

# Job Aid

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Healthy food, healthy you.

DEPARTMENT OF TRANSITIONAL ASSISTANCE



## **DTA Connect Quick Reference Guide**

**Commonwealth of Massachusetts**

**Department of Transitional Assistance**

**Training Unit**

**Updated: 09/2016**

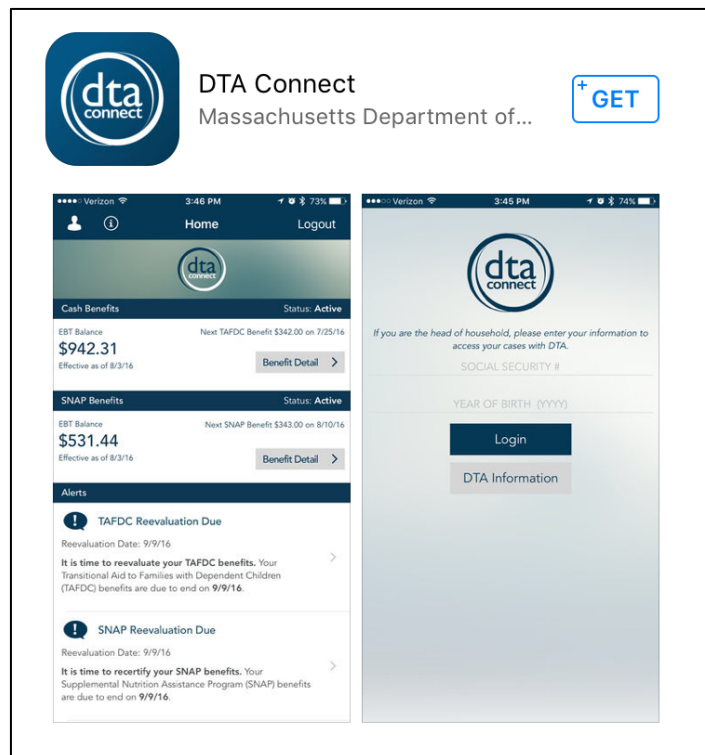
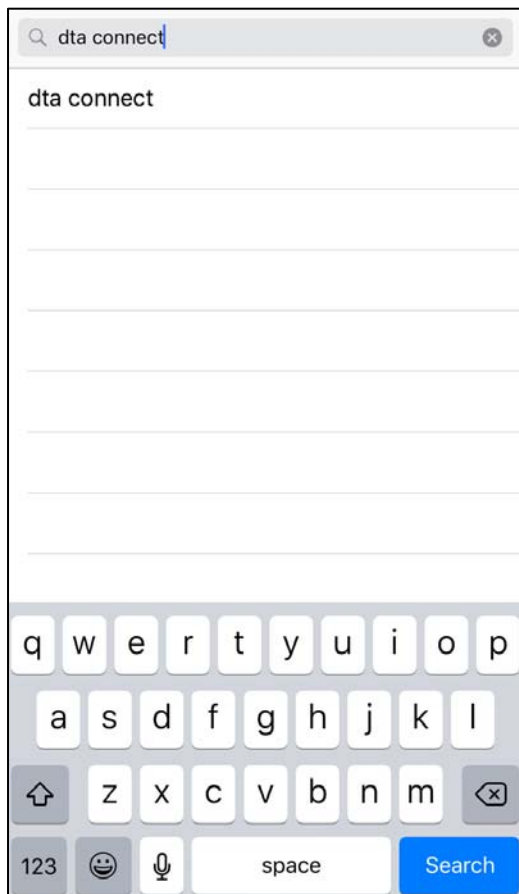
# Logging In to DTA Connect

