



P-EBT SCHOOL DISTRICT FILE UPLOAD PORTAL

HELP GUIDE

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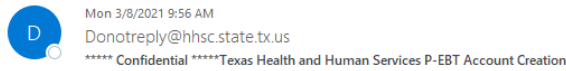
Overview of P-EBT School District File Upload Portal

The school district file upload portal has been created to provide Pandemic Electronic Benefit Transfer (P-EBT) benefits to eligible students. A school or district representative will use this portal to share the student data from their school or district with the Texas Health and Human Services Commission (HHSC), which will then be used to determine the eligibility and issue the P-EBT benefits to eligible students.

If you are the designated representative for your school or district, you will receive the login information through email to access the portal. Once you get access, you can use the portal to send the information to HHSC. The detailed instructions for each step are covered in detail below.

First-Time Login

1. Your account was created based on contact information submitted by TDA or TEA. When HHSC creates a username using the information provided, you will receive an email with title of ***** **Confidential** *******Texas Health and Human Services P-EBT Account Creation** from Donotreply@hhsc.state.tx.us containing your temporary password. Do not forward this email to anyone else. See the example below.



To
Please treat this as Confidential.

You are receiving this email because you are the Pandemic Electronic Benefit Transfer (P-EBT) representative for your school district/campus. P-EBT provides benefits to families with children who temporarily lost access to free or reduced-price school meals during the COVID-19 pandemic.

An account has been created for you to upload files and information related to P-EBT and your district/campus. Your temporary password is provided below.

Temporary Password: [REDACTED]

To change your temporary password, click [here](#) and login.

After you change your password, you can log in to your account using this [link](#).

Thank you,
Texas Health and Human Services

Your username will be in the following format:

- a. If you are from a public school:

PEBT_District ID_First Initial of the First Name_Full Last Name

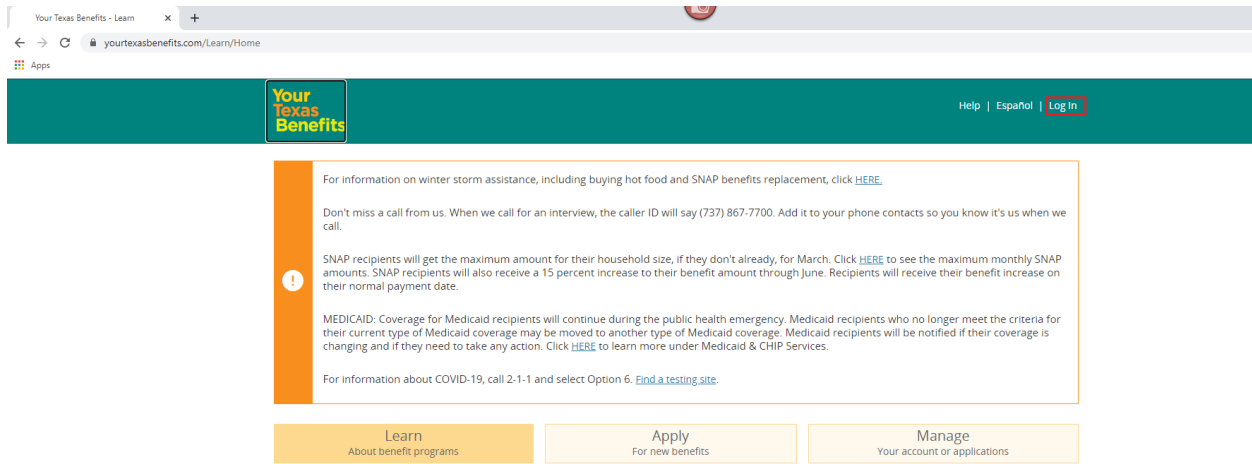
- b. If you are from a private school:

PEBT_CEID_First Initial of the First Name_Full Last Name

- c. Your username has a maximum of 40 characters. If your username in the above format goes beyond 40 characters, it will be shortened. For example: If the District id is 246909 and the first name is APPLE, and the last name is BCDEFGHIJKLMNOPQRSTUVWXYZABCDDDD the username would be "PEBT_246909_A_BCDEFGHIJKLMNOPQRSTUVWXYZA". The system would change the Last Name and shorten the username to 40 characters.

