

Functional Requirements Document

Upload Document (UPD)
Version 1.2

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Note: This template is part of the Conduent Software Development Lifecycle Approach (Conduent© SDLA). Recommendations for changes or improvements of this template should be sent to <redacted>@Conduent.com.

Document Revision History

This section tracks the initial creation of this plan, followed by information about each major version thereafter.

Revision History

Version	Date	Description	Author	Reviewed / Approved By
1.1	09/23/2019	Initial	Infinite	
1.2	10/25/2019	Final review	WLDM/Infinite	

Table 1 - Revision History

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1. Introduction

1.1. Document Scope

This document covers the functionality of the “Upload Document” page. The “Upload Document” page enables the User to send documents to the State Eligibility System (SES) when submitting an application through the User Portal.

1.2. Purpose

This document shall serve as the baseline for all functional, non-functional, technical, and reporting requirements that have been identified for the "Upload Document" page. Any changes affecting the integrity of this document should be made through the change control process. This ensures all requirements are accounted for and ultimately reflected in the final solution Referenced Documents.

1.3. Referenced Documents

The following documents are referenced in this plan. The table below includes the type and description of each referenced document.

Document Type	Document Description
Excel	High-Level Requirement document
Excel	Field Level Specifications_Upload Document

Table 2 - Referenced Documents

2. Functional Overview

The Consumer Portal is an application platform that is intended to help the User to screen for potential eligibility, learn about programs and submit an application to one or more programs such as Healthcare Coverage, Temporary Assistance for Needy Families (TANF), and the Supplemental Nutrition Assistance Program (SNAP). It will be able to keep track of the User's application(s), manage requests for changes, provide hyperlinks to programs the User is enrolled in, and manage the renewal of existing programs.

2.1. Graphical Diagrams

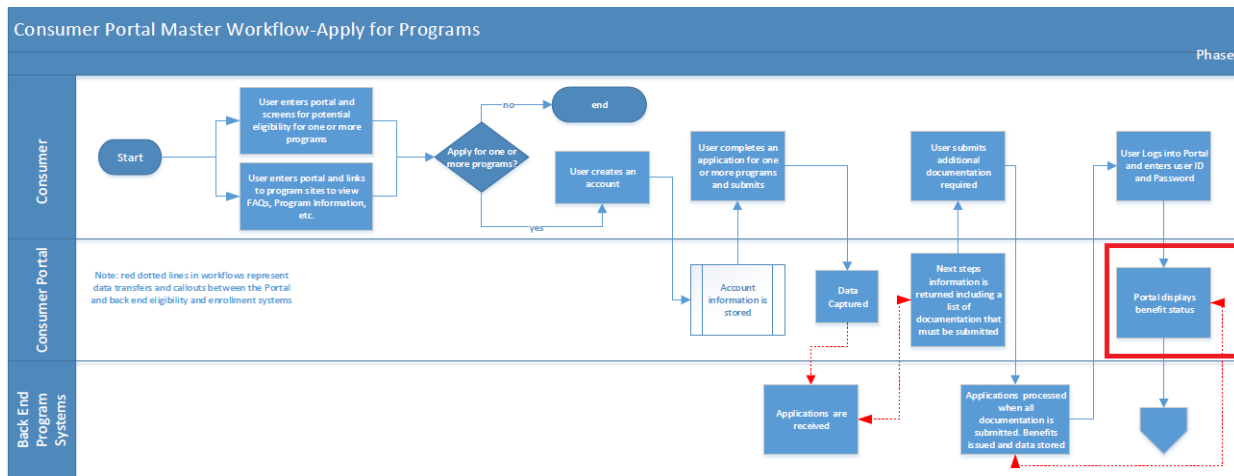


Figure 1 - Master Flow Diagram

2.2. System Actors

2.2.1. User Roles and Responsibilities / Authority Requirements

User / Role	Security / Access, Features Used	Additional Notes
User		

Table 3 - User Roles and Responsibilities / Authority Requirements

2.3. Constraints / Dependencies

No constraints or dependencies have been identified at this time.