1. Go the **Google Play** or **Apple App** store on your mobile device.



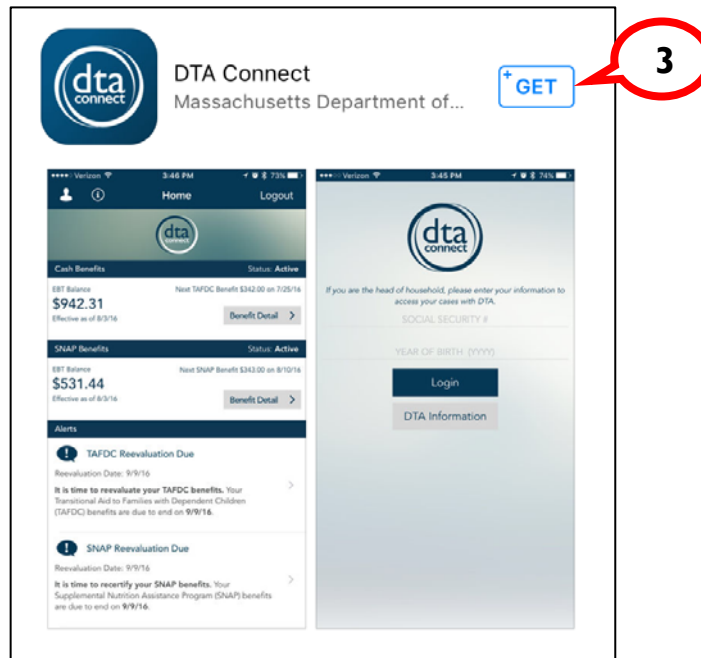
2. **Search** for *DTA Connect*

Note: You may have to scroll down to find it.



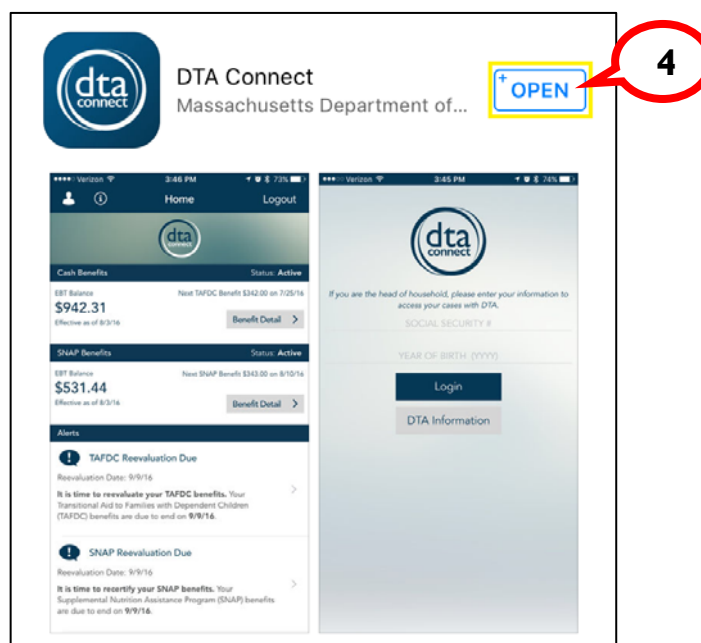
3. Click the **Get** button.

Note: There is no charge for this app. DTA Connect is a free app available to all clients of DTA.



4. **Open** DTA Connect after it has downloaded to your mobile device.

Note: You can open DTA Connect by clicking the app icon on the home screen of your mobile device or by clicking the **Open** button found in the Google Play / Apple App store app entry.



