Public Access Family Portal

User Manual

09/04/2024

TABLE OF CONTENTS

1. INTRODUCTION

The Alabama Department of Human Resources has implemented Arise, a new childcare management system with a family portal. The Arise Family Portal enables families to carry out the various steps and processes associated with childcare subsidies, including submitting applications, tracking attendance, and more.

Every family that wishes to have their children enrolled for state childcare subsidies must register on the portal and complete the steps indicated to submit their subsidy applications. Additionally, once their applications have been approved, the portal may be used to log and keep track of any changes and updates, file complaints, as well as submit any future applications.

Accessing the Arise Family Portal initially leads to the following page:

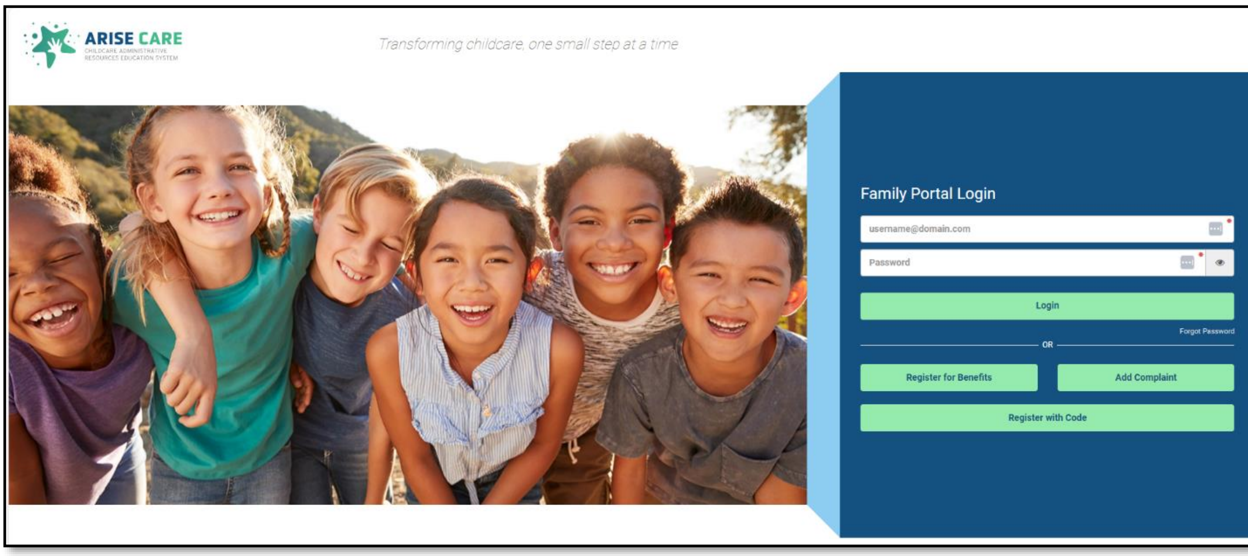


Figure 1: Family Portal Login/Registration Screen

On this page, users must first register and create an account. Following this, they will be able to use the portal to complete their subsidy application.

1.1 Registration Process

How to Register for Childcare Benefits?

On the Family Portal Login/Registration Screen:

Click on the 'Register for Benefits' button to begin the registration process. This action will lead you to the following page:

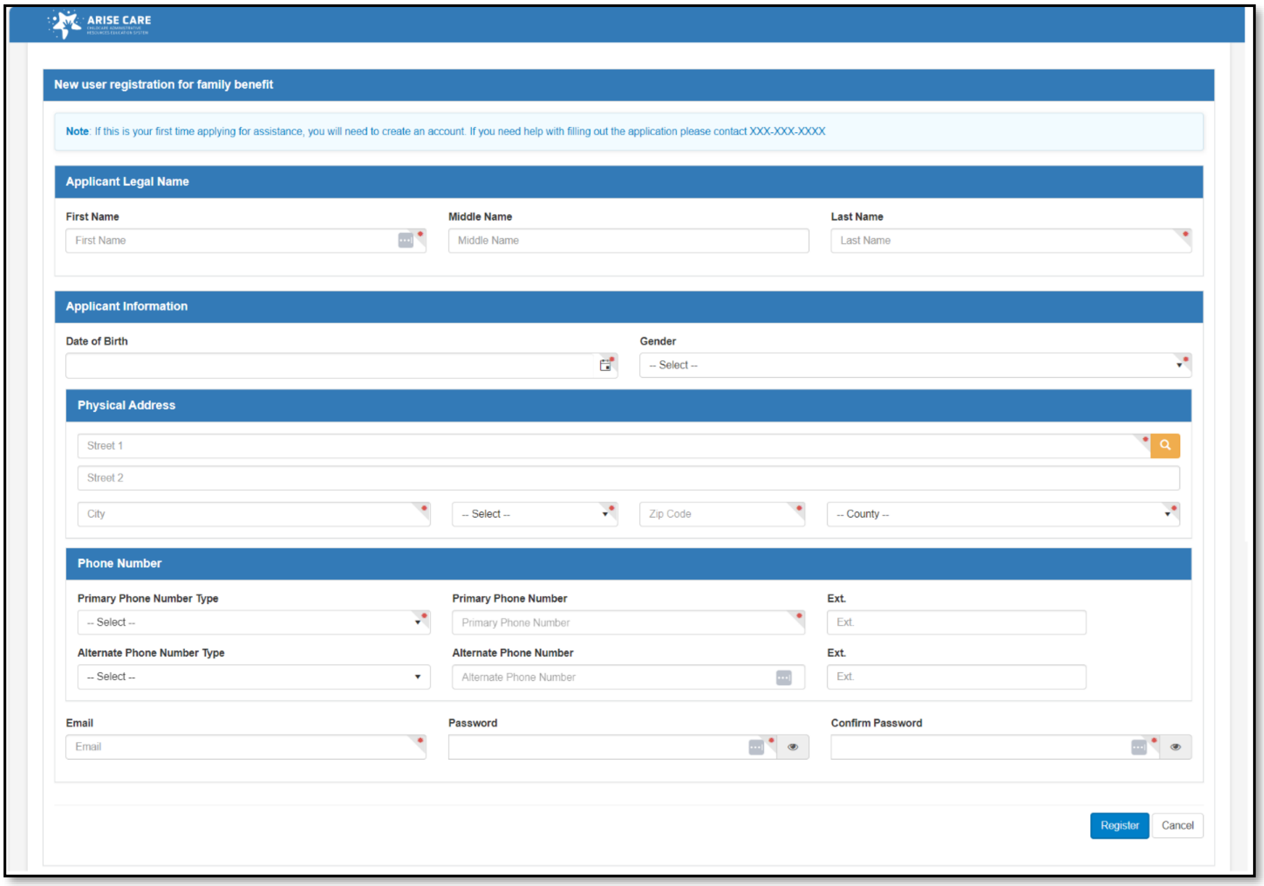


Figure 2: New User Registration for Family Benefit Page

The New User Registration for Family Benefit Page (Figure 2) captures the user's legal name, and other personal information such as date of birth and gender. Here, all mandatory fields are marked with a red asterisk on the top right corner of the field. This mark will turn green once the field has been appropriately filled.

At this point, users are expected to fill in all mandatory fields, including a valid physical/mailing address and contact information. Additionally, they must also provide the email ID that they wish to have associated with their Arise Family Portal account, as well as a password for the same.

To proceed:

1. Fill in all mandatory details (as mentioned above)
2. Click on the 'Register' button

Clicking on the register button will lead to the following page:

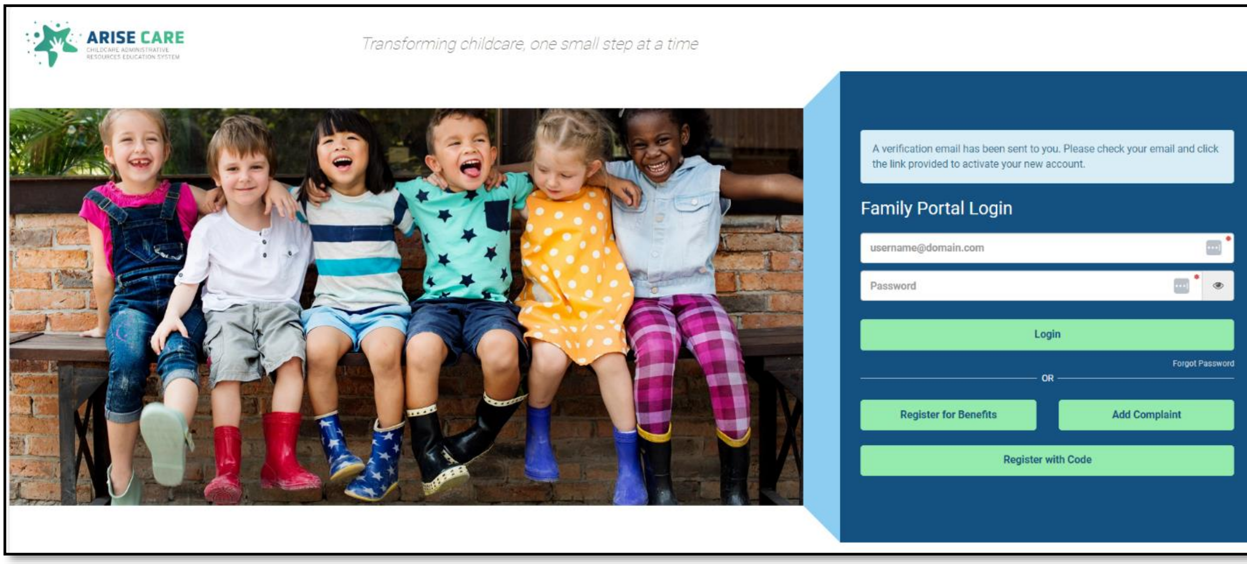


Figure 3: Verification Message

Once the user can see this note on the screen, their registration must be confirmed or verified.

1.2 Registration Confirmation Process

Once the user has completed the initial registration, as described above, a verification link to activate their account is sent to the email address provided at the time of registration.

This process confirms the information provided by the user is valid, and the user can confirm the same by clicking on the verification link to log into the Family Portal using the confirmed email address and password.

To carry out the registration process:

1. Log into the email inbox associated with the email address provided during registration.

The inbox will contain the following verification mail and link:

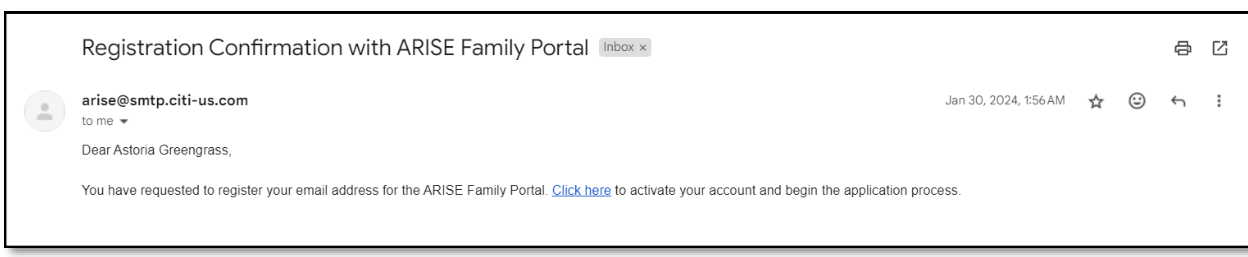


Figure 4: Account Activation Email

2. Click on the link provided to be directed back to the registration/log in screen (Figure 1).
3. Log in by entering the verified email and password, and then clicking on the 'Login' button.

1.3 Landing Page

The landing page is the first page that is displayed after logging in to the family portal. This is the 'Home' module of the Family account, and on this screen, users will be able to see their progress, receive notices and messages, and complete the steps required to submit their subsidy application.

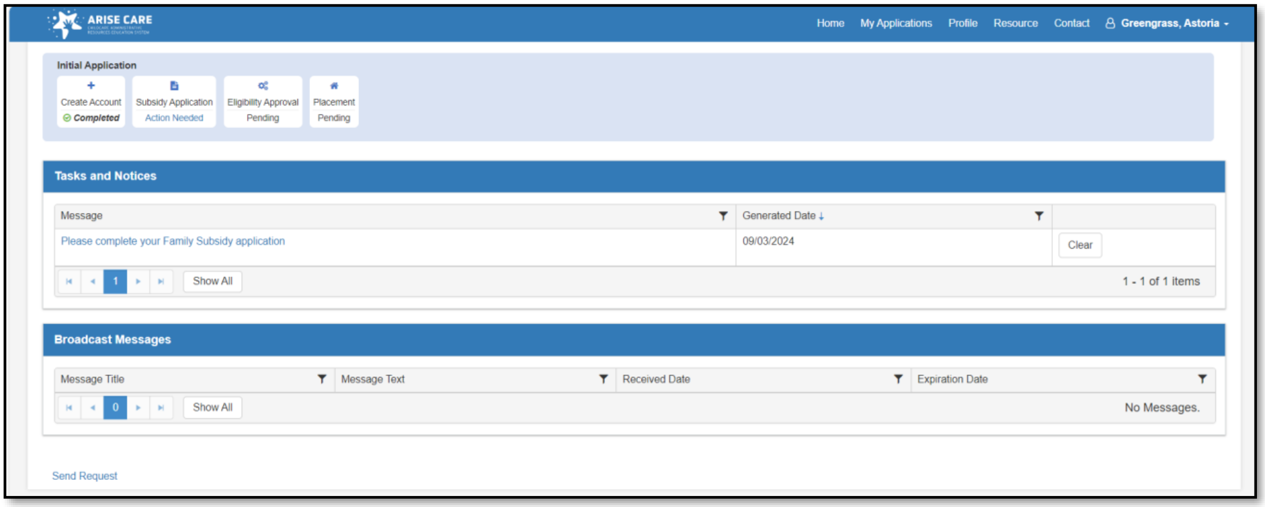


Figure 5: Landing Page

At the top of the landing page is an application wizard, containing a set of steps. These are the various steps to be completed when submitting a subsidy application. These steps also indicate the progress made at each stage, through the links displayed in each step.

Additionally, the landing page also displays all tasks and notices, as well as broadcast messages sent to all Family Portal users.

From this page, users may begin filling in their subsidy applications and access the various other modules at the top right of the screen. The next of these modules is the 'My Applications' module.

2. MY APPLICATIONS MODULE

Clicking on the 'My Applications' Module at the top will lead users to the following page:

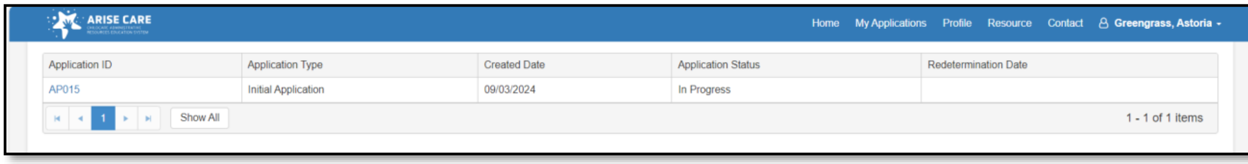


Figure 6: My Applications Module

On this page, users will be able to view applications that are currently in progress or have already been submitted/completed.

3. PROFILE MODULE

The "Profile" module consists of all the information that the user had provided during the initial registration process, on a single screen. This includes the user's demographics, contact number and email address, as follows:

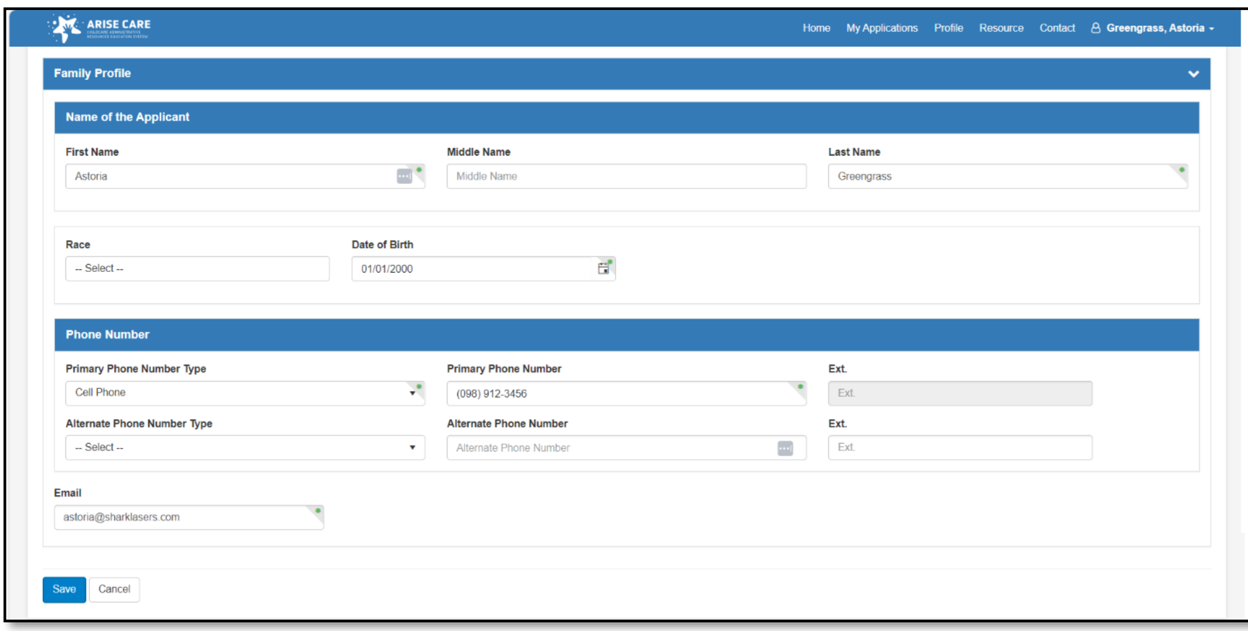


Figure 7: Profile Module

Using the Profile Module, users can view, edit, and/or update their information and profile.

