

User Acceptance Agreement

The FSSA Benefits Portal will allow you to apply for Health Coverage, SNAP, and/or Cash Assistance benefit programs online, track the status of your case, receive confidential messages from the FSSA Division of Family Resources (DFR), print your proof of eligibility, and report changes in your status, among other things.

For you to use the FSSA Benefits Portal, you must agree to abide by this User Acceptance Agreement (also referred to as “Terms of Use”).

You do not need to use the FSSA Benefits Portal or agree to these Terms of Use to apply for and receive benefits. You can complete and mail or fax a paper application to FSSA/DFR or visit any DFR office to apply, and you may receive all correspondence from FSSA/DFR in the mail. You may sign up for a FSSA Benefits Portal Account at any time, now or in the future.

Registration

To use the FSSA Benefits Portal you will need to register for a Benefits Portal Account by providing certain pieces of identifying information and an email address. In doing so you affirm that the information you provide is correct and complete to the best of your knowledge, and that the information entered on the User Details screen is your information and not someone else’s.

A person who receives benefits by intentionally giving false information or by failing to report information may be criminally prosecuted under State and Federal law.

The email address you provide will be your User ID associated to your FSSA Benefits Portal Account. **If you change your email address your Account will be associated with your new email address and no longer available under your prior email address.**

Electronic Correspondence

With a Benefits Portal Account, you may choose to receive your notices and correspondence from FSSA electronically; you must have a Benefits Portal Account to receive electronic notices/correspondence.

Copies of your notices/correspondence will be placed in your Benefits Portal Account, and you will receive an email from FSSA notifying you that new information has been posted to your account. You may view, download, and/or print your notices/correspondence from your Benefits Portal Account.

You may elect to receive electronic notices/correspondence at any time by selecting that option in your Benefits Portal Account. You may also opt-out of receiving electronic notices/correspondence at any time by deselecting that option in your Benefits Portal Account or by calling FSSA. You have the right to request a paper copy of any notice/correspondence be mailed to you by calling FSSA. And, if you wish, you may opt to receive both electronic notices/correspondence and have paper copies mailed to you.

Your Password and Unauthorized Use of Your Account

During registration you will create a password. Each time you login to your FSSA Benefits Portal Account you will need your User ID (email address) and password to gain access.

You agree that you are responsible for maintaining the confidentiality of your FSSA Benefits Portal Account and your password. **Never share your password with anyone else.** If you share your password with someone else anything they do with your FSSA Benefits Portal Account will be your responsibility.

Privacy and Your Personal Information

DFR’s protection of your privacy and personal information and your rights and responsibilities regarding your application and receipt of benefits is provided in the [Notice of Rights and Responsibilities for Health Coverage](#) and the [Notice of Rights and Responsibilities for Supplemental Nutrition Assistance Program \(SNAP\) and Cash Assistance](#), which are incorporated herein by reference.

No one at the State or FSSA/DFR knows your password or can find it.

Terms of Use Agreement:

Each time you log into your FSSA Benefits Portal Account you are agreeing to these Terms of Use. FSSA/DFR reserves the right to change these Terms of Use from time-to-time without prior notice.