Frequently Asked Questions (FAQs) about DC Access: a Mobile Application for Cash, Food and Medical Benefits Available in the District

Below are frequently asked questions about DC Access – the District's mobile application for cash, food and medical public benefits. Please be aware that this guidance is based on the best information currently available and will be updated as needed. If you have additional questions, please contact the Call Center at (202) 727-5355, Monday – Friday from 7:30 AM – 4:45 PM.

As of June 26, 2020

Question	Answer
What happens after I submit my application?	Once you submit the application, DHS will review and will determine your eligibility. You may receive a call from us as a follow up to ensure we have what we need to process your application.
How do I make an update to my information based on a change in circumstance (e.g., new job, updated salary)?	If you need to change something reported on your application, please call the Call Center at (202) 727-5255, Monday – Friday, 7:30 AM – 4:45 PM.
Do I need to create a new account for everyone in my household?	No, you can add members of your household while completing the application. The head of the household should create an account and apply for everyone in the household.
If I made a mistake, can I change the information I submitted in my application?	You have the ability to update your information in the 'Review' screen before you submit your application. So please be sure to review this information, because once you submit, you cannot make any edits yourself and will need to call the Call Center at (202) 727-5255, Monday – Friday, 7:30 AM – 4:45 PM.
Where can I see past documents that I have uploaded?	View a record of your past uploads in the 'Uploads' screen.
How can I upload a document?	You can upload a document one of three ways: 1. take a photo using your device's camera; 2. select an existing photo from your device; or, 3. select a PDF from your device. For more information, view a user guide here.

If I have to abandon my application, can I save my progress?	Yes, if you abandon the app, your current progress will save.
What documents do I need to provide for verification?	You will need to provide documents to verify identity (e.g., license, Identification card), utility bills, and social security information. The exact documents you need to provide will determine what you have shared in your application. For example, if you pay rent, you will need to provide proof. If you don't pay rent, this is not a required document.
How do I submit an application?	For an overview on how to complete and submit an application, click here.
What functionalities are currently available in the app?	Currently, users can create an account, apply for food and cash benefits, and upload documents. For an overview of what's available in the app, click here.
Why won't my documents upload?	There are various reasons this could be the case. Make sure you are following the upload process correctly. Also, documents submitted through this service are subject to review and will not be included if they appear to contain a virus or malware. It is your responsibility to make sure documents were submitted with your application.
What future functionality will DC Access offer?	In future releases, DC Access will also allow you to submit changes of circumstance, submit recertifications, receive messages, see benefit payment information, and expand the availability of the app in other languages.
I can't find what I am looking for, who can I reach out to?	If you have reviewed all FAQs and cannot find any answer to your question, please email us at dcaccess@dc.gov and provide your name and question or description of the issue. You should expect a response in 24 – 48 hours. You may also contact the Call Center at (202) 727-5355, Monday – Friday, 7:30 AM – 4:45 PM.
Where can I find additional information about DC Access?	The Call Center is available at (202) 727-5255 and can provide help using DC Access. District residents may also visit dhs.dc.gov/DCAccess for helpful information about the DC Access mobile app.