2. Go to <https://yourtexasbenefits.com/Learn/Home#login> or follow the link in the email received from HHSC to change your temporary password.

3. In the upper-right corner, click on Log In.



4. A pop-up will appear. Enter your username and temporary password exactly as they appear in the email.

Login to your account

User name

Password

Remember me Show password

LOG IN

[Forgot password?](#) [Don't have an account?](#)

[Forgot user name?](#) [Create a new account](#)

5. Click Log In after entering the username and temporary password. You will be automatically redirected to the change password page.

Change Password

To change your password, enter your current one or the temporary one you were given.

* = Required item

User name:

Current or temporary password: *

Password: *

Re-type password: *

Answer each of your security questions. When you have answered all three click 'Next'.

Question 1: * <input type="text" value="Pick an option"/>	Answer 1: * <input type="text"/>
Question 2: * <input type="text" value="Pick an option"/>	Answer 2: * <input type="text"/>
Question 3: * <input type="text" value="Pick an option"/>	Answer 3: * <input type="text"/>

Password Strength:

Passwords must:

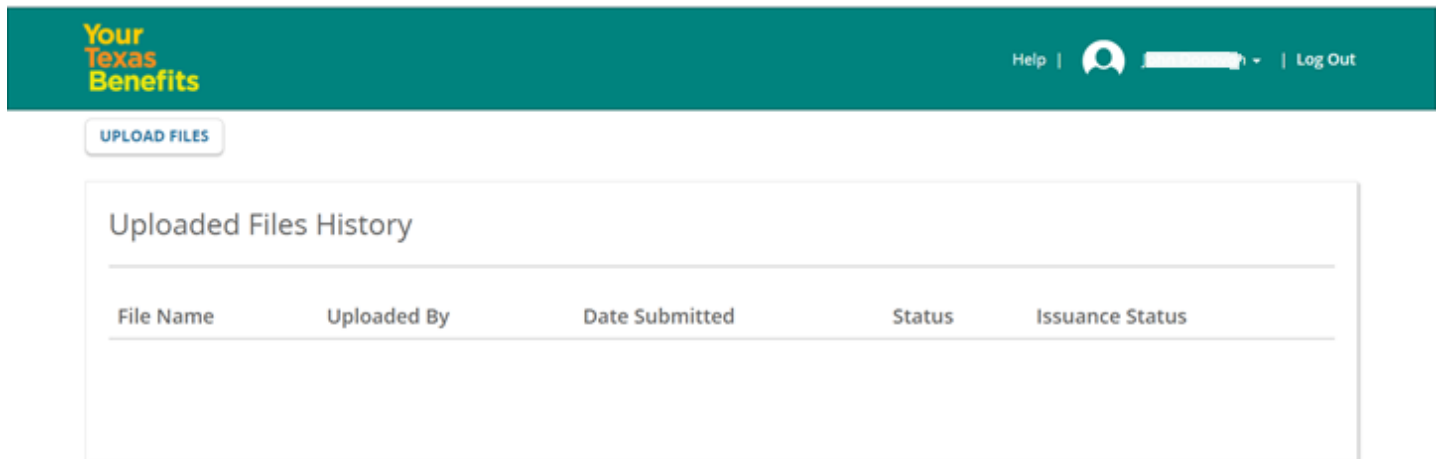
- Be between 8 and 32 characters
- Include at least 2 numbers
- Not have the same character more than 3 times in a row
- Not be the same as your user name

