



***ebtEDGE*SM Cardholder User Guide**

for Cardholder Portal and Mobile Application

Release Date: July 14, 2021

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Revision History

Release Date	Sections Edited	Description
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 Review Your WIC Account Summary	In both sections, removed reference to Load More Transactions button. Users now simply scroll to view more.
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 ebtEDGE Cardholder Portal and ebtEDGE 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--with one exception--the available services are the same. The one difference is the ability to search for and locate places to use your EBT card, which is available only through the ebtEDGE Mobile Application. See [Location Services](#) on page 45.

Download the ebtEDGE Mobile Application

Before you can begin using the mobile application, you must download it from the App Store (for Apple devices) or the Google Play Store (for Android devices). **Note:** *Your phone must be updated to the most current iOS or Android version.*

1. Search the store for the ebtEDGE Mobile Application, which is represented by the



following icon:

2. When you locate the application, follow the instructions provided by the store to download it. **Note:** *The download may take a few moments.*
3. When the download is complete, you can open it and follow the on-screen instructions to register your account and begin using the application.

Location Services will use Global Positioning Services (GPS) to help find nearby EBT store locations. Immediately upon downloading the app, you are asked to “allow once, allow only while using the app, or do not allow” GPS to be active. After your selection, the Login page is displayed.

How to Set Up Your Account

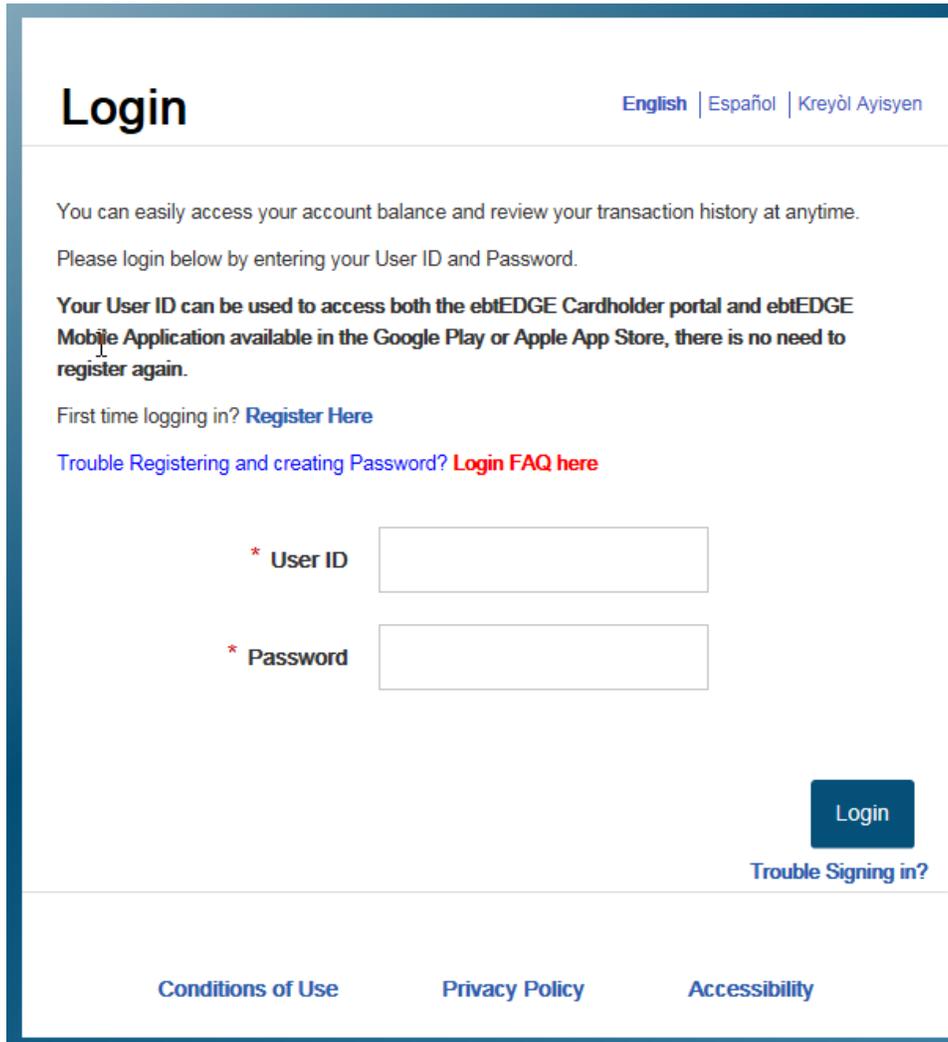
Before you can begin using the cardholder applications, you have to register your account and set up your profile.

Registering your account and setting your challenge questions

Follow these steps to register.

1. Open the cardholder application you want to use:
 - a. For the ebtEDGE Cardholder Portal, use your internet browser to access www.ebtedge.com, and select the **Cardholder Login** link in the left panel.

- b. For the ebtEDGE Mobile Application, follow the instructions in the previous topic to download and open the application.
2. Select **Register Here** on the Login page.



Login Page

3. Complete the required fields, which are marked with an asterisk (*):
- **User ID**
Must be between 4-35 characters long. Your User ID must contain at least one letter; it cannot be all numbers.
 - **Password**

Must be between 8-16 characters and include at least one upper case letter, one lower case letter, and one number. You can use special characters, such as @, #, and \$.

- **Re-enter Password**

Enter exactly the same password you entered in the previous field. You can select the *view input* icon () to view or hide what you have entered in the password fields.

- **First Name**

- **Last Name**

- **Email Address**

- **Phone Number**

Enter only numbers. Do not include dashes, spaces, or parentheses.

Trouble Registering and Creating Password? [Login FAQ here](#)

 User ID *

 Password *

 Re-Enter Password * 

 First Name *

 Last Name *

 Email Address *

 Phone Number *

[Already Registered? Click here to Login](#)

Register Page

4. Select **Register** to save your user profile. (The **Register** button becomes active after you complete the required information.)
5. Select **OK** in the success message window to move to the next page where you can set your challenge questions and answers.

ⓘ Challenge questions are a security feature that adds an extra level of protection. The questions that you set up with your own personal answers help the system verify your identity.

Set Your Challenge Questions
Required Fields *

Your Question ▼

Answer: * _____

Re-enter Answer: * _____ 👁

Your Question ▼

Answer: * _____

Re-enter Answer: * _____ 👁

Your Question ▼

Answer: * _____

Re-enter Answer: * _____ 👁

Cancel
Add

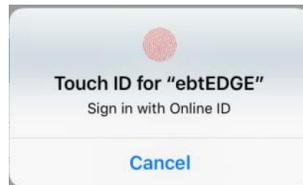
Set Challenge Questions and Answers

6. For each question:
 - a. Select the Your Question drop-down to pick a question.
 - b. Enter your answer in the Answer field.
 - c. Enter exactly the same answer in the Re-enter Answer field. You can select the *view input* icon (👁) to view or hide what you have entered in the password fields.
7. Select **Add** to save your questions and answers. (The **Add** button becomes active after you complete the required information.)

- When your registration is complete, select **OK** in the success message window to return to the Login page, where you can log in to the application with your User ID and Password.

Setting up Touch ID (mobile only)

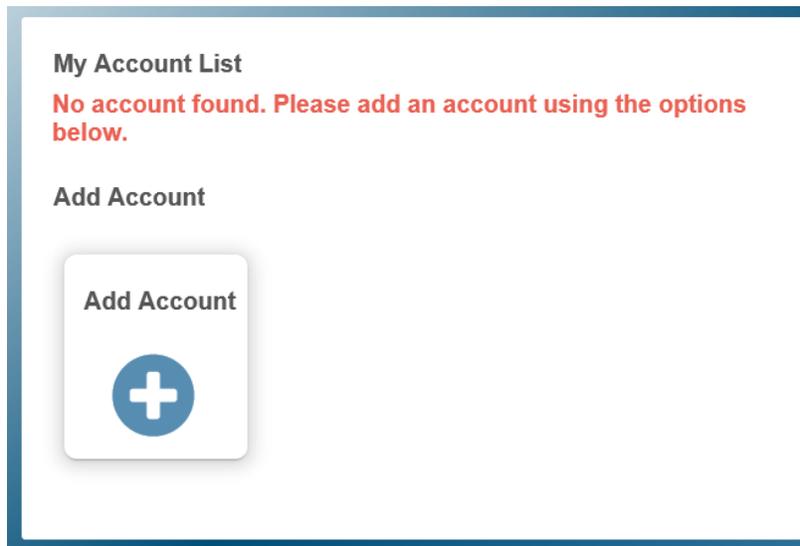
The first time you log in, the mobile application gives you the option to set up Touch ID biometrics with a fingerprint or face ID. Touch ID allows you to sign into the application with your fingerprint or face ID instead of entering your User ID and Password each time.



Linking a card account to your User ID

Before you can begin viewing your account balance and transaction history, you must link your user profile to your card account. If you have more than one card, you must link each account separately.

- On the Welcome page, select the card image that says **Add Account**.



Add Account

- Enter your card number. When you have entered the complete number, the screen expands to show the **Next** button.

Please enter your information below.

Required Fields *

Card Number *

Add Card Number

3. Select **Next** to validate your card and display additional fields to verify your identity.
4. Enter the requested information. This is the same information your state uses to validate your identity when you select or change the PIN for your card. **Note:** *Your state may use different required fields than those shown below.*

Please enter your information below.

Required Fields *

Card Number *

Primary Birth Date (MM/DD/YYYY) *

Last 4-digits of SSN *

Add Card

Cancel

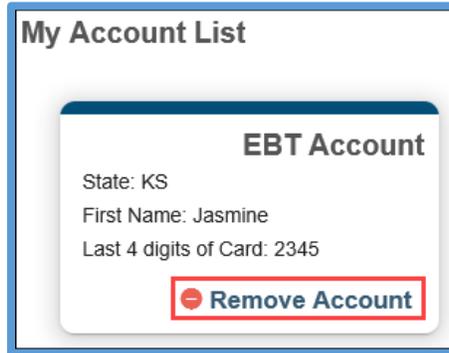
Identity Validation

5. Select **Add Card** to link your card to your User ID. (The button becomes active after you complete the required fields.)
6. When the card has been successfully added, select **OK** in the success message window to return to the Welcome page, where you can now view your account information.

Removing a card from your account

You can remove an account from your account list at any time.

1. To remove an account, select the **Remove Account** link.



Remove Account Button

2. A message window displays to confirm that you want to remove the account.
3. Select **OK** to remove the account. The account will no longer appear on the Welcome page. If you removed the account in error, you can simply select **Add Account** to link it again.

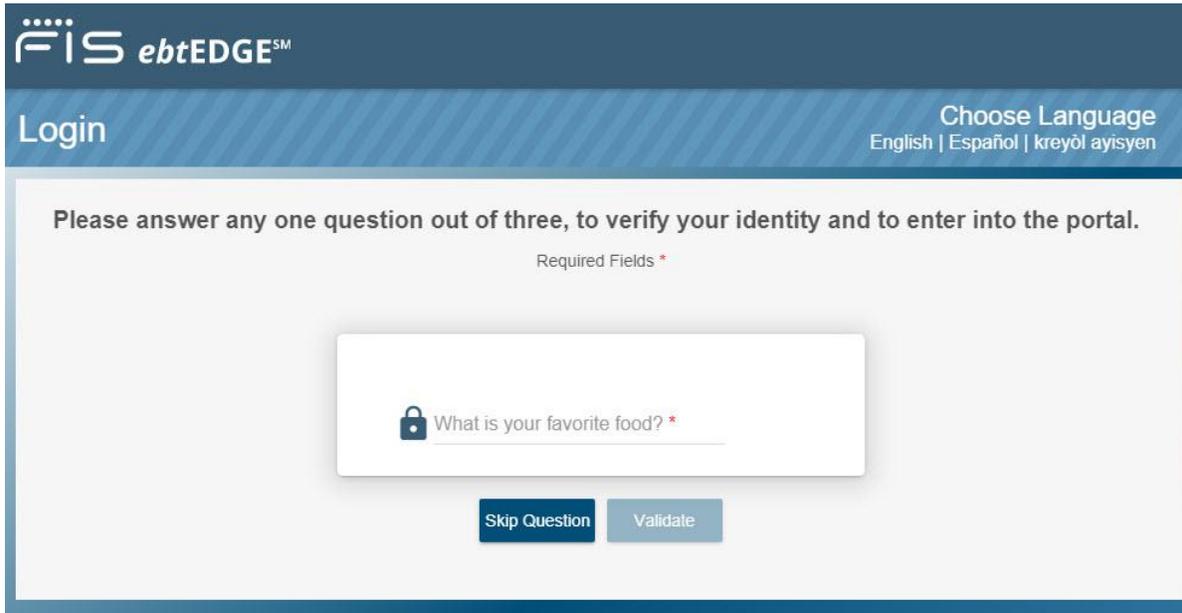
Logging In

Once you have registered your account and set your challenge questions, you can use your credentials to log in to the application. Depending on your state's guidelines, you may be asked to answer a security question each time you log in.

