

# SKIP THE LINE



## INTERACTIVE VOICE RESPONSE

DSS automated interactive voice-response (IVR) telephone system helps you get the information you need without waiting to speak to Eligibility Staff. This Client Information Line service is available 24/7. Opening a phone benefits account by calling 855-626-6632, selecting Option 5 and entering your 9-digit client ID

## SCHEDULE A CALL BACK

Unable to get answers your questions with the IVR? Schedule a call back for the next available date and time that works for you, and DSS will call you back!



## MYDSS

'MyDSS' is a mobile friendly way to check eligibility status, monthly benefit amounts, view notices, report changes, renew your benefits, upload documents and handle other transactions directly from your mobile phone, tablet, and laptop. To get started visit [www.mydss.ct.gov](http://www.mydss.ct.gov). Find helpful videos about MyDSS, visit [Video-Guides-for-DSS-Clients](#). For technical assistance with your account, you can contact the helpdesk Monday through Friday 877-874-1612

## UPDATE US

Have you moved? Do you have a new phone number or email address? We need your updated information so you don't miss out on important notices about your benefits. Visit [ct.gov/updateusdss](http://ct.gov/updateusdss) to find out where to update information based on the benefits you receive



## TEXT MESSAGES

Make sure your phone numbers are up to date to receive important reminders from DSS via text