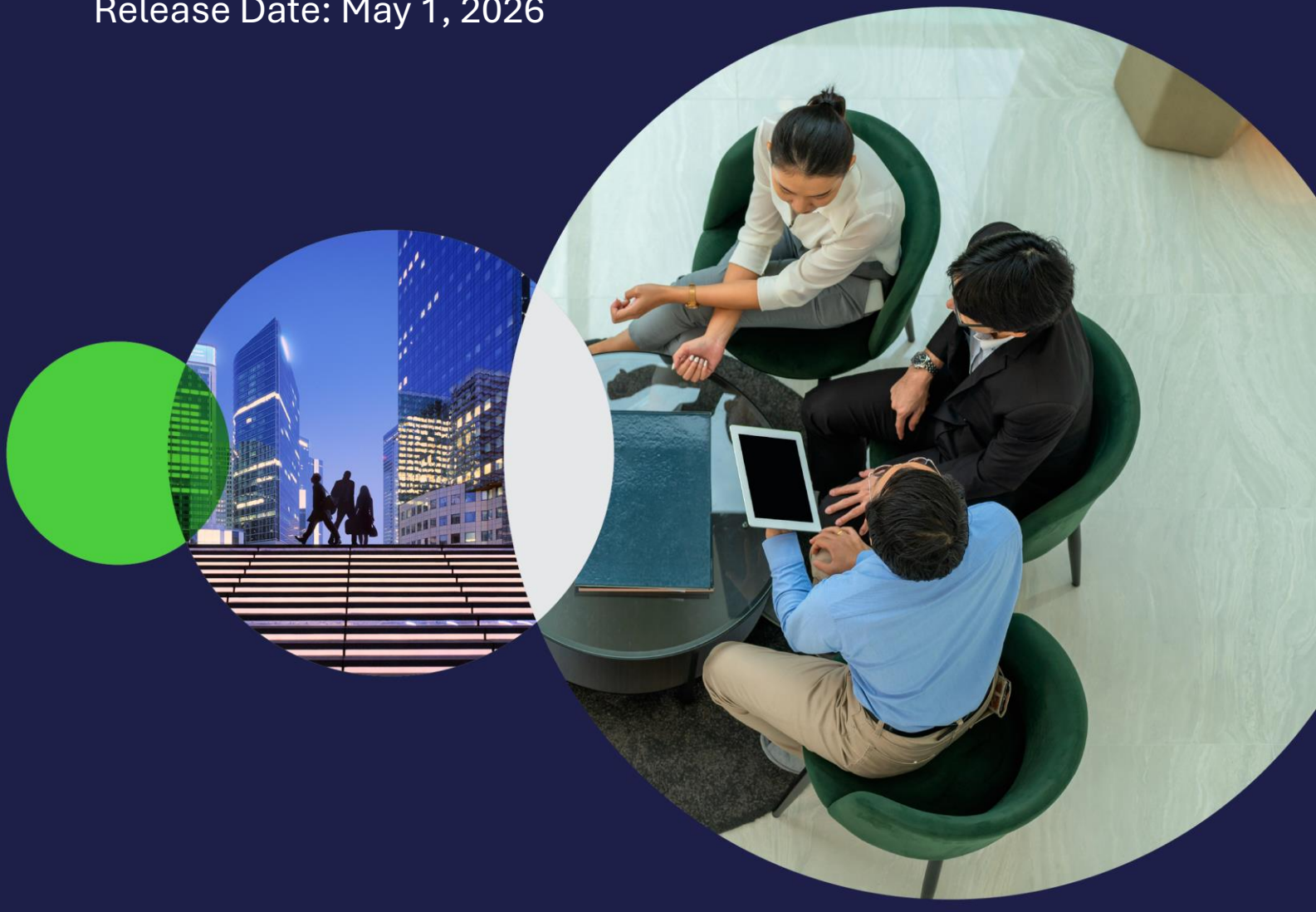
*ebt*EDGE℠ User Guide

for Cardholder Portal and Mobile Application

Release Date: May 1, 2026



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Revision History

Release Date	Sections Edited	Description
April 27, 2026	Sign into the App	Add steps for updated 2FA
April 13, 2026	Find a store	Update SNAP and WIC icons "Total Balance" updated to "Total Account Balance"
April 10, 2026	Dispute a Transaction	Update screen shots Edit steps
April 9, 2026	Shop Benefits	Edit feature description
March 9, 2026	Essentials	Update screen shots Add examples of Learn More
March 6, 2026	Trouble Signing In	Adjust steps for recovering a Username and password
February 20, 2026	Help and Support Language Options	Add new screen shots Edit descriptions
February 19, 2026	Balances Shop Benefits	Add description for WIC changes Update screen shots Edit description
February 18, 2026	Essentials	Updated screen shots Edit feature descriptions
February 4, 2026	Create an Account	Add screen shots
December 3, 2025	Language	Add new images Edit description
December 3, 2025	Account Details	Add new images Update Sign-In Details Update Delete an Account
December 3, 2025	Help and Support	Detail new fields for Manage Your Card Update images Clarify steps for Transaction Restriction Edit steps for Cancel Card

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Release Date	Sections Edited	Description
December 3, 2025	Recent Transactions	Clarify steps for entering a dispute Update images
December 3, 2025	Essentials	Update navigation for: Jobs Food Healthcare Finance Transportation Housing Clothing
December 3, 2025	Home	Added Shop Benefits section Add new images Update Search Jobs feature Update screen shots
December 3, 2025	Landing Page	Update screen shots
December 3, 2025	Trouble Signing In	Detail steps for resetting a password Detail steps for recovering an account
December 3, 2025	Sign into the application	Update biometrics details Update screen shots
December 3, 2025	Introduction Download the Mobile App	Updated introduction Clarified instructions to access the mobile app Updated mobile app icon
July 22, 2025	Freezing your card	Clarified access to function.
March 19, 2025	Logging In Account Services Trouble Signing In? Location Services	Removed MFA content/instructions. Added Filter option to search for Chip terminals.
August 21, 2024	Logging In How to Review Your Food, Cash, and	Added Multi-Factor Authentication (MFA). Added Restaurant Meal Indicator

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Release Date	Sections Edited	Description
	Child Care Account Information Viewing your WIC benefit balance and history Account Services Trouble Signing In?	Added "grouped by expiration date." Added MFA Settings. Added MFA flows.
June 10, 2024	Viewing the Healthy Incentive Program Summary	Updated possible number of elements included in Summary.
April 6, 2023	Viewing the Healthy Incentive Program Summary My Offers	Added new subsection. Added My Offers section.
November 15, 2022	Account Services	Updated Registering to Receive Messages. Added Setting Up Alerts. Added Deleting Your Account.
August 28, 2022	Logging In How to Review Your Food, Cash, and Child Care Account Info Selecting Your PIN Trouble Signing In?	Updated Login page image. Added mention of PIN activity in transaction history. Added new design for Forgotten Password, Forgotten User ID, and Unlock User ID
June 17, 2022	Transaction Restrictions Language Options	Added new sections.
February 28, 2022	Introduction How to Review...Account Information	Updated to include barcode lookup. Added Transaction Type and Transaction Date Range Filters Added new section for WIC barcode lookup.

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Release Date	Sections Edited	Description
	How to Look Up WIC Products Help Center	Added back button from Help Center.
September 28, 2021	Login Page Welcome Page Freezing Your Card	Updated image to provide cleaner appearance. Updated image to show card graphics. Updated popup language for Unfreezing Card.
July 14, 2021	Freezing Your Card	Added section.
June 24, 2021	Introduction Locate Account Services	Added introduction. Added new section for Locate function on mobile view. Split Account Services into two sections based on new design.
February 9, 2021	Viewing dispute activity Entering a dispute Updating your user information	Added new sections for new functionality. Updated Edit User Profile page to include language selection.
October 28, 2020	Logging In	Added log in authentication applicable in some states.
October 8, 2020	Visiting the Help Center Linking a card and Replacing your card Changing your challenge questions	Added SNAP E&T links to Help. Updated images for validation fields. Added new Account Services topic.
September 18, 2020	How to Review Your Food, Cash, and Child Care Account Summary/How to	In both sections, removed reference to Load More Transactions button. Users now simply scroll to view more.

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Release Date	Sections Edited	Description
	Review Your WIC Account Summary	
July 24, 2020	Entire Manual	Updated topics throughout document.
March 13, 2020	Entire Manual	Combined Cardholder Portal Reference Manual and Mobile Application Reference Manual into single user guide. Updated topics throughout document.

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Introduction

Welcome to the FIS *ebt*EDGE Cardholder Portal and *ebt*EDGE Mobile Application. This document provides instructions for using the application. Application pages work a little bit differently on a mobile device versus a laptop, but the functionality is the same.

Download the *ebt*EDGE Mobile Application

Download the mobile application from the App Store (for Apple devices) or the Google Play Store (for Android devices). ***Note:*** *Phones must be updated to the most current operating system*.

1. Search the store for the *ebt*EDGE Mobile Application, which is represented by the following icon:

2. Locate the application and then follow the instructions provided by the store to complete the download. ***Note:*** *The download may take a few moments*.

3. When the download is complete, follow the on-screen instructions to register an account and begin using the application.

The application uses Global Positioning Services (GPS) to help find nearby EBT store locations. Immediately upon downloading the app, select the appropriate option to “allow once, allow only while using the app, or do not allow” GPS to be active. The Login page is displayed after making a selection.

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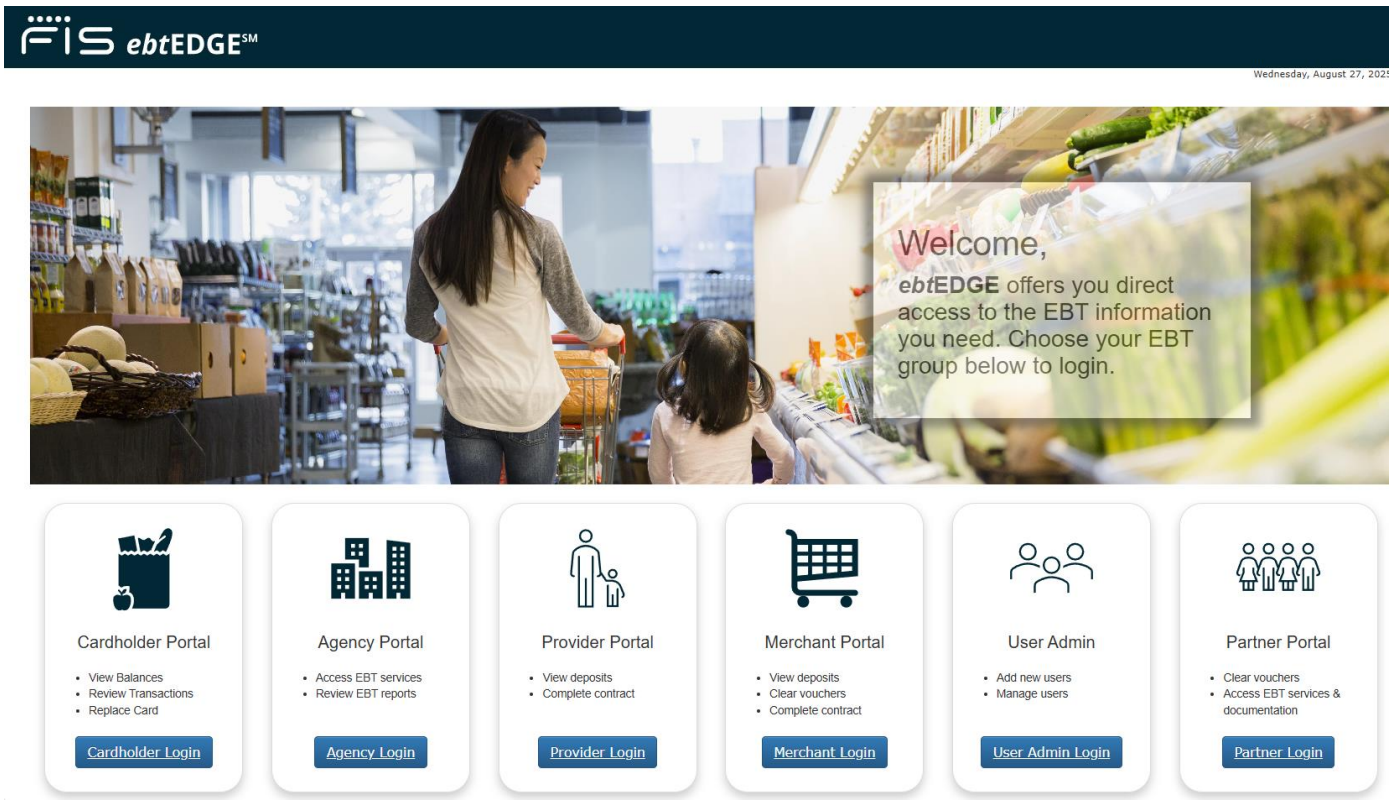
Create an *ebt*EDGE Account

Before using the cardholder applications, cardholders must register an account and set up a profile.

Follow these steps to register.