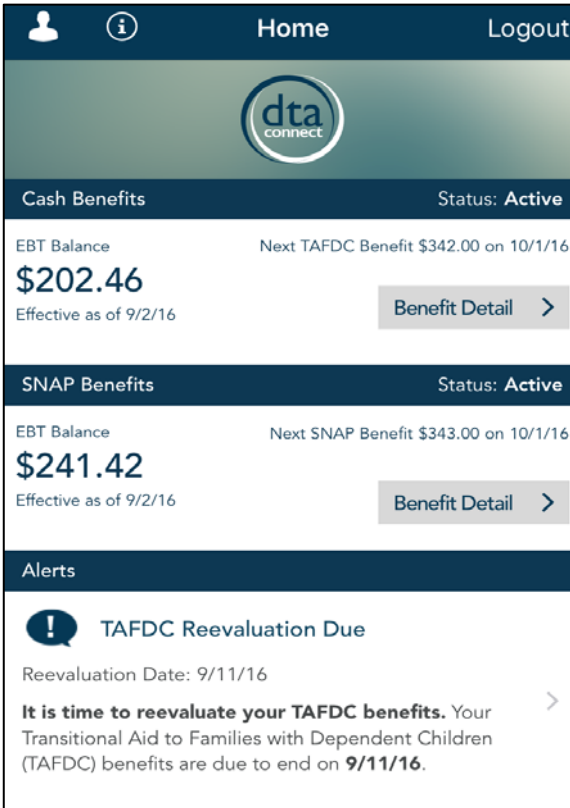
5. **Enter** in your Social Security Number (A) and Year of Birth (B), and then **click** *Login* (C).

Note: Year of Birth will require four numbers (example: a person who was born in 1980 will be required to enter '1980', not '80').



The image shows the DTA Connect login interface. At the top is the DTA Connect logo. Below it is a message: "If you are the head of household, please enter your information to access your cases with DTA." There are two input fields: "SOCIAL SECURITY #" and "YEAR OF BIRTH (YYYY)". Below these fields is a blue "Login" button and a grey "DTA Information" button. Three red callout circles with white text are present: "5A" points to the Social Security Number field, "5B" points to the Year of Birth field, and "5C" points to the Login button.

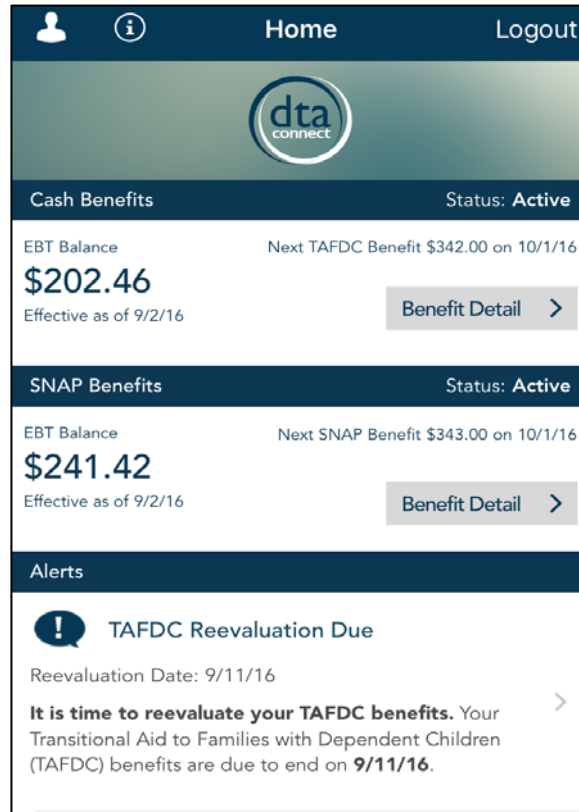
After you login, DTA Connect will display your benefits for accounts you have with DTA. These balances will be current as of the previous business day.



