



Parent Portal Resource Guide



Relief Portal


To login to the P-EBT Parent Portal, you will need to login to the DHS Relief Portal. Enter a valid username/password and click Login.

Login

[Forgot Password ?](#)
***Username is Email**

Login

You will be brought to the DHS Relief portal and will click on the P-EBT Parent Portal link.

Go to TN.gov
Logout

Apply for Assistance

If you would like to apply for other DHS benefits please click the DHS Access Management link:

Child Care Payment Assistance / State of Emergency Essential Employees

DHS Access Management - TN.gov

P-EBT Parent Portal

Open Internal Site

Current Applications

Below you will find all applications submitted to DHS. You may click on the Application number to see your Application status, any application updates and be able to upload documents to any applications that have a status of Submitted or In Process. If your application has been denied a Re-Apply button will appear next to your application. If you would like to reapply and provide additional information that you may have missed, please click that link.

If you would like to apply for SNAP, Families First/TANF, Child Care SMART steps, then please click the DHS Access Management link.

ECA COVID-19 Application - **Application Period Closed**

No records found.

In the Parent Portal, there are 3 main sections:


1. **My Children:** This is where you will Link/Unlink children to your account. You can also change the address for any linked child(ren) if needed.
2. **My Benefits:** You can view the benefits for each child linked to your account. You will be able to file an appeal if needed and check on any existing appeals status.
3. **Need Help:** AVA is available to provide answers to questions regarding the School Portal.

The screenshot shows the P-EBT Parent Portal interface. At the top left is the TN Department of Human Services logo. The main header area features a large graphic with various icons representing family, food, and support, with the text "P-EBT PARENT PORTAL" and "Pandemic Electronic Benefit Transfer" below it. To the right of the header, there are navigation links: "Select Language" (with a dropdown arrow), "Back to Relief Portal", "My Children", "Appeals", and "Test Parent". Below these links is a disclaimer: "Please tell us if you need assistance with this site because you have a disability or don't speak English. Free assistance is available via our P-EBT line at 633-496-0661 and/or the TTY number at 711. You will reach an operator who can provide you with an interpreter." There are three language selection buttons: "Español(Spanish)", "العربية(Arabic)", and "Soomaali(Somali)". Below the language buttons are two main sections: "My Children" with a link "Link/unlink children, change addresses" and "My Benefits" with a link "Benefits by child, check my P-EBT eligibility, decline these benefits, file an appeal, check status of my appeal".

My Children

Allie Tapper 100 wallace road Nashville	✓
Jen Tester 100 wallace road Nashville	✓
Tom Tom 100 wallace road Nashville	✓

Need Help?


Ask AVA

Quick Links

- File an appeal
- Check status on an appeal
- Change Password

Contact Us: 633-496-0661

My Children

Click on the My Children link to be taken to a form that allows you to Link/Unlink children to your account and also update addresses if needed.

Please tell us if you need assistance with this site because you have a disability or don't speak English. Free assistance is available via our P-EBT line at 833-496-0661 and/or the TTY number at 711. You will reach an operator who can provide you with an interpreter.

Español(Spanish)

العربية(Arabic)

Soomaali(Somali)



My Children

[Link/unlink children, change addresses](#)



My Benefits

[Benefits by child, check my P-EBT eligibility, decline these benefits, file an appeal, check status of my appeal](#)

My Children

Irene Student
7805 Lane St
Whitesburg



[Link/Unlink Children, Change Addresses](#)

1. Link Child – Fill out the form with the appropriate information and click Submit.

Link/Unlink Children, Change Addresses

Use this form to link a child not currently associated with a parent, unlink one or more children already associated to your profile, and update address for children already linked or when link is requested.

Instructions:

- Select an action from the drop down
- Complete all mandatory fields and click Submit

Notes for linking a child:

- First Name, Last Name, DOB, and School Name must match the child's record in the system for the child to be identified
- If "Update Address?" is "Yes" the address will be validated for accuracy and you will be prompted to correct any errors identified prior to submission
- If you are unsuccessful in locating the child, please contact the call center at 629-220-2000.

