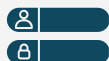


# HELPFUL HINTS

## FOR USING THE CUSTOMER SELF SERVICE

### Registration and Login:



- For fast and easy filing, sign in using ID.me to connect to Customer Self Service (CSS). To get started with ID.me you will need your government issued ID and Social Security number handy.
- If you've never filed a benefits claim using the current CSS login process (after November 2021) your old UI account credentials won't work.
- If you haven't used CSS since November 2021, please note that your old PIN will no longer be valid.
- If you don't have a valid Virginia State-issued photo ID, you will need to use ID.me to file online or apply for benefits by phone.
- Avoid using public Wi-Fi or different internet connections when logging into CSS, this will cause difficulty logging into the system.
- Use the most current version of your internet browser, preferably Google Chrome or Microsoft Edge.
- Before logging in, clear your browser history and cookies.

### Registration Process:



- First-time users choose the green "Sign in with ID.me" for fast and easy registration and follow the prompts for identity verification or choose the "Sign Up" tab to register.
- If you choose the "Sign Up" tab, create a secure username with letters and numbers but no special characters.
- Create a secure password (at least 8 characters long) with uppercase and lowercase letters, numbers, and special characters.
- Choose your security questions and answers.
- After completing the registration, **DO NOT** log in immediately. Wait for at least 1 hour to ensure the system captures and updates your registration information.

### Logging In:



- After 1 hour, log into CSS with the "Sign In" option; logging in too soon may result in an "Invalid User Name and Password" error. (If you try to log in too many times when receiving that error, you will be locked out of the portal.)
- Enter your username, password, and respond to any security questions.
- If you enter incorrect information multiple times, you may experience a security lockout; wait 30 minutes before attempting to log in again.

**Common Issues and Solutions:** If you receive an error stating "Your digital identity cannot be verified," call 1-866-832-2363 for assistance. However, they can only help with limited log-in issues. Here's how you can move forward from this message:



- If you need to **file an initial or additional claim or reopen your claim** for benefits **that is your number one priority**. Call the Customer Contact Center at 1-866-832-2363 and follow the prompts to **file an initial claim**. Do not call for log in assistance until you have filed your claim.
- If you've had address, phone number and/or email address changes since your last claim filing, try accessing CSS the next business day; updated information may allow registration.
- If you still can't register for CSS, you will have to complete all transactions by telephone. File weekly claims by calling 1-800-897-5630 and follow the prompts to file a continued claim for benefits.
- Get claim status updates by calling 1-800-897-5630 and following the prompts for claim information.
- Confirm or update your payment method by calling 1-800-897-5630 and following the prompts for payment information.

**Email Notifications:** If you receive an email notification to log into your CSS portal because you have a message but cannot access your portal, don't worry. All documents loaded to your portal are also mailed to your address on your claim.