

**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

1

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

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

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	Bosnia	ગુજરાતી
中文	فارسی	Français
অসমীয়া	हिंदी	日本語
한국어	ਪੰਜਾਬੀ	Português
ਪੰਜਾਬੀ	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 for:

- 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.

---

#### 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.

---

#### 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

---

#### 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:

---

#### 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.

[Create Account](#)

3

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



[¿Habla Español?](#) | [Print](#) | [Help](#)  
[Back to Georgia Gateway](#)



## 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.

[Continue](#)

## How to link you 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

IMPORTANT INFORMATION ABOUT PAYING YOUR PEACHCARE FOR KIDS® PREMIUM

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

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

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

If you have trouble while using Georgia Gateway, please call the Online Services hotline at 1-877-423-4746. If you have a hearing impairment, call GA Relay at 1-800-255-0135. 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.

اللغة العربية	Bosne	Босански
中文	فارسی	Français
অসমীয়া	हिंदी	日本語
한국어	ગુજરાતી	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

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



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**.



[¿Habla Español?](#) | [Print](#)  
[Back to Georgia Gateway](#)



## 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.

**I Accept**

**I Do Not Accept**

4

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



[¿Habla Español?](#) | [Print](#) | [Help](#)

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

**Manage My Account**

**Logout**

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**

**Apply for Benefits**

Choose this button to:  
Add new benefits to your case  
Renew Benefits  
Check Benefits  
Upload a Document  
Report a Change  
View Notices

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.



[¿Habla Español?](#) | [Print](#) | [Help](#)

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.

**Cancel**

**Continue**

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.

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**

Georgia Gateway  
Your path to Social Services Benefits

¿Habla Español? | Print | Help

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

**Manage My Account** **Logout**

[Back to Benefits Summary](#)

## Change Notification

You have the option to choose how you would like to receive notification about your information. Select email to receive an email notifying you that you have a notice in My Notices in Benefits Summary ready to be viewed. If you want to receive a paper copy in the mail then select US Mail. If you would like to receive both, select US Mail and Email. If you select to receive email you must read and accept the terms and conditions for paperless.

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

Case Information		
Case Number	127237842	Head of Household
		Sample Email Notification

### Notification Methods

\* You have an option to choose how you would like to receive notifications about your information. Select email to receive an email notifying you that you have a notice in My Notices in Benefits Summary ready to be viewed. If you select to receive an email, you must provide us with your Email Address and accept the terms and conditions for paperless. If you want to receive a paper copy in the mail then select US Mail. To receive a paper notice and email notification, select the US mail and email option.

☐ US Mail  
☐ US Mail and Email  
☒ Email

We will send all the notifications pertaining to you by US mail.  
We will send you all notifications pertaining to you by US mail. You will also receive an email when you have a notice ready to view online in "My Notices" in Benefits Summary.  
We will stop sending you paper notices. You will receive an email when you have a notice ready to view online in "My Notices" in Benefits Summary. By clicking here you are saying it is okay for the department to send emails to you about your case.

**Please Note:** Only persons with access to the email entered below will receive notifications.

EMAIL:   
Retype EMAIL:   
Email Verification Code:

**Verify** **Resend**

Please review and accept the Electronic Notice with eAlert Terms and Conditions below.

RECEIVE ELECTRONIC COMMUNICATION ONLY (PAPERLESS). WHEN THIS OPTION IS MADE AVAILABLE BY THE AGENCY, YOU FORFEIT ANY RIGHT TO OBJECT TO THE VALIDITY OF SUCH COMMUNICATION BASED ON THE FACT THAT IT WAS PROVIDED IN ELECTRONIC RATHER THAN IN PAPER FORM. YOU UNDERSTAND THIS CONSENT IS EFFECTIVE AS OF THE DATE AND TIME OF THE AGENCY'S RECEIPT OF YOUR ELECTRONIC SIGNATURE. YOUR CONSENT IS REQUIRED BEFORE UTILIZING THIS SERVICE.

☐ \*I have read and accept the terms and conditions listed above.

