

Pandemic-EBT Inquiry Portal User Guide

Table of Contents

- I. How to access the Pennsylvania P-EBT inquiry portal
- II. Create a New Account
- III. Account Login
- IV. Forgot Password Steps
- V. Update Profile Information
- VI. Inquiry Responses Page
- VII. P-EBT Inquiry Form: New Submission
- VIII. Seeing details and agent response of a submitted inquiry
- IX. Basic Navigation

I. How to access the Pennsylvania P-EBT inquiry portal

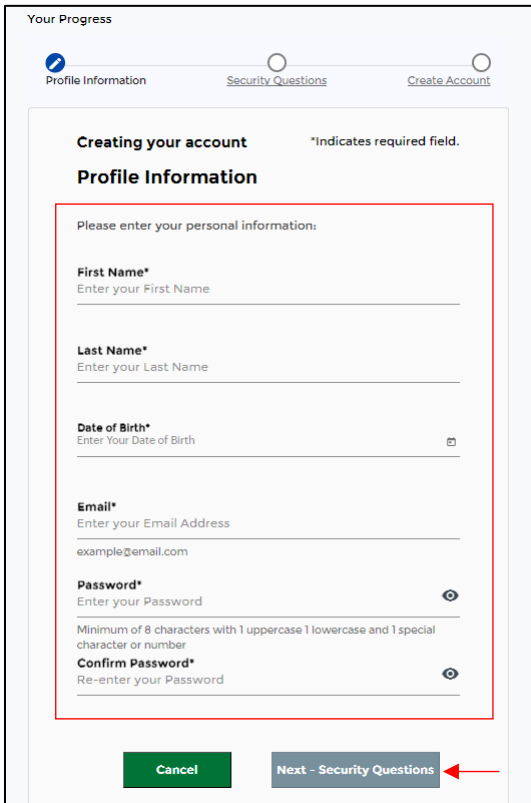
To access the Pandemic-EBT Inquiry Portal, go to the web address <https://www.pennebt.com/en/>

II. Create a New Account

1. At the top right corner, click **Create Account** in the navigation bar OR click **Create Account** from the welcome homepage.



2. Fill in the Profile Information and then click **Next – Security Questions**.



Your Progress

Profile Information Security Questions Create Account

Creating your account *Indicates required field.

Profile Information

Please enter your personal information:

First Name*
Enter your First Name

Last Name*
Enter your Last Name

Date of Birth*
Enter Your Date of Birth

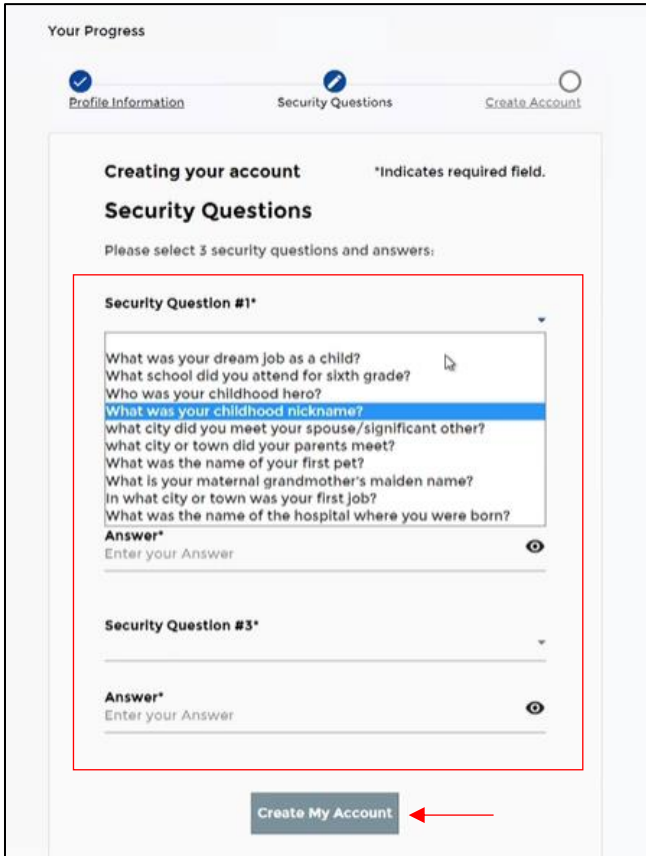
Email*
Enter your Email Address
example@email.com

Password*
Enter your Password
Minimum of 8 characters with 1 uppercase 1 lowercase and 1 special character or number

Confirm Password*
Re-enter your Password

Cancel Next - Security Questions

3. Choose three security questions from the drop-down and fill in your answers. Then click **Create My Account**.



Your Progress

Profile Information Security Questions Create Account

Creating your account *Indicates required field.