NEXT

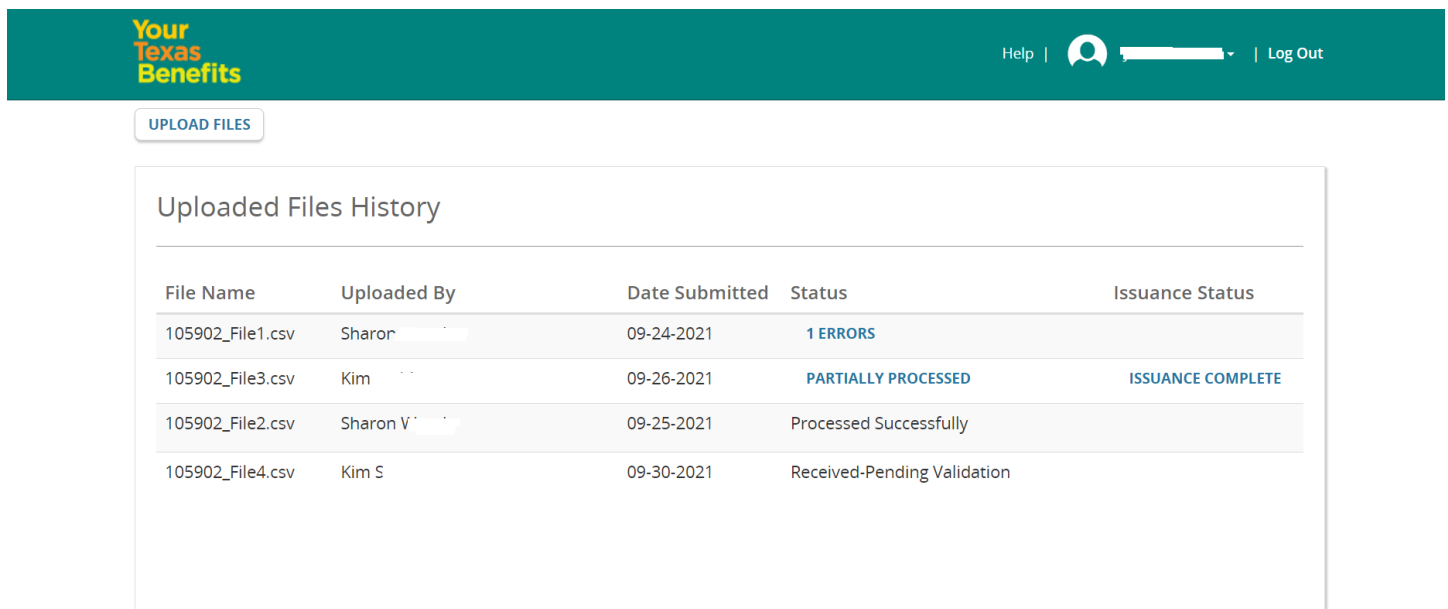
6. Enter your username and the temporary password. Then enter the new password you want to set in the Password and Re-type password fields.
7. Select an option for the three security questions and enter an answer for each. Remember the answers to these questions, as you will need them to reset your password in the future.
8. Click Next. Your password should be successfully reset, and you will see two buttons to either go to Home page or Log in to the portal using your username and the new password.
9. Once the login is successful, you will be redirected to the Uploaded Files History page.

Uploaded Files History Page

When you log in to the P-EBT portal, you are redirected to the Uploaded Files History page below, which serves as the homepage.



The Uploaded Files History page allows you to see a history of all the files that have been uploaded for your school or district.



The following fields are available for each file on the page:

1. File Name — the name of the file uploaded by you or another user from your school district.
2. Uploaded By — the name of the user who uploaded the file.

3. Date Submitted — the date the file was uploaded.
4. Status — the current status of the file, which can include:
 - Received – Pending Validation — when a file has been uploaded but has not been processed by the system yet.
 - Processed Successfully — when the file has been uploaded and validated successfully by the system.
 - # Errors — when the file has failed one or more validations while being processed by the system and the entire file is rejected. In these cases, the user can click on the file’s Status link to download the error file. The error file will contain details of all the errors that occurred during processing.
 - Partially Processed - when the file has failed one or more validations while being processed by the system and certain record(s) in the file is(are) rejected. Other validated record(s) has(have) been uploaded and validated by the system. In these cases, the user can click on the file’s Status link to download the error file. The error file will contain details of all the errors that occurred during processing.
5. Issuance Status – the issuance status of the file, which can include:
 - Issuance Complete – when P-EBT eligibility for the student(s) in the file has been determined. The file will show the issuance status for each student. The user can click on the file’s Issuance Status link to download the issuance report. The report will have all uploaded students along with their issuance statuses. Below are the different possible issuance statuses for a student:
 - a. Benefit Issued
 - P-EBT Benefit has been issued since the student was enrolled in the School Year.
 - b. Benefit not issued - Not enrolled
 - Benefit has not been issued since the student was not enrolled in the School Year.
 - c. Benefit already issued
 - Benefit has not been issued since the same student has already been issued on another application or upload.
 - d. Exception
 - Benefit has not been issued since there are multiple matches found in the system, and the system cannot uniquely identify the appropriate student.
 - N/A (No status) – when P-EBT eligibility for the student(s) in the file has(have) NOT been determined. The issuance status is not available at this point.