1. Enter your user ID and password on the Login page and click on the **Login** button.

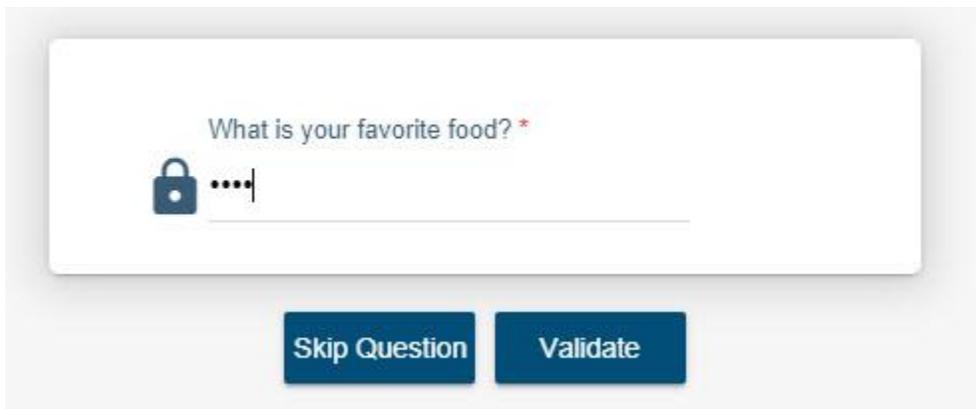
Login Page

- 2. If extra authentication is not required by your state, **Login** will take you to the Welcome page.
- 3. If required by your state, you will be shown one of your selected security questions. You may answer that question or click on the **Skip Question** button to choose a different question.



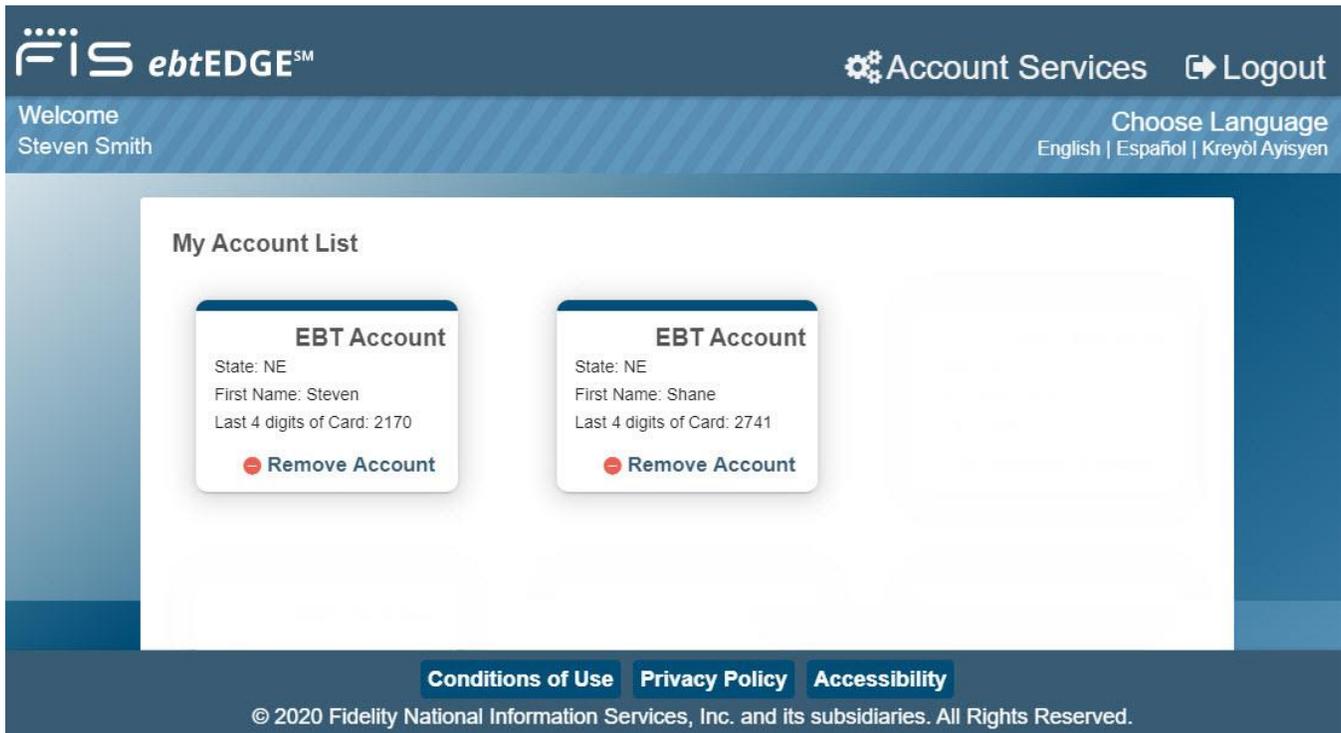
Security Question

4. To answer the question, click on the question and type in the answer you entered when you set up your account. Click on **Validate**.



Enter and Validate Answer to Security Question

5. If the answer matches what you set up when you registered, you will be logged in and will see your Welcome page.



Welcome Page

Welcome Page

The first application page you see after logging in is the Welcome page, shown above. When you are in a different page in the application, clicking on Home brings you back here.

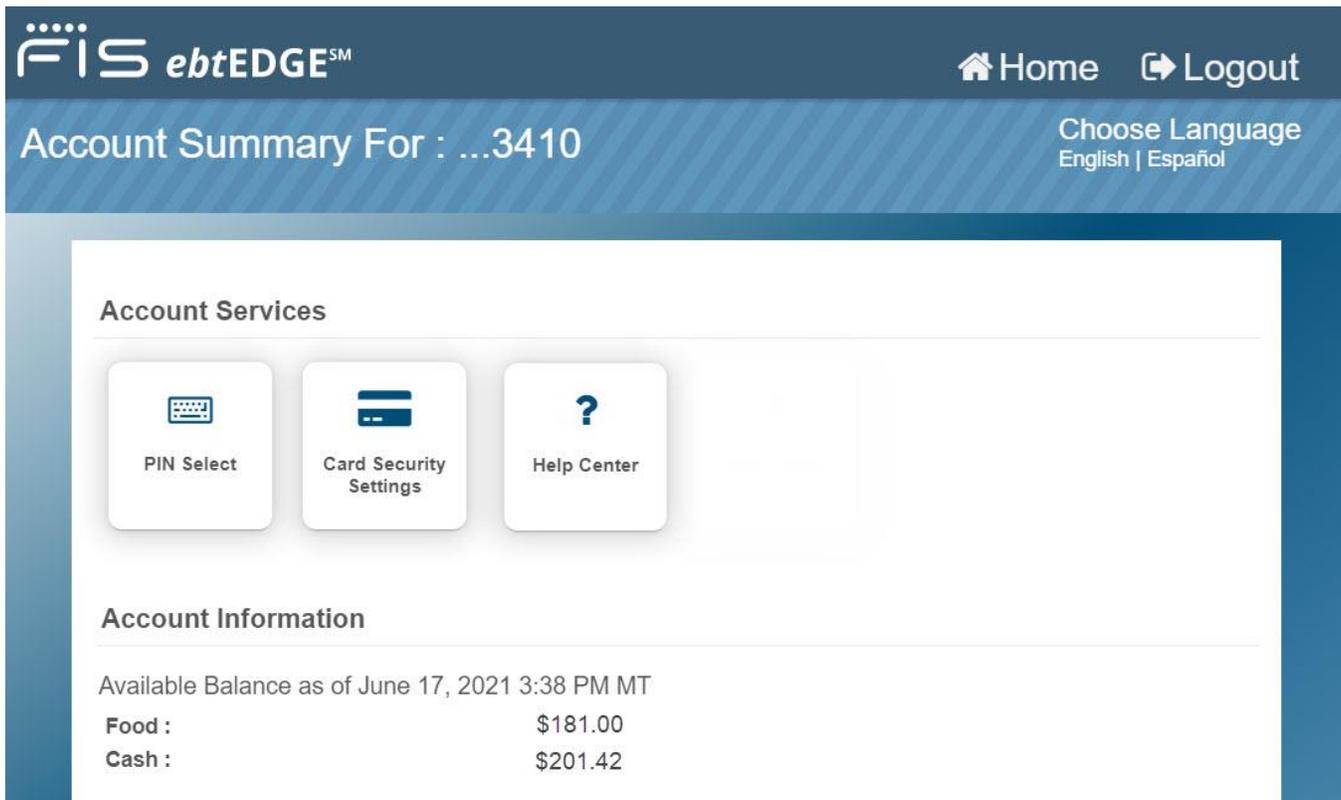
The page components are:

Account Services – This button at the top of the page allows you to manage your Cardholder Portal access, such as Cardholder Portal password and Challenge Question updates.

Choose Language – Language options are determined by state.

Logout – The Logout button securely closes the application.

My Account List – Your EBT account is identified by the last four numbers of your EBT or WIC Card. Click on the tile to see the Account Summary and access account maintenance functions, such as PIN selection or the Help Center. The options differ by state.



Account Summary Page

How to Review Your Food, Cash, and Child Care Account Information

The Account Information section of the Account Summary lets you see the current balance, pending deposits, and transaction history for your EBT Food, Cash, and Child Care accounts. Your state decides the type of benefits you receive and the number of days of transaction history you see in the summary.

Alternate cardholders see all benefit authorizations for the account but see only transactions performed with their cards.

When viewing your transactions, cardholders in some states can also open a transaction dispute and see the status of any disputed transactions. See [Entering a dispute](#). If your EBT State is set up for you to enter disputes and view dispute activity, you will find these options within the Account Summary.

Viewing your benefit balance and transaction history

1. Once you have linked a card to your user profile, you can select the card (under My Account List) to view your balance and transaction history.

- When you select the card, the Account Summary page opens. **Note:** If you have set up a Security Code for your account, you must enter it in the message window and select **Validate**, before you can access the Account Summary.
- Your available benefits appear near the top of the Account Information section.

Available Balance as of March 09, 20XX 3:38 AM CT	
Food :	\$195.57
Cash :	\$192.55
Child Care :	\$360.00
View Child Care Balance	
Pending Items	
Pending (Cash)	\$200.00
March 15, 20XX 05:12 PM CT	
Posted Transactions	
Food Return	\$1.02
February 17, 20XX 05:33 PM CT	
Food Purchase	-\$5.45
February 17, 20XX 05:33 PM CT	
Bene Avail (Food)	\$200.00
February 17, 20XX 05:17 PM CT	
Benefit Authorization (Food)	\$200.00
February 17, 20XX 05:17 PM CT	

Food, Cash, and Child Care Account Summary

- If you receive Child Care benefits, you can select the View Child Care Balance link to view more details. **Note:** Your state may show different child information than shown below.

Child Care Balance	
Child Name	Birth Date
SMITH, SUSAN	08/05/20XX
SMITH, RONALD	02/03/20XX
SMITH, MARK	10/01/20XX

Child Care Balance

5. Select an individual transaction to see more details. Depending on your state's configuration, the detail can include information about the retailer where you made the purchase.

