RI Department of Human Services
Online Access to Public Benefits through the Customer Portal

Do you need:
- **A copy of a notice DHS mailed**
- **To report a change**
- **Or to send in a document we've requested?**

If you have internet access, you can do all that online. There is no need to go to a DHS office.

Go to **healthyrhode.ri.gov**. This is the **Customer Portal** of the Department of Human Services where you can get some case information from any computer with internet access.

The Head of Household for any DHS program can go to their "My Dashboard" on the Customer Portal and:

- Renew their benefits
- Report a change
- Upload a document rather than mail it in.
- See all the notices and forms that have been mailed by clicking on the "My Notices and Announcements" tab
- Update their mailing address or email address through the "My Profiles" tab
- Apply for new benefits by selecting "See other plans & programs for which you may be eligible"

How to Access the Customer Portal

If you are a head of household on a case and haven't logged into the Customer Portal before, here's where you should start.

- Check to see if you have an account by entering your Social Security Number and Date of Birth.
  - If you do not have an account, click "Create Account".
  - If you do have an account, you will see a partially hidden username.

If you do have an account and you can't remember your username or password, here's what you can do.

Forgot Your Username? If you forgot your username you should enter your first name, last name, date of birth, and Social Security number. Then, you may select:

- To have your username emailed, if we have your email address on file.
- To have your username shown, if we have security question answers for you.
- To "recover username by providing case number" where you will be prompted to enter your case number* and your username will be provided.

Forgot Your Password? If you forgot your password, enter your username and then you may select:

- To have a temporary password emailed, if we have your email address on file.
- To create a new password, if we have security question answers for you.
- To "recover username by providing case number" where you will be prompted to enter your case number* and you will be able to create a new password.

If You Need to Locate your Case Number:

Case numbers can be found on the top righthand corner of every notice sent by DHS. The number beside either "Case Number" or "Account Number" should be used here.