District Direct Mobile Application

How to Check Benefits

PROCEDURE

How to Check Benefits in the District Direct Mobile App

Overview: Follow the steps below to successfully check benefits in the District Direct Mobile App
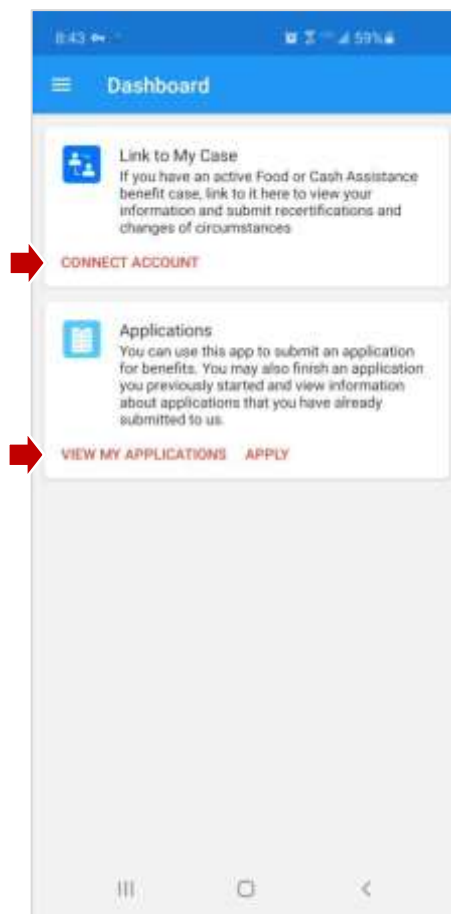
STEP-BY-STEP:

1. User clicks "**Connect Account**" to link their District First account to their identify, if user has an existing benefit application prior to the District Direct 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 District Direct Mobile App.
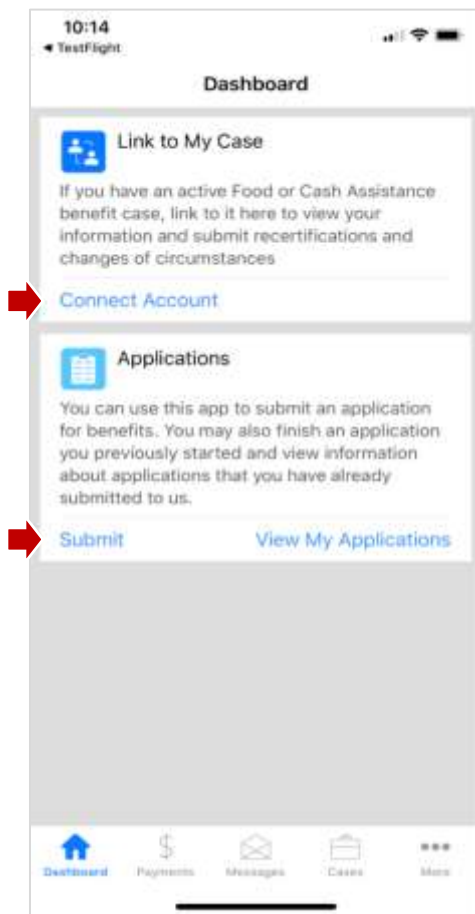
[iPhone]   [Android]

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

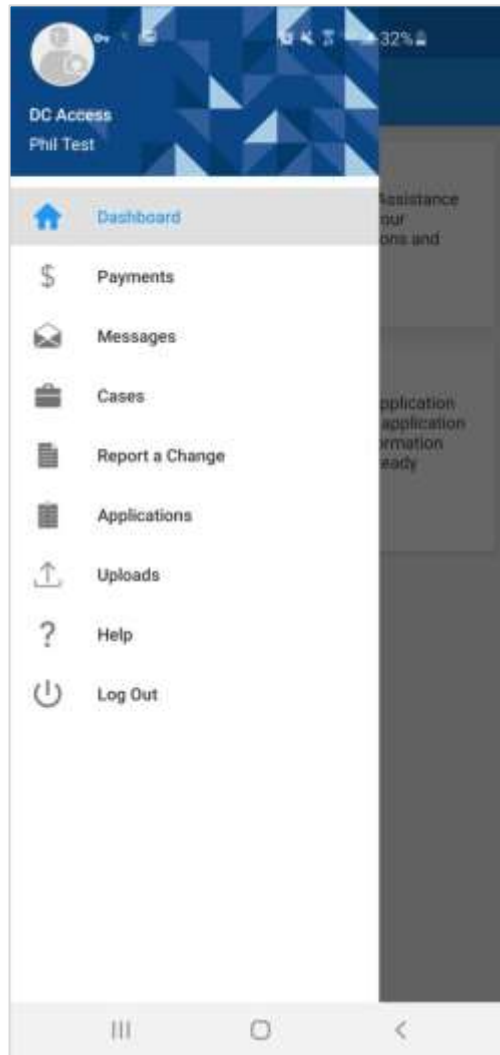[iPhone]   [Android]

