

# DC Access Mobile Application: How to Check Benefits

## Procedure

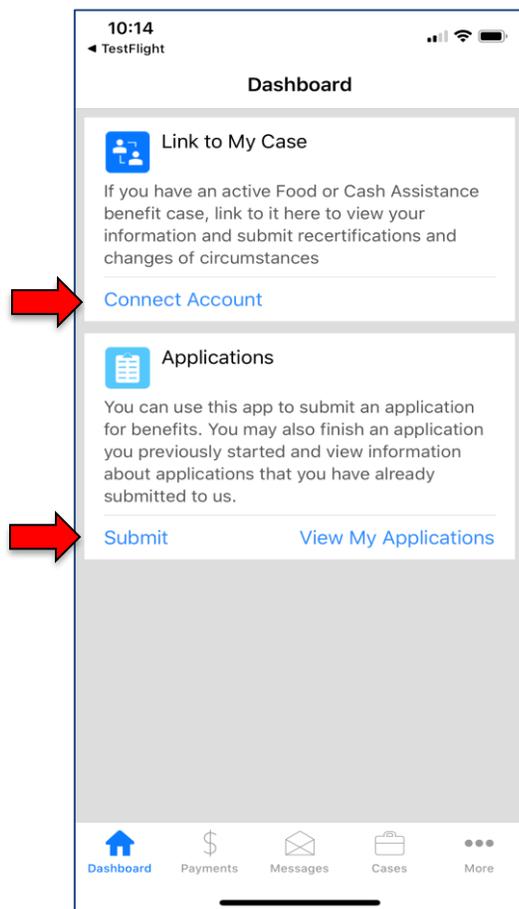
How to Check Benefits in the DC Access Mobile App

**Overview:** Follow the steps below to successfully check benefits in the DC Access Mobile App

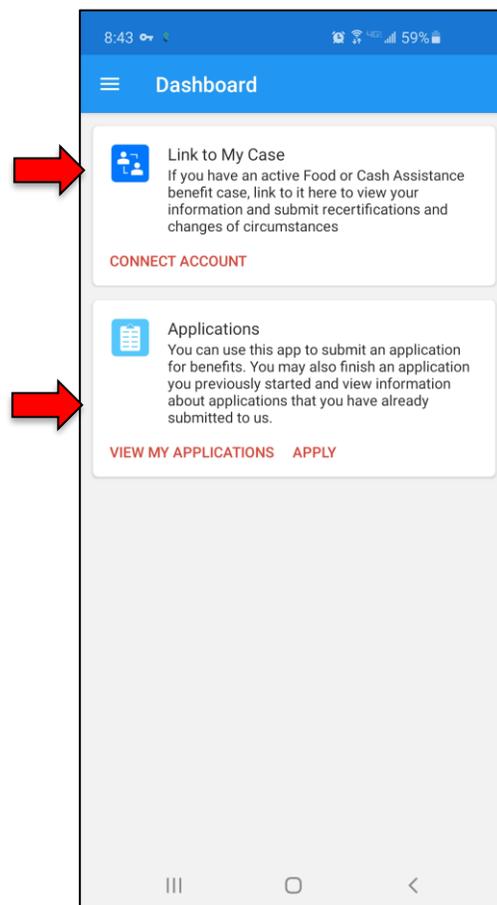
### Step-by-Step:

- 1 User clicks **“Connect Account”** to link their DC Access account to their identify, if user have an existing benefit application prior to the DC Access Mobile App.
  - a. User can click **“Submit”** to submit a new benefit application, if user does not have an existing benefit application prior to the DC Access Mobile App.

[iPhone]



[Android]



- 2 User will be prompted to complete a search criterion on the **Connect Account** screen.
- a. The search criteria include:
    - i. First Name
    - ii. Last Name
    - iii. Date of Birth
    - iv. Social Security or Person ID [Person ID is a unique person identification number that can be found on all notices sent to the pre-existing user]

10:14  
TestFlight

Cancel Connect Account Submit

Enter information for the Head of Household for  
**SNAP or Cash Assistance case.**

First name

Last name

Date of Birth

Select SSN or Person ID >

Enter SSN or Person ID

8:43

Connect Account SUBMIT

Enter information for the Head of Household for  
**SNAP or Cash Assistance case.**