1. Open the cardholder application:

    a. For the *ebt*EDGE Cardholder Portal, navigate to www.ebtedge.com, and select the **Cardholder Login** link.



ebtEDGE Landing Page

    b. For the *ebt*EDGE Mobile Application, follow the instructions in the previous topic to download and open the application.

2. Select **Create an Account** on the Login page.

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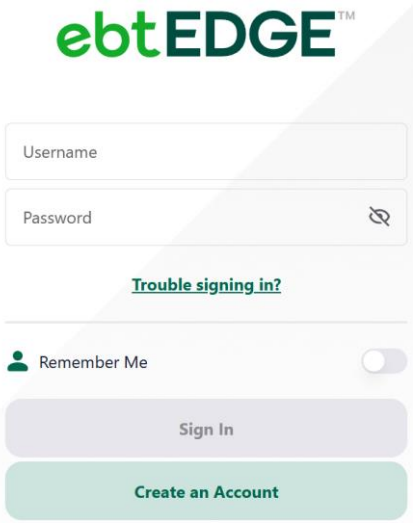
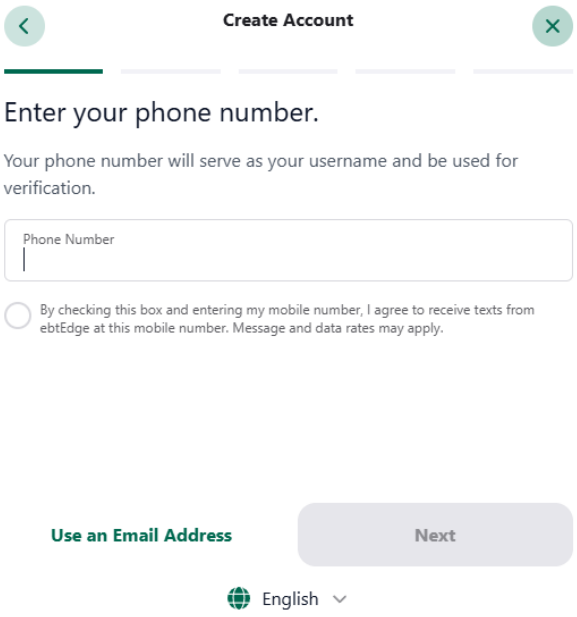


Login Page

3. Enter a telephone number. This number will serve as a username and will be used for verification. To use an email address instead, click the **Use an Email Address** button.



Enter a phone number

4. A verification code will be sent via the method indicated in the previous step. Retrieve the code and enter it in the Verification Code box.

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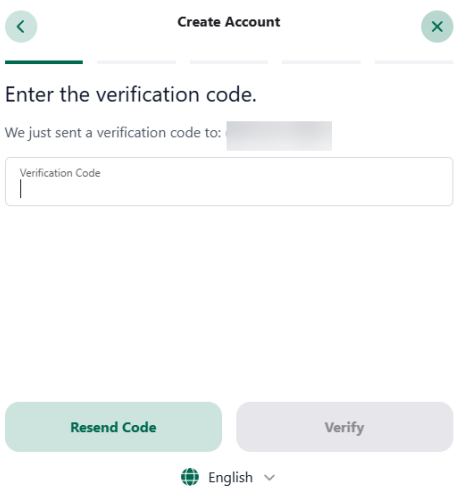
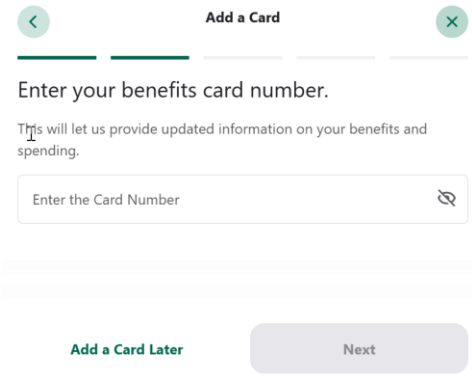


Verification Code

5. Click the **Verify** button.
6. Enter the benefits card number and click **Next** or click **Add a Card Later** to skip this step.



Enter benefits card number

7. The cardholder account username field is completed by default. Enter the desired password.

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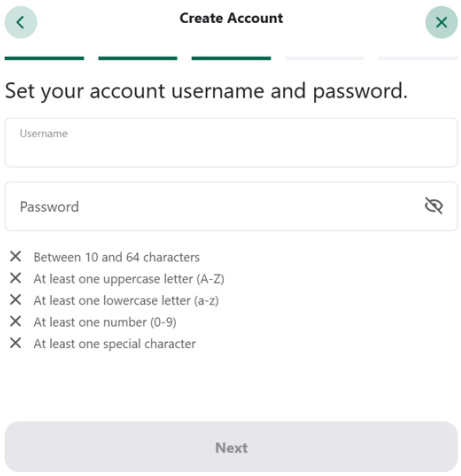
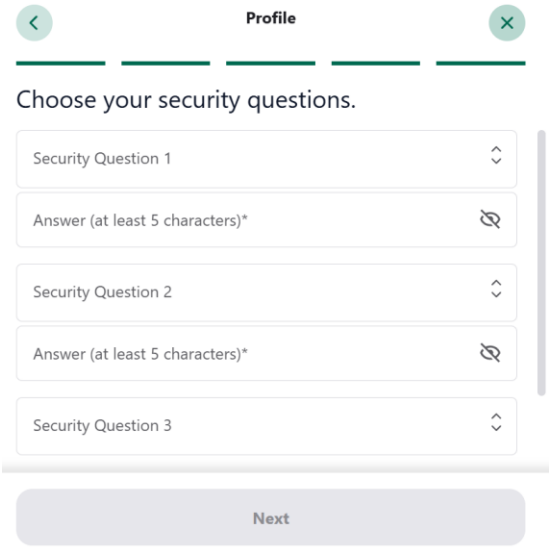


Set Up a Password

8. Click **Next**.
9. Review and complete the account details and click **Next**.
10. To continue with the account registration, choose the cardholder security questions and click **Next** to return to the Login page.



Choose the cardholder security questions

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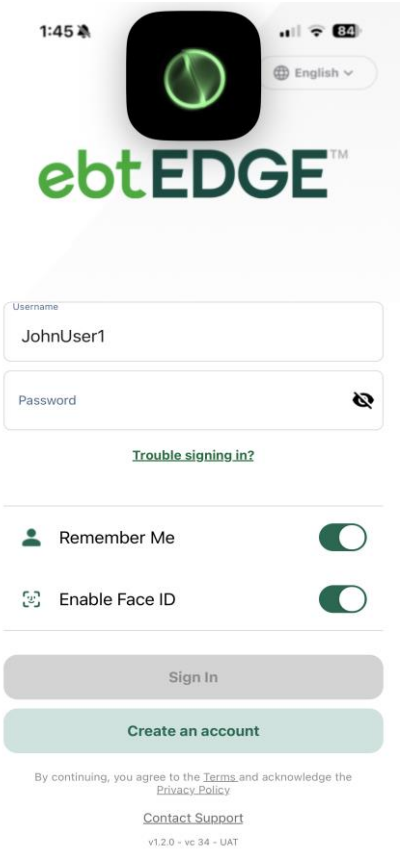
Set up Login Biometrics (mobile only)

Download the *ebt*EDGE mobile application from the app store associated with the mobile device. The mobile application allows users to access cardholder information using biometrics. At the initial login, users are presented with the option to enable biometrics. A password is required to set up biometrics. Biometric options such as fingerprint and facial recognition are dependent on the mobile device platform.



Login Screen with Biometrics Enabled

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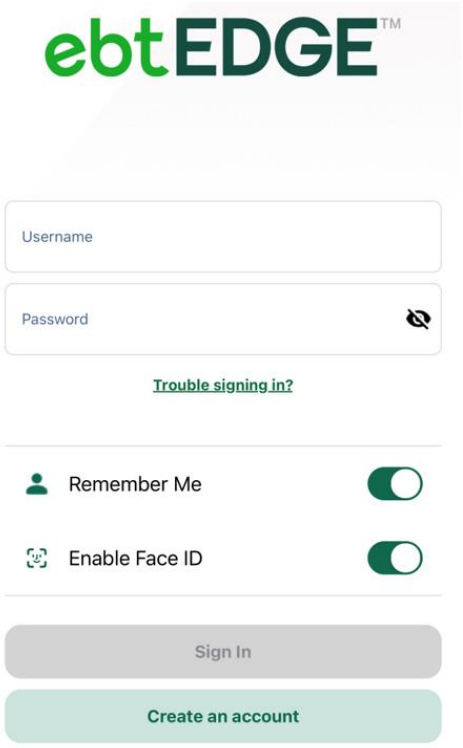
Sign into the Application

Once an account has been registered and challenge questions set, use your credentials to log into the application. Depending on a state's guidelines, users may be prompted to answer a security question before each login. The ebtEDGE application uses two-factor authentication on new devices or after a cardholders have signed out of other devices. Two-factor authentication is not required after successful validation on a device.

1. Enter your username (telephone number or email address) and password on the Login page and click the **Sign In** button.



Sign In Page

2. If extra authentication is not required, users will see the Home page.
3. If extra authentication is required, complete the validation steps.
4. Enter the verification code and click **Verify**.

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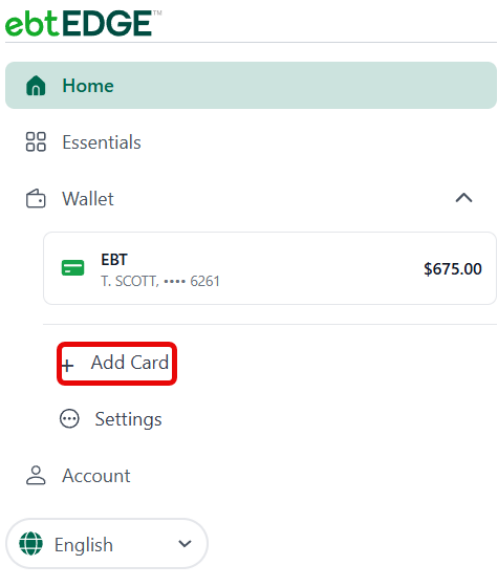
Add a Card to a User ID

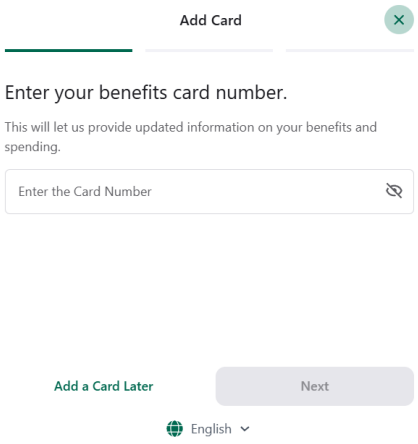
If the cardholder did not add a card during the account creation process, a card will be required to view account balance and transaction history. For multiple cards, link each card separately.

1. Click **Add Card**.



Add Card

2. Enter the card number and click **Next**. (Click **Add a Card Later** to cancel this action and return to the previous page.)



Add Card Number

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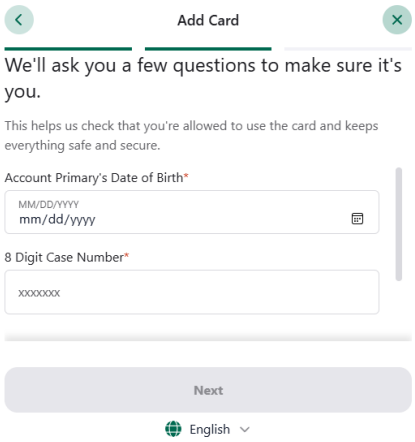
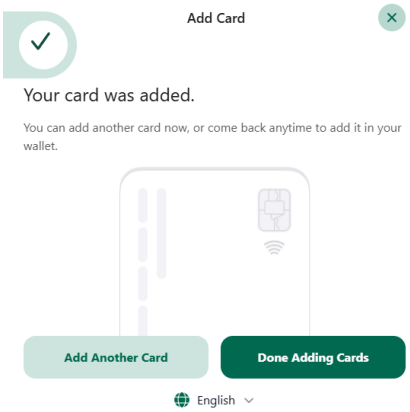
3. Enter the cardholder's validation criteria to authenticate access to the card and then click **Next**. Note: Validation prompts will depend on the state agency.



Validation Criteria

4. Click the **Add Another Card** button to add an additional card or click the **Done Adding Cards** button to return to the previous screen.



New Card Added

Trouble Signing In**?**

To reset a password or to recover a forgotten username, click the Trouble Signing In link.

