

# 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.

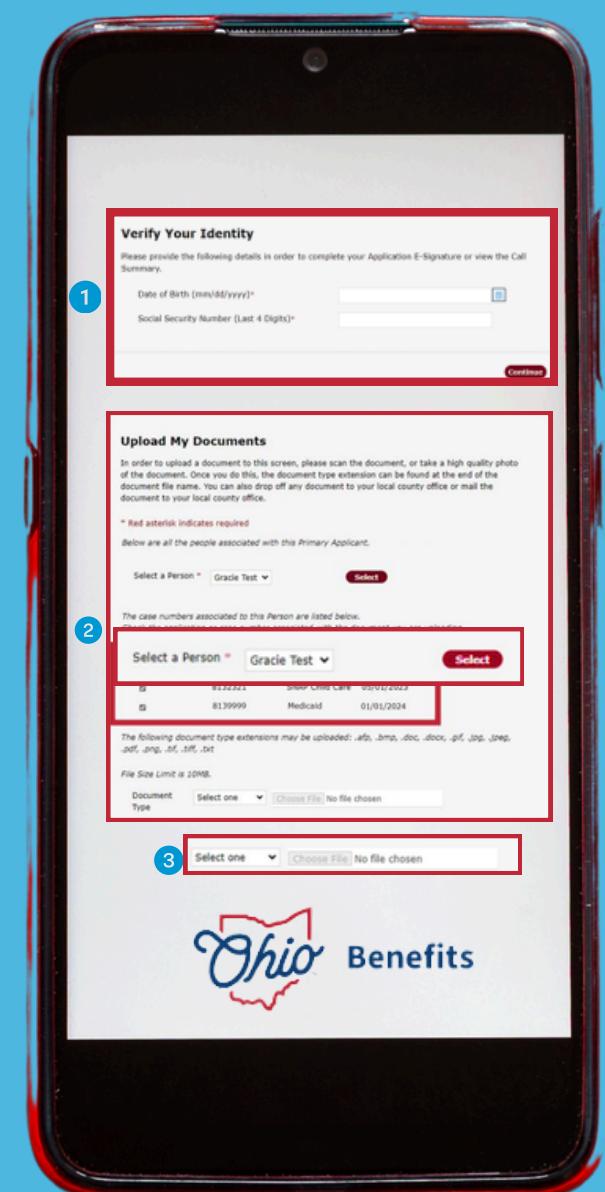
No more waiting - get it done in five easy steps!

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*)

Watch the how-to video:  
[https://bit.ly/DocumentUpload\\_Video](https://bit.ly/DocumentUpload_Video)



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

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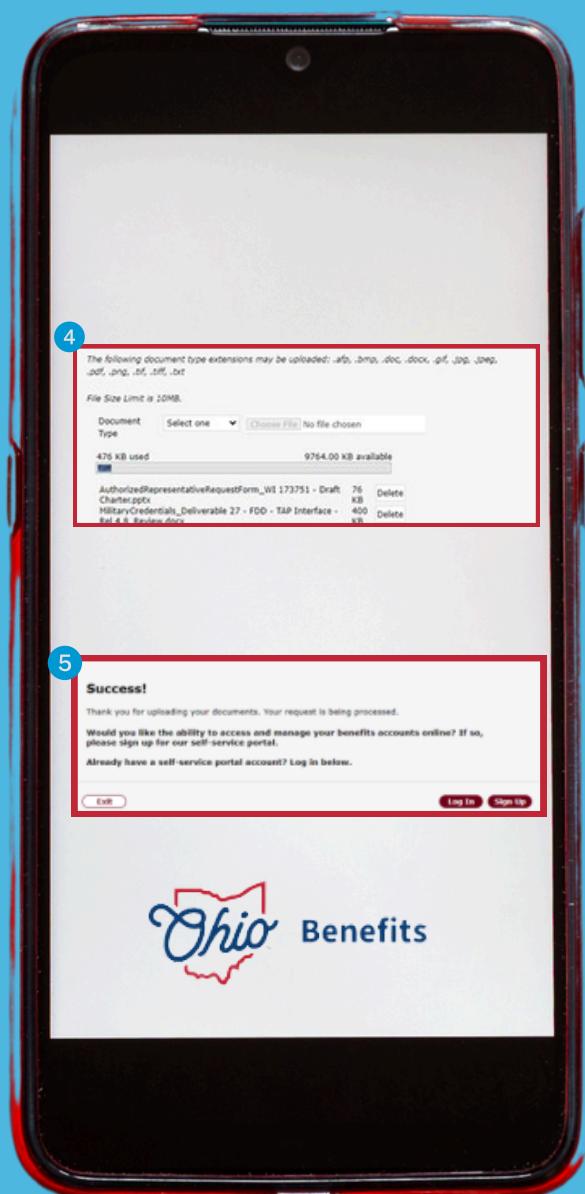
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4

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

5

View the “Success!” screen



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