First name\*

Last name\*

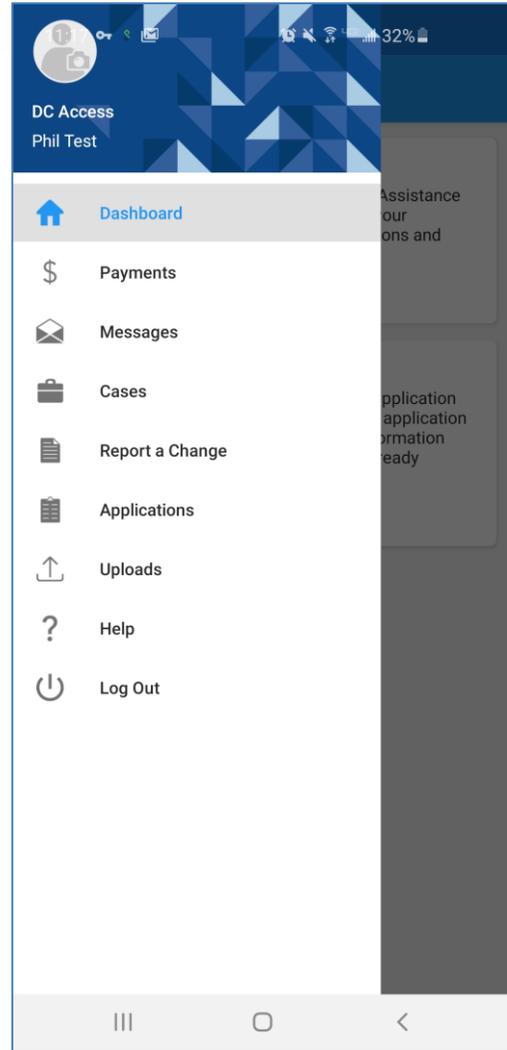
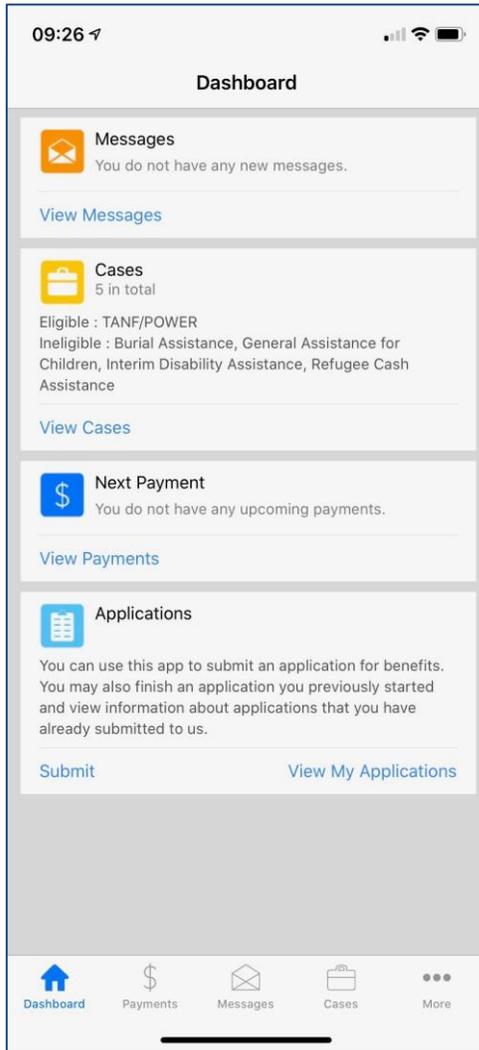
Date of Birth\*

