

How Parents Submit Customer Portal Change Requests via Gateway

If the family has an existing CAPS case

1. Navigate to <https://gateway.ga.gov/access/>
2. Click “Manage My account/Login



Login Page

A screenshot of the Georgia Gateway login page. The page features the Georgia Gateway logo at the top left, which includes a stylized sun and the text "Georgia Gateway" and "Your path to Social Services Benefits". In the top right corner, there are links for "¿Habla Español?", "Print", "Help", and "Back to Georgia Gateway". The main content area has a large "Login" label next to a horizontal line for a username. To the left of the "Login" label is an icon of a key and a blue padlock. Below the login line, there is a link that says "Need to create a User ID and Password? Click here". Underneath this link are two input fields: one for "*User ID" and one for "*Password". At the bottom center, there is a blue button labeled "LOGIN NOW" with a small icon of a person.

Confidentiality Agreement



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.

Accept

I Accept

I Do Not Accept



My Applications – Report a Change



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



Case Selection



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Listed below are all of the cases associated with this account. Please select one to see more information.

Selection	Benefits	Status	Case Number
<input checked="" type="radio"/>	Child Care	Approved	122384909
<input type="radio"/>	Food Stamps (SNAP)	Approved	122384915

Continue



Select Back to Benefits Summary

Manage My Account

Logout

[Back to Benefits Summary](#)

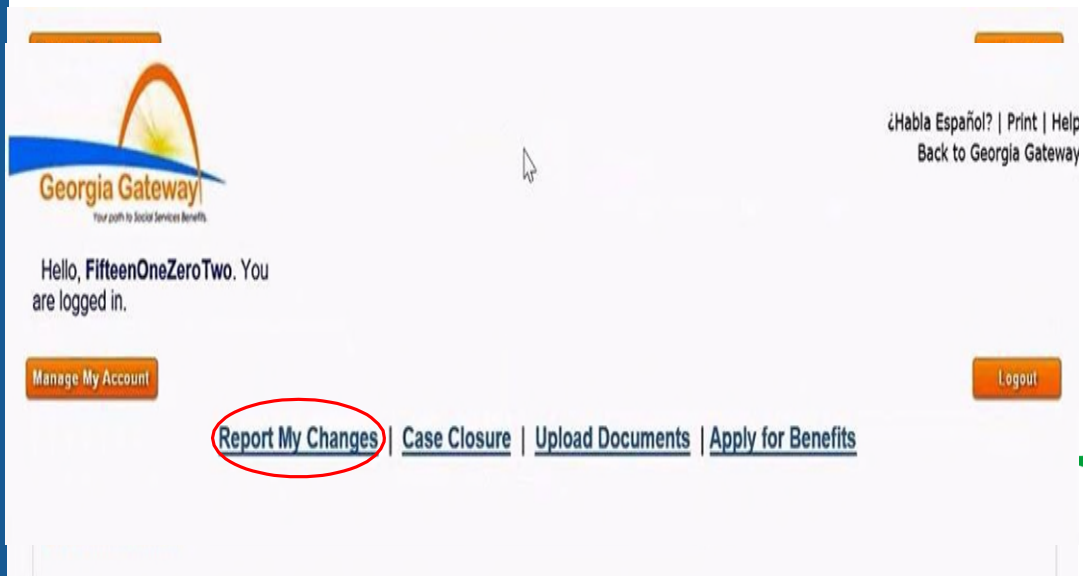
Change Notification

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.

Case Information



Select Report My Changes



Select "Type of Care Change" at the bottom of the screen.

Select Type of Changes to Report

The screenshot shows the "Report My Changes" form. At the top, there is a checklist of various changes to report, each with an unchecked checkbox. A red arrow points to the "Report Changes to Childcare" section at the bottom. In this section, the checkbox for "Childcare Provider Change or Type of Care Change" is highlighted with a red box. Other checkboxes include "Childcare Activity Change" and "Add a child to your CAPS case". At the bottom right, there are "Save and Exit" and "Next" buttons.

Electronic Signature & Submit

Electronic Signature

I certify that the information that has been reported with the request for change is true and correct to the best of my knowledge. If I give false information, withhold information, fail to report changes promptly, or obtain assistance for which I am not eligible, I may be breaking the law and could be prosecuted for perjury, larceny, and/or fraud. If I completed or assisted in completing this change form and aided and abetted the applicant to obtain assistance for which he/she is not eligible, I may be breaking the law and could be prosecuted. I agree to submit this application by electronic means. By signing this application electronically, I understand that an electronic signature has the same legal effect and can be enforced in the same ways as a written signature.

By checking this box and typing my name below, I am electronically signing my change.

*First Name:

*Last Name:

Suffix:

PREVIOUS

SAVE & EXIT

SUBMIT



Please email the families tracking number to caps.stp@dec.al.ga.gov

Congratulations! Your change has been successfully submitted.

Your tracking number is T XXXXXXXXXX