

Cash, Medicaid & Food Assistance Online Self-Service Getting Started Guide

Did you know you can:


- View your Application Status
- View your Benefits & Benefit History
- View your Case Information
- Report a Change
- Complete an Interim Report
- Reapply

... all online, wherever you have access to the internet.

It takes up to 7 days to create an account, so get started today! This Getting Started Guide will walk you through all the steps. Once these steps are completed, you will no longer need this guide.

Tip: Use this cut-out card for tracking information you'll need for future reference.

Tip: Don't cut out the card until you've completed all the steps in this guide.

 Cut outline

- View your Application Status
- View your Benefits & Benefit History
- View your Case Information
- Report a Change
- Complete an Interim Report
- Reapply

<https://odjfsbenefits.ohio.gov/>


Tip: Keep this card in a safe place. For extra security, memorize the information and destroy.

Case Number: _____

Recipient Number: _____

User ID: _____


Password: _____

 Fold here

Obtain a Change Request Key

- 1) Know the following pieces of information:

a. Your e-mail Address	Tip: If you don't have an e-mail address, you can go ahead and get started, and when you get to the screen where you have to enter your e-mail address, you'll see links to a variety of sites you can use to create one (for free).
b. Your Case Number	Tip: If you are unsure of your case number, it can be found on the bottom of any notice received from your county agency. It will appear as a 10 digit number, followed by slash / with a 3 or 4 alpha characters, followed by another slash / and 2 numbers. (Example: 3322110088 /ADCR/01)
c. Your Social Security or Recipient Number	Tip: If you are unsure of your recipient number, you can also use your Social Security Number but it's not recommended that you write that down.
d. Your Date of Birth	

- 2)  Note your Case Number and Recipient Number on cut-out card on page 1 of this document for future reference.
- 3) Go to <https://odjfsbenefits.ohio.gov/>

Note that the system is down the following times:

Nightly Maintenance between 9 PM - 10 PM.

Between 2 AM - 6 AM every morning.

Every second Sunday of each Month (System will be completely down for most of the day)

- 4) Click My Case



- 5) Enter the code that's prompted, and click submit
- 6) Click on the link that says "If you don't have an Account, Click Here"
- 7) Fill in this screen & click submit

New Account Registration

Please Enter Registration Details below -- All fields are mandatory

* First Name:

* Last Name:


* Create a UserID:


* Create Password:

* Re-enter Password:

* Email Address:

* Re-enter Email Address:

- 8)  Note your User ID and Password on the cut-out card on page 1 of this document for future reference.

- 9) You'll be taken to a screen that tells you that instructions have been sent to your e-mail with instructions for activating your account. Now open your e-mail and follow those instructions.
- 10) After you click on the link in your e-mail, it will take you to a page telling you that your account has been activated.
- 11) Click on the "Please click here to return to Ohio Benefits home page" link.
- 12) Click My Case.
- 13) Enter the code that's prompted, and click submit.
- 14) Login with your User Id and Password.
- 15) Click the Next link shown at the **bottom** of the page. 
- 16) Fill in this screen then click Submit:

You are about to enter your case

Please provide the following details

Enter SSN or Recipient Number, but not both.

Case Number	<input type="text"/>	(10 digit number)
Enter SSN or Recipient number, but not both		
SSN	<input type="text"/>	(9 digit number)
OR		
Recipient Number	<input type="text"/>	(12 digit number)
Recipient Date Of Birth	<input type="text"/>	(mm/dd/ccyy)

- 17) A notice will be sent **BY MAIL** to the address we have for you in our system. The notice will include a code called a "Change Request Key". This will take up to 7 days.

Tip: Make sure that your county agency has the right address for you.



Congratulations! You can now View your Application Status online using the information on the cut-out card on page 1 of this document.

To take advantage of all the self-service site has to offer, keep going...



Wait for Change Request Key to arrive in the mail before continuing to the next step.

Activate your Change Request Key

- 1) Know the following pieces of information:
 - a. Your Case Number
 - b. Your Social Security or Recipient Number
 - c. Your Date of Birth
 - d. Your User ID
 - e. Your Password
 - f. Your Change Request Key

- 2) Go to <https://odjfsbenefits.ohio.gov/ginger>

- 3) Click My Case



- 4) Enter the code that's prompted, then click submit
- 5) Enter your User ID and Password, then click Login

- 6) Click the Next link shown at the **bottom** of the page



- 7) Fill in this screen then click Submit:

You are about to enter your case

Please provide the following details

Enter SSN or Recipient Number, but not both.

Case Number	<input type="text"/>	(10 digit number)
Enter SSN or Recipient number, but not both		
SSN	<input type="text"/>	(9 digit number)
OR		
Recipient Number	<input type="text"/>	(12 digit number)
Recipient Date Of Birth	<input type="text"/>	(mm/dd/ccyy)

- 8) Follow the instructions to enter your Change Request Key.
- 9) After you submit your Change Request Key, you'll be taken to a screen to manage your case. You will no longer need your Change Request Key.