notifications tab is highlighted with a red box. Below the navigation bar, the 'Action Inbox' section is visible, with the 'Action Needed' tab selected and highlighted with a red box. A table below shows a single action item with the status 'Action is needed'.

Action #	Case #	Task	Status	Create Date	Due Date	Action
5014	xxx001	Signature needed	Action is needed	06/06/2018	06/11/2018	Details

The action will move to the Submitted tab once it has been completed and submitted.

The screenshot shows the MyState CalWIN user interface with the 'Submitted' tab selected and highlighted with a red box. Below the tabs, there is a filter section with a dropdown menu set to 'Past 7 days'. A table below shows two action items, one with status 'Complete' and one with status 'Waiting for County review'.

Action #	Case #	Task	Status	Create Date	Due Date	Action
5014	xxx001	Signature needed	Complete	06/06/2018	06/06/2018	Details
5011	xxx001	Signature needed	Waiting for County review	06/06/2018	06/11/2018	Details

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.

Action #	Case #	Task	Status	Create Date	Due Date	Action
3	xxx287	Information for you	For your review	04/24/2018	05/04/2018	Details
4	xxx287	Signature needed	Action is needed	04/24/2018	05/04/2018	Details

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.

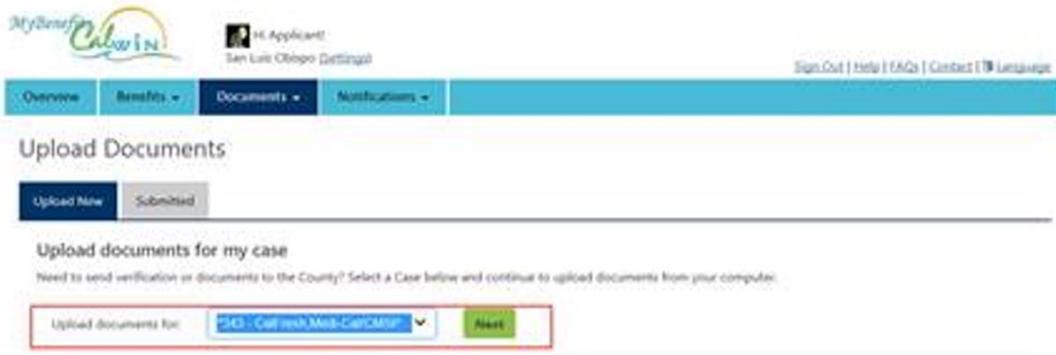
Upload Documents

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

From the overview page, select **Upload** from the **Documents tab**.

MyBenefits Overview

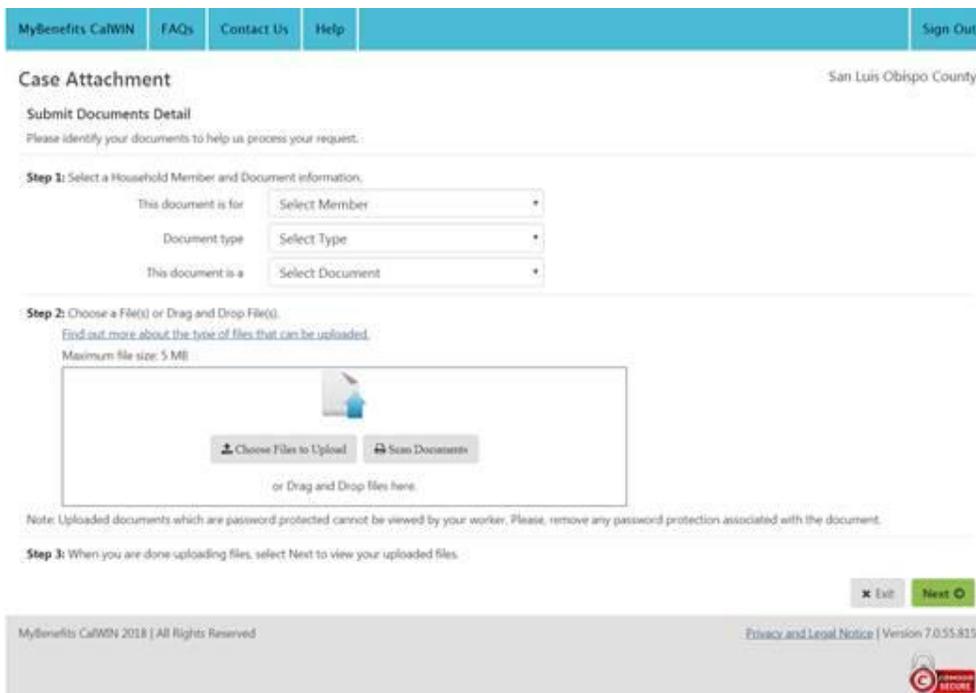
From the **Upload Documents** page, you will select a case to upload documents to and select the Next button.



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.

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Case Attachment | San Luis Obispo County

✔ File successfully uploaded

Submit Documents Detail
Please identify your documents to help us process your request:

Step 1: Select a Household Member and Document Information.

This document is for: Sidney Arellano
Document type: Identification
This document is a: Birth Certificate

Step 2: (Choose a File(s) or Drag and Drop File(s))
Find out more about the types of files that can be uploaded.
Maximum file size: 5 MB

✔ 1 File(s) uploaded (1 Total)

Choose Files to Upload | Scan Documents

or Drag and Drop files here.

Note: Uploaded documents which are password protected cannot be viewed by your worker. Please, remove any password protection associated with the document.

Step 3: When you are done uploading files, select Next to view your uploaded files.

Exit | Next

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Review the documents you have submitted.

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Case Attachment | San Luis Obispo County

Uploaded Documents

Birth/Citizenship needed for Sidney (Self)

Identification needed for Sidney (Self)
Sidney (Self - Age 40)
Primary Upload Document Image (.docx) | Remove

Social Security Number needed for Sidney (Self)

Residency needed for Sidney (Self)

Expenses needed for Sidney (Self)

Income needed for Sidney (Self)

Medical Records needed for Sidney (Self)

Property/Resources needed for Sidney (Self)

+ Add Another

Exit | Next

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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.

MyBenefits CalWIN	FAQs	Contact Us	Help	Sign Out
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Thank You

San Luis Obispo County

Thank you, your document(s) has been submitted

Thank you for using MyBenefits CalWIN.

Confirmation

Please print a copy of this page and keep for your records. Your tracking information is:

Confirmation Number:	000166025	
Date:	5/24/2018	
Time:	1:37 PM	

Email Confirmation

Provide an email address, then select the Send Confirmation Button. The confirmation notification will be sent to the specified email address for your records.

Send Confirmation to Logon Email Address melavi.maddi@calwin.org

Send Confirmation to Specified Email Address

Email Address

Retype Email Address

[Send Confirmation Email](#)

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