Posted Transactions	
Food Return	
February 17, 20XX 05:33 PM CT	\$1.02
Card : ...9691	
Location : Store, 100 Main St ST US	
Food Purchase	
February 17, 20XX 05:33 PM CT	-\$5.45
Card : ...9691	
Location : Store, 100 Main St ST US	
Cash Purchase	
February 17, 20XX 05:31 PM CT	-\$2.45
Card : ...9691	
Location : Store, 100 Main St ST US	

Transaction History Expanded View

Some EBT States also display the transaction location.

6. With your mouse or finger, scroll down to view additional transactions. While you are scrolling, an arrow icon (⬆️) provides a way to go back to the top. When there are no more transactions, a **Back to Top** button appears.

Entering a dispute

Transaction history may display activity that is evidence of a possible system error. In this situation, a dispute can be entered to have a transaction investigated and possibly reversed.

In compliance with FNS and Quest[®] regulations, dispute requests must be for transactions that occurred as a result 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, you must report a lost or stolen card immediately.

When you are viewing individual transactions in transaction history, a link provides an opportunity to enter a dispute.

1. Select the card (under My Account List) to view your balance and transaction history.
2. When you select the card, the Account Summary page opens.

Available Balance as of February 05, 2021 1:34 PM PT

Food :	\$0.00
Cash :	\$11.00

Pending Items

No Pending Benefits

Posted Transactions [Recent Disputed Transactions](#)

Cash Purchase Reversal	
February 05, 2021 07:33 AM PT	\$10.00
Cash Purchase	
February 05, 2021 07:32 AM PT	-\$10.00

Account Summary
Click on a transaction to view detail.

3. Click on any transaction to open it in detail. The detail view includes a link to dispute the transaction.

Food Purchase
February 05, 2021 07:32 AM PT -\$15.00
Card : ...3751 [Dispute this transaction](#)

Transaction Detail with Dispute link

4. Click on **Dispute this transaction** to open the Dispute Transaction page.

Transaction Information

Card:	..3751
Date:	February 05, 2021 07:32 AM PT
Transaction amount:	\$15.00

Amount Disputed (\$) *

Disputed Reason: *

Did someone else use your card? *

Yes

No

Was your card lost or stolen? *

Yes

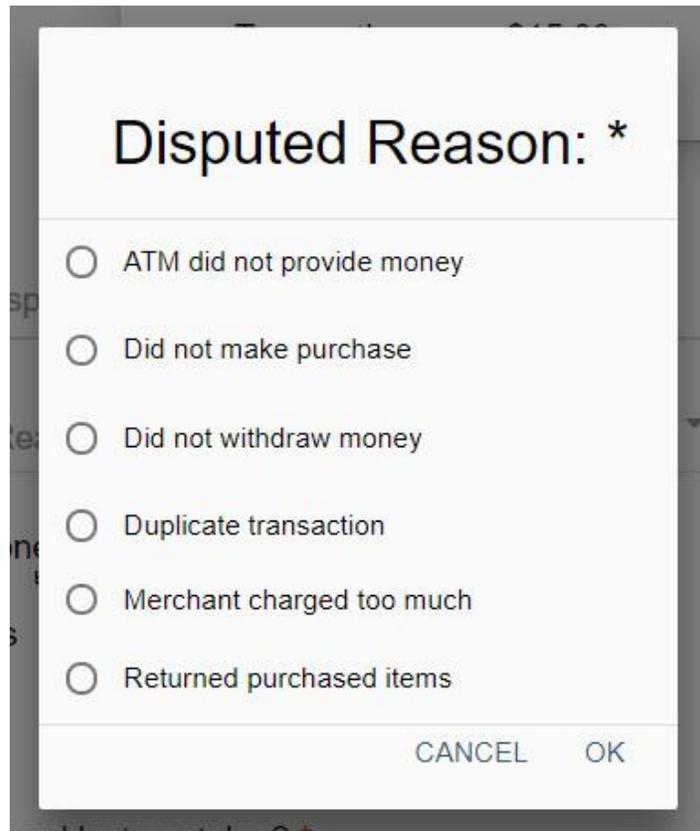
No

Please tell us why you are disputing this transaction? *

Cancel Add Dispute

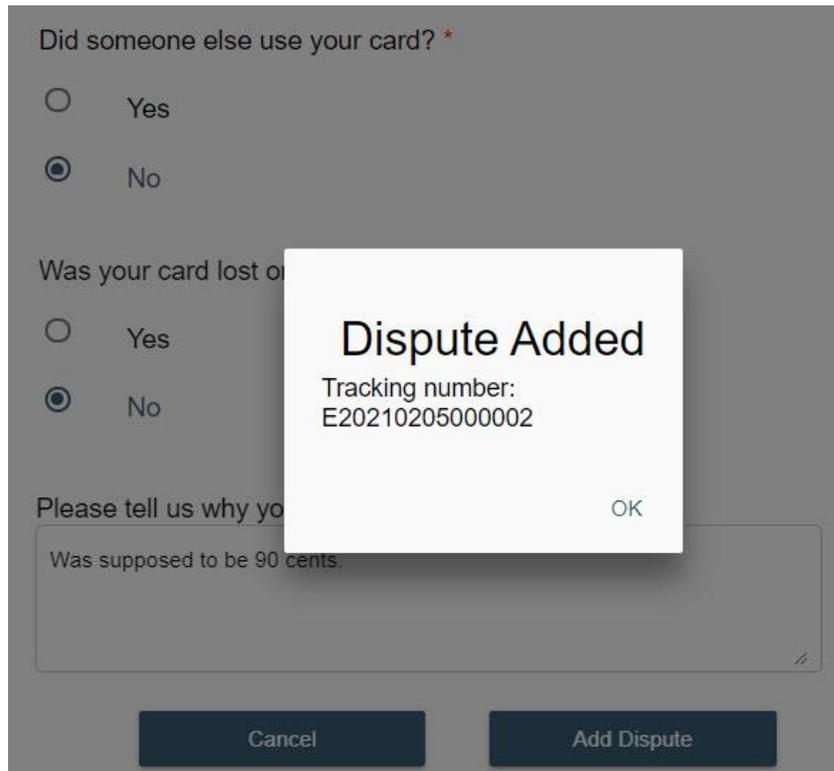
Dispute Transaction Page

5. The transaction detail is repeated at the top. In the **Amount Disputed** field, enter the dollar amount of the transaction you wish to dispute. The amount must be equal to or less than the transaction amount.
6. Enter the reason for your dispute in the **Disputed Reason** field, using the arrow to open a list of reasons to select from.
7. Click on the radio button next to the reason that fits your dispute and click **OK** or **Cancel**.



Disputed Reason Selections

8. Respond to the two questions about your card.
9. After clicking **OK**, a confirmation pop-up provides your tracking number.



Dispute Tracking Number

- 10. The new dispute will now appear in the Recent Disputed Transactions pop-up on the Account Summary page.
- 11. If you responded “Yes” to either of the card questions, your dispute will automatically be denied. When your card is lost or stolen, it is your responsibility to report it missing immediately.



Dispute Denied Sample Message

The message displayed may be different for your state.

- 12. Click **OK** to return to the Account Summary.

Viewing dispute activity

1. To view the status of existing disputes, click on the **Recent Disputed Transactions** link to the right of Posted Transactions.

Available Balance as of February 05, 2021 1:34 PM PT

Food :	\$0.00
Cash :	\$11.00

Pending Items

No Pending Benefits

Posted Transactions	Recent Disputed Transactions
----------------------------	--

Cash Purchase Reversal	\$10.00
February 05, 2021 07:33 AM PT	
Cash Purchase	-\$10.00
February 05, 2021 07:32 AM PT	
Food Purchase	(Rejected) \$19.00
February 05, 2021 07:32 AM PT	

Account Summary with Recent Disputed Transactions Link

2. Disputed transaction history is displayed in a pop-up window with:
 - Date logged
 - Status
 - Claim tracking number
 - Reason for dispute



Recent Disputed Transactions Pop-up

3. Click the **X** to return to the Account Summary page.

How to Review Your WIC Account Summary

The Account Summary page lets you see your current Women, Infants and Children (WIC) program benefit balance. You can also select the **Issuance History** and **Transaction History** tabs to view details about the benefits you have been issued and the benefits you have used.

Viewing your WIC benefit balance and history

1. Once you have linked a WIC card to your User ID, you can select the card (under My Account List) to view your benefit balance, issuance history, and transaction history.
2. When you select the card, the Account Summary page opens and your available benefits appear near the top of the page, with their expiration date.

Benefits expire on 03-28-20XX

Quantity	Units	Description
9	CAN	Similac Advanced Pwd 12 4oz
1	LB	Cheese
1	DOZ	Eggs
36	OZ	Breakfast Cereal
1	CTR	Peanut Butter/Beans
11	\$\$\$	Fresh Fruit & Vegetables

WIC Account Summary

- On the **Issuance History** tab, you can select an individual transaction to expand the view and see more detail about the item.

Transaction History
Issuance History

Posted Transactions

Item Category:	Milk - Whole
Item SubCategory:	Evaporated Goat's Milk
Begin Date:	01-22-20XX

Item Category:	Fruit Vegetable Cash Value
Item SubCategory:	Fresh Fruit & Vegetables
Begin Date:	01-22-20XX

WIC Issuance History

- On the **Transaction History** tab, you can select an individual transaction to expand the view and see more detail about the item.

WIC Purchase	
2019-06-22T08:00:03.700	
Card :	...5157
Including:	Yogurt - Lowfat/Nonfat Skim, 1%, Nonfat & Fat Free Milk Juice - Bottled/Concentrate Cheese Eggs Breakfast Cereal - Whole And Non-Whole Grain Infant Cereal Whole Wheat Bread, WW Tortilla, WW Pasta, Brown Ri Fruits & Vegetables - Cash Value Benefit Dry Beans Or Peanut Butter Infant Fruits & Vegetables

WIC Purchase Transaction History

- With your mouse or finger, scroll down to view additional transactions. While you are scrolling, an arrow icon () provides a way to go back to the top. When there are no more transactions, a **Back to Top** button appears.

Account Services for User Maintenance

The Account Services button on the top menu bar contain functions to help you maintain your application security. The options you see depend on what your state provides. When you are in Account Services, a Home button appears in the top banner to go back and select a different service.

- Change Password – Change your password to access the Cardholder Portal.
- Update User Information – Change your name, email address, phone number, and language preference.
- Security Settings – Change Challenge Questions and your answers.

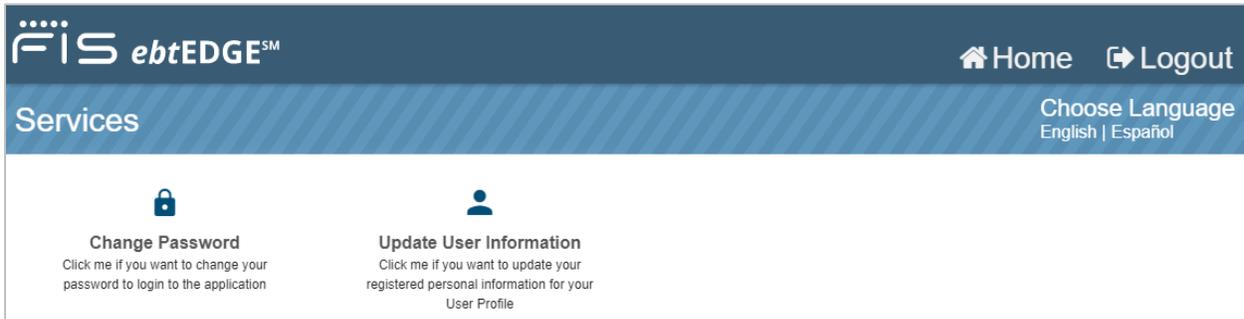
Changing your password

You can use the cardholder application to change your password.

- Select **Account Services** from the top banner.



- Select **Change Password** on the Services page.



Services Page with Change Password Tile

*Note: When you are in Account Services, you can click on the **Home** icon to go back.*

3. Enter your current password in the Old Password field, and then enter and re-enter your new password. You can select the *view input* icon (👁) to view or hide what you have entered in the password fields.

Change Password

4. Select **Save** to update your password. (The button becomes active after you complete the required fields.)
5. When your password has been saved, select **OK** in the success message window. The application returns you to the Welcome page.

