

# Your Guide to Using DTA Connect

DTA Connect lets you view and manage your DTA Benefits and case information. You can do this through the DTA Connect Mobile Application or DTA Connect website.

## Frequently Asked Questions:

### **Q. Can I use DTA Connect before my application is approved?**

A. Yes, you can use DTA Connect for any active or pending cases.

Note: When you first apply, it may take up to 7 days before you can access your case information.

### **Q. Can I only use the DTA Connect on a smart phone?**

A. No. You can download the app for your smartphone or tablet, or you can access DTA Connect online at [dtaconnect.com](http://dtaconnect.com)

### **Q. How long does it take for DTA to receive documents I upload?**

A. Documents are usually received within minutes but can take up to 24 hours to be available to DTA staff.

### **Q. Can I access case information if my case is closed?**

A. If your case has been closed or denied for more than 90 days, you will not be able to log into your DTA Connect account.

### **Q. Are there any documents I can't submit through DTA Connect?**

A. TAFDC and EAEDC Disability Supplements and EAEDC Medical Reports must be mailed or faxed.

### **Q. I tried to log in to DTA Connect but got a message telling me to contact DTA, why?**

A. If you have asked for Heightened Level of Security (HLS) or have opted to Block Online Services you will not be able to use DTA Connect and may receive this message.

### **Q. Can I apply for cash assistance through DTA Connect?**

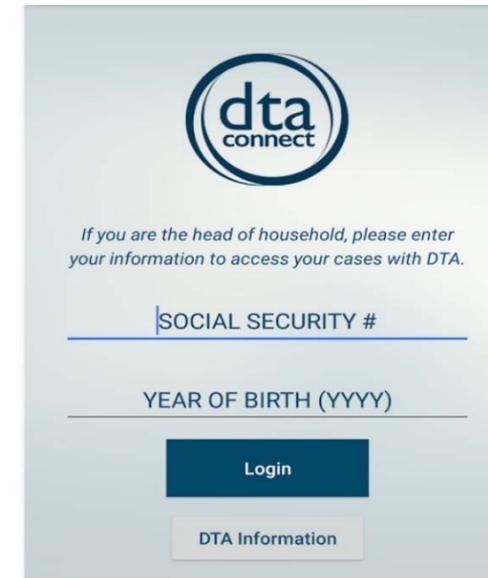
A. Not at this time, but if you are a pending or active TAFDC or EAEDC client you can use DTA Connect to get case information and report certain changes.

## **Need Help?**

### **Having issues with the app?**

Contact the helpdesk at [dtaapphelpdesk@state.ma.us](mailto:dtaapphelpdesk@state.ma.us) with your Agency ID number.

**Other questions:** Please contact the DTA Assistance Line at 877-382-2363 or your case manager.



## DTA Connect Mobile App

Can be downloaded from the Google Play or the App Store to your smartphone or table.

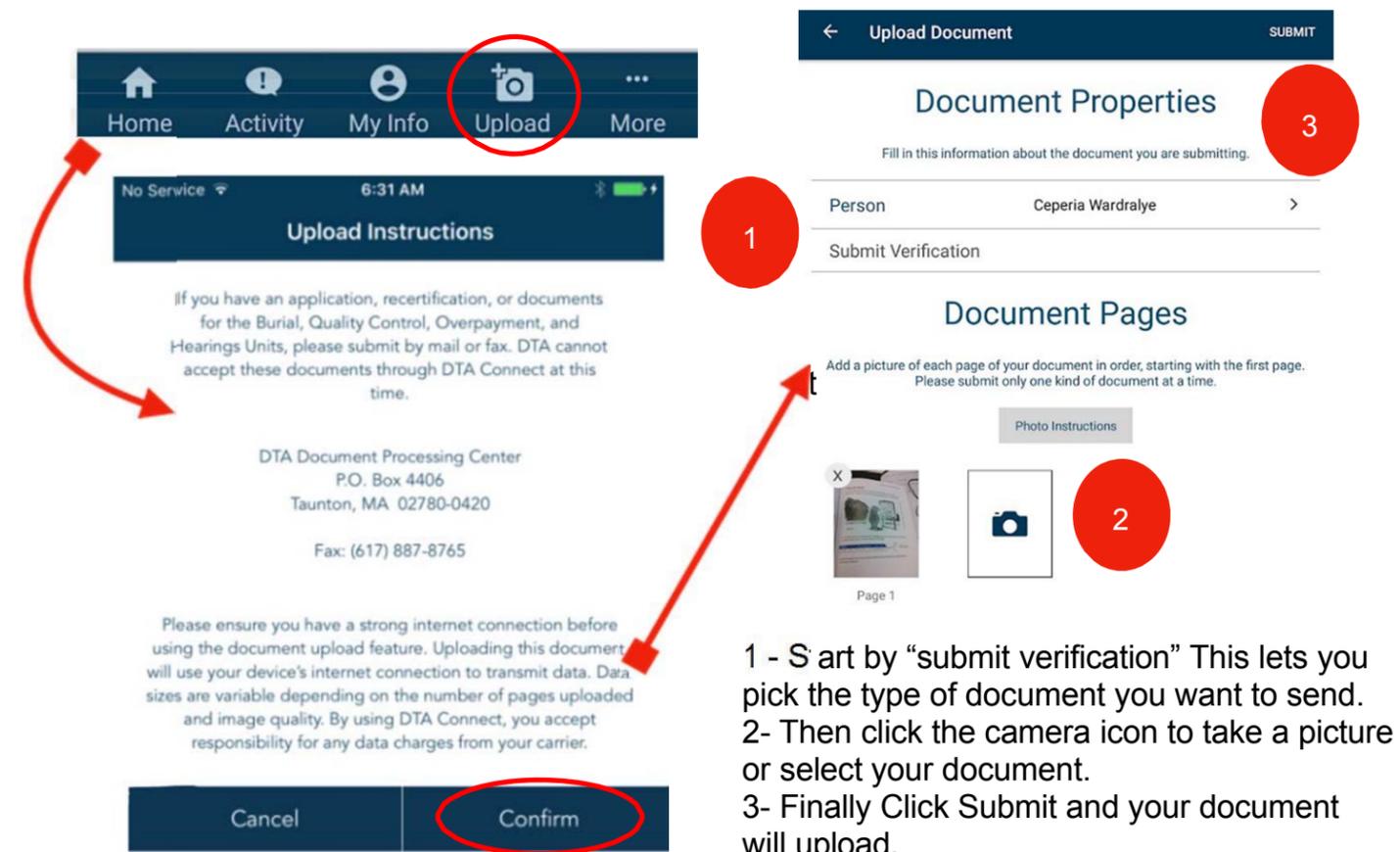
To log into your case:

Enter your SSN

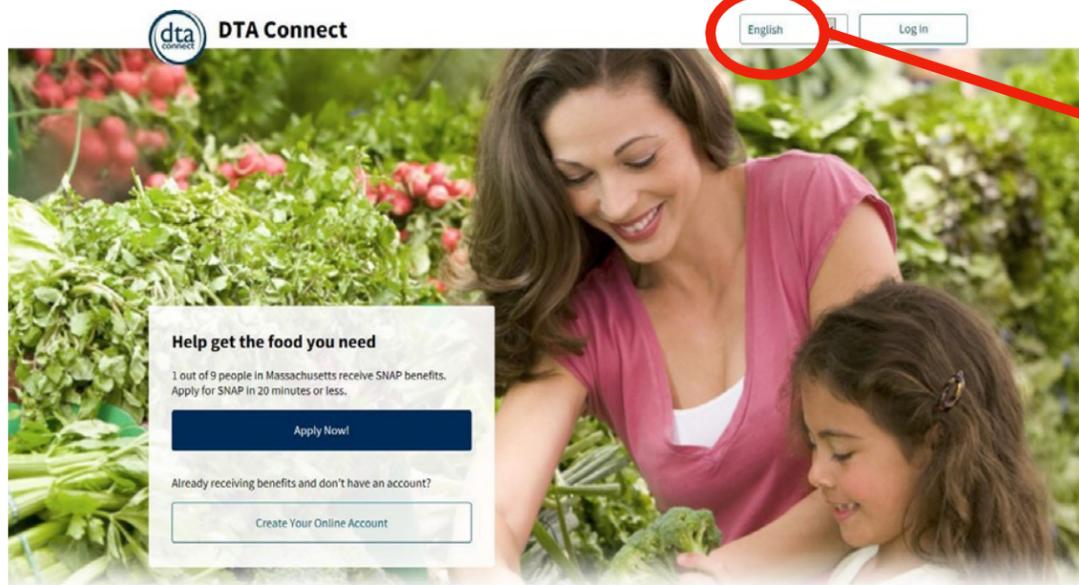
Enter the YEAR you were born

## Don't feel like coming to the office?

Upload your documents through the app. Here's How!



1 - Start by "submit verification" This lets you pick the type of document you want to send.  
2- Then click the camera icon to take a picture or select your document.  
3- Finally Click Submit and your document will upload.



English Log in

DTA Connect website is available in English, Spanish, Portuguese, Chinese, and Vietnamese. Language changed through the dropdown list.

Log in with your email and password after you create an account.

**Create your Online Account**

What is your email address? (Required)

Please create a password (Required)

 [Show](#)

What is your first name? (Required)

What is your last name? (Required)

What is your date of birth? (Required)

Day  Month  Year

[Go back](#) [Create Account](#)

**Login**

Email

Password  [Forgot password](#)

[Show](#)

[Login](#)

So you've applied? Here is what happens next!

**Here's how SNAP works:**



**The average food benefit is \$215 per month for a SNAP household of 2 in Massachusetts.**

Disclaimer: SNAP benefits are calculated based on household size, income, expenses, and other nonfinancial criteria.

**What else can I do with DTA Connect? If you receive SNAP or cash assistance you can:**

- Get Your Agency ID
- Request Income Verification
- Letter Card Balance and Recent Transactions Important Dates
- Case Status
- Alerts for Upcoming Appointments & Deadlines
- Submit Verifications
- Update Your Contact Information
- Read or Print Recent Notices Sent by DTA
- SNAP Path to Work
- SNAP Nutrition Education HIP Locations
- Office Locations
- Find Out About Other DTA Benefits

**Need an Income Verification Letter right away?**

If you cannot wait for it in the mail you can still avoid coming to a DTA office to get one.

Did you know that the day after you request an Income Verification Letter you can see it under notice recently sent to you?

Then you can print wherever is most convenient for you.

**Submitting documents through DTA Connect is fast and easy**

*Through the DTA Connect App:*

- Select "Upload" from the menu bar at the bottom of the screen
- Make sure to take of a photo of your document with good lighting and on a flat surface
- Take a photo of the whole document
- Upload multiple related documents at the same time and in order
- Make sure to select the correct document type
- Click "Submit"

*Through the DTA Connect Website:*

- Select "Documents" from the menu bar at the top of the screen
- Click "Send Document to DTA"
- Read the instructions and click "Choose a file to send"
- Click "Send to DTA"