

SD DSS Online Application Quick Reference Guide

Version: 2.0

Overview

The SD DSS Online Application is South Dakota’s fast and easy way to apply online for social services. With the click of a button, you can learn about benefits, see if you may qualify, apply for benefits, re-apply when it is time for re-certification, and submit a Six-Month Report.

- The “Do I Qualify?” questionnaire allows you to see if you are eligible to receive SNAP benefits.
- Applying for benefits lets you submit an online application for social services offered by the State of South Dakota.
- Renewing benefits lets you provide the information needed to determine if you are still eligible for benefits.
- A Six-Month Report lets you submit the required report form.

The SD DSS Online Application serves as a single access point for the following benefits:

- SNAP (Supplemental Nutrition Assistance Program)

This Quick Reference Guide is designed to help you in the use of the online application. You will find help and instructions that will guide you through the entry of information.

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Welcome

About the SD DSS Online Application

The SD DSS Online Application is the fast and easy way to apply online for benefits - anytime and anywhere.

Use the SD DSS Online Application to find out if you qualify for SNAP benefits, apply for new benefits, finish your application, renew your SNAP assistance, or complete your six month report form.

By using the SD DSS Online Application, you can apply at any time. Although an interview is still required, the application process begins the moment the application is submitted electronically.

Security

The online application is secure, private, and confidential. Information entered into the system is protected through an encryption process.



IMPORTANT:

- An e-Form number ensures confidentiality once the application, renewal, or six month report is received. Individuals can use their unique e-Form number to access their application.

Individuals are required to obtain a unique e-Form # and password to access their application, renewal or six month report form.

Basic Navigation Tips

Before you get started, here is some useful information that will help you become familiar with the look and feel of the SD DSS Online Application.

Buttons

The most frequently used page elements are buttons.

Frequently used BUTTONS include:

- **Next/Continue** – Saves information entered on the page. Takes you to the next page or tab.

Next

- **Previous** – Saves information entered on the page. Takes you back to the previous page or tab.

Previous

- **Add Another** – Adds a section to the page for an additional person, employer, income, or expense.

+ Add Another Person

- **Remove This** – Removes a section from the page.

Remove

- **Do I Qualify** – Takes you to the DO I QUALIFY? page.

Do I Qualify?

- **Back to Homepage** – Takes you back to homepage without saving information.

Back to Home Page

- **View/Print My e-Form** – Creates a printable version of your form.

Print My e-Form

- **Cancel e-Form** – Erases your form.

Cancel e-Form

- **Save e-Form & Finish Later** – Saves your unsubmitted form for up to 60 days.

Save e-Form & Finish Later

- **Keep Working** – If you decide you do not want to stop and save the form, you can choose to continue and keep working.

Keep Working



IMPORTANT:

- You have 60 days to complete and submit your saved form before it is erased. You must have your e-Form number to access your saved form.

Links

Links allow you to move directly to a page within the SD DSS Online Application. Clicking a link opens the page described by that link.

Most links are identified by underlined text. Once a link is clicked, it will change color to indicate that the page has been accessed.

Radio Buttons

Radio buttons allow you to choose only one of the given options.

* Is your residence address different than the mailing address? Yes No

Checkboxes

Checkboxes allow you to select and deselect multiple options.

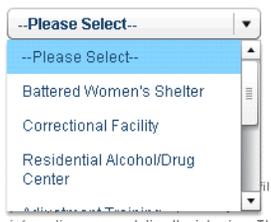
What type of interpreter services do you need? Language Other Visual or Hearing Impaired

Drop-down Menus

Drop-down menus allow you to select only one option from an expandable list.

Drop-down menus are identified by a down arrow to the right of the box.

* If yes, what type of facility is it?



Date Fields

Date fields allow you to choose a date by clicking the calendar icon to the right of the field or manually entering a date in the format of MM/DD/YYYY.



Get Started Now

Do I Qualify?

To find out if you may qualify for SNAP benefits, click the "Do I Qualify?" link on the home page to fill out a short questionnaire on the FNS website. You will be asked to answer several confidential questions about yourself and the members of your household.

By filling out the questionnaire, in a few minutes you will have a better idea if you may qualify for SNAP benefits. This will save you time before completing an entire application.

Apply for Benefits

Click the "Apply for Benefits" link on the home page to start a new application.

1. Getting Started

- a. **General Information** – Learn more about the benefits you can apply for online
- b. **What to Expect** – Explains how long the process will take and what information you will need prior to completing your application.