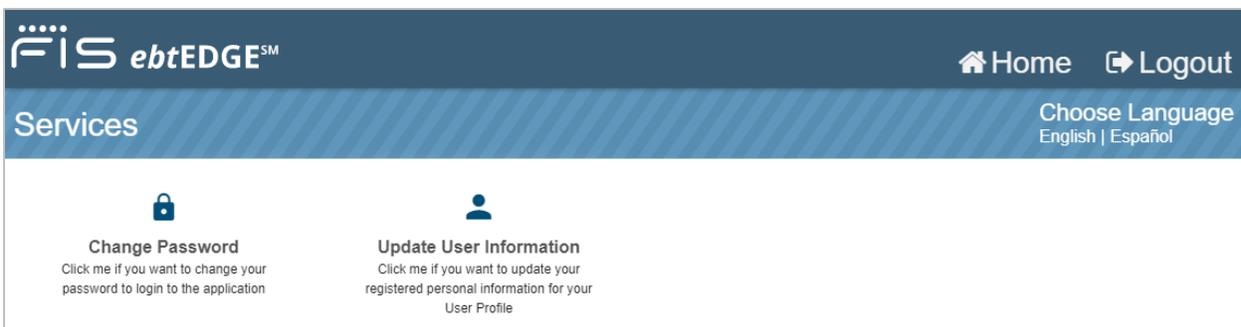
Updating your user information

Note: When you update your personal information on this page, it only changes it in the cardholder application. If your contact information has changed, you should also call the Customer Service phone number on your card to make sure that your state has the correct information.

1. Select **Account Services** from the top banner.



2. Select **Update User Information** on the Services page.



Services Page with Update User Information Tile

3. Update any of the available fields with your current information. You can select the **View** link to view (or hide) what you have entered in the email address and phone number fields.

Use the radio buttons to select what language should be displayed after you have logged in.

Edit User Profile

Required Fields *

User ID

First Name *

Last Name *

Email Address *

View

Phone Number *

View

Choose Language

English
 Español
 Kreyòl Ayisyen

Save

Cancel

Edit User Profile

4. Select **Save** to update your profile.
5. When your profile has been saved, select **OK** in the success message window. The application returns you to the Welcome page.

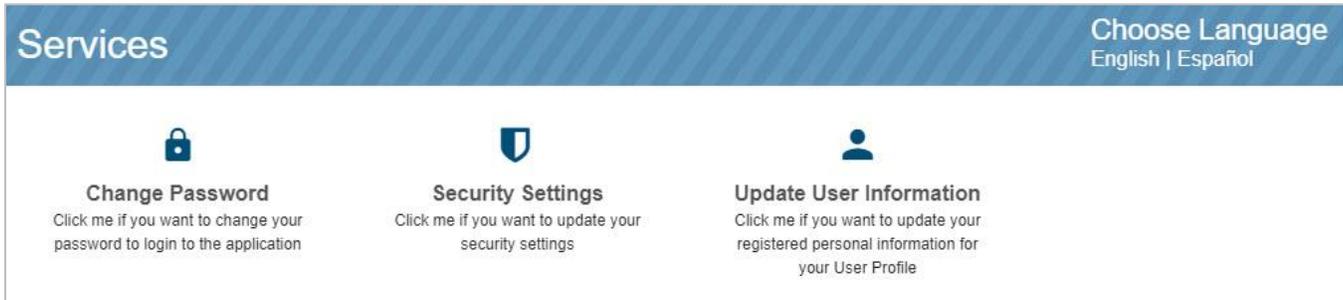
Changing your challenge questions

You can use the cardholder application to change the Challenge Questions and Answers currently set up.

1. Select **Account Services** from the top banner.



1. Select **Security Settings** on the Services page.



Services Page with Security Settings Tile

2. Your User ID is displayed, along with a masked password field. If you want to change your password, clicking on the Change Password link will take you to the Change Password page. See [Changing your password](#).
3. To change your Challenge Question answers, select the desired question from the drop-down list, then enter and re-enter your new answer. You must select and enter answers to three different questions.

Challenge questions are a security feature that adds an extra level of protection. The questions that you set up with your own personal answers help the system verify your identity.

Required Fields *

User ID: **KYUSER**

Password: **XXXXXXXX** [Change Password](#)

Challenge Questions:

Your Question: **What is your pet's name?** ▼

Answer: * **....**

Re-enter Answer: * **....**

Your Question: **What is your favorite color?** ▼

Answer: * **....**

Re-enter Answer: * **....**

Your Question: **Where were you born?** ▼

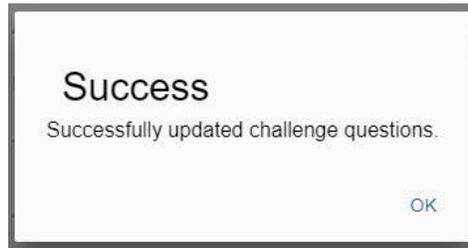
Answer: * **....**

Re-enter Answer: *

Answer Mismatch

Edit Challenge Questions and Answers

4. As soon as all the Answers are entered twice, click on the **Update** button. (Click on Cancel to return to the Welcome page.)
5. When your answers have been saved, select **OK** in the success message window to be returned to the Welcome page.

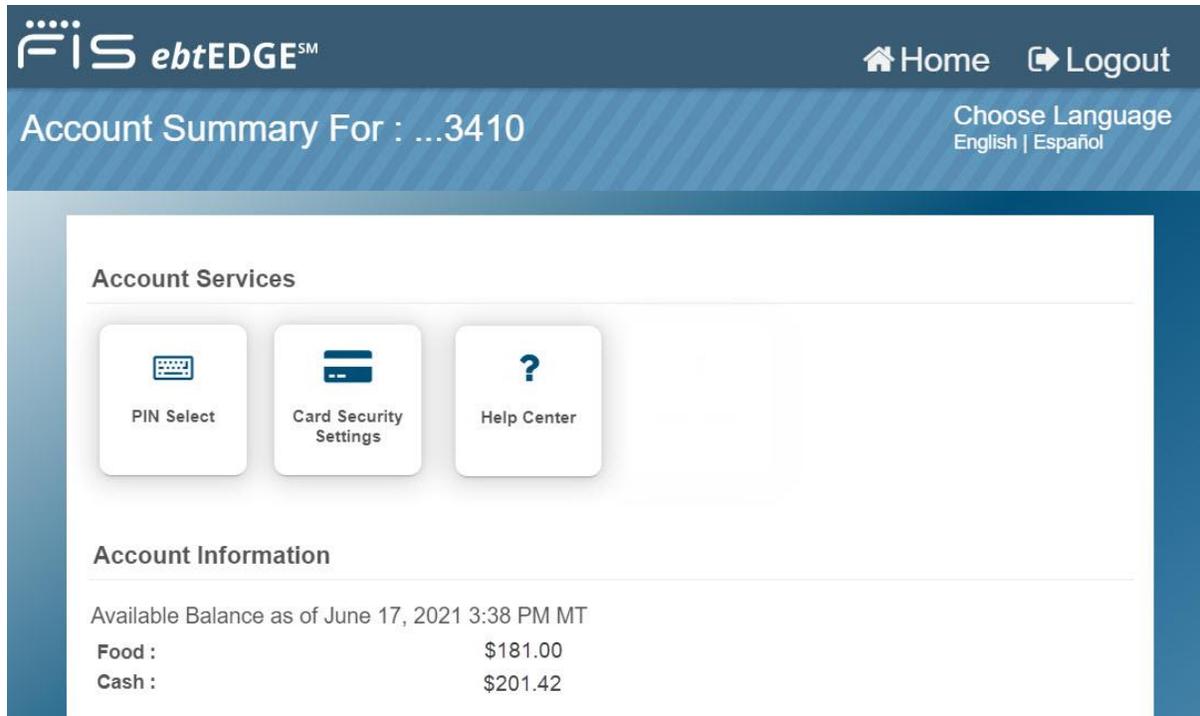


Confirmation of Updated Challenge Questions and Answers

Account Services for Card Maintenance

Account Services for your EBT, Child Care, or WIC account are found on the Account Summary page, after you click on the tile with your card number’s last four digits. These include:

- PIN Select
- Card Security Settings
- Messaging Registration
- Help Center
- Child Care Payment

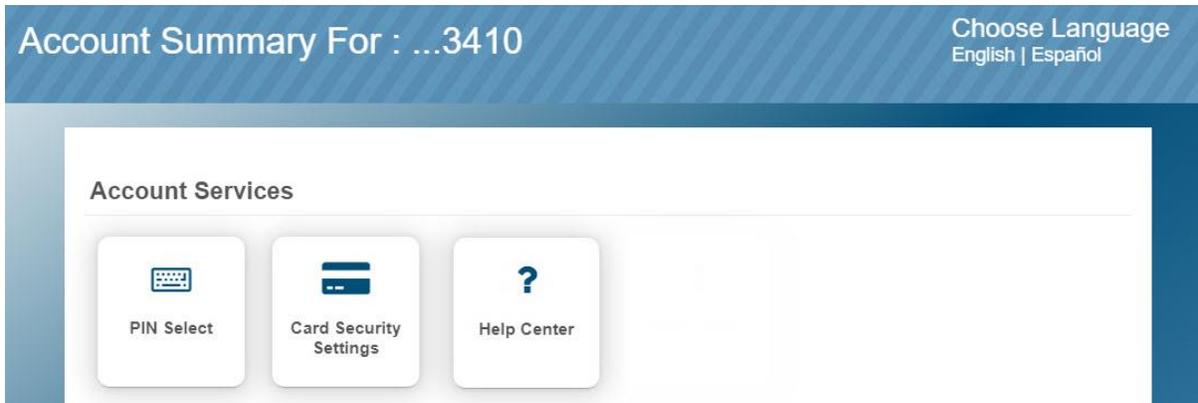


Account Services on the Account Summary Page

Visiting the Help Center

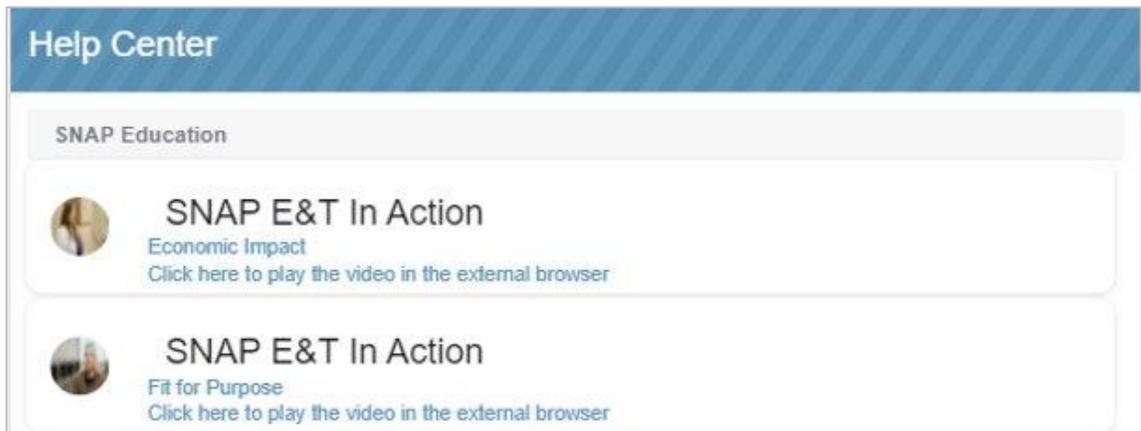
You can visit the Help Center to learn more about using your card and other topics.

1. Select a card from the Welcome page.
2. Select **Help Center** on the **Account Services** section of the Account Summary page.



Account Services section of Account Summary Page with Help Center Tile

3. The Help Center options begin with SNAP Education. SNAP E&T (Education & Training) topics are links to videos covering various topics.



Help Center – Education & Training Topics

4. Scroll the list below SNAP Education to review available topics and select the plus sign icon () to display the information. To hide the topic text, select the triangle icon (). Some topics under **Resources** include links to other websites.