Forgotten Password

1. Select the **Trouble signing in** link on the Login page.

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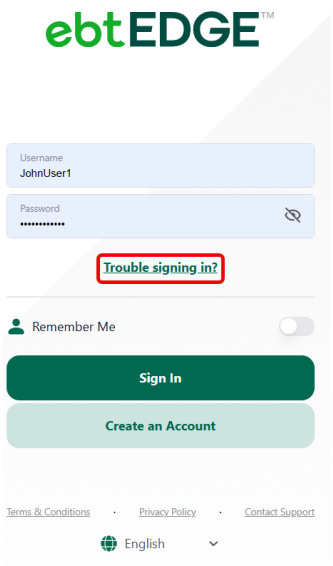
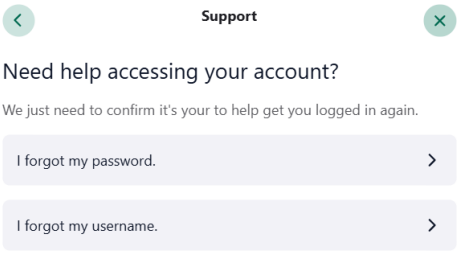


Trouble Signing in? Link on Login Page

2. Select the **I forgot my password** option.



Select Problem

3. Enter a phone number to be used for verification or select the **Use an Email Address** option to verify via an email address.

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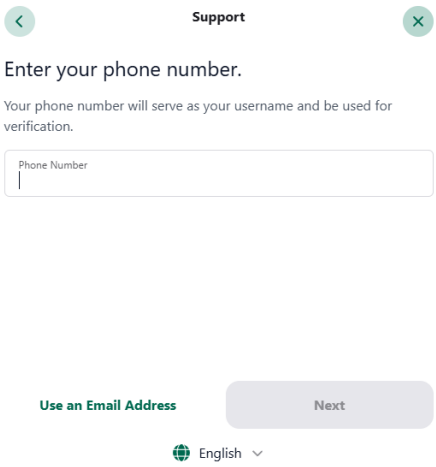
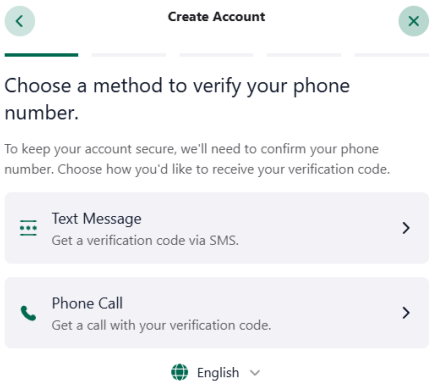


Verification

4. Click **Next**.
5. Choose a method to verify your phone number.



Verification Method

6. Enter the code sent via the method designated in step 3 and click **Verify**.

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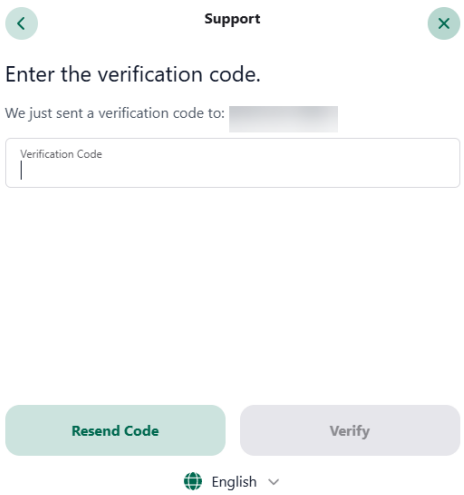
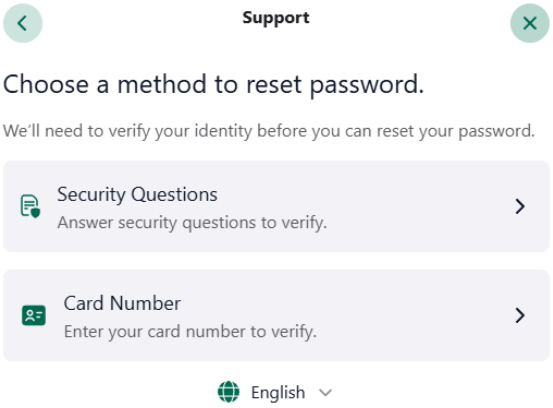


Verification Code

7. Choose a method to reset a password.



Reset Method

8. Enter the validation criteria and click **Next**.
9. Set up a new account password.

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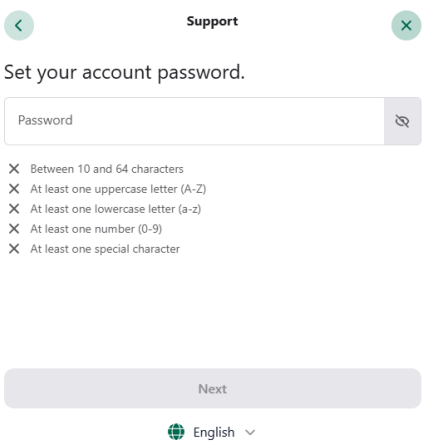
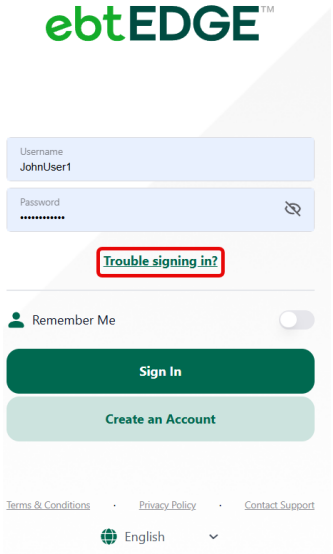


New Password

Forgotten Username

1. Select the **Trouble signing in** link on the Login page.



Trouble Signing in? Link on Login Page

2. Click the **I forgot my username** option.

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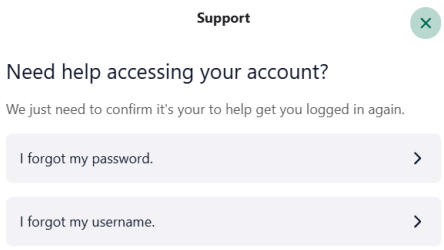
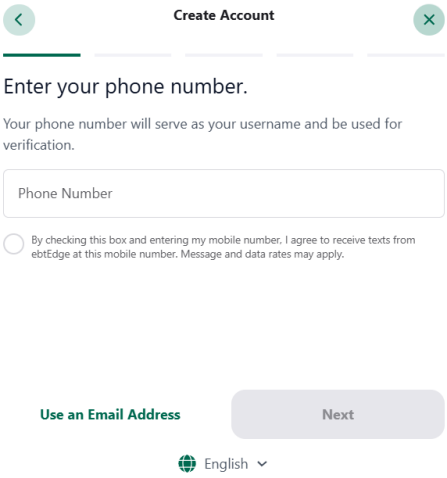


Recover a Username

3. Enter a phone number or select the **Use an Email Address** option to verify via an email address and click **Next**.



Enter a Phone Number

4. Selection a verification option.

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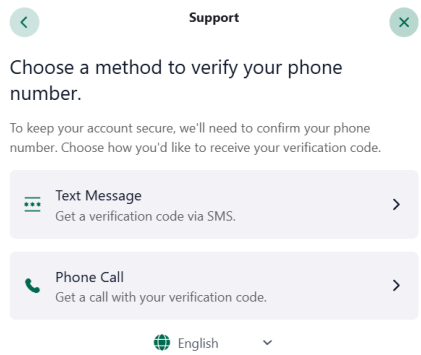
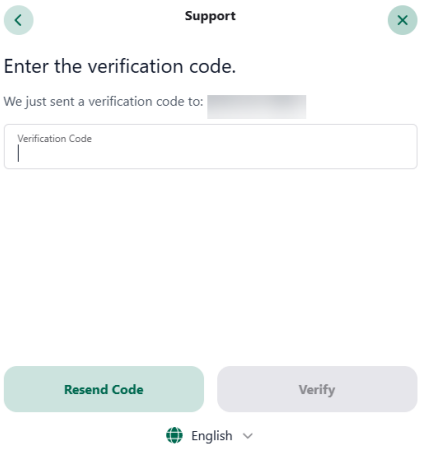


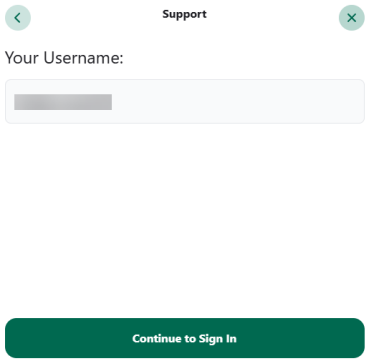
Verification Option

5. Enter the verification code and click **Verify** to view the recovered username.



Verification Code

6. The recovered Username is displayed. Click **Continue to Sign In** to access the application.



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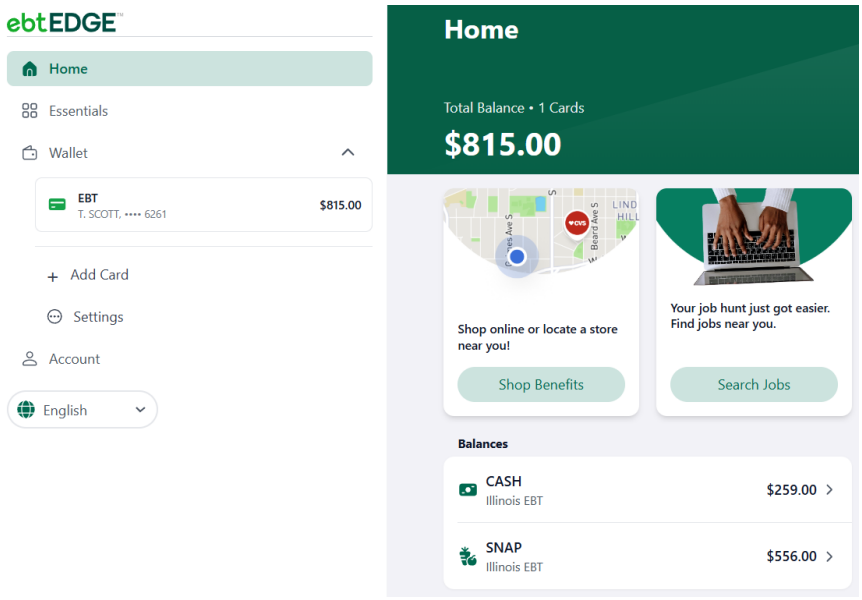
*ebt*EDGE Landing Page

Following successful logon, users can see account balances and access the features of the application. Users can also Shop for Benefits or use the Job Search tool. Click on the **Home** button in the left pane to navigate back to the landing page from any page in the application.



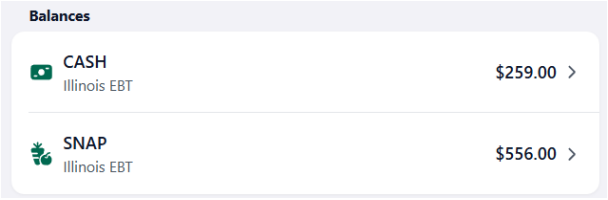
Landing Page

Home

The Home page displays balances. Selecting any option on the Home page navigates to the Wallet or Essentials page.

EBT Balances

The balances section displays the totals for all benefits. Balances are displayed in real-time. Selecting a total navigates to the *Wallet*.



Balances

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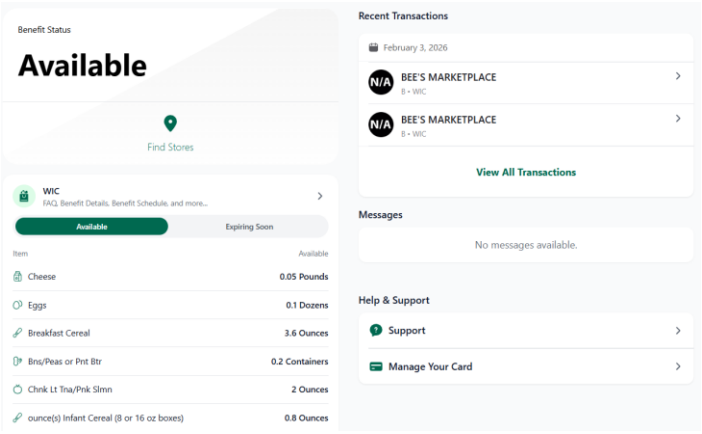
WIC Balance

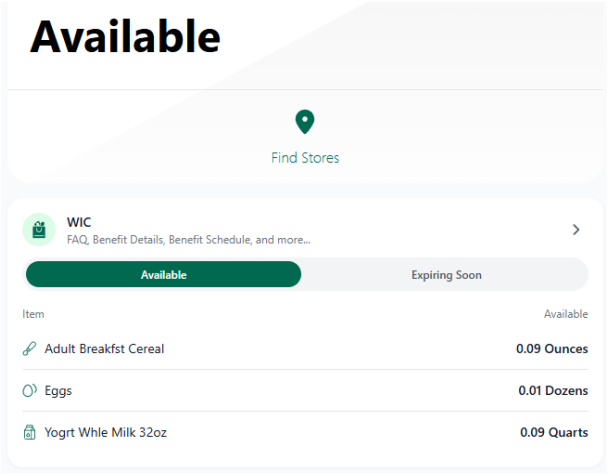
Cardholders with WIC benefits can view real-time benefit details and see which benefits are expected to expire soon.

