

# New Online ePASS

## ACCOUNT FEATURES

Ask your caseworker today about how you can start using North Carolina's new ePASS account features. These improvements can help you efficiently manage your account online and allow you to customize how you receive information about your case.



### FNS and SNAP Recertifications

Skip the visit to your local Department of Social Services (DSS) office and submit recertifications online through your ePASS account.



### SNAP Change of Circumstance

Inform your caseworker of any change of circumstance and upload relevant documentation online through ePASS.



### Text Messages

Opt-in to get text communications from your caseworker - including secure communications with case activity updates, reminders to complete tasks, and standard messages with information about SNAP (Simplified Nutritional Assistance Program) or FNS (Food and Nutrition Services, also known as Food Stamps).



### eNotices\*

Subscribe to electronic notices and view your notices from your local DSS office in your ePASS account. You'll receive notification via text or email that you have a new eNotice available to view in your online account.

**Ask your caseworker TODAY during your next in-person appointment to link your account. Once your account is linked, you'll have access to these new features.**

**For more information, visit [ncdhhs.gov/FNS](https://ncdhhs.gov/FNS).**

\*Please note that the eNotice feature is only available for select notices. Notices not currently available for electronic viewing will be mailed to the address on file.



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Child and Family Well-Being

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