Security Questions

Please select 3 security questions and answers:

Security Question #1*

What was your dream job as a child?
What school did you attend for sixth grade?
Who was your childhood hero?
What was your childhood nickname?
What city did you meet your spouse/significant other?
What city or town did your parents meet?
What was the name of your first pet?
What is your maternal grandmother's maiden name?
In what city or town was your first job?
What was the name of the hospital where you were born?

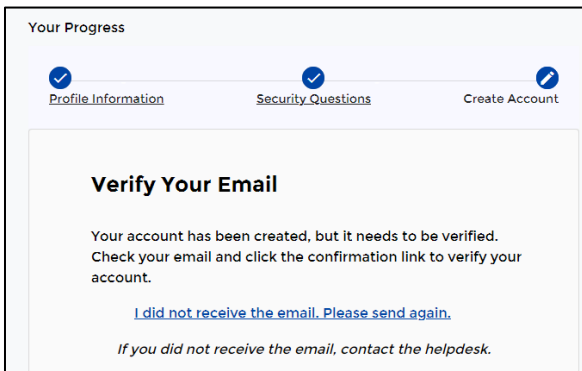
Answer*
Enter your Answer

Security Question #3*

Answer*
Enter your Answer

Create My Account

4. Verify email – Go to email inbox used to create account and open the email with subject “Account Confirmation”. In the email body, click **Confirm My Account**.



Your Progress

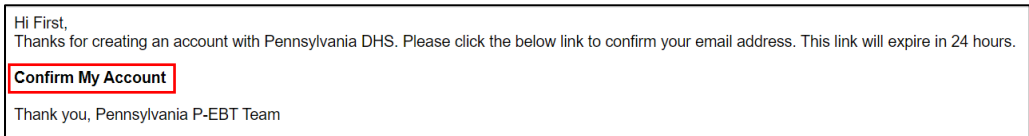
Profile Information Security Questions Create Account

Verify Your Email

Your account has been created, but it needs to be verified.
Check your email and click the confirmation link to verify your account.

[I did not receive the email. Please send again.](#)

If you did not receive the email, contact the helpdesk.

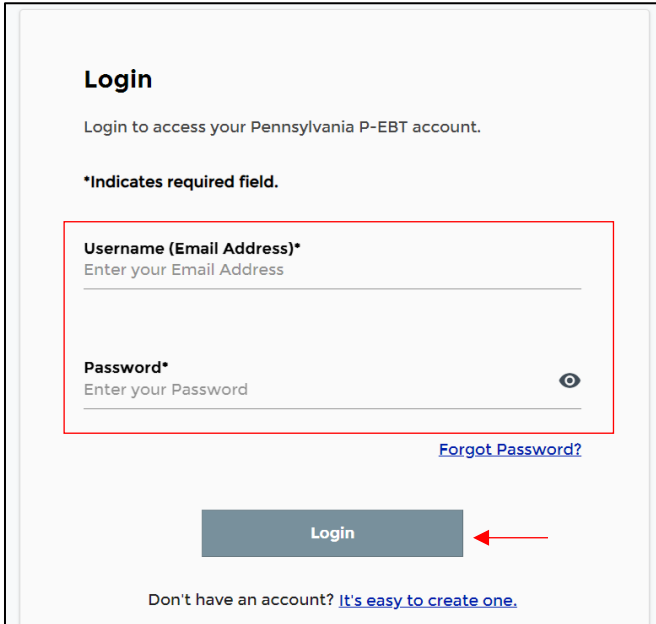


Hi First,
Thanks for creating an account with Pennsylvania DHS. Please click the below link to confirm your email address. This link will expire in 24 hours.

Confirm My Account

Thank you, Pennsylvania P-EBT Team

5. You will be directed to the Login page, enter your account credentials and click **Login**.



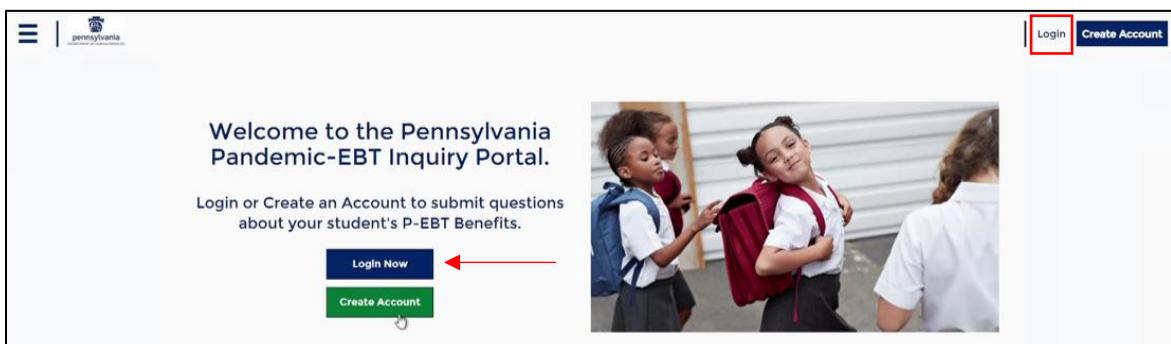
The screenshot shows a login form titled "Login" with the instruction "Login to access your Pennsylvania P-EBT account." Below this, a note states "*Indicates required field." The form contains two input fields: "Username (Email Address)*" with the placeholder "Enter your Email Address" and "Password*" with the placeholder "Enter your Password" and a toggle icon. A red box highlights both input fields. Below the fields is a blue link "Forgot Password?". At the bottom, there is a grey "Login" button with a red arrow pointing to it, and a link "Don't have an account? [It's easy to create one.](#)"

