

How to obtain proof of receipt of Public Assistance (PA) Benefits

If you are receiving Public Assistance (PA) benefits, also known as Temporary Assistance (TA) or Cash Assistance (CA), and are asked to provide proof of receipt, there are multiple ways to obtain this type of proof.

You may:

- Use the approval notice that was sent to you in the mail;
- Ask your caseworker at your local social services office for a copy of your PA, also known as TA or CA, approval notice or budget; or,
- Use [ACCESS HRA](#) if you reside in (NYC) or [myBenefits](#) if you reside outside of NYC.

For more information on how to obtain documentation showing that you are in receipt of PA/TA/CA benefits through ACCESS HRA or myBenefits, please use the following guide.

Table of Contents

Accessing documents through myBenefits.....	2
Accessing documents through ACCESS HRA.....	5
Accessing documents through ACCESS HRA Mobile App.....	9

Accessing documents through myBenefits

myBenefits can be accessed by visiting: <https://mybenefits.ny.gov>. If you do not already have an account, you may create one.

The screenshot shows the myBenefits website interface. At the top, there is a dark purple navigation bar with the myBenefits logo and links for Instructions, Programs, Resources, Select Language, and Sign In. The date Thursday May 02, 2024 is displayed in the top right corner. Below the navigation bar, there are four main content panels:

- RETURNING USERS:** Features a photo of a woman and a child. The text includes "Sign In" and a list of actions: Apply for SNAP, Apply for Public Assistance, Continue Application, Track Application, Recertify Benefits, Report Changes, View Case Details, and Submit Verification Documents. A button at the bottom says "LOG INTO YOUR ACCOUNT".
- NEW USERS:** Features a photo of an elderly couple. The text includes "Sign Up" and explains that myBenefits uses NY.gov, New York State's shared login service. A button at the bottom says "CREATE NEW ACCOUNT".
- EBT BALANCE:** Features a photo of a hand using an EBT card at a terminal. The text includes "Check Your EBT Balance" and a list of actions: SNAP and Cash Account, Transaction History, Change Your PIN, and Report Card Lost or Damaged. A button at the bottom says "CHECK YOUR BALANCE".
- AM I ELIGIBLE?:** Features a photo of a woman and two children at a table. The text includes "Prescreen for Programs you may be eligible for" and a list of programs: SNAP, Assistance Programs, Health Insurance, and Tax Credits. A button at the bottom says "CHECK ELIGIBILITY".

After creating or logging into your account, the myBenefits dashboard will be accessible and you will be able to view your case details, as shown below.

The screenshot shows the myBenefits dashboard with the heading "What would you like to do?". Below the heading is a list of four actions:

- Start New Benefits Application
- Start New Recertification Application
- View Case Details or Report a Change** (This option is highlighted with a green border)
- Update my account

To view your case details or to report a change you must enter your client identification number (CIN).



Your client identification number is an 8-character code which is a combination of letters and numbers. You can find your CIN on your EBT Card under “ID Number”. Each person on a case has their own CIN, but you must use the CIN listed on your EBT card.



Once you have entered your CIN, you will be able to view details about your case, including information that serves as proof that you are in receipt of PA, also known as TA or CA benefits.

myBenefits Account
[Print](#)

Your myBenefits Account allows you to see case and budget information for any active Temporary Assistance, Supplemental Nutrition Assistance Program and HEAP case where you are the Applicant/Payee.

If you do not see the benefits for all active cases where you are listed as the Head of Household, this may be because you have more than one client ID Number (CIN), in which case you will need to contact your case worker.

If you feel your information has been accessed by someone other than you, or without your permission, you may disable this View Case Details function by clicking the button below. Once you disable this function you will not be able to view your case and budget information. To reinstate this function you must contact your local district SNAP office/worker.

