



Assistance Partner Role User Guide

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Summary

The Assistance partner role will enable authorized Partners to access existing Referral Campaigns for their organization and create new referral campaigns. Assistance Partners also have access to a Help & Resources section.

Getting Started

1. Navigate to: <https://myaccess.myflfamilies.com/>
2. From the home page, click on the **Partner Login** Button.

Are you a Partner?

Do you have a MyACCESS Partner account? Log in as a partner to get started.

Partner Login

Do you want to become a Partner? Please click the button below to submit an interest form.

Partner Interest Form

3. Accept Rights, Responsibilities, HIPAA Agreement and Important Information (terms and conditions) and you will navigate to the Assistance Partner dashboard.

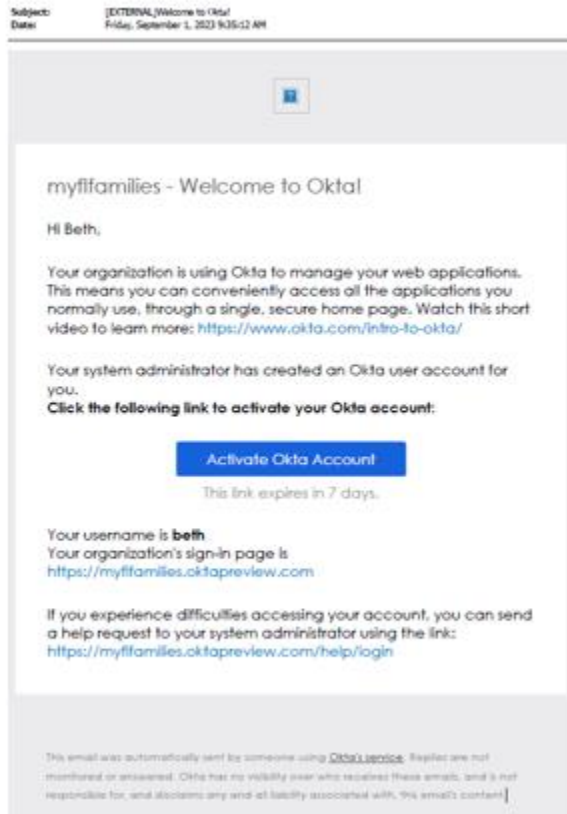
Note: An active partner organization and an OKTA account are required to log in as an Assistance Partner. If your organization is not already a current partner, navigate to <https://www.myaccess.myflfamilies.com> and click the Partner Interest Form.

If your organization is already a current partner and you are looking to update role permission or add new assistance partner staff, please send an email to hqw.ess.partner@myflfamilies.com.

Once the role has been added, you will get an email with instructions for setting up your OKTA account. **Make sure to check your junk or spam folder.**



Example:



This needs to be done within 7 days or the invite will have to be resent. Once you have your OKTA account setup, please follow these steps to log in.



Assistance Partner Dashboard

The screenshot shows the MyACCESS Assistance Partner Dashboard. At the top, there is a dark blue navigation bar with the MyACCESS logo on the left, and links for "Home", "Help & Resources", and a language dropdown set to "English". A user profile icon labeled "UC" is on the right. Below the navigation bar, the main content area is white and contains a personalized greeting: "Hello, User" followed by "Access Affordable Benefits, llc". The dashboard features two primary sections: "Referral Campaigns" and "Help & Resources". The "Referral Campaigns" section includes a brief description, a sunburst icon with the number "0" indicating zero applications submitted using a referral code this month, and a "View Referral Campaigns" button. The "Help & Resources" section includes a question mark icon and a "View Help Center" button.



Referral Campaigns

A referral campaign is a way to create a unique URL to track applications submitted by Clients at Partner sites.

Examples:

- A public library can use their unique referral URL to track how many applications are submitted through their computer lab by having a campaign enabled on each machine.
- A Community Partner can send out an outreach email and track how many people are applying for benefits because of their outreach communications and activities.

Click **View Referral Campaigns** to create new referral campaigns as well as view reports/details on current and archived campaigns.

Referral Campaigns

Manage your referral campaigns and export your campaign reports.



Applications submitted using a referral code this month.

[View Referral Campaigns](#)



Click the **“View Details”** button next to each campaign name to view campaign details

[← Back to Dashboard](#)

Referral Campaigns

Campaigns | Reports

[CREATE NEW CAMPAIGN](#)

[? What is a Referral Campaign?](#) ▾

Type the name of the campaign to filter the results.

Campaign Status

Active Archived

[SEARCH](#)

Campaign Name	New campaigns	VIEW DETAILS
Campaign Start Date	03/12/2025	Campaign Status
		<input checked="" type="checkbox"/> Active
Copy Referral URL	Download QR Code	



Click the **Archive Campaign** button to archive a current campaign.

Referral Campaign New campaigns

Campaign Details

Campaign Status
Active

Campaign Start Date
03/12/2025

 **ARCHIVE CAMPAIGN**

Share a Campaign Referral URL

Click on the **Copy Referral URL** button to copy the campaign URL to your clipboard. From here you can save this URL in your internet bookmarks, and/or share in other preferred communication methods.

