

# Report a Change

Keeping your case details updated helps you get the right benefits on time. Reporting changes like income, address, or family size prevents mistakes and makes sure you get the right support.

Just follow these steps to report changes to your case online!

## Important - instructions do not apply if...

1. Changes can only be reported on ACTIVE cases. If a case is closed, you will need to reapply. A link to report changes will not be available on closed cases.
2. Some users will be asked to make changes through Access Health. If so, select "Go To Access Health".

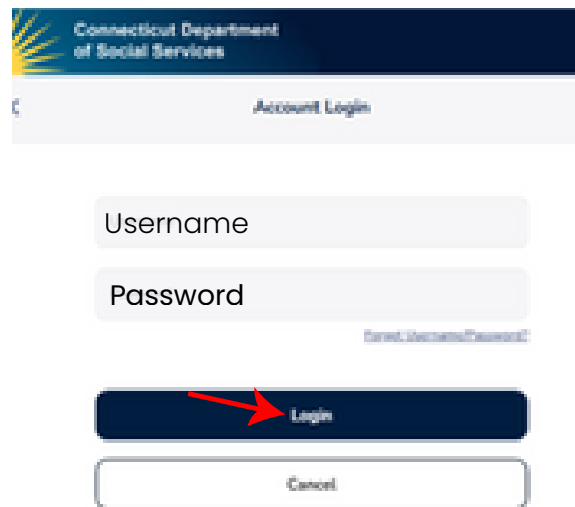
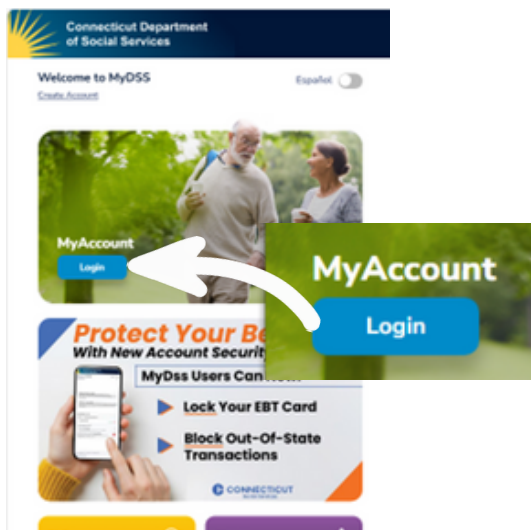


## Step 1.

Go to <https://mydss.ct.gov>

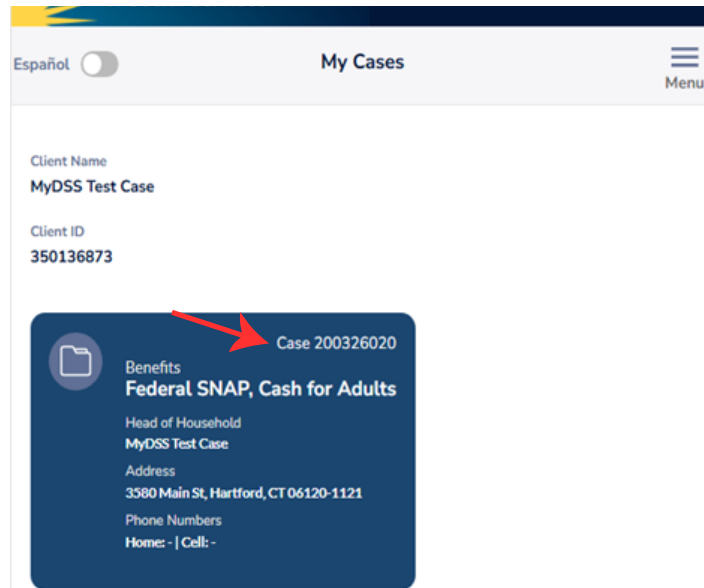
## Step 2.

In the "MyAccount" box on the left side of the screen, select "Login" to go to your Account Login homepage. Enter your username and password and select Login.