1. Select a card with WIC benefits.



WIC Balances

2. Click the **Available** tab to view a list of benefits currently available.



Available Benefits

3. Click the **Expiring Soon** tab to view a list of benefits expected to expire soon.

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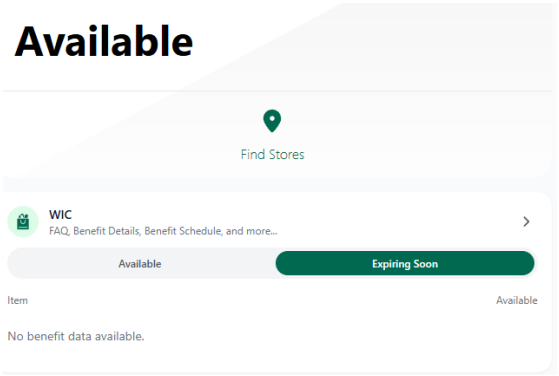

Expiring Soon

WIC Help and Support

Click the Support link to view WIC cardholder options:

- Contact Support
- Dispute a Transaction – This feature is feature is not available in all states. Contact your state agency to verify availability.
- Helpful Links

Manage Your Card

Click the Manage Your Card link to view and update card information. Some options are not available in all states. Contact your state agency to verify availability.

- Card Nickname
- Card PIN
- Freeze Card
- Hide in Wallet
- Delete Card
- Transaction Restrictions
- Request Card Replacement
- Hide in Wallet
- Cancel Card

Shop Benefits

Cardholders can use the **Shop Benefits** feature to find businesses in the area that accept EBT cards.

Click the **Shop Benefits** button in the right pane to navigate to the *Wallet*.

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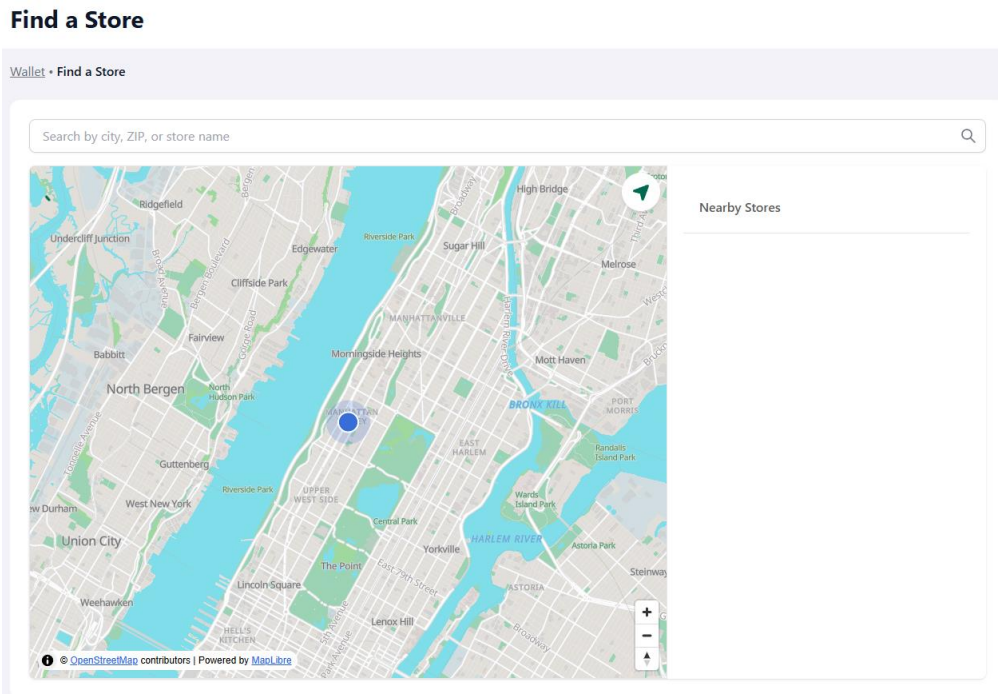
Find a Store

The Find a Store feature uses location services to identify stores that accept EBT benefits. Enter a city, zip code or store name and click the magnifying glass ( ) to begin the search. Search results are based on the user's current location unless the search criteria includes a specific location. View expanded map data using Google Maps or Apple Maps. Additionally, stores that accept SNAP are indicated by a icon and stores that accept WIC are indicated by a icon.



Find a store

Search Jobs

Cardholders can use the Job Search tool to find employers who are hiring

1. Click the Search Jobs button in the right pane. This feature can also be accessed by clicking *Essentials* and then select the Jobs icon.

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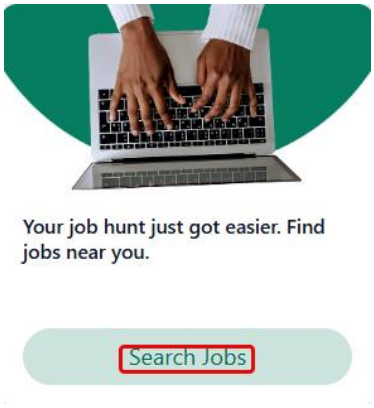
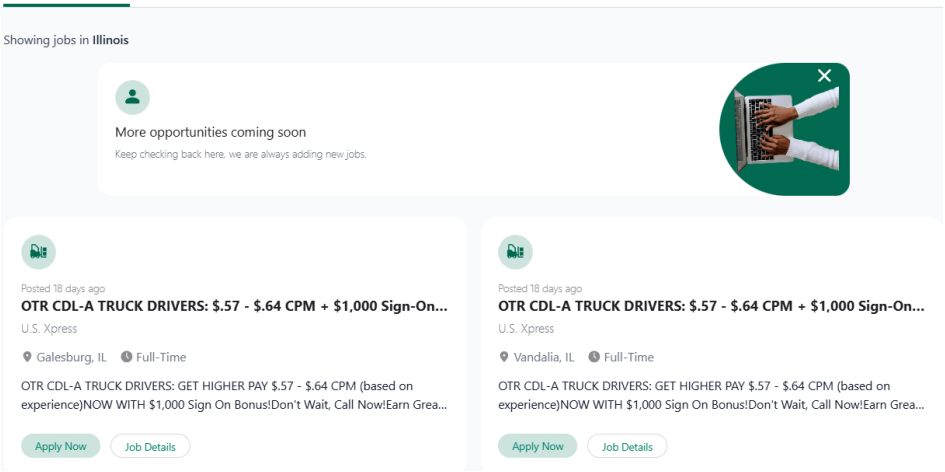


Find a Job



Job Search Results

2. Click **Apply Now** to navigate to the employer's website and begin the application process.
3. Click **Job Details** to view more information about the job.

Essentials

Use the Essentials section to search for cardholder support for lifestyle needs.

Jobs

Cardholders can use the Jobs Essentials feature to view and apply for available employment.

1. From the Home screen, click Essentials and then select the **Jobs** icon.

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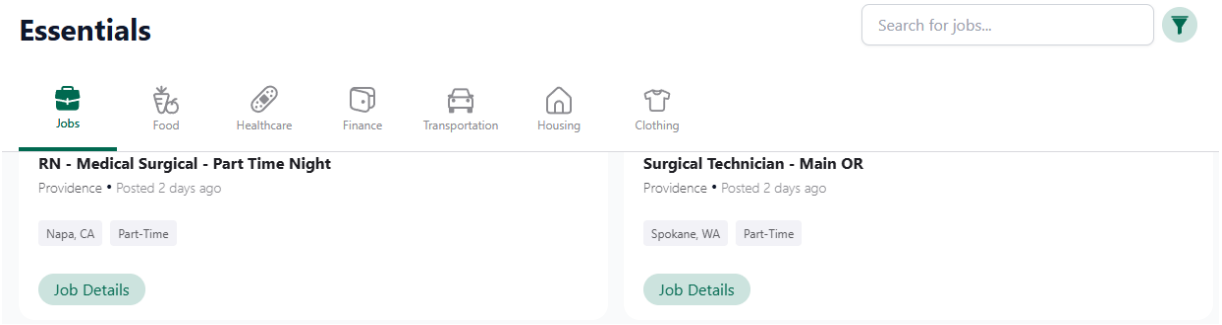
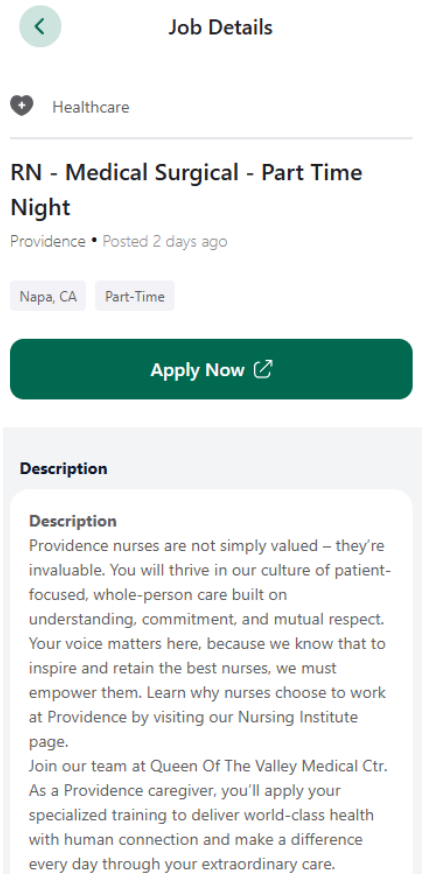


Jobs

2. Click **Job Details** to view a description and obtain more information about the job.



Job Details

3. Click **Apply Now** to navigate to the employer's website.

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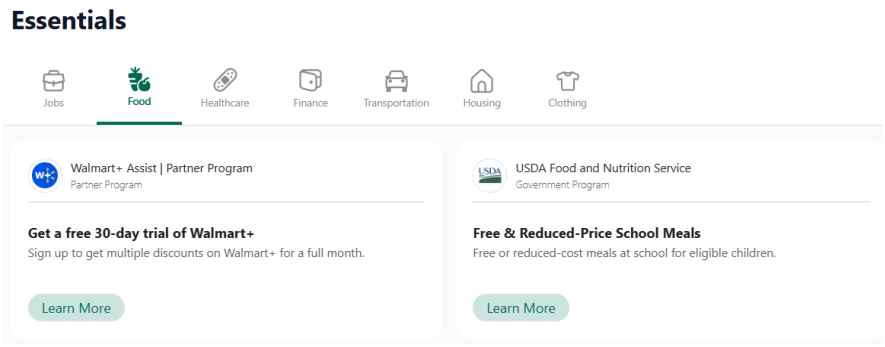
Food

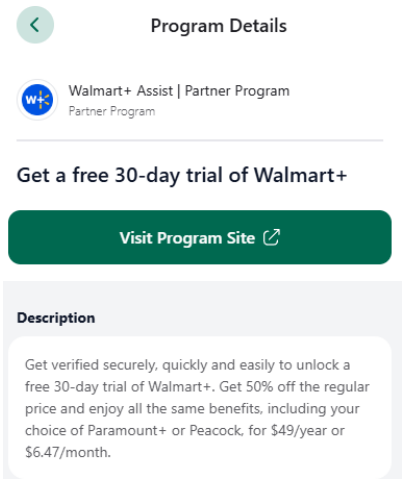
Cardholders can use the Food Essentials feature to locate free and reduced cost food programs.

1. From the Home screen, click Essentials and then select the **Food** icon.



Food

2. Click **Learn More** under a desired program to review additional program details. Note: Program Details and availability vary from state to state.



Program Details Food

3. Click **Visit Program Site** to navigate to the program website.

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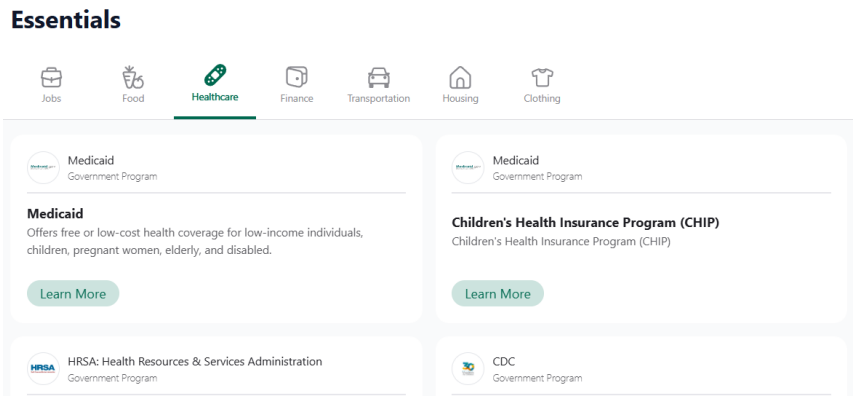
Healthcare

Cardholders can use the Healthcare Essentials feature to learn more or access free or reduced cost healthcare services.

1. From the Home page, click Essentials and then select the **Healthcare** icon.



Healthcare

2. Click **Learn More** under a desired program to review additional program details.
3. Click **Visit Program Site** to navigate to the program website.