2.4. Assumptions

1. All policy statements will be State-specific and hyperlinked in the Footer section.
2. Background images will be finalized based on mutual agreement between the UI/UX team and Conduent Business.
3. All static text and error messages must be finalized and approved by Business as part of the FRD.
4. All the component texts are configurable through the associated JSON file.
 - Dynamic Content- for which the required information is not available at this moment (for example, hyperlinks for which the URL/website needs to be configured in the System).
 - Static content such as placeholders, content, text, labels will be configurable based on State requirements.
5. The Header and Footer sections functionality is common to all pages; refer to Portal Home page FRD for these functionalities.
6. Refer to **MY ACCOUNT** for Timeout functionality in the Dashboard-My Account FRD.
7. The Portal Dashboard-My Benefits page shall comply with Section 508 of the Americans with Disability Act (ADA).
8. Field lengths will be verified by the technical team.
9. The **Chat with Us** icon and text are just placeholders in the Footer section

3. Functional Specifications

3.1. Upload Document Functionality

3.1.1 Purpose / Description

The Use Cases below describe the functionality of the "Upload Document" page after the User has logged into the Portal.

3.1.2 Functional Requirements

Spec ID	Specification Description	Business Rules/Data Dependency	Implementation type
MBMD01	The Manage My Benefits page shall offer an Upload My Documents function for the User to upload documents to support their eligibility for benefits.		
MBMD02	The Manage My Benefits/Upload My Documents section shall provide messaging to the User that this section is for the purpose of sharing documentation with the Agency to support the household's eligibility.		
MBMD03	The Manage My Benefits/Upload My Documents functionality shall include adding a "type of documentation" to the uploaded documents. Examples include Proof of identity, Proof of Income, Proof of Medical Insurance, Proof of Medical Expenses, Proof of Child Care costs, Proof of Housing Costs, etc.		
MBMD04	The Manage My Benefits/Upload My Documents section shall provide instructions to the User regarding how to upload a document using the My Documents functionality. (For example, advising the User to click the browser button to locate the		

	document they wish to upload.)		
MBMD05	The Manage My Benefits/Upload My Documents shall use industry standards for the type of files accepted.		
MBMD06	The Manage My Benefits/Upload My Documents section shall provide messaging to the User regarding the file size and types that are accepted. For example, messages might state, <i>"The following document type extensions may be uploaded: .afp, .bmp, .doc, .docx, .gif, .jpg, .jpeg, .pdf, .png, .tif, .tiff, .txt, .xls, and .xlsx. The file size must not exceed 10 MB. If the file exceeds the limit, the upload will fail and the verification will not be saved."</i>		
MBMD07	The Manage My Benefits/Upload My Documents section will provide a confirmation message to the User when the document has been successfully uploaded.		
MBMD08	The Manage My Benefits/Renew My Benefits section shall provide a way to track documents that are uploaded and stored in the User's account dashboard.		
MBMD09	The Manage My Benefits/Upload My Documents section shall provide the User the option to print the notification after the documents have been successfully uploaded.		
MBMD10	The Manage My Benefits/Upload My Documents section will include functionality to save the date when each document is uploaded to the Portal and will associate the date and		

	Case / Assistance Group with each document.		
MBMD11	The Manage My Benefits/Upload My Documents section will conduct a virus scan before loading the document.		
MBMD12	The Manage My Benefits/Upload My Documents section will offer a print feature.		
MBRC11	The Manage My Benefits/Report My Changes section shall include links to the upload/download documents page of the Portal so the User can easily navigate to provide documentation for the new request for assistance.		
PG14	The Portal shall support applicants printing their applications, including supporting documentation and notices.		
PG12	The Portal shall support uploading and downloading of documents and assign/associate uploaded documents to the correct case/account.		
PU04	The Portal shall support online help documentation which is context sensitive (field and page level) and allows the users to obtain self training on how to use the application and receive program information as appropriate, including wizards, video and FAQs.		
PU09	The Portal shall allow the user to navigate to any section within the application pages with a navigation menu, after those pages have been visited or data saved.		

Table 4—Functional Requirements

3.1.3 Use Cases

3.1.3.1 UC-CP-UPD-01 – Upload Document – Banner, Help, and Video Functionality

UC-CP-UPD-01: This Use Case describes the Banner, Help, and Video functionality of the Upload Document page.

