


Partner Guidebook Self-Service Portal (SSP)





This publication will help you assist your clients apply for benefits and manage their case in the SSP.

The [Self-Service Portal \(SSP\)](#) is where North Dakotans can:

- apply online
- complete a review
- update contact information
- view details about their case
- report changes
- upload documents
- view notices

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How to Help Clients Apply as a Trusted Provider

Follow Along

1 Log into the SSP:

- Go to www.applyforhelp.nd.gov.
- Click “**Apply online or manage your case.**”
- **Enter your North Dakota Login information.** (If you do not already have an North Dakota Login see the next page for steps to create one.)

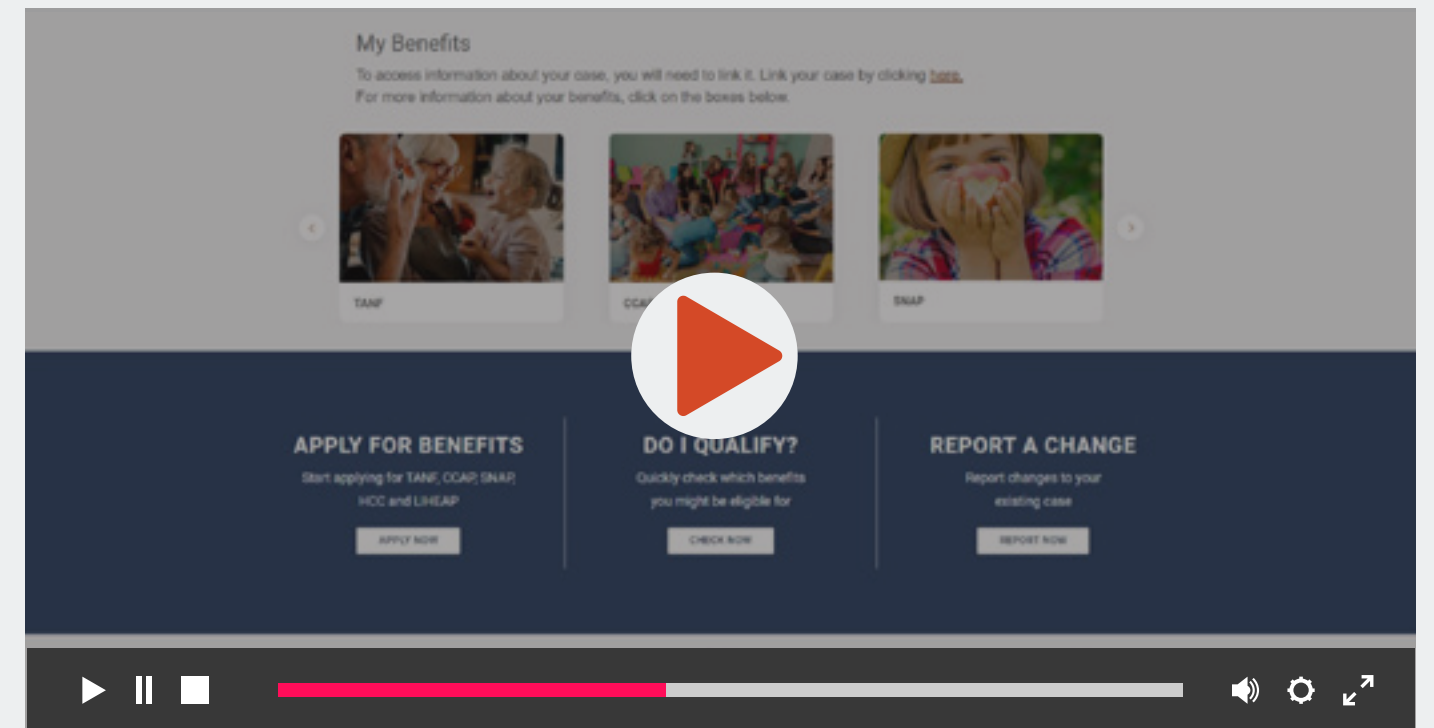
2 Start a new application:

- Under the My Applications tab, select the link that says “**Click here to apply for benefits.**”
- You will be taken to the application. Click “**Begin**” next to the start section.
- **Follow the prompts** to fill out the application.
Note: when filling out the client's name and prompted for relationship to you, click self. You will identify yourself as a trusted partner later, in the Special Accommodations section.

3 Confirmation:

- You will **receive a confirmation** that the application has been successfully submitted.
- When you return to the My Applications tab, you will see the submitted application.

[Watch this video](#) to see the process of helping a client apply online.



