



myCase allows customers instant online access to their case information 24 hours a day, 7 days a week. No phone call needed.

## **What's New! – August 2011:**

### **Online Reviews:**

Effective August 1, all customers can complete their review online, regardless of whether they are receiving paperless or hard copy notices. Simply click on the “**Services**” tab at the top of myCase, and then click on “**Case Review**”. myCase will assist customers in completing and submitting the review. Once the review has been submitted customers will receive a list of verifications needed in order to complete the review process.

### **Electronic Notices:**

Effective August 17<sup>th</sup>, only paperless customers will be able to view their notices online. If customers would like to continue to read notices online, customers will need to choose the paperless option through the “myAccount” tab.

### ***Today, customers can:***

- Report Changes
- View benefit status, history, EBT balance
- Case summary
- View a list of imaged verifications
- FAQ's and Online Chat
- View notices
- Make payments
- Access and print forms
- View Application Status
- eAlerts
- Paperless
- View UWORKS Information
- UTA Link

### **How do customers register?**

DWS Single Sign On allows customers to navigate through all options with one login! This includes access to

- myCase
- Unemployment benefit status
- Job search

It's simple! Customers can go to [jobs.utah.gov](http://jobs.utah.gov) and click the “myCase” link, located in the “Assistance” section OR click “myCase” from the header.

Customers will then click on “Go to DWS Single Sign On” and login using your Utah ID, Facebook, Yahoo, or Google accounts.

## **Coming Soon! – 2012:**

### **Online Application:**

Look to early 2012 for a new and improved online application. This application will be contained within myCase itself, and will be user friendly.