UC-CP-UPD-01	Upload Document – Banner, Help, and Video Functionality
Primary Actors	User
Triggers	<ol style="list-style-type: none"> 1. The User clicks the video icon. 2. The User clicks the Help – Upload Document hyperlink.
Pre-Conditions	<ol style="list-style-type: none"> 1. The Portal must be up, running, and accessible. 2. The User must be logged into the Portal. 3. The User is on the “Upload Document” page.
Post-Conditions	The System displays the Help video or Help documentation in a new tab or window based on the User's selection.
Main Flows	<ol style="list-style-type: none"> 1. The System displays the "Upload Document" page. 2. The System displays “Upload Document” in the top Banner text. 3. The System displays the video icon below the Banner. 4. The User clicks the video icon. 5. The System displays the Help page with a video in a new tab or window. 6. The System displays the Help – Upload Document hyperlink with an icon. 7. The User clicks the Help – Upload Document hyperlink. 8. The System displays the Help page with information related to the Upload Document functions in a new tab or window. 9. End of Use Case.
Alternate Flows	None
Related Use Cases	None
Requirements Supported	MBMD02, PU04

3.1.3.2 UC-CP-UPD-02 – Upload Document - Left Navigation panel

UC-CP-UPD-02: This Use Case describes the functionality of the Left Navigation panel Application Progress bars in the Upload Document page.

UC-CP-UPD-02	Upload Document – Left Navigation panel
Primary Actors	User
Triggers	<ol style="list-style-type: none"> 1. The User clicks the NEXT button in the “Additional Information” page. 2. The User clicks the BACK button in the “Application Summary” page. 3. The User clicks the Upload Document hyperlink in the Left Navigation panel.
Pre-Conditions	<ol style="list-style-type: none"> 1. The Portal must be up, running, and accessible. 2. The User must be logged into the Portal. 3. The User is on the “Additional Information” page. 4. The User has completed all of the mandatory sections of the application process and has clicked the Upload Document hyperlink in the Left Navigation panel.
Post-Conditions	The System displays the Application Progress bar in the Left Navigation panel.
Main Flows	<ol style="list-style-type: none"> 1. The System displays the “Upload Document” page. 2. The System displays the Application Progress bar in the Left Navigation panel. 3. The System displays the following section labels as hyperlinks: <ol style="list-style-type: none"> a) Me and My Household with a progress bar b) Income Information with a progress bar c) Expenses with a progress bar d) Health Insurance Coverage with a progress bar e) Resources with a progress bar f) Education with a progress bar g) Additional Information with a progress bar h) Upload Document (highlighted in bold) i) Summary j) Submit Application (disabled) k) What Next (disabled)

UC-CP-UPD-02	Upload Document – Left Navigation panel
	<p>l) Voter Registration (disabled)</p> <ol style="list-style-type: none"> 4. All progress bars are colored green. 5. The User can navigate to the “Upload Document” page after completing the mandatory sections of the application first. 6. The User clicks the hyperlinks in the Left Navigation panel and the corresponding page displays: <ol style="list-style-type: none"> a) Me and My Household with a progress bar b) Income Information with a progress bar c) Expenses with a progress bar d) Health Insurance Coverage with a progress bar e) Resources with a progress bar f) Education with a progress bar g) Additional Information with a progress bar h) Upload Document (highlighted in bold) 7. End of Use Case.
Alternate Flows	None
Related Use Cases	All Use Cases
Requirements Supported	PU03, PU09

3.1.3.3 UC-CP-UPD-03 – Upload Document

UC-CP-UPD-03: This Use Case describes how the System functions in the process of uploading a document in the Upload Document page.

UC-CP-UPD-03	Upload Document
Primary Actors	User
Triggers	<ol style="list-style-type: none"> 1. The User clicks the NEXT button in the “Additional Information” page. 2. The User clicks the BACK button in the “Application Summary” page. 3. The User clicks the Upload Document hyperlink in the Left Navigation panel.
Pre-Conditions	<ol style="list-style-type: none"> 1. The Portal must be up, running, and accessible. 2. The User must be logged into the Portal. 3. The User is on the “Additional Information” page. 4. The User has completed all the mandatory sections of the application process and clicks the Upload Document hyperlink in the Left Navigation panel. 5. The User is on the “Application Summary” page.
Post-Conditions	The System displays the Upload Document page.
Main Flows	<ol style="list-style-type: none"> 1. The System displays the Upload Document page. 2. The System displays the message <MSG002> below the Help hyperlinks. 3. The System displays the Section title “Documents to Upload”. 4. The System displays the message <MSG004>. <ul style="list-style-type: none"> Note: The Add to List and Upload to Submit buttons will be disabled when the User visits the page for the first time. 5. The System displays the Browse Files button with a magnifying glass icon. 6. The User clicks the Browse Files button. 7. The System displays the default file folder on the local machine. <ul style="list-style-type: none"> Note: The browser functionality enables the User to search for files. After selecting a file the file name is displayed in the Browse Files button. 8. The User selects a file and clicks the Open button. 9. The System displays the file path from the local machine. 10. The System displays the Person Name dropdown list.