How to view/update user profile?

1. Click on 'Profile' module to be directed to the Family Profile screen (Figure 7).
2. Review the demographics, physical address, contact number and email address
3. Update the details (if required)
4. Click on 'Save' to save the updated information

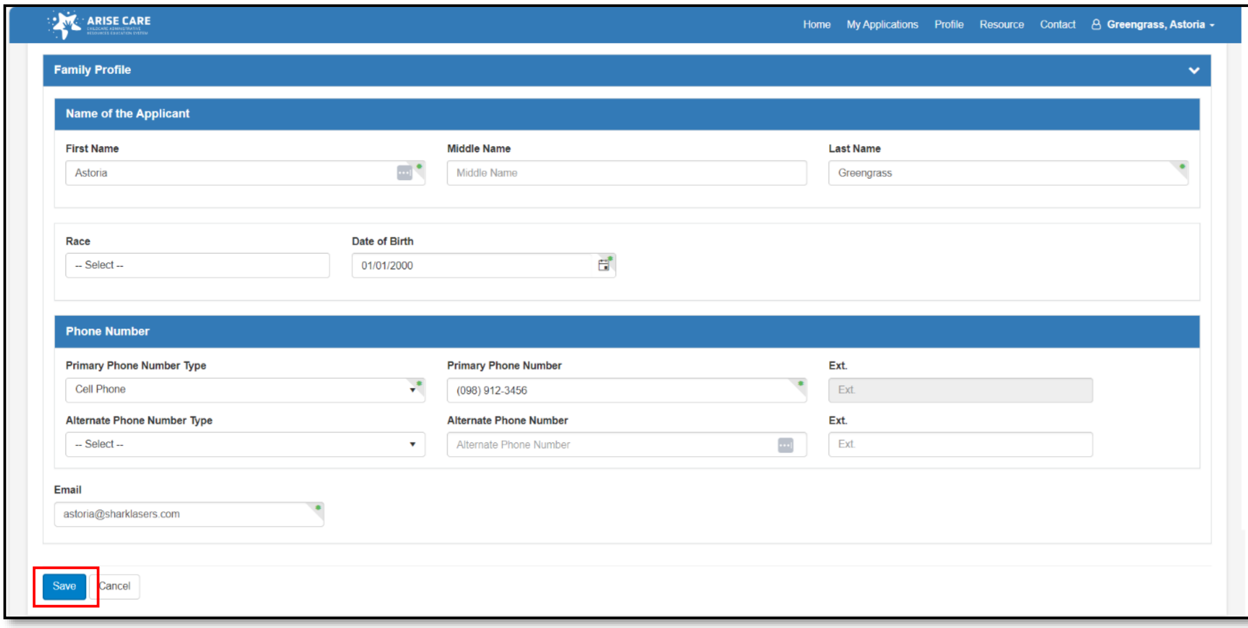


Figure 8: Updating the Family User Profile Screen

In this way, the Family User Profile may be updated at any stage of the application process, and post placement as well. It is important to ensure that the Family Profile information is accurate and updated as and when required.

4. CREATING A SUBSIDY APPLICATION

As mentioned earlier, the Family Portal may be used to create and submit subsidy applications for families and children who wish to be considered for state childcare subsidies or benefits.

The process of creating an initial application can be started from the Home page of the Family Portal.

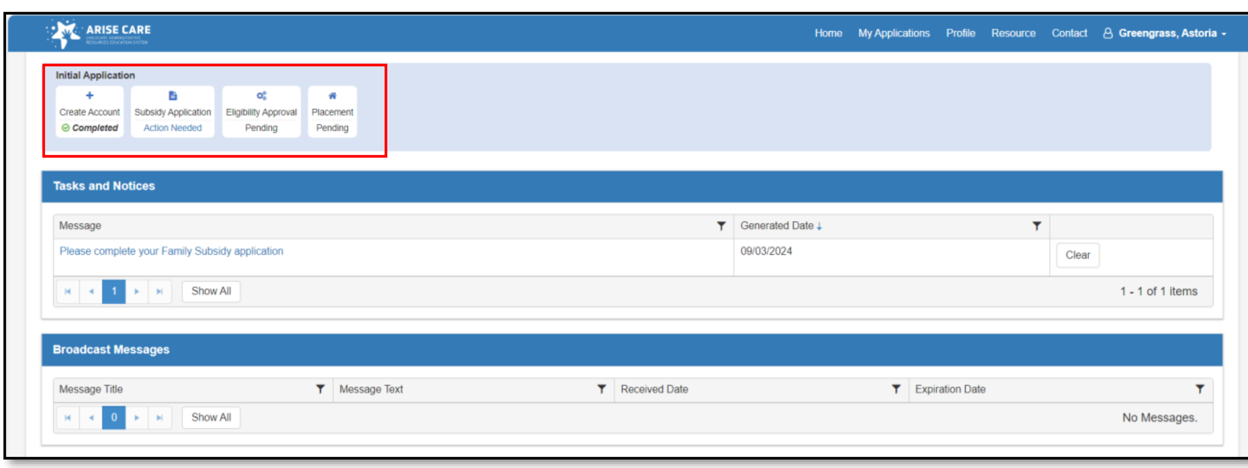


Figure 9: Home Page

On this page, users will be able to see an application wizard at the top, with a set of steps that must be completed in order for their subsidy application to be submitted and approved, finally leading to the children in question being placed in the appropriate childcare facilities.

Additionally, users will also be able to see any tasks and notices sent to them from state caseworkers, as well as broadcast messages sent to all users of the Family Portal.

This is the page where the users can begin their initial subsidy application, using the application wizard at the top.

How to Create an Initial Subsidy Application?

1. Click on 'Action Needed' link in 'Subsidy Application' step in the application wizard to be directed to the 'Edit Demographics' page (refer to Figure 11).

OR

2. Click on the Application module at the top of the home page, to be directed to the following page:

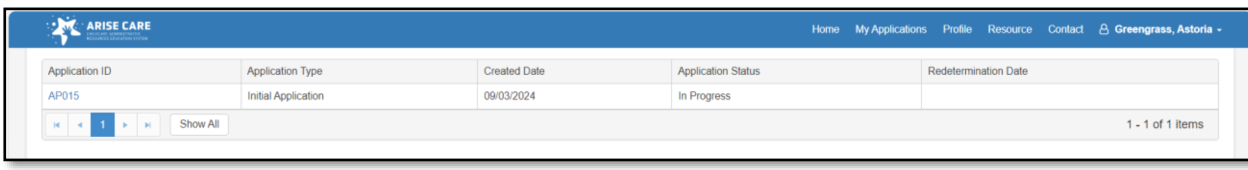


Figure 10: Create New Application Page

On this page:

3. Click on the Application ID to be directed to the 'Edit Demographics' page.

Here, you will need to review all demographic details and update/fill in any required information, before clicking on 'Save' to proceed.

The Demographics page is further discussed in the section below.

4.1 Demographics

The 'Demographics' screen allows the user to review, add/update the user's information captured during registration process.

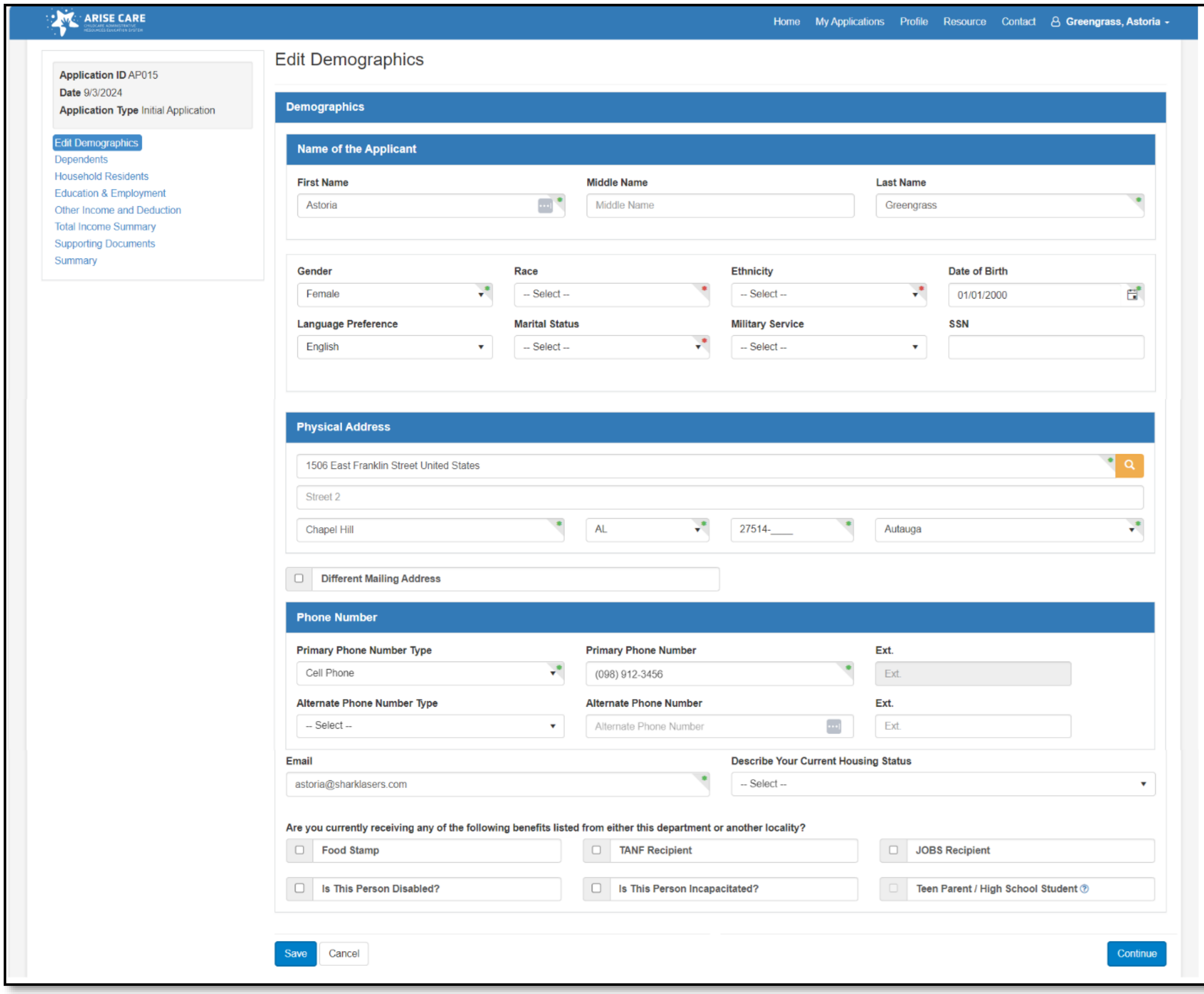


Figure 11: Edit Demographics Screen

Here, the user's demographics, physical address, contact number and email address are captured, as filled in during the registration. Additionally, details such as childcare referrals, benefits the family has been receiving, as well as housing status are present on this screen.

To successfully complete the Demographics section and proceed, all mandatory fields (marked with a red asterisk at the top right corner of the field) must be filled. While it is only necessary to fill in mandatory fields to proceed, it is highly recommended that all possible fields be accurately filled in, to ensure a smoother process throughout the rest of the application process.

Once this section has accordingly been completed, click on 'Save' before moving on to the next sections.

Note that the navigation pane on the left side of the screen depicts the various sections that must be completed before the subsidy application can be completed. Thus, once the demographics have been successfully filled in, the user may click on the next link on the navigation pane – Dependents.

4.2 Dependents

The Dependents section aims to capture all relevant information, including demographic details, care requirements, and more, with respect to household residents (those living in the same house as the primary user) who are dependents. That is, all household residents who are under the age of thirteen or are over the age of thirteen but have special needs requirements and are thus eligible for state subsidy.

Clicking on the 'Dependents' link on the left navigation pane leads to the following screen:

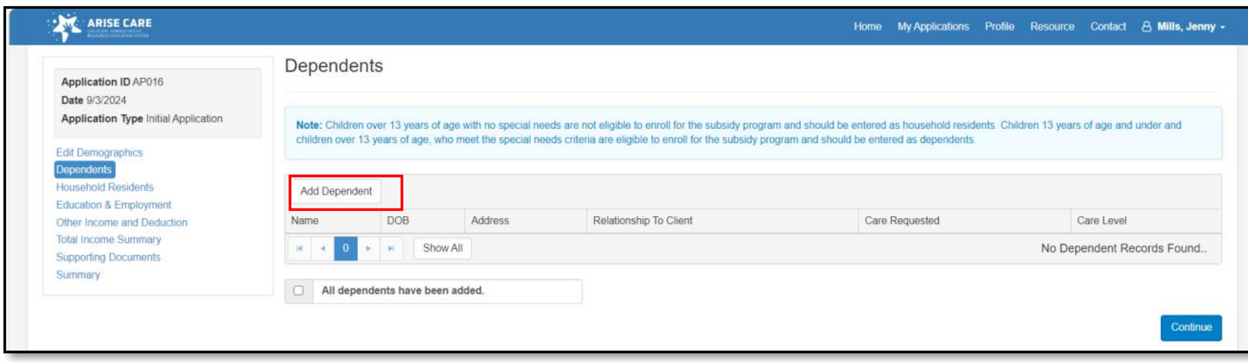


Figure 12: Dependents Summary Page

On this screen, users will see a dependent summary grid, where they will be able to see an overview of the details of every dependent added at this stage.

How to Add Dependent Information?