6. The message "Account Verified Successfully" should be displayed at the bottom of the page once verified.

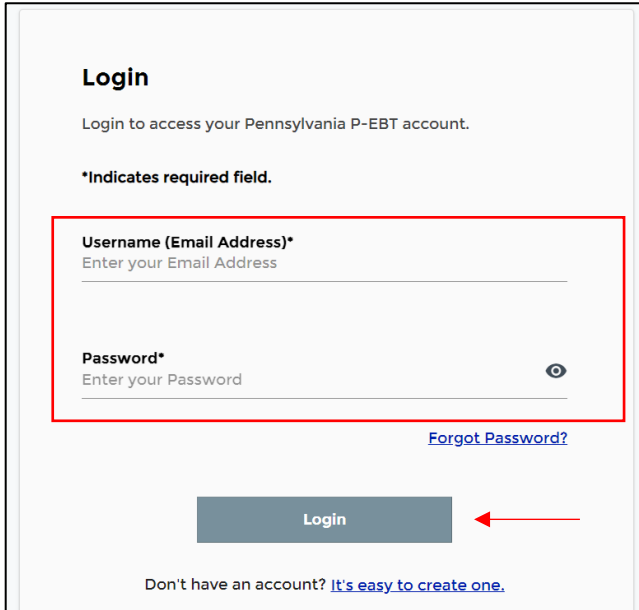


III. Account Login

1. On the welcome homepage, click **Login Now** OR **Login** at the top right of the page in the navigation bar



2. You will be directed to the Login page, enter your username (the email address associated to your account) and your password. Then click **Login**.



Login

Login to access your Pennsylvania P-EBT account.

*Indicates required field.

Username (Email Address)*
Enter your Email Address

Password*
Enter your Password

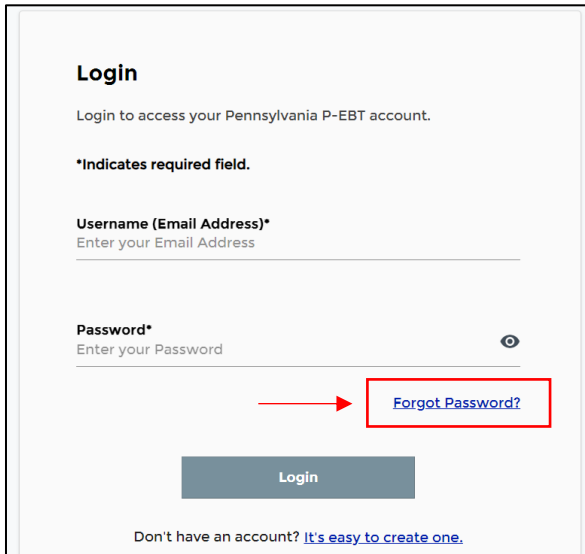
[Forgot Password?](#)

Login

Don't have an account? [It's easy to create one.](#)

IV. Forgot Password Steps

1. If you forget your account password, click the **Forgot Password?** hyperlink on the Login page.



Login

Login to access your Pennsylvania P-EBT account.

*Indicates required field.

Username (Email Address)*
Enter your Email Address

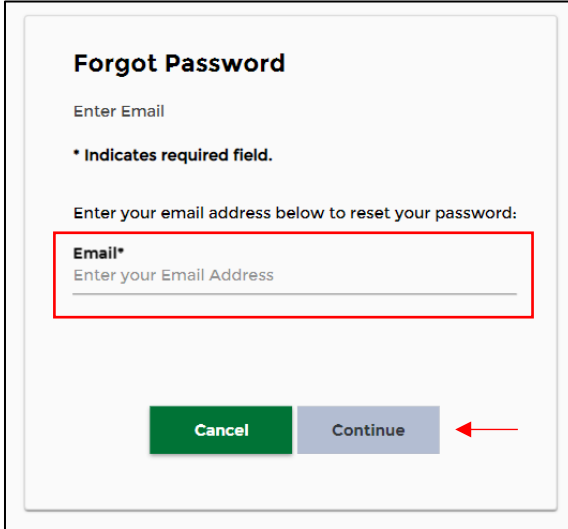
Password*
Enter your Password

[Forgot Password?](#)

