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 identity, 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.
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]
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]**

![iPhone Cases](image1)

**[Android]**

![Android Cases](image2)
7. User can report a change, submit applications, upload documents and access help on the More Options dashboard.

[iPhone]  [Android]