Preparing your File to Upload

1. Log in to your account and click on the 'Upload Files' button in the upper-left corner.

The screenshot shows the top navigation bar of the 'Your Texas Benefits' portal. The 'UPLOAD FILES' button is highlighted with a red rectangle. Below the navigation bar is a section titled 'Uploaded Files History' containing a table with the following data:

File Name	Uploaded By	Date Submitted	Status	Issuance Status
105902_File1.csv	Sharor	09-24-2021	1 ERRORS	
105902_File3.csv	Kim	09-26-2021	PARTIALLY PROCESSED	ISSUANCE COMPLETE
105902_File2.csv	Sharon V	09-25-2021	Processed Successfully	
105902_File4.csv	Kim S	09-30-2021	Received-Pending Validation	

2. You will be redirected to the Upload files page. From this page, download the template by clicking on the Template link in the first sentence.

The screenshot shows the 'Upload files' page. A 'HISTORY' button is visible at the top left. The main content area includes instructions and a file upload area. The word 'Template' is highlighted with a red box in the text: 'Please use this [Template](#) to create your files.'

Helpful info

Files you upload must be:

- 5 MB or smaller
- Must not contain more than 10,000 records.

For assistance with uploading files, click here [File Upload Help](#) to review the P-EBT file upload job aid. If you are still needing technical assistance, contact us at pebt_data@hhs.texas.gov.

Drag files here that you want to upload or browse for a file

File you want to send

UPLOAD FILE

3. After downloading the template, rename and save it as:

- If you are from a public school:
Rename the file as "District ID_File#.csv"
- If you are from a private school:
Rename the file as "CEID_File#.csv"

The '#' on the file name needs to be replaced with a number. For example, the file name should look like "057905_File1.csv" if you are representing School District 057905 (Dallas ISD) and you are uploading the 1st file.

4. **Note** — The system allows you to upload the file only if the file name is unique, meaning it has not been used before. To avoid any validation errors, make sure to check the Uploaded Files History page and use the file number after the latest (or highest) File# on the Uploaded Files History page.
5. The first row on the spreadsheet should always be the "Header" (like Student First Name, Student Last Name, SSN etc..) and the last row should always be the "Trailer" record, titled "End of Student Records." **Do not modify these two rows.**
6. Enter the data for all the students you want to upload between the header and trailer, ensuring that there are no empty rows.
7. To avoid validation errors, ensure that:
- The total number of rows in the file does not exceed 10,000, excluding header and trailer records.
 - Every field in the file is in the expected format and is within the defined threshold for length (refer to the header for max length of the fields).
 - There are no duplicate records within the file.
 - All the mandatory fields have a valid value for each record.
8. Here are the fields to be provided in the Upload file:

Field on Upload File	Mandatory or not?	Example/Instruction
School Year (9) YYYY-YYYY	Not Mandatory	2020-2021
Student_First_Name (60)	Mandatory	John or JOHN (Not case sensitive)