Login

Don't have an account? [It's easy to create one.](#)

2. Enter the email associated with your account and click **Continue**



Forgot Password

Enter Email

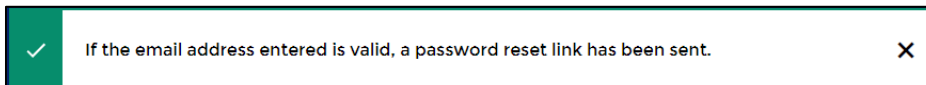
• Indicates required field.

Enter your email address below to reset your password:

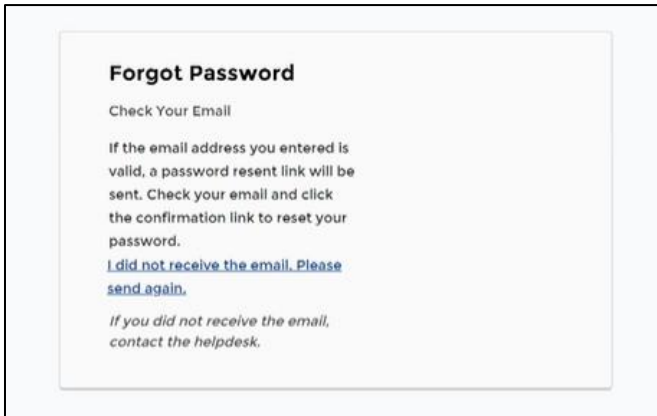
Email*
Enter your Email Address

Cancel Continue

The below pop-up message should display:



3. Check email for the re-set password link



Forgot Password

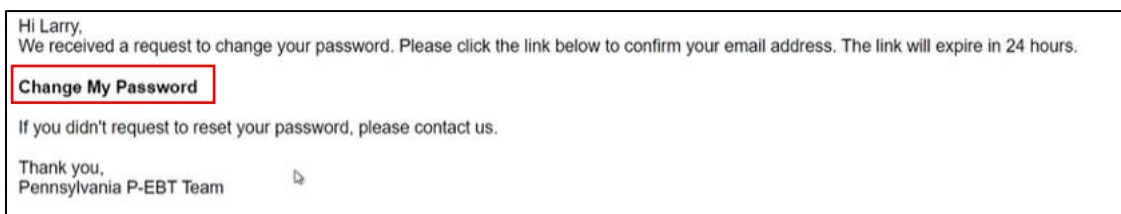
Check Your Email

If the email address you entered is valid, a password reset link will be sent. Check your email and click the confirmation link to reset your password.

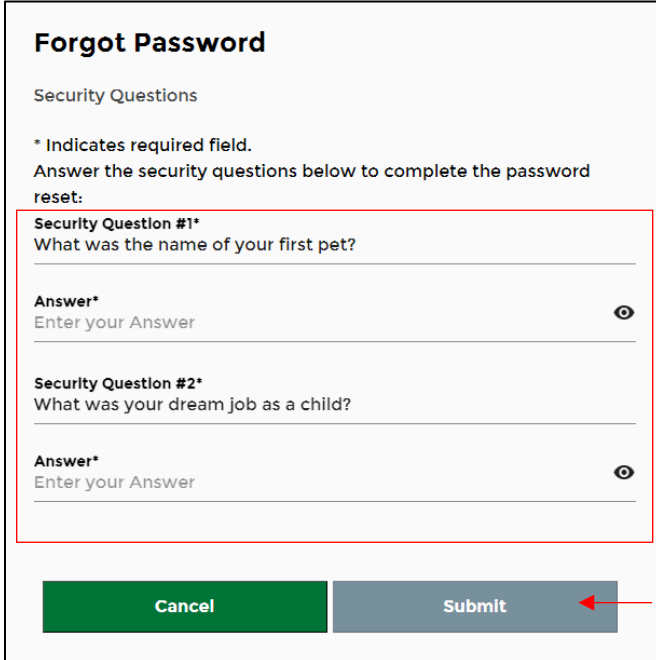
[I did not receive the email. Please send again.](#)

If you did not receive the email, contact the helpdesk.

4. Open email with subject "*Pennsylvania DHS - Password Reset*" and click **Change My Password**



5. Enter answers to security questions and then click **Submit**



Forgot Password

Security Questions

* Indicates required field.
Answer the security questions below to complete the password reset:

Security Question #1*
What was the name of your first pet?