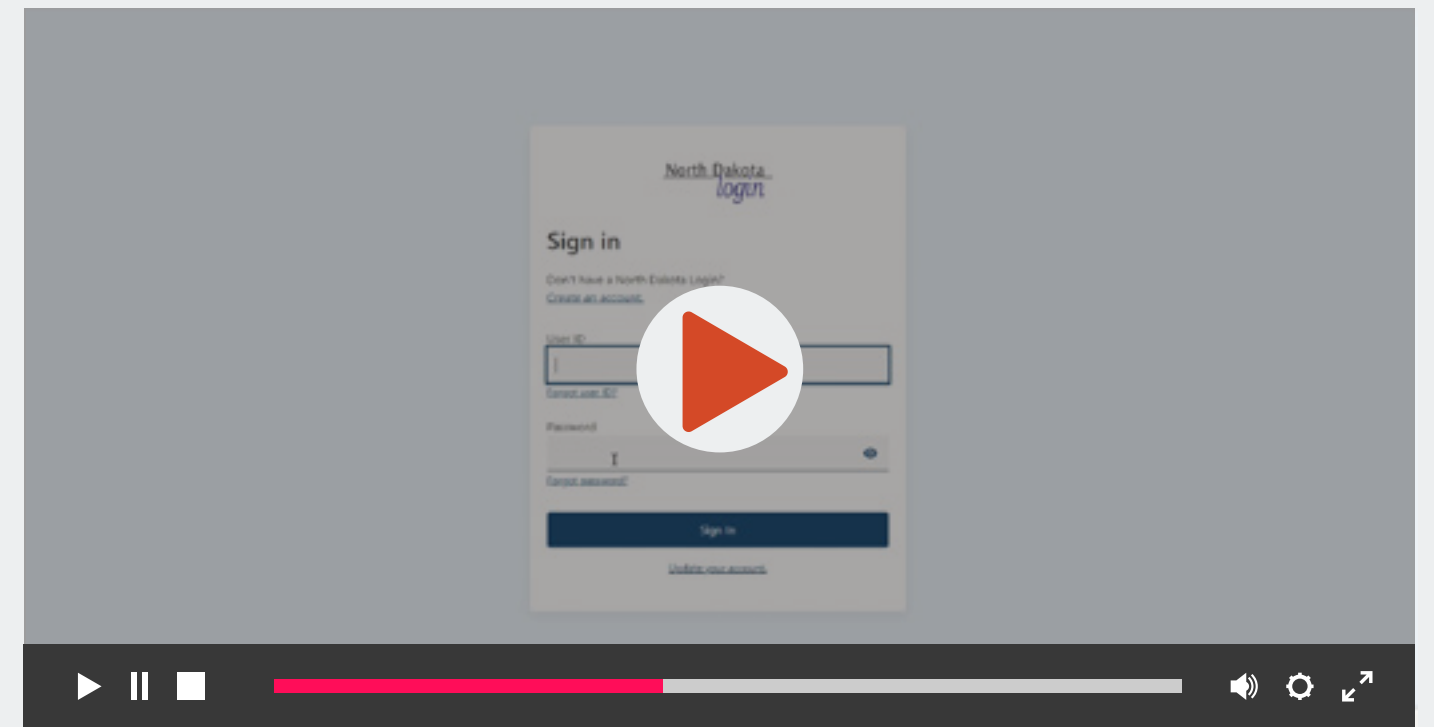
How to Create a North Dakota Login

If you already have an ND Login you can skip to "How to Link a Case to your North Dakota Login."

- 1 Log into the SSP:**
 - Go to www.applyforhelp.nd.gov.
 - Click "Apply online or manage your case."
 - You will be taken to the North Dakota Login screen.
- 2 Create an account:**
 - **Enter the information** as prompted.
 - Once you are finished, click "Create account."
- 3 Activate the account**
 - On the next screen **enter your activation code**, which will be emailed or sent via text to the contact information you entered.
 - Click "Confirm."
 - You will **receive a confirmation** that your account has been activated. Now you can **click "Return to online service"** and log in to the SSP using the user ID and password you just created.

Follow Along

[Watch this video](#) to see the process of setting up a North Dakota login.



How to Link a Case to Your North Dakota Login

Follow Along

1 Log into the SSP:

- Go to applyforhelp.nd.gov.
- Click "Apply online or manage your case."
- Enter your **North Dakota Login** information.