UC-CP-UPD-03	Upload Document
	<p>11. The User selects a person name from the dropdown list. Note: All the Person name values will be displayed from the household member page including the Head of Household.</p> <p>12. The System displays the Document Type dropdown list.</p> <p>13. The User selects a document type from the dropdown list.</p> <p>14. The System displays the Add To List button.</p> <p>15. The User clicks the Add To List button. Note: If the User doesn't select values in any of the fields (Browse Files, Person Name, and Document Type), the Add To List button will be disabled</p> <p>16. The System displays a record with the file path, person name, document type, date, and a Delete link with an icon above the Browse file, Person Name, and Document Type fields. The User repeats the Main Flow steps 5 to 15.</p> <p>17. The User adds the desired documents to the Upload List by clicking Add To List button.</p> <p>18. The System displays the UPLOAD TO SUBMIT button.</p> <p>19. The User clicks the UPLOAD TO SUBMIT button. Note: If the User has not added record in the Upload List table, then UPLOAD To SUBMIT button will be disabled</p> <p>20. The System performs a virus scan. If the file passes the virus scan, success message <MSG006> displays in a popup dialog box along with an OK button. Else see Alternate Flow 1.</p> <p>21. a) If the User clicks the OK button or presses the ENTER key, move to Main Flow step 22. b) If the User clicks the Close (X) icon or presses the ESC key, the System closes the popup dialog box and the User remains on the page.</p> <p>22. The System displays the Upload and Saved Documents section with a table.</p> <p>23. The System displays the table with the following columns: a) Program Name b) Person Name</p>

UC-CP-UPD-03	Upload Document
	<p>c) Document Type</p> <p>d) Uploaded Date</p> <p>e) Sent Date</p> <p>24. The records display in the table with a checkbox before to the Program Name, a VIEW button, and a Delete button and icon after the Sent Date column. See Alternate Flow 3 and 4 for View and Delete functionality.</p> <p>25. If there are data items to display, the System displays the latest record first, sorted by the Uploaded Date.</p> <p>26. If there are more than 10 records in the uploaded and saved documents section, the System displays pagination below the table in the following format: < <u>1</u> 2 3 4 ></p> <p>27. The current page number is shown underlined (this is a configurable setting).</p> <p>28. If there are fewer than 10 records or notices, pagination does not display.</p> <p>29. The User clicks the SAVE AS DRAFT button in the “Upload Document” page. The System saves the data into the database and displays the “Last Saved” field with a timestamp. The User remains on the page.</p> <p>30. The System displays the NEXT button.</p> <p>31. The User selects a record by clicking the checkboxes and chooses the Program Name for the records they want to submit, then clicks the NEXT or SAVE AS DRAFT button. See Alternate Flow 5 and 6.</p> <p>32. The System saves the records in the database and displays a popup dialog box with success message <MSG008> and an OK button. Else see Alternate Flow 1.</p> <p>33.</p> <ol style="list-style-type: none"> If the User clicks the OK button or presses the ENTER key, move to Main Flow step 34. If the User clicks the Close (X) icon or presses the ESC key, the System closes the popup dialog box and the User remains on the page. <p>34. The System takes the User to the “Application Summary” page.</p> <p>35. End of Use Case.</p> <p>Note:</p> <ol style="list-style-type: none"> The items displayed in the table are only available for the duration of the browser session