**Update**

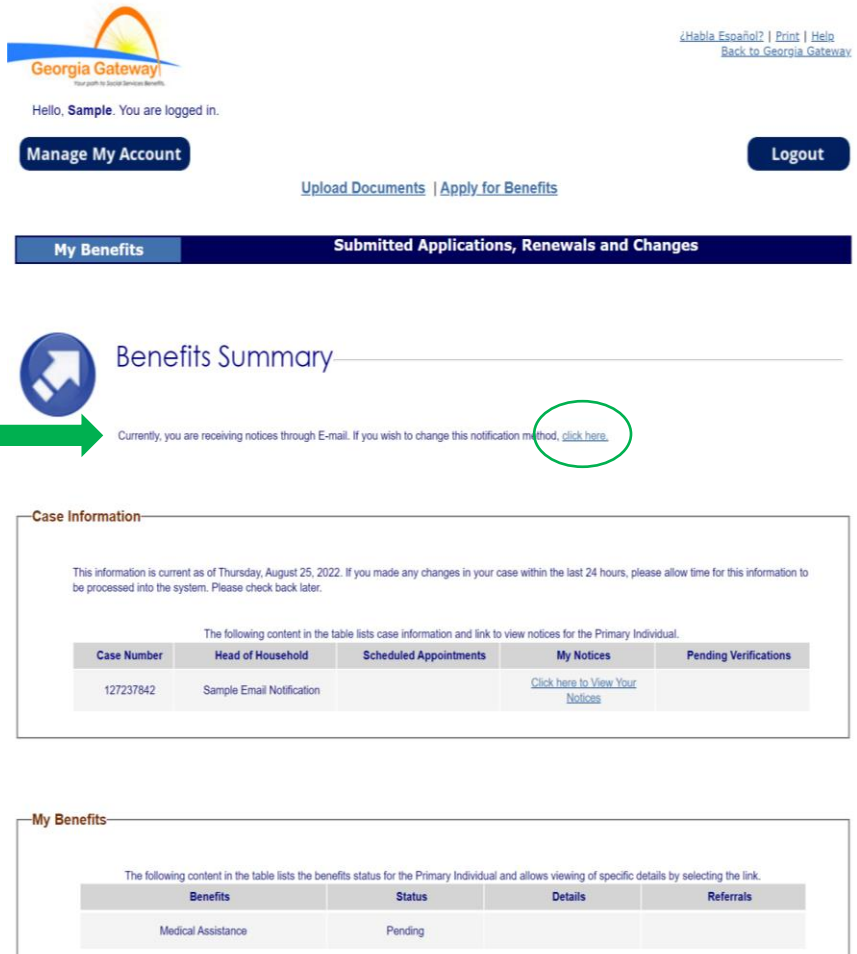
# How to change your Notification Method after you have created a Georgia Gateway Customer Portal Account and linked your account.

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**



**Georgia Gateway**  
Your path to Social Services benefits.

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

[Manage My Account](#) [Upload Documents](#) | [Apply for Benefits](#) [Logout](#)

[¿Habla Español?](#) | [Print](#) | [Help](#)  
[Back to Georgia Gateway](#)

**My Benefits** **Submitted Applications, Renewals and Changes**

**Benefits Summary**

Currently, you are receiving notices through E-mail. If you wish to change this notification method, [click here](#).

**Case Information**

This information is current as of Thursday, August 25, 2022. If you made any changes in your case within the last 24 hours, please allow time for this information to be processed into the system. Please check back later.

The following content in the table lists case information and link to view notices for the Primary Individual.

Case Number	Head of Household	Scheduled Appointments	My Notices	Pending Verifications
127237842	Sample Email Notification		<a href="#">Click here to View Your Notices</a>	

**My Benefits**

The following content in the table lists the benefits status for the Primary Individual and allows viewing of specific details by selecting the link.

Benefits	Status	Details	Referrals
Medical Assistance	Pending		



2

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**





[¿Habla Español?](#) | [Print](#) | [Help](#)

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

[Manage My Account](#)

[Logout](#)

[Back to Benefits Summary](#)

### Change Notification

You have the option to choose how you would like to receive notification about your information. Select email to receive an email notifying you that you have a notice in My Notices in Benefits Summary ready to be viewed. If you want to receive a paper copy in the mail then select US Mail. If you would like to receive both, select US Mail and Email. If you select to receive email you must read and accept the terms and conditions for paperless.

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

Case Information

Case Number	127237842	Head of Household	Sample Email Notification
-------------	-----------	-------------------	---------------------------

Notification Methods

\* You have an option to choose how you would like to receive notifications about your information. Select email to receive an email notifying you that you have a notice in My Notices in Benefits Summary ready to be viewed. If you select to receive an email, you must provide us with your Email Address and accept the terms and conditions for paperless. If you want to receive a paper copy in the mail then select US mail. To receive a paper notice and email notification, select the US mail and email option.

☐ US Mail  
☐ US Mail and Email  
☒ Email

We will send all the notifications pertaining to you by US mail

We will send you all notifications pertaining to you by US mail. You will also receive an email when you have a notice ready to view online in "My Notices" in Benefits Summary.

We will stop sending you paper notices. You will receive an email when you have a notice ready to view online in "My Notices" in Benefits Summary. By clicking here you are saying it is okay for the department to send emails to you about your case.

**Please Note:** Only persons with access to the email entered below will receive notifications.

EMAIL:  
Retype EMAIL:

Email Verification Code:

Verify

Resend

Please review and accept the Electronic Notice with eAlert Terms and Conditions below.

RECEIVE ELECTRONIC COMMUNICATION ONLY (PAPERLESS). WHEN THIS OPTION IS MADE AVAILABLE BY THE AGENCY, YOU FORFEIT ANY RIGHT TO OBJECT TO THE VALIDITY OF SUCH COMMUNICATION BASED ON THE FACT THAT IT WAS PROVIDED IN ELECTRONIC RATHER THAN IN PAPER FORM. YOU UNDERSTAND THIS CONSENT IS EFFECTIVE AS OF THE DATE AND TIME OF THE AGENCY'S RECEIPT OF YOUR ELECTRONIC SIGNATURE. YOUR CONSENT IS REQUIRED BEFORE UTILIZING THIS SERVICE.

☐ \*I have read and accept the terms and conditions listed above.

Update