3. Once complete, user will gain access to the connected dashboard.
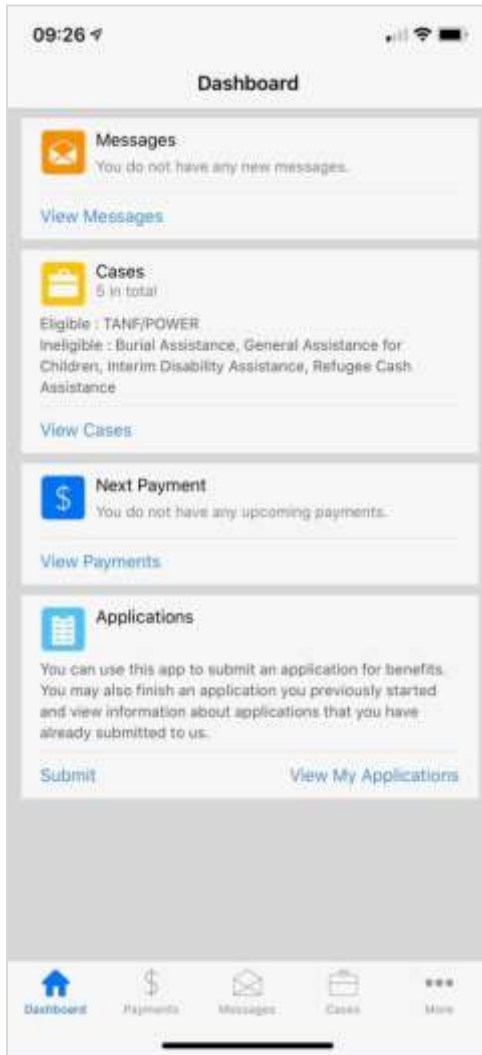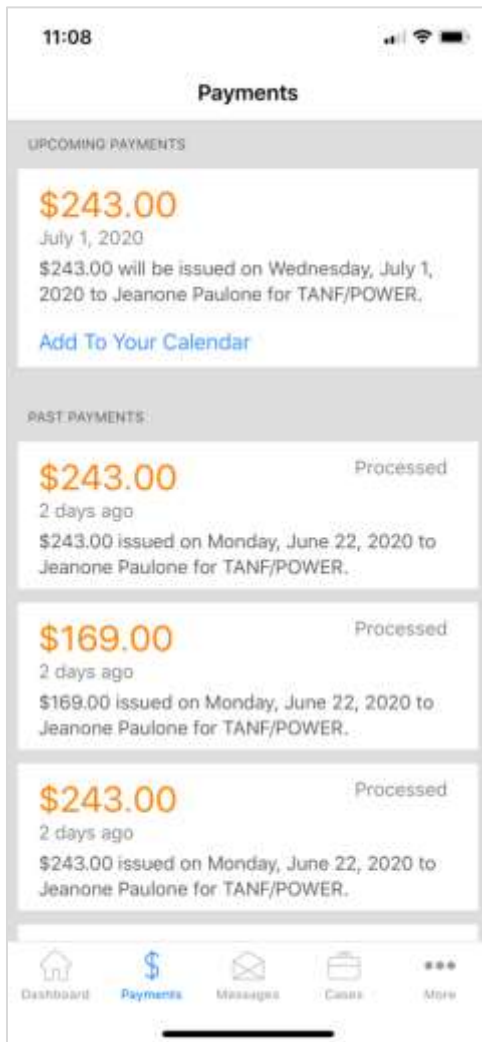
[iPhone]   [Android]

