

(<https://www.dfps.state.tx.us/default.asp>)

Welcome to the Texas Abuse Hotline Website

The Department of Family and Protective Services provides this secure website for reporting suspicions of abuse, neglect and exploitation of children, adults with disabilities, or people 65 years or older.

Use this website to report situations that **do not** need to be investigated right away. It may take more than 48 hours to process online reports due to high volume.

Answer the questions as thoroughly as possible. The information provided must meet the definitions of abuse, neglect or exploitation according to Texas codes in order to be sent to local DFPS investigative staff for review. A lack of descriptions and details may result in your report being closed at intake without further action.

Do not use this website to report urgent or emergency situations.

- Call the Texas Abuse Hotline (1-800-252-5400) if your situation is urgent and needs to be investigated within 24 hours.
- Call 911 or your local law enforcement agency if you have an emergency or life-threatening situation that must be dealt with immediately.

When do I call the Texas Abuse Hotline instead of using this website?

Call the Texas Abuse Hotline when the situation is urgent. Urgent means someone faces an immediate risk of abuse or neglect that could result in death or serious harm. Call the Texas Abuse Hotline at **1-800-252-5400** for situations including but not limited to:

- Serious injuries
- Any injury to a child 5 years or younger
- Immediate need for medical treatment (including suicidal thoughts)
- Sexual abuse where the abuser has or will have access to the victim within the next 24 hours
- Children age five and under are alone or are likely to be left alone within the next 24 hours
- Anytime you believe your situation requires action in less than 24 hours

If you need to call the Texas Abuse Hotline and are deaf and equipped with a Teletypewriter (TTY), call Relay Texas by dialing 711 or 1-800-735-2989. Tell the relay agent you need to call the Texas Abuse

Hotline at 1-800-252-5400.

Call the Texas Abuse Hotline if for any reason you have trouble reporting your concerns on this website.

Emergencies

Call your local law enforcement agency or **9-1-1** immediately if you have an emergency or life-threatening situation.

Report as an Existing User

Already have an account? Existing users login here:

Attention:

Between the hours of 10PM and 11PM on 11/13, the online reporting system will be undergoing maintenance. If you need to make a report of abuse, neglect, or exploitation during this time, please call 1-800-252-5400.

Login (<https://hhsportal.hhs.state.tx.us/dfps/myportal/ereport/>)

Forgot Username? (<https://hhsportal.hhs.state.tx.us/iam/portal/lostusername>)

Forgot Password? (<https://hhsportal.hhs.state.tx.us/iam/portal/lostpassword>)

Report as a New User

Create a password-protected account and profile for your security and convenience:

Create an account (<https://hhsportal.hhs.state.tx.us/iam/portal/citizen>)

Report as a Guest

Due to high volume, guest and anonymous reporting has been temporarily suspended.

Training and Resources

Reporting Abuse / Neglect: A Guide for School Professionals

(<http://www.dfps.state.tx.us/Training/Reporting/default.asp>)

How to use the DFPS internet reporting website

(http://www.dfps.state.tx.us/Training/Reporting/documents/Online_Texas_Abuse_Hotline_UserGuide.pdf)

Online Reporting Video Tutorials (<http://www.dfps.state.tx.us/Training/Reporting/online.asp>)

Frequently Asked Questions About Reporting Abuse

What if I am unsure if there is abuse? (http://www.dfps.state.tx.us/contact_us/report_abuse_faqs.asp)

What are Abuse, Neglect, and Exploitation? (http://www.dfps.state.tx.us/contact_us/report_abuse_faqs.asp)

What will I be asked? (http://www.dfps.state.tx.us/contact_us/report_abuse_faqs.asp)

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(<https://www.dfps.state.tx.us/policies/>) Public Information Act |

(<https://www.dfps.state.tx.us/policies/records.asp>) Contact Us

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