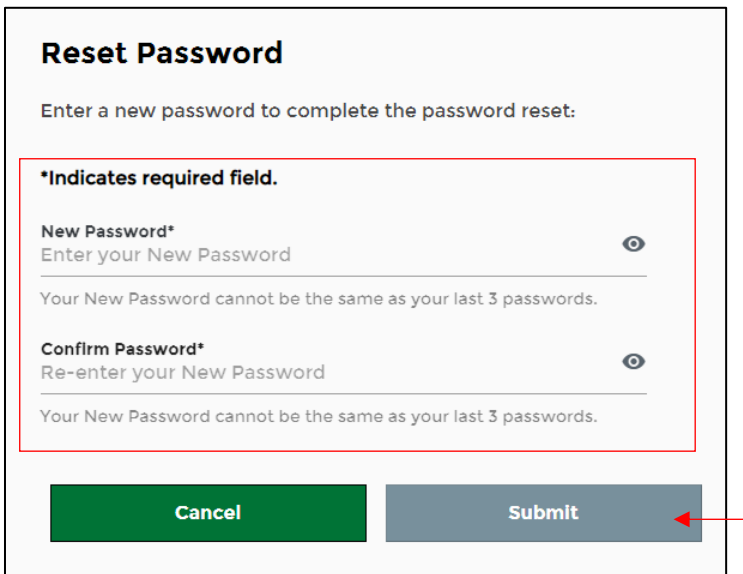
Answer*
Enter your Answer

Security Question #2*
What was your dream job as a child?

Answer*
Enter your Answer

Cancel Submit

6. Enter a new password and click **Submit**



Reset Password

Enter a new password to complete the password reset:

*Indicates required field.

New Password*
Enter your New Password

Your New Password cannot be the same as your last 3 passwords.

Confirm Password*
Re-enter your New Password

Your New Password cannot be the same as your last 3 passwords.

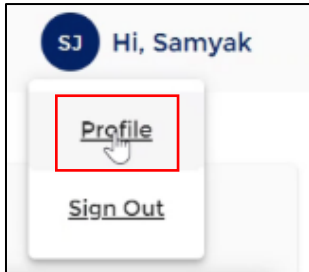
Cancel Submit

7. The message "Password reset successfully" should be displayed at the bottom of the page once successfully re-set

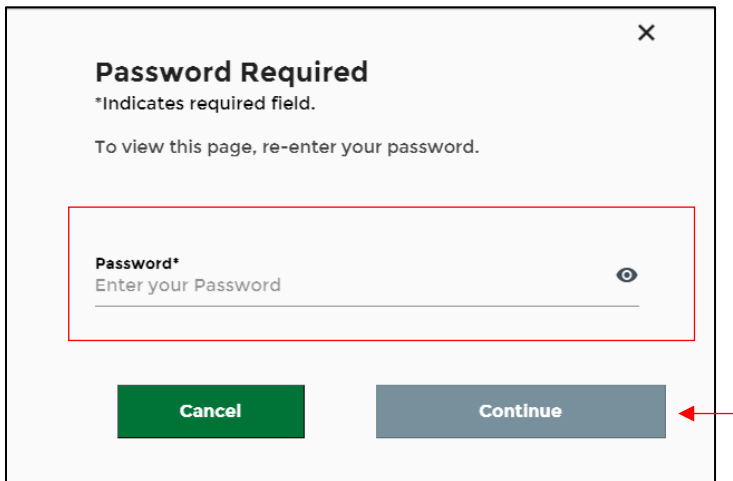


V. Update Profile Information

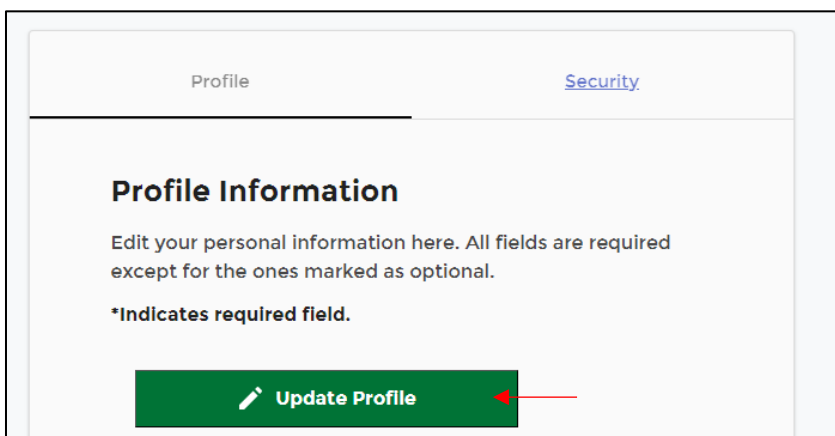
1. If you would like to update your profile information at any time, when logged in to your account, click your profile name at the top right and then click **Profile**.