[Disable Account](#)

Contact Info

Applicant/Payee : **MS A MAW11SYNC2**

Home Address : **40 NORTH PEARL ALBANY NY 12243**

Mailing Address :

Phone : **(518) 123-4567**

[Check your Electronic Benefits Transfer \(EBT\) Balance](#)
[Report Change](#)

MAW11SYNC2
[CollapseAll](#) [ExpandAll](#)

Household Members

Name	Date of Birth	Relationship
MS A MAW11SYNC2	01/01/1981	Applicant/Payee/MA ID Card Recipient
CHILD1 C MAW11SYNC2	02/01/2010	Daughter

Temporary Assistance [Expand](#)

Case Type	Case Name	Benefit Recipients	Semi-monthly Cash Grant Amount	Effective Date From	Effective Date To
Family Assistance	MAW11SYNC2 MS	CHILD1 C MAW11SYNC2 MS A MAW11SYNC2	\$107.50	05/01/2024	10/31/2024

Total grant Amount : \$215.00

Amount DSS restricts from utilities : **\$0.00**

Amount DSS restricts from shelter : **\$0.00**

Amount DSS restricts from fuel : **\$0.00**

The information we used to calculate your Temporary Assistance Benefit:

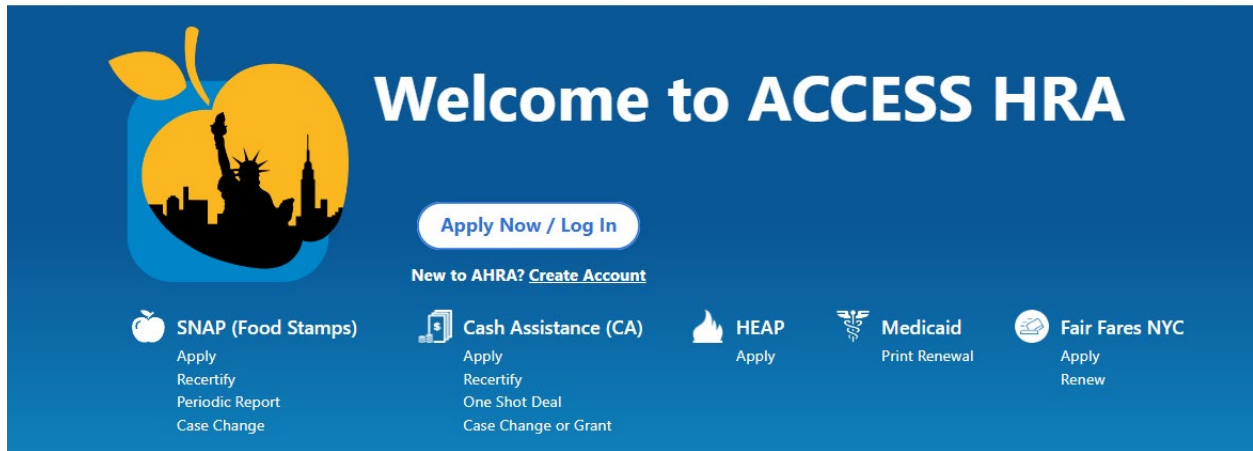
[Exit](#)

Accessing documents through ACCESS HRA

ACCESS HRA can be accessed by visiting: www.nyc.gov/accesshra. If you do not already have an account, you may create one.