Select SSN or Person ID\* ▼

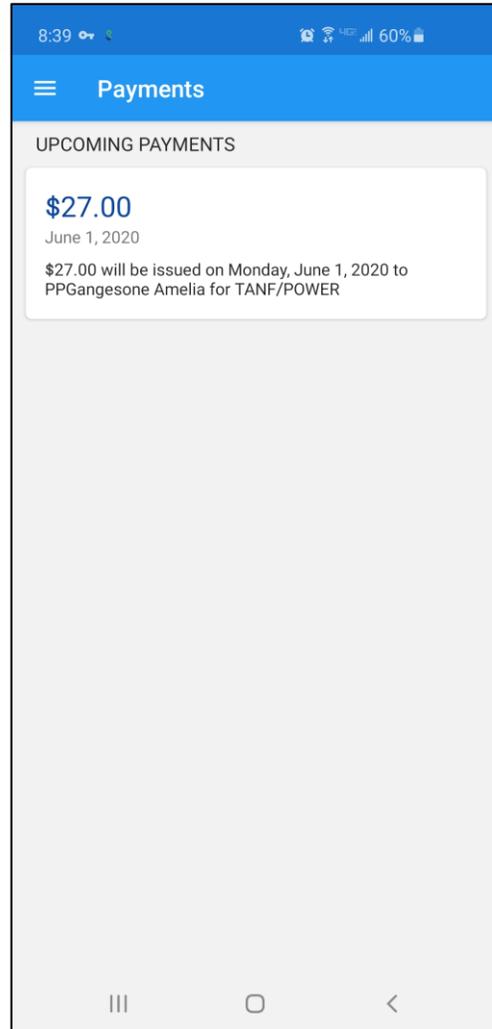
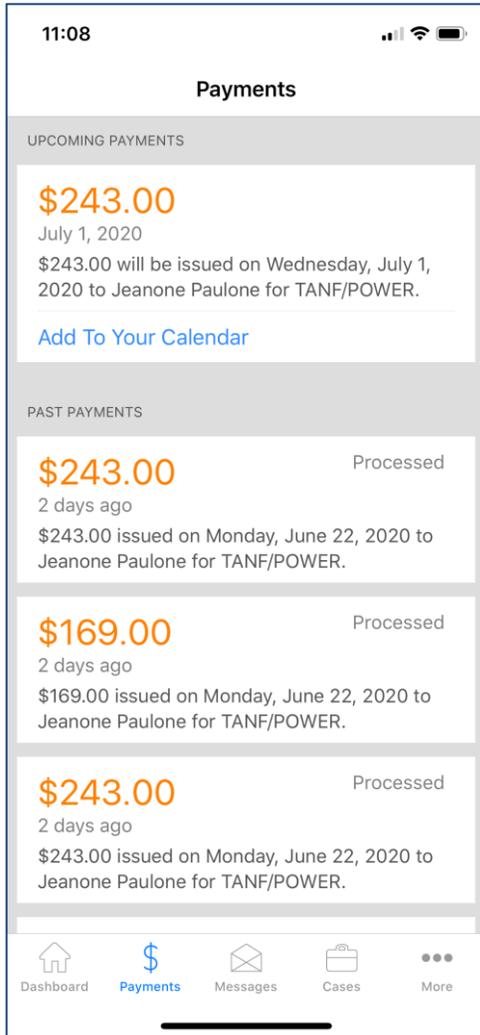
Enter SSN or Person ID\*

\* indicates required field.

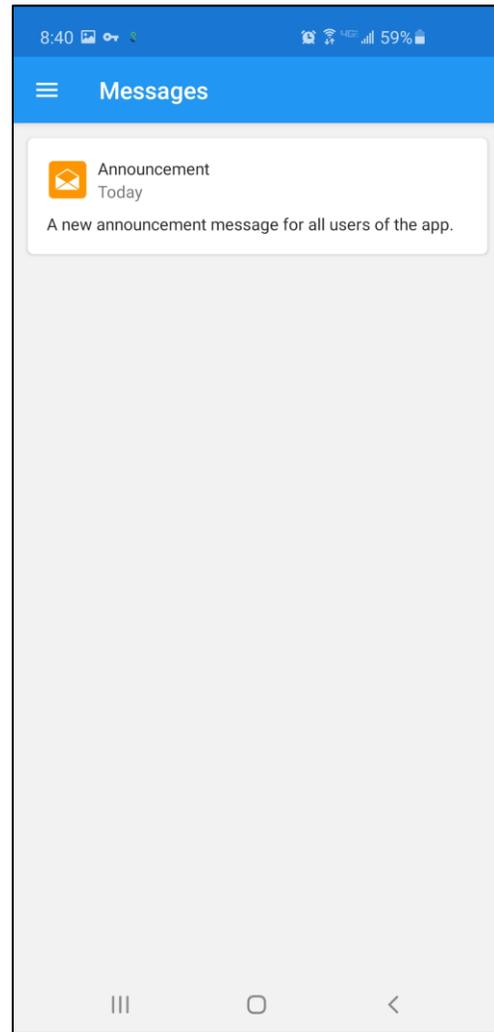
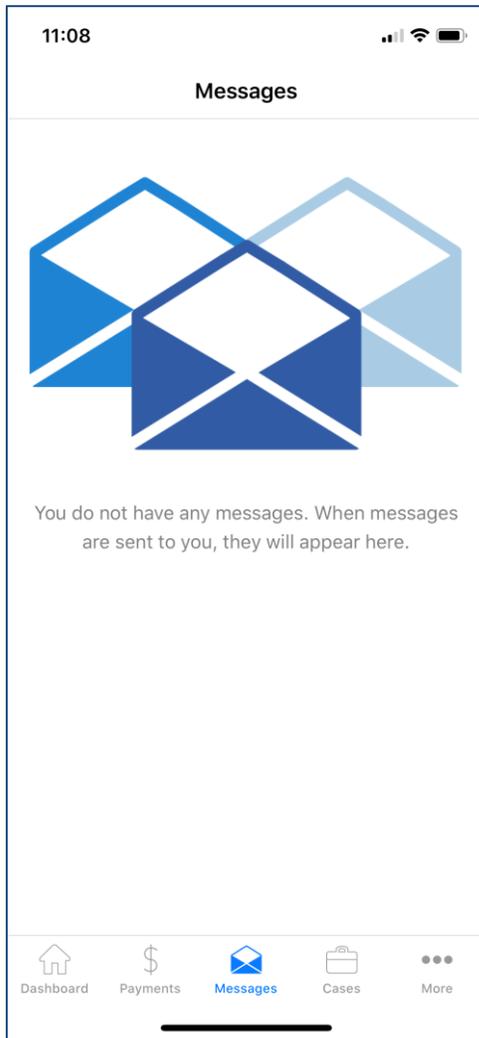
3 Once complete, user will gain access to the connected dashboard.



