Overview & Quick Tips:
Your Texas Benefits App
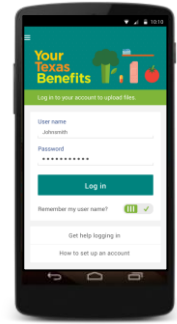
The Your Texas Benefits app gives Android and Apple (iOS) phone users access to some YourTexasBenefits.com features.

While it is designed for the phone, the app also works on Android tablets and iPads. The app is able to be viewed in English or Spanish (depending on the language setting on a user's phone).

What the app does

The first version of the Your Texas Benefits app will allow users to:

- Upload files from their phone
- View basic case facts:
  o *Important dates*
  o *People on their case*
  o *Status of SNAP, healthcare and TANF*

What the app doesn't do

The Your Texas Benefits app works with the YourTexasBenefits.com website, but it does not replace it.

Currently, users **cannot** use the app to:

- Set up an account
- Apply for or renew benefits
- Report changes to their case

How users get started

- The app is free in the Google Play Store for Android users and iTunes App Store for Apple users. The app is small in data size, quick to download and takes up very little storage space. Data charges may apply (see *Frequently Asked Questions* below).

- Android users must have version 3.2 or newer and Apple users must have iOS7 or newer.
  To check operating system version:
  o Android: Settings > About device > Android version
  o Apple: Settings > General > About > Version

- Users logon with the same user name and password they use for YourTexasBenefits.com.

- If users forget their username or password, they can recover/reset them inside the app by using the "Get help logging in" link on the login screen. Resetting a password will change the password for the app and YourTexasBenefits.com.

- To upload files, users must have a case access account created on YourTexasBenefits.com ("I want to see all my case facts and actions…").

Frequently Asked Questions

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How will I know if my files are accepted?	You can check the status of the files you uploaded by logging on to YourTexasBenefits.com from a computer and clicking on the "Actions" tab. There are two ways to know when HHSC has reviewed your files: 1. You are contacted by HHSC for more information (by phone or mail) or 2. Your case status changes from pended to approved or denied. Benefit status can be checked on YourTexasBenefits.com or in the app.
My files contain private information. Is this app safe and secure?	The app has multiple features to protect your private information: 1. The app encrypts all photos before they are sent. 2. Photos of files taken within the app are not stored on the phone. 3. The user must input their password each time they use the app. 4. The app will log out after 20 minutes of inactivity.
Does it cost anything to use the Your Texas Benefits app?	The app is free to download and use, however, it will use data from your paid plan if you are not connected to Wi-Fi. When there is no Wi-Fi available, phones use data, such as 3G and 4G, and data rates may apply. Contact your mobile service provider for information on your data rates. Free Wi-Fi can often be found at places like libraries, restaurants and coffee shops. HHSC offices do not have Wi-Fi.

Uploading files
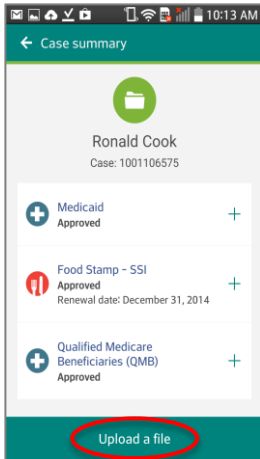
STEP 1

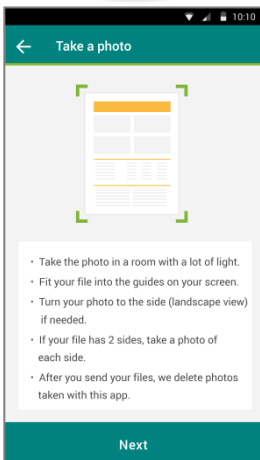Tap "Upload a file" button at the bottom of the Case Summary screen.
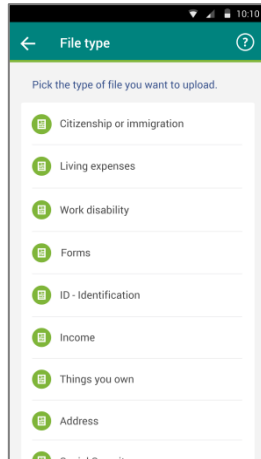
STEP 2

