

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

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.

Step 1.

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

Step 2.

In the "MyAccount" box on the right side of the webpage, select "Access Now" and log into your account to land on the MyAccount homepage.

MyAccount

Securely access your account and view information about your DSS benefits.

ACCESS NOW

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

Connect Home > Login

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



Login

Please Note: If you do not have a ConnectCT 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

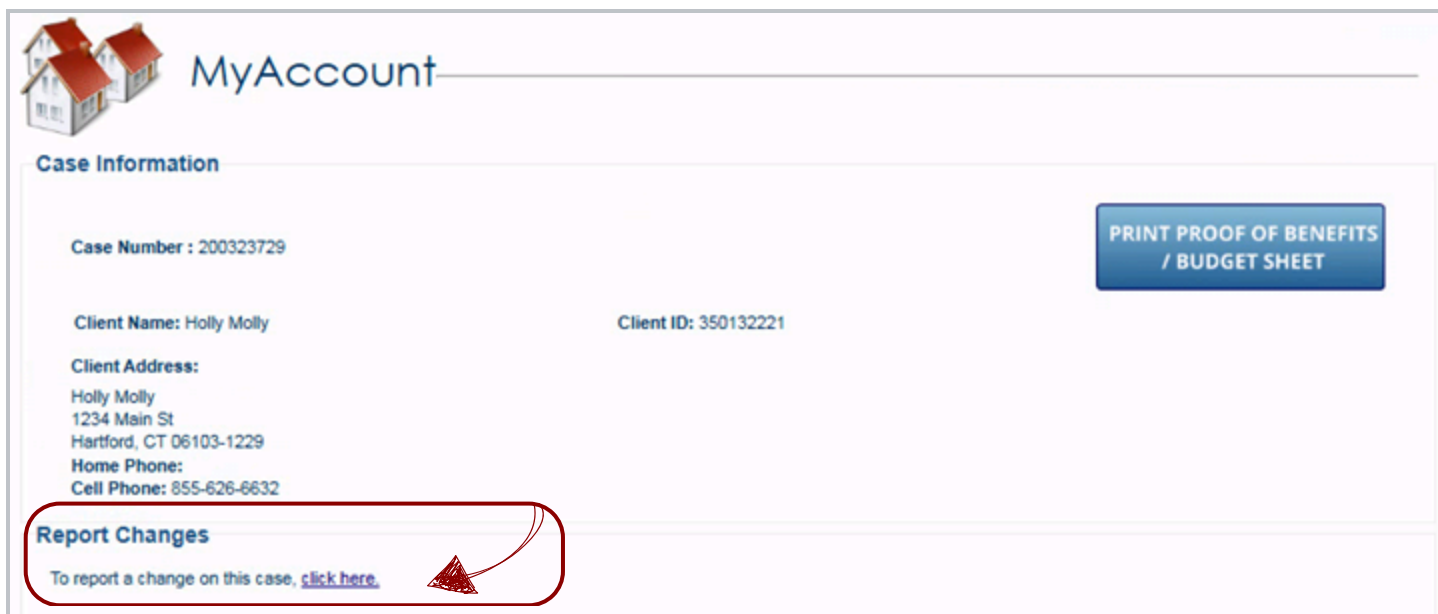
* Password

LOGIN

[Forgot User ID or Password?](#)

Step 3.

When on the MyAccount homepage, select "click here" in the "Report Changes" section.



The screenshot shows the MyAccount homepage. At the top left is a logo with three houses and the text "MyAccount". Below the logo is a section titled "Case Information". On the right side of this section is a blue button that says "PRINT PROOF OF BENEFITS / BUDGET SHEET". The case information includes: Case Number : 200323729, Client Name: Holly Molly, Client ID: 350132221, Client Address: Holly Molly, 1234 Main St, Hartford, CT 06103-1229, Home Phone: [redacted], and Cell Phone: 855-626-6632. At the bottom of the case information section is a link labeled "Report Changes" with the text "To report a change on this case, [click here](#)". A red arrow points to the "click here" link.

Step 4.

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

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 Through ConneCT

Please check the boxes for all of 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)
- Changes in income (Self-Employment, Work Income, Job Loss, Unearned Income)
- Changes in assets (Cash, Bank Accounts, Liquid Assets, Vehicles, Property, Burial contracts, Plots, Life Insurance Policies)
- Changes in expenses (Shelter, Utilities, Medical, Dependent care, Court-Ordered Child Support, Work Related)

CANCEL & EXIT

NEXT



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

Start Income Assets Expenses Finish & Submit

Review Your Household Member(s) Information



Here is the information we have for your household.

If you would like to change your information, click on

If you would like to add information, click on

If you would like to remove the information you have added, click

Need for Accommodation or Extra Help

Do you need a reasonable accommodation or extra help getting benefits because of a disability or impairment?

Accommodation Information on File: You have not requested an accommodation or extra help.

Make changes or new requests here

Authorized Representative

You told us that you do not have an Authorized Representative. Click the Add button to enter information.

To add an Authorized Representative please choose the type of representative and, click the Add button.

Type :

Citizenship

Name	Citizenship Status	Place of Birth	Date of U.S. arrival	I-94 or Alien Registration #	Immigration Status	Sponsored	Edit
Holly Molly	U.S. Citizen		N/A	N/A	N/A	N/A	



If you need to fix something that's already there, click the edit icon.

If you need to add new information while reviewing, click the "Add" button in that section.

Student Information

You told us that no one in your household is a student. If you would like to add student information, please choose the person's name and click the Add button.

To add information about another student in your household, please choose the person's name and click the Add button.

Name:

Click "NEXT" to move on to submit your changes.



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 A DSS BENEFIT CENTER ABOUT A CHANGE YOU REPORT ONLINE!

Start	Income	Assets	Expenses	Finish & Submit
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Submit Changes

Submit Your Information

If you are ready to send the information you entered, click the Submit button at the bottom of the page. Once you click the Submit button, your information will be sent to DSS electronically. Please keep in mind:

- We may ask you to give us proof of the changes you told us about. If you are asked for proof, you will need to mail, upload through your MyAccount or bring the proof to a DSS office within 10 days from when we ask you for it. If we ask you for proof and you do not give us the proof, your benefits may end.
- Some changes you have told us about may not result in a change in your benefits.
- You do not need to call the Benefit Center to tell them about this change you are about to report through ConneCT.

Do you want to register to vote?

Federal and State laws require the Department of Social Services (DSS) to give you the chance to register to vote. Please answer the questions below and print and sign your name in the space given.

- Are you registered to vote?
 - Yes, I am already registered
 - No
- If you are not registered to vote where you live now, would you like to apply to register to vote here today?
 - Yes
 - No

IF YOU DO NOT CHECK ANY BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency. If you would like to help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private.

You can register online at <https://voterregistration.ct.gov/OLVR>, or you can complete a paper voter registration application form and leave it at DSS or mail it in. The form is included with DSS applications and renewals that we mail to you, and you can also get one at all DSS offices. You can mail your completed form to DSS in the enclosed envelope or send it directly to your Town Hall. If you need help, or if you need another form, please call 1-855-626-6632.

You can see if you are currently registered to vote and find your polling place by going to: <https://portal.dss.ct.gov/sots/lookUp.aspx>

If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with:

State Elections Enforcement Commission
 20 Trinity Street
 Hartford CT 06106
 Phone: (860) 256-2940
 Toll-Free: 866-733-2463
 TDD: 1-800-842-9710 or online at SEEC@ct.gov



CANCEL & EXIT

<< PREVIOUS

SUBMIT >>



Success

You can view your online submission from your MyAccount homepage!