




# ASSIST Self-Service Front-End Refresh Helpful Tips for Community Partners

# OVERVIEW

-  As a part of the Self-Service Refresh project, screens accessed by Community Partners are being visually redesigned to improve the overall user experience. Some of the significant changes include:
- ASSIST Home Page navigation changes
  - Community Partner Home Page layout changes
  - Navigation bar changes from left navigation to top navigation
  - Better use of screen space with full page rendering
  - Replacing window scrolling with easy to use browser scrolling
  - Replacing popup windows (currently new windows without access to browser buttons) with new tabs

✓ Additional popups (Nudging) to encourage accurate and complete data entry

✓ Latest Browser support: Chrome, Edge, Firefox and Safari



**PLEASE NOTE: The Refreshed Self Service is No Longer supported by Internet Explorer. We recommend using Google Chrome for an optimal experience.**

# HOME PAGE

Community Partners can log in to their module using the Authorized Users dropdown in the header

**Delaware ASSIST** About ASSIST ASSIST Support Contact Us FAQ Help Authorized Users Language

Administrative Users Login  
**Community Partners Login**  
Service Providers Login  
Social Service Programs

**Easily apply**  
ASSIST is an online application for health and social service programs.

**Apply for Benefits**

**Not sure if you qualify?**  
Use our screening tool to see if you are eligible for benefits.

**Do I Qualify?**

**Already Have an Account?**  
Scroll down for additional actions you can take.

### Returning Users

If you have already applied or have created an account before, you can use your ASSIST account to do any of the following:

- Finish My Application**  
Continue working on a previous application.
- Check Application Status**  
Check the status of the application that you submitted.
- My ASSIST Account**  
View your account and view your notices.
- Report a Change**  
Report changes in your case such as adding a person or changing your address.
- Renew My Benefits**  
Renew the benefits you are opened in now.



# COMMUNITY PARTNER DASHBOARD

- Saved and Submitted tabs will allow the user to view the applications saved or submitted by them or their organization
- To perform an action with a specific application, the user can click on the icons displayed next to the respective application. (Hovering over an icon will provide additional information on the action that can be performed, e.g., Continue Application in the screenshot.)

Delaware ASSIST

Contact Us | FAQ | Help | Site Map | Log Out

Dashboard | Quick Reports | Information

Welcome priyanka.dighe [Contact ASSIST](#)

1 Applications submitted by you this month | 20 Applications submitted by your organization this month

New Application → Renew Application → Search Applications → Screen For Benefits

Saved | Submitted

Applications Your Organization Recently Saved

All Applications  My Applications

E-Application #	HOH Name	Last Updated by	Last Updated date		
W8204248	LEWIS, MORGAN	chris.carey	1/8/2020 3:08:27 PM		
W8204619	CAREYJR, DUDE1	chris.carey	1/3/2020 12:42:29 PM		
W8204783	CAREYJR, FILMORE	chris.carey	1/2/2020 3:53:24 PM		

Continue Application

# SCREEN FOR BENEFITS

Community Partners will be able to Screen for Benefits with the Top Navigation functions such as Quick Reports and Information still available. They can return to the Dashboard by clicking the “CPD Home” button at top right.

The screenshot shows the 'Delaware ASSIST' website interface. At the top, there is a dark red navigation bar with the logo and 'Delaware ASSIST' text on the left, and links for 'Contact Us', 'FAQ', 'Help', 'Site Map', and 'Log Out' on the right. Below this is a secondary navigation bar with 'Dashboard', 'Quick Reports', 'Information', and 'CPD Home' buttons. The 'CPD Home' button is highlighted in dark red. Underneath is a progress bar with three steps: 'Getting Started' (highlighted with a green circle), 'Do I Qualify?' (with a house icon), and 'Your Results' (with a star icon). The main content area features a heading 'It is easy to find out which benefits the people in your household may qualify for!' followed by a sub-heading 'Respond to a brief set of questions' and a paragraph explaining the process. Below this is another sub-heading 'Instantly view your results' and a list of benefits with 'Learn More' links: Long Term Care, Health Care Coverage, Food Supplement Program, Cash Assistance, Child Care Assistance, and Low-Income Home Energy Assistance Program (LIHEAP). At the bottom, there are two buttons: 'Back to CPD Home' and 'Get Started'.