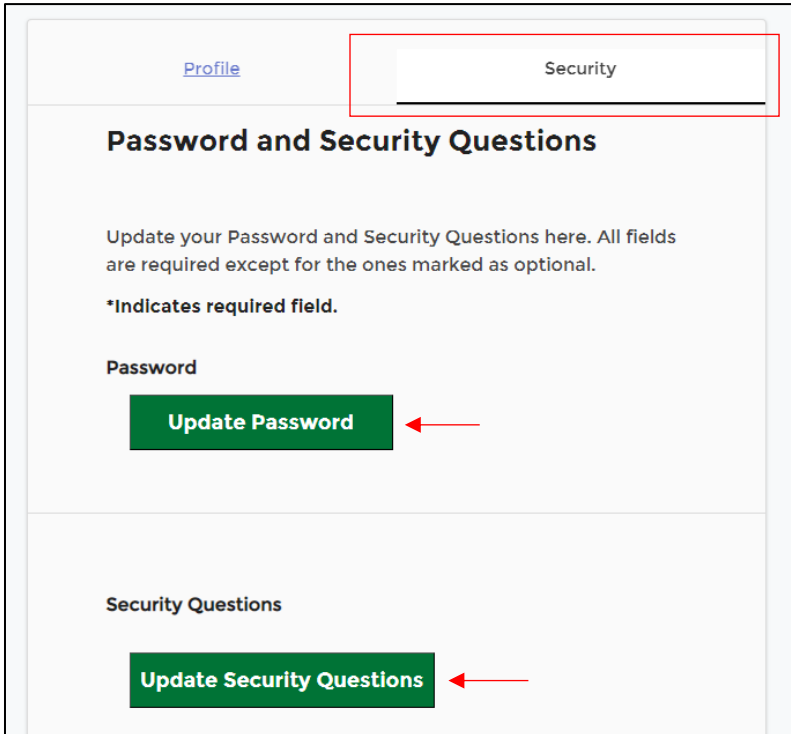
2. Enter password and click **Continue**.

A screenshot of a "Password Required" dialog box. The title is "Password Required" with a close button (X) in the top right corner. Below the title, it says "*Indicates required field." and "To view this page, re-enter your password." There is a text input field labeled "Password*" with the placeholder text "Enter your Password" and a toggle icon (an eye) to the right. Below the input field are two buttons: "Cancel" (green) and "Continue" (grey). A red arrow points to the "Continue" button.

3. Click **Update Profile** to update profile information such as name, DOB, email and phone number.

A screenshot of the "Profile Information" page. At the top, there are two tabs: "Profile" (selected) and "Security". Below the tabs, the title is "Profile Information" and the text says "Edit your personal information here. All fields are required except for the ones marked as optional." and "*Indicates required field." At the bottom of the page, there is a green button with a pencil icon and the text "Update Profile". A red arrow points to the "Update Profile" button.

4. Navigate to the Security tab by clicking Security at the top to **Update Password** or **Update Security Questions**.



Profile Security

Password and Security Questions

Update your Password and Security Questions here. All fields are required except for the ones marked as optional.

*Indicates required field.

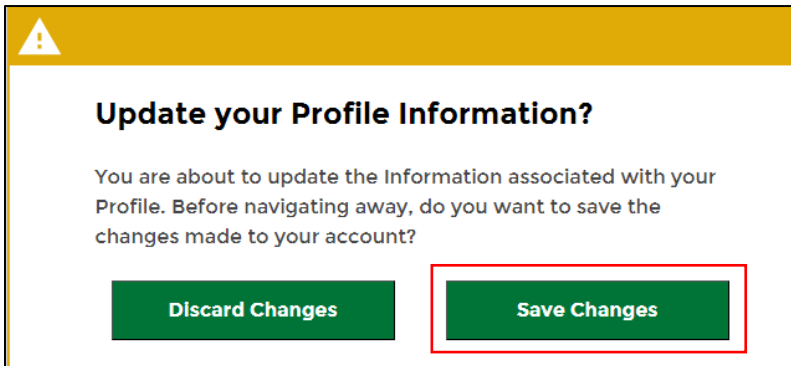
Password


Update Password

Security Questions

Update Security Questions

5. To save updates, click **Save Changes**.



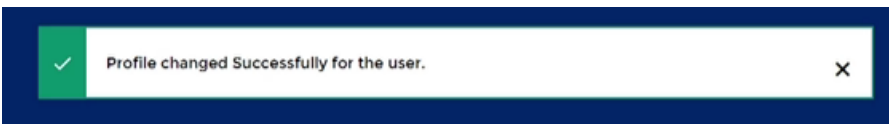




Update your Profile Information?

