

How to Update your Information on DTA Connect

In this video, we will go over how to update your contact information and share certain costs with DTA. Updating your information in DTA Connect can help you maximize your benefits without needing to call or visit DTA.

For contact information, you can update your phone number, e-mail address, language preferences, and your home and mailing address. For costs, you can tell DTA about your housing costs, utility costs, dependent care costs, and health related costs.

To begin, log in to DTA Connect. Then, press “My Info.”

Here, you will see a summary of the information that DTA has about the household associated with your case.

To update your contact information, press the button that says “Edit” in the Contact Information section.

Here you can update your phone number and email address, as well as set notification and language preferences.

It is important that DTA has a phone number and an up-to-date mailing address for important notices and phone calls.

To update your home address or tell us that you are homeless, press the button that says “Edit” in the Address section.

Here, you can tell us your new home address, if you are now homeless or no longer homeless, and update your mailing address.

Once your home address has been changed you will also be prompted to tell us about your new shelter and utility costs. If you do not update your shelter and utility expenses, you may see a change to your SNAP benefit amount.

If you only need to report a change in your mailing address you can go to the mailing address section and press the button that says “Edit”.

To update your shelter expenses, including your rent or mortgage, property taxes, and home insurance, press the button that says “Edit” in the Shelter Expenses section.

To update your utility costs, including expenses for heat, air conditioning, electricity, gas, and phone service, press the button that says “Edit” in the Utility Costs section.

To update your dependent care expenses, press the plus button in the Dependent Care Expenses section. Then press “Edit.”

Here you can tell DTA if you have childcare costs such as a babysitter, daycare, transportation, or disabled adult day services and support program expenses while you or a member of your household is working, looking for work, or in school.

If you or a member of your household is 60 years old or more, or is federally certified as disabled, you will also see a section for Health Insurance & Medical Expenses.

To update these, press the plus button in the Health Insurance & Medical Expenses section. Then press "Edit."

If your total monthly expenses for health insurance and medical expenses are greater than \$190.00, you will need to submit documentary proof (verifications) of all your medical expenses to receive a higher medical deduction. Please see our other videos that show how to upload verifications to your DTA Connect account.

Example

As an example, we will update shelter expenses.

When you press "Edit" it will bring you to a page that shows what you already have listed for expenses and an option to add new housing costs.

For this example, the client pays \$6,856.28 yearly in property taxes, and \$1,216.05 yearly in home insurance.

When you press "Add New Housing Costs," you have the option to add rent, mortgage, property taxes, home insurance, and a condo fee.

Selecting one and pressing "Continue" brings you to the next page, where you add the amount you pay, and how often you pay it.

Pressing "Continue" after entering that information brings you back to the main shelter expenses page, where you can press "Submit" to confirm your changes.

[Video](#)