Notes for unlinking a child:

- If more than one child is currently linked to your profile you can select multiple children to unlink all desired children in one submission

Notes for address updates:

- If more than one child is currently linked to your profile you can select multiple children to update addresses for all desired children in one submission
- If you are homeless and do not have an address you can provide us in order to receive a PEBT card (such as friends, family, general delivery post office address), please work with your school's homeless liaison. The liaison will let you know what address your PEBT card can be mailed to for your child.
- إذا كنت بلا مأوى وليس لديك عنوان يمكنك إعطائنا إياه من أجل استلام بطاقة PEBT (مثل عنوان أحد الأصدقاء أو أفراد العائلة أو عنوان مكتب بريد التسليم العام، فنفضل بالرجوع إلى مسؤول التنسيق مع من لا مأوى لهم في مدرستك. سيجربك مسؤول التنسيق بالعنوان الذي يمكنك أن ترسل إليه بطاقة PEBT الخاصة بطفلك.
- Haddii aad tahay qof gurilaawe ah oo aaddan haysan cinwaan laguugu soo diro kaarka PEBT waxaad na siin kartaa cinwaanka (sida asxaabtaada, qoyskaaga, cinwaan guud ee xafiis wax laguugu soo diro), fadlan la shaqe qofka isku xiraha ah ee dugsiga jooga ee qaabilsan hooy laawayaasha. Qofka isku xiraha aha ayaa kuu sheegi doona cinwaanka laguugu soo diri doono kaarka PEBT ee ilmahaaga.
- Si usted es una persona sin hogar y no tiene una dirección (por ejemplo: amigos, familia, dirección postal de entrega general) que nos pueda proporcionar para recibir la tarjeta de P-EBT, comuníquese con el enlace para personas sin hogar de su escuela. El enlace le informará a qué dirección se puede enviar la tarjeta de P-EBT de su hijo(a).

*Select an Action

Link

Child Information

*First Name

*Last Name

*Date of Birth

*School

Submit

Required information

First Name Last Name Date of Birth

School

2. You will be returned to the main Parent Portal. After a few seconds you should see the child you just linked listed in the My Children, section indicating the child has been linked to your account.

My Children

Irene Student
7805 Lane St
Whitesburg



Test Student
130 Cypress Ln
Dresden



3. Unlink Child – Fill out the form with the appropriate information and click Submit.

Link/Unlink Children, Change Addresses

Use this form to link a child not currently associated with a parent, unlink one or more children already associated to your profile, and update address for children already linked or when link is requested.

Instructions:

- Select an action from the drop down
- Complete all mandatory fields and click Submit

Notes for linking a child:

- First Name, Last Name, DOB, and School Name must match the child's record in the system for the child to be identified
- If 'Update Address?' is 'Yes' the address will be validated for accuracy and you will be prompted to correct any errors identified prior to submission
- If you are unsuccessful in locating the child, please contact the call center at 629-220-2000

Notes for unlinking a child:

- If more than one child is currently linked to your profile you can select multiple children to unlink all desired children in one submission

Notes for address updates:

- If more than one child is currently linked to your profile you can select multiple children to update addresses for all desired children in one submission
- If you are homeless and do not have an address you can provide us in order to receive a PEBT card (such as friends, family, general delivery post office address), please work with your school's homeless liaison. The liaison will let you know what address your PEBT card can be mailed to for your child.

• إذا كنت بلا مأوى وليس لديك عنوان يمكنك (مضارًا إياه من أجل استلام بطاقة PEBT (مثل عنوان أجد الأصدقاء أو أفراد العائلة أو عنوان مكتب بريد التسليم العام). لتفصيل بالرجوع إلى مسؤول التنسيق مع من لا مأوى في مدرستك. سيوفر مسؤول التنسيق بال عنوان الذي يمكنك أن ترسل إليه بطاقة PEBT الخاصة بك.

• Haddii aad tahay qof gurilaawe ah oo aaddan haysan cinwaan laguugu soo diro kaarka PEBT waxaad na siin kartaa cinwaanka (sida asxaabtaada, qoyskaaga, cinwaan guud ee xafiis wak laguugu soo diro), fadlan la shaqee qofka isku xiraha ah ee dugsiiga jooga ee qaabilsan hooy faawayaasha. Qofka isku xiraha aha ayaa kuu sheegi doona cinwaanka laguugu soo diri doono kaarka PEBT ee limahaaga.

• Si usted es una persona sin hogar y no tiene una dirección (por ejemplo: amigos, familia, dirección postal de entrega general) que nos pueda proporcionar para recibir la tarjeta de PEBT, comuníquese con el enlace para personas sin hogar de su escuela. El enlace le informará a qué dirección se puede enviar la tarjeta de P-EBT de su hijo(a).

