

Accessing MyAccount is quick and easy.

If you don't have a DSS Client identification number (Client ID), you can still set up a MyAccount user ID and password. Just follow the steps on the MyAccount page. When you apply for assistance, you will receive a notice from the Department of Social Services that includes your Client ID number. You will simply log-in with your user ID and password. Once logged in, you will be able to match your client ID number to your user ID by selecting the Case Association link. You will then be able to view your case information. To begin the process visit:

www.connect.ct.gov



DEPARTMENT OF SOCIAL SERVICES

Welcome to ConneCT! [/ Habla español? | Page Help](#)

Am I Eligible?
See if you may qualify to receive medical benefits, help buying food, and/or cash assistance.
[CHECK NOW](#)

MyAccount
Securely access your account and view information about your DSS benefits.
[ACCESS NOW](#)

New to ConneCT?
[Create an Account](#)

About ConneCT
ConneCT is the easy way to get information about your benefits and other DSS programs.

Get Applications and Forms
DSS applications and forms are [available online](#).

Frequently Asked Questions
[Find answers](#) to the most commonly asked questions about ConneCT.

25 Sigourney Street Hartford, CT 06106-5033
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Connect with DSS

It's Quick and Easy!



www.connect.ct.gov

Available 24 hours a day 7 days a week.

Publication #13-1

Creating MyAccount on ConneCT



Connect with DSS
www.connect.ct.gov



Step 1: Your Name and Email Address

Enter your legal first and last name.

Enter an e-mail address where you can receive e-mails. This is optional if you would like to receive e-mails.

DEPARTMENT OF SOCIAL SERVICES

ConneCT Home > Setting Up MyAccount

Setting Up MyAccount

To view your benefit information, you will need to create a User ID and password. If you already have an account, [click here to log in](#). MyAccount lets you view your benefit information. Information in your account is private and secure. If you have trouble setting up MyAccount, click [Page Help](#) in the top right corner. If you still need help, call Customer Support at 877-874-1612.

Step 1: Your Name and Email Address

Fill in your name below. A star * means the field is required.

* First Name :

* Last Name :

Email Address :

Scroll Down

Step 2: User ID and Password

To create a User ID

User names can be 5-15 characters long and must meet the following guidelines:

- Contain letters (upper or lower case) and/or numbers
- Cannot contain special characters or spaces
- Should not contain any part of your first or last name

To create a Password

- Password must be 9-15 characters long
 - Should not contain spaces
 - Must contain at least one (1) number
 - Must contain at least one (1) lower case and upper case letter
 - Must contain at least one (1) special character
- Example of special characters: @ ! # \$ &

Step 2: User ID and Password

To log into MyAccount, you will need to create a User ID and password. It's a good idea to make your User ID and password something you can remember.

* User ID : Must be 5-15 letters and/or numbers
Cannot contain special characters(for example @ % ! *).

* Password : Must be 9-15 characters long
Must contain at least one upper-case letter, one lower-case letter,
one number, and one special character.

* Re-type your password

Scroll Down

You will be asked to re-type your password.

Step 3: Answer Security Questions

You will be asked to choose five "secret" questions.
This is done in case you forget your password.

To select a secret question use the drop-down list and highlight the question using your cursor.

Type the answer to your secret question.

Enter answers to your secret questions that you will remember.

Step 3: Secret Questions

We're also asking five "secret questions" that you can use if you need to reset your password. Click on each box to choose a question that only you know the answer to and fill in your answer. It's a good idea to use answers you can remember.

* Secret Question 1: Drop down list

* Answer:

* Secret Question 2:

* Answer: Type your answers

* Secret Question 3:

* Answer:

* Secret Question 4:

* Answer:

* Secret Question 5:

* Answer:

Scroll Down

Step 4: Agreement

This is the last step in creating your account, you will asked to check the box presented on the website to let us know that you have read and agreed to Connecticut's User Acceptance Agreement which is available to you during the process.

Step 4: User Acceptance Agreement

Check here

Read agreement here

As the last step in creating your account, check the box to let us know that you have read and agreed to Connecticut's User Acceptance Agreement. [Click here to read the agreement](#), which tells you more about how we will keep your personal information private and secure.

Create Account here

CANCEL X CREATE ACCOUNT

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Reminder...



Write down your password and keep it in a safe place.

Never give your password to anyone unless you have complete trust in that person. They will have access to your account information.

If you feel someone has unauthorized access to your account, change your password immediately.

If you have trouble setting up MyAccount, click on the PAGE HELP link on the top right corner of the MyAccount page. If you still need help, call:

Customer Support at

877-874-1612

Monday - Friday 8:30 am to 5:00 pm

Connecticut Department of Social Services
www.connect.ct.gov

