Getting Started with CAFE

1. Go to this webpage to apply online through CAFÉ - https://cafe-<br>cp.doe.louisiana.gov/edselfservice/<br>

NOTE:
- The “Language Selection” gives you the option to change the language setting of the application to Spanish or Vietnamese.
- Please note: If you encounter any issues while trying to get a Spanish or Vietnamese translation of LDE material, please contact the LDE helpline (1.877.453.2721) to get the accurate translation.
Signing In

1. Households must create a new profile if this is their first time using the LDE customer portal.
2. Households that have already created a profile may input their current User ID and password. This is only used for households that have already created an existing profile in the CAFÉ portal. **NOTE: If you do not have an account, go to the next page.**
3. The household should refer to ‘forgot password’, ‘Forgot User ID’ or ‘need help logging in’ if they need assistance recalling existing account information.
4. Once you have logged in go the directions on page 8 on Completing an Application.
Signing In – Creating a NEW Account

1. To create a new CAFÉ account, click the “New to LA CAFÉ” option.
**Step 1: Your Personal Information** – Please enter your First Name and Last Name at a minimum. You must complete all fields labeled with an asterisk (*).

**NOTE** – You are highly encouraged to enter an email address and choose how you wish to receive reminders in relation to your application.
**Step 2: User ID, Password, and PIN** – Create a User ID, Password (must enter twice) and a 6 digit PIN and enter that information. You MUST retain this account information. It will be needed to log in to your CAFÉ account and sign applications in the future.

**Step 3: Security Check** – Enter the numbers and/or letters as they appear. This is a part of the security of the application.

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**Note** – Keep your account information for future use.

Enter the numbers and/or letters here as they appear in the line above on your screen (not as in this document).
Step 4 – User Acceptance Agreement – Click the box below as indicated. This box indicates that you have read the and agreed to the CAFE LDE Customer Portal Account User Agreement.

Once you have completed all of these steps, select “Create Account.” This will take you to the “Security Questions and Answers” page.
Setup Your Security Questions and Answers - You must answer ALL of the security questions before continuing. Once all questions have been answered, select the “Submit” button to continue. You will then be taken to the “My Account” homepage.

Enter answers to all of these questions.

NOTE – If you need to reset your password in the future, you will need to answer 3 of these security questions.

Next, click Submit.
Completing a NEW Application

Once you have successfully logged in or created a new account, the “My Accounts” page is displayed as shown below.

1. Select “My Applications” to start a new application. You may also view any previously submitted applications and incomplete applications here too.
2. ALL fields with an asterisk (*) are mandatory and must be completed.
3. **PLEASE NOTE:** HOUSEHOLDS THAT NEED TO SUBMIT REDETERMINATIONS SHOULD SELECT “MY REDETERMINATIONS”
Households should select “Apply Now” to begin the application process.

If you wish to finish an incomplete application, please select “Incomplete Applications”. Households only have 30 days to complete and submit an application. Incomplete applications will be deleted after 30 days and households will need to start a new application.

To view previously submitted applications and their status, please select “Submitted Applications.”
• Once you select “Apply Now,” please select the program that you are applying for. (CCAP).
- Please select your purpose for using CAFÉ.
- Please begin your application by entering case information.
- ALL fields with an asterisk (*) are mandatory and must be completed.
• Please complete the voter registration section.
• ALL fields with an asterisk (*) are mandatory and must be completed.
• **PLEASE NOTE: IF YOU ARE HOMELESS, PLEASE SELECT THAT OPTION ON THIS PAGE. HOMELESS APPLICATIONS ARE ONLY CERTIFIED FOR 6 MONTHS.**
### Homeless

If you are homeless right now, please check the "I am homeless" checkbox below. You are considered homeless if you do not have a fixed, regular nighttime residence or your primary nighttime residence is a temporary accommodation in a supervised shelter, a halfway house, the residence of another person, or a place not designed for regular sleeping, such as a hallway, bus station, or lobby.

You can still receive benefits even if you do not have an address, but you must give us an address where you can receive mail. This can be the address of another person such as a friend or family member, a shelter, a halfway house, etc. If you have an address where you can receive mail, enter it in the address fields below.

If you do not have an address to give us, you can leave the address fields below empty. On the next screen we will give you an address where you can pick up mail. This address is based on the parish that you told us where you spend most of your time.

- [ ] I am homeless right now.

### Where You Live

Please enter your address in the fields below. Make sure to tell us in which parish your household lives. If you are homeless, please tell us the parish where you spend most of your time.

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>Address Line 2</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
</table>

- [ ] Click here to choose

### Mailing Address

If you don’t want us to send any letters about your benefits to the address you’ve given above, please give us the mailing address where we should send your letters instead.

If it’s okay to send letters to the address listed above, please leave this blank.

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>Address Line 2</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
</table>

- [ ] Click here to choose

### Contact Information

Please tell us how we can get in touch with you. For the phone numbers, please be sure to include area codes. If you don’t have one of the items we ask for, just leave it blank.

### Notes

- ALL fields with an asterisk (*) are mandatory and must be completed.
Once all of the information has been entered, a summary page of the information will appear. At this point, the application **IS NOT COMPLETE. PLEASE CONTINUE OR ‘SAVE AND EXIT’ TO CONTINUE LATER.**
- Please enter more information about the Head of Household.
Once all information about the Head of Household has been entered, please select the “Add Another Household Member” option to add the remaining household members. *This step is when children and other members are “added” to a case.
Once all members of the household have been added to the case, please answer questions pertaining to each household member.
• Relationship must be verified for every member included in the household.
Once information has been completed for each member, a summary for the entire household will appear.

- You still have the option to add more members, if necessary.
• Please answer additional questions about the household’s current situation. This includes job information, school information, income sources etc.
• Once all this information is completed, a summary of all information will appear.
• Please enter Child Care details. Once you have entered this information a summary will appear.
• Please review and carefully read the information about the application process.
- Please review and read the “Right and Responsibilities” before signing and submitting your application
- When completing a Redetermination, call the LDE Helpline (1.877.453.2721) if you’d like the get the complete “Rights and Responsibilities”. This is optional.
- Please select the box to indicate that you have read the Rights and Responsibilities.
- Please review the “Electronic Signature Agreement” information and select the box once you have read the information.
- Please enter your 6 digit PIN.
- Click “SUBMIT” to complete your application.
• Once your application has been submitted to our agency, a confirmation page will appear. It will have the date and time your application was submitted. You will have the option to print the application for your records.

• Listed on this page are the “Types of Proof” that you may need to provide. Please make an effort to review this list and gather the materials listed. To view the “Types of Proof” that you may be asked to provide to the agency, please click here.

• Verification and documents may be uploaded to CAFÉ.

*When uploading a document, the image uploaded may not look exactly how the original image appeared. You can ignore the difference in appearance if the document still conveys the required information. If the document does not convey the required information, a new document can be uploaded using a different image file type.
After submitting your application, you will be able to go to the “My Applications” page and see the status of your submitted application.

If you encounter any technical issues or errors in CAFÉ, please contact the LDE Helpline (1.877.453.2721)