Resources	
SNAP Retailer Locator	+
ATM Locator	+
FNS	+
SNAP-ED	+
USDA Nondiscrimination Statement	+
Card	
Lost or stolen card	+
Security and care of your Card and PIN	+
Where to use your card	+
Benefit	
Benefit Availability Date - What if my benefits are not on my card?	+
Customer Service Phone Numbers	+

Help Center – Resources, Card, and Benefit Topics

Selecting your PIN

You can use the cardholder application to select or change your Personal Identification Number (PIN).

1. Select a card from the Welcome page.
2. Click on **PIN Select** on the **Account Services** section of the Account Summary page.
3. Enter the requested information to authenticate your identity and then enter and confirm your PIN. **Note:** *The required authentication fields are determined by your state.*

Please enter your information below.

* Required Fields

📅 Authentication Value 1 *

👤 Authentication Value 2 * 🔇

🔒 New PIN *

🔒 Re-Enter New PIN * 🔇

Save

Cancel

PIN Select Page

4. Select **Save** to select your new PIN. (The button becomes active after you complete the required fields.)
5. When your new PIN has been saved, select **OK** in the success message window. The application returns you to the Account Summary page.

Selecting your card security settings

You can use the cardholder application to select or change your Security Code, if your state provides this feature.

1. Select a card from the Welcome page.
2. Select **Card Security Settings** on the **Account Services** section of the Account Summary page.
3. Enter the requested information to authenticate your identity and then enter and confirm your Security Code. **Note:** *The required authentication fields are determined by your state and may be different from the fields shown below.*

Please enter your information below.

* Required Fields

Authentication Value 1 *

Authentication Value 2 *

New Security Code *

Re-Enter New Security Code *

Save Cancel

4. Select **Save** to select your new Security Code. (The button becomes active after you complete the required fields.)
5. When your new code has been saved, select **OK** in the success message window. The application returns you to the Account Summary page.

Registering to receive messages

You can use the cardholder application to register to receive alerts on your mobile phone or in your email account.

1. Select a card from the Welcome page.
2. Select **Messaging Registration** on the **Account Services** section of the Account Summary page.
3. Review the instructions on the screen and enter the requested information to register your phone and email to receive messages. Be sure to select the check box for each type of alert you want to receive. **Note:** *Your Card Nickname is the last four digits of your card number.*
 - Check the box for **SMS Balance** to register your phone number so that FIS recognizes it when you text us:
 - Text BAL to 42265 to receive your balance.
 - Text MINI to 42265 to review your last 5 transactions.
 - Click on **Text Alerts** to receive text messages from FIS.

- Click on **Email Alerts** to receive messages from FIS only via email.

To Register for SMS balance, Text Alerts and/or Email Alerts, fill in the below details and select required options

* Required Fields

Card Nickname: **1410**

Phone number

SMS Balance:

Text Alerts:

To get your balance, text BAL to 42265.
 To see your last 5 transactions, text MINI to 42265.
 Standard Text messaging charge rates from your carrier may apply.

ⓘ Email Alerts are currently not registered, fill in the below details and select required options

Email address

Re-enter Email address

Email Alerts:

Save

Cancel

Messaging Registration

4. Select **Save** to select your messaging preferences.
5. When your settings have been saved, select **OK** in the success message window. The application returns you to the Welcome page.

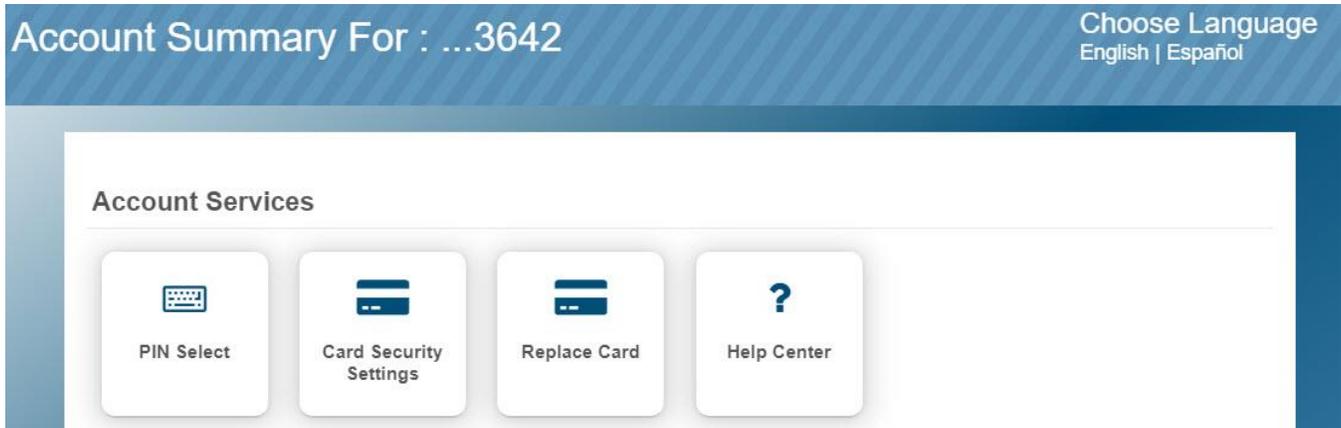
Replacing your card

If your state allows, you can use the cardholder application to request a replacement card if yours has been lost, damaged, or stolen.

Note: *The following steps show the basic card replacement process, each state has its own guidelines and may use different messages.*

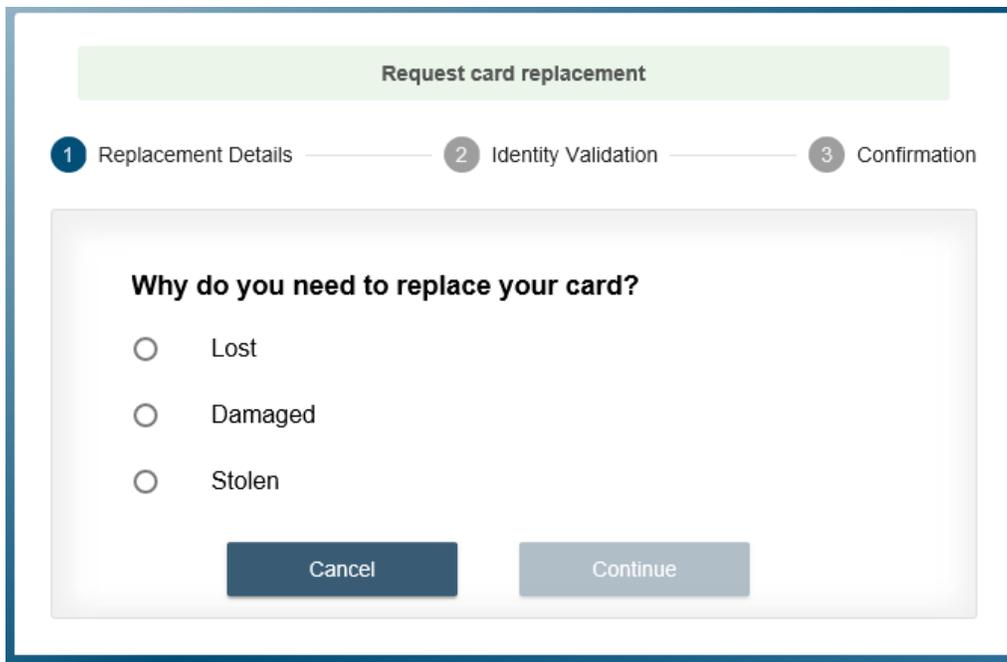
1. Select a card from the Welcome page to go to the Account Summary page for that card.

2. Select **Replace Card** on the **Account Services** section of the Account Summary page.



Account Services section with Replace Card Tile

3. Select your reason for requesting a replacement card, then click the **Continue** button.



Card Replacement – Select Reason

4. Confirm your identity and select the appropriate option for your displayed address:
 - This address is correct, or
 - This address is incorrect

Request card replacement

✓ Replacement Details — 2 Identity Validation — 3 Confirmation

Primary date of birth (MM/DD/YYYY)

Last 4-digits of SSN

To receive new card in the mail, please confirm the mailing address below:
123 MAIN ST TOPEKA, KS 66606

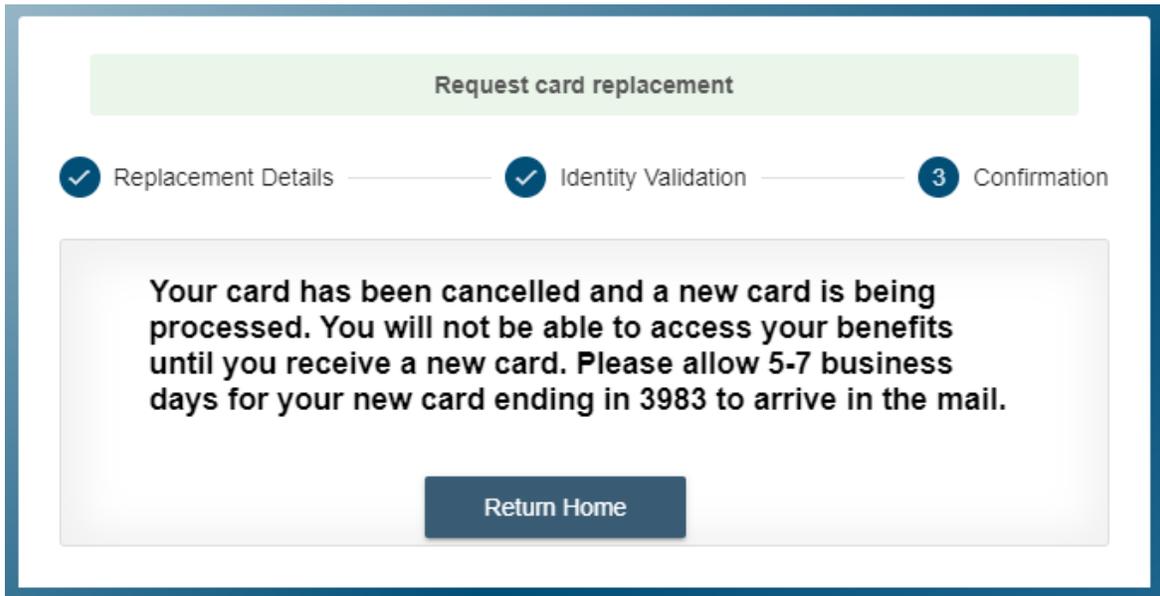
This address is correct mailing address

This address is incorrect

Cancel **Continue**

Card Replacement – Review Account Address

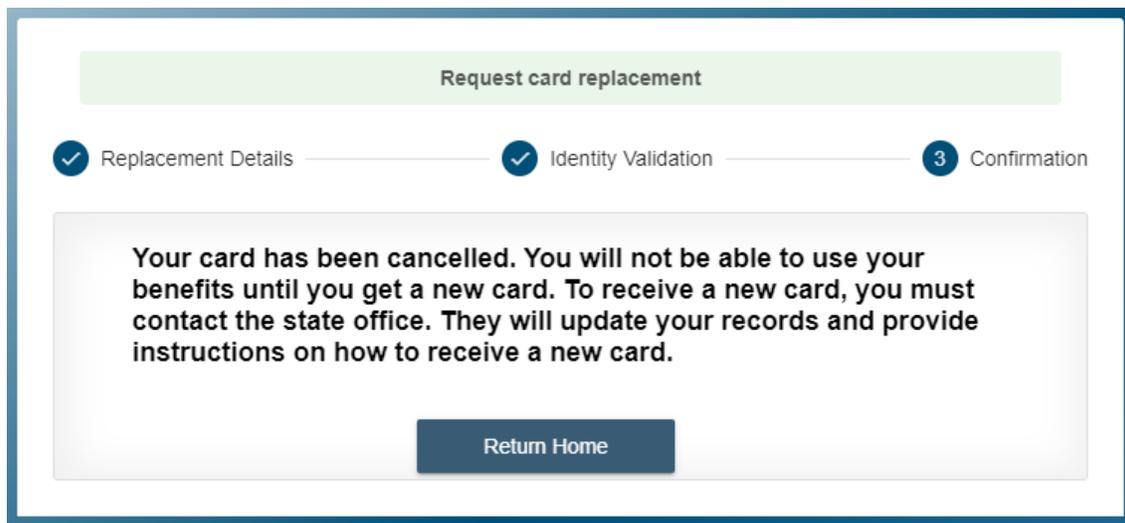
5. Click **Continue** to see the confirmation that a replacement card will be mailed.



