

Create a MyAccount

Creating a MyAccount is quick and easy. Your account lets you log in safely, save your progress, and manage your information anytime.

Just follow these steps to set up your account and get started!

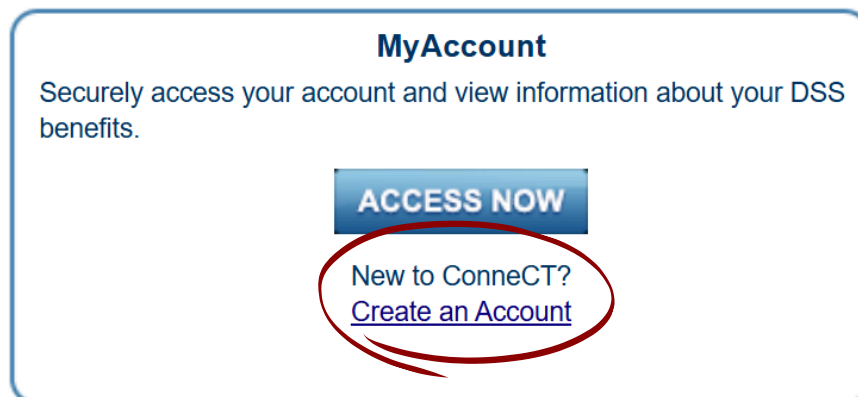
Getting Started: Setting Up MyAccount

Step 1.

Go to <https://www.connect.ct.gov>

Step 2.

In the "MyAccount" box on the right side of the page, click "Create an Account." This will take you to the "Setting Up MyAccount" page.



Important

Once you create your account, keep your account details safe to avoid being locked out of your account.

If you do get locked out, call MyAccount IT at 1-877-874-1612.

Step 3.

Fill out the text fields on the page. All fields with a red star are required.

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. **Please Note:** If you do not have a ConneCT account, but you already have an Access Health CT account, please click 'Cancel' to exit out of this link and use your Access Health CT User ID and password to login.

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 :

* Are you creating an account as a community partner? Yes No

* Community Partner Organization Name

* Community Partner Passcode

You don't have to give an email address, but we encourage you to supply one if available

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 : **All passwords MUST be 9-15 characters and contain:**
- An upper case letter
- A lower case letter
- A number
- An approved special character !"#%&'()*+,-./:;<=>?@[^_`{|}~

* Re-type your password :

Step 3: Secret Questions

We're also asking four "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 :

* Answer :

* Secret Question 2 :

* Answer :

* Secret Question 3 :


* Answer :

* Secret Question 4 :

* Answer :

Once all required fields are complete, click on "CREATE ACCOUNT" to move on to the login page

Step 4: Security Image

I'm not a robot 
reCAPTCHA
Privacy - Terms

Step 5: User Acceptance Agreement

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.

CANCEL

X

CREATE ACCOUNT

Logging in for the first time

Step 1.

Enter your User ID and Password and click "LOGIN".

[ConneCT Home](#) > [Login](#)

[¿Habla español?](#) | [Print](#) | [Page Help](#)



Login

Please Note: If you do not have a ConneCT account, but you already have an Access Health CT account, you must use the same User ID and password to login.

MyAccount Login

* User ID

* Password

[Forgot User ID or Password?](#)

Step 2.

At login, review the Case Association page. If you have a client ID from DSS, complete the fields on the page and click, "ASSOCIATE CASE."

Case Association

This page should be used by a person who already has a client ID.

MyAccount is a secure website run by the Connecticut Department of Social Services(DSS). By law, we must keep your information private and secure.

If you have any questions or problems with setting up an account, please call customer support at 1-877-874-1612. If you are deaf or hearing impaired and have a TDD/TTY, call our TDD/TTY hotline at 1-800-824-4524. DSS also has auxiliary aids for the visually impaired. Call 1-855-626-6632 for information.

Fields that have a star (*) next to them are required.

* Last Four digits of your Social Security number (no spaces or dashes):
If your Social Security number is 123-45-6789, type 6789.

* DSS Client ID:
Please enter your nine digit client ID. The client ID can be found on the EBT card, Medical card, and some notices received from the Department.

* Four-Digit Birth Year:
If you were born in 1960, type 1960.

To associate your MyAccount to your case(s), please hit the Associate Case button.

If you do not have a client ID, click "SKIP" and you will be brought to the MyAccount home page.

Case Association



Linking your client ID to your MyAccount lets you view your benefit information. Without it, you can only apply. After applying, DSS will mail your case and client ID numbers. At that time, follow steps to associate your case to your MyAccount.

Step 3.

The MyAccount homepage will look different based on whether you have linked it to a case or not.

Without Case Association



APPLY FOR SERVICES



ASSOCIATE YOUR MYACCOUNT TO YOUR DSS CASE



MyAccount

[Apply | Take Survey](#)

Associate Case

Your account has not been associated to a case. If you have recently applied, you will be assigned a Client ID. Once your Client ID is assigned you will receive a notice from the Department and can associate your case. Once you have your Client ID please visit the [Case Association](#) page.

Recently Received Documents

You currently do not have any documents.

DSS Data Sharing Consent

Data Sharing allows DSS clients to obtain the full range of help for which they are eligible. If you do not want your data to be shared, you can opt-out by [clicking here](#)

With Case Association



VIEW CASE INFORMATION AND BENEFITS SUMMARY



REPORT CHANGES, VIEW RECENT DOCUMENTS, UPLOAD NEW ONES, AND MORE!



MyAccount

[Apply | Take Survey](#)

[Mail Documents to DSS](#)

Case Information

Case Number : 200323766

Client Name: Johnny Appleseed

Client ID: 350132292

Client Address:

Johnny Appleseed
1234 Main St
Hartford, CT 06103-1229
Home Phone:
Cell Phone: 855-626-6632

PRINT PROOF OF BENEFITS / BUDGET SHEET

Report Changes

To report a change on this case, [click here](#)



Error

If you receive an error message reading “Client ID is already Associated” call MyAccount IT at 1-877-874-1612 to resolve.

Step 4.

If you're not applying and are just waiting for your letter from DSS with your client and case numbers, you can click the "Logout" link for now.

[ConneCT Home](#) > [MyAccount](#)

[¿Habla español?](#) | [Print](#) | [Page Help](#) | [Request A Hearing](#) | [Manage MyAccount](#) | [Access Health CT](#) | [Logout](#)



[Apply](#) | [Take Survey](#)



MyAccount

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