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| **What are the differences between the DTA Connect mobile app and the online portal?** | | |
| **Services** | **Mobile App** | **Online Portal** |
| What you need to create an account | Nothing | * Name * Email address * Date of birth |
| What you need to see case information | * Social Security Number * Year of birth | * Username and password (chosen when you create an account) * SNAP Web Application #, SSN, DTA Agency ID OR EBT Card Number |
| Case information listed | * Case status (active, pending, closed) * Monthly benefit amount * Next date benefits will be issued * EBT card balance * Household members | * Case status (active, pending, closed) * Monthly benefit amount * Next date benefits will be issued * EBT card balance * Household members * EBT deposit history (amount of SNAP/cash put on the EBT card) |
| Notices | Going back 90 days | Going back 18 months |
| Documents submitted | * Past 90 days * Type of document * Date received * Status (processed or unprocessed) | * Past 18 months * Type of document * Date received * Status (“entered” = processed, “available” = unprocessed) |
| Upload verifications | Yes | Yes |