

User Acceptance Agreement

Welcome to the FSSA Division of Family Resources Benefits Portal. This website will allow you to conduct your business with the Family and Social Services Administration (FSSA) Division of Family Resources (DFR) through the ease of the Internet.

The Benefits Portal website will allow you to apply for Health Coverage, SNAP, and/or Cash Assistance benefit programs, track the status of your application, receive confidential messages from DFR, print your proof of eligibility, and report changes in your status, among other things. We believe the Benefits Portal website offers a convenient way for you to conduct business with us, and reduces the amount of paperwork that we would otherwise send back and forth through the mail.

You do not need to use this website or agree to the terms of use to apply for and receive benefits.

You can complete and mail or fax a paper application to us, and receive all correspondence from DFR in the mail. In fact, even if you use this website you can still receive all correspondence in writing, all you have to do is ask.

If you wish to use the Benefits Portal website, either now or in the future—you can choose not to use the website now and still change your mind in the future—you will need to register by providing us with a few pieces of identifying information, setup a User Identifier (User ID) and password, and answer five (5) secret security questions.

To register and set up your Benefits Portal account, you will need to provide your name, your email address, date of birth, and the last four digits of your Social Security Number. Your email address will be your User ID (e.g., Mary.Smith@gmail.com). Once you have entered this information, you will be asked to create a password and answer the five (5) secret security questions.

Once registered and your account is setup, your User ID and password will be required each time you access the Benefits Portal website. **It is very important that you keep your password secret and never share your password with someone else.** Anyone with access to your account can see and update or change your profile information, update your notice preferences, and see your case status information.

If you forget your password you can click on the “Forgot Password” link, the website will then walk you through a process to reset your password (verifying your identity using the secret security questions you answered during the registration process).

No one at the State or FSSA/DFR knows your password or can find it. Your password is kept secret through encryption technology.

All of the information you provide to register and set up your Benefits Portal account is protected by both federal and state law (as is all of the information you provide on and with your application for benefits). The State and FSSA/DFR are obligated under these laws to protect your information and keep it confidential. Please reference the Notice Regarding Rights and Responsibilities document included with the benefits application form for more information (or at <http://in.gov/fssa/df/2689.htm>).

The Benefits Portal website is a secure site requiring a properly established User ID and password to enter, and the communication link between the website and your computer is secured through encryption technology.

The Benefits Portal website, like most websites, uses “cookies,” which are small pieces of information deposited on your computer. The cookies are used by the website to allow you to move from webpage to webpage without having to continually reenter your User ID and password. These cookies are usually erased when you log-off of the website; however, it is always best to close your browser (e.g., Internet Explorer, Chrome, Safari) once you have logged off to be sure, especially if you are using a public computer. Other than cookies, the State and FSSA/DFR will not place any information on or extract any information from your computer.

Terms of Use Agreement: By clicking on the “I Accept” button, you are agreeing to allow FSSA/DFR to collect and use your name, date of birth, email address, and the last four digits of your Social Security Number in order to set up your account in the Benefits Portal website. Once your account is set up, you are agreeing to allow FSSA/DFR to collect additional information from you through the Benefits Portal website as minimally necessary for you to apply for and receive benefits, and to make information about you available to you through the Benefits Portal website (e.g., case status, proof of eligibility), including messages. You will be required to periodically change your password to assure the continued security over your information and the password must meet certain complexity rules to ensure it is not easily guessed (the password entry process will lead you through this). You also agree to allow the Benefits Portal website to use cookies on your computer.

If you do not accept this agreement when you complete the user account registration process (by clicking “I Do Not Accept”), all of the information you entered will be completely deleted.