



Virtual Gateway's Common Intake Application Inbox Reference Guide

Overview

Households within your school district have the option of submitting a School Nutrition Program (SNP) application either via the Internet or as a paper application.

If a household decides to apply for the program via the internet (click [Virtual Gateway Self Service Site](#) to learn more), LEAs must retrieve and process these applications in the same manner as a paper application.

The Virtual Gateway's Common Intake application allows LEAs to retrieve SNP applications submitted online from the Application Inbox. The Application Inbox is accessed through your Virtual Gateway logon and is similar to checking your e-mail. When the Virtual Gateway distributes application information, it provides only the application information necessary to that school district.

You can use the Application Inbox to search, sort, view, print, and make status updates to SNP applications.

As an LEA worker, you must use the Application Inbox to retrieve online applications. Once an application is retrieved, you should continue to follow your school district's current review and determination procedures for the School Nutrition Program.

Reminder: *It is recommended that LEAs regularly log into the Common Intake Application Inbox to retrieve new applications that have been submitted by households for the School Nutrition Program. Applications must be reviewed in a timely manner. An eligibility determination must be made and implemented within 10 working days of the receipt of the application. Whenever possible, applications should be processed immediately, particularly for children who do not have approved applications on file from the previous year.*

This job aid provides users with the guidance needed to successfully search for and retrieve an application from the Common Intake Application Inbox.

Table of Contents

Log into Virtual Gateway	2
Accessing the Common Intake Application Inbox	3
Searching for SNP Applications	4
Viewing and Printing an SNP Application Summary	5
Changing Application Status	7
Changing Processing Status	8
Forwarding a School Nutrition Application to Another School	9
Additional Learning Opportunities	10
Questions or Need Assistance when logged into the Virtual Gateway?	10
Questions or Need Assistance with Training for the School Nutrition Program?	10



Log into Virtual Gateway

In order to use the Common Intake Application Inbox, you must log into the Virtual Gateway. Go to www.mass.gov/vg, click the link *Logon to Virtual Gateway*, and select *Common Intake* from the business service page.

Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Mass.gov

Welcome LEA Worker

Please select one of the following Business Services:
(Clicking on link will open in a new window.)

- Catalog of Services
- **Common Intake**

Manage My Account

- Change My Password
- Answer My Secret Questions
- Update My Personal Information
- Logout

Virtual Gateway Customer Service

Note: See [Logon Assistance Job Aid](#) for more information on accessing the Virtual Gateway.



Accessing the Common Intake Application Inbox

Once you have successfully logged on to the Virtual Gateway Common Intake application, the *Virtual Gateway Dashboard* will appear. This screen allows you to open the Application Inbox. The Application Inbox is located under the section *What Would You Like to do Today?*

1. From the *Common Intake Dashboard*, click [**Enter Application Inbox**].

The screenshot shows the Virtual Gateway dashboard with the following elements:

- Header:** Virtual Gateway, Mass.Gov logo, Mass.Gov Home, Help.
- Welcome:** LEA Worker, Current Location: School District.
- What Would You Like to do Today?:**
 - Start a New Application
 - Complete a Screening Survey
 - Submit Common Intake Feedback
 - MassHealth Provider Online Service Center
 - Search For MassHealth Applicant
 - Enter Application Inbox** (highlighted in red)
 - Virtual Gateway Training Materials, FAQs, Newsletters
- Search For Application:**
 - Application Number: [text input]
 - Status: [All] (dropdown)
 - Created By: [My Organization] (dropdown)
 - Last Updated/Submitted Date Range: [MM/DD/YYYY] to [MM/DD/YYYY]
 - [Search] button
- Incomplete Applications:**
 - Incomplete for Yourself
 - Incomplete applications for School District
- Create a Report:**
 - Programs Applied For: [Child Care, Health Ins. & Assistance Prog, SNAP Benefits, Women's Health Network (WHN)] (dropdown)
 - Status: [All] (dropdown)
 - Last Updated/Submitted Date Range: [MM/DD/YYYY] to [MM/DD/YYYY]
 - [Create Report] button
- Footer:** General Information and Announcements, Exit Dashboard

The Application Inbox Screen will appear.

