



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


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**Online Guide Transmittal 2023-19
February 15, 2023**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: DTA Connect Mobile and Portal Alignment

Overview

As part of the Department's ongoing efforts to expand secure access for clients to report changes, view and update case information, and streamline the application and recertification process, several updates to the DTA Connect mobile app have been implemented. These updates will allow users to apply for benefits, recertify their existing case, and view their history of benefit issuance. Additional enhancements include changes to how clients log into the DTA Connect mobile app. When logging in to the mobile app clients will now use their email address and password. Their log in information will be the same for both the DTA Connect mobile app and DTA Connect portal.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of changes to the DTA Connect mobile app, including login procedures and the ability to submit applications and recertifications, that bring the mobile app's functionality in line with the DTA Connect portal.

**New Log-In
Process**

Previously, to log into the DTA Connect mobile app, clients had to use their Social Security Number and year of birth. However, DTACConnect.com, the browser-based counterpart to the mobile app, required that a user account be set up with an email and a password. Effective February 16, 2023, planned systems changes will require a standard user profile, aligned for both platforms. Clients will use their email address and a password to log in on both the mobile app and portal.

To access their case, clients will open the mobile app and tap “Log In.” Then, they will either enter in the email and password they have been using at DTACConnect.com, create a new account, or request a password reset.

If they have never used DTACConnect.com, they will create a profile by clicking “Sign Up Now.” To sign up, clients will need to enter their email address; a verification will be emailed to them. Then, they will enter their first and last name, date of birth, and then set a password. This will be the email and password they will use to log into all DTA Connect platforms going forward.

Once signed up, clients will be asked to link the account to their case record by providing the EBT Card Number, or their APID. Once the information is provided and the case is linked, the client will be able to proceed with viewing and completing case activities. If a client has already been using DTACConnect.com with a linked account, they will not need to link their account.

**Submitting
Applications
and
Recertifications**

Previously, only Interim Reports could be completed and submitted through the DTA Connect mobile app. With this update, DTA Connect will allow clients to apply for benefits or submit their Recertifications directly through the app. The process, including the questions asked, will be the same as the process used for DTACConnect.com.

**Viewing Benefit
History**

Clients will now be able to view their benefit history, with timestamps, just as they have been able to on DTACConnect.com.

**Revised Online
Guide Pages**

Topic: Self-Service Options
Book: DTA Connect Overview

Topic: Self-Service Options
Book: DTA Connect Mobile App

Topic: Self-Service Options
Book: DTA Connect Q & A

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.