You are about to update the Information associated with your Profile. Before navigating away, do you want to save the changes made to your account?

Discard Changes **Save Changes**

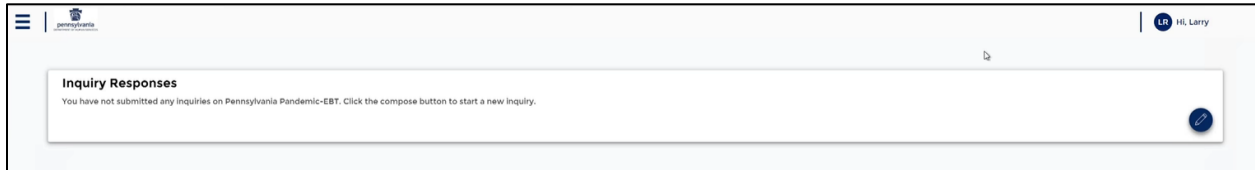
Once updated, the message “Profile changed Successfully for the user” should be displayed at the bottom of the page.



 Profile changed Successfully for the user. 

V. Inquiry Responses Page

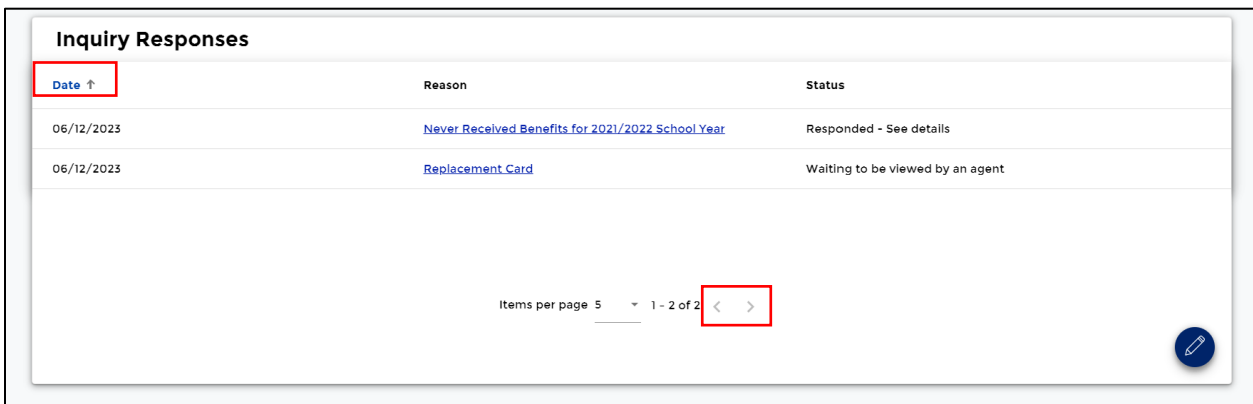
If no inquiries have been submitted, a message will display stating “You have not submitted any inquires on Pennsylvania Pandemic-EBT. Click the compose button to start a new inquiry.”



If inquiries have been submitted, a table will display showing the following:

- Date – Submission date of the inquiry
- Reason – Inquiry reason indicated in the submitted inquiry form
- Status – Step of the process the inquiry is at in the worker system.
 - Waiting to be reviewed by an agent: The inquiry was received and is waiting to be assigned to a Customer Service agent.
 - Claimed by an agent: The inquiry is currently assigned to a Customer Service agent and is being worked on
 - Further Research Needed: More information is needed from the school in order to answer your question.
 - Responded – See details: A Customer Service agent sent a response to the inquiry. The response can be viewed by clicking the hyperlink for the inquiry.
 - Rejected – Invalid inquiry: A Customer Service agent determined that the inquiry was somehow invalid.
 - Rejected – Duplicate inquiry: A Customer Service agent determined that the inquiry was the same as a previous inquiry.

NOTE: Columns can be sorted by clicking the column header. Inquiries may appear on separate pages if multiple inquiries are submitted. Pages can be navigated by clicking the arrows at the bottom of the page.



Date ↑	Reason	Status
06/12/2023	Never Received Benefits for 2021/2022 School Year	Responded - See details
06/12/2023	Replacement Card	Waiting to be viewed by an agent

Items per page 5 1 - 2 of 2 < >

VII. P-EBT Inquiry Form: New Submission

Clicking the **blue pencil** button will navigate you to the PA P-EBT Inquiry Form page to create a new inquiry.

Please Note: All online inquiries must be submitted by November 30, 2023. If the pencil is gray after that time, then please call the P-EBT hotline at 1-877-343-0179 for further information and assistance.

The form asks to provide details on 'Submitter Information' and 'Children in the Household'.

