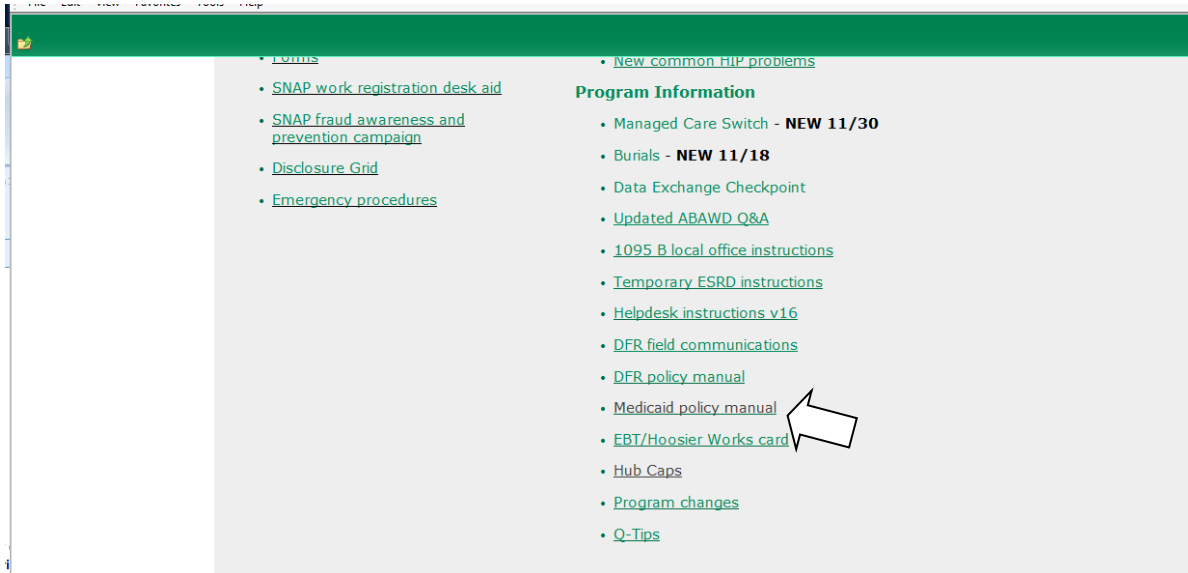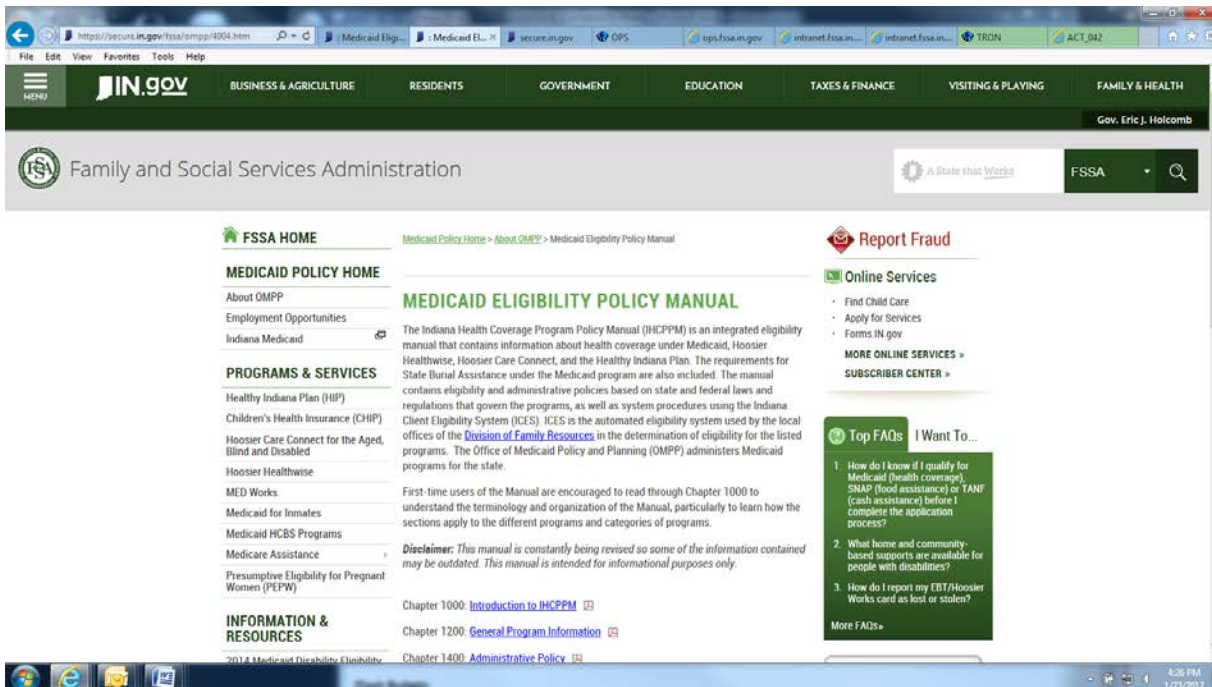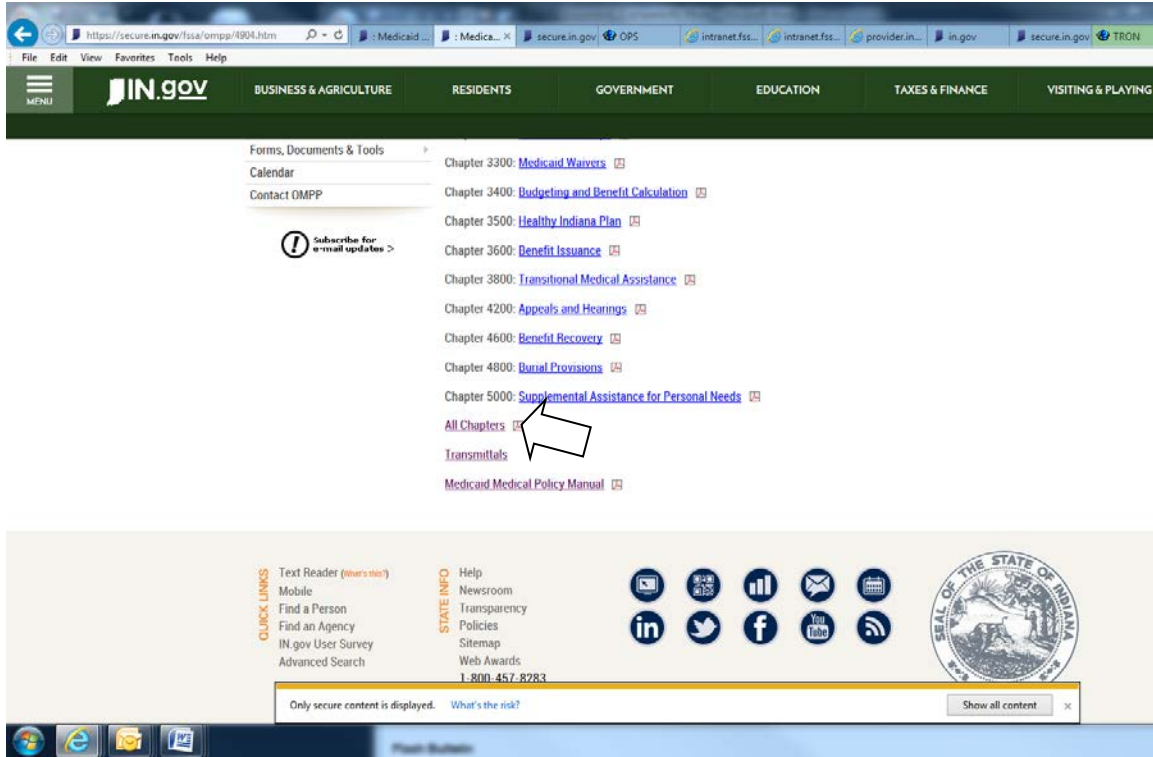The easiest way to navigate to the Policy Manual is to go to the Hub and click on the manual that is needed.


The FSSA website will pop up and list the chapters included in the manual.

Please scroll down to the bottom of the page and click on All Chapters. Please note that Transmittals link will take you to sections that were updated and when they were updated.