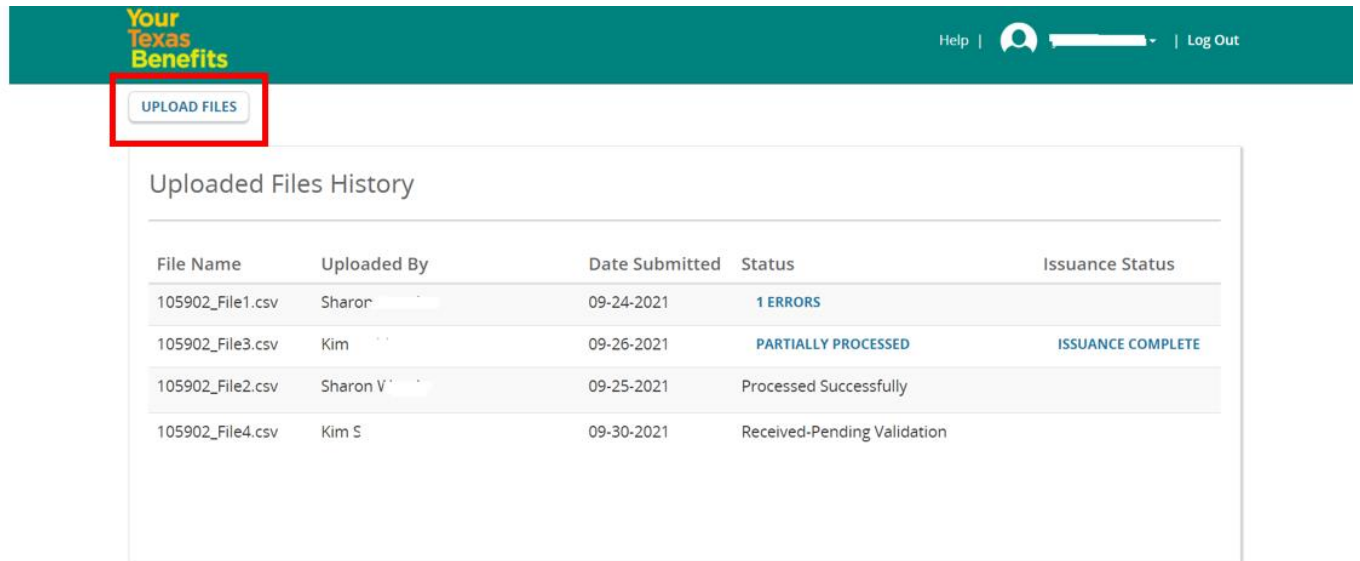
Field on Upload File	Mandatory or not?	Example/Instruction
Student_Last_Name (60)	Mandatory	Smith or SMITH (Not case sensitive)
Student_DOB (8) MMDDYYYY	Mandatory	02052008 or 2052008 if DOB is Feb 5, 2008 (Leading Zero is not required)
SSN_or_S_Num (9)	Mandatory for Public School. Not Mandatory for Private School.	0123456789 or 123456789 if SSN is less than 9 digits (No hyphen) S012345678 for State Assigned Number with leading 'S'
Student_ID_or_Local_ID (9)	Not Mandatory	Up to 9 characters
Unique_ID (10)	Mandatory for Public School. Not Mandatory for Private School.	1234567890 (Has to be 10 digits)
Student_Gender (1)	Mandatory	M, F or U
District_ID (6)	Mandatory	012345 or 12345 (up to 6 digits for Public School) 01234 or 1234 (up to 5 digits for Private School) (Leading Zero is not required)
Campus_ID (9)	Mandatory	001234567 or 1234567 (Leading Zero is not required)
Entry Date (8) MMDDYYYY	Not Mandatory	02052020 or 2052020 if Entry date is Feb 5, 2020

Field on Upload File	Mandatory or not?	Example/Instruction
Withdrawal Date (8) MMDDYYYY	Not Mandatory	02052020 or 2052020 if Withdrawal date is Feb 5, 2020
Parent_First_Name (60)	Mandatory for Public School. Not Mandatory for Private School.	John or JOHN (Not case sensitive)
Parent_Last_Name (60)	Mandatory for Public School. Not Mandatory for Private School.	Smith or SMITH (Not case sensitive)
Parent_DOB (8) MMDDYYYY	Not Mandatory but recommended to provide if available	02051980 or 2051980 if DOB is Feb 5, 1980
Parent_Email (125)	Not Mandatory	xxx@gmail.com
Parent_Ph_Num (10)	Not Mandatory	5127008000 (No hyphen or parenthesis)
Address_Line_1 (50)	Mandatory	123 Main St.
Address_Line_2 (65)	Not Mandatory	#789
City (20)	Mandatory	Austin
State (2)	Mandatory	TX
Zip5 (5)	Mandatory	78705

9. Save the file when you are done.

Uploading the file

1. Go to <https://yourtexasbenefits.com/Learn/Home#login> and log in with your username and password.
2. You will be taken to the Uploaded Files History page. From here, click the 'Upload Files' button in the upper-left corner.



3. You will be redirected to the Upload files page.
4. On the Upload files page, either drag and drop the file you want to upload or click on the "browse for a file" link in the gray box and select the file from your documents.
5. The system will perform initial validations for:
 - a. The file name must be in the expected format, the district ID/CEID must match the district ID/CEID for your school, and the file number must be unique.
 - b. The file must be 6MB or smaller and must not contain more than 10,000 student records (excluding the header and trailer records).
 - c. Header and trailer records must be present and displayed exactly as they are in the template.