The screenshot shows the Application Inbox search screen with the following elements:

- Header:** Virtual Gateway, Mass.Gov logo, Mass.Gov Home, Help.
- Welcome:** Welcome to the Application Inbox LEA Worker, Organization: School District.
- Application/Inquiry Search:**
 - Application/Inquiry Number: [text input]
 - Processing Status: [dropdown menu]
 - Applicant Name:
 - Last Name: [text input]
 - First Name: [text input]
 - Tracking Data: [text input]
 - Application/Inquiry Status: [All] (dropdown)
 - Submitted Date Range:
 - From: [MM/DD/YYYY]
 - To: [MM/DD/YYYY]
 - [Search] [Reset] [Home] buttons
- Footer:** Exit Application Inbox



Searching for SNP Applications

The Application Inbox allows you to search for applications by adding search criteria through fill-in boxes and drop-down menu options.

Once the search is complete, the results appear on the *Results Screen*.

From the *Results Screen*, you can conduct a sort by clicking on any **underlined column** header (Application/Inquiry No., Name, Date Submitted, and Application/Inquiry Status).

Search Results:
 The Information can be sorted by clicking on the underlined headings in the table.

If your search returns more than 200 records, only the first 200 are shown below. Enter additional search criteria to narrow your returned results.

<u>Application/Inquiry No.</u>	<u>Program Name</u>	<u>Name</u>	<u>Date Submitted</u>	<u>Application/Inquiry Status</u>	Processing Status	Organization
<input type="checkbox"/> 177054	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Emma H	04/14/2011	New	New	Elementary School
<input type="checkbox"/> 177041	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Rosaline A	04/14/2011	New	New	Elementary School

Showing 1-2 of 2 Previous | Next

Forward To: [Exit Application Inbox](#)

Tips to structure your search:

- Use the Application Inquiry Status drop down to search for applications that are only of certain status type.
- Using the Application/Inquiry Status menu to search only for New or Received applications.
- The smaller the submitted date range, the better defined your search results.
- Narrow your search by entering part of the first and last name together

To search for New or Received Applications:

1. Click the arrow next to *Application/Inquiry Status*
 - a. Select status of **New** or **Received**
2. Click **Search**

Virtual Gateway Mass.gov

Welcome to the Application Inbox LEA Worker Organization School District

Application/Inquiry Search:

Application/Inquiry Number:

Processing Status: **Application/Inquiry Status:**

Applicant Name:

Last Name:

First Name:

Tracking Data:

Submitted Date Range: From: / / To: / /

[Exit Application Inbox](#)



To search for New Applications by a Submitted Date Range:

1. Click the arrow next to *Application/Inquiry Status*
 - a. Select status of **New** or **Received**.
2. Click in the **From:** field
 - a. Type in **Month** (format MM) field
 - b. Type in **Day** (format DD) field.
 - c. Type in **Year** (format YYYY) field
3. Click in the **To:** field
 - a. Type in **Month** (format MM) field
 - b. Type in **Day** (format DD) field
 - c. Type in **Year** (format YYYY) field
4. Click **Search**

Virtual Gateway Mass.gov

Welcome to the Application Inbox LEA Worker Organization School District

Application Inquiry Search:

Application Inquiry Number:

Processing Status: Application Inquiry Status: All

Applicant Name: Submitted Date Range:

Last Name: From: 04 / 01 / 2011

First Name: To: 04 / 08 / 2011

Tracking Data:

[Exit Application Inbox](#)

To search by First and Last Name:

1. Type in **Last Name**.
2. Type in **First Name**
3. Click **Search**

Virtual Gateway Mass.gov

Welcome to the Application Inbox LEA Worker Organization School District

Application Inquiry Search:

Application Inquiry Number:

Processing Status: Application Inquiry Status: All

Applicant Name: Submitted Date Range:

Last Name: Parent From: MM / DD / YYYY

First Name: Student To: MM / DD / YYYY

Tracking Data:

[Exit Application Inbox](#)

Viewing and Printing an SNP Application Summary

Every School Nutrition application submitted through the Application Inbox must be viewed and printed.