Select the type of file to upload. Note that the "?" (top right) offers more information on each file type.
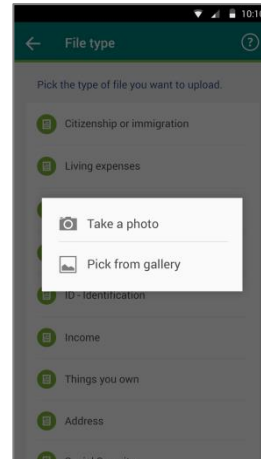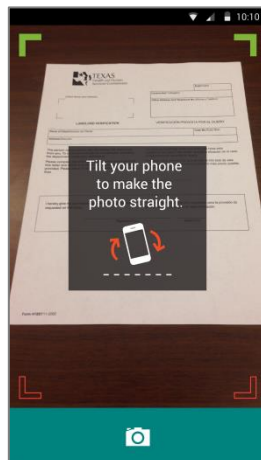
STEP 3

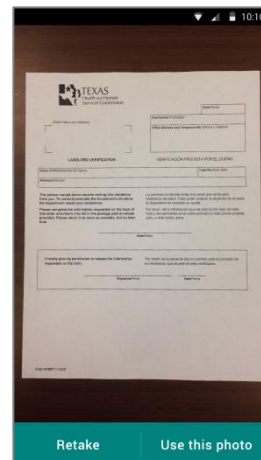Choose "Take a Photo" or "Pick from gallery". If using photos already on the phone, images are selected; move to Step 7.

STEP 4

For "Take a photo", a screen with tips for image capture appears. For two sided files users must add both sides separately as a "file".
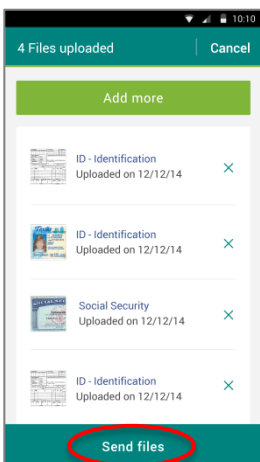
STEP 5

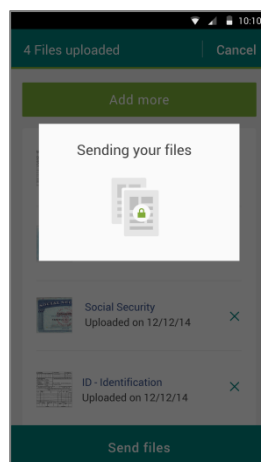Using the tilt detection and corner guidance, capture a picture of the file with the camera button.

STEP 6

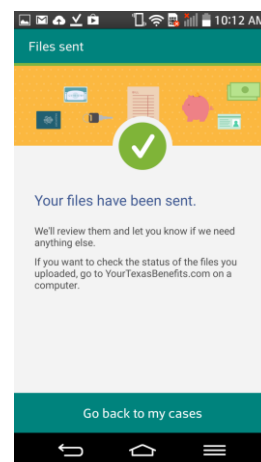Tap "Use this photo" to go to the "File added" screen. Tap "Retake" to discard photo and take it over again.

STEP 7

Remove files using the X next to each file, or "Add more" or "Send files." Choosing "Add more" will take user back to Step 2.

STEP 8

Once "Send files" is selected, the "Sending your files" screen will appear. Files are encrypted in this step.

STEP 9

Confirmation screen that files have been sent to HHSC.

The file size limit per upload is 30 megabytes (MB) which is about 20 photos.

How users get help

- General help and support is available in the app in the Help Center feature. Users do not need to be logged into the app to access the Help Center. To access the Help Center:
  1. Tap the menu icon in the header bar ( ) to slide the menu drawer open from the left side of the screen.
  2. Tap "Help Center" to bring up the Help Resources.

- Help with Your Texas Benefits is available by dialing 2-1-1 (option 2), in the FAQ section on YourTexasBenefits.com, and at local offices or Community Partners.