



## Applying for SNAP, Families First (TANF) and Child Care Payment Assistance

### ***with the One DHS Customer Portal***

The One DHS Customer Portal is an online tool that helps Tennessee Department of Human Services (TDHS) customers apply for benefits, manage their case, and review their account for the Supplemental Nutrition Assistance Program (SNAP), Families First (TANF) and other programs that support Tennesseans on their way to self-sufficiency. Use the directions below to apply for services.

### **Step 1: Completing the Application**

1. Visit [OneDhs.Tn.Gov](https://OneDhs.Tn.Gov) and **log into your account**. If you do not have an account, select the option to **Create an Account** and follow the prompts. You may be asked to verify your account using personal information. *Note: it's possible to complete a SNAP application without an account, but "guests" will be unable to save application progress.*
2. On the **Home Dashboard**, scroll and select the **Apply for Child Care and/or Family Assistance also known as Food and Cash benefits**.
3. Choose your language (*English, Espanol, Arabic or Soomaali*) and read the information on the **"Before You Begin"** page to familiarize yourself with the documents that may be required to complete your application. You may wish to collect these documents before proceeding.
4. Select **Next** to begin your application and answer the questions as prompted. Once you begin, you will have 48 hours to complete your application. Required questions are identified with an asterisk symbol (\*).
5. When you reach the **Benefits Selection** page, select your relationship to the applicant and **Check** or **Uncheck** each program you wish to apply for. You may apply for any or all of the following: SNAP, Families First (TANF) or Child Care Payment Assistance. Select **Next** after making your selections.
6. Correctly answer the questions on each **Household** information page and select **Next** to continue to the next page. Review each summary page to ensure your information is correct.
7. **The Application Summary** page is the last opportunity to review your information for accuracy and use the **Back to Previous Page** option to return to a page and make any needed changes.
8. Read the information on the **Rights and Responsibilities** page, and select the box to acknowledge that you understand these rights before selecting **Next**.
9. Enter your information and preferences on the **Sign and Submit** page, and select **Submit** to complete the first step in the application process. You will be given an application number. Save this number for future reference. You may also choose to view or **Print** your application.
10. To move forward with your application, you must submit verification documents (Step 2) within 10 days.



### **Video Instructions**

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

## Uploading Documents for the Supplemental Nutrition Assistance Program (SNAP), Families First (TANF), and Child Care Payment Assistance

### *with the One DHS Customer Portal*



### Step 2: Uploading Verification Documents When Continuing a SNAP, Families First (TANF), or Child Care Payment Assistance Application

1. After completing the application (Step 1) on the One DHS Customer Portal at [OneDhs.Tn.Gov](https://OneDhs.Tn.Gov), link your case by selecting **Link SNAP/Families First Case** from the left menu.
2. Select the blue **Child Care & Family Assistance File Upload** tile on the **Welcome Page**.
3. 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*).
4. Using the drop-down menu, select the appropriate **Individual** option.
5. 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.
6. 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. Once the document is uploaded, it will appear on the page. Additional documents can be uploaded by repeating Step 4.
7. After uploading the document(s), select **Submit**. You may view a list of uploaded documents under the **My Submissions** tab.
8. In addition to completing the application and uploading documents, you will likely be required to conduct an Eligibility Interview to receive services. After receiving your application, a TDHS team member will contact you within 10 days regarding the interview.

### 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