The Application Inbox allows you to:



- View a student's complete School Nutrition application
- Print a copy of the student's complete School Nutrition application

Reminder: The Virtual Gateway Common Intake Application Inbox is used only as the vehicle to retrieve and print applications. The Application Inbox **does not** determine eligibility. Determining eligibility continues to remain a manual process at the school district just as it does for paper applications received.

Viewing and printing an application begins at the *Search Results Screen*. Once you have conducted a search and are viewing the results:

1. Click on the **Name** of the student whose application you want to view and print.

Application Inquiry No.	Program Name	Name	Date Submitted	Application Inquiry Status	Processing Status	Organization
<input type="checkbox"/> 177054	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Emma H	04/14/2011	New	New	Elementary School
<input type="checkbox"/> 177041	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Rosaline A	04/14/2011	New	New	Elementary School

Showing 1-2 of 2 [Previous](#) | [Next](#)

The *Application Summary Screen* appears.

This screen contains information the application/inquiry number, head of household information, personal information, demographic information, income information, additional personal information, salary/wage income information, rental income information, and electronic summary information. .

Virtual Gateway

Application Inbox Summary

Application Inquiry Number:	177054
Applicant Name:	Emma H
Application Inquiry Submit Date:	04/14/2011
Provider:	School District
Worker:	LEA Worker

Household Member

Head of Household Name and Address

Name:	Emma H
Street Number:	34
Suffix:	
Street Name:	Fake

Does anyone in the household have income from a job (including self-employment)?

Rental Income Information

Does anyone in the household have rental income?

Electronic Summary Information

Does this person have a Social Security Number?:	Yes
SSN:	xxx-xx-xxxx
Electronic Signature:	New



- The application is printed from within the *Application Summary Screen*. The application will print to your local printer.
- Scroll down to the bottom of the *Application Summary Screen* and click **Print**.

Electronic Summary Information	
Does this person have a Social Security Number?:	Yes
SSN:	XXX-XX-XXXX
Electronic Signature:	New
<input type="button" value="Home"/> <input type="button" value="Print"/>	

Reminder: All applications submitted through the Virtual Gateway Common Intake online application must be printed and retained at the school district or school. School districts and schools are directed to enter all online application data into their official computer software program.

Changing Application Status

After viewing and printing an online SNP application, it is recommended that the Application Status in the Application Inbox be updated to reflect that the application has been received and printed.

The two types of application/inquiry status are:

- New:** A household with a school aged individual submits a new online school nutrition application that has not yet been viewed and printed from the Common Intake Application Inbox.
- Received:** An existing SNP application that has been viewed and printed from the Common Intake Application Inbox.

Reminder: An SNP application is considered 'New' until it is printed.

An Application Status Update begins at the *Search Results Screen*.

From the Search Results Screen:

- Check off the record you need to update the status on
- Click **Change Application/Inquiry Status**

If your search returns more than 200 records, only the first 200 are shown below. Enter additional search criteria to narrow your returned results.

Application/Inquiry No.	Program Name	Name	Date Submitted	Application/Inquiry Status	Processing Status	Organization
<input checked="" type="checkbox"/> 177054	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Emma H	04/14/2011	New	New	Elementary School
<input type="checkbox"/> 177041	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Rosaline A	04/14/2011	New	New	Elementary School

Showing 1-2 of 2 Previous | Next

The application status will display as 'Received' once the above action is completed.



Reminder: If a record is marked 'Received' in error, repeat steps 1-2 and the Application/Inquiry Status will return to a status of 'New'.

Changing Processing Status

Processing Status represents the current processing status of an SNP application. These statuses are specific to the School Nutrition Program.

Reminder: Use of the Application Inbox Processing Status feature is optional for the School Nutrition Program. School districts/schools may choose to track the status of an application from within their own local computer systems.

A Processing Status Update begins at the *Search Results Screen*.

