

myCase Paperless

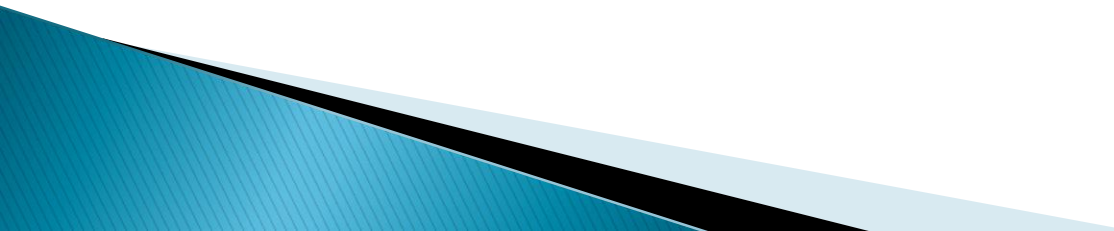
notices & eAlerts

Facts and Statistics

November 2010 – myCase implementation

- Over 122,000 myCase accounts
- 64% of households receiving assistance

▶ February 26, 2011 – Paperless launched

- 32,000 customers opted into paperless
 - 17% of households receiving assistance are paperless
 - 26% of registered myCase users are paperless
- 

Facts and Statistics

- ▶ eNotices: 63,000 sent in September
 - 63% of eNotice are viewed by Paperless customers within 0–7 days
- ▶ eAlerts: 13,000 texts sent in September
- ▶ eNotices Viewed
 - 0–3 Days: 58%
 - 4–7 Days: 11%
 - 8–30 Days: 11%
 - 31+ Days: 1%

Going Paperless

Let's Go Paperless!



LET'S GO PAPERLESS!

All we need is your email and we'll let you know when you have a new notice online.

It's fast and easy! Click "LET'S GO" to get started.

No thanks

Let's Go!

- No
- St
- Pr
- **Be secure** - your notices are never lost or read by anyone else

Impersonate User

Terms and Conditions

The image shows a screenshot of a web browser interface with a modal dialog box titled "Let's Go Paperless!". The dialog box contains the following text and elements:

Let's Go Paperless! [Close]

One more thing before you get started...

1. I agree to receive all my correspondence from the Department of Workforce Services, Eligibility Services Division (DWS) from the online service known as myCase.
2. I agree that myCase will be my correspondence address of record for DWS.
3. I agree to read all correspondence that DWS provides in myCase.
4. I agree to respond as required by DWS to all correspondence that DWS displays in myCase, and I understand that failure to respond as required by DWS may result in my eligibility benefits being reduced, denied or closed.
5. I understand that DWS reserves the right to contact me by any other method in addition to, or instead of contacting me at my correspondence address of record for DWS.
6. I understand that if I want to discontinue receiving all my correspondence from DWS electronically, I must log into myCase and complete the process to stop paperless as

I have read and agree to the terms and conditions of the paperless agreement.

[Back](#) [Continue](#)

The background shows a blurred web page with the Utah.gov logo, a search bar, and various navigation links like "Paperless", "Control", and "Log Out".

Validation Email

Let's Go Paperless!

We'll use your email on file.
If you want to use a different email select "New email"
Note: You'll have to verify a new email address.

