

FEDERAL CHANGES ARE HERE!

Did you know that you can upload documents on the contact center?

Now you can upload your verification documents right from your smartphone while you're on the phone with an agent.

Watch the how-to video:
https://bit.ly/DocumentUpload_Video

No more waiting - get it done
in five easy steps!

1 Verify identity using the SMS message link (*valid SSN needed*)

2 Select a person and click “**Select**”

3 Select a document type from the dropdown (**See following slides for document types*)

The image shows a smartphone screen displaying the 'Ohio Benefits' document upload interface. The screen is divided into three main sections, each highlighted with a red box and a numbered circle (1, 2, 3) indicating the steps:

- Step 1: Verify Your Identity** - This section prompts the user to provide details to complete their Application E-Signature or view the Call Summary. It includes input fields for 'Date of Birth (mm/dd/yyyy)*' and 'Social Security Number (Last 4 Digits)*', followed by a 'Continue' button.
- Step 2: Upload My Documents** - This section explains that users can scan a document or take a photo. It includes a 'Select a Person' dropdown menu (currently showing 'Gracie Test') and a 'Select' button. Below this, it lists case numbers associated with the person.
- Step 3: Document Type Selection** - This section shows a 'Select one' dropdown menu for 'Document Type' and a 'Choose File' button. Below this, it lists the following document type extensions that may be uploaded: .pdf, .png, .jpg, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .txt.

The bottom of the screen features the 'Ohio Benefits' logo.



Dept. of Health and Human Services
Cuyahoga Job and Family Services

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Click “**Choose File**” to upload document(s) and then click “**Upload**”

5

View the “**Success!**” screen



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