Card Cancelled – Replacement Card Mailed

6. Click **Return Home** to close the window and go back to the Home page.

If you had selected “Address is incorrect,” your card is still cancelled, but you must go to your local office to correct your address and get instructions for receiving a replacement card.



Card Cancelled – Contact State Office for Instructions for Card Replacement

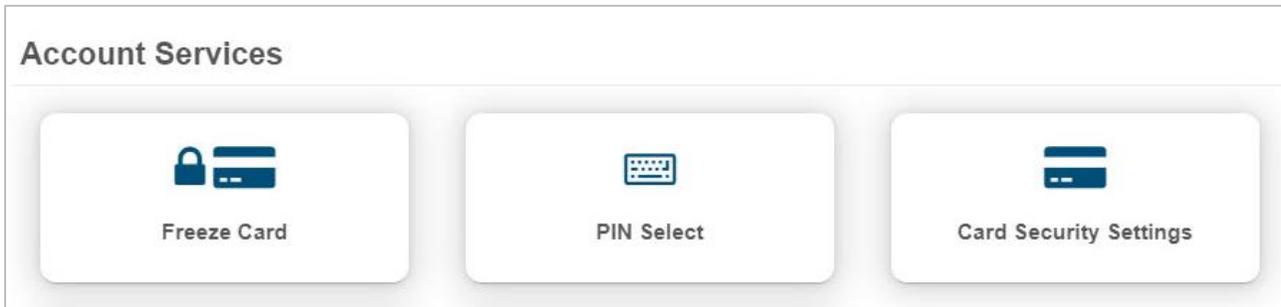
Freezing your card

A cardholder can freeze their card when it is misplaced but wants time to look for the missing card before requesting a card replacement. The card freeze status is applied only by the cardholder. The card can be unfrozen by the cardholder, by the State, and by FIS Call Center. While the card is frozen, purchases, withdrawals, PIN select/changes, and Child Care transfers will be blocked. If you click on these things in Account Services while the card is frozen, you'll find there are no fields to fill out.

These transactions are NOT blocked while the card is in the frozen status:

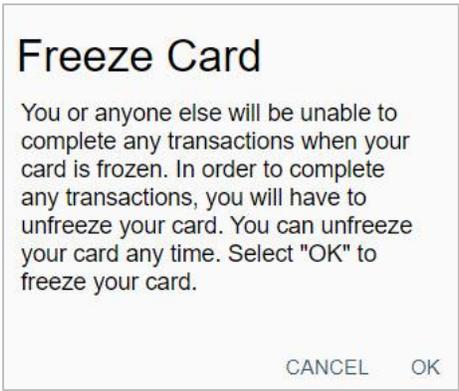
- Adjustments and Adjustment Holds
- Internet Transaction Returns
- Repayments
- Benefit Cancellations
- Benefit Authorizations and Benefit Availability
- Card cancellation and replacement

1. To freeze a card, select a card from the Welcome page.
2. Select **Freeze Card** on the **Account Services** section of the Account Summary page.

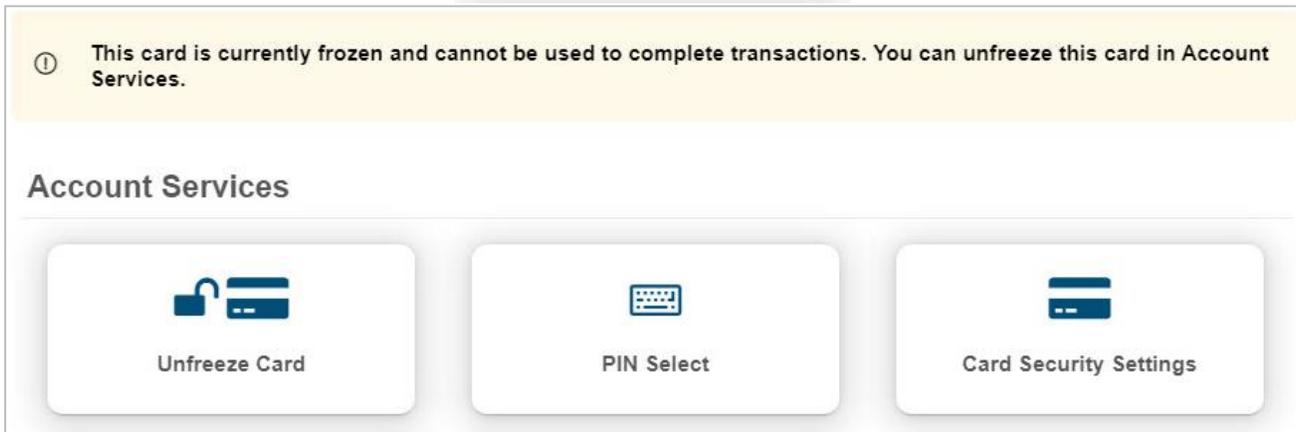
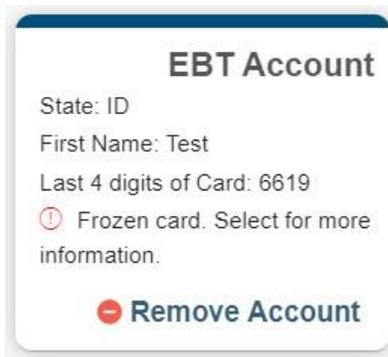


Account Services section with Freeze Card Tile

3. When you click on **Freeze Card**, you see a pop-up asking for confirmation. Click **OK**.



- When the card is frozen, the EBT Account tile on the Home page and the Account Services page both reflect that the card is frozen:



- To unfreeze the card, click on the **Unfreeze Card** tile. You will see the pop-up shown below. Click on **OK**.

Unfreeze Card

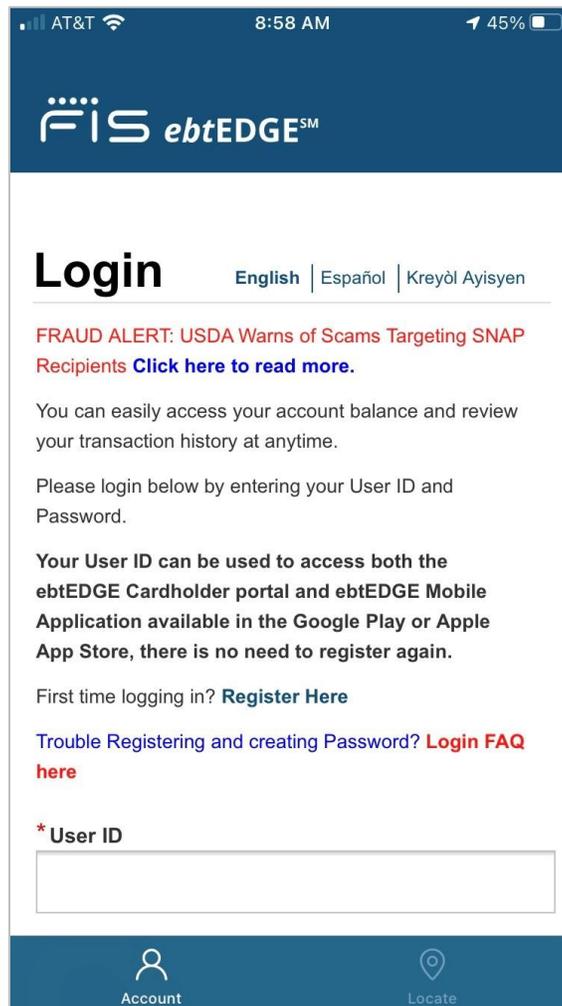
When the card is unfrozen, you or anyone else will be able to complete any transaction on your card. You can freeze your card any time. Select "OK" to unfreeze your card.

CANCEL OK

Location Services

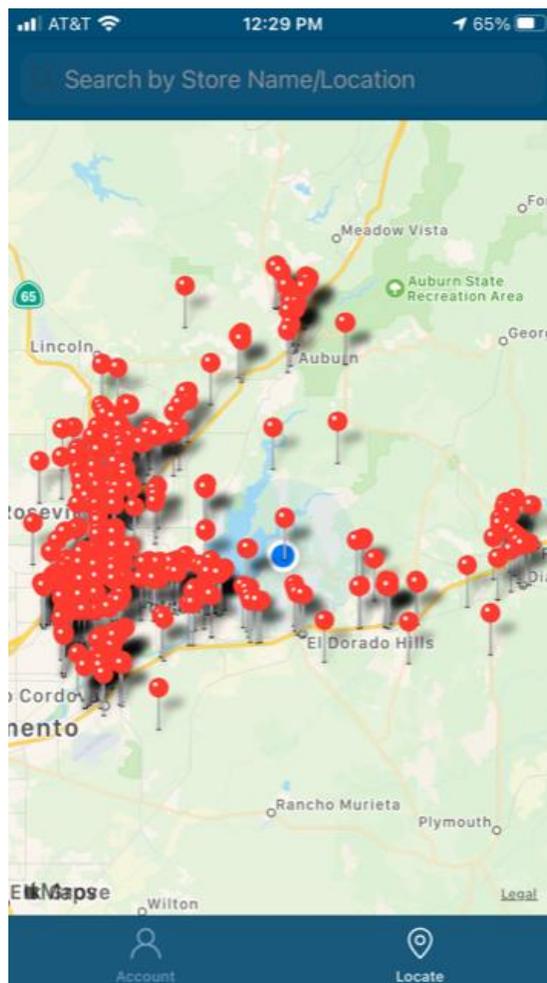
The ability to search for ATMs and stores that accept EBT cards is only available from the downloaded ebtEDGE Mobile Application. The searching, mapping, and directions are hosted by Google Maps. Location Services uses your GPS location to help find nearby EBT stores. Immediately upon downloading the app, you are asked to “allow once, allow only while using the app, or do not allow” GPS to be active. After your selection, the Login page is displayed.

1. At the bottom right of the mobile screen, touch the **Locate** command



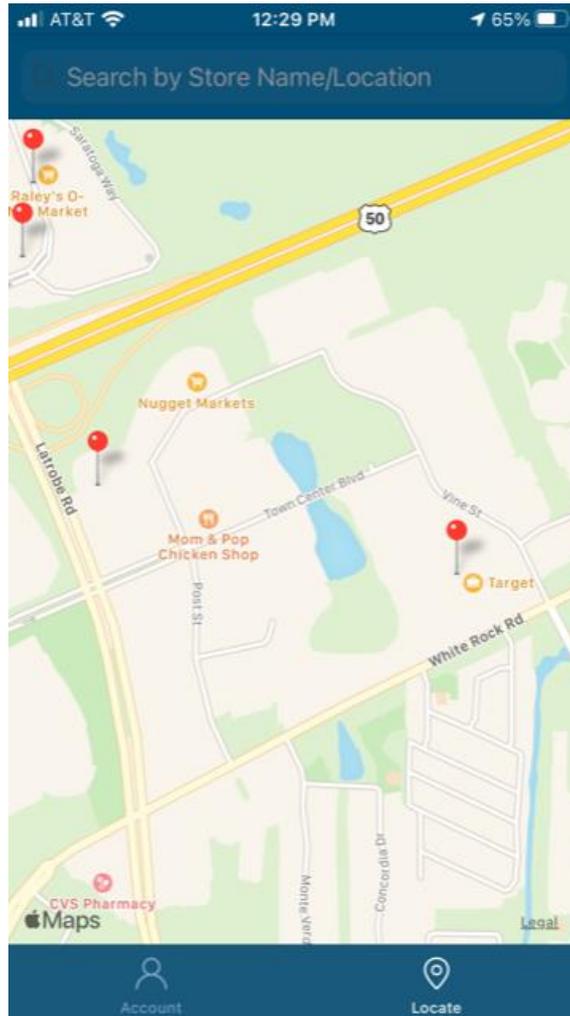
Locate Button (bottom right)

2. The page will display Google Maps at your general location with GPS enabled.

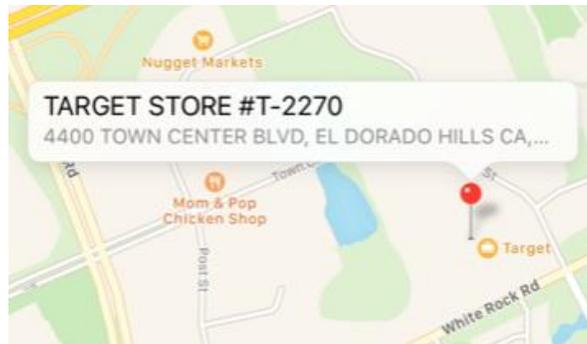


Locate

3. In the search field at the top, enter an address, store name, or Zip code. The application shows “pins” that match your search.
4. Zoom in to see a particular area.