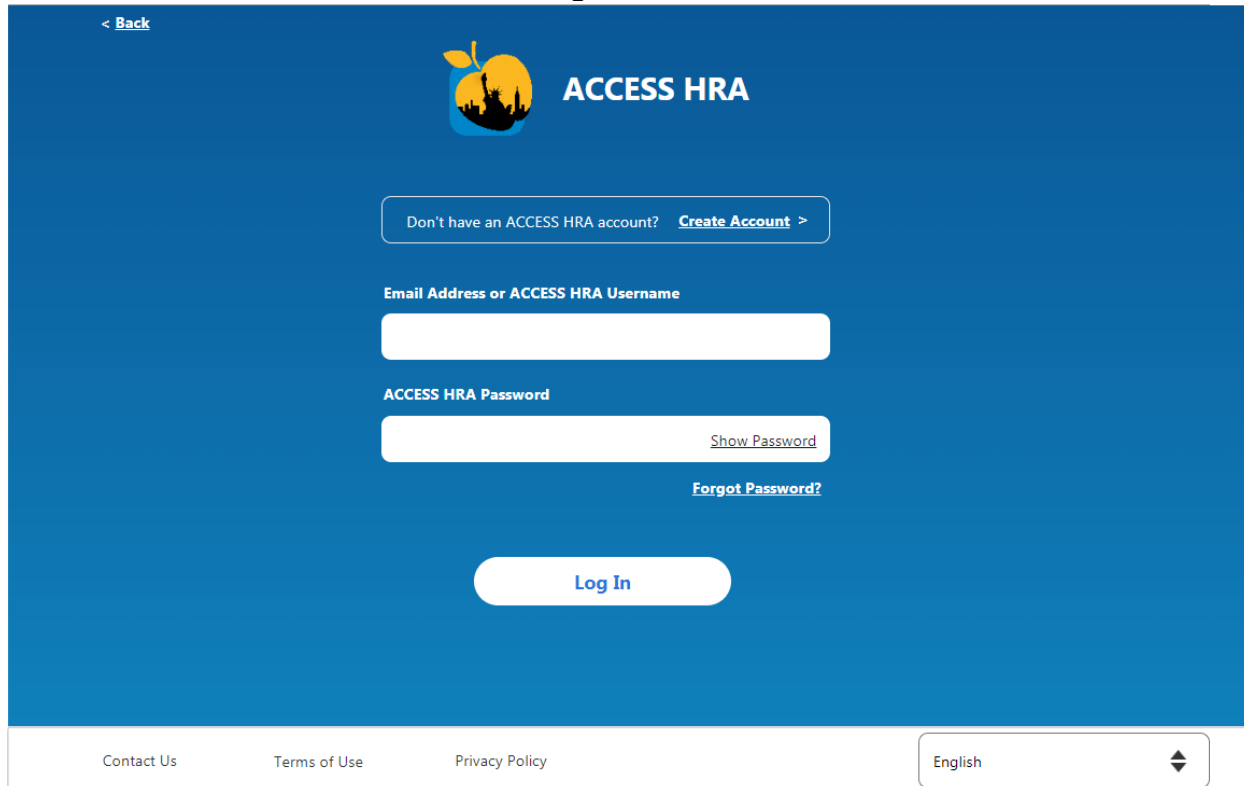
Click [Apply Now/Log In](#) to get started

English Español العربية 中文 한국어 Kreyòl Ayisyen русский



The screenshot shows the main landing page of the ACCESS HRA website. At the top, there is a navigation bar with language options: English, Español, العربية, 中文, 한국어, Kreyòl Ayisyen, and русский. Below this is a large blue banner with the ACCESS HRA logo (an orange with a silhouette of the Statue of Liberty and the NYC skyline) and the text "Welcome to ACCESS HRA". A prominent "Apply Now / Log In" button is centered. Below the banner, there are four service categories: SNAP (Food Stamps), Cash Assistance (CA), HEAP, and Medicaid, each with sub-options like "Apply", "Recertify", and "Print Renewal". A fifth category, Fair Fares NYC, also has "Apply" and "Renew" options. A link "New to AHRA? Create Account" is also visible.

Log In screen



The screenshot shows the login page of the ACCESS HRA website. It features a blue background with the ACCESS HRA logo and name at the top. A "< Back" link is in the top left. A link "Don't have an ACCESS HRA account? [Create Account >](#)" is positioned above the login fields. The login form includes an "Email Address or ACCESS HRA Username" field, an "ACCESS HRA Password" field with a "Show Password" link, and a "Forgot Password?" link. A "Log In" button is centered at the bottom of the form. The footer contains links for "Contact Us", "Terms of Use", and "Privacy Policy", along with a language dropdown menu currently set to "English".