4. User can access upcoming and past payments on the **Payment** dashboard.
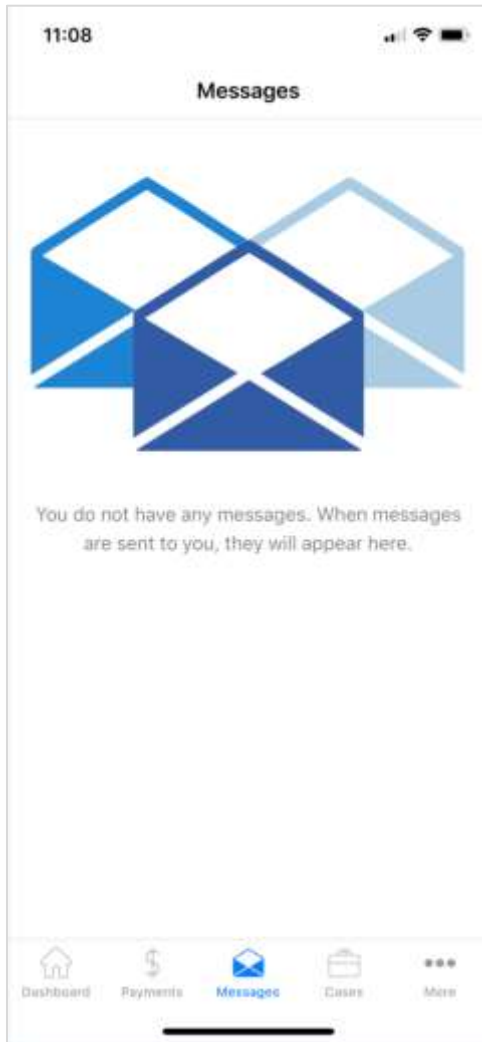
[iPhone] [Android]

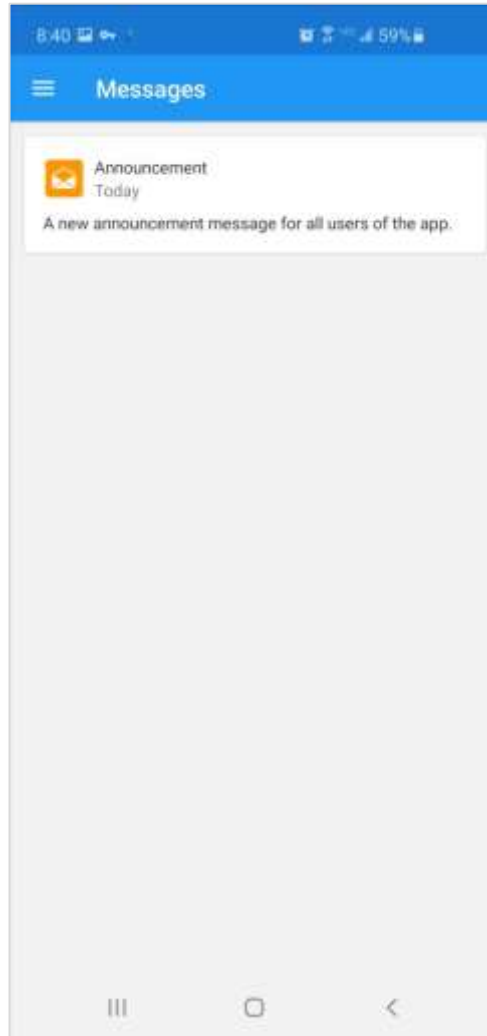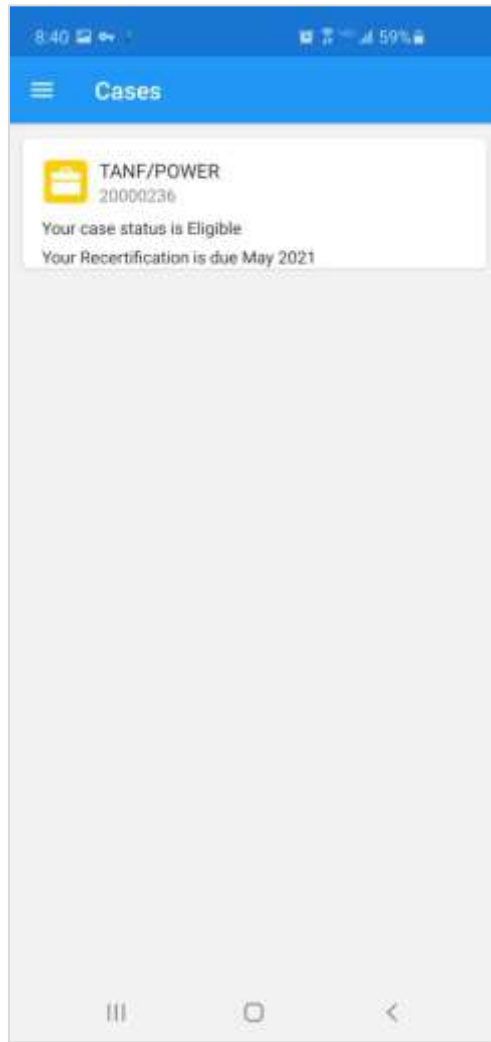**5.** User can access push notifications on the **Messages** dashboard.