* Select an Action

Unlink

Child Information

* Select the Children to Unlink

Test Student

Submit

4. You will be returned to the main Parent Portal. After a few seconds you should see the child disappear in the My Children section, indicating the child has been unlinked from your account.

My Children

Irene Student
7805 Lane St
Whitesburg



5. Change Address – Fill out the form with the appropriate information and click Submit. You can select any child you have linked to your account, and you can update multiple addresses at once by adding multiple children in the Child Information box.

Note that when you enter a new address, the system will validate it before accepting it. Correct errors as needed based on the error messages. You will not be able to Submit until a valid address is entered.

Link/Unlink Children, Change Addresses

Use this form to link a child not currently associated with a parent, unlink one or more children already associated to your profile, and update address for children already linked or when link is required.

Instructions:

- Select an action from the drop down
- Complete all mandatory fields and click Submit

Notes for linking a child:

- First Name, Last Name, DOB, and School Name must match the child's record in the system for the child to be identified
- Is "Global Address"? If "Yes" the address will be validated for accuracy and you will be prompted to correct any errors identified prior to submission
- If you are unsuccessful in updating the child, please contact the call center at 800-225-2266

Notes for unlinking a child:

- If more than one child is currently linked to your profile you can select multiple children to unlink all desired children in one submission

Notes for address updates:

- If more than one child is currently linked to your profile you can select multiple children to update addresses for all desired children in one submission
- If you are homeless and do not have an address you can provide a "In order to receive a PEBT card (such as Florida, Florida general delivery post office address, please work with your school's homeless liaison. The liaison will let you know what address your PEBT card can be mailed to for your child.

إذا كنت لا تملك عنوان ثابت يمكنك تقديم طلب للحصول على بطاقة PEBT من خلال مكتب من المكاتب التابعة للخدمات الاجتماعية في جميع أنحاء فلوريدا. يمكنك الاتصال بمركز خدمة العملاء بـ 800-225-2266 للحصول على مزيد من المعلومات.

PEBT and taking out purchase of an action "action" address (address) is not required. Please contact your school's homeless liaison. The liaison will let you know what address your PEBT card can be mailed to for your child. If you do not have a home address, you can provide a "In order to receive a PEBT card (such as Florida, Florida general delivery post office address, please work with your school's homeless liaison. The liaison will let you know what address your PEBT card can be mailed to for your child.

* Select an Action

Address Update

Child Information

* Select the Children to Update

ix Irene Student

Address Information

Address validation successful

* Address Line 1

7805 Lane St

Address Line 2

e.g. , Apt 100

* City

Whitersburg

6. You will be returned to the main Parent Portal. After a few seconds you should see the address for all the children you selected above change in the My Children section.

My Children

Irene Student
7805 Lane St
Whitesburg



My Benefits

Click on the My Benefits link to be see your linked child(ren)'s available benefits.

Please tell us if you need assistance with this site because you have a disability or don't speak English. Free assistance is available via our P-EBT line at 833-496-0661 and/or the TTY number at 711. You will reach an operator who can provide you with an interpreter.

Español(Spanish)

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My Children

[Link/unlink children, change addresses](#)



My Benefits

[Benefits by child, check my P-EBT eligibility, decline these benefits, file an appeal, check status of my appeal](#)

1. This page will you show you the eligible benefit amounts available for each child per month. You can also decline P-EBT benefits for your child(ren).

My Children

Irene Student 11/02/2007	Meadowview Middle	February, 2022	\$52.74
Irene Student 11/02/2007	Meadowview Middle	April, 2023	\$52.74
Irene Student 11/02/2007	Meadowview Middle	January, 2021	\$52.74
Irene Student 11/02/2007	Meadowview Middle	March, 2022	\$52.74

[Decline Benefits](#)

- The amount shown for May, 2020 includes benefits for March, April, and May 2020 and should match the total amount shown for all 3 months in your ConnectEBT account.
- The amount shown for September, 2020 includes benefits for July, August, and September 2020 and should match the total amount shown for all 3 months in your ConnectEBT account.

2. From Quick Links, you can file an appeal, check on the status of an existing appeal, and change your login password.

Quick Links

[File an appeal](#)
[Check status on an appeal](#)
[Change Password](#)

Need Help

Click on AVA, a virtual assistant, to get specific answers if you need help.

Need Help?



Ask AVA
