



Ways for customers to report address changes to DCF

The Virtual assistant is available on all the ACCESS or ESS internet pages that are NOT the MyACCESS account or Self-service Portal (SSP).

Economic Self Sufficiency Home Page

<https://www.myflfamilies.com/service-programs/access/>

Apply for Assistance Page

<https://www.myflorida.com/accessflorida/>

The two main pages above are easiest for customers to locate.

Customers who wish to change their address using the Virtual Assistant must first enter some personal information. This is how we locate the customer in our system and validate the current address.

1. The customer will choose their preferred language. (English Spanish, or Creole).
2. Choose “My Information” from the menu of options.
3. Validate personal information (step one)-DOB.
4. Validate personal information (step two)- SSN or Application Number
5. (SSN entered for this example)
6. Choose “Update my address” from the available options once identity is validated.
7. Choose whether the living and mailing addresses are the same or different. If they are different, the customer can choose to update one, the other, or both. In this example, they are the same



8. The system will display the address that DCF has on file for the customer. Indicate if this is the address they wish to update.
9. Enter the street address.
10. Enter Apartment, suite, unit, or lot number. Or choose “none” if there is none.
11. Enter a 5-digit zip code. The system will validate the address entered with the US Postal Service. If a valid address is found, the system will show the address, if not the next steps will occur.
12. Enter the city.
13. Enter the state.
14. The system will display the address entered. Confirm if this is or is not correct.
15. The system will validate the address entered with the US Postal Service. If the address entered is validated, a confirmation message will display.
16. Answer “Yes” or “No” to finalize the address change. If the address is not validated with the US Postal Service a message will appear.
17. Choose to correct the address or cancel the change.
18. A confirmation message appears.
19. The system offers an opportunity to make other changes. If an address is changed, often the expenses such as rent/mortgage, etc. also change. This can impact SNAP benefits.



**Agents available
7am to 6pm Mon-Fri
1-866-762-2237
or
850-300-4323**

**Florida Relay 711 or
TTY 1-800-955-8771**