Now that you have all sections of the policy manual up, it will be easier to search for what you need. As topics can be scattered within the different chapters and what you need may be touched on in another area.
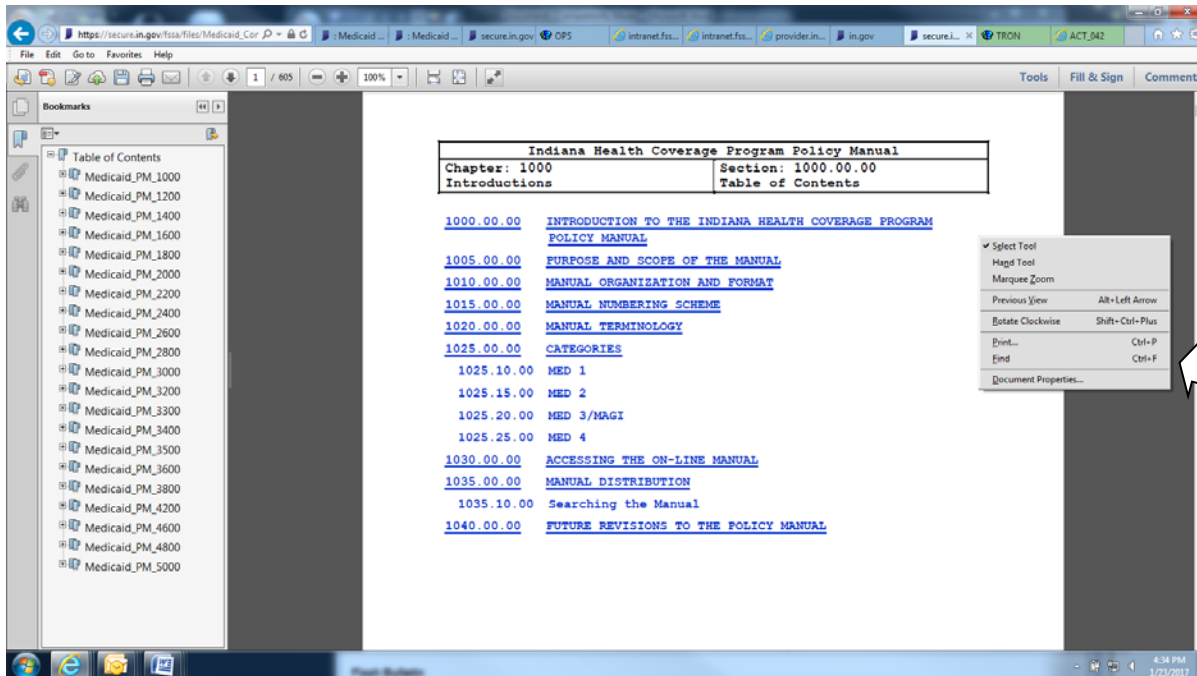
If you right click on your mouse anywhere on the page, a box will appear as you can see above. The second to last option is Find which you can also get to without right clicking your mouse by hitting Control F.

Once you click on Find option a box will appear in your upper right hand corner as seen below. You can use this to type in a keyword to find every place in the manual that the keyword is talked about.