When creating an ACCESS HRA account, enter your date of birth **and** social security number or client identification number (CIN) to find your case. Your CIN is an 8-character code which is a combination of letters and numbers. You can find your CIN on your EBT Card under “ID Number”, as shown below.

ACCESS HRA
YOUR WAY

Log Out jsmith@gmail.com

Home Benefits Appointments Documents Payments E-Notices Partners Fair Fares NYC

Find My Case

Finish setting up your account below to continue. [Skip](#)

Please enter information for the person applying or name on the EBT card (Case Head):

1 Date of Birth: *Required*

2 Select one: *Required*


Social Security Number (SSN)

ID Number (CIN)

ID Number
(Ex: AA12345A)

Please enter your ID Number (CIN) exactly as it appears on your benefits card.

[Next](#)



After logging into your ACCESS HRA account, you can do the following on the website and the App:

- View their case status and/or details
- View agency notices
- Request a budget letter

To view your case status and/or details click the “view details” button at the bottom left of the ACCESS HRA User home page.

[< Back](#)

Case Details

Cash Assistance (CA) Active Case # **009757685768**

Cash Assistance, SNAP (Food Stamps), and Medicaid Next Recertification Due: April 2019

I need to...

- [Update Contact Information >](#)
- [Print Statement of Benefits >](#)
- [Request Budget Letter >](#)
- [Request Case Change or Grant >](#)
- [View Payments >](#)
- [View Appointments >](#)
- [View E-Notices >](#)
- [View Documents >](#)

Residence Address:
 1 West Street, Apt. 2333
 New York, NY 10004

Mailing Address:
 Same as Residence
 Address

Assigned Center:
 Hamilton HRA Center
 530 West 135 St, 3rd Fl
 New York, NY 10031

	CA Status	SNAP Status	MA Status	Notes
Jon Smith (1/1/1980)	Active	Active	Active	Preferred Notice Format: Braille
Marcia Smith (2/2/1982)	Active	Active	Active	Child Support Sanction in effect
Kate Smith (4/4/2010)	Closed	Closed	Closed	

If you have a medical or mental health condition or a learning issue that makes it hard for you to meet HRA requirements, you can ask for help. Call 212-331-4640 and ask about HRA reasonable accommodations.

Questions?
 Call HRA Infoline at 718-557-1399

You can find documents supporting that you are in receipt of PA, also known as TA or CA benefits, in “Documents” or “E-Notices”.

ACCESS HRA
YOUR WAY

Log Out jsmith@gmail.com ▼

Home Benefits Appointments Documents Payments E-Notices Partners Fair Fares NYC

E-Notices

View your agency notices below. You will receive these and other notices to your mailing address on file.

Paperless Status: Enrolled

To stay enrolled in Paperless, you must read your notices on ACCESS HRA within 30 days.

Paperless **New Notice** View Notice

Jon Smith	Case #00012345678A	12/31/2017
WINRO154 - Budget Letter Request/ Semi-Monthly Cash Assistance Budget Calculation /SNAP Budget Calculation For CA & CA-SSI Cases		
Jon Smith	Case #00012345678A	12/31/2017
WINRO154 - Budget Letter Request/ Semi-Monthly		

[View notices from the last year](#) ▼

Need help understanding these forms? Tell an HRA worker or call us at [212-331-4640](tel:212-331-4640).
[You can update your mailing address here.](#)

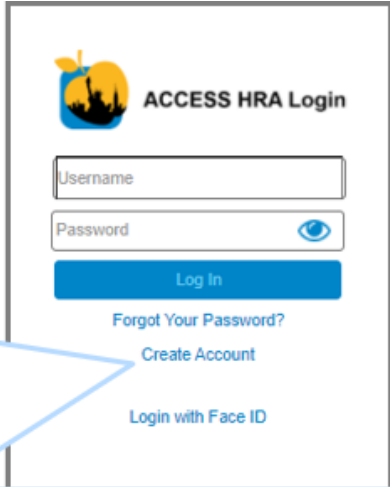
Questions?
Call HRA Infoline at 718-557-1399