IMPORTANT:

You may need the following information to complete your application:

- Household income from jobs, child support and other income sources
- Social Security Numbers and birth dates of household members
- Housing and utility expense information
- Child care or disabled expense information
- Resource information, such as bank accounts, vehicles, homes, property, life insurance, etc.
- Proof of identity (for example: Driver's license or State ID).
- Non-U.S. citizens must provide documentation showing lawful residence in the U.S.
- If age 60 or older, or permanently disabled, proof of medical expenses not paid by another source.

- c. **Terms** – Provides definitions for common terms used throughout the SD DSS Online Application.
- d. **Set Up** – Asks the applicant to confirm who he or she is applying for. Choose "I am applying for myself, for a family member, for someone in my household, and/or for a non-family member" and click on the "Next" button.



IMPORTANT:

- Be sure to write down your e-Form number and keep it in a safe place.
 - If your application times out, you will be asked to enter your e-Form number.
2. **Household** – Asks for basic household details. To get started, enter information about the first person in the household. Click the ADD ANOTHER PERSON button to add each additional household member. Be sure to include members of the household who are temporarily away from home. Also include people who live in your household but may not be eating meals with your or people living in your household who are not requesting assistance with you.
 3. **Benefits** – Select the benefits for which you or someone in your household is applying. Then select each household member who is applying for benefits. Benefits include:
 - a. SNAP (Supplemental Nutrition Assistance Program)
 4. **Individual Details** – Answer questions about the household and each individual household member.
 5. **Income** – Answer income questions about the household. Depending on your answer to these questions, you may have to answer income questions about individual household members.
 6. **Expenses** – Answer expense questions about the household. Depending on your answer to these

questions, you may have to answer expense questions about individual household members.

7. **Resources** – Answer resource questions for all household members such as bank accounts, vehicles, homes, property, and life insurance.
8. **Summary**
 - a. **Completion Check** – Performs a completion check to ensure all required questions were answered in order to move forward.
 - b. **Review Application** - Review your entire form by viewing a printable version of the form.
9. **Next Steps**
 - a. **Routing Information** – Describes that your form will be sent to the Department of Social Services and provides a link to click on to view a map and directions to your local Social Services Office.
10. **Verification** – In order to finish processing your application, you must drop off at the local office, mail, fax, or email the documents listed on this page to your local Social Services office. Click the PRINT button to print the verification page.
11. **Submit e-Application**
 - a. **Signature Options** – Choose either “Yes I would like to e-Sign” or “No, I do not want to e-Sign my application”.



IMPORTANT:

- **If you choose to e-Sign your application, you agree to provide your signature electronically. If you choose not to e-Sign your application you will have to print, sign, and submit your application at your local Social Service office.**
- b. **Rights and Responsibilities** – Check the box at the bottom of the page after reading and understanding the rights and responsibilities.
 - c. **Certification/Authorization** – Check the box agreeing with the e-Signing Certification Statement and Rights and Responsibilities. Fill in name of Adult Household Member who is e-Signing this application.
 - d. **Submit** – Choose the option which best fits what you want you want to print, if anything. Choose which language you would like to view or print the form with. Then click on the “Submit “ button at the bottom of the screen.
 - e. **Confirmation** – Congratulations, your application is complete and has been submitted for review to the Social Services office at the address listed. You can now view a summary or review documents.
 - f. **Upload Documents** – Allows you to submit documents directly through the SD DSS Online Application website.



IMPORTANT:

- **Do not forget to submit the verification documents.**
- **In order to review your documents click the REVIEW DOCUMENTS button.**

Submit a Six Month Report or Renewal Form

Click the “Renew your benefits” link on the home page to submit a Six-Month Report or Renewal form. You are required to renew your benefits to determine if you are still eligible to receive those benefits.

1. Getting Started

- a. **General Information** – Learn more about the benefits you are eligible to renew online.
- b. **What to Expect** – Explains how long the renewal or six month report form process will take and what information you will need prior to completion.



IMPORTANT:

You may need the following information to complete your renewal or six month report form:

- **Household income from jobs, child support and other income sources**
 - **Social Security Numbers and birth dates of household members**
 - **Current or recent health insurance information**
 - **Housing and utility expense information**
 - **Resource information, such as bank accounts, vehicles, homes, property, life insurance, etc.**
- c. **Terms** – Provides definitions for common terms used throughout the renewal process.
 - d. **Set Up** – Asks the user to confirm who the renewal or report form is being completed for. Choose “I am completing the renewal/report form for myself, for a family member, for someone in my household, and/or for a non-family member” or “I am completing the renewal/report form for a Group Home or Adjustment Training Center resident.”



