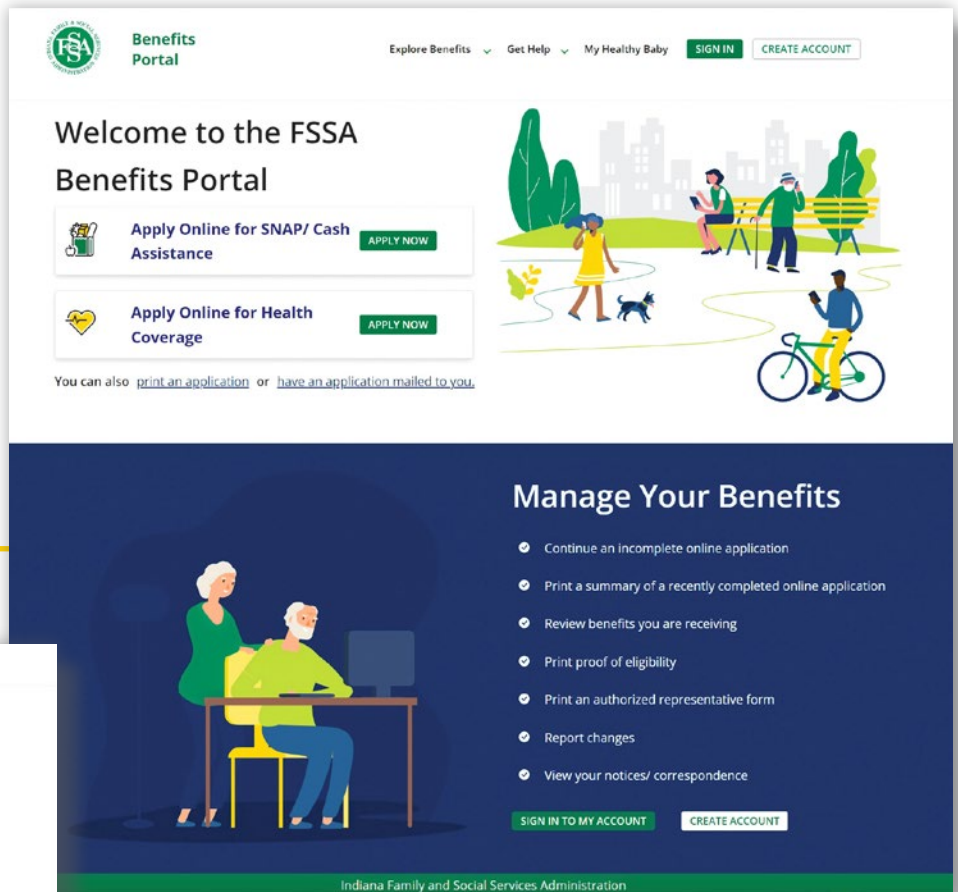




- Go to **FSSABenefits.IN.gov**
- Scroll down to the “Manage Your Benefits” section
- Click on either “Sign in to my account” or “Create account”

**During the federal public health emergency, no one lost their Medicaid coverage. Because Medicaid coverage protections are no longer included in the federal public health emergency, redetermination actions will begin in April 2023. Taking action now could help you stay covered.**

**1** On the FSSA Benefits Portal landing page, scroll down to the “Manage Your Benefits” section. Click on either “Sign in to my account” or “Create account.” Here you can report changes to your case, review the benefits you are currently receiving or view notices that have been sent to you.



Log In

User ID (Email Address)  
  
[Forgot User ID](#)

Password  
  
[Forgot Password](#)

[Sign up for new account](#) [Log in](#)

If you want to register as an Authorized Representative, click here

Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID

**Need help? Call 800-403-0864**

## Steps for setting up a new account:

**Benefits Portal**

### Create User Account-User Details

- Creating a User Account helps keep your information private and secure.
- You will be able to access case information and report changes once your account is created.
- You will need an email address to set up a User Account. If you need [to create an email account click here](#).
- If you are having trouble creating a User Account, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.
- If you have a case or application, enter your details as you are known to the agency. This information will be used to link you to the case information to which you have access.
- You will not be able to create a User Account if you do not have an SSN.

**Your Name and Other Information**

First Name \*      Last Name \*

Date of Birth MM/DD/YYYY \*      Last 4 digits of SSN \*

Email \*      Confirm Email \*

Cell Phone

(must be able to receive text messages)

Please note: if you forget your User ID we will send it to you using Email or text.

Indiana Family and Social Services Administration

**2** Log in or sign up for a new account. Note: You will not be able to create a user account if you do not have a Social Security Number. Call 800-403-0864 if you need help.

**3** On the Client Home page, click the “Manage” button in the top right-hand corner.

**Benefits Portal**

Home Page    Manage \*    Log Out    Welcome, Suzy

### Client Home Page

You can now select to receive notifications electronically. Please go to Manage and select Account then click on the Manage Notifications tab to update your notification preferences. Click here to go to the Manage Notifications tab now.

Paper applications and online applications that you completed while not logged in will not display here.

**Document Upload History**

To view your uploaded documents history, [click here](#).

**Incomplete Online Application(s)**

To access an incomplete Online Application, please click 'Continue'.

Application Number	Type	Name	Date Started	Status	Action
	SNAP/Cash	Test McTester	03/01/2022	SAVED	<a href="#">Continue</a>

**Application Summary for Online Application(s)**

To print a copy of an online application summary, click on Print Summary. To request a copy of the summary be mailed to the applicant's mailing address, click on Mail Summary.

Indiana Family and Social Services Administration

**Benefits Portal**

Home Page    Manage \*    Log Out    Welcome, Suzy

### Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update. Once you have entered your information and clicked on Update, then click on another tab to update the other information. Click on the Home Page above to return to your Home Page.

Change Your Password    Update Your Contact Information    Update Security Questions    Change Email Address    Manage Notifications

**Change Password**

You cannot use a password you used in the last 24 times.

Old Password \*      \_\_\_\_\_

New Password \*      \_\_\_\_\_

- Must be 8-32 characters
- Must include at least one upper case, one lower case, one special character and one number.
- Allowed special characters are: Question mark (?), pound sign (#), at sign (@), underscore (\_), equal (=)

Indiana Family and Social Services Administration

**4** Use the tabs to choose which personal information to change. Once you have entered your information and clicked on “Update,” click on another tab to update the other information.

**5** Make sure your contact information is correct. You may update the name and cell phone associated with your account, but it will not be updated with FSSA until you report a change and it is processed.

**Benefits Portal**

Home Page    Manage \*    Log Out    Welcome, Suzy

### Manage Account

This page will help you manage your account. Click on the tab below for the information you want to update. Once you have entered your information and clicked on Update, then click on another tab to update the other information. Click on the Home Page above to return to your Home Page.

Change Your Password    Update Your Contact Information    Update Security Questions    Change Email Address    Manage Notifications

**Update your contact information**

You may update the Name and Cell Phone associated with your account but it will not be updated with FSSA until you report a change and it is processed.

First Name \*      Suzy

Last Name \*      Diaz

Cell Phone (optional)  
(must be able to receive text messages)  
(317) 222-2222

Indiana Family and Social Services Administration