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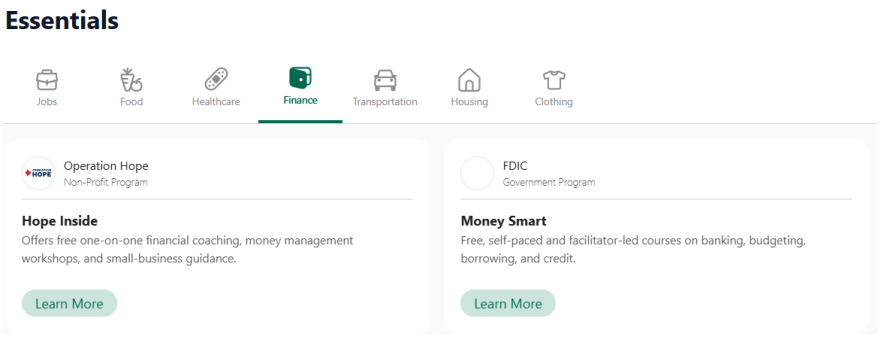
Finance

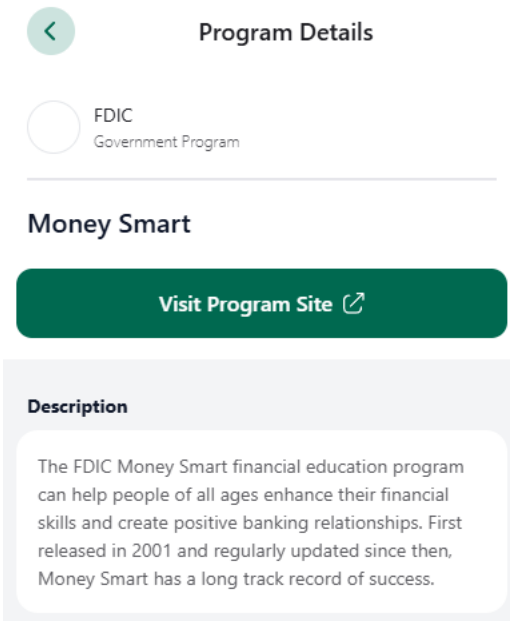
Cardholders can use the Finance Essentials feature to learn about money management programs and available finance tools.

1. From the Home page, click Essentials and then select the **Finance** icon.



Finance

2. Click **Learn More** under a desired program to review additional program details.



Program Details Finance

3. Click **Visit Program Site** to navigate to the program website.

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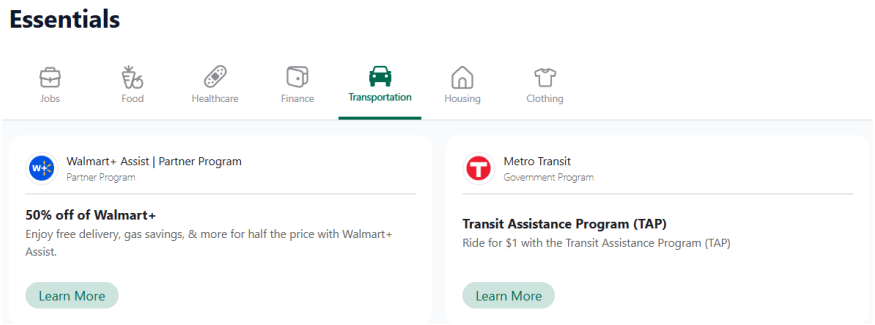
Transportation

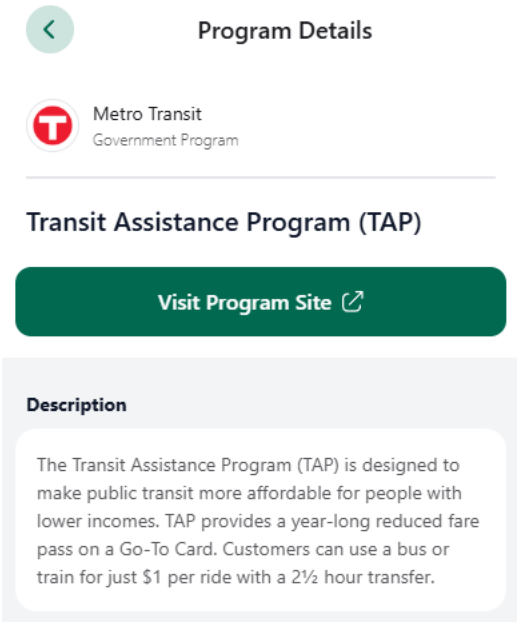
Cardholders can use the Transportation Essentials feature to learn more about available programs to assist with transportation needs.

1. From the Home page, click Essentials and then select the **Transportation** icon.



Transportation

2. Click **Learn More** under a desired program to review additional program details.



Program Details Transportation

3. Click **Visit Program Site** to navigate to the program website.

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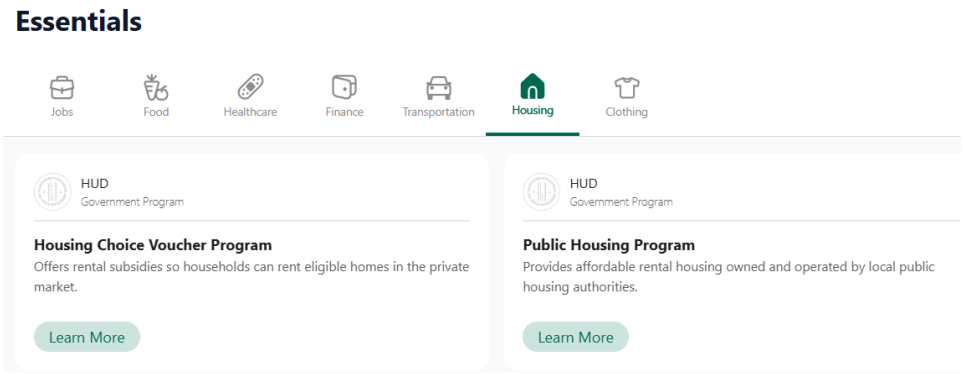
Housing

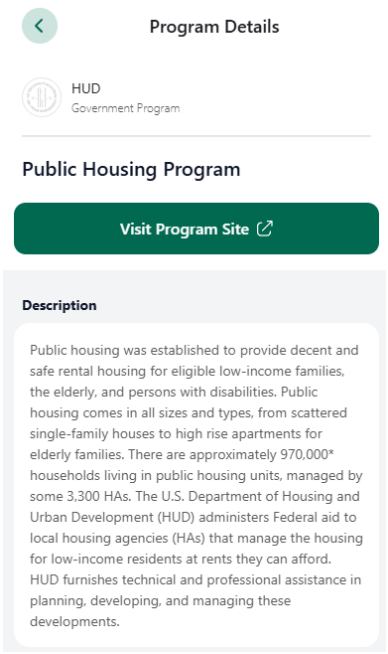
Cardholders can use the Housing Essentials feature to learn about available housing assistance programs.

1. From the Home page, click Essentials and then select the **Housing** icon.



Housing

1. Click **Learn More** under a desired program to review additional program details.



Program Details Housing

2. Click **Visit Program Site** to navigate to the program website.

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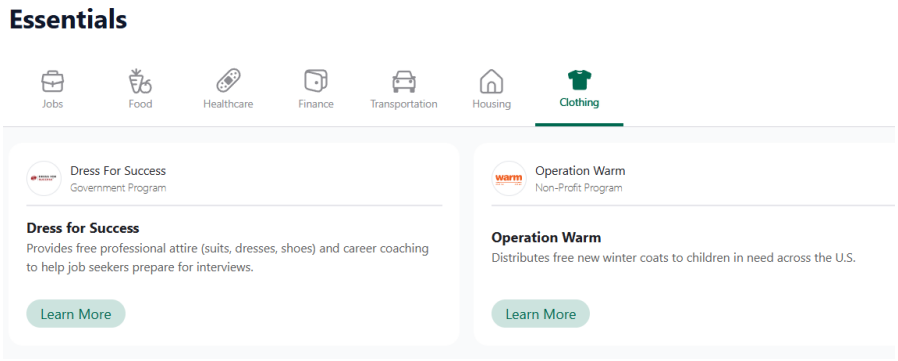
Clothing

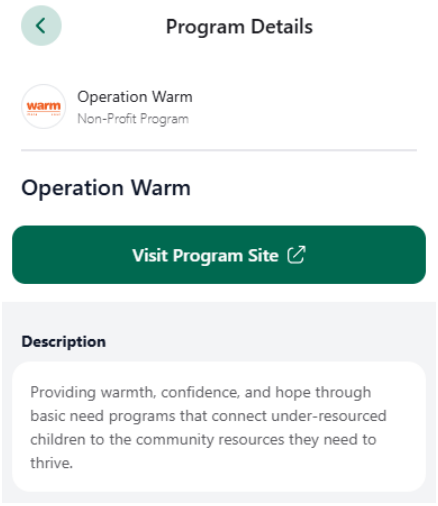
Cardholders can use the Clothes Essentials feature to learn about available clothing assistance programs.

1. From the Home page, click Essentials and then select the **Clothing** icon.



Clothing

1. Click **Learn More** under a desired program to review additional program details.



Program Details Clothing

2. Click **Visit Program Site** to navigate to the program website.

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Wallet

The Wallet page displays the current cash and SNAP balance information for cardholder EBT Food, Cash, and Child Care accounts. Click on a balance to see transaction history. Each state decides the type of benefits cardholders receive and the number of days of transaction history shown in the summary.

Alternate cardholders see all benefit authorizations for the account but see only transactions performed with their cards. Active and inactive cards are shown to help with card management.

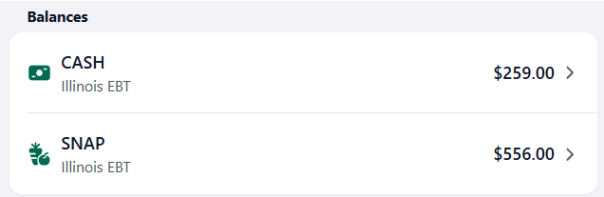
When viewing transactions, cardholders, in some states can also open a transaction dispute and see the status of any disputed transactions. See **Error! Reference source not found.**Enter a Dispute.

Available options in the Wallet include:

- Balances
- Shop – To locate a store where EBT cards are accepted
- Recent Transactions
- Messages
- Help and Support including card management features
- Settings – Provides an additional path to card management features

Balances

From the Wallet section, select a card to view total account balances, Transactions, Messages sent to the cardholder and to access Help and Support. The balances section displays the totals for all EBT benefits. Balances are displayed in real-time. Select an amount to view more options.



Balances

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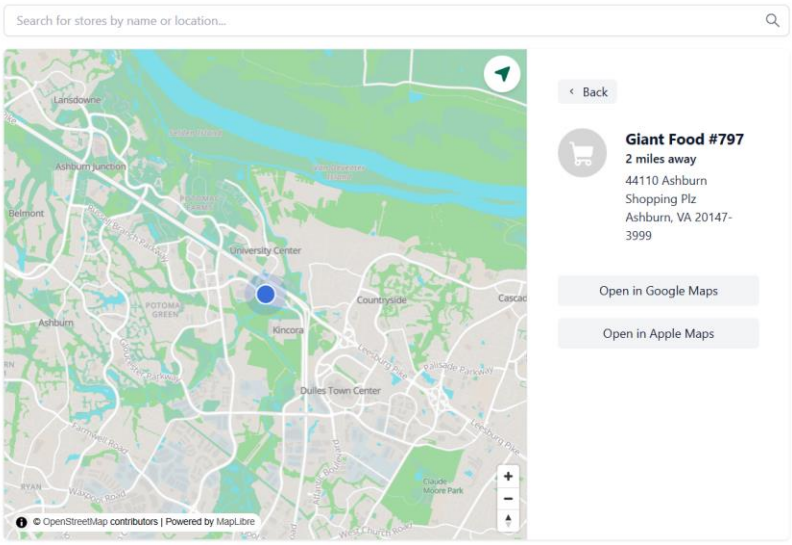
Shop

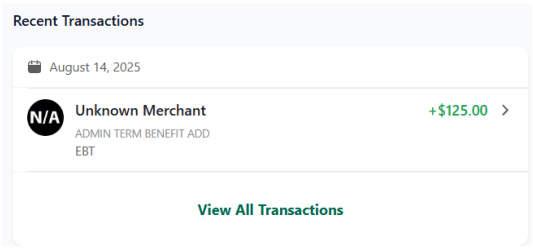
Enter the name of a store or a city name and click the magnifying glass ( ) to begin the search. Search results are based on the user's current location unless the search criteria includes a specific location. View expanded map data using Google Maps or Apple Maps.



Search Results

Recent Transactions

1. Recent transactions are displayed in the Recent Transactions section. To view all Transactions on the account, click the **View All Transactions** link.