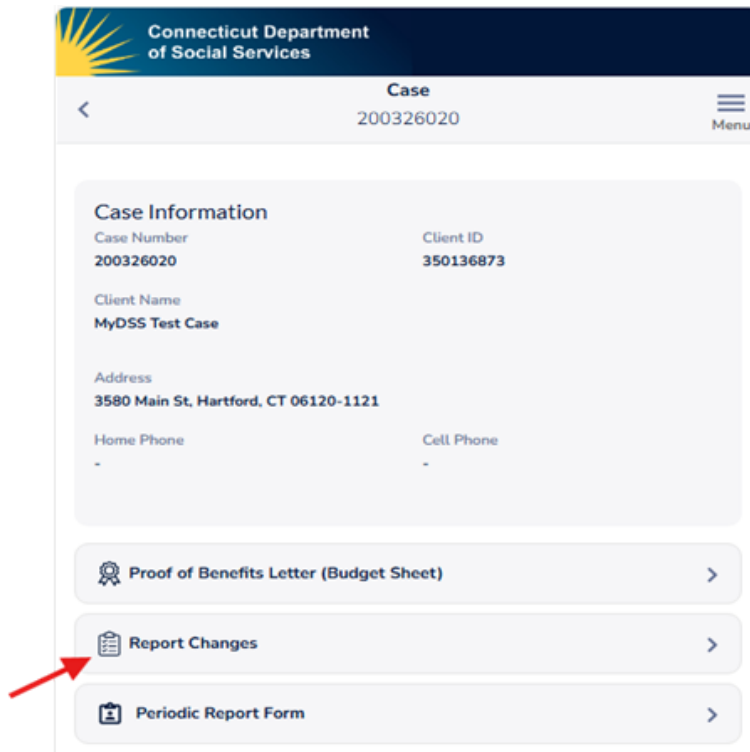
## Step 3.

When on the MyAccount homepage, select your case.



## Step 4.

Select "Report Changes".



## Step 5.

Select all the toggle switches



for the changes you want to report, then click "Next Step." This will take you to pages where you can enter details about each change. Enter all changes.

Connecticut Department of Social Services

Report Changes

You may need to give us proof of the changes you report. If needed, we will send you a list of the proofs you will need to give us to continue to get benefits.

**Reporting Changes**  
Please check the boxes for all the changes that you want to report.

- Change of Address
- Add or remove a household member(s)
- Change in household member(s) information  
(Personal Information, Citizenship, Student Status, Need for Accommodation, Authorized Representative)
- Change in household details  
(Medicare, Medical Insurance, Pregnancy, Inability to Work, Special Needs, Criminal History, Lawsuits)
- Change in income  
(Self-Employment, Work Income, Job Loss, Unearned Income)
- Change in assets  
(Cash, Bank Accounts, Liquid Assets, Vehicles, Property, Burial Contracts, Plots, Life Insurance Policies)
- Change in expenses  
(Shelter, Utilities, Medical, Dependent Care, Court-Ordered Child Support, Work Related)

Cancel & Exit    Next Step

## Step 6.

After you finish updating the pages, check your changes and review the information DSS already has. Start by looking at the "Household Details" page.