1. From the *Search Results Screen*, click on the **Processing Status Folder** of the student application.

Application/Inquiry No.	Program Name	Name	Date Submitted	Application/Inquiry Status	Processing Status	Organization
<input type="checkbox"/> 177054	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Emma H	04/14/2011	Received	 New	Elementary School
<input type="checkbox"/> 177041	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Rosaline A	04/14/2011	New	 New	Elementary School

Showing 1-2 of 2 Previous | Next

The *Update Processing Screen* appears. This screen keeps the life history of the application, including the status, date/time, and tracking data.

2. Select the **Processing Status**.

The typical processing life cycle is: New > Determined > Approved > Confirmed

The processing options are:

- **New:** The application for 'Free and Reduced Price School Meals Program' has arrived in the LEA workers' Application Inbox.
- **Determined:** The LEA worker has assessed the application for 'Free and Reduced Price School Meals Program' as complete.
- **Approved:** The LEA Application Inbox worker has approved the application for 'Free and Reduced Price School Meals Program'.
- **Confirmed:** The application has been confirmed for receiving 'Free and Reduced Price School Meals Program' benefits.
- **45 Day Hold:** A status of '45 Day Hold' gives a 45 day window to the household when there is zero income reported, but they are currently not receiving any SNAP / TAFDC benefits. This status will indicate to the LEA Application Inbox worker that the household is currently in this category and follow-up is needed for approval and confirmation.

3. Enter **Tracking Data**. *Note: This is a 24 character field*
4. Click **Update Status**



Welcome to the Application Inbox LEA Worker Organization School District

Update Processing Status:

Application Inquiry Number: 177054
 Applicant Name: Emma H

Status: Determined

Tracking Data: Application is complete

Status History:

Date/Time	Status	Tracking Data
04/27/2011 12:36:29 PM	Determined	Application is complete
04/14/2011 05:10:46 PM	New	

Home
Update Status

5. Click **Home** to return to the *Application Inbox Search Screen*.

Forwarding a School Nutrition Application to Another School

There will be times when an application will appear in your Application Inbox that belongs to a different school.

This will happen if the household selected the incorrect school from the menu options when submitting an online SNP application.

When this occurs, these applications need to be forwarded to the appropriate school so they can be processed in a timely fashion.

LEAs have the ability to forward applications from their Application Inbox. Once forwarded, the application will appear in the Application Inbox of the new school and disappear from the Inbox of the forwarding LEA .

1. Forwarding an application begins at the *Search Results Screen*. Select the application to be forwarded by checking the record to be forwarded.
2. From the *Forward To list*, select the school where the application should be forwarded.
3. Click **Send** to forward the application to the school.

Application Inquiry No.	Program Name	Name	Date Submitted	Application Inquiry Status	Processing Status	Organization
<input type="checkbox"/>	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Emma H	04/14/2011	Received	Determined	Elementary School
<input checked="" type="checkbox"/>	Free and Reduced Price School Meals Program (School Lunch and / or School Breakfast)	Rosaline A	04/14/2011	New	New	Elementary School

Showing 1-2 of 2 Previous | Next

Forward To

 Elementary School
 Elementary School
 Middle School
 High School

Send
Exit Application Inbox

The application will be forwarded to appropriate school and will no longer appear in your Application Inbox.



Additional Learning Opportunities

- 405 Using the Application Inbox CBT – To take online course, log into [PACE](#).
- **Bookmark our Site:** www.mass.gov/vg/snp for a complete listing of Virtual Gateway School Nutrition Reference Guides.

Questions or Need Assistance when logged into the Virtual Gateway?

Call Virtual Gateway Customer Service
1-800-421-0938 (617-984-6578 - TTY for the deaf and hard of hearing)
8:30 am to 5:00 pm Monday through Friday

Questions or Need Assistance with Training for the School Nutrition Program?

Call Department of Elementary and Secondary Education PACE Site Administrator
1-781-338-6113 or 1-781-338-6110
8:30 am to 4:00 pm Monday through Friday