

# Need information about your case?

## Customer Service Center (CSC)

Call the CSC at **1-877-410-8829** to:

- Request a replacement Electronic Benefit Transfer (EBT) card
- Reschedule appointments
- Obtain case/benefit information, worker information, office hours, and locations
- Request forms, proof of income, and an IVR Personal Identification Number (PIN)
- Report changes
- Speak to a worker

## In a local TAD office? Try the kiosk!

Skip the reception line to:

- Scan in documents
- Check-in for appointments
- Request EBT cards, Benefit Identification Cards (BICs), and supportive services
- Request to see a worker
- Pick up mail/documents

**The kiosk can provide a receipt!**



**TRANSITIONAL ASSISTANCE  
DEPARTMENT (TAD)**

1-877-410-8829

[www.SBCounty.gov/TAD](http://www.SBCounty.gov/TAD)



TAD SS 411.1 (09/20)



# SELF SERVICE Options



**TRANSITIONAL ASSISTANCE**

## Check out [C4Yourself.com](http://C4Yourself.com)!



### The C4Yourself website allows you to:

- Apply for benefits
- Submit your:
  - Semi-Annual Reports (SAR 7s)
  - Re-Evaluations (REs)
  - Recertifications (RCs)
- Report changes
- Send and receive forms/documents
- Receive messages
- Obtain benefit and case information

### Got a smart phone or mobile device?

#### C4Yourself has a mobile app!

Download the app to access your C4Yourself account 24/7

You can even submit documents using your smart phone camera!



Follow the steps below to **create a C4Yourself account** and **link it to your case**:

Step	Action
1	Access C4Yourself using the website or mobile app
2	<ul style="list-style-type: none"> <li>• Mobile App: Click <b>Create an Account</b></li> <li>• Website: Click <b>Register a new account here</b></li> </ul>
3	<ul style="list-style-type: none"> <li>• Answer all questions (user name, password, County secret questions/answers and e-mail address)</li> <li>• Click <b>Next</b> or <b>Submit</b></li> </ul>
4	<ul style="list-style-type: none"> <li>• Mobile app: Log into your account and click <b>My Account</b></li> <li>• Website: Click the <b>My Account</b> tab</li> </ul>
5	<ul style="list-style-type: none"> <li>• Mobile app: Click <b>Register With My County</b></li> <li>• Website: click <b>Request a link to your case</b></li> </ul>
6	<ul style="list-style-type: none"> <li>• Answer <b>all</b> of the questions to ensure the correct case is connected to your C4Yourself account</li> <li>• Click <b>Next</b></li> </ul>
7	<ul style="list-style-type: none"> <li>• Select the office closest to your home</li> <li>• Click <b>Next</b> or <b>Submit</b></li> </ul>
8	Check your C4Yourself message inbox for further instructions

## Enroll in Electronic Notifications (e-Notifications)!

Receive your official documents in your C4Yourself account by enrolling in e-Notifications. An e-mail will be sent each time a new document has been posted to your account. All notices are electronically posted and not sent in the mail (with the exception of State Hearing Notices). You may enroll in e-Notifications via:



- C4Yourself,
- Mobile App, or
- Written request, contact the Transitional Assistance Department (TAD) for more information

For assistance, call 1-877-410-8829 or visit your local TAD office.

### Want to Chat with Us?

**Live Chat:** For general information or technical questions C4Yourself allows you to “chat” online with a worker. Log in to your C4Yourself account and click the Live Chat link at the top of the screen.

### Want reminder messages?

There's two ways to keep you in the know!

#### Text Notifications



Receive text reminders when you have an appointment, are missing necessary documents for your case, forms/packets have been sent or received, and other important information! Sign up for Texting Notifications by texting: **C4Y** to **62315**

#### Interactive Voice Response (IVR) Outbound

Receive automated phone messages to remind you of missing documents and upcoming appointments. To sign up, speak with a worker at an office or call **1-877-410-8829**.