UC-CP-UPD-03	Upload Document
	<p>or until the browser is closed.</p> <ul style="list-style-type: none"> b) The System will allow the User to upload a maximum of 10 records to the System for each upload cycle (this is a configurable setting). c) The User can download or print the document by using the browser's functionality. d) The System allows uploading the following document types: afp, .bmp, .doc, .docx, .gif, .jpg, .jpeg, .pdf, .png, .tif, .tiff, .txt, .xls, and .xlsx (this is a configurable setting). e) The file size of the uploaded document must not exceed 5 MB (this is a configurable setting). f) The System will auto-save the data entered by the User into the database every 5 minutes (this is a configurable setting). No validations will be performed by the System during the auto-save process.
Alternate Flows	<p>Alternate Flow 1</p> <p>If the User clicks the UPLOAD TO SUBMIT or NEXT button with more than the number of records allowed, has an internet connection issue, or has an invalid/corrupted file, the System displays error message <MSG007>.</p> <p>Alternate Flow 2</p> <ul style="list-style-type: none"> 1. The User clicks the Back button. 2. The System displays the "Additional Information" page, with the data entered by the User. <p>Alternate Flow 3</p> <ul style="list-style-type: none"> 1. The User clicks the VIEW button. 2. The System opens the record in a new tab or page. 3. The User clicks Close (X) icon or presses the ESC key, the System closes the tab or page. <p>Alternate Flow 4</p> <ul style="list-style-type: none"> 1. The User clicks the Delete link. 2. The System displays a popup dialog box with message <MSG008> and an OK button. 3. <ul style="list-style-type: none"> a. If the User clicks the OK button or presses the ENTER key, move to Main Flow step 4.

UC-CP-UPD-03	Upload Document
	<p>b. If the User clicks the Close (X) icon or presses the ESC key, the System closes the popup dialog box and the User remains on the page.</p> <p>4. The System removes the record from the table and refreshes the page.</p> <p>Alternate Flow 5 If the User clicks the NEXT or SAVE AS DRAFT button without selecting any records, the System displays error message <EM001>.</p> <p>Alternate Flow 6 If the User clicks NEXT or SAVE AS DRAFT button without selecting the Program Name for the record with checkbox checked, the System displays error message <EM002>.</p> <p>Alternate Flow 7 For the Mobile view, the System displays the sections vertically in the accordion menu. When the User navigates to the Upload Documents page, the System displays the accordion menus in the collapsed state. When the User taps the accordion to expand it, the other accordion menus will collapse. If the User expands another accordion, the System collapses any open accordion menus.</p>
Related Use Cases	UC-CP-UPD-01
Requirements Supported	MBRC11, MBMD01, MBMD02, MBMD03, MBMD04, MBMD05, MBMD06, MBMD07, MBMD08, MBMD09, MBMD10, MBMD11, MBMD12, PG14, PG12

