

More Resources:

FREQUENTLY ASKED QUESTIONS

Visit <http://www.mass.gov/eohhs/consumer/basic-needs/vg/map/frequently-asked-questions.html>

MASS LEGAL SERVICES

Visit www.masslegalservices.org/SNAPtriage for more information about what to do if your case was closed because DTA didn't review documents or didn't act on an application or recertification.

ACTION FOR BOSTON COMMUNITY DEVELOPMENT

Visit <https://www.bostonabcd.org/food-stampsnap-assistance.aspx> to find locations where you can get help with applying, follow-up, and more.

GREATER BOSTON LEGAL SERVICES

Call 617-371-1234 or 800-323-3205 (toll-free) to see if they can help you, or go to www.gbls.org/get-legal-help/service-locations for more ways to get in touch.

LEGAL ADVOCACY AND RESOURCE CENTER

Call 617-603-1700 between 9am and 12pm Monday through Friday to get legal information, advice, and referrals to the free/low cost legal service agency that best fits your needs.

Learn about your MAP for SNAP: How to access and use your online SNAP food stamps account

Accessing your account and knowing how to use it lets you check on your case and may help you find answers to questions you have about your case



THE LEGAL SERVICES CENTER
OF
HARVARD LAW SCHOOL

The Safety Net Project
Legal Services Center
122 Boylston Street
Jamaica Plain, MA 02130
Phone: 617-390-2524

Do you have questions like:

- “What is my SNAP amount?”
- “Why did my SNAP amount go down?”
- “What happened to the documents I sent to DTA?”
- “What has DTA mailed to me?”

Many answers to these questions and more may be found on your “My Account Page,” or MAP.

Read on to learn about how to access and use your MAP!

Remember, you MUST be the head of household where you or another household member receives benefits in order to access MAP.

Contents:

- Part 1: Create a Virtual Gateway Account (page 2)
- Part 2: Access your “My Account Page,” or MAP (page 4)
- Part 3: Using your MAP (page 5)
- What about my other benefits? (page 6)
- More Resources (page 8)

“Mail/Faxes Received”

These are the names of documents DTA has received from you in the past 18 months. Here, you can see when they were received and whether or not DTA has processed them. If a document is “not processed,” call DTA and ask them to look at the document. Also call DTA if you sent in a document but do not see it listed in this section.

“My Household Benefit Information”

In this section, you can click on the number under “Monthly Benefit” to see your benefits for the past year. If it looks like DTA made a mistake and did not put enough SNAP on your EBT card, call DTA and explain why you think this.

What about my other benefits?

This guide is about SNAP, but MAP can also help you view info about other benefits. Go to <http://www.mass.gov/eohhs/consumer/basic-needs/vg/map/> for more information.



Sixth, fill in your date of birth, social security number, and EBT number. Make sure all info matches what DTA has for the person whose name is on the EBT card.

Seventh, click "Search" and then click on your name, which will appear in the bottom left corner, to access your MAP!

If you don't see any info on the page that appears, call the SNAP hotline at 877-382-2393. Talk to the representative to find out if your case was closed (and why) or if there is another problem keeping you from seeing your information.

When you're done using MAP, click "Exit My Account Page" in the bottom right corner.

Part 3: Using your MAP

Your MAP has lots of information about you and your case! Here's some info about three different sections of the MAP:

"Documents sent to me in the last 12 months"

These are documents DTA has sent to you in the past year. You can view each document by clicking "View Document." "Verification Checklist" shows a list of documents DTA thinks they do not have, but need to get to finish working on your case. "EBC Notice and FS Calc" show how much your SNAP is and what information DTA used to calculate the amount. It is a good idea to check if this information is accurate, so that you can make sure you are getting the right amount of SNAP.

Part 1: Create a Virtual Gateway Account

You can fill out the box below as you make your password, make your PIN, and get your User Name. Keep this guide in a safe place!

MY ACCOUNT PAGE

LOG-IN AND PIN INFORMATION

User Name: _____

Password: _____

PIN: _____

Remember, If you need help with making your account, you can call Virtual Gateway Customer Service at 800-421-0938 (Voice) or 617-847-6578 (TTY).

First, go to www.mass.gov/vg/selfservice

Second, click on the button in the bottom left corner that looks like this:



Third, click the button on the right side that says "Register for MAP."

Fourth, under "Step 1," read the Terms and Conditions and select "I ACCEPT" if you accept.

Fifth, under "Step 2,"

- Select "My Account Page" from the Service Name dropdown menu.
- Fill in your name EXACTLY as it appears on your EBT card.
- Make a four digit PIN that is easy for you to remember. Choose a number that is NOT your EBT PIN.
- Fill in your birthday as Month/Day: For example, if you were born on March 6th, write 3/6.
- Fill in your email address. If you don't have an email address, find an advocate (see "Resources" on the back of this guide) who can enter their email address. DTA needs a signed consent form before an advocate can do this, so remember to check with your advocate about this. You can also update this email address later.
- Answer the Security Question.
- Click "Submit."

Sixth, wait for a confirmation email to be sent to the email address you gave. Remember to check the spam folder, since it may be there.

Seventh, click the link in the email.

Eighth, in "Step 4," see if the information is correct and click "Edit" if you need to fix it.

Ninth, in "Step 5," follow the instructions to make a password. Write it down and keep it safe.

Tenth, in "Step 6," choose and answer secret questions that you will be able to remember easily. These questions are in case you have trouble logging on in the future.

Eleventh, click "Submit."

Twelfth, see the username that has been made for you. It is a good idea to write it down somewhere, but it should also be sent to the email address you gave earlier.

Part 2: Access your "My Account Page," or MAP

First, go to www.mass.gov/vg/selfservice

Second, click on the button in the bottom left corner that looks like this:



Third, click the button on the right side that says "Login to MAP."

Fourth, enter your username and password and click "Login."

Fifth, select "My Account Page."