

**Important: Café is not compatible with mobile devices or MAC devices. Please make sure you are using a desktop or laptop computer.**

### What is Café?

Café is an online system in which you can create an online account to:

- Fill out online applications;
- Submit simplified reports;
- Complete annual redeterminations;
- Upload documents;
- Report changes;
- Print budget sheets; and
- View case and benefit information.

### Where do I find Café?

[www.dcfsl.a.gov/cafe](http://www.dcfsl.a.gov/cafe)

### Do I have to create an account to apply for benefits online?

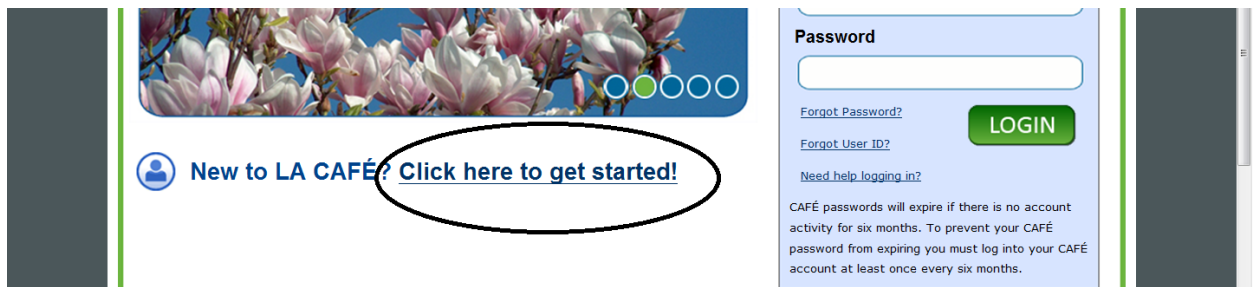
Yes. Your café account is how you will be able to link to your case with DCFS or to apply for benefits if you are currently not receiving them.

- NOTE: If you already have an account and it has been less than 6 months since your log on, you do not have to create a new account.

### How do I create a Café Account?

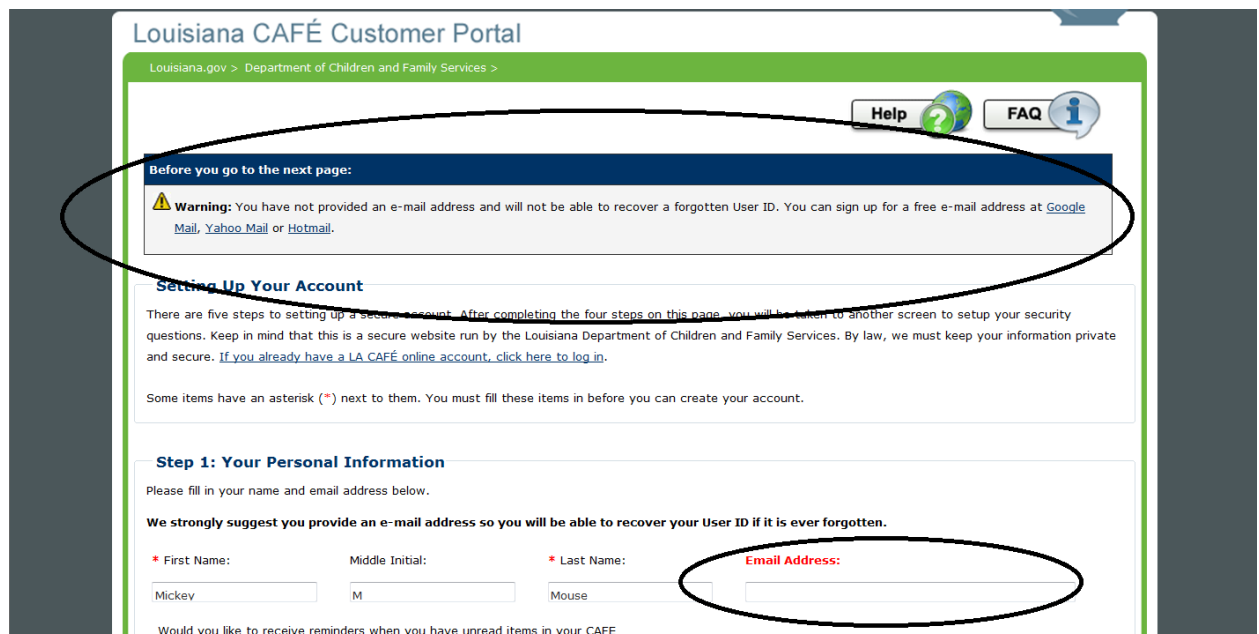
To create a Café account please do the following:

- Go to [www.dcfsl.a.gov/cafe](http://www.dcfsl.a.gov/cafe)
- Click on “Click here to get started!”



- The next page is the Louisiana Café Customer Portal. Please read the information under “Getting Started” and “What Happens Next”.
- Select the “Next” button

- There are two options for setting up your LA Café Account. You can select User# Login or Create Account.
  - If you have a child support case **AND** have created a User Number and PIN in the IVR system by calling 888-LAHELPU (888-524-3578) you may select this option.
  - If you do not meet the criteria above, please select “Create Account”
- Please read everything carefully when creating your account. The items that have an asterisk “\*” must be filled out in order to create your account.
- You do not have to have an email address, however it is highly recommended. If you ever forget your User Name, you can request to have it emailed to you. If you opt to not include an email, you may have problems trying to reset your password if needed and cannot use the option to have notifications sent you by email.
  - If you opt to not include an email address, the system will give you a warning upon selecting “create an account”. It will give you a warning. Please see example:



- When this warning shows up, scroll down to the bottom to Steps 3 and 4 to complete again. Then select “Create Account”. **Again, if you DO NOT have an email address, you cannot get notifications or have your User Name sent to you if you have forgotten it.**
- Step 2: User ID, Password and PIN
  - Please make sure to read carefully the criteria needed for your User ID and Password.
  - PIN numbers will be used in the future when submitting Applications, Simplified Reports and Annual Redeterminations.
- Step 3: Security Check
  - Enter in the security letters and/or numbers shown.
- Step 4: User Acceptance Agreement
  - Please read and upon completion of reading the agreement, please check the box to let us know you have read and agreed to the User Acceptance Agreement.

- Security Questions.
  - Answer the Security Questions to the best of your knowledge.
  - Security answers are case sensitive.
  - If you are unable to answer the security questions in the future, please note, DCFS does not have access to your questions and will not be able to help you.
- Log into your account with your User Name and Password to start accessing your account.

### Why am I receiving an error message when I try to create an account?

If you are trying to create an account and you receive an error message, please make sure you are following the criteria for both the User Name and Password.

**Step 2: User ID, Password, and PIN**

To log in to your account, you will need to create a user ID and password. For both of these, you should choose something that's easy for you to remember but hard for other people to guess.

**Keep in mind that you will need your PIN when electronically signing anything you submit to DCFS. So it's a good idea to write this down and keep it in safe place.**

Your User ID must be between 8 and 64 characters long, include at least 1 letter, and cannot contain two consecutive special characters. You can include letters, numbers, and the following special characters: "\_", "@", "-", and "." (underscore, at symbol, hyphen, and period) when creating your User ID. **We suggest using your email address so it will be easy to remember.**

Password must be between 8 and 64 characters long and must contain: At least one English upper case character (A-Z), at least one English lower case characters (a-z), and at least 1 digit (0-9).

Enter your password exactly as you entered it before.

PIN must be 6 numbers.

\* User ID:

\* Password:

\* Retype Password:

\* PIN:

### I have tried to create a CAFÉ user name, but I keep getting an error. What can I do?

Check what you are entering for a password. This is the most common mistake that generates an error message. Remember, it must be a minimum of 8 characters and contain at least one capital letter and at least one special character (such as a number).