You can use the express login if you are

 familiar with DIAL.

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| Express Login for Child Care OnlyREMINDER: Do not wait for a prompt between each step. Enter numbers quickly; do not pause.As soon as you hear the greeting:* Press \* and enter your SSN,
* press \* again
* immediately enter your date of birth (mm/dd/yyyy) and # sign

This takes you to the Main Menu.* Press 2 to leave your worker a message.

Express Login for Cash or MedicalREMINDER: Do not wait for a prompt between each step. Enter numbers quickly; do not pause.As soon as you hear the greeting:* Press \* and enter your case number,
* press \* again
* immediately enter your date of birth (mm/dd/yyyy) and # sign

This takes you to the Main Menu.* Press 2 to leave your worker a message.

DAK 3641Rev. 2/5/10 |  | USING THE**DIAL****SYSTEM****651-438-4949** Dakota Information Access Line**A GUIDE FOR MEDICAL, CASH, AND CHILD CARE CLIENTS**DIAL is a system that: * Helps you get information about your benefits
* Allows you to leave your financial worker a message 24/7.

You can call DIAL directly at 651-438-4949. There may be some short time periods when DIAL is down for system maintenance. Try again in a few minutes. Your case # \_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_ |  | * Your worker’s telephone will forward to DIAL when she is not available or on another call.
* DIAL is a messaging system that Dakota County is using. You must use DIAL to leave your worker a message.
* The DIAL system will give you instructions on how to get information and leave a message. Listen carefully.
* Your financial worker may call you back at your regular phone number, or leave you a message on DIAL.
* If you do not have a phone or cannot be reached during business hours, your worker can leave you a message through DIAL. You can call DIAL to hear your worker’s message.

IMPORTANT* Your message is sent automatically by an email to your worker.
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| **USING THE DIAL SYSTEM**DIAL is divided into 3 menus: * **Entry menu**
* **Log-in menu**
* **Main menu**

*Entry menu*This is the first greeting you hear when you are connected to DIAL. **Anyone can use this information and no case number is needed.**Press 1 for the Cash or Medical Login Menu. Press 2 for the Child Care Login Menu. Press 3 for general information, important phone numbers, office hours and directions to the Northern Service Center . Press 5 to hear instructions on using DIALPress 7 to repeat menu choices.*Log In menu*For your security, you must login to DIAL with a SS# or case # and birth date.***Main Menu***Leave your worker a message, check your case status, hear your benefits, request forms and report changes. |  | Listen carefully to instructions.*Steps for Using DIAL*For Cash or Medical Clients**Call DIAL: 651-438-4949*** DIAL greeting & Entry Menu
* Press 1 For Cash or Medical
* Login Menu
	+ Press 1- enter case number and # sign **or** Press 2 and enter SSN.
		- Press 1 to confirm
		- Enter birth month (mm)
		- Enter birth day (dd)
		- Enter birth year (yyyy)
* Main Menu greeting:
	+ Press 1 for Case Info:
		- Case status (open or closed), press 1
		- Leave your worker a message, press 2
		- Benefit amount, press 3
		- Report a change, press 4
		- Request a form, press 5
	+ Press 2 to Leave a Message
		- Enter your phone # and press 1 to confirm
		- Record your message and press 1 to confirm
	+ Press 3 for Frequently Called #’s
	+ Press 4 for General Info
 |  | *Steps for Using DIAL*For Child Care ClientsCall DIAL: 651-438-4949* DIAL greeting & Entry Menu
* Press 2 for Child Care Only
* Press 1 for Child Care case status
* Login Menu
	+ Enter SSN
		- Press 1 to confirm
		- Enter birth month (mm)
		- Enter birth day (dd)
		- Enter birth year (yyyy)
* Main Menu greeting:
	+ Press 1 for Case Info:
		- Case status (open or closed), press 1
		- Leave your worker a message, press 2
		- Request a form, press 3
		- Report a change, press 4
	+ Press 2 to Leave a Message
		- Enter your phone # and press 1 to confirm
		- Record your message and press 1 to confirm
	+ Press 3 for Frequently Called #’s
	+ Press 4 for General Info
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