

# Using the Economic Assistance Document Portal

**The Economic Assistance Document Portal only accepts these types of files: PDF, JPG, and PNG. Applications are generally too large to upload to the portal. Please use the links on our [web page](#) to complete applications.**

*Click on an option below to see instructions on how to upload a document.*

Child Support – Custodial Parent (Payee)

Child Support – Non-Custodial Parent (Payor)

MNSure Medical

Other Public Assistance Programs – Cash, SNAP, Emergency, Other health care (not MNSure)

## **Child Support – Custodial Parent (Payee):**

1. Select **Child Support – Custodial parent (Payee)** from the drop-down Options list
2. Type in your **PRISM case number**. If you don't know your case number, please enter your social security number.
3. Type in your **Participant Number** if you know it.
4. Type in your **First Name** and **Last Name** in the Custodial Parent Name box.
5. Type in your **phone number** including area code in the Telephone Number box.
6. Click the first **Choose File** button.
7. Select one of the options in the list
  - a. **Choose File** if you want to upload a saved document
  - b. Select **Photo library** if you want to upload a saved picture
  - c. Select **Take Photo**, if you want to take a picture of a document you have with you
8. Type in the Captcha **code** (a random list of letters and or numbers) exactly as they are listed. If you are having trouble reading it, click the small speaker to the right of the box where they are listed. It will read the letters or numbers to you
9. Click **Submit Request**
10. A confirmation page will appear. It will list each document or picture you tried to upload. It will tell you if it was successful or if it failed to upload. Please write down your confirmation number. A confirmation email will not be sent.

### **Child Support – Non-Custodial Parent (Payor):**

1. Select **Child Support – Non-Custodial parent (Payor)** from the drop-down Options list
2. Type in your PRISM case number. If you don't know your case number, please enter your social security number.
3. Type in your **Participant Number** if you know it.
4. Type in your **First Name** and **Last Name** in the Non-Custodial Parent Name box.
5. Type in your **phone number** including area code in the Telephone Number box.
6. Click the first **Choose File** button.
7. Select one of the options in the list
  - a. Select **Choose File** if you want to upload a saved document
  - b. Select **Photo library** if you want to upload a saved picture
  - c. Select **Take Photo**, if you want to take a picture of a document you have with youYou can add more documents or photos if needed
8. Type in the Captcha **code** (a random list of letters and or numbers) exactly as they are listed. If you are having trouble reading it, click the small speaker to the right of the box where they are listed. It will read the letters or numbers to you.
9. Click **Submit Request**
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### **MNSure Medical**

1. Select **MNSure Medical** from the drop-down Options list
2. Type the **first name** of the person receiving health care through MNSure in the Client First Name box.
3. Type the **last name** of the person receiving health care through MNSure in the Client Last Name box.
4. Type in the **date of birth** of the person receiving health care through MNSure in the Client Date of Birth box.
5. Type in the **MNSure ID** of the person receiving health care
6. Type in your **phone number**

7. Click the first **Choose File** button
8. Select one of the options in the list
  - a. Select **Choose File** if you want to upload a saved document
  - b. Select **Photo library** if you want to upload a saved picture
  - c. Select **Take Photo**, if you want to take a picture of a document you have with you

You can add more documents or photos if needed

9. Type in the Captcha **code** (a random list of letters and or numbers) exactly as they are listed  
If you are having trouble reading it, click the small speaker to the right of the box where they are listed. It will read the letters or numbers to you.
10. Click **Submit request**
11. A confirmation page will appear. It will list each document or picture you tried to upload. It will tell you if it was successful or if it failed to upload. Please write down your confirmation number.  
A confirmation email will not be sent.

#### **Other Public Assistance Programs – Cash, SNAP, Emergency, Other health care (not MNsure)**

1. Select **Other Public Assistance Programs** from the drop-down Options list
2. Type the **first name** of the person receiving benefits in the Client First Name box.
3. Type the **last name** of the person receiving benefits in the Client Last Name box.
4. Type in the **date of birth** of the person receiving benefits in the Client Date of Birth box.
5. Type in the **case number** of the person receiving benefits in the MAXIS Case Number box if you know it.
6. Type in your **phone number**
7. Click the first **Choose File** button
8. Select one of the options in the list
  - a. Select **Choose File** if you want to upload a saved document
  - b. Select **Photo library** if you want to upload a saved picture
  - c. Select **Take Photo**, if you want to take a picture of a document you have with youYou can add more documents or photos if needed
9. Type in the Captcha **code** (a random list of letters and or numbers) exactly as they are listed.  
If you are having trouble reading it, click the small speaker to the right of the box where they are listed. It will read the letters or numbers to you.
10. Click **Submit request**

11. A confirmation page will appear. It will list each document or picture you tried to upload. It will tell you if it was successful or if it failed to upload. Please write down your confirmation number. A confirmation email will not be sent.