Recent Transactions

2. Select a transaction to view Transaction Details.

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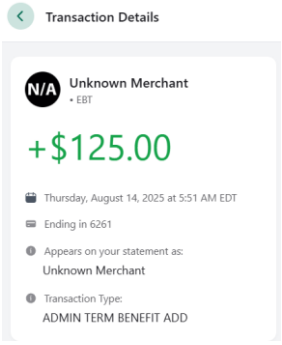


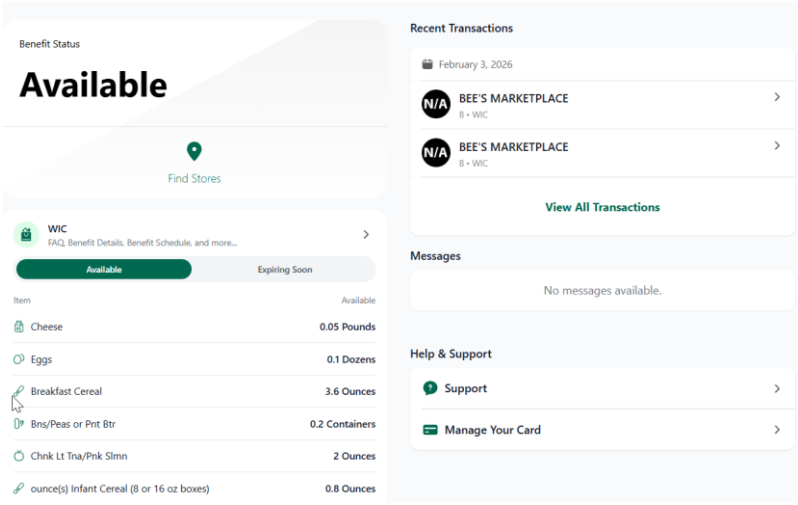
Transaction Details

Credits are shown in green. Debits are shown in black.

Download a Statement

Cardholders with SNAP benefits can download a statement that includes detailed transaction activity.

1. Select a card with SNAP benefits available from the Wallet.
2. Click the View All Transactions link.



View All Transactions

3. Click the Download button on the Transactions page.

Download

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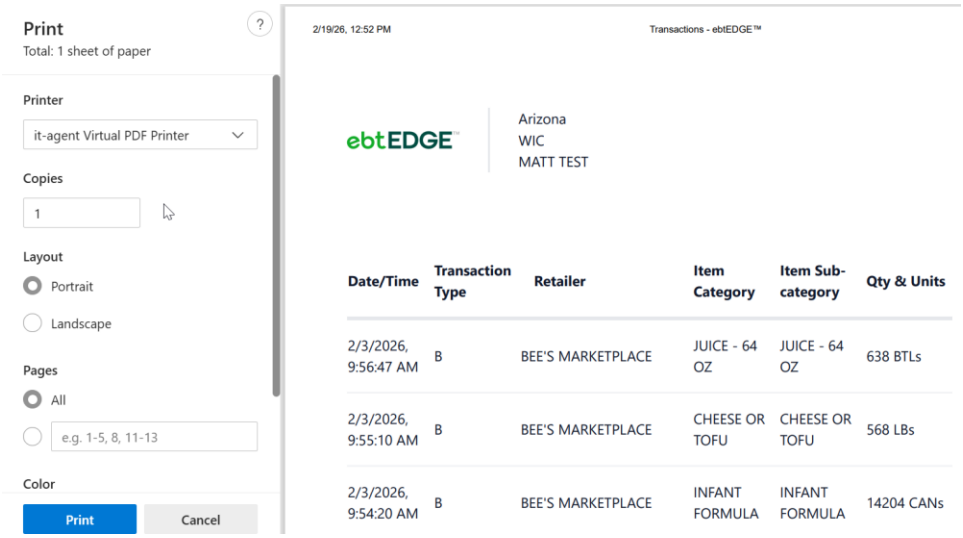
4. Select a download preference. Cardholders can either view and print their transaction history as a PDF or download it as a CSV file. The PDF opens on the screen and displays transaction details. The CSV option downloads the file to the user's **Downloads** folder.



Print View

Enter a Dispute

Transaction history may display activity that is evidence of a possible system error. Submit a dispute to have a transaction investigated. This feature is not available in all states. Contact your state agency to verify availability.

In compliance with FNS and Quest® regulations, dispute requests must be for transactions that occurred because of an EBT system error. This means that the error must be a non-human error for which an official examination and verification of the accounts and records are completed with the POS device or ATM owner. A transaction that occurred because your card was lost or stolen will not be reversed. For this reason, report a lost or stolen card immediately.

1. Select the card to view balance and transaction history.
2. View transactions in the **Recent Transactions** section. Click the **View All Transactions** link to expand the list of transactions.

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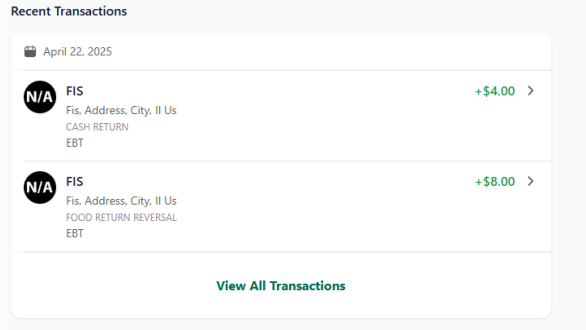
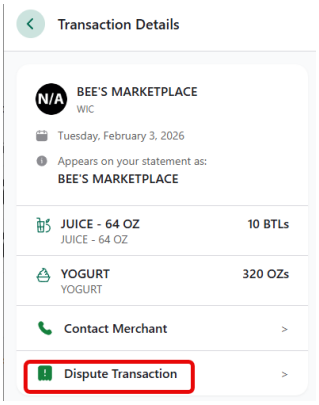


Account Summary Page
Click on a transaction to view detail.

3. Click on any transaction to see more details. The detail view includes a button to dispute the transaction.



Transaction Detail with Dispute link

4. Click the **Dispute Transaction** button to open the Dispute Transaction page. The mobile application launches the interface needed to place a call to the agency's customer service department. The web application. The desktop web application requires an external calling application, which is not provided. Disputing a transaction via the mobile application is recommended.

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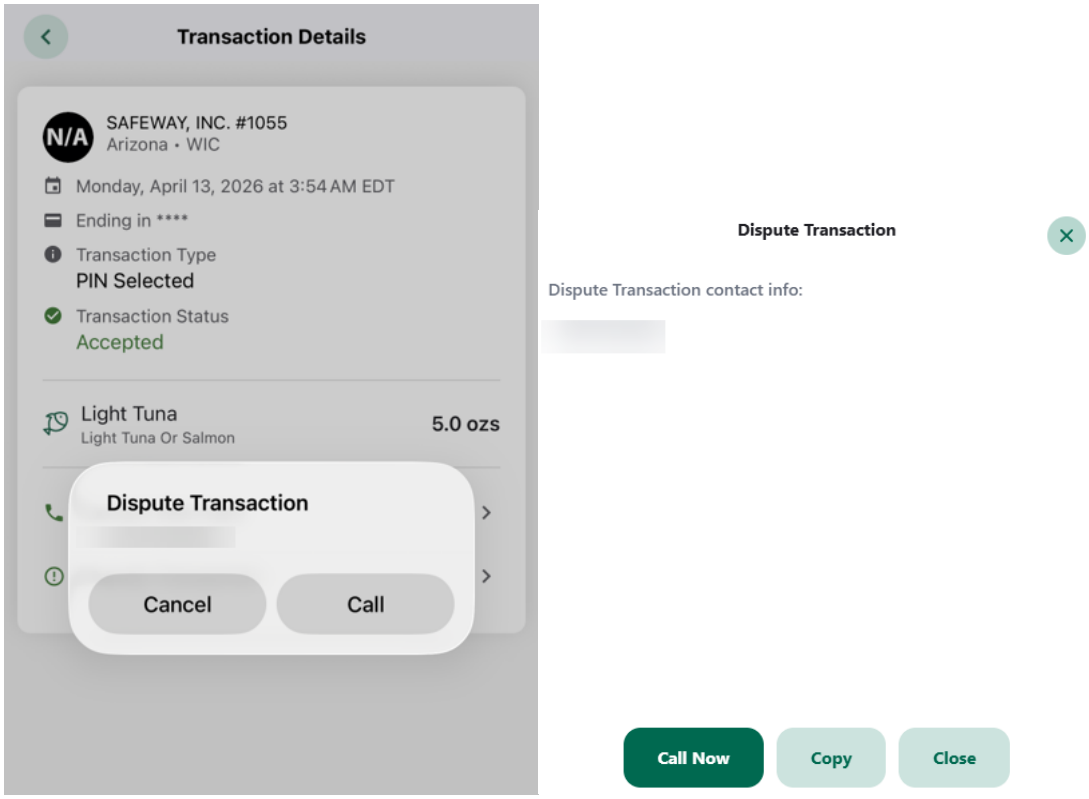

Dispute Transaction Screens for Mobile and Web Application

5. Click **Next** on each window to advance the screen.
6. Confirm the dispute details and click **Submit Dispute**.
7. Click **Done** on the confirmation window.

The new dispute will now appear in the Dispute Details section of the disputed transaction.

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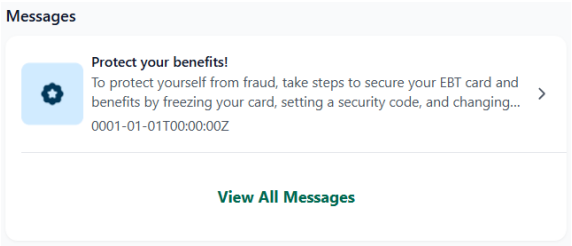
Messages

Use the Messages section to view messages associated with the account. To view all messages, click the View All Messages link.



Messages

Help and Support

Click the Support link to view cardholder options:

- Contact Support
- Dispute a transaction
- Replacement Card
- Helpful Links

The Support page also includes a list of Frequently Asked Questions.

Manage Your Card

Click the Manage Your Card link to view and update card information. Available options include:

- Card Nickname
- Card PIN
- Freeze card
- Transaction Restrictions
- Request Card Replacement
- Hide in Wallet
- Cancel Card
- Delete a Card

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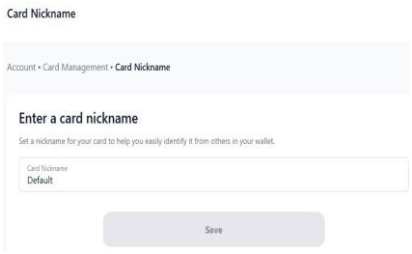
Card Nickname

Click on **Card Nickname** to create a name for the card to help distinguish it from others in an account wallet.



Create a Card Nickname

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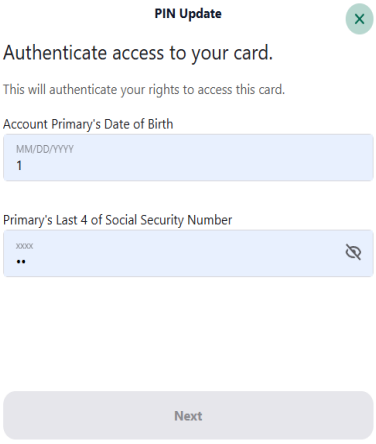
Card PIN

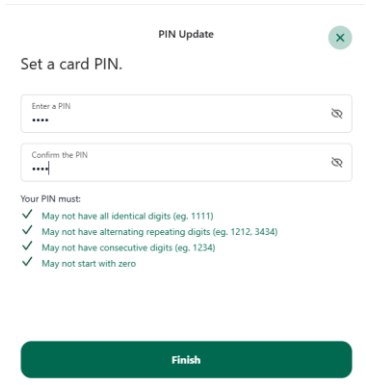
Create a PIN to authenticate a card.

1. Click Card PIN.



PIN Update

2. Enter the validation criteria for the primary account holder.
3. Click **Next**.
4. Enter the new PIN.
5. Confirm the PIN.



Set a PIN

6. Click **Finish**.

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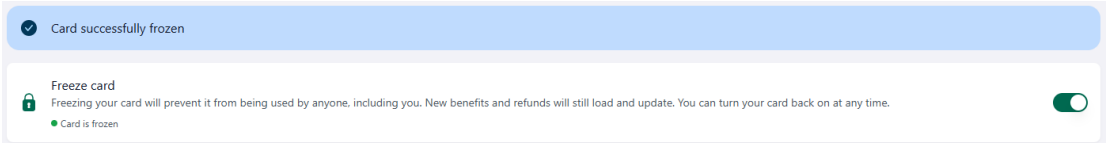
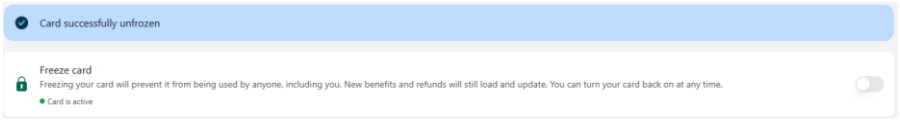
Freeze Card

Freezing the card will prevent it from being used by anyone, including the cardholder. New benefits and refunds will still load and update. Cardholders can turn the card back on at any time. Toggle the switch into the “on” position.



Freeze card

To unfreeze the card, toggle the switch to the “off” position.