On the Dependents Summary Page (Figure 12):

1. Click on the 'Add Dependent' button to be directed to the following page:

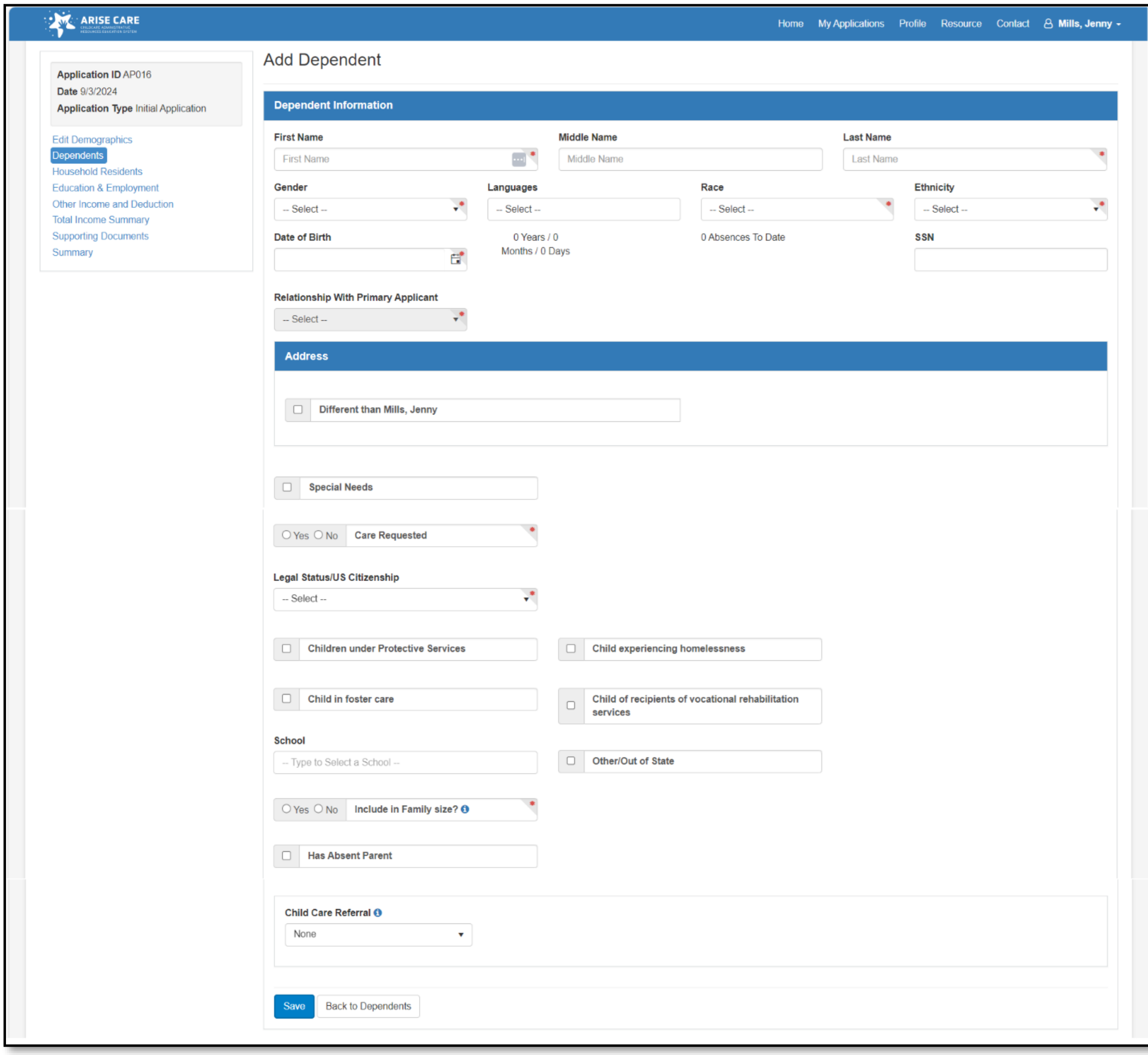


Figure 13: Add Dependents

On this page:

2. Fill in the dependent's demographic information
3. Enter the relationship with the Primary Applicant
4. Check the applicable checkboxes
5. Enter Absent Parent Information (if applicable)
6. Click on 'Save' to save your recorded information

Note that you will not be able to save your form and proceed, if any mandatory field is not filled in. Additionally, while not all fields are mandatory, it is highly recommended that all possible fields are filled. In particular, the care requested checkbox must be appropriately selected in order for the dependent to be considered for subsidy.

Once all required fields have been filled, the saved dependent information will be displayed on the Dependent's summary page (Figure 12) as follows:

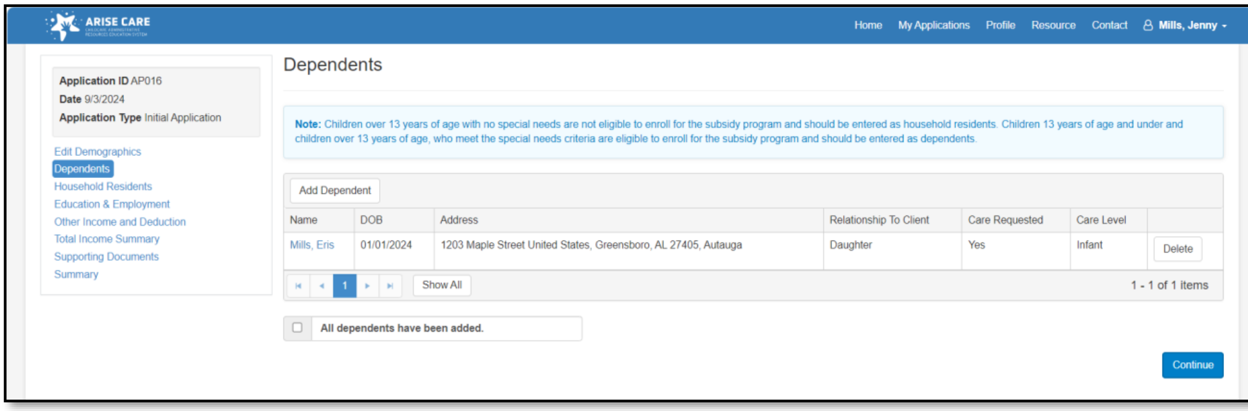


Figure 14: Dependents Summary Page

The same process must be repeated to add all dependents to the dependent summary page. Each of these dependents will be added to the grid, as seen above.

Once all dependents have been added, the 'All dependents have been added' checkbox must be selected for the 'Dependents' section to be successfully completed.

Following this, dependent information can be viewed, edited, and/or deleted from this screen.

How to 'Edit' a Dependent's Record?

1. Navigate to the Dependent Summary Page by clicking on the dependents link on the left navigation pane
2. On the Dependent Summary Page, the list of added dependents will be visible in the grid (as seen in Figure 14)
3. Click on the appropriate dependent's name to be directed to the specific dependent's information
4. Edit or update the information as required
5. Click on the 'Save' to save the edited information

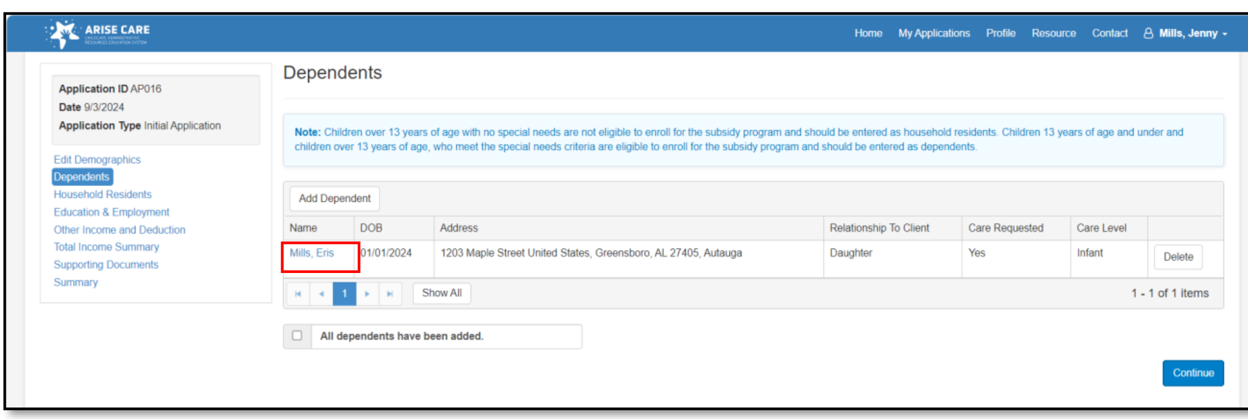


Figure 15: Edit Dependent Information

How to 'Delete' a Dependent's Record?

1. Navigate to the Dependent Summary Page by clicking on the dependents link on the left navigation pane
2. On the Dependent Summary Page, the list of added dependents will be visible in the grid (as seen in Figure 14)
3. Identify the appropriate dependent and click on the 'Delete' button towards the right-hand side of the summary grid.
4. This action will trigger a pop-up confirming your decision to delete the record
5. Click on 'Delete' to confirm deletion

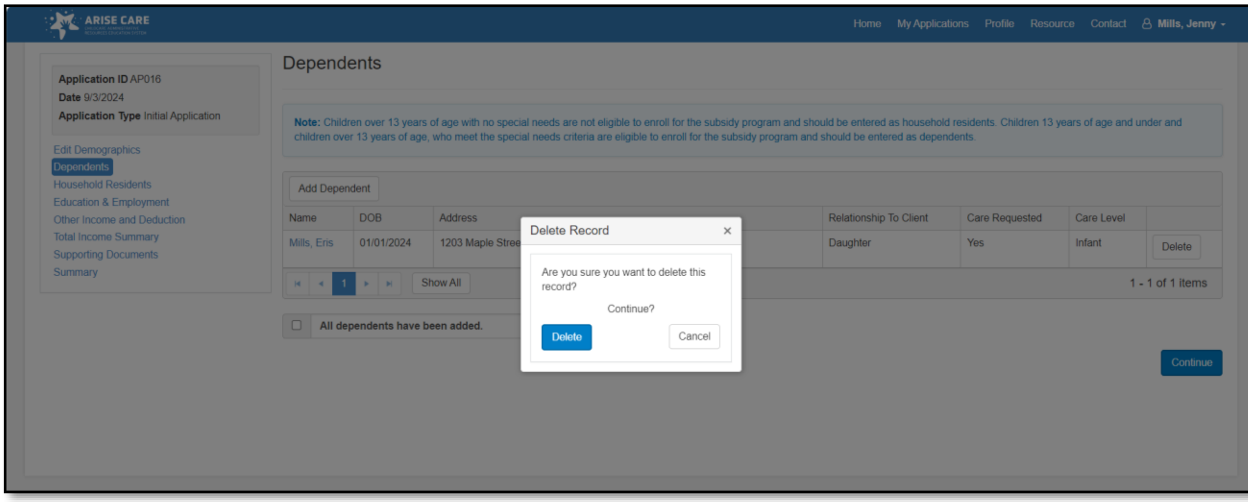


Figure 16: Delete Dependent Information

Once the Dependents section has been completed, users may move on to the next section by clicking on the next link on the navigation pane on the left – Household Residents.

4.3 Household Residents

The Household Residents section aims to capture all relevant information regarding individuals above the age of eighteen who are living in the same household as the user.

Household residents can typically be of two types – those who are included in the family size (that is, those who are either contributing to or making use of the total family income), as well as those who are not included in the family size (those whose status as household resident has no impact on the total income).

Both types of household residents must be added to this section, with appropriate options selected for each type.

Users may navigate to the Household Residents section by clicking on the link on the left navigation pane. This action will lead to the following page:

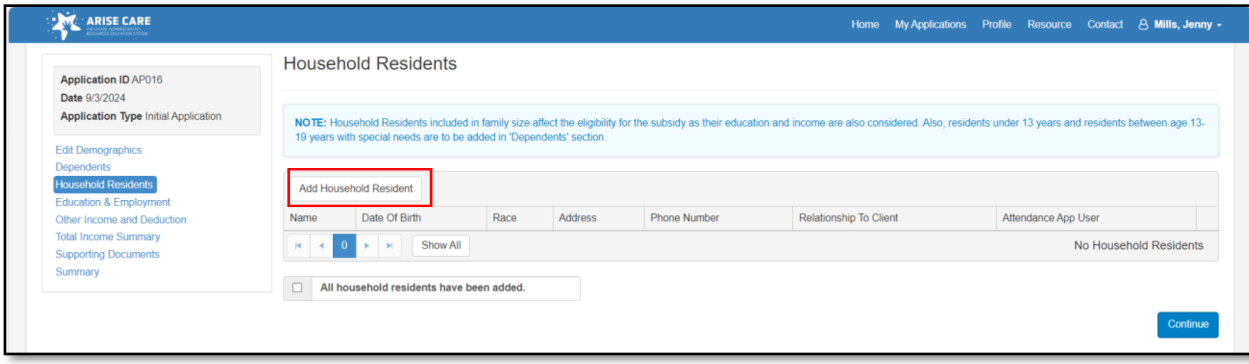


Figure 17: Household Residents Summary Page

On this screen, users will see a household resident summary grid, where they will be able to see an overview of the details of every resident added at this stage.

How to Add a Household Resident?

On the Household Resident Summary Page (Figure 17):

1. Click on the 'Add Household Resident' button to be redirected to the following page:

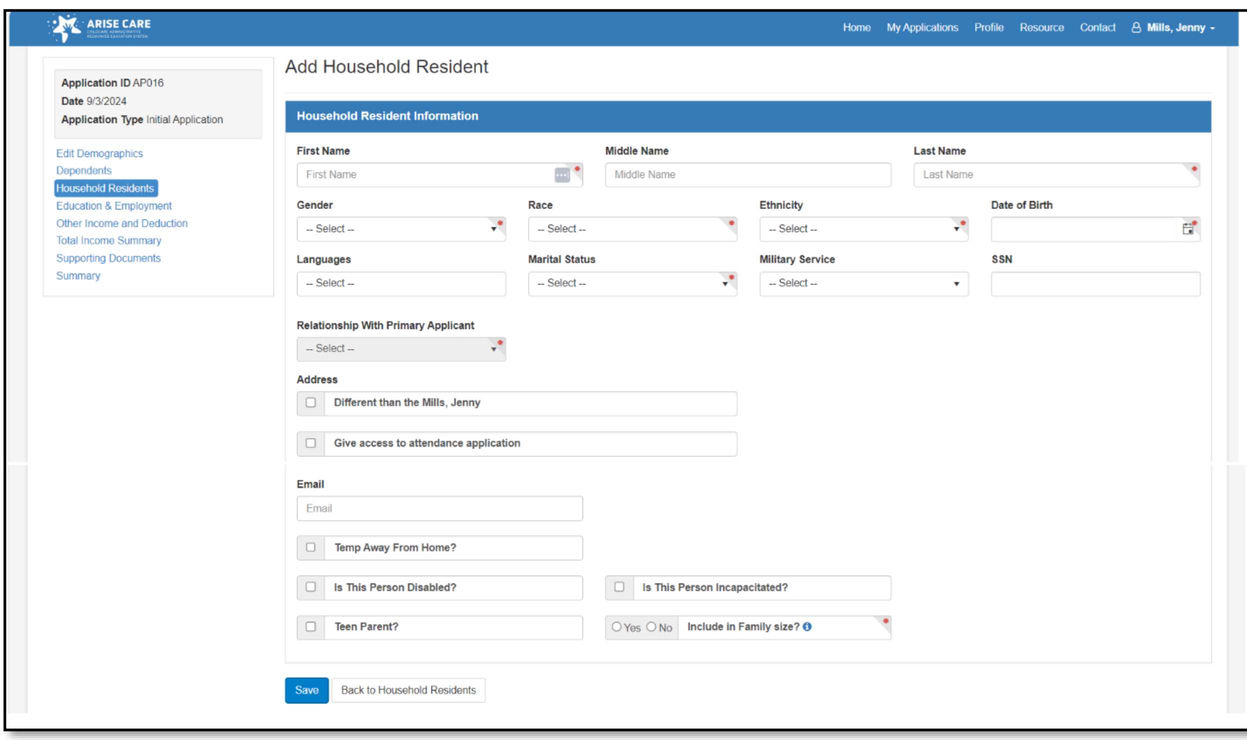


Figure 18: Add Household Resident

On this page:

2. Fill in Demographic information pertaining to the resident in question
3. Select the appropriate relationship with the primary client
4. Select any applicable checkboxes

5. Select the 'Include in Family Size' checkbox, if required
6. Click on 'Save' to save the recorded information.

Note that you will not be able to save your form and proceed, if any mandatory field is not filled in. Additionally, while not all fields are mandatory, it is highly recommended that all possible fields are filled.

Once all required fields have been filled, the saved household resident information will be displayed on the Dependent's summary page (Figure 17) as follows:

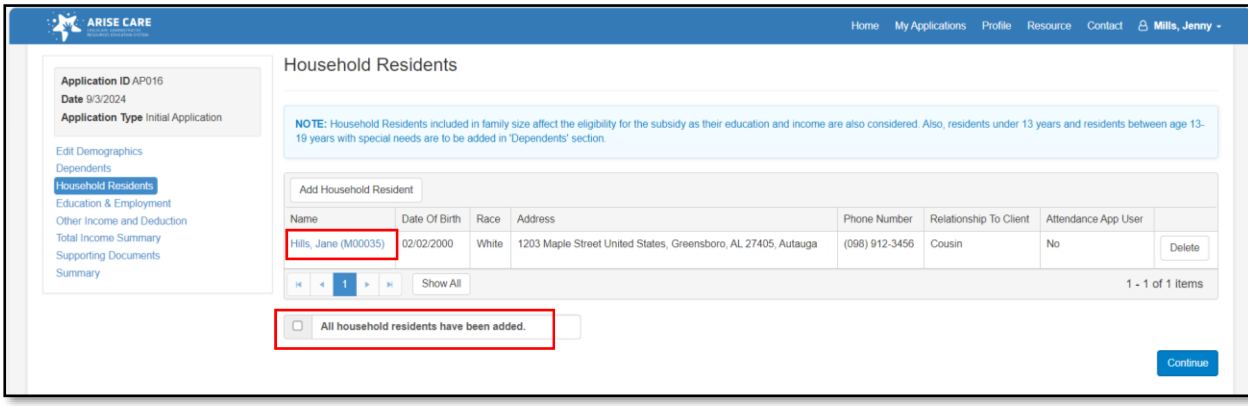


Figure 19: Household Residents Summary Page

The same process must be repeated to add all household residents to the Household Resident Summary Page. Each of these residents will be added to the grid, as seen above.

Once all residents have been added, the 'All household residents have been added' checkbox must be selected for the 'Household Residents' section to be successfully completed.