3.1.4 Mock-up Screens

3.1.4.1 Screen – 1

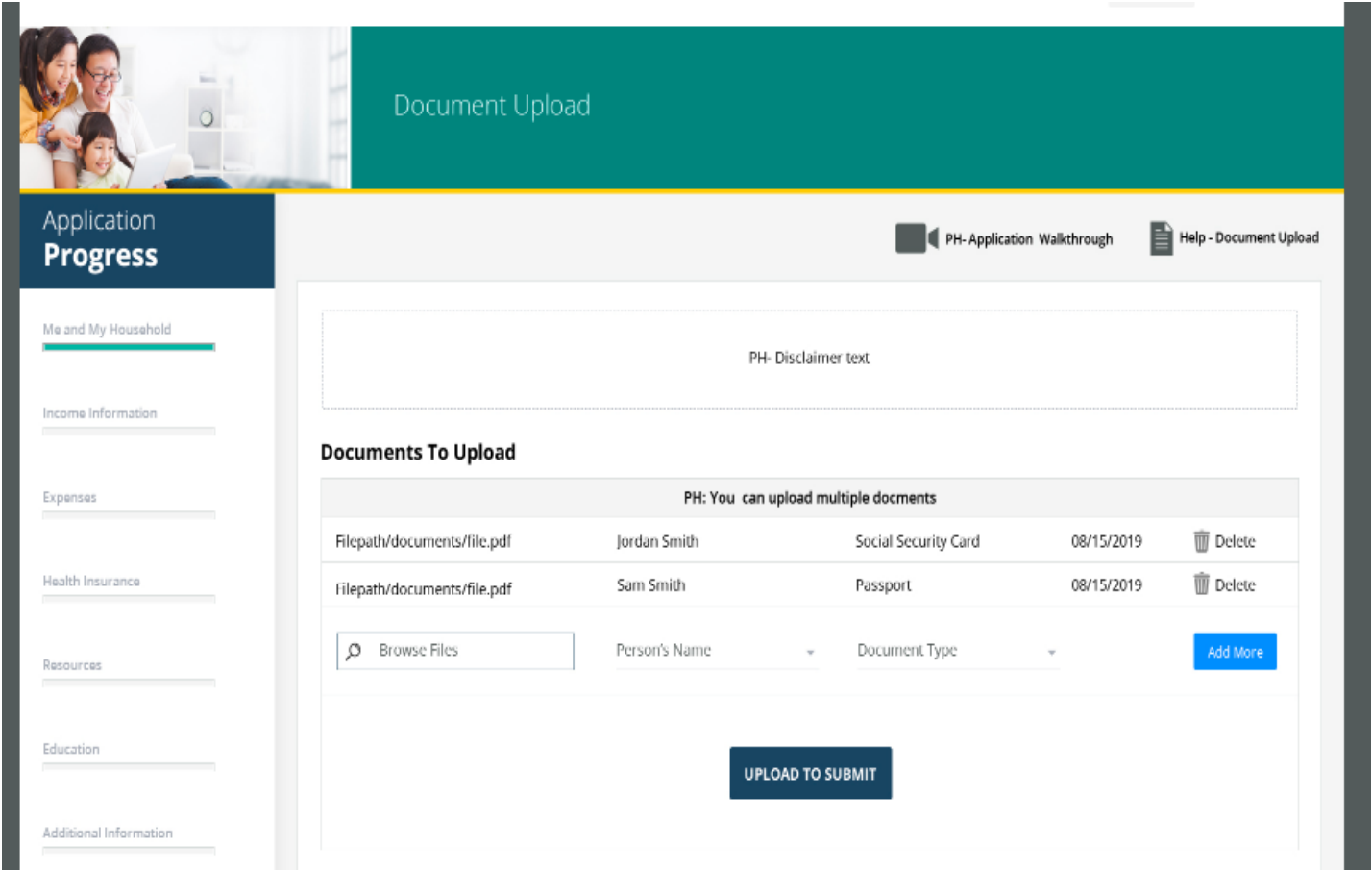


Figure 2 – Upload Document 1

3.1.4.2 Screen – 2

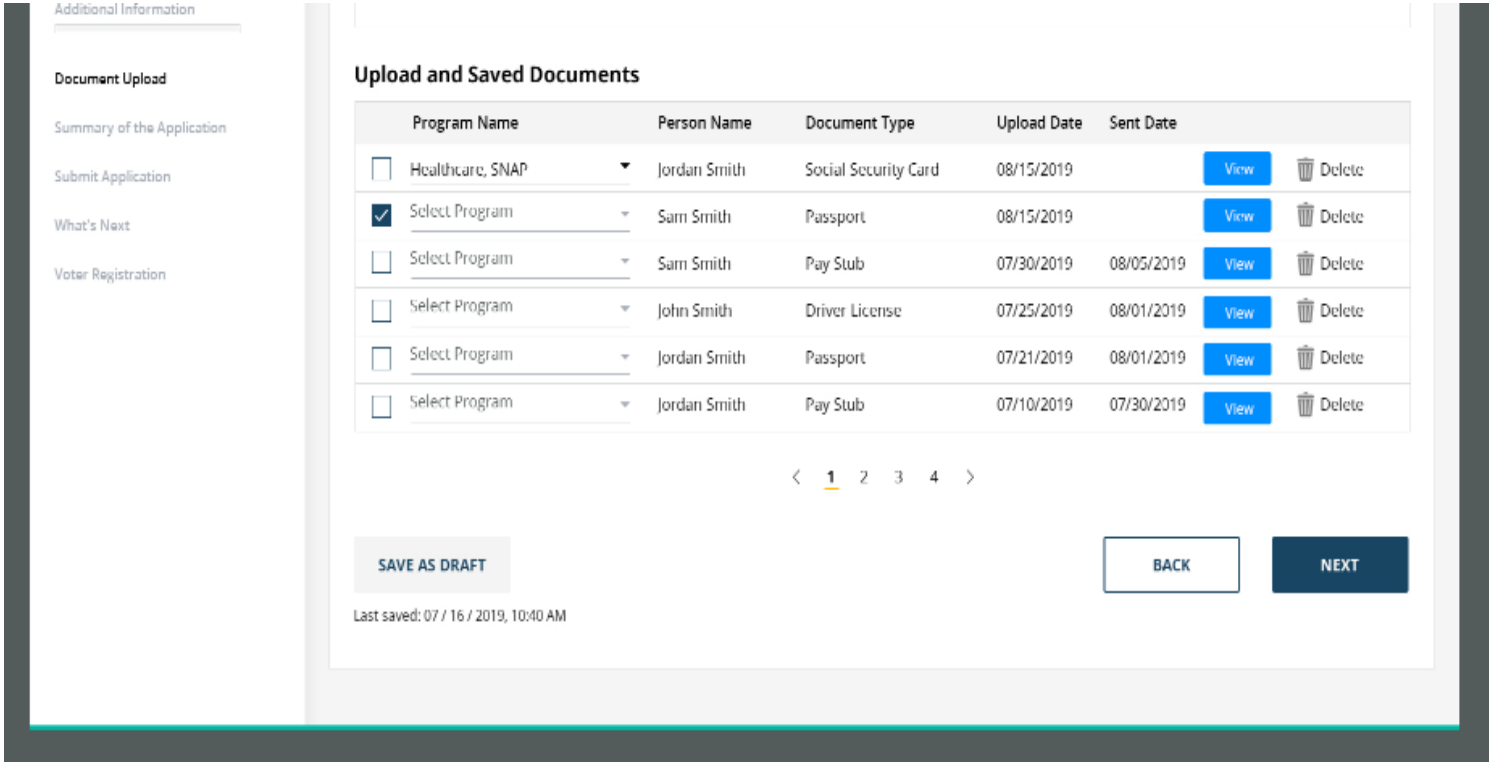


Figure 3- Upload Document 2

3.1.4.3 Screen – 3

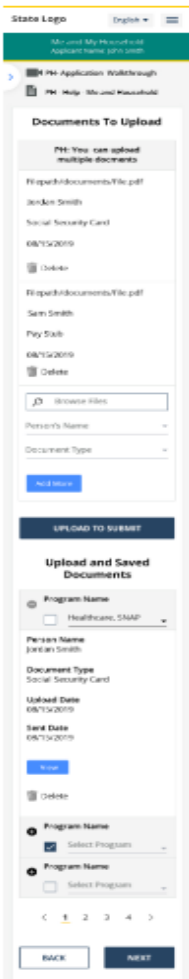


Figure 4

3.1.5. Non-Functional Requirements

None

3.1.6. Reporting

None

4. Configuration

1. All State-related hyperlinks must be configured by the Administrator.
2. The maximum file upload size must be configured by the Administrator.
3. The maximum number of uploaded files per instance must be configured by the Administrator.
4. The file allowed types must be configured by the Administrator (a default list is provided).

5. References

1. Applying for Medicaid: In most States, this goes through that State's Exchange (Healthcare Marketplace) or the Federally Facilitated Marketplace (FFM). Eligibility determination for MAGI Medicaid is quite involved because the eligibility platform is evaluating an applicant for either a Medicaid program or a private insurance plan with/without financial assistance. All of these Marketplaces have public-facing Portals. The two websites below can give more insight into the User experience:
 - a. The FFM: www.healthcare.gov
 - b. A list of State exchanges: <https://www.healthcare.gov/marketplace-in-your-state/>