Unfreeze card

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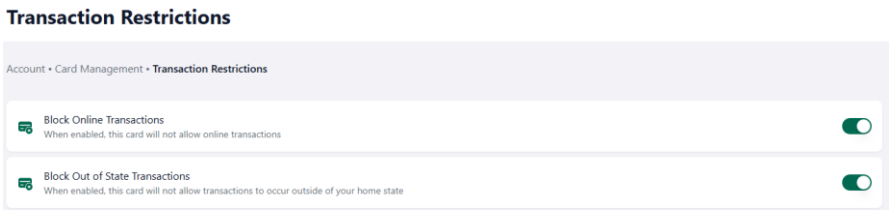
Transaction Restrictions

Use this option to protect an account and restrict transactions. Toggle the switch to access this feature. Restrictions options include:

- Block Online Transactions - When this feature is enabled, no online transactions will be processed using the card.
- Block Out of State Transactions – When this feature is enabled the card will not allow transactions that occur outside of the cardholder's home state.

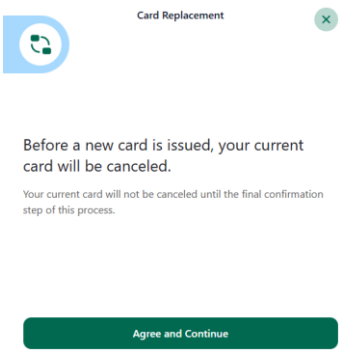


Transaction Restrictions

Request a Card Replacement

If a physical card has been lost, damaged or misplaced, cardholders can request a replacement. Please note that the current card must be cancelled before a new card is issued.

1. Click the Request a Replacement Card link.



Card Replacement

2. Click **Agree and Continue**.
3. Select a reason for the card replacement and click **Next**.

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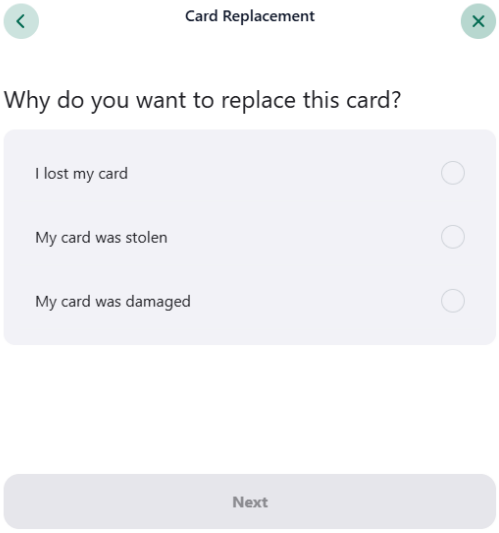
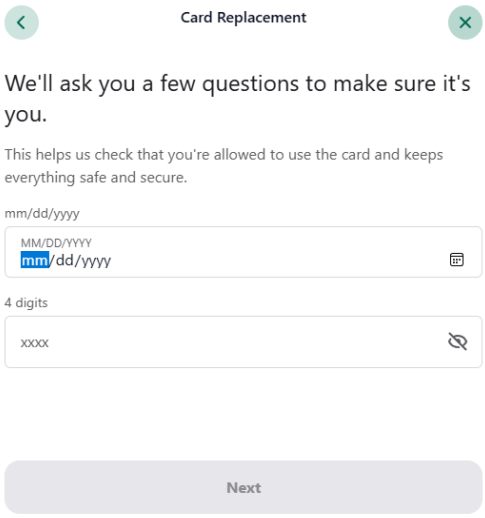


Card Replacement

4. Enter the cardholder's validation criteria and click **Next**.



Card Validation

5. Confirm the cardholder mailing address. Correct addresses are required to receive a replacement card.

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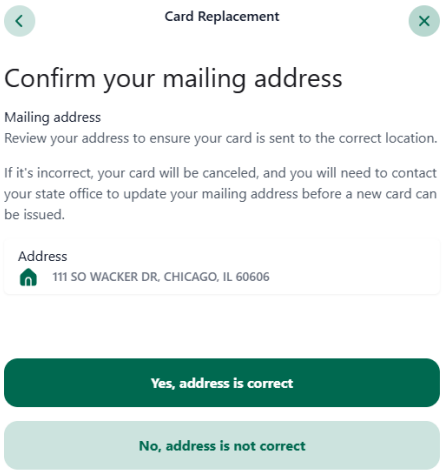


Address Confirmation

6. Click the **Confirm** button to cancel the card.

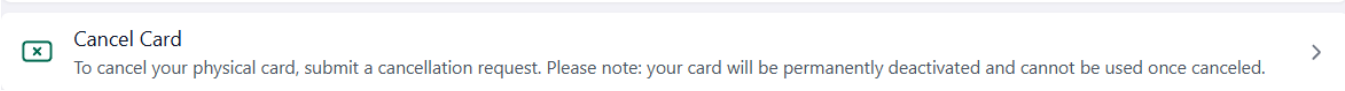
Hide in Wallet

Use this feature to hide this card from the Wallet dashboard. Toggle the switch to turn this feature on and off.

Hide Card in Wallet

Cancel Card

Cancel a physical card by request. Note: Cards will be permanently deactivated and cannot be used once canceled. Depending on configuration settings, the application can either issue a replacement card or cancel an existing one. These actions are determined by the specific requirements of each state.



Cancel Card

1. Click the Cancel Card option to begin the cancelation process.

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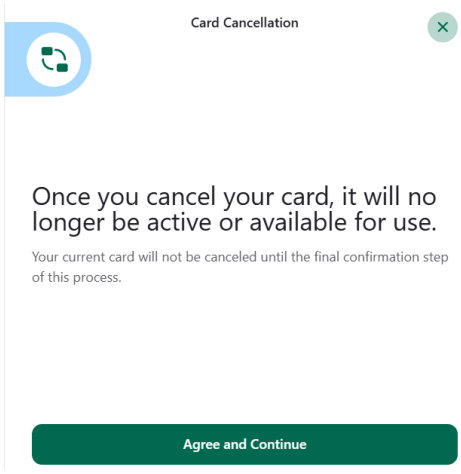
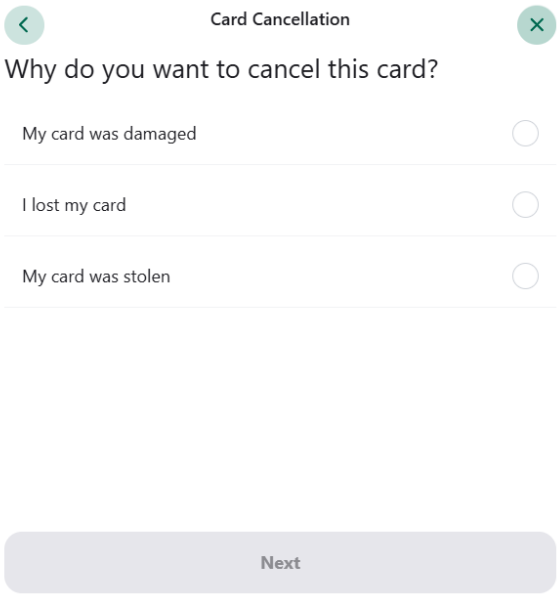


Card Cancellation

2. Click Agree and Continue.
3. Select a reason for the cancellation and click **Next**.



Cancellation Reason

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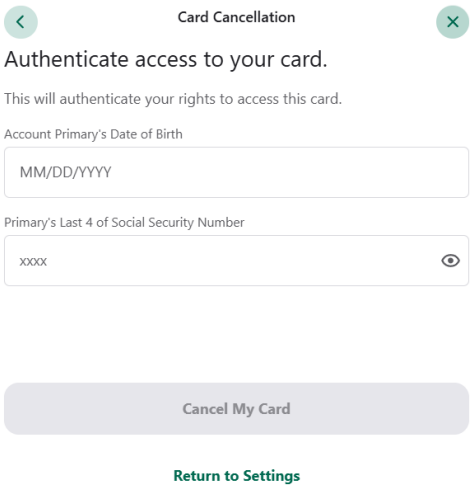
4. Enter the authentication information and click **Cancel My Card**.

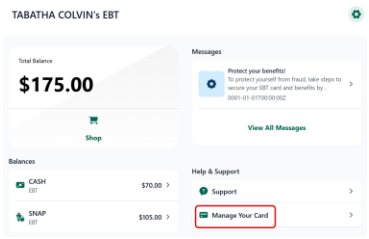


Card Authentication

Delete Card

Cardholders can remove a card from an account at any time.

1. To remove a card, select the card from the account wallet.
2. Card details related to the selection are displayed in the right pane. Click the **Manage Your Card** button to display card management options.



Manage Your Card

3. Click the Delete Card option.

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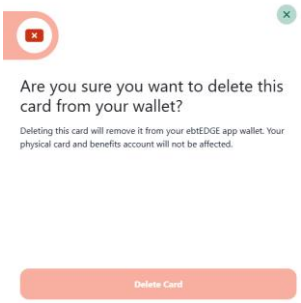
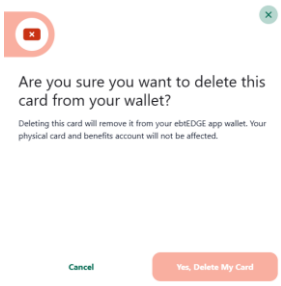


Delete Card

4. Click **Delete Card** to confirm the deletion.

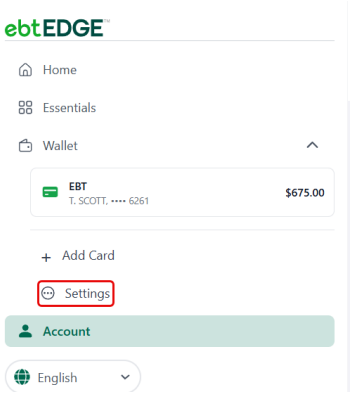


Confirm Deletion

Settings

Manage account cards using the Settings option. Show or hide cards that are connected to the cardholder account.

1. From the Home screen, click Settings.



Settings

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2. If there are no hidden cards, select the Hide Card option to hide a card. If there are hidden cards, select Show Cards.
3. Select **Card Management** to update card details. For additional information, see Card Management.

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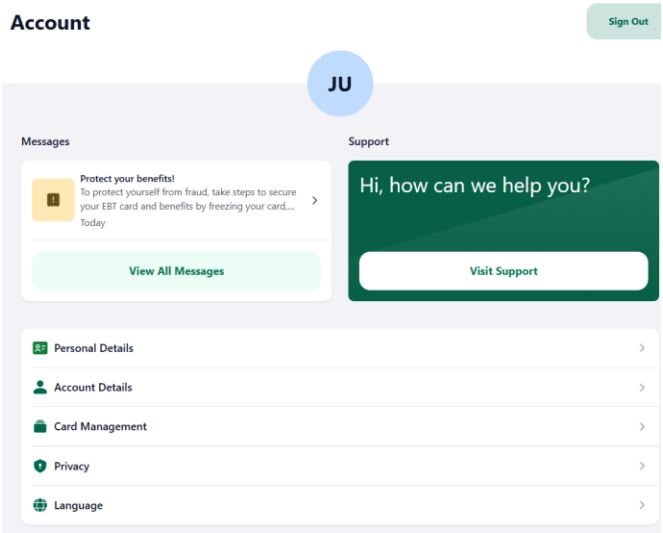
Account

Use the Account features to manage account holder information. Available options vary by state. Click the Account option in the left navigation pane.



