To update your Notification Method through the Customer Portal, follow the steps below on how to:

- Create a Georgia Gateway Customer Portal account
- Link your case after you have created a Georgia Gateway Customer Portal account.
- Update your Notification Method for the first time after you have created a Georgia Gateway Customer Portal Account and linked your account.
- Change your Notification Method after you have created a Georgia Gateway Customer Portal Account and linked your account.

How to create a Georgia Gateway Customer Portal account

Go to www.gateway.ga.gov

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

You will receive a Thank You confirmation once your account is created successfully. Select Continue to enter the Customer Portal Dashboard.
How to link your case after you have created a Georgia Gateway Customer Portal account.

1. Go to www.gateway.ga.gov


Enter your previously created User ID and Password and select Login Now.
3

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

4

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

5

Complete the Link Your Case screen.

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

Then select Continue
How to update your Notification Method for the first time after you have created a Georgia Gateway Customer Portal Account and linked your account.

1. Login to your Customer Portal Account.

If you have never updated your Notification Method, the first screen displayed will be the Change Notification screen.

2. Enter your Notification Method. If you want email notifications, select either Email or US Mail and Email.

3. Enter your email and retype email.

4. Select Verify to receive your Email Verification Code, once received by email, enter the Email Verification Code.

5. Read the Terms and Conditions. If you agree select the box.

6. Select Update.
How to change your Notification Method after you have created a Georgia Gateway Customer Portal Account and linked your account.

1. Login to your Customer Portal Account.

If you have selected your Notification Method before the first screen you that will display is the Customer Portal Dashboard.

Select click here
1. Enter your Notification Method. If you want email notifications, select either Email or US Mail and Email.

2. Enter your email and retype email.

3. Select Verify to receive your Email Verification Code, once received by email, enter the Email Verification Code.

4. Read the Terms and Conditions. If you agree select the box.

5. Select Update.