# INFORMATION

All the links in the Information tab will be organized in three expandable sections, with the first expandable section (Benefits Information) always open on page load.

Delaware ASSIST

Contact Us FAQ Help Site Map Log Out

Dashboard Quick Reports **Information** CPD Home

## Information

Benefits Information

Click on a program to open a new browser window with more information

- ▶ Long Term Care
- ▶ Health Care Coverage
- ▶ Food Supplement Program
- ▶ Cash Assistance
- ▶ Child Care Assistance
- ▶ National School Lunch Program
- ▶ Low-Income Home Energy Assistance Program
- ▶ Food Bank

Downloadable Forms

Other Helpful Links

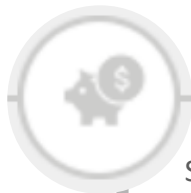
# NAVIGATION CHANGES

With the refreshed application, the navigation for Screening, Apply for Benefits and Renewal will be moved to the top of the screen and displayed horizontally

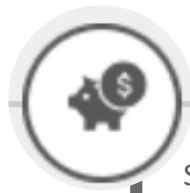
The screenshot displays the Delaware ASSIST application interface. At the top, a dark red header contains the logo and navigation links: Contact Us, FAQ, Help, Site Map, and Log Out. Below this is a white navigation bar with tabs for Dashboard, Quick Reports, Information, and CPD Home. A prominent horizontal navigation bar is highlighted with a red border, containing a sequence of icons: a green flag (Start Here), a green home icon, a green clipboard, a green group of people, a grey speech bubble, a grey dollar sign, a grey bank icon, a grey briefcase, a grey dollar sign with a plus sign, a grey document, a grey menu icon, a grey right arrow (Next Steps), a grey envelope (Verification), and a grey star (Submit). Below the navigation bar, the text 'e-Application # W8205393' is displayed, followed by three buttons: PRINT, CANCEL, and SAVE & FINISH LATER. The main content area is titled 'Individual Details' and features a sub-navigation bar with 'Household', 'Dan (40)', 'Jill (30)', and 'Jack (0)'. The 'Dan (40)' tab is selected. Below this, there are tabs for 'General' and 'Voter Registration'. The 'General' tab is active, showing a form with the heading 'Please provide some details about Dan Smith:' and two questions with radio button options: 'Is Dan Smith currently receiving benefits from Delaware such as Cash Assistance, Food Benefits, Child Care Assistance, Health Care Coverage or Long Term Care? \*' and 'Is Dan Smith planning to file taxes this year? \*'.

# SCREENS – TOP NAVIGATION ICONS

What do the different icons in the new design signify?



Screen is currently disabled and the icon is non-clickable



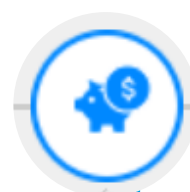
Screen is currently enabled but the applicant has not accessed it yet



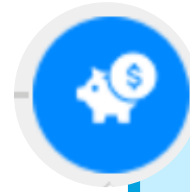
Applicant has accessed the screen but has mandatory information missing



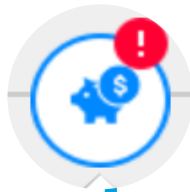
All mandatory questions on the screen have been completed



Hover-over when screen has missing information



Hover-over when all mandatory questions on the screen have been completed



Hover-over when screen has missing information in Completion Checker mode



Screen has mandatory questions incomplete during Completion Checker mode



# INCOMPLETE FOOD BENEFIT APPLICATION

- Users will be able to submit an Incomplete Food Benefit Application by clicking on the “Submit Incomplete Food Benefit Application” button displayed on the bottom left of a page.
- This will allow them to submit an Incomplete Food Benefit Application with only First Name, Last Name and Address similar to the checkbox previously displayed on the Household Information page, or they can choose to provide additional information on the latter pages before submitting the incomplete application.

Please confirm the Head of Household : \*

Dan Smith

Next, enter your Home address:

Address Line 1: \*

Address Line 2:

City: \*

State: \*

Delaware

Zip: \*

Zip Ext.:

County:

--Please Select--

SUBMIT AN INCOMPLETE FOOD BENEFIT APPLICATION

PREVIOUS

NEXT

Browser Compatibility | ADA Compliance | Privacy Policy