2 Link your case:

- At the top of the page, click the link that says "Link your case by clicking here."
- On the pop-up screen **enter your client ID, case number, date of birth and the last four digits of your social security number (SSN).**

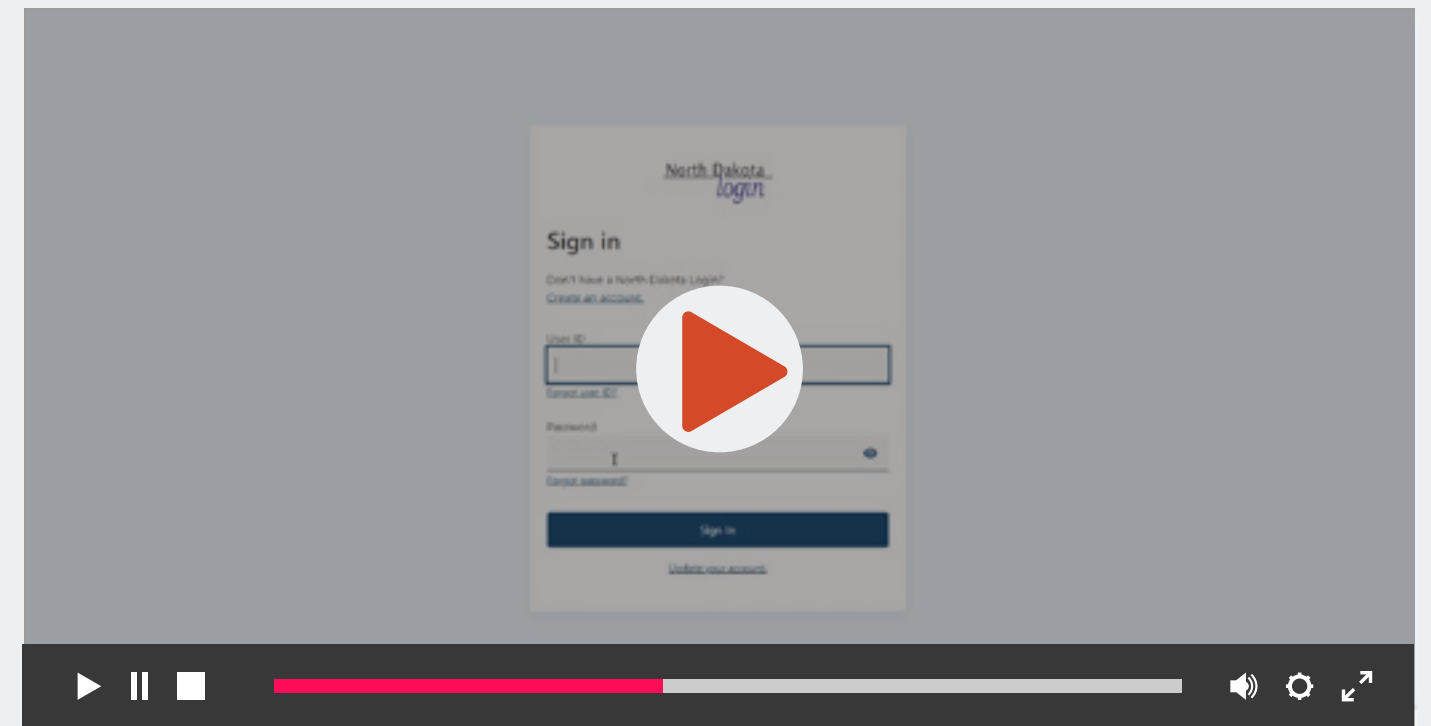
Note: Your client ID and case number can be found on your Notice of Eligibility ([click here to see an example](#)).

- Click "Submit."

3 Confirmation:

You will see a **confirmation** that your case has been linked.

[Watch this video](#) to see the process of setting up a North Dakota login.



Printable Resources

Print these handouts to help with case linking and raise awareness about the SSP.

How to link your case

1. Go to www.applyforhelp.nd.gov.
2. Click **Get Started** under **Check My Benefits** to login to the Self-Service Portal (SSP).
3. Log in using your **North Dakota login**.
4. At the top of the page, click the hyperlink that says "Link your case by clicking here."
5. On the pop-up screen enter your **client ID**, **case number**, **date of birth** and the **last four digits of your social security number (SSN)**.
6. Click **Submit**.

You will see a confirmation once your case has been linked.