Following this, household resident information can be viewed, edited, and/or deleted from this screen as well.

How to 'Edit' a Household Resident's Record?

1. Navigate to the Household Resident Summary Page by clicking on the Household Residents link on the left navigation pane
2. On the Household Residents Summary Page, the list of added residents will be visible in the grid (as seen in Figure 19)
3. Click on the appropriate resident's name to be directed to the specific resident's information
4. Edit or update the information as required
5. Click on the 'Save' to save the edited information

How to 'Delete' a Household Resident's Record?

1. Navigate to the Household Resident Summary Page by clicking on the household resident link on the left navigation pane
2. On the Household Resident Summary Page, the list of added residents will be visible in the grid (as seen in Figure 19)

3. Identify the appropriate resident and click on the 'Delete' button towards the right-hand side of the summary grid.
4. This action will trigger a pop-up confirming your decision to delete the record
5. Click on 'Delete' to confirm deletion

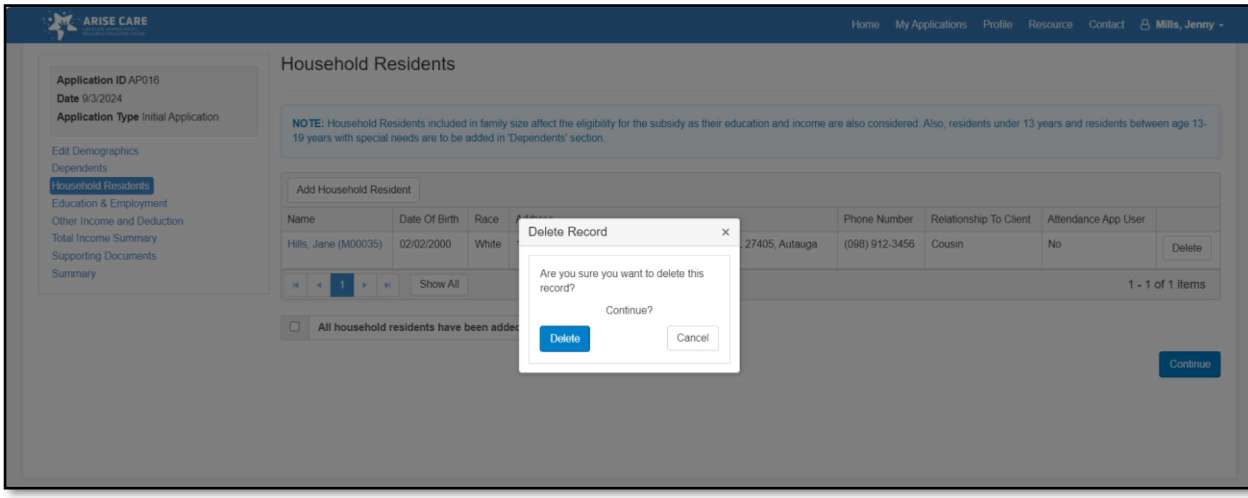


Figure 20: Delete Household Resident

Once the Household Residents section has been completed, users may move on to the next section by clicking on the next link on the navigation pane on the left – Education & Employment.

4.4 Education & Employment

The Education & Employment section aims to capture current education and employment details of household members. That is, details regarding educational and professional endeavors that they are currently pursuing. Additionally, specifics regarding the schedule of each resident's educational/professional venture are also captured, so as to better understand childcare requirements.

This section is divided into two broad categories, as seen on the Education and Employment summary page that users are redirected to when they click on the link on the navigation pane:

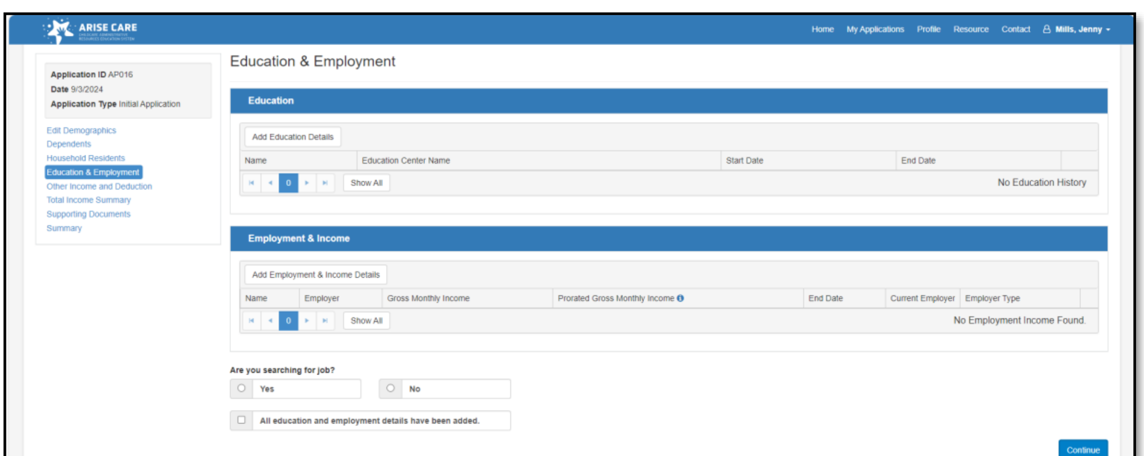


Figure 21: Education and Employment Summary Page

Each category – education, and employment & income – must be filled in for all relevant residents.

4.4.1 Education Information

As mentioned above, the Education section of the Education & Employment Page aims to capture details regarding any current educational pursuits of household residents. This includes information such as education center details, travel times, hours spent per week, credits, and more.

How to Add Educational Details for a household resident?

On the Education and Employment summary page:

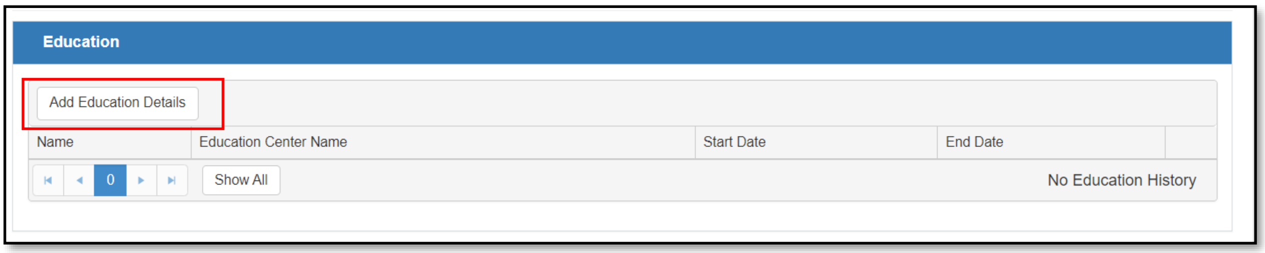


Figure 22: Add Education Details button

1. Click on the 'Add Education Details' button to be redirected to the following page:

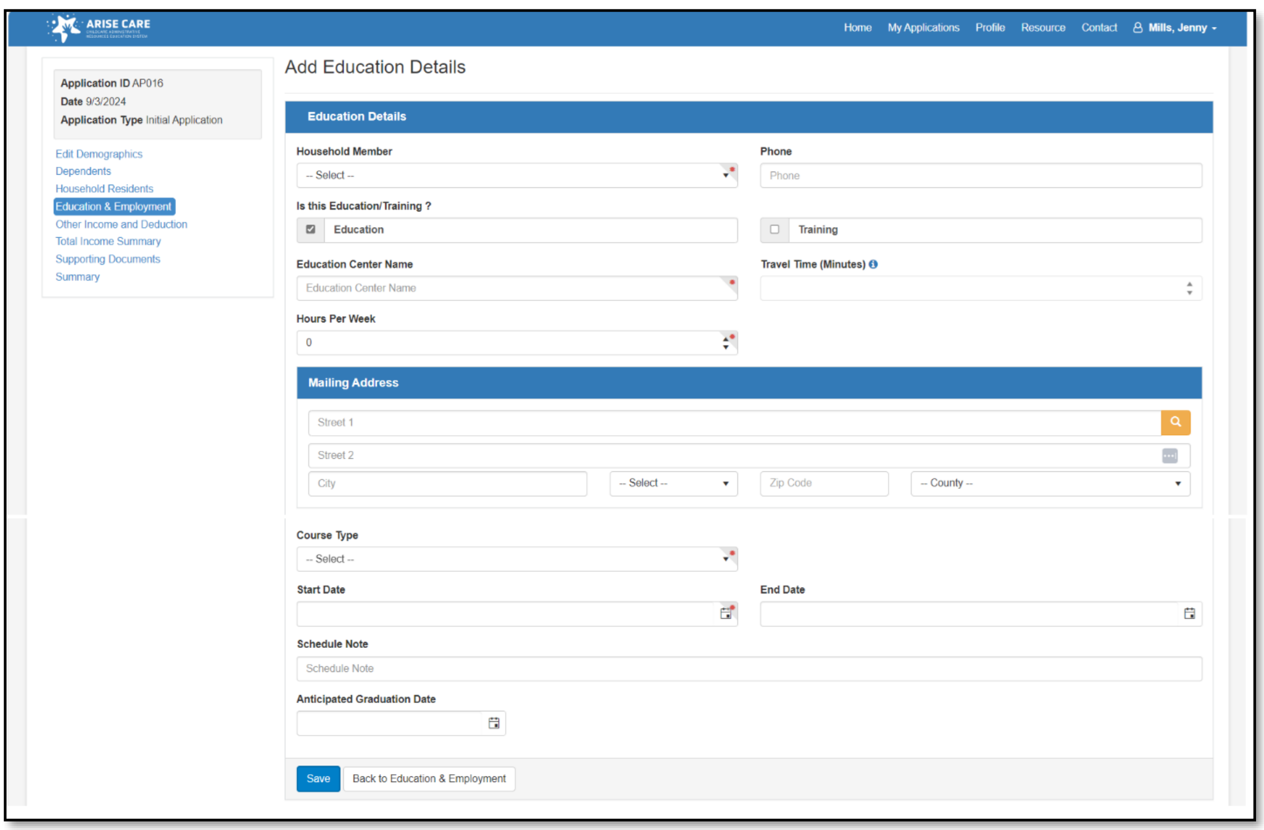


Figure 23: Add Education Details

On this page:

1. Select the household member
2. Complete the form by entering all the mandatory details
3. Click on the 'Save' button to save the recorded information.

The saved information will be displayed in the 'Education' grid on the Education & Employment Summary Page, as follows:

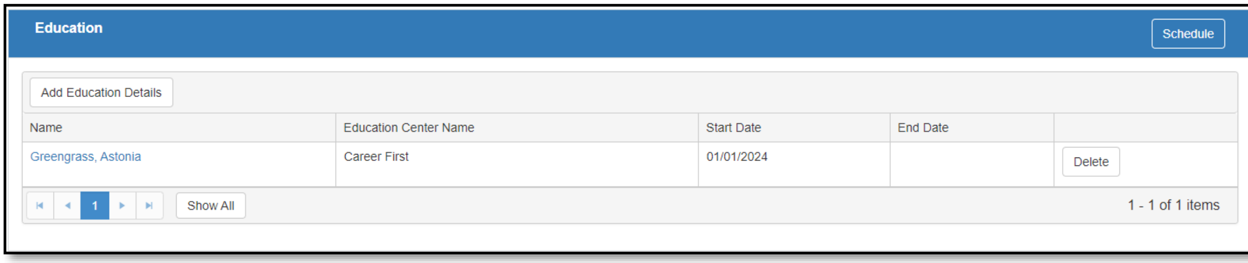


Figure 24: Education Details Reflected on Summary Page

The same process must be repeated to add the education details for all household residents. Each new addition will be added to the grid, as seen above. Following this, education information can be viewed, edited, and/or deleted from this screen as well.

How to 'Edit' Education Details?

1. Navigate to the Education & Employment Summary Page by clicking on the Education & Employment link on the left navigation pane
2. On the Summary Page, the list of all added education details will be visible in the grid (as seen in Figure 24)
3. Click on the appropriate resident's name to be directed to that specific resident's education information
4. Edit or update the information as required
5. Click on 'save' to save the edited information

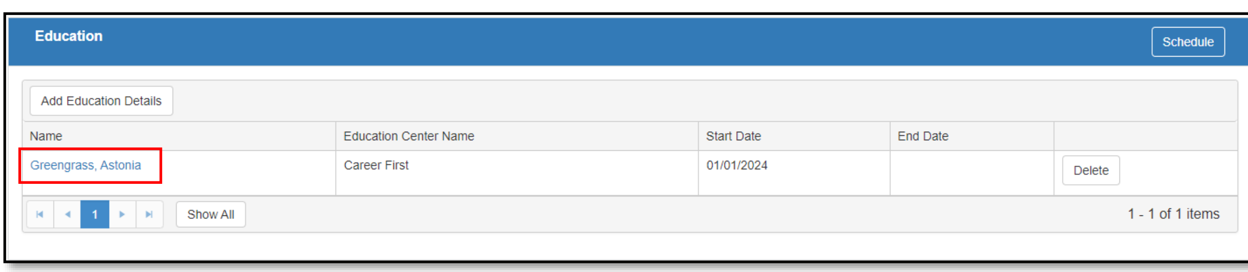


Figure 25: Edit Education Information

How to 'Delete' Education Details?

1. Navigate to the Education & Employment Summary Page by clicking on the Education & Employment link on the left navigation pane
2. On the Summary Page, the list of all added education details will be visible in the grid (as seen in Figure 24)

3. Identify the appropriate resident and click on the 'Delete' button towards the right-hand side of the summary grid.
4. This action will trigger a pop-up confirming your decision to delete the record
5. Click on 'OK' to confirm your decision

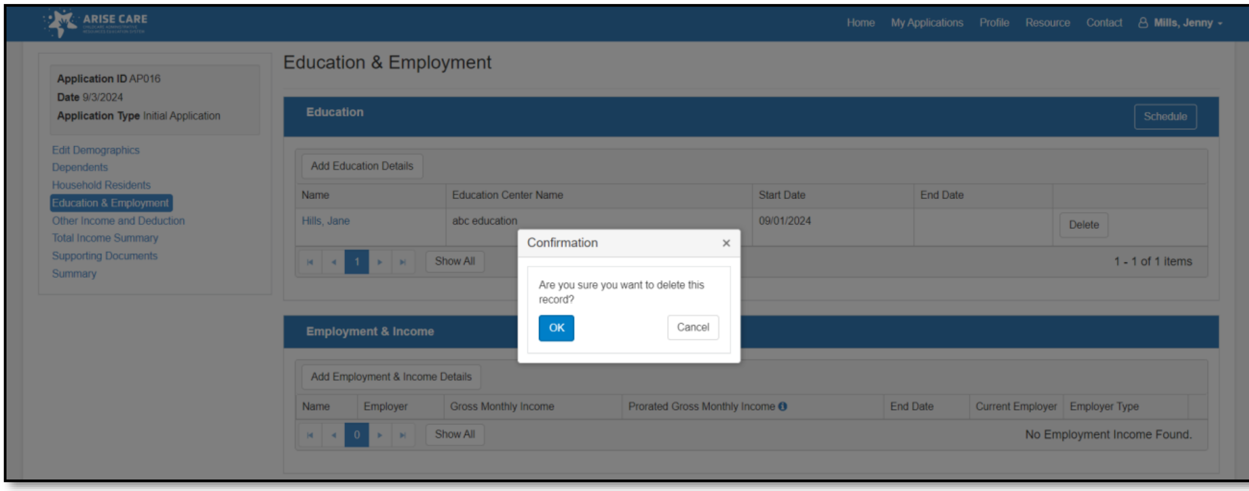


Figure 26: Delete Education Information

How to Create a schedule for Education Information?