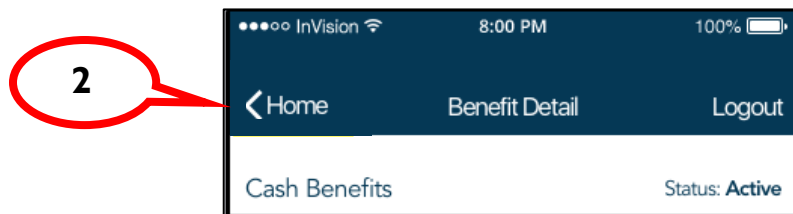
The image shows the DTA Connect home screen. At the top is a navigation bar with a user icon, an information icon, the text "Home", and a "Logout" button. Below the navigation bar is the DTA Connect logo. The main content area is divided into sections. The first section is "Cash Benefits" with a status of "Active". It shows an "EBT Balance" of "\$202.46" and "Next TAFDC Benefit \$342.00 on 10/1/16". Below the balance is "Effective as of 9/2/16" and a "Benefit Detail" button with a right arrow. The second section is "SNAP Benefits" with a status of "Active". It shows an "EBT Balance" of "\$241.42" and "Next SNAP Benefit \$343.00 on 10/1/16". Below the balance is "Effective as of 9/2/16" and a "Benefit Detail" button with a right arrow. The third section is "Alerts". It features a blue exclamation mark icon and the text "TAFDC Reevaluation Due". Below this is "Reevaluation Date: 9/11/16" and a paragraph: "It is time to reevaluate your TAFDC benefits. Your Transitional Aid to Families with Dependent Children (TAFDC) benefits are due to end on 9/11/16." There is a right arrow next to the paragraph.

## Accessing Benefit Information

1. After you login, **click** the *Benefit Detail* button in either the Cash Benefits or SNAP Benefits section to see detailed information about your account and household for that program.

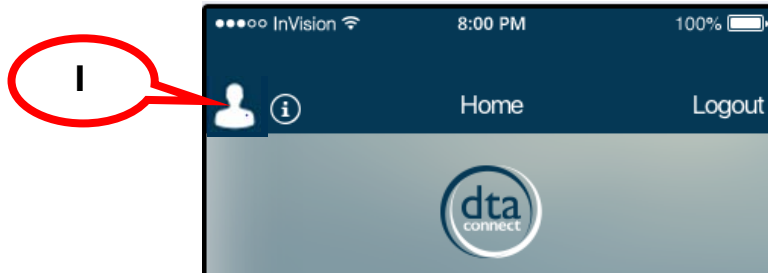


2. To exit this screen, **click** *Home*.



## Access Your Contact Information

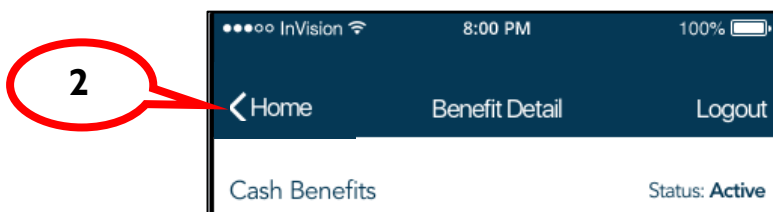
1. To access your contact information, **click** the silhouette icon located on the upper left side of the Home screen.



DTA Connect will display the contact information that DTA has on file for your case.

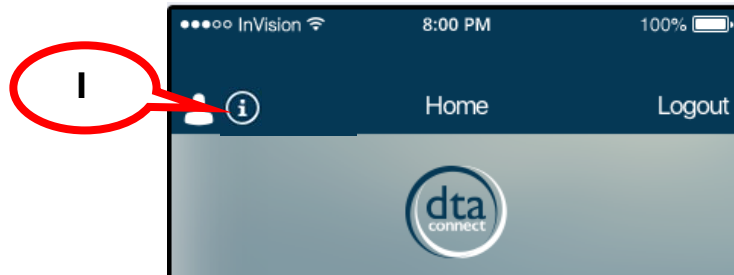
A screenshot of the contact information screen in the DTA Connect app. The screen has a dark blue header with a back arrow and the word 'Home'. Below the header, there are five white sections with rounded corners, each containing contact information. The first section is 'Residential Address' with the address '35 Coffee St, Brockton, MA 02116-3728'. The second section is 'Mailing Address' with the same address. The third section is 'Primary Phone Number' with the number '(617) 111-1234'. The fourth section is 'Email Address' with the value 'None'. The fifth section is 'Allow Email Notifications?' with the value 'N/A'.

