



Have papers to turn in? *Save time. Upload documents online with the One DHS Customer Portal*

To receive benefits for SNAP or Families First (TANF), you'll need to submit verification documents that prove your identity and need for benefits. Verification documents may include bills or records that show identification, residence, income, shelter costs, utility costs, and other household information.

The One DHS Customer Portal is an online tool that allows you to upload verification documents from your phone, tablet or computer following these steps:

Part One – Creating an Account and Linking Your Case

(For Customers who did not start their case using their One DHS Customer Account)

1. If you do not have a One DHS Customer Portal Account, create one by visiting **OneDhs.Tn.Gov**. Select the option to **Create an Account** and follow the prompts.
2. You will be asked to **enter an email address and password to set up your account**. You will also be asked to verify your email address by logging into your email account, finding the TDHS confirmation email, and clicking the link in the email to verify that the email address belongs to you.
3. Once you return to the **One DHS Customer Portal**, you may be asked to verify your account using personal information. After answering the secure identity verification questions, you will be directed to the **main page** of the **One DHS Customer Portal**. Now you can follow steps to link your case, before uploading verification documents.
4. To link your existing SNAP (formerly known as food stamps) or Families First application/case, select the **Benefits Dashboard** from the top menu. From the left **My Benefits** menu, select **Link SNAP/Families First Case**.
5. From the **Link SNAP/Families First Case page**, read over the information, then enter your case number. Case numbers may be found on the home page of the **Benefits Dashboard**, or on any notices that you have received from TDHS. If after looking for it on the portal or notices, you do not have your case number, a TDHS representative will be able to assist you.

Once you've linked your case, follow the steps in Part 2 to upload your document.



Video Instructions

Scan the QR Code for an instructional video from the Tennessee Department of Human Services' YouTube channel @TNHumanServices.



Use the One DHS Customer Portal to Upload SNAP and Families First Documents Online

Part Two – Uploading Your Documents

(For Supplemental Nutrition Assistance Program and Families First (TANF) customers who have already created a One DHS Customer Portal Account and linked their cases)

1. Select the blue **Child Care & Family Assistance File Upload** tile on the **Welcome Page** or select **Upload Documents** from the top menu.
2. Select the appropriate **Case/Application Number** from the drop-down menu *(if you skip step one or link your documents to the wrong case, it may take longer to process your case or distribute benefits)*.
3. Using the drop-down menu, select the appropriate **Individual** option.
4. Select the **Type of Document** to be uploaded from the **Document Type** drop down menu. If you intend to upload all verification documents as a single file, use the check box to acknowledge **“I have uploaded all my verifications”** in a single document option.
5. Select the **Choose File** button and follow the prompts to upload the file from your device **Or**, if using a smart phone, follow the prompts to take a photo of the document to be uploaded. If working from a kiosk in the TDHS office, you will have an opportunity to take a picture of the verification document you'd like to upload. Once the document is uploaded, it will appear on the page. Additional documents can be uploaded by repeating Steps 4-5.
6. After uploading the document(s), select **Submit**. You may view a list of uploaded documents under **My Submissions**, in the left menu.

The One DHS Customer Portal makes it easy for Tennessee Department of Human Services (TDHS) customers to:

- Apply for benefits
- Upload, submit, and view documents related to services
- Update household and contact information
- Check case status
- Review case notifications
- File Appeals
- Find answers to frequently asked questions through Knowledge Base Articles



For Additional Help, Call:

- One DHS Contact Center: 833-772-TDHS (8347)
- Family Assistance Service Center at 866-311-4287