



## Uploading Documents through the Customer Portal

Guidance for SNAP, RI Works, GPA, Child Care Assistance, Katie Beckett, MPP, and LTSS

You will sometimes be required to provide documents (proof or verification) for your benefit program. You can submit those documents through the online Rhode Island Department of Human Services (DHS) Customer Portal:

<https://healthyrhode.ri.gov/>.

You can submit documents when you complete an application or recertification as well as when you report a change through the Customer Portal. When you click "submit" on your form, you will a screen with the option to "Submit Supporting Documents."

### Print Your Application

If you would like to print or save a copy of your application for your files, please click the Print My Application button. If you decide to print or save, please keep in mind that your application has your private, personal information in it. Please keep it secure.

[Print My Application](#)

In order to print, you will need to have a program called Adobe Acrobat Reader to see and print this information. If you do not have this program on your computer, you may install it for free by clicking:



### Submit Supporting Documents

In order to process your online application, we may caseworker will require verification documents for information submitted in this application. To see a complete list of commonly required documents, click the button below.

[Print My Cover Letter](#)

You can submit your supporting documents in-person or by mail to:

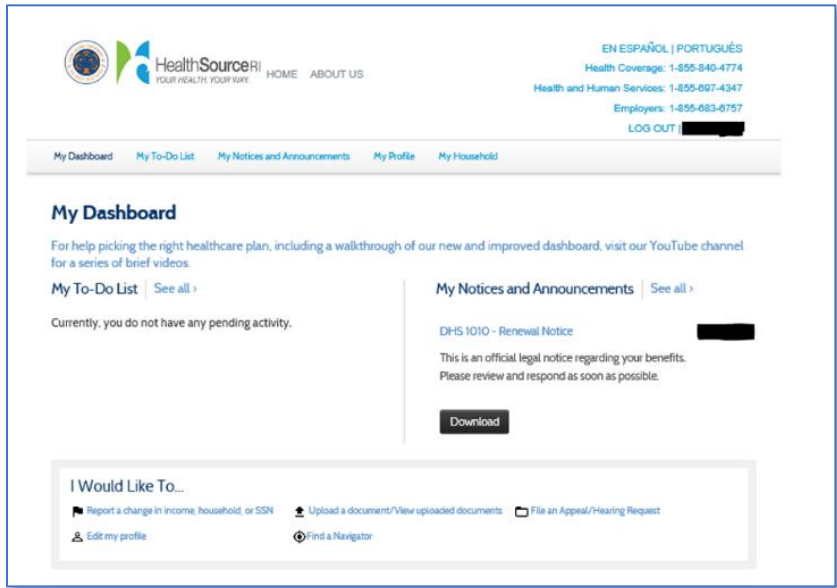
Rhode Island Department of Human Services  
PO Box 8709  
Cranston, RI 02920-8787

**When you submit your supporting documentation, please remember to print a copy of your cover letter and attach it to the information so that we may track it more easily.** You can also download your cover letter by clicking on See Application History on your dashboard

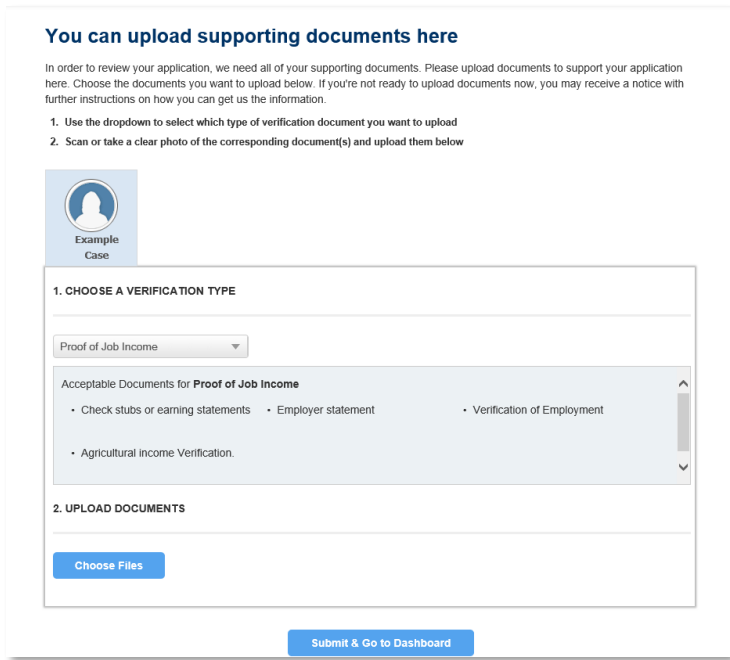
If your supporting documents are readily available and saved on this computer, you can upload these documents by clicking the "Upload Documents" button below.

[Upload Documents](#)

If you don't have your documents with you or if you receive a letter asking you to provide verification, you can upload a document later by selecting "Upload a document/view uploaded documents" from your dashboard on the Customer Portal.



You will see the screen below. If there is more than one person on your case, choose the person for whom you are uploading the document. Choose a verification type from the drop down list, then click "choose file". This will take you to your computer's documents, select the document you want to upload. Once it is uploaded, you may add additional documents. Once all your documents are uploaded select, "Submit & Go to Dashboard".



**NOTE:** You can only upload documents for health coverage that have been requested. You will do that through the My To-Do List on the dashboard.

If you have more than one case in your customer portal account, you may have to upload the same documents for each case.