1. Navigate to the Education & Employment Summary Page by clicking on the Education & Employment link on the left navigation pane

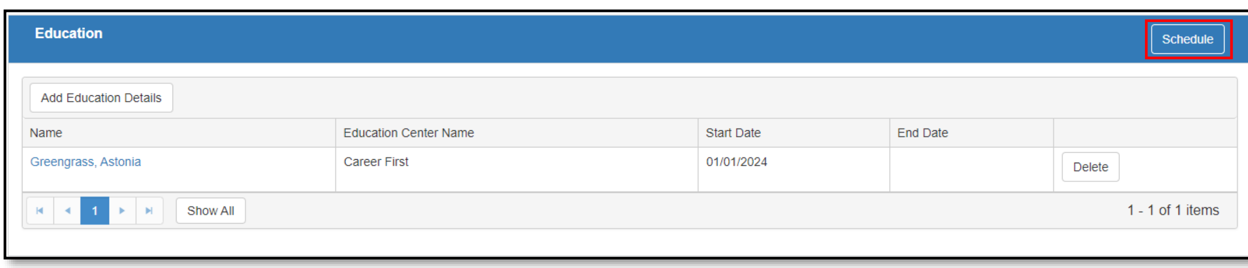


Figure 27: Schedule Button

2. Click on the 'Schedule' button on the top right corner of the education summary grid, to be directed to the following page:

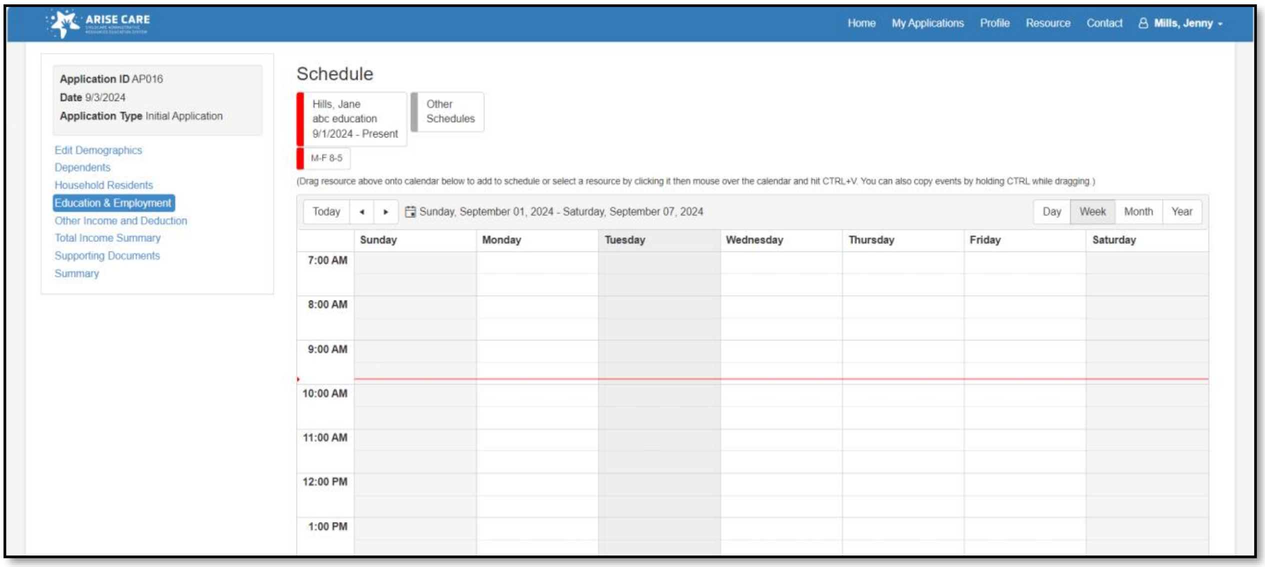


Figure 28: Create Education/Training Schedule

On this page:

3. Drag the household resident's schedule (the block mentioning the resident's name, Education/Training Start Date till Present) onto the appropriate timeslots provided on the schedule calendar

OR

4. Click on 'M-F 8-5' (Monday to Friday schedule from 8:00 AM to 5:00 PM) button to create a default schedule.
5. Click on 'Back to training/employment' to confirm the schedule and return to the Education & Employment Summary Page

Once all education details have been successfully and accurately added, the user may move on to the next part of the Education & Employment section – Employment & Income Information.

4.4.2 Employment & Income Information

As mentioned earlier, the Employment & Income section of the Education & Employment Page aims to capture details regarding any current employment of household residents. This includes employer information, travel time, hours per week, income, and more.

How to Add Employment & Income Details for a household resident?

On the Education and Employment summary page:

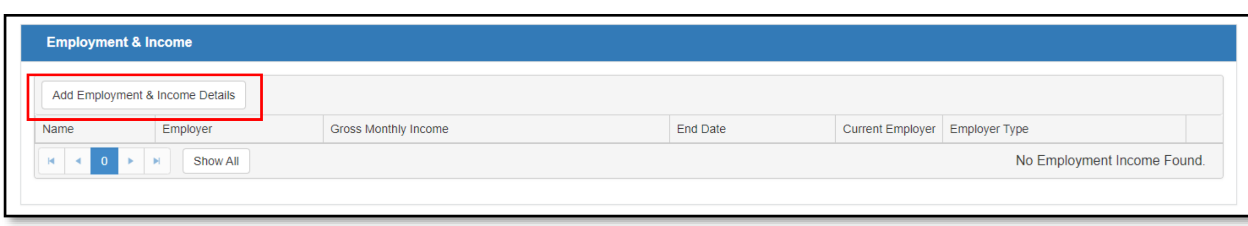


Figure 29: Add Employment & Income Details button

1. Click on the 'Add Employment & Income' button to be directed to the following screen:

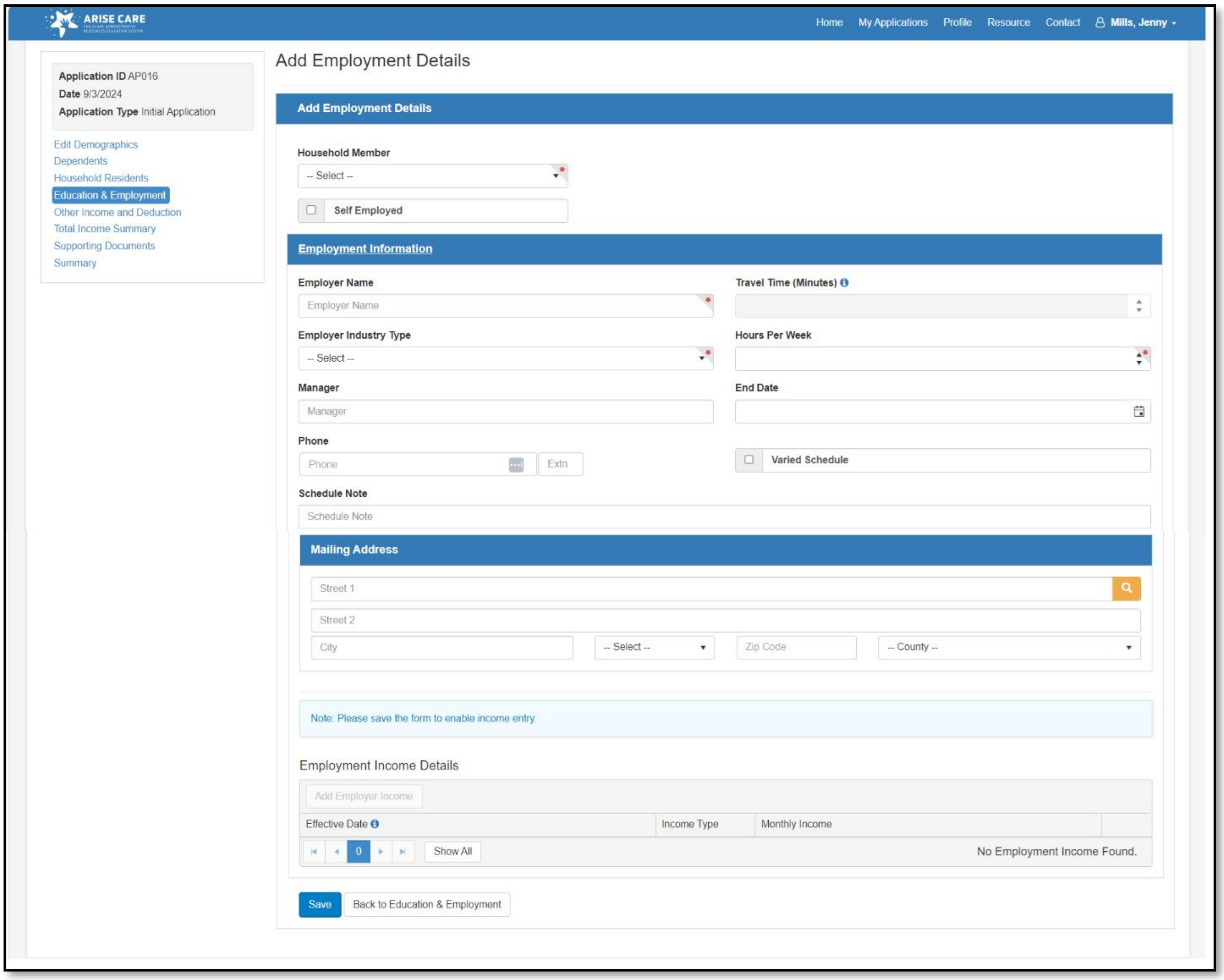


Figure 30: Add Employment Details

On this page:

2. Select the household member
3. Complete the form by entering all mandatory details
4. Click on the 'Save' button to save the recorded information. Clicking on 'Save' will enable the 'Add Employer Income' button as follows:

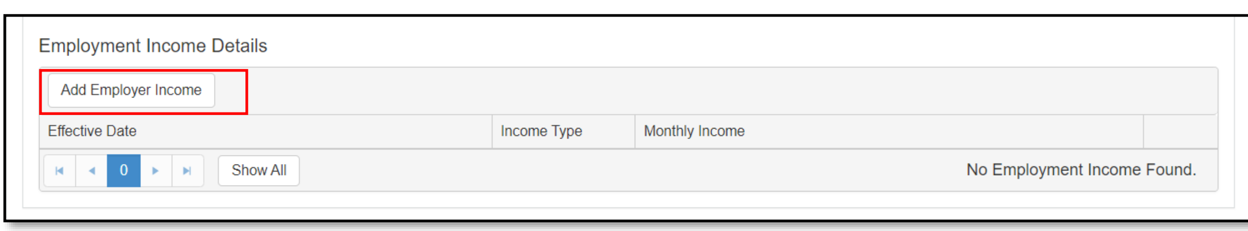


Figure 31: Activated Add Employer Income button

5. Click on the 'Add Employer Income' button to be directed to the following page:

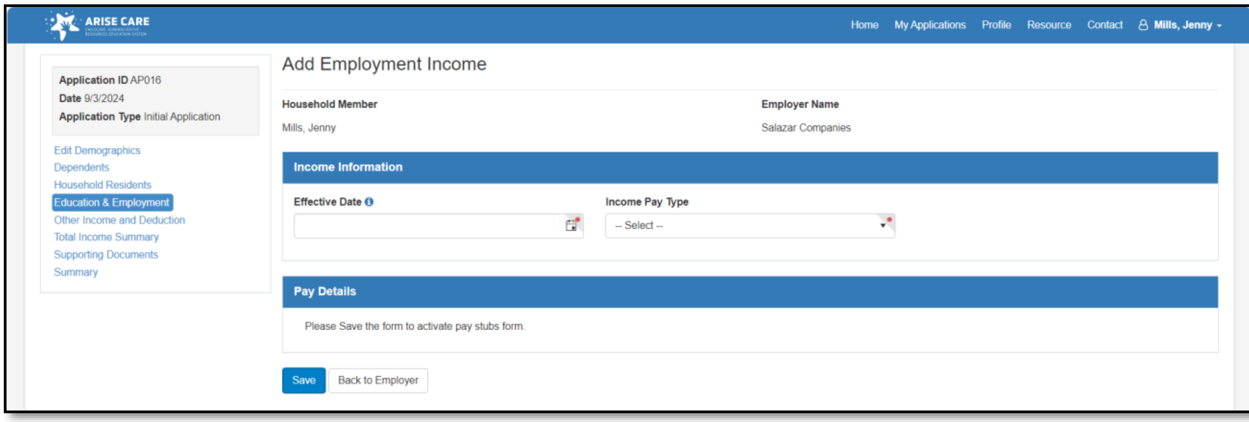
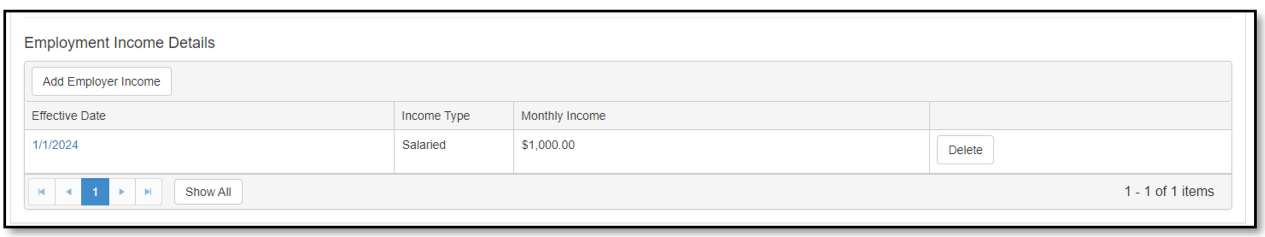


Figure 32: Add Employment Income

On this page:

6. Enter Income Information for the household member – Effective Date, Income Pay Type, and Pay Verification Type
7. Based on the Income Pay Type, a Pay Details form will also appear and will need to be filled
8. Click on the 'Save' button to save the recorded information
9. Click on the 'Back to Employer' button to be taken back to the add employment details page (Figure 30)
10. The income details will now be reflected on the employment details page as follows:



Employment Income Details

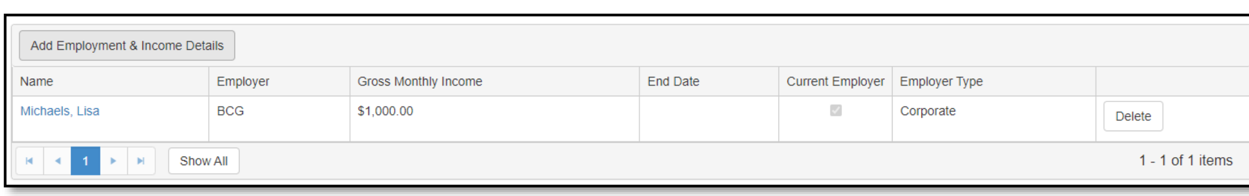
Add Employer Income

Effective Date	Income Type	Monthly Income	
1/1/2024	Salaried	$1,000.00	Delete

Show All — 1 - 1 of 1 items

Figure 33: Employment Income Details

11. Click on the back to Education & Employment button to be taken back to the Employment & Income Summary Page (Figure 21)
12. The newly added employment details will be visible as follows:



Add Employment & Income Details

Name	Employer	Gross Monthly Income	End Date	Current Employer	Employer Type	
Michaels, Lisa	BCG	$1,000.00		☑	Corporate	Delete

Show All — 1 - 1 of 1 items

Figure 34: Employment Income Details Reflected on Employment & Income Summary Page

The same process must be repeated to add all employment details for all household residents. Each new addition will be added to the grid, as seen above.

Following this, employment information can be viewed, edited, and/or deleted from this screen as well.

How to 'Edit' Employment & Income Details?

1. Navigate to the Education & Employment Summary Page by clicking on the Education & Employment link on the left navigation pane
2. On the Summary Page, the list of all added Employment & Income details will be visible in the grid (as seen in Figure 37)
3. Click on the appropriate resident's name to be directed to that specific resident's Employment & Income information
4. Edit or update the information as required
5. Click on 'save' to save the edited information

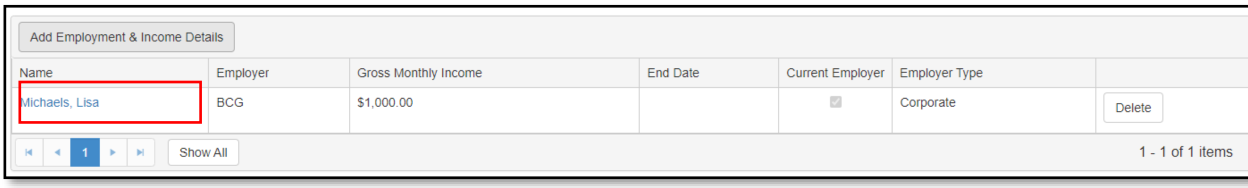


Figure 35: 'Edit' Employment & Income Information

How to 'Delete' Employment & Income Details?

