



RI Department of Human Services

Online Access to Public Benefits
through the Customer Portal

-Text Message Alerts-

Do you need help setting up *text message alerts*?

If you have internet access, you can sign up for text message alerts online at **HealthyRhode.RI.Gov** today. Text message alerts can provide you with timely notifications regarding your benefits. Types of notifications include reminders about SNAP interim packets being mailed to you; SNAP interims not being returned to DHS within 30 days; scheduled or missed appointments; requests for documents; and so much more.

Check out this text message alert How-To guide to sign-up today!

1.

Go to healthyrhode.ri.gov.

This is the **Customer Portal** of the RI Department of Human Services where you can view case information from any computer with internet access. If you need help logging into or creating an account in the Customer Portal, please see the “How to Access Customer Portal” guide, available for download on the tech resources page here: <https://dhs.ri.gov/resources/tech-resources>

a.)

As soon as you log in, the *dashboard* will display “My Dashboard” and “My Plans and Programs,” which will show you all the cases associated with your Customer Portal account. The “box” for each case shows your eligibility for each of the DHS or health coverage programs.

My Dashboard

Did you know that you can make changes to your account without calling the contact center? Visit the [HealthSource RI](#) page to see some of the things you can do on your own.

My To-Do List

[See all >](#)

My Notices and
Announcements

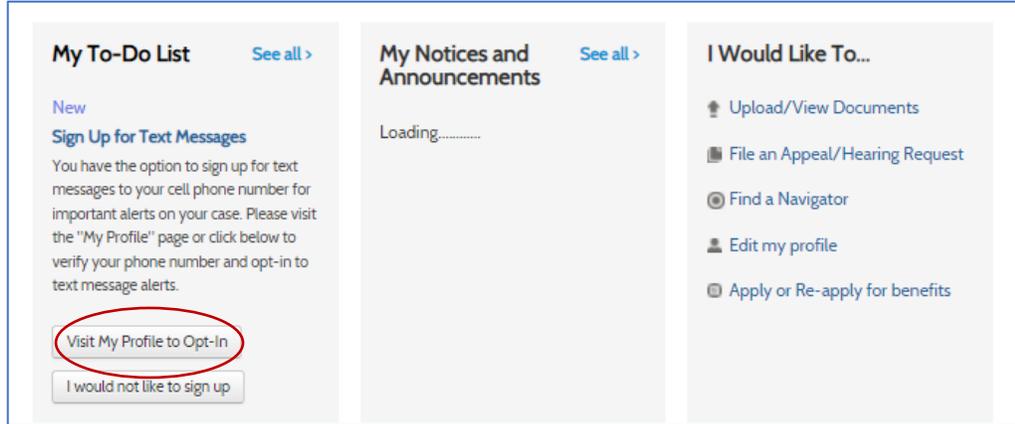
[See all >](#)

I Would Like To...

My Plans & Programs [↻ See applications history](#)

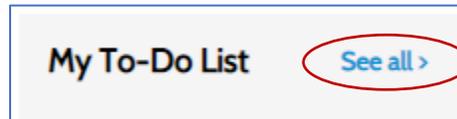
2.

You can sign up for text messages via “My To-Do List.” The “Sign Up for Text Messages” task may be displayed as your first task under your to-do list, from which you can select “Visit My Profile to Opt-in”.



a.)

If you do not see a “Sign Up for Text Messages” task under your to-do list, you can select “See all” to bring you to a complete list of tasks.



b.)

A new screen will load with your “Activities To Do.” Scroll to “Sign Up for Text Messages” under “Activity,” and click on “Visit My Profile to Opt-in.”

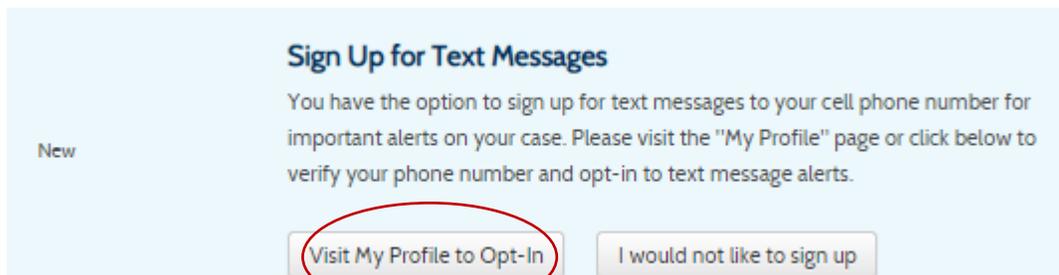


My To-Do List

This is the list of "to dos" and interactions with the State of Rhode Island.

Activities To Do

STATUS	ACTIVITY	DUE DATE
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3.