Click on the **Download QR Code** button to download the QR code to your local device to distribute as necessary.

Now, let's share your referral URL!

Referral URL

<https://d35cswd9vb0yrx.cloudfront.net/r/45367378>

 **COPY REFERRAL URL**

Referral QR Code



 **DOWNLOAD QR CODE**



Create a New Campaign

Click on the **Create New Campaign** button to begin a new referral campaign.

A screenshot of a web application interface for "Referral Campaigns". At the top left, there is a link "< Back to Dashboard". Below it is the main heading "Referral Campaigns". The interface is divided into two tabs: "Campaigns" (which is active and underlined in teal) and "Reports". In the center of the "Campaigns" tab, there is a prominent yellow button with a green border labeled "CREATE NEW CAMPAIGN". Below this button is a light blue dropdown menu containing the text "? What is a Referral Campaign?" and a downward-pointing chevron icon.



Enter in information in the required fields. A preview of your referral campaign URL will be generated as in the image example below.

Once all campaign information has been entered, click the **Create Referral Campaign** button.

[< Back to Referral Campaigns](#)

Create New Referral Campaign

Campaign Name (required)

This is the title of your referral campaign.

Campaign Start Date (required)

This is the date we will start tracking applications submitted via this referral campaign.

Custom Referral Code (required)

This will be used to generate your referral URL.

Preview of Referral URL

CREATE REFERRAL CAMPAIGN



From here you will be able to copy the URL code and/or download the referral QR code for distribution.



You created your referral campaign!

Now, let's share your referral URL!

Referral URL

<https://d35cswd9vb0yrx.cloudfront.net/r/Florida>

 COPY REFERRAL URL

Referral QR Code



 DOWNLOAD QR CODE

You can access your referral code URL and QR code from your Referral Code Campaigns page at any time.

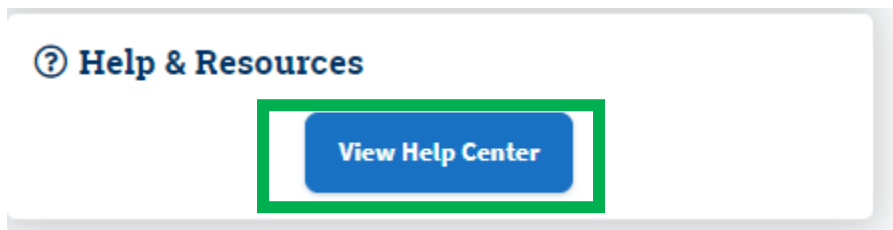
[BACK TO REFERRAL CAMPAIGNS](#)



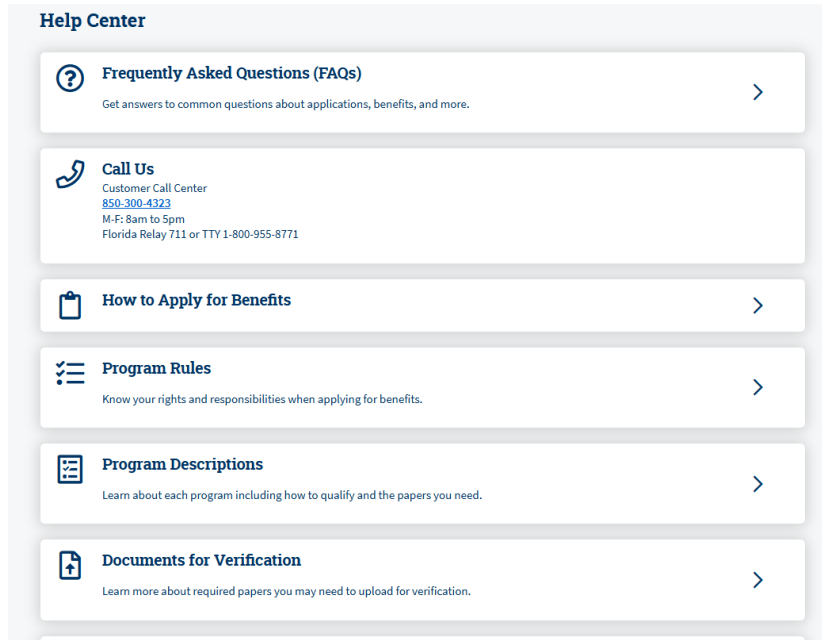
Help & Resources

The Help Center page provides users with information and guidance on a range of important topics. It includes a list of frequently asked questions, information on how to apply for benefits, and relevant program information.

To navigate to the Help Center from the dashboard, click on the **View Help Center** button on the Help & Resources tile.



The Help Center page includes several help areas. Click on the tiles to access the corresponding guidance.





Click **Back to Homepage** to navigate back to the dashboard.

[BACK TO HOMEPAGE](#)

Resources

For additional program information please contact:

hqw.ess.partner@myflfamilies.com

Contact the DCF Help Desk at 850-487-9400 if you experience any system (including login) issues.

Note:

The DCF Help Desk should be reserved for partners experiencing system issues. Help Desk agents will not be able to provide additional case/application status details.