



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*


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**Online Guide Transmittal 2021-22
April 1, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: DTA Connect EBT Card Issuance Enhancements

Overview

The Department has completed enhancements to the DTACConnect.com portal that gives clients the ability to request a new EBT card upon submission of their Economic Assistance or SNAP application. Existing clients may also request a replacement EBT card on either the DTACConnect.com portal or the DTACConnect Mobile App.

Additionally, staff and clients can view the anticipated EBT card delivery date on BEACON and the DTACConnect platforms.

Purpose

This Online Guide update advises staff of the EBT card request enhancements and new Online Guide pages regarding Requesting an EBT Card via DTACConnect.com and the DTACConnect Mobile App EBT Card Issuance Tracking.

**New
Online Guide
Pages**

Book: Cross Programs
Chapter: EBT
Page: Requesting an EBT Card via DTACConnect.com and the
DTACConnect Mobile App

Book: Cross Programs
Chapter: EBT
Page: EBT Card Issuance Tracking

**Revised Online
Guide Pages**

Book: DTA Connect
Page: DTA Connect Overview

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.Procedural Issues.

Systems issues should be directed to the Systems Support Help Desk.