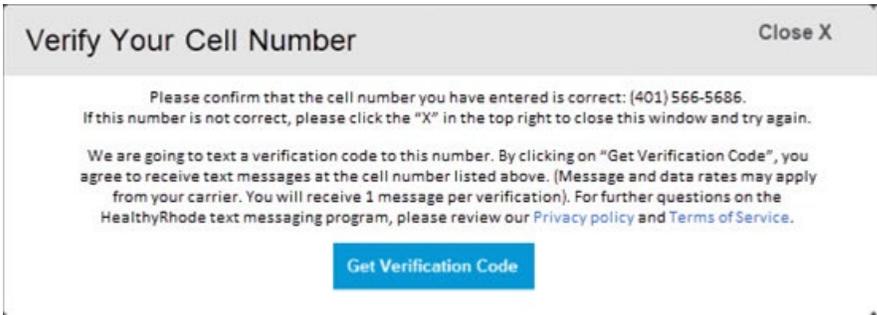
When you get to the “My Profile” page, scroll down to “My Contact Information” and select “Change contact information,” which appears at the bottom right of the “My Contact Information” section. If your phone type is listed as “cell”, you will have the option to check the box beside “Sign up for Text Messages.” If you do not have a cell number listed, you can edit your contact information to add a mobile number.

Sign up for Text Messages: Click "Change contact information" below, then click this box if you'd like to receive HealthyRhode text messages. Check this box if you'd like to receive HealthyRhode text messages for important notifications on your case. You must successfully verify your cell phone number above to sign up. (Message and data rates may apply from your carrier. Msg frequency varies. Txt "STOP" to unsubscribe and "HELP" for help). For further questions on the HealthyRhode text messaging program, please review our [Privacy policy](#) and [Terms of Service](#).

 [Change contact information](#)

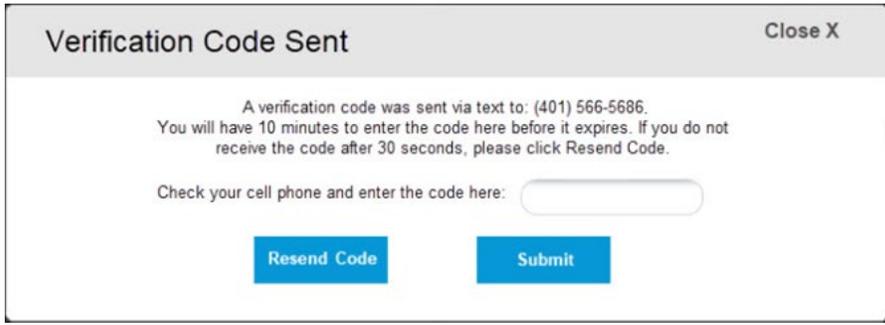
4.

Upon selection to sign up for text message, you will be asked to verify your cell number. Select ‘Get Verification Code’ to proceed.



a.)

A verification code will be sent to the indicated number and you will have ten minutes to enter that code and click “Submit.”



5.

After you select submit, the verification code pop-up screen will close and your cell number will appear as verified. You can now select “submit” to save changes.

My Contact Information

Primary phone number: 401- [Type: Cell] **Verified**

Secondary phone number: Eg. 402-531-3456 [Type: -Select]

Sign up for Text Messages: Check this box if you'd like to receive HealthyRhode text messages for important notifications on your case. You must successfully verify your cell phone number above to sign up. (Message and data rates may apply from your carrier. Msg frequency varies. Txt "STOP" to unsubscribe and "HELP" for help). For further questions on the HealthyRhode text messaging program, please review our [Privacy policy](#) and [Terms of Service](#).

Email: [Empty field]

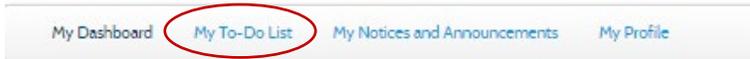
Contact me: [Email]

I speak in: [English] I read in: [English]

[Cancel editing](#) **Submit**

Additional Notes On How To Sign Up For Text Messages:

Please note, “My To-Do List” is also available to select at the top left hand corner of the screen in the Customer Portal, from which you would follow the same steps outlined in the above instructions in order to sign-up for text message alerts.



Additionally, “My Profile” is also located in the right-hand corner at the top of your screen (the fourth option from the left), from which you can edit your contact information to sign up for text messages.

Once you have signed up for text messaging, you will get a text for the following instances:

- A SNAP interim has been sent to you.
- To remind you if your SNAP interim has not been returned after 30 days
- A SNAP recert has been sent to you
- To remind you if your SNAP recert has not been returned after 30 days
- A SNAP appointment is scheduled
- An alert notifying you of a missed appointment
- A reminder the day before an appointment
- Any time documents have been requested for any program
- A reminder if documents have not been received within 5 days of their due date
- DHS receives mail returned to us as undeliverable
- SNAP ABAWD location & time limit changes

-end-