jbhafen@utah.gov

New email

newaddress@provider.com

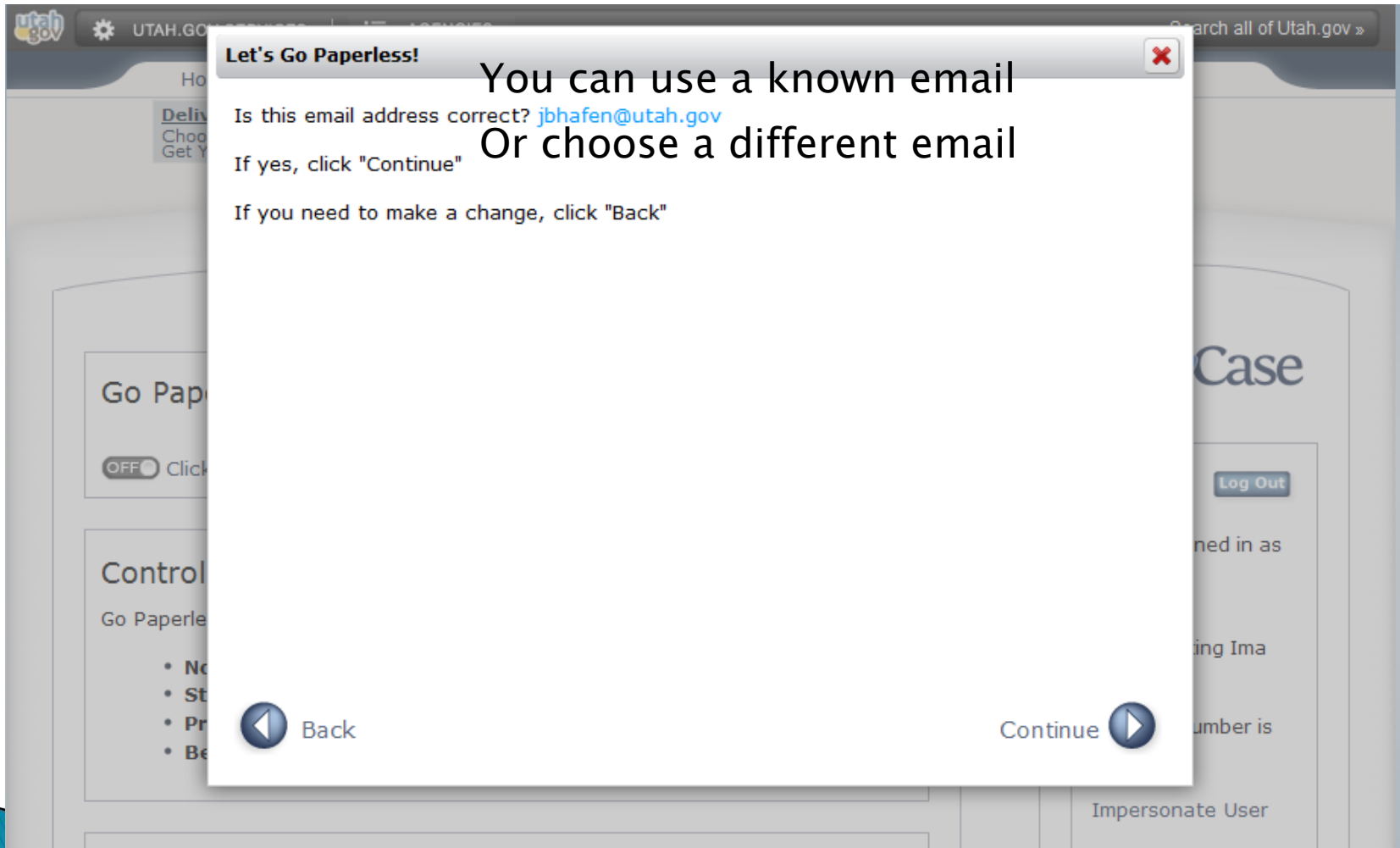
newaddress@provider.com

You can use a known email

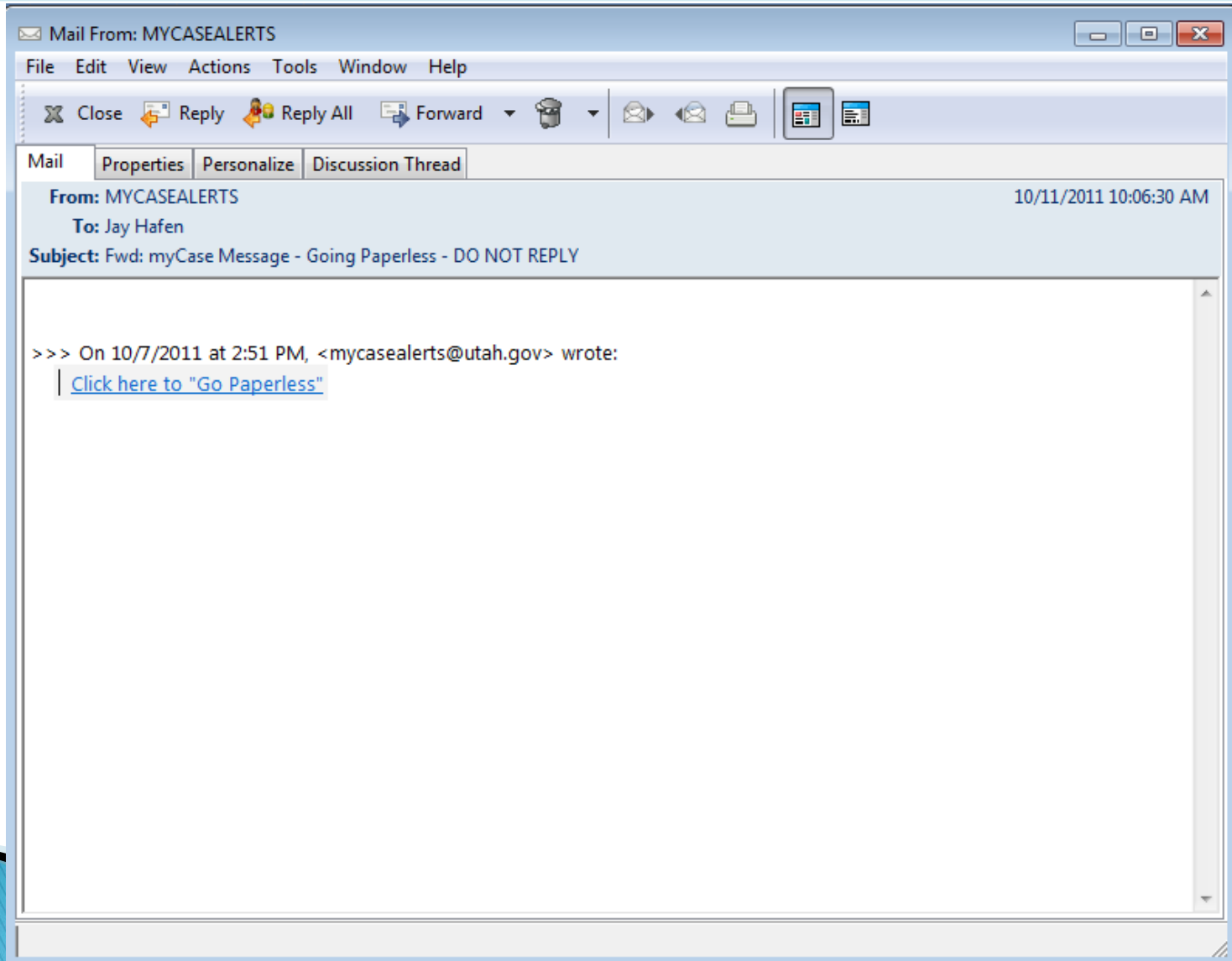
Or enter a different email

Background text: UTAH.GOV, Search all of Utah.gov, Paperless, Congratulations, If you need, OFF Click, Control, Go Paperless, • No, • St, • Pr, • **Be secure** - your notices are never lost or read by anyone else, Impersonate User, Case, Log Out, ned in as, ing Ima, umber is

Validation Email



Validation Email



Opt out of Paperless

The screenshot shows a web portal interface with a dark header containing 'UTAH.GOV SERVICES' and 'AGENCIES'. A navigation bar includes 'Home', 'Benefits', 'Services', 'Documents', and 'myAccount'. Below this are two main sections: 'Delivery' (Choose How You Get Your Notices) and 'Alerts' (Alerts Summary & Preferences). A modal dialog box titled 'Paper Option' is centered on the screen. The dialog contains the following text:

Stop Paperless Confirmation







Your request to get notices in the mail is complete. You will now get your notices from the US Postal Service.

At the bottom right of the dialog is a 'Finish' button with a play icon. In the background, a 'Go Paperless' section is visible with a toggle switch set to 'ON' and a 'Log Out' button. A list of benefits is partially visible:

- **No delays** - see notices days faster than the old fashioned way
- **Stay informed** - get an email when you have a new notice
- **Protect the environment** - save trees and energy by saving paper
- **Be secure** - your notices are never lost or read by anyone else

Other background elements include a 'myCase' section with a 'Log Out' button and a user identification area showing 'impersonating Ima Testcase.' and 'The case number is 9906163'.