1. Navigate to the Education & Employment Summary Page by clicking on the Education & Employment link on the left navigation pane
2. On the Summary Page, the list of all added Employment & Income details will be visible in the grid (as seen in Figure 37)
3. Identify the appropriate resident and click on the 'Delete' button towards the right-hand side of the summary grid.
4. This action will trigger a pop-up confirming your decision to delete the record
5. Click on 'OK' to confirm your decision

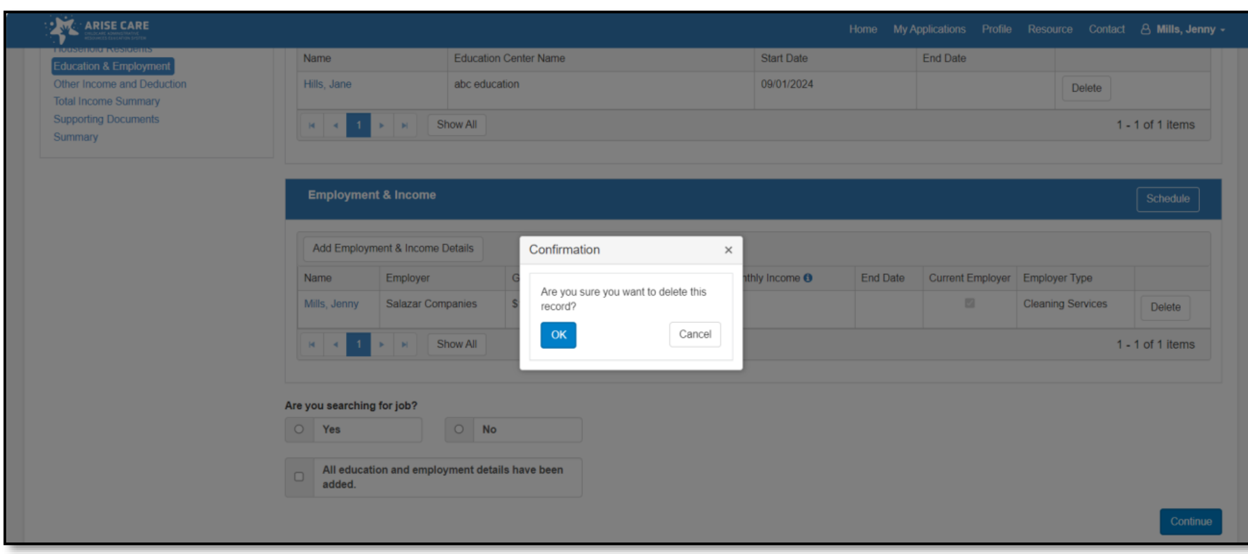


Figure 36: 'Delete' Employment & Income Information

Using the same process, once all employment details have been successfully added, the Education & Employment Summary page will reflect all added education and employment details as follows:

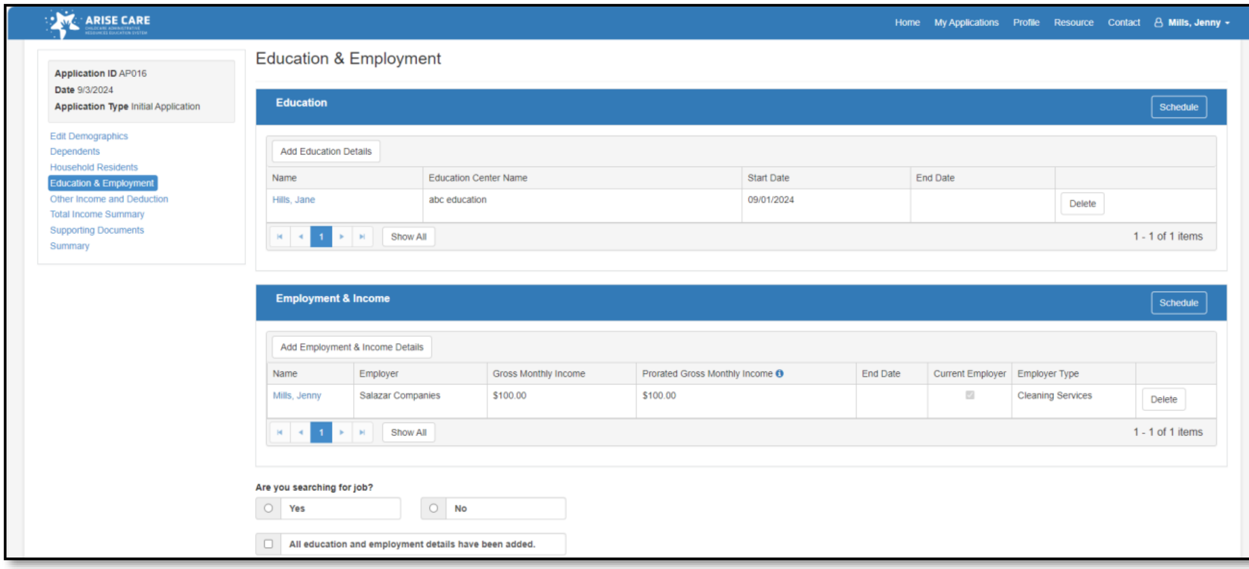


Figure 37: Updated Education & Employment Summary Page

Now, with all relevant information added, **users may successfully complete the Education & Employment section by selecting the 'All education and employment details have been added' checkbox.**

Once the section has been completed, as described above, the user may move on to the next section – Other Income and Deductions.

4.5 Other Income and Deductions

The Other Income and Deductions section aims to capture information regarding alternate sources of income (outside of regular employment) and regular deductions, both of which affect the total family income.

In this section each resident's other income and deductions (if any) must be added and will be considered when calculating eligibility based on total income and family size.

Accordingly, this section is divided into two broad categories, as seen on the Other Income and Deductions summary page that users are redirected to when they click on the link on the navigation pane:

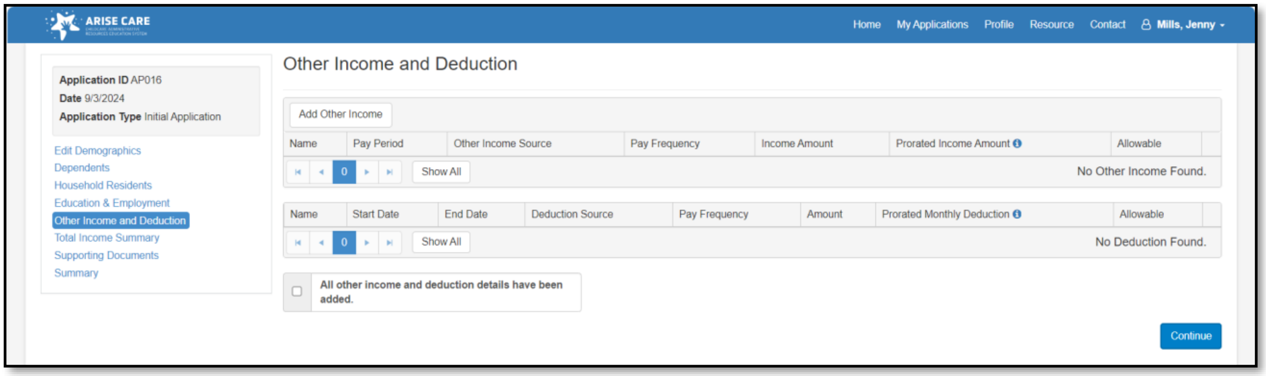


Figure 38: Other Income and Deductions Summary Page

Each category – other income, and deduction – must be filled in for all relevant residents.

4.5.1 Other Income

As mentioned above, the Other Income section aims to capture any alternate sources of income that may impact total family income. Examples of these sources of income include state support and benefits.

How to add 'Other Income' information for a household resident?

On the other income and deductions summary page:

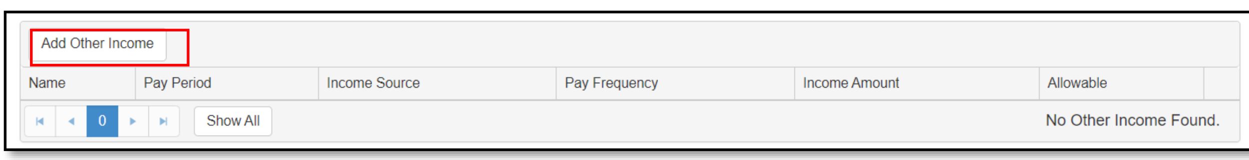


Figure 39: Add Other Income button

1. Click on the 'Add Other Income' button to be redirected to the following page:

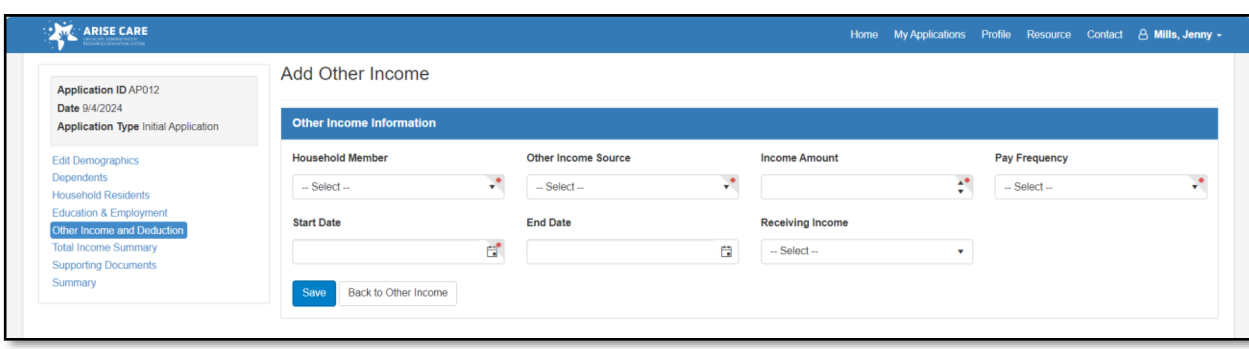
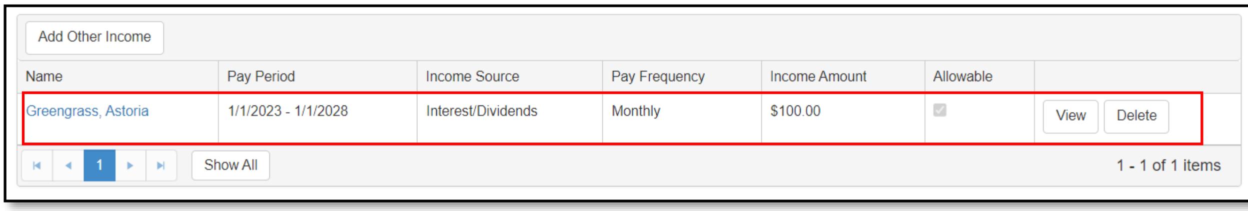


Figure 40: Add Other Income

On this page:

1. Select the household member
2. Complete the form by entering all the mandatory details
3. Click on the 'Save' button to save the recorded information and be taken back to the summary page

The saved information will be displayed in the 'Other Income' grid on the Other Income and Deductions Summary Page, as follows:



Add Other Income

Name	Pay Period	Income Source	Pay Frequency	Income Amount	Allowable	
Greengrass, Astoria	1/1/2023 - 1/1/2028	Interest/Dividends	Monthly	$100.00		View Delete

1 Show All 1 - 1 of 1 items

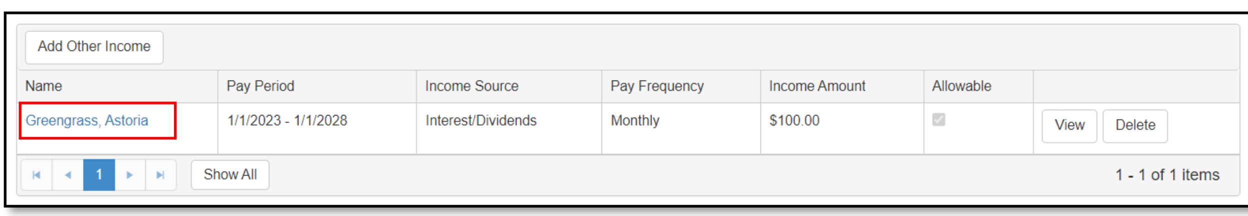
Figure 41: Other Income Details Reflected on Summary Page

The same process must be repeated to add the other income details for all household residents. Each new addition will be added to the grid, as seen above.

Following this, other income information can be viewed, edited, and/or deleted from this screen.

How to 'Edit' Other Income Details?

1. Navigate to the Other Income and Deductions Summary Page by clicking on the Other Income and Deductions link on the left navigation pane
2. On the Summary Page, the list of all added other income details will be visible in the grid (as seen in Figure 41)
3. Click on the appropriate resident's name to be directed to that specific resident's other income information
4. Edit or update the information as required
5. Click on 'save' to save the edited information



Add Other Income

Name	Pay Period	Income Source	Pay Frequency	Income Amount	Allowable	
Greengrass, Astoria	1/1/2023 - 1/1/2028	Interest/Dividends	Monthly	$100.00		View Delete

1 Show All 1 - 1 of 1 items

Figure 42: 'Edit' Other Income Information

How to 'Delete' Other Income Details?

1. Navigate to the Other Income and Deductions Summary Page by clicking on the Other Income and Deduction link on the left navigation pane
2. On the Summary Page, the list of all added other income details will be visible in the grid (as seen in Figure 41)
3. Identify the appropriate resident and click on the 'Delete' button towards the right-hand side of the summary grid.

4. This action will trigger a pop-up confirming your decision to delete the record
5. Click on 'Delete' to confirm your decision

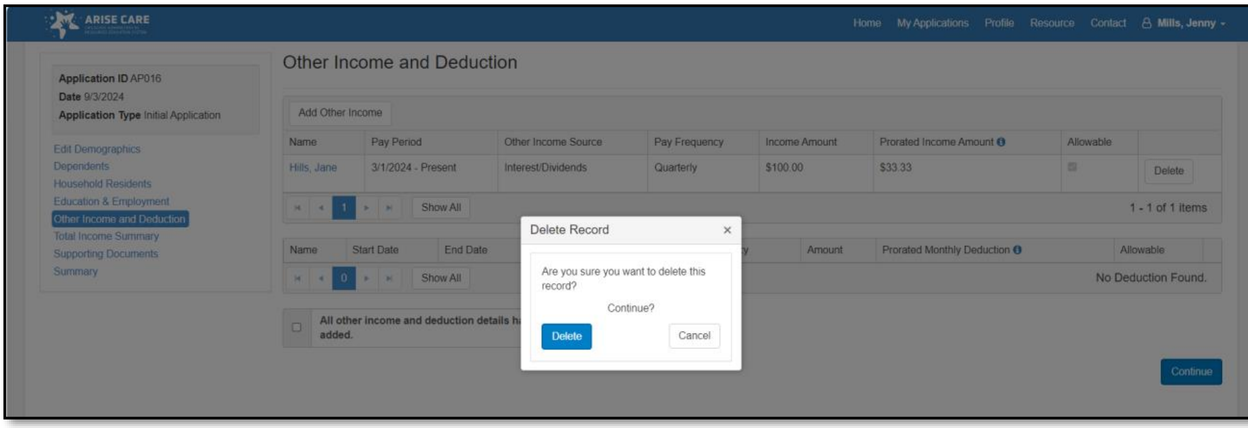


Figure 43: 'Delete' Other Income Information

In this way, once all education details have been successfully and accurately added, the user may move on to the next part of the Other Income and Deductions section – Deduction.

Now, with all relevant information added, **users may successfully complete the Other Income and Deductions section by selecting the 'All Other Income and deduction details have been added' checkbox.**

Once the section has been completed, as described above, the user may move on to the next section – Total Income Summary

4.6 Total Income Summary

The total income summary is a read-only screen that represents the total family income, taking into consideration earnings through employment, other sources of income, as well as deduction.

Additionally, the total income summary screen also displays the complete education/training/working hours of residents, so as to provide a clear view of the kind of childcare that is required.

The total income summary may be viewed as follows:

1. Click on the Total Income Summary link on the left navigation pane to be directed to the following page:

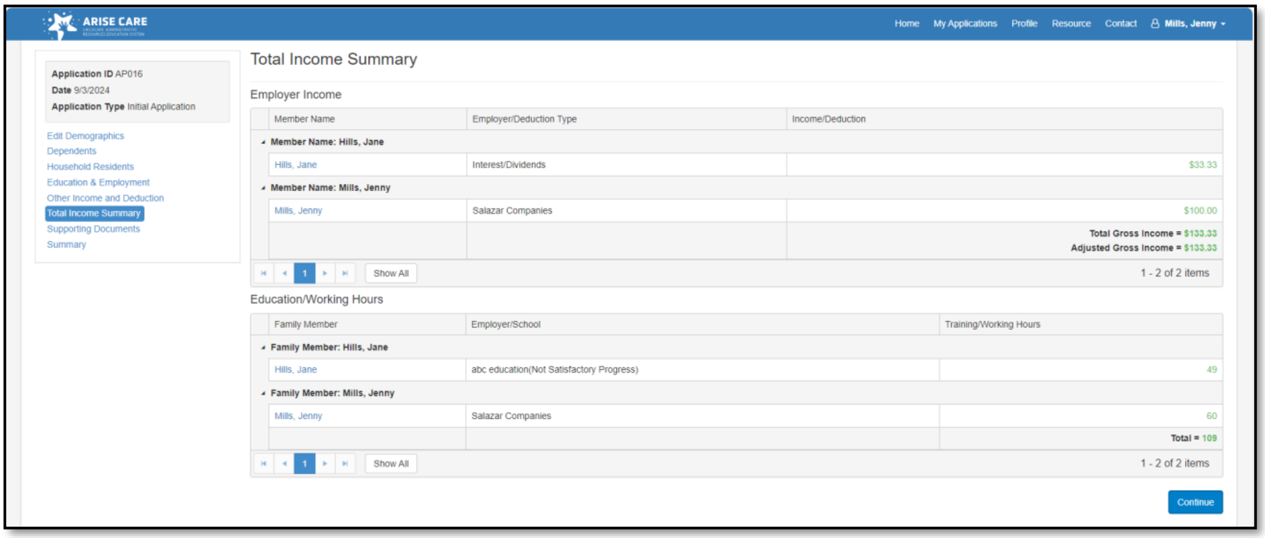


Figure 44: Sample Total Income Summary Page

On this screen, the users will see a read-only break up of all the income and deduction details provided earlier, including income from employment. Additionally, the user will also see the total gross income (which is the aggregate income of all members included in the family size) as well as the adjusted gross income (which is the actual total income of every household member included in family size, while accounting for all allowable deductions as well). It is this adjusted gross income that will be considered when evaluating the family's eligibility for state subsidy on childcare.

