

**Need to report a change to your food stamps (SNAP) case?
Now you have 3 options!**

Statewide Customer Service Center at 1.877.395.8930

www.compass.state.pa.us

myCOMPASS PA mobile app

To use COMPASS or the myCOMPASS PA mobile app to report changes to your case, you will first need to create a myCOMPASS account (included in steps below).

Through the COMPASS website (www.compass.state.pa.us):

1. Register under Individuals & Families.
2. Enter the personal information for head of household/main applicant.
3. Create username, password, and security questions/answers.
4. If case record is known, select and enter it. Then either, select and enter EBT card # or SSN.
5. If case record is not known, select and enter e-Form # and password (both found on Next Steps).
6. Check box once you've read, fully understand and agree to the "My COMPASS Account" Terms & Conditions.
7. Click on *Register* button.
8. Once you're logged in, click on *Report Changes* from the menu in the left-column.
9. Select which change(s) you need to make from sub-menu of options under *Report Changes* and follow instructions.

Through the myCOMPASS PA mobile app:

1. Download/open app.
2. After "Don't have an account?," tap *Create one!*
3. Follow steps 2 – 6 above.
4. Tap *CREATE ACCOUNT* button.
5. Once you're logged in, select the case for which you'd like to report a change.
6. Tap on *My Info*.
7. Select the category to which you need to report a change.
8. Tap *Edit*, make change, and tap *Save*.
9. Repeat as necessary for any other changes.