2. To exit this screen, **click** *Home*.

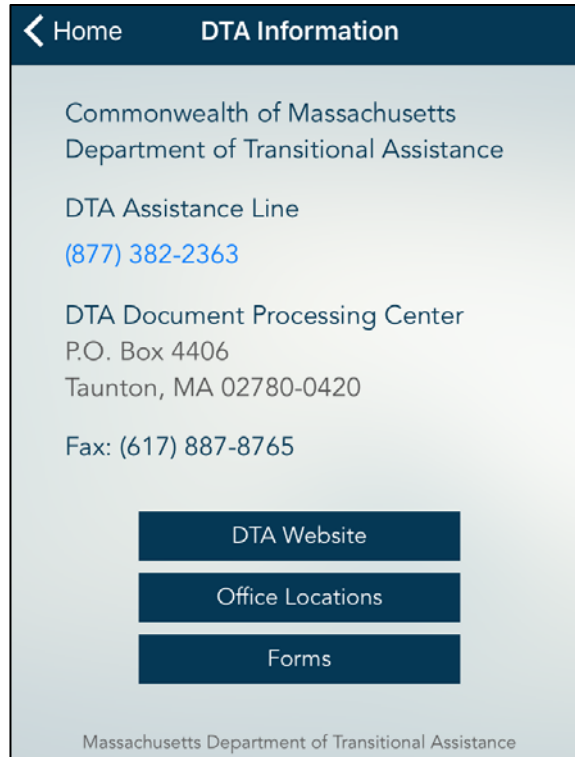


## Access DTA Contact Information

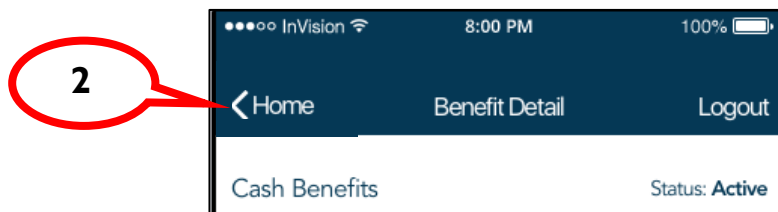
1. To access contact information for DTA, **click** the information icon located on the upper left side of the *Home* screen.



The DTA information screen will display:



2. To exit this screen, **click** *Home*.



## Your Alerts

1. DTA Connect provides you with a list of alerts about your DTA cases. You can see the top three alerts at the bottom of the Home page.

The screenshot shows the DTA Connect Home page. At the top, there's a navigation bar with 'Home' and 'Logout'. Below it, the 'dta connect' logo is displayed. The page is divided into sections for 'Cash Benefits' and 'SNAP Benefits', both with a status of 'Active'. Each section shows the EBT Balance and the next benefit amount and date. Below these sections is an 'Alerts' section. A large arrow points from the 'Alerts' section to a detailed view of the alerts.

**Cash Benefits** Status: **Active**  
EBT Balance: **\$202.46**  
Effective as of 9/2/16  
Next TAFDC Benefit \$342.00 on 10/1/16  
[Benefit Detail >](#)

**SNAP Benefits** Status: **Active**  
EBT Balance: **\$241.42**  
Effective as of 9/2/16  
Next SNAP Benefit \$343.00 on 10/1/16  
[Benefit Detail >](#)

**Alerts**

- TAFDC Reevaluation Due**  
Reevaluation Date: 9/11/16  
**It is time to reevaluate your TAFDC benefits.** Your Transitional Aid to Families with Dependent Children (TAFDC) benefits are due to end on **9/11/16**.
- SNAP Reevaluation Due**  
Reevaluation Date: 9/11/16  
**It is time to recertify your SNAP benefits.** Your Supplemental Nutrition Assistance Program (SNAP) benefits are due to end on **9/11/16**.
- Reevaluation In-Office: TAFDC**  
Sunday, September 11, 2016 at 10:30 AM - 11:00 AM  
Malden TAO DTA

[View All Case Activity](#)

2. For a more detailed description, **click** on an individual alert.

The screenshot shows the 'Alerts' section of the DTA Connect app. A red box highlights the 'SNAP Recertification Due' alert. Below it, there is an 'Upcoming Appointment' for a 'Reevaluation In-Office: SNAP' on 07/06 at 10:15am at the 'FAW Unit - DTA'. At the bottom, there is a button to 'View All Case Activity'.

