

To sign into Georgia Gateway, you must create an account. Once an account is created, please ensure to link your account. Follow the steps below on:

- How to create a Georgia Gateway Customer Portal Account.
- How to link your case after you have created a Georgia Gateway Customer Portal account.

Please note: If you have created an account in the past, but have not signed in for a long period of time, you may need to create a NEW Georgia Gateway account to sign in.

## How to create a Georgia Gateway Customer Portal account

1

Go to [www.gateway.ga.gov](http://www.gateway.ga.gov)

Select **Create an Account** on the Customer Portal Landing Page.

GENERAL INFORMATION NEW TO GATEWAY?

ARE YOU A PARTNER/PROVIDER?

IMPORTANT INFORMATION ABOUT PAYING YOUR PEACHCARE FOR KIDS® PREMIUM

Be careful to make your payment ONLY on the authorized payment portal at: <https://peachcarepayments.biz/qaay.com/login/>.

If you believe you are pregnant, you may be eligible for Medicaid coverage right away. Please visit <http://dshs.georgia.gov/medicaid-resources>.

If you have trouble while using Georgia Gateway, please call the Online Services hotline at 1-877-423-4740. If you have a hearing impairment, call GA Relay at 1-800-235-0135. The services are free.

To apply for SNAP, TANF, MA, CAPS, or WIC in English or Spanish, please click the 'Apply for Benefits' button. To access a SNAP, TANF, Refugee Cash Assistance or WIC application in another language, please select the appropriate language selection below.

العربية	Bosne	ગુજરાતી
中文	فرنسي	Français
ગુજરાતી	हिन्दी	日本語
இந்திய	ਪੰਜਾਬੀ	Português
Русский	Español	Tiếng Việt

If you don't currently receive any benefit, and you would like to apply, click the Apply for Benefits button below.

Apply for Benefits

If you already receive benefits, and you would like to create an account so you can manage your benefits online, click the Create an Account button below.

Create an Account

If you would like to create or access your account to:

- Renew Benefits
- Check Benefits
- Upload a Document
- Report a Change
- View Notices

Select the Manage My Account/Login button below.

Manage My Account/Login

2

Complete the *Setting up an Account* screen.

1: Enter your Name and Contact Method

2: Enter User ID and Password

3: Enter Security Questions

4: Read and if you agree with the User Acceptance Agreement select the box

Then select **Create Account**

### Setting Up An Account

 To apply online, you will need to create a User ID and password. [If you already have an account, select here to log in.](#)

This account will help to keep your information private and secure. It also lets you save your application and come back to work on it later. You can also log back in to check the status of your application after you submit it.

**If you have problems that prevent you from continuing, you may call the Customer Support at 1-877-423-4746 during business hours for assistance.**

Fields marked with (\*) are mandatory, and must be filled out before continuing with your application.

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**Step 1: Your Name and Contact Method**

Fill in your name below:

\* First Name:

\* Last Name:

By entering your Email Address, you are confirming it is okay for Georgia Gateway to send emails to you regarding your Georgia Gateway account. I acknowledge that there is no expectation of privacy in any Email and SMS communication that I send and receive.

Email Address:    Check here if you do not have an Email Address.

By entering your Mobile Phone Number, you are confirming it is okay for Georgia Gateway to send a One Time PIN (OTP) via text message to you regarding your Georgia Gateway account. Please know you will receive one message per request. Standard message and data rates may apply. Carriers are not liable for delayed or undelivered messages. I acknowledge that there is no expectation of privacy in any Email and SMS communication that I send and receive.

Mobile Phone Number:    Check here if you do not have a Mobile Phone Number.

Note: If you do not provide your Email Address or Mobile Phone Number, you will need to either answer security questions or call Customer Support Center 1-877-423-4746 to retrieve your Gateway User ID or reset your password.

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**Step 2: User ID and Password**

To log in to your account, you will need to create a User ID and password.

You will need these to log in on the next page. It's a good idea to write these down and keep them in a safe place.

