



## MyDocs Frequently Asked Questions

*Created Nov. 3, 2020*

### ***What is the MyDocs Attachment service?***

The MyDocs Attachment service is a new option for clients to email verification documents to the department by creating a Secure Email Portal account.

### ***What is the Secure Email Portal, or SEP?***

The State of Washington Secure Email Portal, or SEP, is a secure way to receive, compose and send encrypted messages over the internet. Security measures ensure that no one except the intended recipient can read the message. Because every message is digitally signed, the recipient has irrefutable proof of the sender's identity.

DSHS's Economic Services Administration offers clients access to the MyDocs Attachment service. After receiving an electronic invitation from the department, clients may use their SEP account to email the department verification documents.

### ***How long will it take the department to process my email and attachments?***

We anticipate processing your emails to take one business day from the date and time of a *successfully sent* email.

Workers will then have access to the attachments contained in that email and will process them in order of date received.

### ***How can I make sure my documents are assigned to my file?***

To ensure timely assignment of emailed documents to the correct case, it is imperative to:

1. **Create** an account with the Secure Email Portal.
2. Send your verification documents through the **Secure Email Portal**.
3. Ensure verification documents are **clear and that each page contains client identifiers** (full name and either client identification number or last four digits of the Social Security Number).
4. Verification documents **must be attached** to the email and not embedded or inserted into the body of the email.

### ***Where can I check to see if the department received my documents?***

In addition to receiving a "successfully received" email message through your SEP account, you can also check your document status by logging into your Client Benefit Account and selecting the Documents Received menu option. There you can confirm the date the department received the verification document and its status (received, pended or completed).



***How can I participate in this service?***

Call the Customer Service Contact Center at 877-501-2233 if you have questions, need help or would like to receive an invitation to participate in this new service. The invitation will include instructions and a personal link needed to create your SEP account.

***How can I get help creating my SEP account?***

Call the Customer Service Contact Center at 877-501-2233 if you need help creating your SEP account. The call agent will send your request for help to the Community Support Team who will contact you as soon as possible. Due to the current volume, it may take one to three business days to receive a callback.

***Can I attach an application to my email?***

At this time, the service is available for verification documents only. Applications may be submitted by using one of these methods:

- Online at [www.WashingtonConnection.org](http://www.WashingtonConnection.org).
- Calling the Customer Service Contact Center at 877-501-2233.
- Drop-off the application at your local CSO's drop-off box (due to limited in-person services related to COVID-19 pandemic).
- Mail to: DSHS Community Services Division, PO Box 11699, Tacoma, WA 98411-6699.
- FAX to: 888-338-7410.

***Can I email my questions or discuss my case through the SEP?***

At this time, the service is available for verification documents only. All other business needs should be directed to the CSCC by calling 877-501-2233.