Upload files

The system only accepts the files in the format defined in the template. Please use this [Template](#) to create your files.

To start, select a file you need (from your desktop) and drag it into the box below or pick 'browse for a file'.

The file will show up under 'File you want to send'. Select 'UPLOAD FILE' to start the upload.

Drag files here that you want to upload
or [browse for a file](#)

File you want to send

[UPLOAD FILE](#)

Helpful info

Files you upload must be:

- 6 MB or smaller
- **Must not contain more than 10,000 records.**

For assistance with uploading files, click here [File Upload Help](#) to review the P-EBT file upload job aid. If you are still needing technical assistance, contact us at pebt_data@hhs.texas.gov.

6. If the validations are successful, the file you selected will show under "File you want to send." You can only upload one file at a time. Once you see your file click on Upload file.

Upload files

The system only accepts the files in the format defined in the template. Please use this [Template](#) to create your files.

To start, select a file you need (from your desktop) and drag it into the box below or pick 'browse for a file'.

The file will show up under 'File you want to send'. Select 'UPLOAD FILE' to start the upload.

Drag files here that you want to upload
or [browse for a file](#)

File you want to send

227901_File401.csv

2 KB



UPLOAD FILE

Helpful info

Files you upload must be:

- 6 MB or smaller
- Must not contain more than 10,000 records.

For assistance with uploading files, click here [File Upload Help](#) to review the P-EBT file upload job aid. If you are still needing technical assistance, contact us at pebt_data@hhs.texas.gov.

7. The file will be uploaded, and you will be redirected to the Uploaded Files History page, where your file will show with the status "Received – Pending Validation."
8. You can check the status of your file after a few hours (a file is usually processed within 24 hours). If the file has been successfully processed, the status will be updated to other status depending on the validation result.
9. If there are any errors in processing, the status of your file will show as "# Error." You can click the status link to download the error file and review the details of the errors. The Error in the file would contain message such as "Duplicate Record", "Invalid format", "Duplicate record exist in Database", "Duplicate Unique ID", "Invalid District ID", "Invalid Campus ID" etc.

UPLOAD FILES

Uploaded Files History

File Name	Uploaded By	Date Submitted	Status	Issuance Status
105902_File1.csv	Sharon	09-24-2021	1 ERRORS	
105902_File3.csv	Kim	09-26-2021	PARTIALLY PROCESSED	ISSUANCE COMPLETE
105902_File2.csv	Sharon V	09-25-2021	Processed Successfully	
105902_File4.csv	Kim S	09-30-2021	Received-Pending Validation	

Account Management

Forgot Password

1. If you forget your password, please go to <https://yourtexasbenefits.com>. On the top right corner click Log in.
2. To reset your password, click on the Forgot Password? link on the login pop-up.

Login to your account

User name

Password

Remember me Show password

LOG IN

[Forgot password?](#) [Don't have an account?](#)

[Forgot user name?](#) [Create a new account](#)

3. You will be redirected to the Forgot Password page. Enter your user name and click Next.

Forgot Password

* = Required item

Enter your user name: *

NEXT

- On the next screen, answer three security questions and click Done. Answers for the security questions are not case sensitive.

Forgot Password

* = Required item

Answer each of your security questions. When you have answered all three click 'Next'.

Question 1:

[REDACTED]

Answer 1: *

DONE

- If you answer the security questions correctly, you will be redirected to the Reset Password page.
- Enter the new password you want to set in the Password and Re-type Password fields and click done. The requirements of the new password are (available on the "Forgot Password" screen):
 - Be between 8 and 32 characters

- Include at least 2 numbers
- Not have the same character more than 3 times in a row
- Not be the same as your user name

7. You will get a message if your password has been reset successfully. You can log in to your account using your username and new password.

8. If you have answered the security questions incorrectly multiple times, your account might get locked. If that happens you will have to call 2-1-1 (Option 2) and an agent will assist you with resetting your password.

Forgot Username

1. If you forget your username, please go to <https://yourtexasbenefits.com>. On the top right corner click Log in.
2. To find your username, click on the Forgot user name? link on the login pop-up.