My Client ID:

My Case Number:

Note: These can be found on your Notice of Eligibility

Need help?
Visit www.hhs.nd.gov/ssp-help

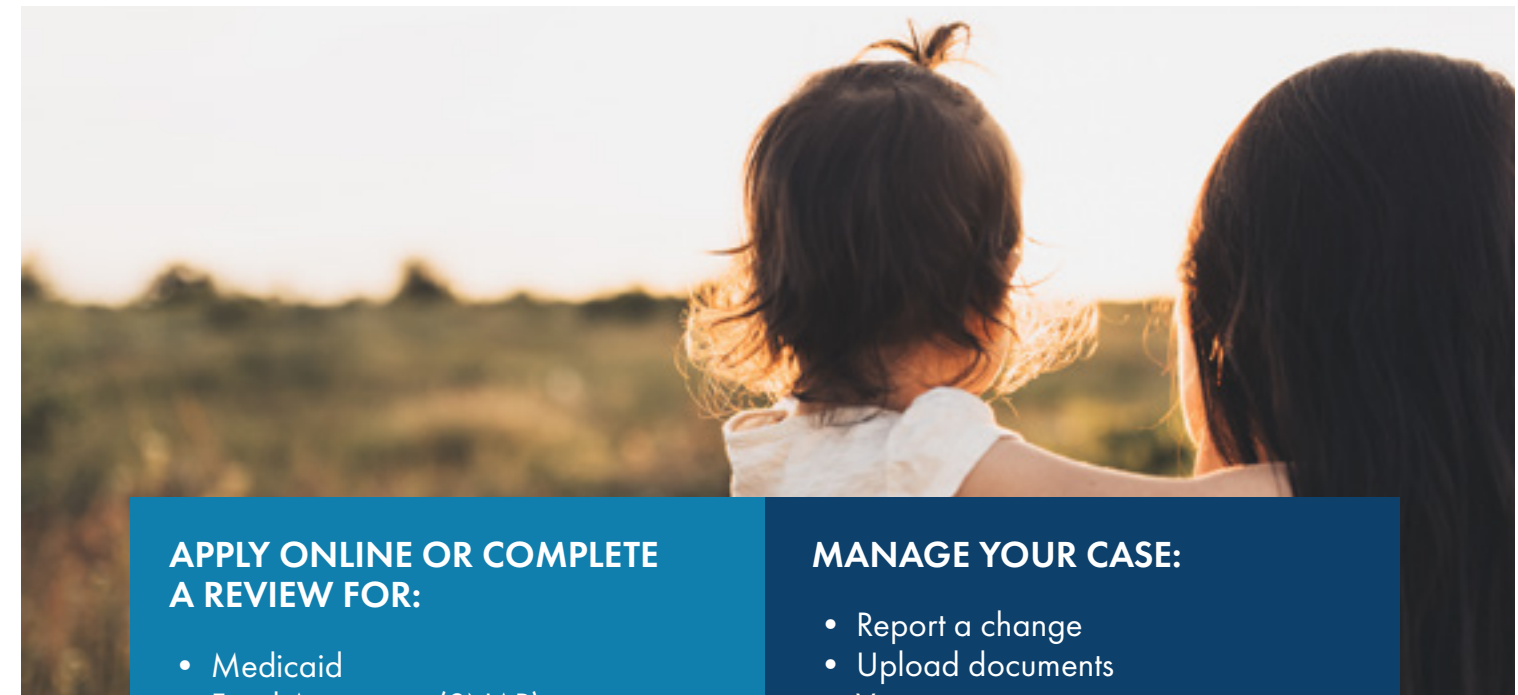
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ECONOMIC ASSISTANCE

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Your information right at your fingertips.

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APPLY ONLINE OR COMPLETE A REVIEW FOR:

- Medicaid
- Food Assistance (SNAP)
- Child Care Assistance (CCAP)
- Home Energy Assistance (LIHEAP)
- Temporary Assistance (TANF)

MANAGE YOUR CASE:

- Report a change
- Upload documents
- View notices

GETTING STARTED IS EASY.

1. Scan this QR code with your smart phone or visit www.applyforhelp.nd.gov.
2. Click the button that says "Apply online or manage your case."
3. Sign in with your North Dakota login or create an account if you do not already have one.

NEED HELP?

Find videos and step-by-step instructions on how to use the SSP at www.hhs.nd.gov/ssp-help.



Need Help? We're Here for You.

If you are having **technical issues in the SSP**, [click here to complete an online incident form.](#)

You can find **tutorials and helpful resources** on the [SSP-Help page.](#)

CUSTOMER SUPPORT CENTER

If you have **questions about benefits or filling out an application or review**, contact the Customer Support Center.



EMAIL: applyforhelp@nd.gov

PHONE: 1.866.614.6005

MAIL: Health and Human Services
PO Box 5562
Bismarck ND 58506



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