Accessing documents through ACCESS HRA Mobile App

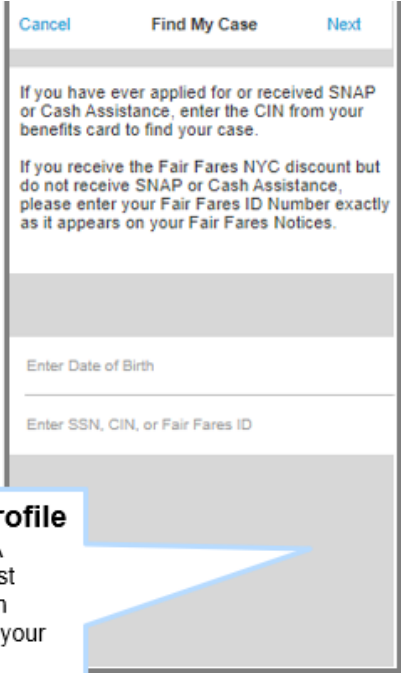
If you do not have the NYC ACCESS HRA App, you can find it in your Google Play or iTunes Store by searching “ACCESS HRA” or “FAIR FARES” to download ACCESS HRA Mobile on your Android or iOS phone.

Should I create a new account?
If you have an existing ACCESS HRA or FAIR FARES online account, you do not need to create a new account. You should use the same email or username and password that you use to login online.

If you do not have an existing ACCESS HRA or FAIR FARES online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA client portal.



The screenshot shows the 'ACCESS HRA Login' screen. At the top left is a logo with an orange circle and a silhouette of a person. To the right of the logo is the text 'ACCESS HRA Login'. Below the logo are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to its right. Below the input fields is a blue 'Log In' button. Underneath the button are three links: 'Forgot Your Password?', 'Create Account', and 'Login with Face ID'.



The screenshot shows the 'Find My Case' screen. At the top are three buttons: 'Cancel', 'Find My Case', and 'Next'. Below the buttons is a grey bar with the text: 'If you have ever applied for or received SNAP or Cash Assistance, enter the CIN from your benefits card to find your case.' Below this is another grey bar with the text: 'If you receive the Fair Fares NYC discount but do not receive SNAP or Cash Assistance, please enter your Fair Fares ID Number exactly as it appears on your Fair Fares Notices.' Below these bars are two input fields: 'Enter Date of Birth' and 'Enter SSN, CIN, or Fair Fares ID'.

Connect to Your HRA Case Profile
If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your HRA case profile to view your case information in ACCESS HRA.

If you have already connected to your HRA case profile online, you will not need to do so via the mobile app if you use the same username or email and password.

Similar to the website, you can find documentation supporting that you are in receipt of PA, also known as TA or CA, benefits in your “Documents” or “E-Notices”.

Documents

This screen displays information related to the documents recently added to your case record for your SNAP or CA case.

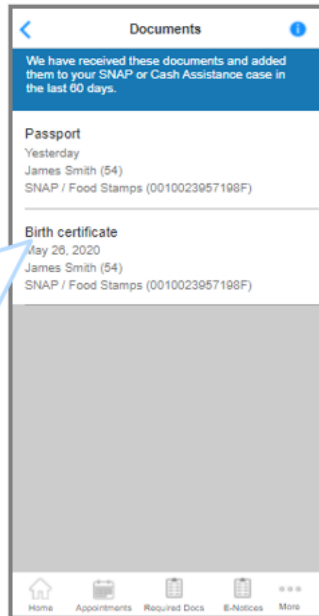
E-Notices

This screen displays information related to your agency notices. You will receive these and other notices to your mailing address on file.

View Documents That HRA Has on File for You

Lets you view documents that HRA has on file for your case(s) or application(s).

Documents that you have uploaded through ACCESS HRA will not appear on the My Documents page until they have been added to your electronic case file by an HRA case worker.



View E-Notice Details

Lets you view agency notices recently sent to you. Click "Download" to view your notice.

