

BenefitsCal Document Upload

BenefitsCal users receive confirmation receipts for **all** documents uploaded.



**Your document was
uploaded!**

Confirmation Receipt

06/21/2023	10:05 am
Application Number	37000865
Person	John Doe (53)
Document Type	Proof of Income
File(s)	Pay stub.jpg

Save your confirmation

[Text](#)

| [Email](#)

| [Download](#)

[UPLOAD ANOTHER DOCUMENT](#)

[BACK TO DOCUMENT CENTER](#)

BenefitsCal does not currently restrict users from uploading documents that are password protected or encrypted. ~0.7% of submitted documents were either password-protected or encrypted.

BenefitsCal Document Upload

- Prior to 05/08/2023, encrypted or password protected documents that were sent to CalSAWS would either appear as blank documents or request a worker to enter a password.
- After 05/08/2023, BenefitsCal no longer sent documents to CalSAWS that were encrypted or password-protected. Rather, BenefitsCal posts the following message, for customers that have BenefitsCal accounts, that their document was not successfully submitted:

“We are unable to read the document <Doc Type> you uploaded on <Upload Date>, because this is an encrypted or password protected document. Please contact your county.”

Example message customer receives:

From: Worker ID no-reply@calsaws.org

Document upload update

Message

We are unable to read the document "Earnings" you uploaded on "06/19/2023", because this is an encrypted or password protected document. Please contact your county.

BenefitsCal Document Upload

Users with a BenefitsCal account, can check their message center the following business day to identify any failure notification for their uploaded document.

Message Center

Actions (2)

Messages (3)

Notices (1)

 MESSAGE MY CASEWORKER

Filters >

06/20/2023 07:29 pm

From: Worker ID no-reply@calsaws.org

Document upload update

 Message Received

06/14/2023 11:28 pm

CalFresh

When will I start getting my benefits?

 Message Sent

Users without a BenefitsCal account, who have uploaded a document to their application, will not receive any failure notifications, as currently, there is no way to post a message for them.

Users may either resubmit the documents removing the password protection or encryption, take a picture of the document and resubmit online, or submit through other channels (e.g., drop box, office, mail).

BenefitsCal Document Upload

With the 23.06.22 Release, BenefitsCal will introduce an inline help text that will inform the user that password-protected or encrypted documents will not be accepted.

The screenshot displays a user interface for document upload. At the top, there is a form field labeled "Document Type" with the value "Other" and an "Edit" button. Below this is a "SELECT FILES" button with a file icon. A red-bordered box highlights a list of instructions: "Each file cannot be more than 8MB." and "Make sure your files aren't encrypted or password protected. This is important so your caseworker can open and review your document." At the bottom, there is a help dropdown menu with the text "How to get a good photo?" and a downward arrow.

BenefitsCal provides the ability for individuals to upload documents of the following types: .GIF, .GIFF, .JPEG, .JPG, .JPE, .JIF, .MDI, .BMP, .PNG, .TIF, .TIFF, .TXT, .RTF, .ONE, .ONETOC, .PDF, .DOC, .DOCX, .DOX, .PAGES, .ODT, .WPD, .XLS, .XLSX, .PPT, .PPTX, .PSD, .EPS, .AI, .LOG, .WPS.

BenefitsCal is aligned with Hyland in allowing images to be uploaded of file size 8MB or smaller.

BenefitsCal Document Upload

Workers can identify an Encrypted or Password Protected Document in CalSAWS by considering the following when retrieving images:

- ✓ If prompted for a password, when attempting to open an image, the document is password protected.
- ✓ If opening a blank document, it may be encrypted.