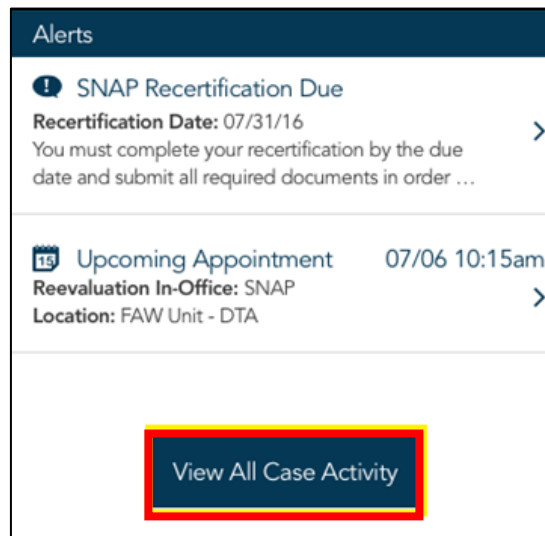
**Alerts**

- SNAP Recertification Due**  
Recertification Date: 07/31/16  
You must complete your recertification by the due date and submit all required documents in order ...
- Upcoming Appointment** 07/06 10:15am  
Reevaluation In-Office: SNAP  
Location: FAW Unit - DTA

[View All Case Activity](#)






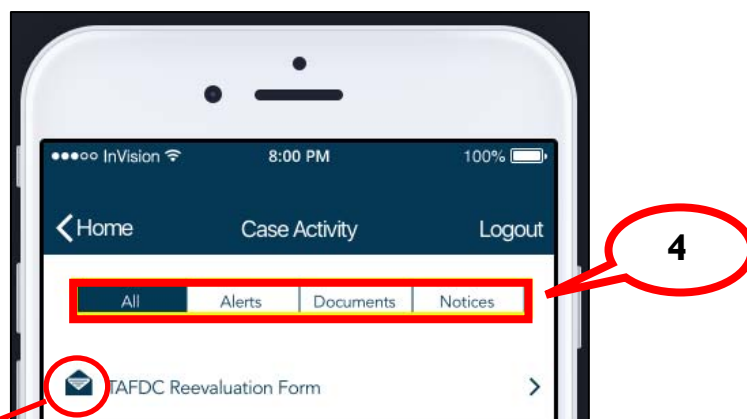
3. To see a full list of alerts, **click** the *View All Case Activity* button located at the bottom of the *Home* page.



4. In the full view you can filter the list by alerts, documents and notices. **Click** one of the four filter options to begin filtering.

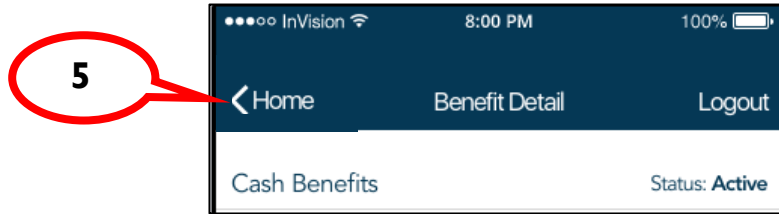
Note: Alerts, Documents and Notices all individual, unique icons for easy identification. Those icons are:

- a. Alerts: Message from DTA about your account. 
- b. Documents: Documents that you have sent to DTA as part of your case 
- c. Notices: Office documents that have been sent to you in regards to your account 



Example: Icon noting an office documents that has been sent to you.

5. To exit this screen, **click Home**.



6. This is called a **QR Code** (**Q**uick **R**esponse **C**ode). This can be scanned with an app from your iphone or android to download the **DTA Connect** app.