\*User ID:  • Must be 6-15 letters and/or numbers.  
• Cannot contain special characters.

\*Password:  • Must be 8-15 characters long  
• Must contain at least one upper-case letter, one lower-case letter and one digit.  
• Special characters are allowed including ! @ # \$ % ^ & \* ( ) \_ + =

\*Re-type your Password:

Are you an Authorized Representative:  Yes  No

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**Step 3: Security Questions**

We're also asking "security questions" that you can use if you ever need to reset your password. Select the box below to choose questions that only you know the answer to. Then fill in your answer. It's a good idea to remember your information, since you will need to type it in exactly the same way if you lose your password.

\*Security Question 1:

\*Answer:

\*Security Question 2:

\*Answer:

\*Security Question 3:

\*Answer:

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**Step 4: User Acceptance Agreement**

\*As the last step in creating your account, check the box to let us know that you have read and agreed to the State's User Acceptance Agreement. [Select here](#) to read the agreement, which tells you more about how we will keep your personal information private and secure. I acknowledge that there is no expectation of privacy in any Email and SMS communication that I send and receive.

3

You will receive a Thank You confirmation once your account is created successfully. Select **Continue** to enter the Customer Portal Dashboard.



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## Thank You

Thank You

Thank you **Sample Email Notification** for creating an account. Your user ID is **sampleEmail**. Please click the "Continue" button to proceed.

# How to link your case after you have created a Georgia Gateway Customer Portal account.

1

Go to [www.gateway.ga.gov](http://www.gateway.ga.gov)

Select **Manage My Account/Login** on the Customer Portal Landing

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Further information on PeachCare for Kids can be found at: <https://doh.georgia.gov/peachcare-kids>

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Manage My Account/Login

2

Enter your previously created **User ID** and **Password** and select **Login Now**



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Login

Please enter User ID and Password to log into your Gateway account. If you need to create a new account, select the 'Create New Account' hyperlink.

\* User ID

\* Password

Login Now

Exit

[Forgot User ID?](#) [Forgot Password?](#)  
[Create New Account](#)

3

Read and if you agree with the Confidentiality Agreement select, **I Accept**.

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## Confidentiality Agreement



**\*Confidentiality Agreement Consent**

By clicking "I Accept", you accept confidentiality, acceptable use, and other privacy policies as mandated by the State of Georgia. Please note that it is your responsibility to print and keep copies of sensitive information. Click "I Do Not Accept" to end this session and log out.

4

Select **Already receiving TANF, Food Stamps, Medical Assistance, CAPS, or WIC benefits**

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Hello, **Sample**. You are logged in.

Select link if you need to make a [PeachCare for Kids Insurance payment](#).

## My Applications

**Already receive TANF, Food Stamps, Medical Assistance, CAPS, or WIC benefits**

Choose this button to:

- Add new benefits to your case
- Renew Benefits
- Check Benefits
- Upload a Document
- Report a Change
- View Notices

**Apply for Benefits**

Choose this button to:

Apply for Benefits if you don't have an active case but would like to apply now

This table displays all the applications, change reports and renewals submitted and in progress.

5

Complete the *Link Your Case* screen.

You must enter your DOB. Then enter your SSN or Client ID.

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Hello, **Sample**. You are logged in.

## Link Your Case



This page should be used by individuals who already have an existing case. If you do not have an existing case, click the Cancel button below.

If you have questions or are encountering problems with setting up your account, call the Customer Support at 1-877-423-4746.

Some items have a star(\*) next to them. You must fill these items in before you can go to the next page.

**Personal Information**

\*Date of Birth (MM/DD/YYYY) :

\*Please fill in one of the following fields:

Social Security Number (no spaces or dashes) :  -  -

OR

Client ID :

Please provide your SSN to link your case. If you have not provided your SSN on your application, use your Client ID to link your case. If you do not know your Client ID, refer to your Eligibility Determination notice, or call 1-877-423-4746.