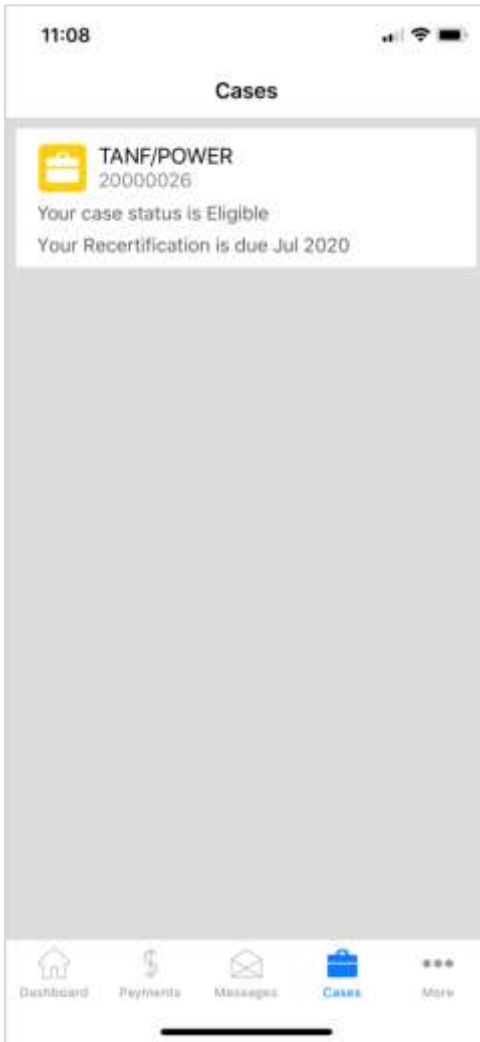[iPhone]   [Android]

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

[iPhone]   [Android]

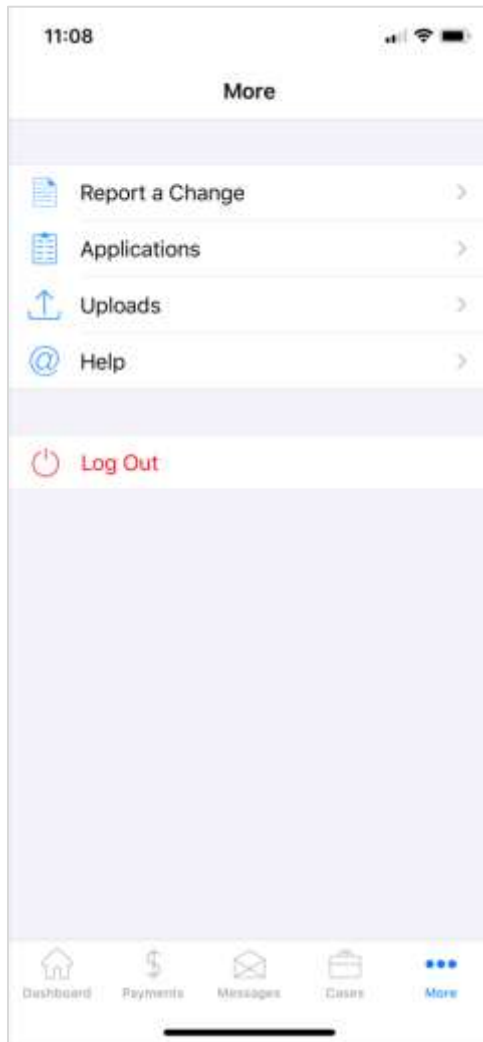**7.** User can report a change, submit applications, upload documents and access help on the **More Options** dashboard.

[iPhone]   [Android]