5. Select a “pin” to display details.



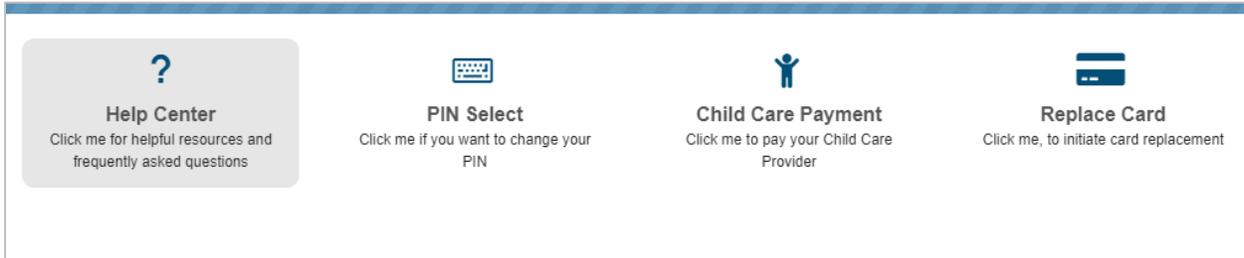
How to Make Child Care Payments

If you receive Child Care benefit, your state may allow you to use the cardholder applications to make payments to your childcare providers.

Making a child care payment (Kansas)

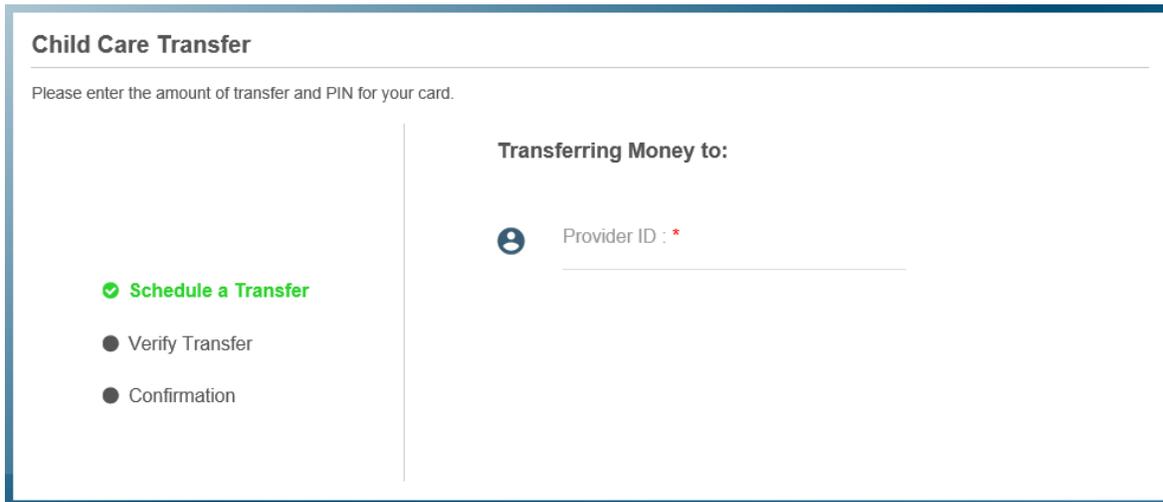
If you are a Kansas cardholder who receives Child Care benefits, follow these steps to pay your provider.

1. Select a card from the Welcome page.
2. Click on **Child Care Payment** on the **Account Services** section of the Account Summary page.



Account Services section of Account Summary Page – Child Care Payment (Kansas)

3. A new page asks you to enter the Provider ID and select **Search**. The **Search** button appears and becomes active when you enter information in the field.



Child Care Transfer – Enter Provider ID

4. When the application locates the provider, additional fields appear for you to enter the payment amount and your PIN.

Child Care Transfer

Please enter the amount of transfer and PIN for your card.

Schedule a Transfer

Verify Transfer

Confirmation

Transferring Money to:

Provider ID : *
D111409

Provider Name : TEST PROVIDER 1

Amount : *

PIN : *

Next **Cancel**

Child Care Transfer – Enter Amount and PIN

5. Select **Next** to continue.
6. Review and confirm your payment details on the Verify Transfer page.

Child Care Transfer

Please review the transfer details.

- Schedule a Transfer
- Verify Transfer
- Confirmation

Transferring Money to:

Provider ID : D111409

Provider Name : TEST PROVIDER 1

Amount : \$10.00

PIN : ****

Submit
Back

Child Care Transfer – Verify Details and Submit

7. Select **Submit** to complete the payment. When the payment has been processed, you can review the payment transfer details in the left panel.

Child Care Transfer

✔ Success!

You have just transferred **\$10.00** to **TEST PROVIDER 1**.

Full Details

Confirmation# : 000092

Provider ID : D111409

Provider Name : TEST PROVIDER 1

Amount : \$10.00

Date : Mar 2, 2020, 4:37:51 PM CT

View Transactions

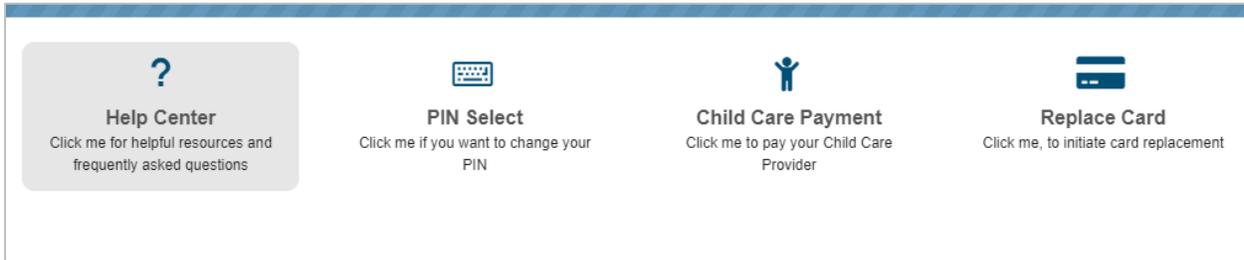
Child Care Transfer – Confirmation

8. Select **View Transactions** to see your transfer and other transactions on the Account Summary page.

Making a child care payment (Wisconsin)

If you are a Wisconsin cardholder who receives Child Care benefits, follow these steps to pay your provider.

1. Select a card from the Welcome page.
2. Click on **Child Care Payment** on the **Account Services** section of the Account Summary page.



Account Services section of Account Summary Page – Child Care Payment (Wisconsin)

3. A new page asks the you to enter information about your child, the provider, and the payment amount.

Child Care Transfer – Enter Child’s Name, Provider ID, Amount, and PIN

4. Enter your PIN to confirm the payment information and select **Next** to continue.
5. Review and confirm your payment details on the Verify Transfer page.

Child Care Transfer

Please review the transfer details.

- Schedule a Tr...
- Verify Transfer
- Confirmation

Transferring Money to:

Provider ID : D111409

Provider Na... TEST PROVIDER 1

Amount : \$10.00

PIN : ****

Submit
Back

Child Care Transfer – Verify Details and Submit

6. Select **Submit** to complete the payment. When the payment has been processed, you can review the payment transfer details in the left panel.

Child Care Transfer

Success!

You have just transferred **\$10.00** to **TEST PROVIDER 1.**

Full Details

Confirmation# : 000092

Provider ID : D111409

Provider Name : TEST PROVIDER 1

Amount : \$10.00

Date Mar 2, 2020, 4:37:51 PM CT

View Transactions

Child Care Transfer – Confirmation

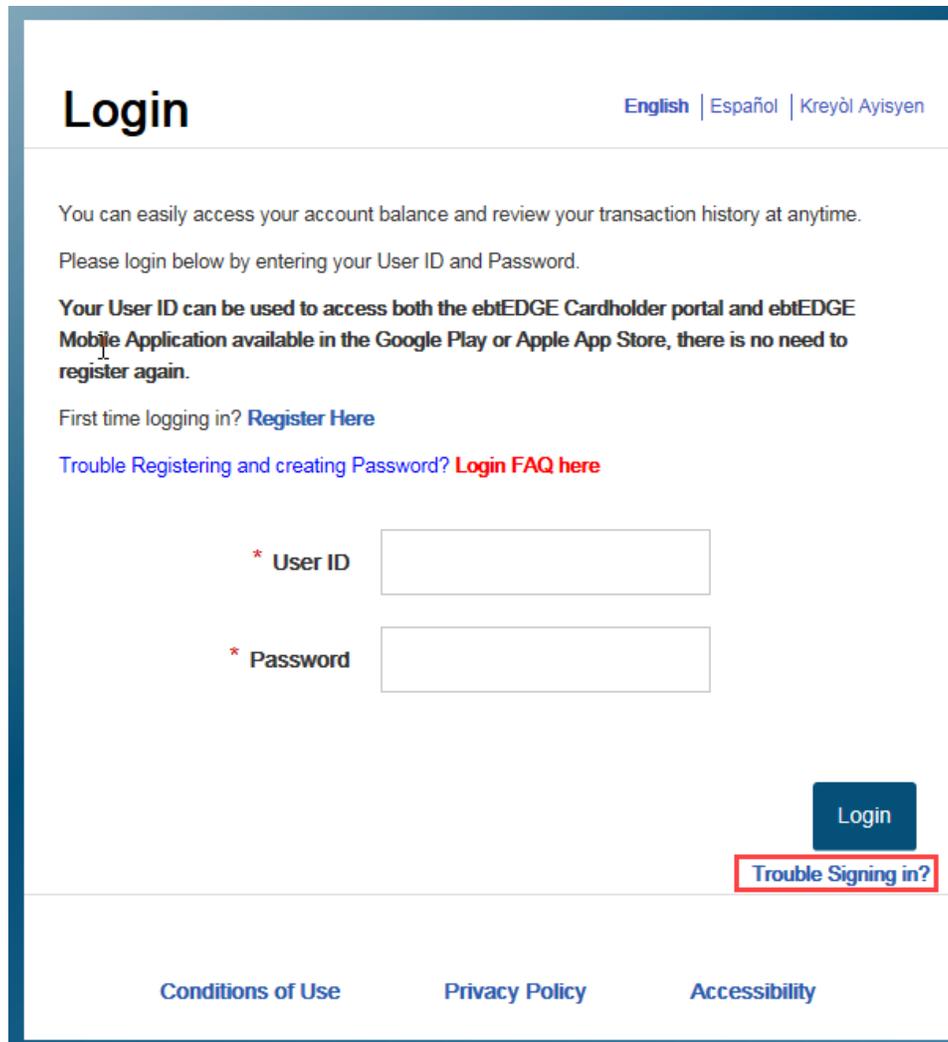
7. Select **View Transactions** to see your transfer and other transactions on the Account Summary page.

Trouble Signing In?

The Login page provides options that can help you if you're having trouble signing in.

Forgotten Password

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



Trouble Signing in? Link on Login Page

2. Select the **Forgot Password** option.

Problems signing into your account.

Required Fields *

Forgot Password

Forgot UserID

Unlock UserID

[Trouble Signing in FAQs](#)

Select Problem

3. Enter your User ID and select **Next**.

Problems signing into your account.

Required Fields *

1 Enter Details — 2 Answer your Challenge Questions — 3 Done

Forgot Password

Forgot UserID

Unlock UserID

User ID *

Cancel Next

[Trouble Signing in FAQs](#)

Forgot Password – Enter User ID

4. Enter the answers to all your challenge questions and select **Next**.

Problems signing into your account.