2. Applying for SNAP and TANF: All State's Health and Human Services agencies now have some sort of public-facing websites with program application opportunities. Most of these sites provide the User with program information, instructions on how to enroll and the opportunity to print a PDF of the enrollment form. To get more background information on SNAP and TANF, visit these suggested sites:
 - a. <https://www.cbpp.org/research/policy-basics-the-supplemental-nutrition-assistance-program-snap>
 - b. <https://www.hhs.gov/answers/programs-for-families-and-children/what-is-tanf/index.html>
 - c. <https://portal.ct.gov/-/media/Departments-and-Agencies/DSS/Economic-Security/tfafactsheet.pdf?la=en>

3. Aged, Blind, and Disabled Medicaid (ABD Medicaid): This type of Medicaid eligibility requirements also includes an assessment of a person's assets and expenses. There is State-level information you can obtain on each State's websites or you can go to www.medicad.gov for more general information.

6. Acronym List

Acronym	Term or Definition
ABD	Aged, Blind, and Disabled (a Medicaid program)
BRD	Business Requirement Document
CHIP	Children's Health Insurance Program
FFM	Federally Facilitated Marketplace
FRD	Functional Requirement Document
SES	State Eligibility System
SNAP	Supplemental Nutrition Assistance Program
TANF	Temporary Assistance for Needy Families
UPD	Upload Document

Table 5 - Acronym List