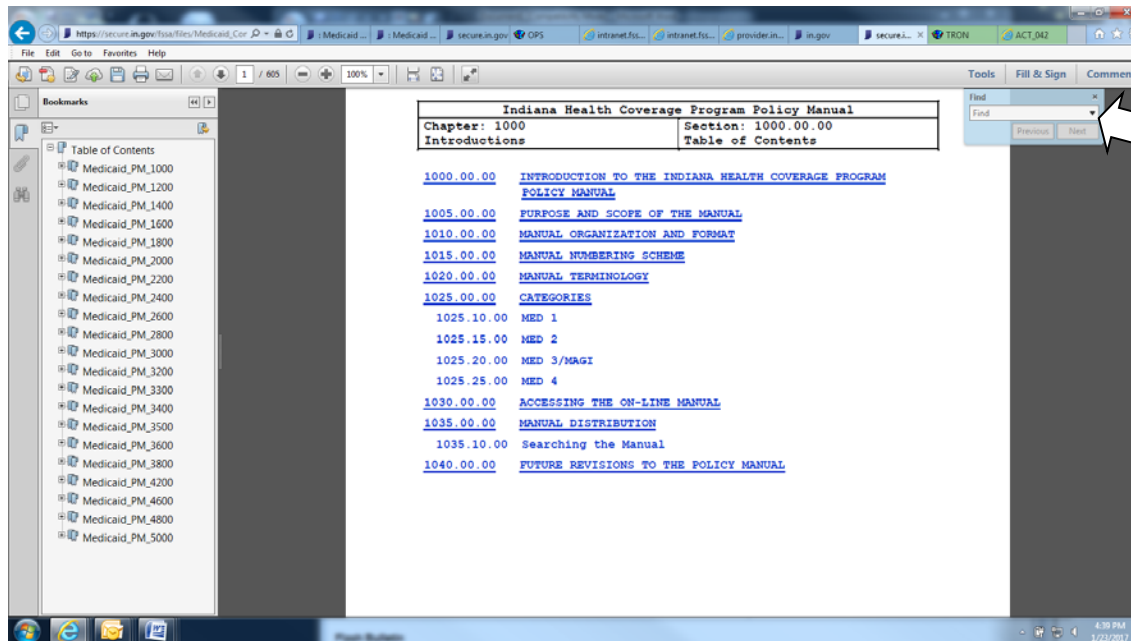
Let's say I wanted to find out more about residency specifically what can be accepted to verify residency when we receive conflicting information from client saying he lives in Indiana and the documents provided show Florida. I would type in Residency in the Find box and hit Next. The page will jump to the first place Residency is mentioned in the manual and it will be highlighted.
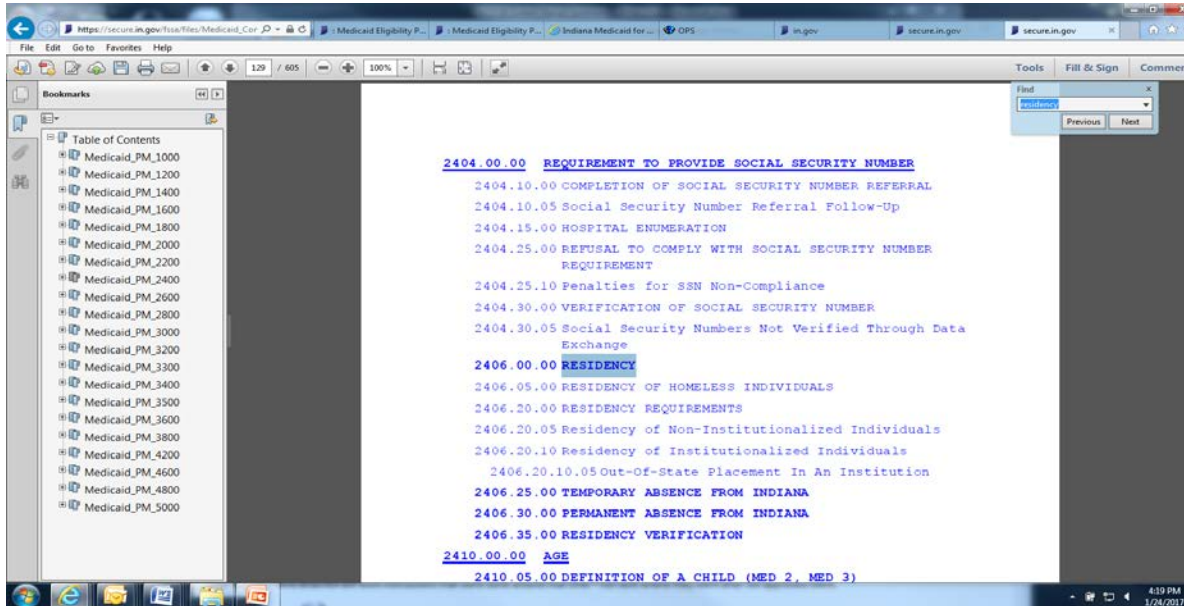
After clicking through all mentions of Residency I am able to find what I need below.