

TBB Power User Introduction Scenario

For current TBB counselors



LOGIN AS A COUNSELOR TO THE TRAINING WEBSITE

1. Go to training.thebenefitbank.com

2. Choose a counselor login (counselor8000-8100 are available for Power User) the password is **tbb12345**.

3. If you see an “Authentication Failed” message, choose a different set of numbers and try again.

CREATE A POWER USER CLIENT

4. Click “Create a client”

5. You are assisting Lucy Webb, enter an address, and indicate her preferred language is English.
6. Create a Login Name for Lucy, enter a password and select and answer a security question.
7. When you have successfully created the account log her into The Benefit Bank.
8. Lucy agrees to the Terms and Conditions and the Consent to Contact.
9. On Lucy’s home page click Ohio Food Stamps to get started.

HOUSEHOLD INFORMATION

10. Lucy prefers the title Ms.
11. There are no other people in her household.
12. She was born on January 3rd. 1940. She is single and female.
13. She has a social security number (555-33-0101) and is a U.S. citizen.
14. Lucy is not disabled or blind.
15. She prefers English.
16. She does not have a separate mailing address. Her Home Phone number is 614-555-3131.
17. She is not receiving any kind of assistance.

EXPENSES

18. She has no unreimbursed Medical Expenses.
19. She has no child and dependent care expenses.
20. She has no child or spousal support expenses.
21. She has no blind or disabled work-related expenses.
22. She has several shelter expenses. She pays \$450 in rent each month. Utilities are **not** included. *Click on “Click here if you have more information to enter” to add the following expenses.*
Lucy also pays for \$60/month for Water and \$100/month for her Electric.

INCOME

23. Lucy does not receive work-related or government income.
24. Lucy receives Life Insurance Payments ("Other Income") from Prudential Insurance in the amount of \$600 once each month. She received her last payment the first of this month.
25. She also receives a pension in the amount of \$400 once each month. She received her last payment the first of this month.

ASSET INFORMATION

26. Lucy has liquid assets. She has a checking and savings account with Friendly Bank, she has \$200 in her checking account and \$100 in her savings. She does not know her account numbers.
27. Lucy does not have property, vehicle or insurance assets.
28. She is covered by Medicare, Part A and B.

OHIO BENEFITS

29. She confirms she received \$400 from a Pension and \$600 from Life Insurance in the past 30 days.
30. Her address is in the correct format.
31. Lucy is not receiving public assistance in another state, she is not receiving OWF.
32. She is a resident of Ohio, she is not blind, she is not visually impaired. She is hearing impaired.
33. Her income has not recently stopped and she is not a seasonal farm worker.
34. Lucy is not a student.
35. She pays for heating, she has not received HEAP.
36. She is not disqualified from food stamps, she is not fleeing the law, and she is not on strike.
37. She is applying for Food Stamps, she does not want an authorized representative.
38. She does not need nursing care. She is not homeless, but after paying for housing costs she has spent all her monthly income.
39. She does not need an interpreter.
40. She is not in prison.
41. Lucy is White and not of Hispanic/Latino origin.
42. She has never received cash, food stamps, Medicaid or other kind of medical assistance.
43. She has not lost a job in the last 60 days.
44. Lucy reviews and approves her application.
45. She enters her password as her signature.

-End Scenario-