# Application Assisters

## Guide to getting support with BenefitsCal



## I found a defect in BenefitsCal

If you notice something isn't working right, for example: error codes that won't go away, functionality that doesn't function, or wingdings instead of translated text, follow these steps:

1. Take a screenshot if you can (use "windows key+shift+s")
2. Remove/cover up any customer names or personal info
3. Get the case or application number
4. Send the screenshot, case/app number, and short summary of the issue to our advocacy coleads (contact info below)



## Something isn't working in my CBO Account

Need your password reset? Or having other issues with your CBO account?

Start by contacting your county tech support - see this list.
Or contact the coleads (contact info below).



## My client needs help with their BenefitsCal account

Eligibility workers are *supposed* to be able to help customers with basic fixes or transfer them to tech support.

However, if a worker can't help them, please contact the coleads with the email address for the customer account so the issue can be elevated.

## Need more info?

Check out our monthly newsletters for:

- Training Resources
- Functionality Updates
- Links to trainings advocacy forums
- Celebrating our assister community

California Food Banks

Advocacy CoLeads Contact Info (also in the newsletters!):

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