Since this page is a read-only screen, details on this page cannot be edited and must only be used for review purposes. Edits or changes made to the Employment & Income, and Other Income and Deduction sections will be reflected on this page.

Once this page has been successfully reviewed, users may move on to the next section – Supporting Documents.

4.7 Supporting Documents

The Supporting Documents screen displays a list of mandatory documents that the user must upload to complete and submit their subsidy application.

The screen contains a list of clickable links that may be used to upload documents. Additionally, the screen also contains a grid that displays the upload history, which is a record of all documents have been uploaded, as follows:

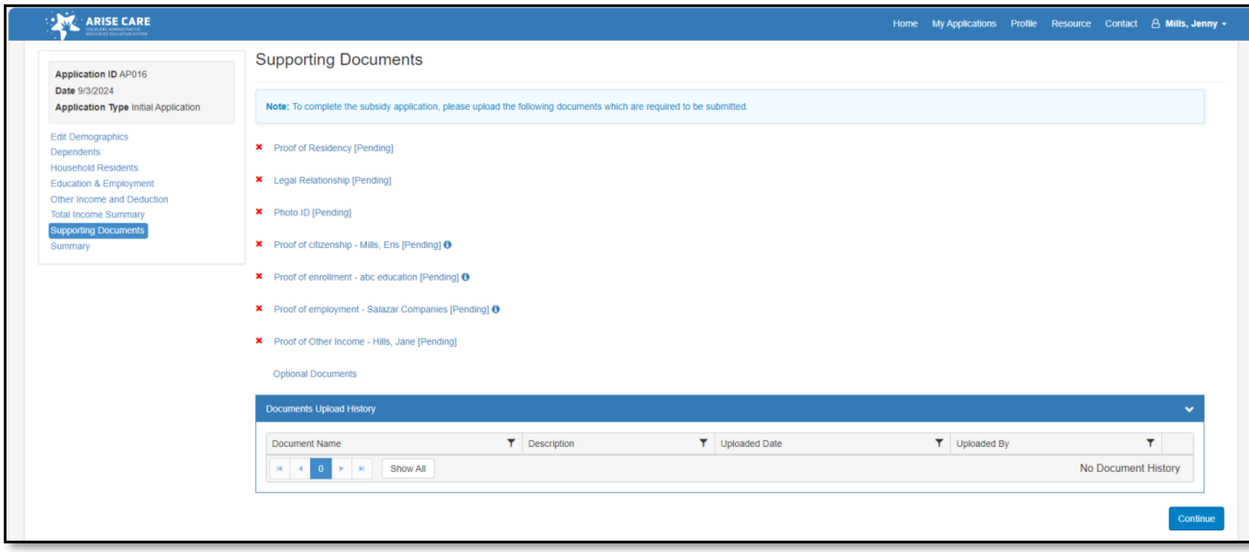


Figure 45: Supporting Documents Page

How to upload a document?

1. Navigate to the Supporting Documents page by clicking on the Supporting Documents link on the left navigation pane
2. Click on the link for the document to be uploaded
3. Click on the 'Select file' button to select the file to be uploaded
4. Click the 'Upload Document' button
5. Repeat the same process for all documents that need to be uploaded

As the users upload documents, they will see that the red cross next to each document turns into a green tick (refer to Figure 46), indicating that the document has been successfully uploaded. Additionally, they will also see a record of the document being created in the Upload History grid.

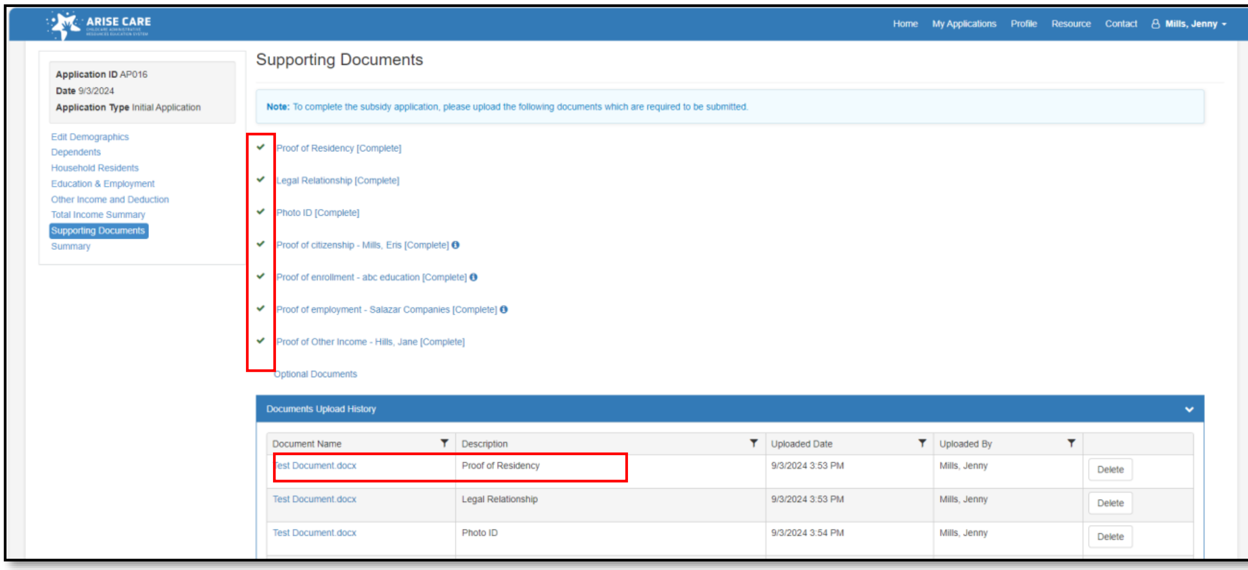
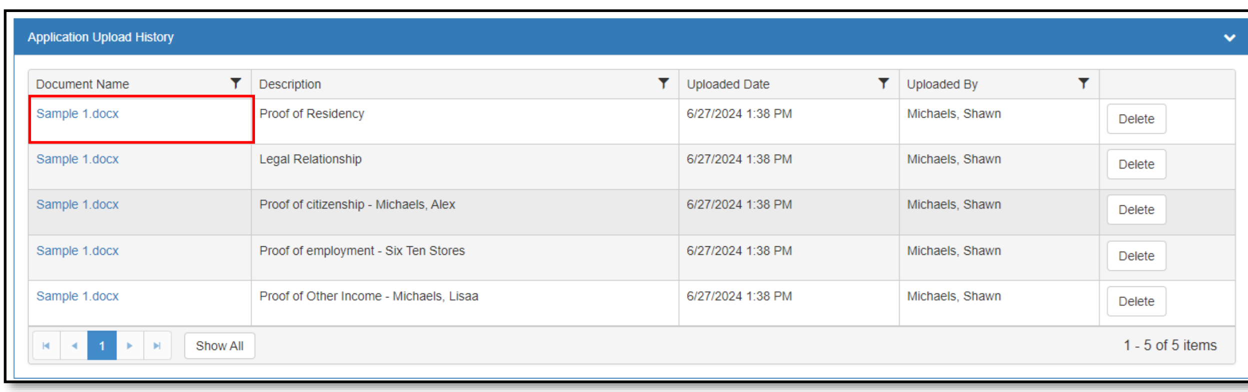


Figure 46: Uploaded Supporting Documents

How to View an uploaded document?

1. Navigate to the Supporting Documents page by clicking on the Supporting Documents link on the left navigation pane
2. Identify the uploaded document on the Upload History grid
3. Click on the document name to download and then view the document


Application Upload History

Document Name	Description	Uploaded Date	Uploaded By	
Sample 1.docx	Proof of Residency	6/27/2024 1:38 PM	Michaels, Shawn	Delete
Sample 1.docx	Legal Relationship	6/27/2024 1:38 PM	Michaels, Shawn	Delete
Sample 1.docx	Proof of citizenship - Michaels, Alex	6/27/2024 1:38 PM	Michaels, Shawn	Delete
Sample 1.docx	Proof of employment - Six Ten Stores	6/27/2024 1:38 PM	Michaels, Shawn	Delete
Sample 1.docx	Proof of Other Income - Michaels, Lisaa	6/27/2024 1:38 PM	Michaels, Shawn	Delete

1 Show All 1 - 5 of 5 items

Figure 47: Viewing an Uploaded Document

How to Delete an uploaded document?

1. Navigate to the Supporting Documents page by clicking on the Supporting Documents link on the left navigation pane
2. Identify the uploaded document on the Upload History grid
3. Click on the 'Delete' button on the extreme right of the grid to delete the document
4. Once the document has been deleted, the user will notice that the associated link at the top of the page will now reflect a red cross, indicating that the document is missing

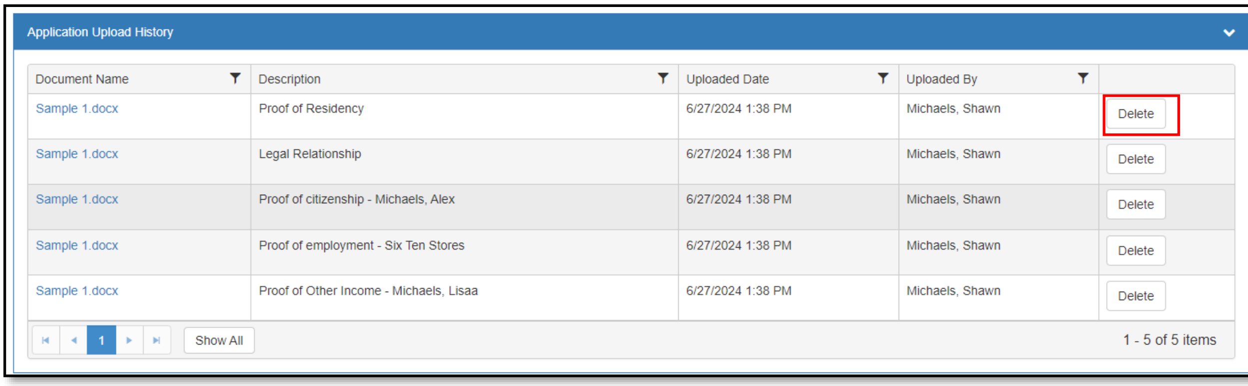


Figure 48: Deleting an Uploaded Document

How to Re-upload a document?

The process of re-uploading a document is identical to the uploading process, and the same steps may be followed.

Once all documents have been successfully uploaded and the Supporting Documents section has been completed, the user may move on to the next section – Summary.

4.8 Summary - Acknowledge and Authorize

The Summary section is the last section that must be completed before users can submit their subsidy application. The page consists of a checklist of clickable items that indicate all the steps/sections that must be completed in order to complete the subsidy application. Additionally, the page also contains checkboxes and options for authorization and signature – all of which must be provided by the user for the application to be submitted.

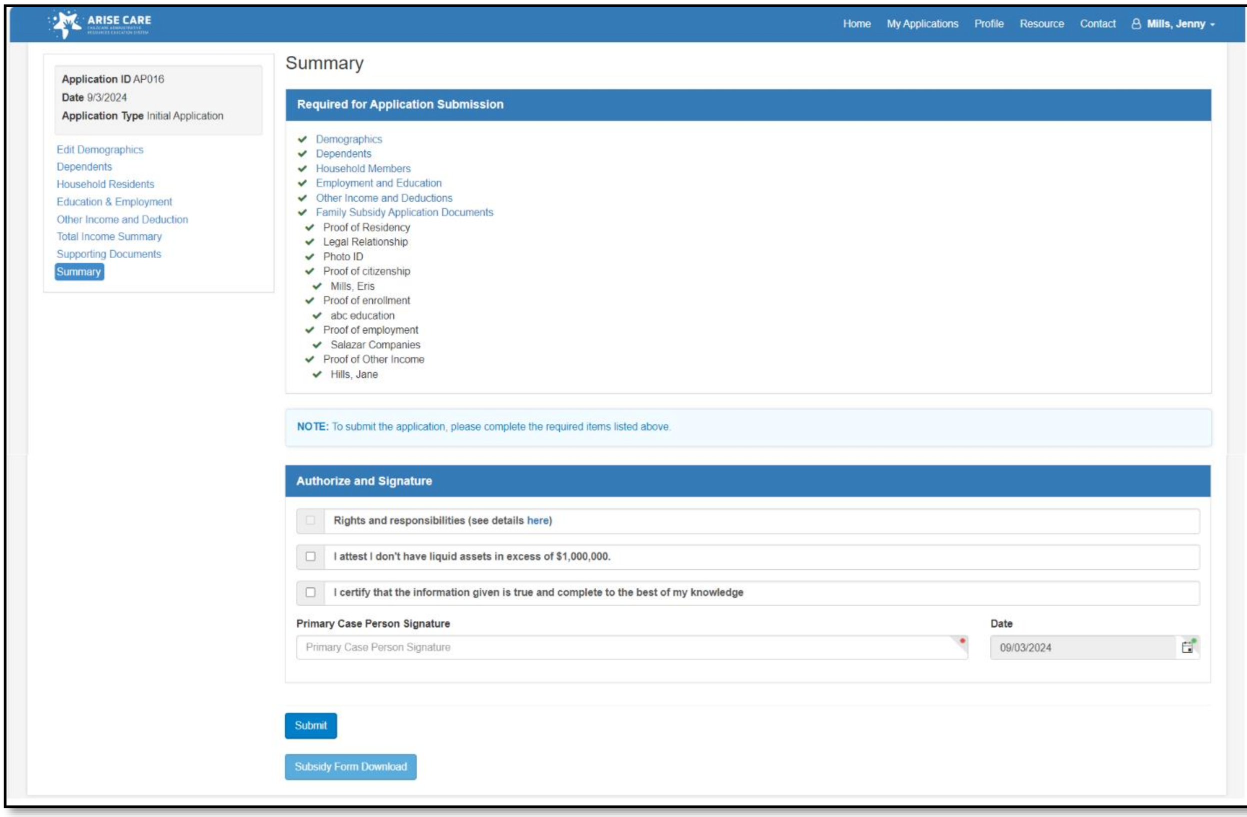


Figure 49: Summary Page

On the summary page, as mentioned above, users will notice a checklist of items that must be completed before their application can be submitted. The checklist corresponds to each section that was completed prior to reaching this stage of the application process (including the documents that were uploaded). Therefore, since each section has already been completed, the checklist depicts green ticks signifying completion (as seen in Figure 49).

If, however, there is any element that depicts a red cross, the sign indicates that the section has not been completed.

How to review and complete the Summary section?