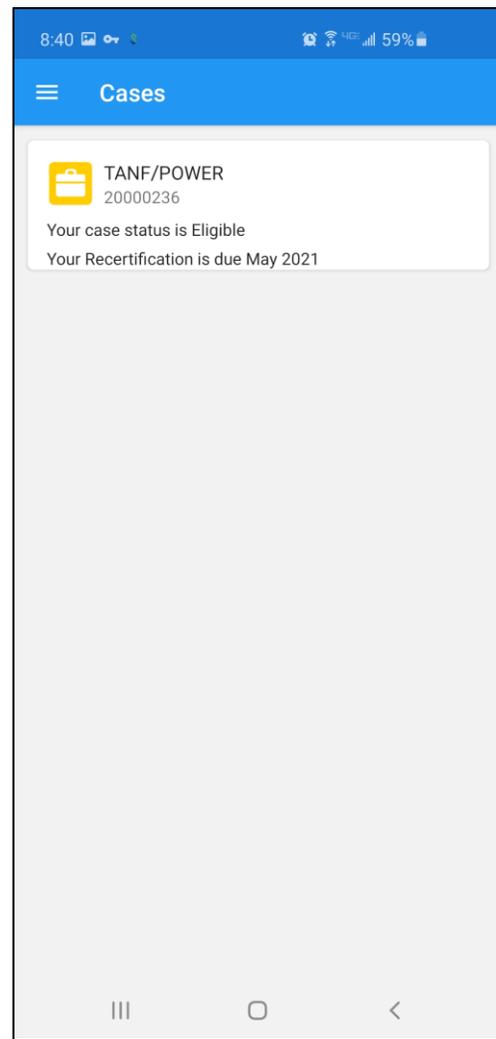
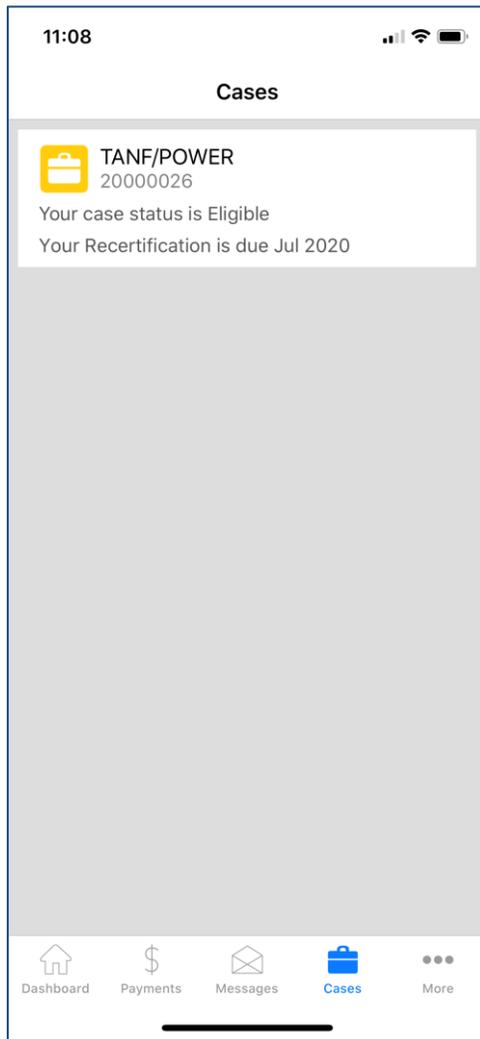
4 User can access upcoming and past payments on the **Payment** Dashboard.



- 5 User can access push notifications on the **Messages** dashboard.



- 6 User can view the status and recertification period of cases on the **Cases** dashboard.



- 7 User can report a change, submit applications, upload documents and access help on the **More Options** dashboard.

