

CalSAWS |

Welcome to BenefitsCal Webinar:

Case Linking Multi-Factor Authentication (MFA) - Webinar



April 17, 2024

Meeting Guidelines

- Type your CBO org and email in the chat window.
- Please wait until the session is completed for Q&A.
- Please keep your questions focused on the session topic, in the interest of time.
- Please mute your microphone if you are not speaking.
- Today's session will be recorded, and materials will be shared after the webinar.

Agenda

- ① Training Material (5 mins)
- ② Case Linking Multi-Factor Authentication (MFA) Background (5 mins)
- ③ Demo in Testing Environment (15 mins)
- ④ Additional Demo Screens (20 mins)
- ⑤ Open Forum (15 mins)
 - Q&A

Training Material

The following artifacts are available for the CBOs and County staff on or after April 25, 2024.

Training Artifacts	Location
Website updates to support client communication.	
<ul style="list-style-type: none"> Site FAQ updates 	BenefitsCal.Com --> HelpCenter--> Frequently Asked Questions
<ul style="list-style-type: none"> YouTube Update 	BenefitsCal.Com --> HelpCenter--> How-to Videos BenefitsCal YouTube Channel
<ul style="list-style-type: none"> Announcement 	BenefitsCal.Com --> HomePage-->Announcements
Build Communication tools for CBOs, County, and the public.	
<ul style="list-style-type: none"> Downloadable flyer (printable version mimicking site FAQs) 	CaSAWS.Org --> BenefitsCal
<ul style="list-style-type: none"> FACT sheet 	CaSAWS WebPortal
<ul style="list-style-type: none"> Job Aid 	CaSAWS WebPortal
<ul style="list-style-type: none"> Quick Reference Guide 	CaSAWS.Org --> BenefitsCal
Social Media Update	
<ul style="list-style-type: none"> Twitter handle update 	CaSAWS.Org --> BenefitsCal
Awareness sessions	
<ul style="list-style-type: none"> County awareness session 	CaSAWS WebPortal
<ul style="list-style-type: none"> CBO awareness session 	Session recording --> BenefitsCal YouTube channel Session Materials --> e-mail distribution

Note: Actual hyperlinks on the site are not provided as the links will be generated only after the content has been uploaded to the respective locations.

Case Linking MFA (Multi-Factor Authentication)

Functionality and Purpose

- If a bad actor manages to obtain a user's information, the new MFA process will still prevent them from gaining access to that person's case details due to additional security layer
 - This is why we use details from the case (not from the BenefitsCAL account) for verification
- Users can choose to receive a verification link to the email address on their case details
 - **Note:** This may not be the same email they use for BenefitsCAL login

The screenshot shows a web form titled "Enter the following information to link your case to your account." The form includes a header with the BenefitsCal logo and navigation links (Home, Messages, Help), a language dropdown set to "English", and a search bar. The main content area contains the following fields and instructions:

- Instruction: "To link your case, make sure you're the Primary Applicant."
- Dropdown menu: "Who's the Primary Applicant?"
- Dropdown menu: "What if I have more than one case?"
- Text input field: "Date of Birth required" (format: MM/DD/YYYY)
- Text input field: "Zip Code required"
- Dropdown menu: "County required" (option: "Select One")
- Text input field: "Case Number required"

Below the fields, there is a note: "You can find this on your EBT card (if you have one) or in your notices. Note: The first two digits on your EBT card are your county code. Enter the next seven digits for your case number." At the bottom, there are navigation buttons: a back arrow and a red "Next" button.

The screenshot shows a web form titled "Let's verify it's you linking your case. How do you want to receive your link to verify?". The form includes the same header as the previous screenshot. The main content area contains the following elements:

- Information icon and text: "We got this email from your case details. It might be different from the email you use to log into your BenefitsCal account. If you don't have access to the email below, [contact your county office](#) to update your email."
- Text input field: "*****@calsaws.org"

At the bottom, there are navigation buttons: a back arrow and a red "Send" button.

Demo in Testing Environment

Scenarios List

1. "Happy Path"

- User enters the correct case information
- Email Address is found in their case details (CalSAWS)
- User chooses to get the verification link to this email
- They click the link in the email
- Their case(s) are successfully linked

2. No Email Address found in case details (CalSAWS)

Additional Demo Screens

Scenarios List

1. Unsuccessful Email Verification scenarios
 - Expired verification link (after 24 hrs)
 - Technical failure after clicking verification link
 - Prompts on Dashboard for different situations
2. No Person Match in CalSAWS
3. Link a Case FAQs

Open Forum

Q&A