

All of DHS ALL IN ONE PLACE

TN Department of
Human Services

Using the One DHS Customer Portal

The One DHS Customer Portal is a self-service website that helps Tennessee Department of Human Services (TDHS) customers to connect to the following services from one convenient online location:

- Child Care Payment Assistance
- Child Support
- Families First (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Disaster/Relief Assistance (D-SNAP, Emergency Cash Assistance, Pandemic-EBT, etc.)

The One DHS Customer Portal makes it easy to:

- Apply for benefits
- Upload, submit, and view documents related to services
- Update household and contact information
- Check your case status
- Review notifications about your case
- File Appeals
- Find answers to Frequently Asked Questions



Scan the QR Code above or access the portal when you visit:

<https://OneDHS.Tn.Gov>

If you previously created a username and password for the TDHS Relief Portals (Emergency Cash Assistance, D-SNAP, Pandemic Child Care Assistance and/or P-EBT Parent Portal), you may use your existing log in information to access services through the new Customer Portal. If you do not have an account, select “Create New Account” on the portal log in page.

You must use the portal for account management online for listed TDHS Services .

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One DHS Customer Portal Features:

Translate: The One DHS Customer Portal Uses Google Translate to provide the information you need in the language of your choice. Simply use the Translate drop-down menu in the top right corner of the screen to find the language you need.

Search Function: The search function at the top of the page can be used to find topics and services available through Tennessee State Government web pages.

Learn: The [One DHS Customer Portal Knowledge Base](#) is a collection of articles on Tennessee Department of Human Services programs, services, protocols, contact information and related topics that can be viewed when you select “Learn” on the One DHS Customer Portal menu or scroll to the bottom of the page to browse the Knowledge Base. Customers can search the database using keywords, [browse the database](#) by topic and [download forms](#) to meet their needs.

Ava the Virtual Assistant: Ava, the Tennessee Department of Human Services Virtual Assistant can direct you to the answers for many of your questions and provide points of contact to speak to TDHS team members regarding the One DHS Customer Portal or your case. Look for the “Chat with Ava” image on the lower right side of the page to chat and find the answers you need. *Please Note: When you use the customer portal as a gateway to access Child Support, Families First or SNAP dashboards, Ava may not be available.*

Additional Help:

Visit: www.tn.gov/content/tn/humanservices/apply-online-page/one-dhs-customer-portal.html

Call the **Family Assistance Service Center** at 866-311-4287 or reach the **Child Care Payment Assistance Unit** at 833-740-1440. **Contact information for Child Support** and **other TDHS programs** is available online: <https://www.tn.gov/humanservices/need-help-.html>