You can use the express login if you are

familiar with DIAL.

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| Express Login for Child Care Only REMINDER: 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 Medical REMINDER: 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 3641  Rev. 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. | |  |
| **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 DIAL Press 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 Clients Call 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 |  | |