Account

Personal Details

Note: *Updating personal details on this page only changes the information in the ebtEDGE application. If cardholder contact information has changed, call the Customer Service phone number on the card to make sure that the issuing state has the correct information.*

1. Select **Account** from the Home screen.
2. Select **Personal Details** on the Account page.

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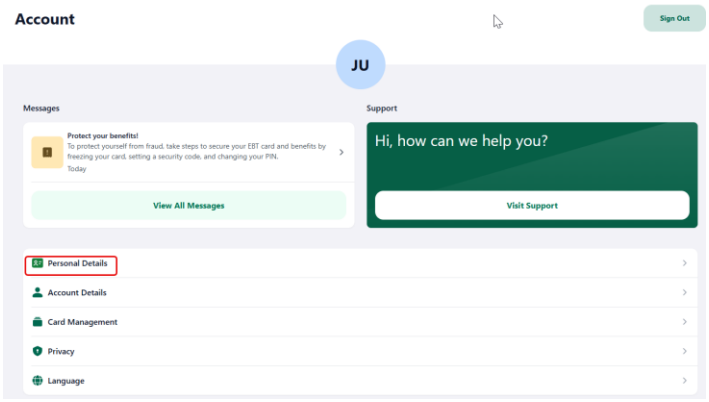
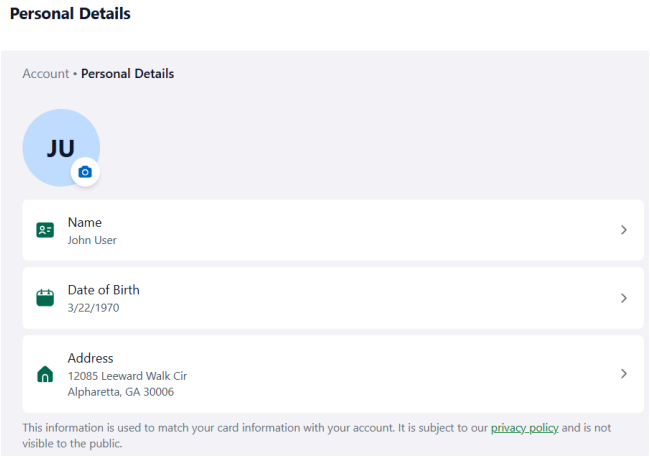


Personal Details

3. Cardholders may update the Name, Date of Birth or Address information.



Edit Personal Details

4. Select a field to edit and then click **Save** to store the updated details and return to the previous screen.

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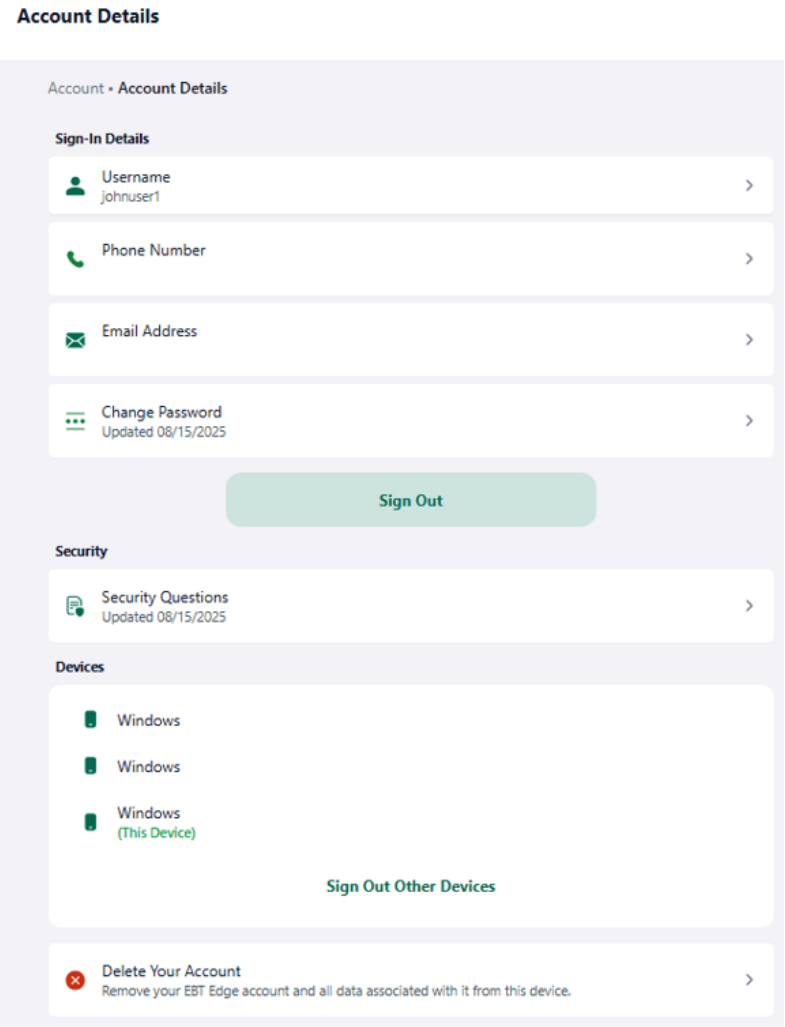
Account Details

Use Account Details section to manage account holder application information.

1. Select **Account** from the Home screen.
2. Select **Account Details** on the Account page.



Account Details

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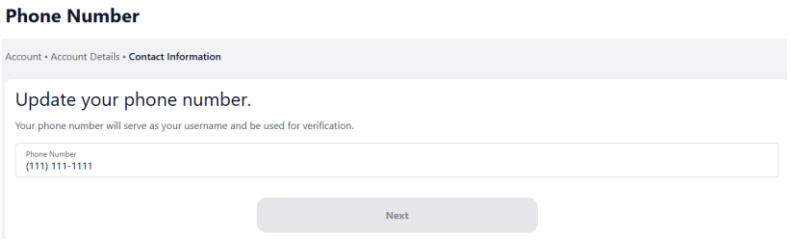
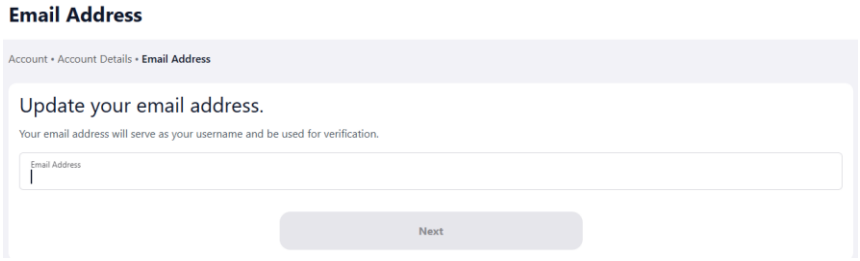
Sign In Details

- Username – Click the arrow to update the cardholder username. Enter the updated username and click **Save**.
- Phone Number - Click the arrow to update the cardholder phone number. Enter the updated phone number and click **Save**.



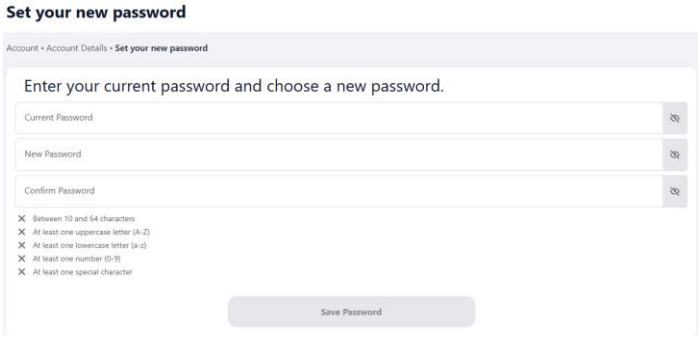
Update Phone Number

- Email Address - Click the arrow to update the cardholder email address. Enter the updated email address and click **Save**.



Update Email Address

- Change Password – Click the arrow to Change the password used to access the Cardholder Portal. Enter the current password as well as the new password and click **Save Password**.



Update Password

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Security

Security Questions - Click the arrow to update the cardholder security questions. Select three new security questions. Provide the answers to the selected questions and click **Save Changes**.

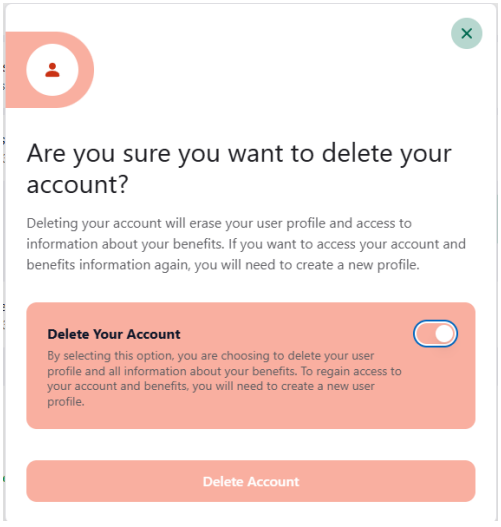
Devices

Any devices logged into the *ebt*EDGE application will be listed in this section. To sign out of other devices, click the Sign Out Other Devices link.

Delete an Account

To stay in compliance with Google Play Store® and Apple App Store® requirements, the *ebt*EDGE Cardholder Portal and Mobile Application must allow users to remove their profiles from the app. This does not delete a cardholder's EBT account. This action removes the account from the portal only.

1. Delete a cardholder account by clicking the Delete Your Account link.
2. Slide the dial to confirm the action.



Delete Your Account

3. Click **Delete Account**. A confirmation window will appear confirming the deletion.

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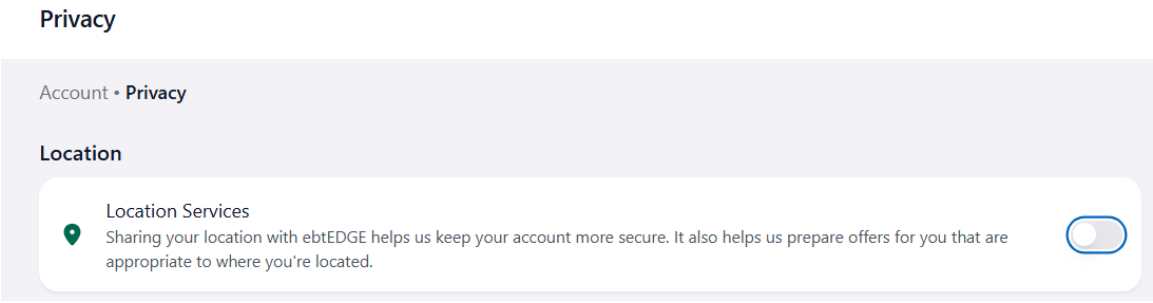
Card Management

Select Account from the Home page and then Select Card Management. Choose a card to manage. See *Card Management* for an expanded explanation.

Privacy

*ebt*EDGE uses Location services to protect user accounts and to prepare location-specific offers. To disable this feature toggle the switch to the left into the “off” position. Select Account from the Home page and then Select the Privacy option to control Location Services.



Location Services

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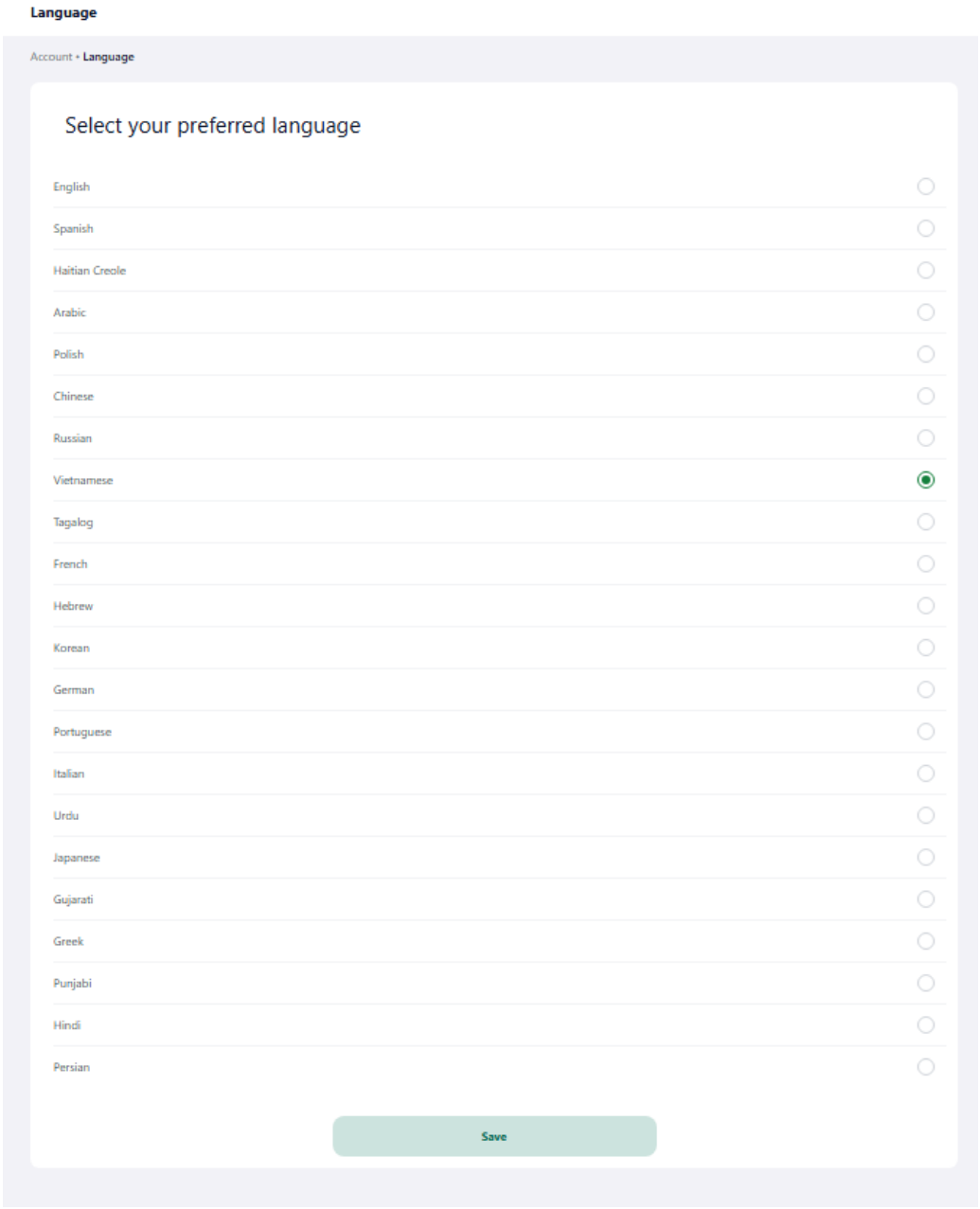
Language

Select Account from the Home page and then select the Language option to set a preferred language for the *ebt*EDGE application and then click **Save**. Language Options are determined by the state agency.



Languages

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