IMPORTANT:

- **Be sure to write down your e-Form number and keep it in a safe place.**
 - **If your form times out, you will be asked to enter your e-Form number.**
2. **Household** – Asks for basic household details. Tell us about everyone that lives in the household. Be sure to include people who are temporarily away from the

home. Also include people who live in your household but may not be eating meals with you or people living in your household who are not requesting assistance with you.

3. **Benefits** – Select the benefits for which you or someone in your household is renewing or completing the six month report form for. Then select each household member who is in your household while you are renewing or completing your six month report form for SNAP.
4. **Individual Details** – Update all household and individual member information.
5. **Income** – Update all income information.
6. **Expenses** – Update all expense information.
7. **Resources** – Update all resource information.
8. **Summary**
 - a. **Completion Check** – Checks to make sure all required questions were answered in order to move forward in the renewal/six month report form process.
 - b. **Review Application** - Review your entire form by viewing a printable version of the form.
9. **Next Steps**
 - a. **Routing and Provider Information** – Describes that your form will be sent to the Department of Social Services and provides a link to click on to view a map and directions to your local Social Services Office. It also states what programs will be renewed.
 - b. **Additional Information** – Allows the user to review information listed and the ability to click the “Next” button at the bottom of the screen. It also allows the user to complete optional survey questions about the website. The answers to these questions will not affect your eligibility.
10. **Verification** – In order to finish the review process, you will need to drop off at the local office, fax, mail, or email the documents listed on this page to your local Social Services office. Click the PRINT button to print the verification page.
11. **Submit e-Form**
 - a. **Signature Options** – Choose either “Yes I would like to e-sign” or “No, I do not want to e-Sign my application”.



IMPORTANT:

- **If you choose to e-Sign your application you agree to provide your signature electronically. If you choose not to e-Sign your application you will have to print, sign, and submit your application at your local Social Service office.**
- b. **Rights and Responsibilities** – Check the box at the bottom of the page after reading and understanding the rights and responsibilities.

- c. **Certification/Authorization** – Check the box agreeing with the e-Signing Certification Statement and the Rights and Responsibilities. Fill in the name of Adult Household Member who is e-Signing this form.
- d. **Submit** – Choose the option which best fits what you want to print, if anything. Choose which language you would like to view or print the form with. Then, click on the “Submit” button at the bottom of the screen.
- e. **Confirmation** – Congratulations, your renewal or six month report form is complete and has been submitted to the Social Services office at the address listed below. You can now view a summary or review documents.
- f. **Upload Documents** – Allows you the ability to submit documents directly through the SD DSS Online Application website.



IMPORTANT:

- **Do not forget to submit the verification documents.**
- **In order to review your documents, click the REVIEW DOCUMENTS button.**

Returning Users

Finish your Application

Click the “Finish Your Application/Renewal/Six Month Report form” link on the home page to continue a saved application/renewal/Six Month Report form. You have up to 60 days to complete and submit your saved application/Renewal/Six Month Report form before it is erased.

1. Enter your e-Form number and password to access continue a saved application/Renewal/Six Month Report form.
2. Choose if you would like to “Start where I left off”, “Start by reviewing any questions I missed. Then show me a summary” or “Go back to the beginning to add more benefits” and click the SIGN IN button.
3. You will now be able to access your application/Renewal/Six Month Report form.

Frequently Asked Questions

Q: How long will it take me to apply for benefits?

A: It will take at about 20 to 45 minutes to complete an application. The exact length will depend on the benefits selected and the number of people in the household.

Q: Which benefits may I apply for?

A: SNAP (Supplemental Nutrition Assistance Program)

Q: How long will my application be saved for?

A: Individuals have up to 60 days to complete the Application process and can log in and out of the system as they please. You will need your e-Form number and password to access an incomplete Application.

Q: If I do not wish to e-Sign my Application, how can I submit it?

A: If you do not want to e-Sign your Application, you will have to print the Application and sign the summary page. You will then have to submit your Application at a local Social Service office.

Q: Once I submit my application and receive the confirmation page do I need to take any additional steps?

A: Yes, you must submit the household's required verification documents in order for the application to be processed.

Q: Why is the information I entered during "Do I Qualify?" not carried over to my application?

A: The information you entered during "Do I Qualify?" is not carried over to your application because the questionnaire asks for general information to keep the "Do I Qualify?" process short and simple. Therefore the information is not specific enough for your application.