Required Fields *

1 Enter Details ——— 2 Answer your Challenge Questions ——— 3 Done

 What is your pet's name? *

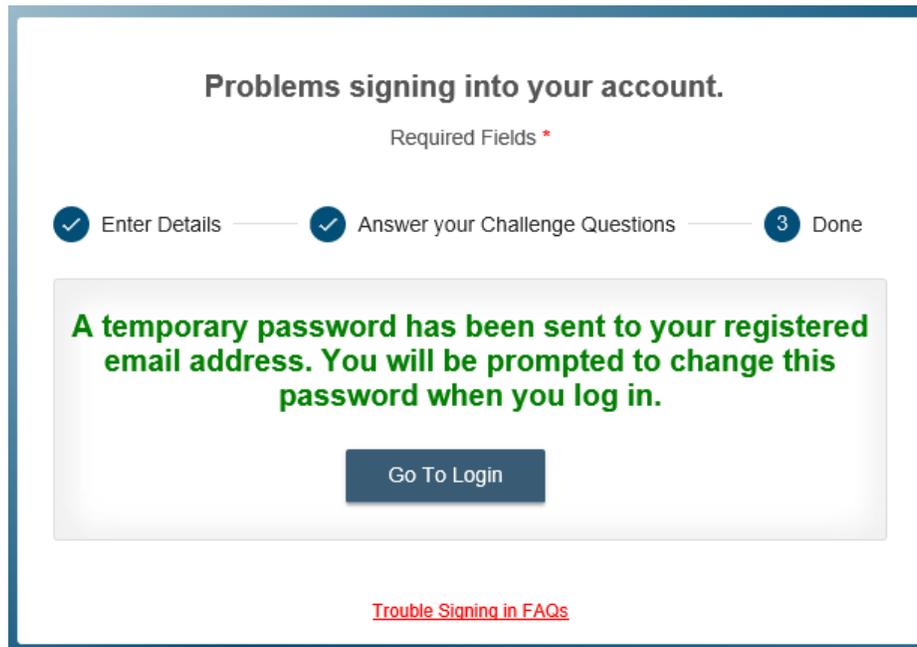
 What is your favorite food? *

 Where were you born? *

[Trouble Signing in FAQs](#)

Forgot Password – Answer Security Questions

5. The application will send you an email containing a temporary password. The email will be sent to the email address you used to register your User ID.



Forgot Password – Instructions to Look for Email

6. Select the **Go To Login** button to log in to the application using the temporary password. As soon as you log in, the application requires you to reset your password.

Change Password

i This page allows you to update your password.
 The following rules apply when changing passwords:
 The new password must contain 8 to 16 characters, must include 1 uppercase, 1 lowercase, 1 number and may include special characters such as _-#%\$+!^/@
 The new password cannot contain the same 3 character(s) from previously used password.
 The new password must be different from the last 10 previously created password or passwords.

* Temporary Password

* New Password

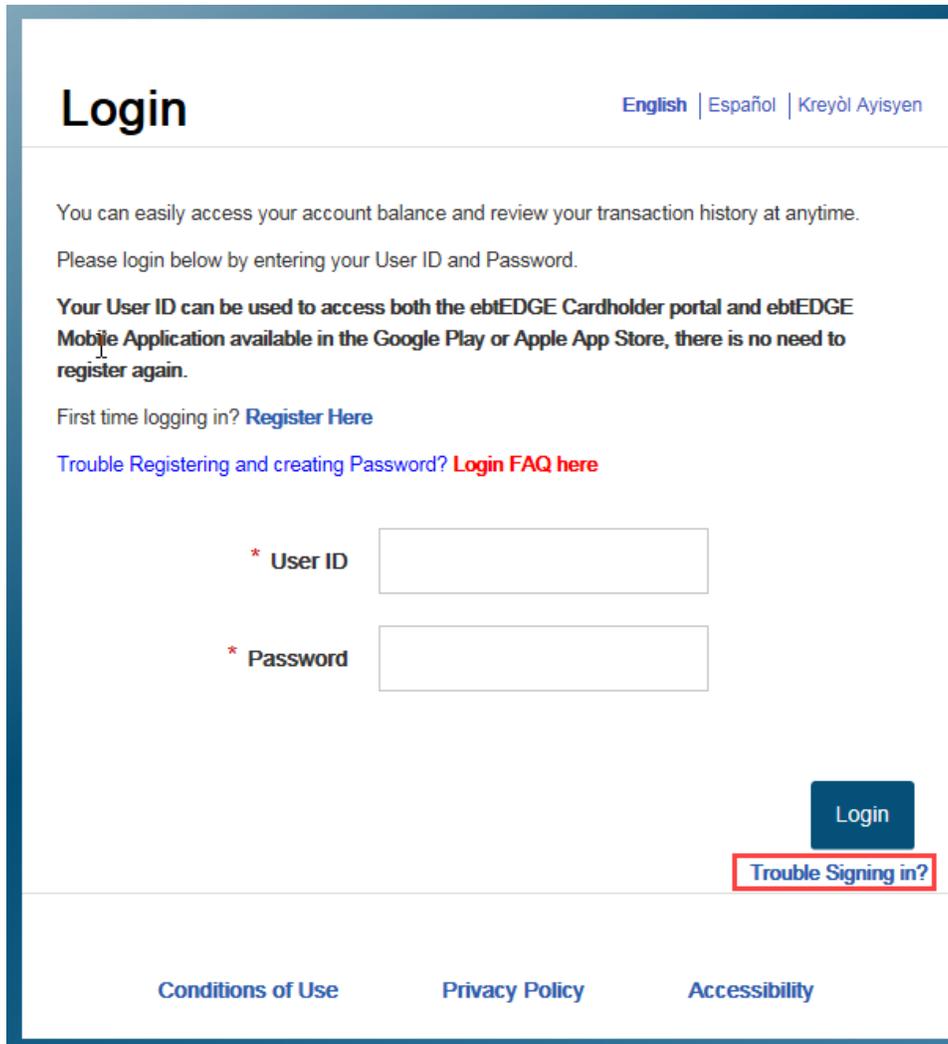
* Confirm New Password:

Enter Temporary Password to Select New Password

7. Enter your temporary password in the Temporary Password field, and then enter and re-enter your new password.
8. Select **Proceed** to update your password and log in.

Forgotten User ID

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



Trouble Signing In Link on Login Page

2. Select the **Forgot User ID** option.

Forgot User ID Selection

3. Select **Register** to set up a new User ID and Password. Follow steps in [How to Set Up Your Account](#).

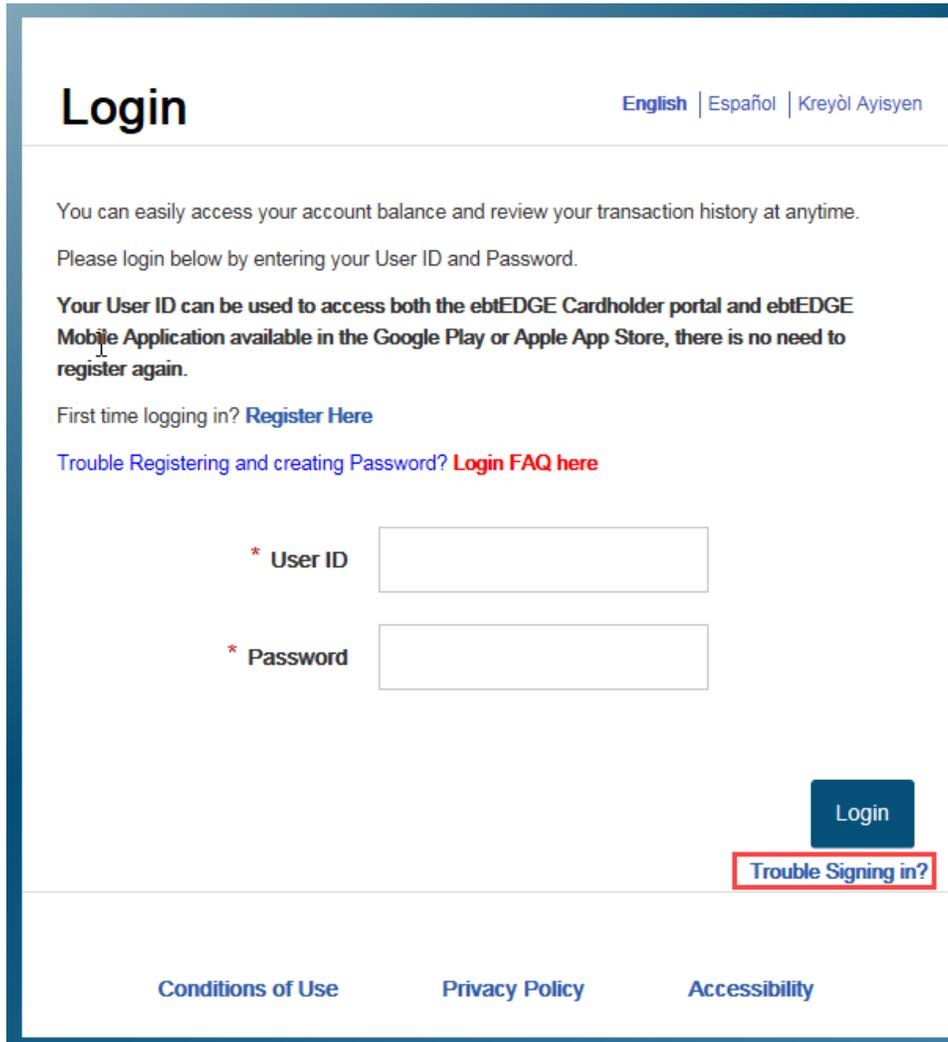
Unlock User ID

Your User ID will become locked out after 3 consecutive failed login attempts. If your account becomes locked, you will receive an email alert at your registered email address telling you that your User ID is locked. The email includes a link to these steps so you can unlock your account.

Note: *This feature unlocks your account, but it does not let you change your password. If you have forgotten your password, you should use the Forgotten Password option.*

You can follow these steps to unlock your account.

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



Trouble Signing in? Link on Login Page

2. Select the **Unlock User ID** option.

Problems signing into your account.

Required Fields *

Forgot Password

Forgot UserID

Unlock UserID

 User ID *

[Trouble Signing in FAQs](#)

Select Problem

3. Enter your User ID and select **Next**.

Problems signing into your account.

Required Fields *

Forgot Password

Forgot UserID

Unlock UserID

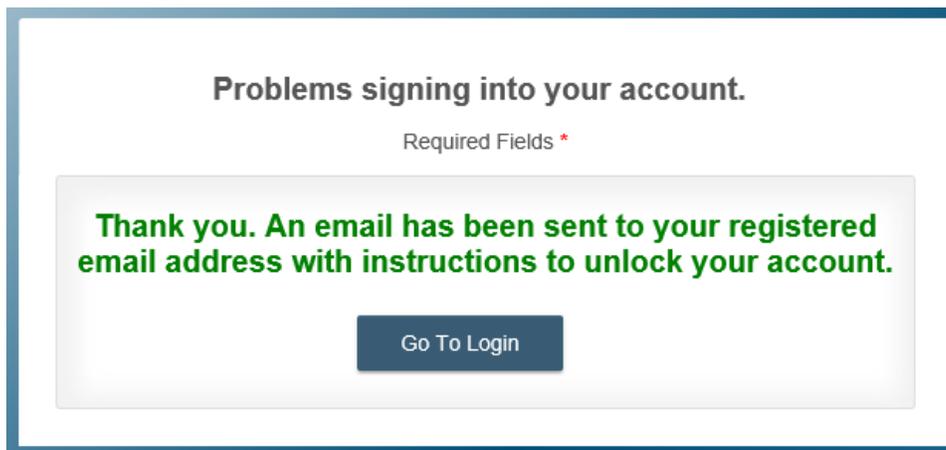
User ID *

 UserID|

[Trouble Signing in FAQs](#)

Unlock User ID – Enter Your User ID

- The application unlocks your account and sends you an email containing instructions for unlocking your account. The email will be sent to the email address you used to register your User ID.



Unlock User ID – Instructions to Look for Email

- Follow the link in the email, or select the **Go To Login** button, to return to the Login page and enter your User ID and Password. **Note:** *The link in the email can only be used once and it expires after 2 hours.*