Submitter Information

Submitter Information

First Name* Last Name*

First Name is required. Last Name is required.

Do you have a regular EBT Card? * Yes No

Phone Number*

Reason for Submission

Call the P-EBT hotline number 1-877-343-0179 if you cannot activate card.

Reason *

If you submitted an inquiry prior to June 26th, 2023, please enter any information that you might have from that inquiry such as 'ticket number' or 'approximate date of inquiry'.

Comments

Mailing Address

Address Line 1*

Address Line 2

City* State * Zip Code*

Is your mailing address different than your home address? * Yes No

Submitter Information:

- First Name – Legal First Name of the submitter
- Last Name – Legal Last Name of the submitter

NOTE: The submitter must be the legal guardian of the child

- Do you have a regular EBT Card?
 - EBT Card Number
- Phone Number

Reason for Submission:

- Reason
 - If you are inquiring on "Never Received Benefits" please make sure to answer the three required 'Yes/No' questions
- Comments

Mailing Address:

- Address Line 1
- Address Line 2
- City
- State
- Zip Code
- Is your mailing address different than your home address?

Once all of the information is accurately filled in, click **Next**.

Children in the Household

Add Child Information
Please only add the information of the child you need assistance with.
Child Information

First Name* Last Name*

Date of Birth*

Did the child receive SNAP benefits? *

School term(s) of child's Pandemic-EBT coverage *

Spring 2020

2020-2021

Summer 2021

2021-2022

Summer 2022

2022-2023 (only applicable for childcare aged children receiving SNAP)

Summer 2023 (only applicable for school aged children)

Was the child home-schooled during the selected term(s)? *

Add all of the Pennsylvania schools the child attended during the selected school term(s)

[+ Add a school](#)

[+ Add another child](#)

Child Information:

- First Name
- Last Name
- Date of Birth
- Did the child receive SNAP benefits?
- School term(s) of child's Pandemic-EBT coverage
 - Select the school terms your child has already received P-EBT
- Was the child home-schooled during the selected term(s)?
 - Home School Information

School Selection:

Click the '+ Add a school' hyperlink to add a school. Be sure to add all the schools the child attended.

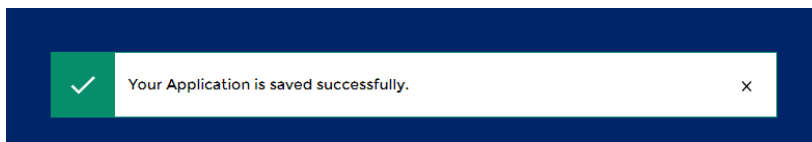
- School County – County in which the school is located.
- School District – District that includes the school. If the school is not public, this may just be the name of the school.
- School Name – Name of the school.
 - If your child's school is not in the list, please choose "Not Listed" and enter your child's school name

Adding additional children:

- Click the '+ Add another child' hyperlink. Fill out the information for the additional child(ren) in the fields that appear.

Click **Submit** once all information is accurately completed.

A pop-up message should be displayed once submitted:



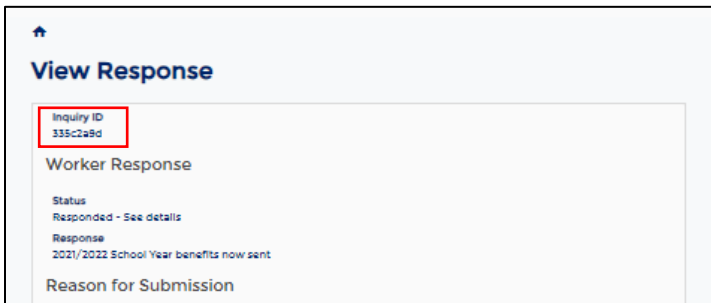
VIII. Seeing details and agent response of a submitted inquiry

Find the inquiry based on submission date and inquiry reason. If the inquiry reached a final state, it will have a Status of *Responded* or *Rejected*.

The 'Reason' column will contain a hyperlink that will navigate you to the details of your inquiry once clicked.

Inquiry Responses		
Date	Reason	Status
06/12/2023	Never Received Benefits for 2021/2022 School Year	Responded - See details

In the View Response page, the **Inquiry ID** is the first section listed. The response from the Customer Service agent will appear in the next section called **Worker Response**



View Response

Inquiry ID
335c2a9d

Worker Response

Status
Responded - See details

Response
2021/2022 School Year benefits now sent

Reason for Submission

X. Basic Navigation

To navigate back to the 'Inquiry Responses' page, you can click the hamburger lines to display the 'Useful Links' menu or the DHS logo at the top right. In the 'Useful Links' menu, click **Inquiry Responses**. Clicking the home icon will navigate you to the Inquiry Responses page, as well.