Connecticut Department of Social Services

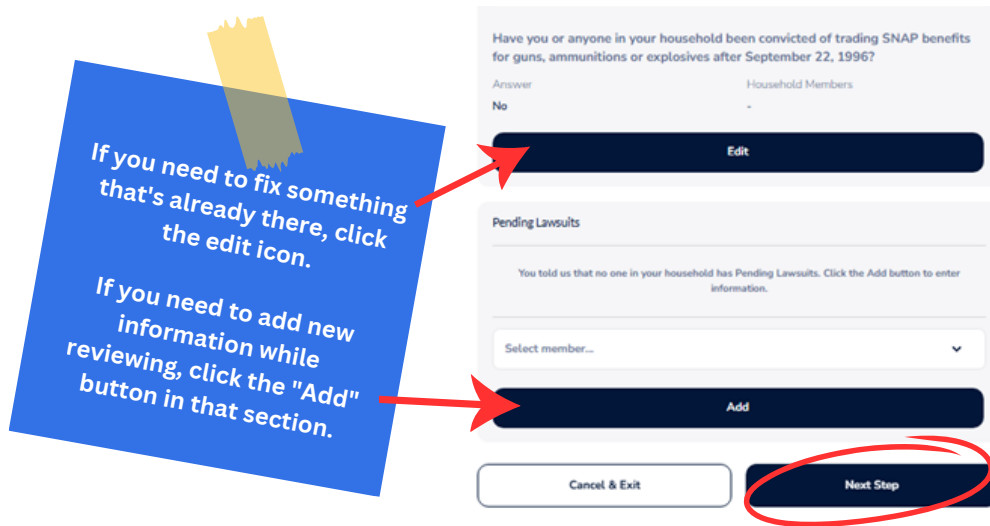
Report Changes  
Household Details

Other Questions about People in Your Household

Are you or anyone in your household unable to work because of a medical condition?

Are you or anyone in your household unable to work because he or she is caring for a person with a disability?

Edit



**Click "Next Step" to review your information.**

**Once you reach the "Report Changes" page, select "Submit".**



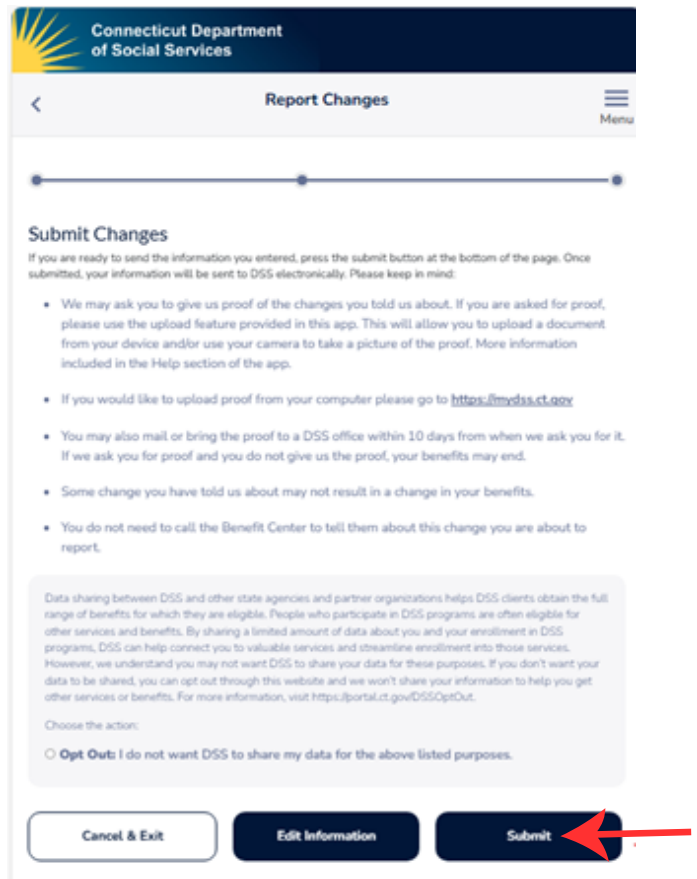
**WHEN YOU'RE READY, CLICK "SUBMIT" TO SEND YOUR INFORMATION TO DSS ONLINE.**



**IF WE ASK YOU TO SEND DOCUMENTATION OF THE CHANGES YOU REPORTED AND YOU DON'T SEND IT, YOUR BENEFITS MAY STOP.**



**NO NEED TO CALL THE DSS BENEFIT CENTER ABOUT A CHANGE YOU REPORT ONLINE!**



### Success

You can view your online submission from your MyAccount homepage!