



[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

**SOCIAL SERVICES HAS GONE DIGITAL!**

**HERE'S WHAT YOU CAN DO ONLINE:**

### LINK YOUR CASE

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- Create and/or enter User ID and password
  - Click on "Manage my Account"
  - Click on "Case Association"
- Under Case Association enter  and click "LINK"
  - Complete fields to verify identity
  - Click the button beside your case
    - Click "Continue"

### CHECK YOUR BENEFITS

- Enter CommonHelp User ID & password
- Select "Check My Benefits" link
- Use this to print verifications of your Social Services benefits

### REPORT YOUR CHANGES

- Enter CommonHelp user ID & password
- Select "Report My Changes" link
- Select type(s) of change(s)
- Answer questions
- Submit changes
- Write down your Tracking Number
- "Logout" of your account

### RENEW YOUR BENEFITS

- Click "Renew My Benefits"
- Select the program for renewal
- Answer questions
- Submit renewal
- Write down your Tracking Number
- "Exit" renewal process
- "Logout" of your account