Electronic Alerts

| <p>email Address: <input type="text" value="jbhafen@utah.gov"/> EDIT</p> <p>Alert Phone Number: <input type="text"/> EDIT</p> <p>Cell Phone Provider: <input type="text"/></p> <p><i>NOTE: You're responsible for any text messaging fees your provider may charge.</i></p> <h3>Your current alert options</h3> <p>Stay in the know about your account anytime with Alerts delivered by email or mobile phone.</p> <p>Choose which alerts to receive by selecting <input checked="" type="radio"/> ON or <input type="radio"/> OFF. Then choose where to have them sent by selecting , , or both.</p> <p><i>NOTE: Orange means you'll get an alert; blue means you won't.</i></p> <table border="0"><thead><tr><th></th><th>Email</th><th>Text</th></tr></thead><tbody><tr><td><input checked="" type="radio"/> ON Notices notification - Get an alert when you have a new notice online</td><td></td><td></td></tr><tr><td><input checked="" type="radio"/> ON Review reminder - Get an alert when a case review is due</td><td></td><td></td></tr><tr><td><input checked="" type="radio"/> ON Payment due - Get an alert in advance of your payment due date</td><td></td><td></td></tr><tr><td><input checked="" type="radio"/> ON Interview needed - Get an alert when you need to call for an interview</td><td></td><td></td></tr></tbody></table> <p>UPDATE</p> | | Email | Text | <input checked="" type="radio"/> ON Notices notification - Get an alert when you have a new notice online |  |  | <input checked="" type="radio"/> ON Review reminder - Get an alert when a case review is due |  |  | <input checked="" type="radio"/> ON Payment due - Get an alert in advance of your payment due date |  |  | <input checked="" type="radio"/> ON Interview needed - Get an alert when you need to call for an interview |  |  | <p>You are signed in as Jay Hafen.</p> <p>You are impersonating Ima Testcase.</p> <p>The case number is 9906163</p> <p>Impersonate User</p> <p> Español</p> <h3>Answers</h3> <ul style="list-style-type: none">▶ When will I get my benefits?▶ When will my application be worked?▶ What's the status of things I turned in?▶ What changes must I report?▶ Other Questions? |
|--|---|---|------|---|---|---|--|---|---|--|---|---|--|---|---|---|
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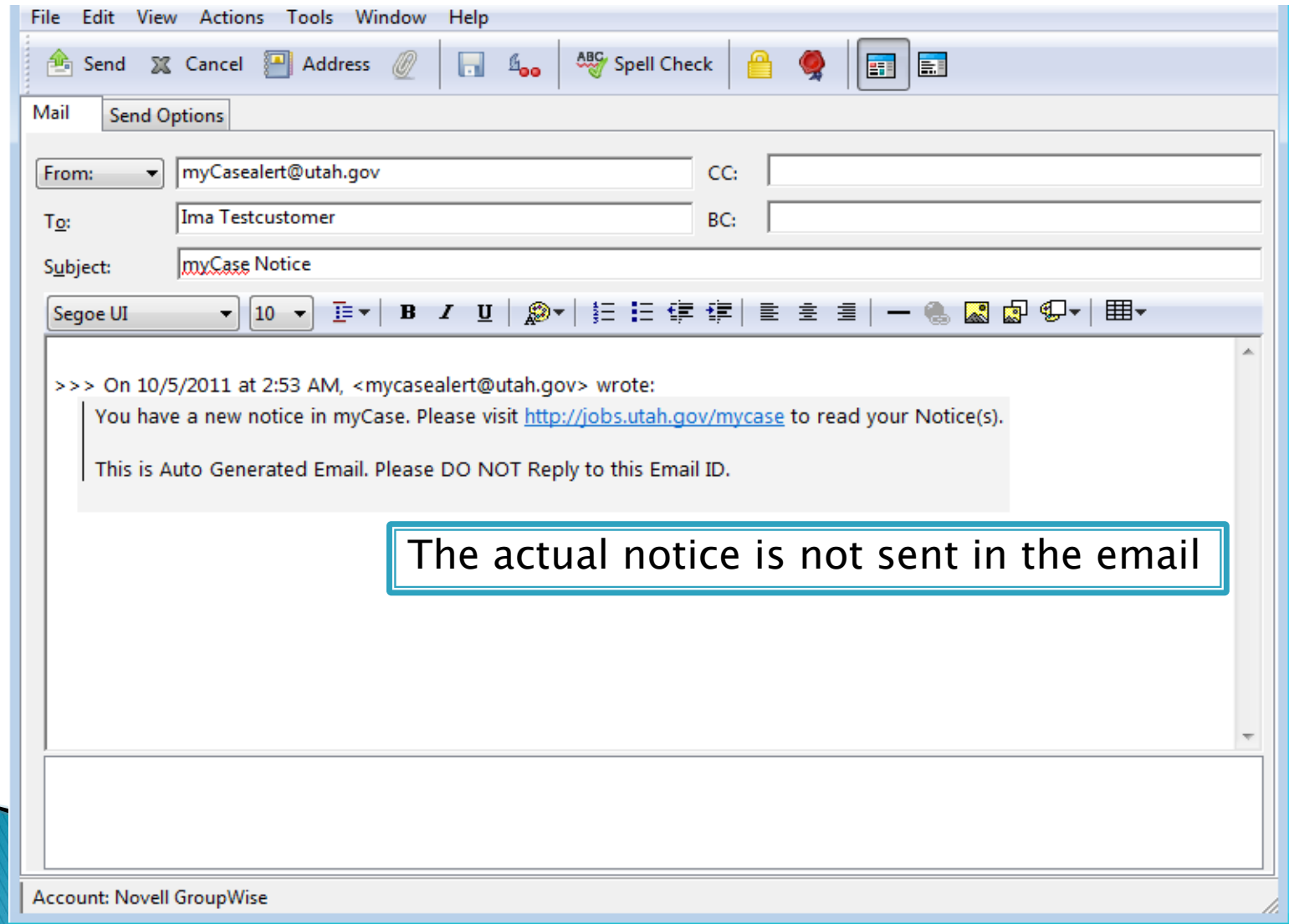


= On



= Off

Electronic Alerts



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