Login to your account

User name

Password

Remember me

Show password

LOG IN

[Forgot password?](#)

[Don't have an account?](#)

[Forgot user name?](#)

[Create a new account](#)

3. You will be redirected to the Forgot user name page.


Forgot user name

* = Required Item

First name: * Last name: *

Address (line 1): Address (line 2):


City: State: ZIP:

Date of birth: * 

Sex:

Email address:

Phone number:

Social Security number: 

Case number:

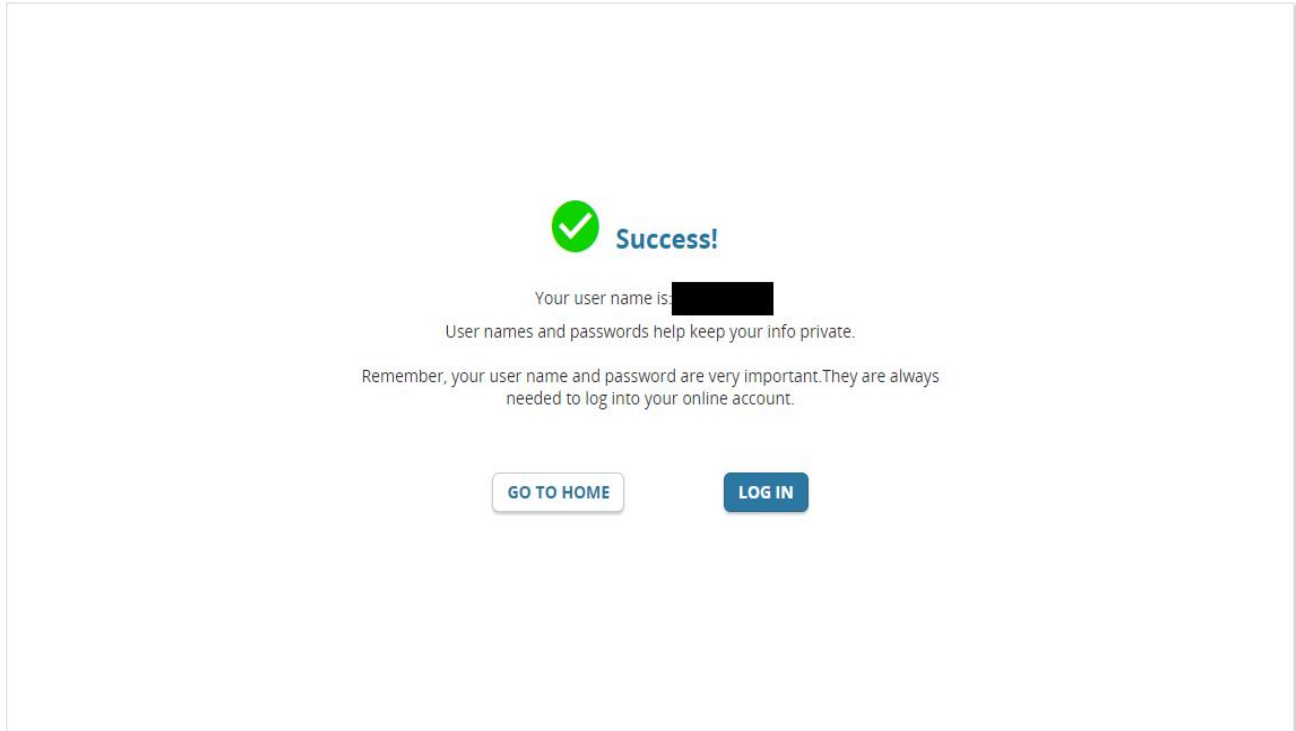
EDG number:

Individual number:

[← CANCEL](#) [FIND USER NAME](#)

4. Enter your "First name", "Last name" and "Date of birth" and click "Find User Name" button. These are required fields, but additional information may be entered. To avoid any validation errors, it is recommended to provide your email address.

5. If the email address is not entered while finding the username and the system finds multiple users with the same first name, last name and date of birth, you will see an error message. In such a case, you will have to provide additional information or verify that the information was entered correctly.
6. If the information you entered is correct, you will be redirected to a success page where your username will be displayed:



7. Click on Log In to go back to the login page and log in with your username and password.
8. If you are unable to retrieve your username call 2-1-1 (Option 2) and an agent will assist you with your username.

Technical Assistance

If you have issues related to uploading files or any other technical difficulties using the portal, please refer to the First-Time login section in this document or contact us at pebt_data@hhs.texas.gov.