1. Navigate to the Summary section by clicking on the summary link on the left navigation pane
2. Check if all the required action items on the list are green ticked (if any items depict a red cross, click on the respective link to be directed to the appropriate section to be completed)
3. Click on 'here' link in the 'Authorize and Signature' grid to download Rights and Responsibilities document
4. Read the Rights and Responsibilities document before clicking on the Rights and Responsibilities checkbox
5. Select the acknowledgement checkbox.
6. Add Signature and ensure that the correct date has been filled in

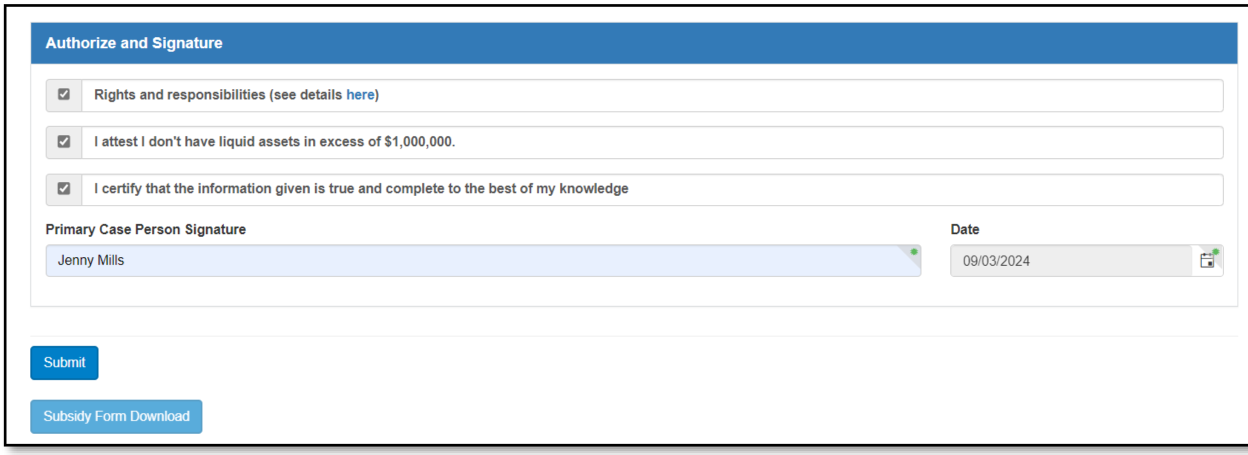


Figure 50: Rights and Responsibilities, Acknowledgement, Signature

7. Click on the 'Submit' button to submit your application
8. Submitting the application will trigger the following message, confirming that the application has been submitted:

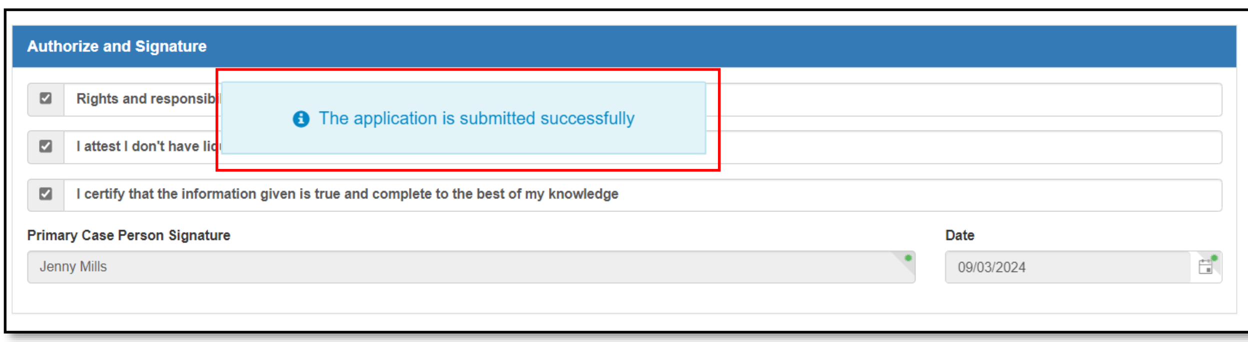


Figure 51: Submission Confirmed

Once the application has been submitted, users may download the completed and submitted application, for their reference, by clicking on the 'Subsidy Form Download' button on the same page (refer to Figure 50).

Additionally, once the application has been successfully submitted, clicking on the 'Home' module at the top of the page will lead the users back to the landing screen, where they will be able to see the progress that has been made on the application wizard at the top.

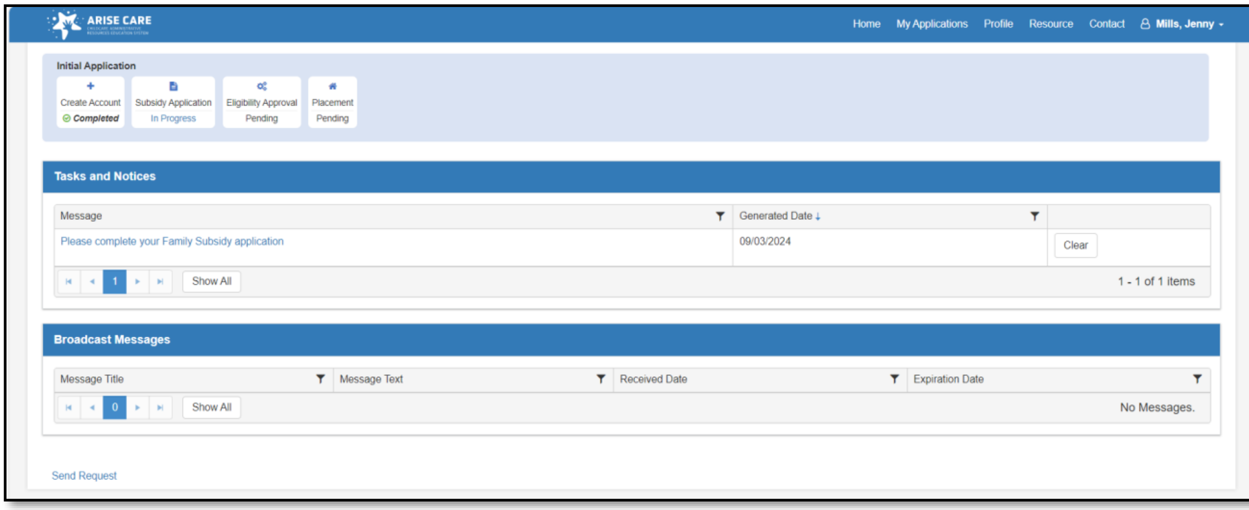


Figure 52: Progress on Application Wizard

Users will now see that the status link on the 'Subsidy Application' step of the application wizard now says 'In progress', indicating that the application review and approval is now in progress. Similarly, the status will change to 'Completed' once the application has been accepted.

Note that once the application has been accepted and marked complete, two new modules will also appear at the top of the screen – My Case, and Schedules.

Figure 53: My Case and Schedules Modules

5. ELIGIBILITY APPROVAL

As with the Subsidy Application step on the application wizard, the next steps also reflect changed statuses based on the review and approval process conducted by the caseworkers.

Once the subsidy application has been submitted, users will be able to see the status of the application through the 'My Applications' module at the top of the page (refer to Figure 6).

Alternatively, status updates will be reflected on the 'Eligibility Approval' step on the application wizard as well.

Figure 54: Completed Eligibility Approval Step

The completed status indicates that the eligibility process has been approved and the child has been found eligible to be placed in a subsidized childcare facility. Similarly, the status of the next step – Placement – reflects that the placement process is currently in progress and an effort is being made to place the child in an appropriate childcare facility.

6. PLACEMENT

Once the subsidy application has been approved and the child has been placed at a childcare facility, the 'Placement' step on the application wizard will reflect the following:

Figure 55: Completed Placement Step

Clicking on the 'Completed' link on the Placement step will lead the user to the following page:

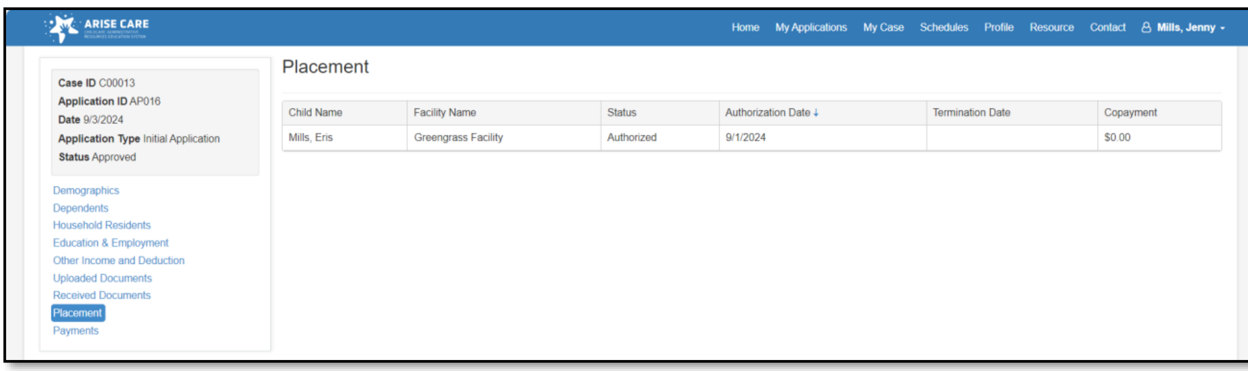


Figure 56: Placement Details

On this page, users will be able to see details regarding the placement of their child, including the name of the facility where the child has been placed, the authorization date, and copayment amount.

7. MY CASE MODULE

Once the initial Subsidy Application has been accepted, the My Case module appears at the top of the screen.

Clicking on the module directs users to the following page:

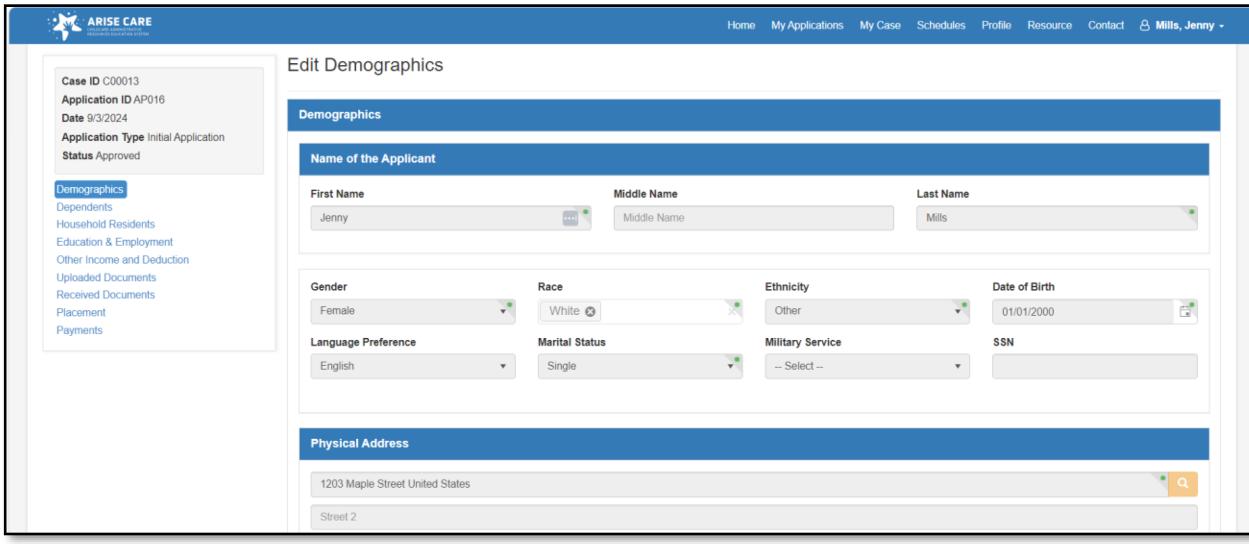


Figure 57: My Case Module Landing Page

On this page, using the navigation pane on the left, users will be able to view, edit and update all details that had been provided during the initial application stage. The process for viewing, editing and updating is the same as described earlier.

Additionally, the navigation pane also reflects three new sections at the very end – Received Documents, Placement, Payments.

7.1 Received Documents

The received documents section reflects all documents that have been sent to the user by the caseworker, regarding any aspect of their application, subsidy, placement, or any other part of their profile. These documents, received by the user, will be reflected on the received documents grid.

Clicking on the Received Documents link leads to the received documents grid as follows:

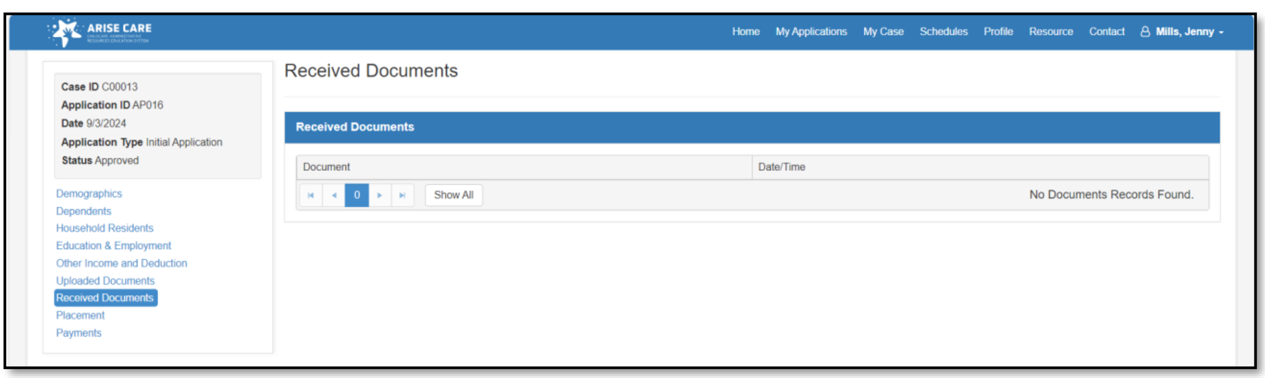


Figure 58: Received Documents Grid

7.2 Placement

The Placement section reflects specific details regarding the placement of the child in a childcare facility. This includes details such as the Facility's name, the authorization and termination dates, as well as the amount of copayment that has been determined during the eligibility approval and placement processes.

Clicking on the Placement link leads to the placement grid as follows:

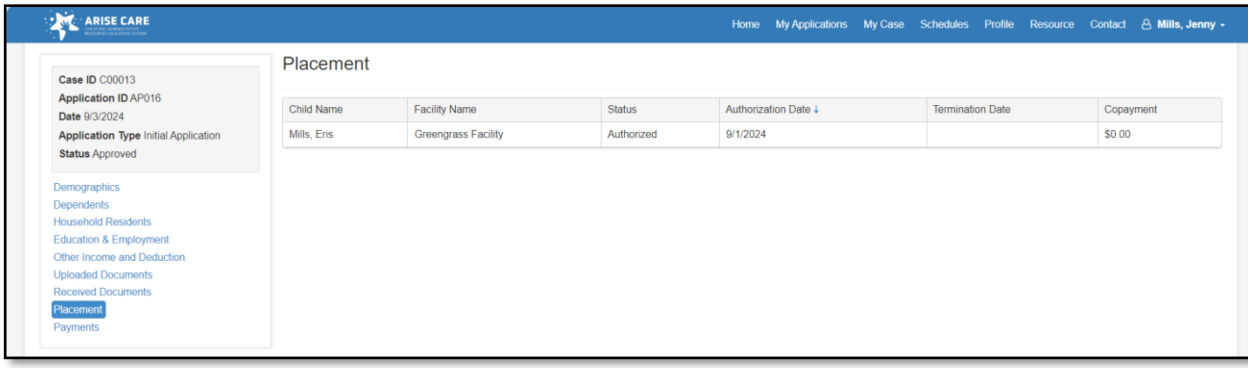


Figure 59: Placement Grid

7.3 Payment

The Payment section captures and records all transactions in case of any overpayments that have been made by the state. This includes information regarding the type of payment, the amount, the balance (if any), and more.

Clicking on the Payment link leads to the payment grid as follows:

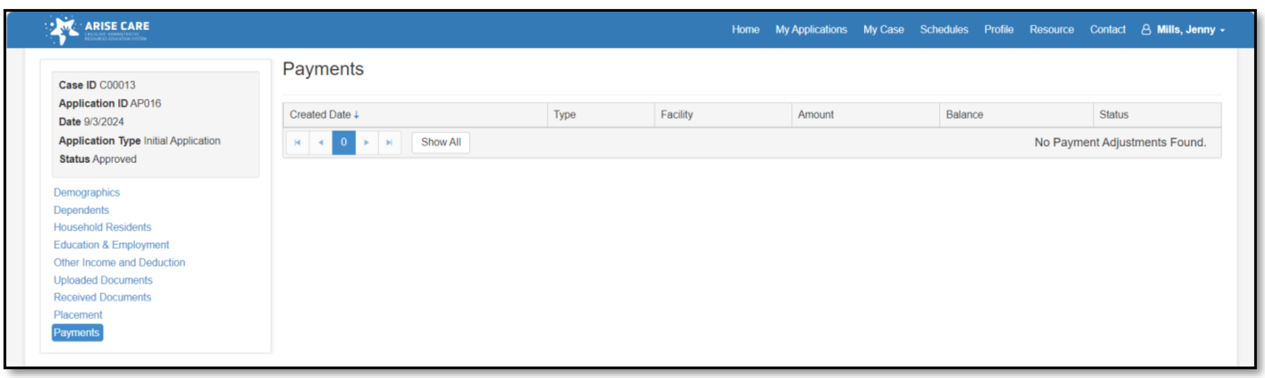


Figure 60: Payment Grid

8. CONCLUSION

As seen above, using the various modules and functions that are available on the Arise Family Portal, users will be able to complete the various steps required to create and submit their subsidy applications. Additionally, they will also be able to view and manage the status of their application, including the placement details of their child.