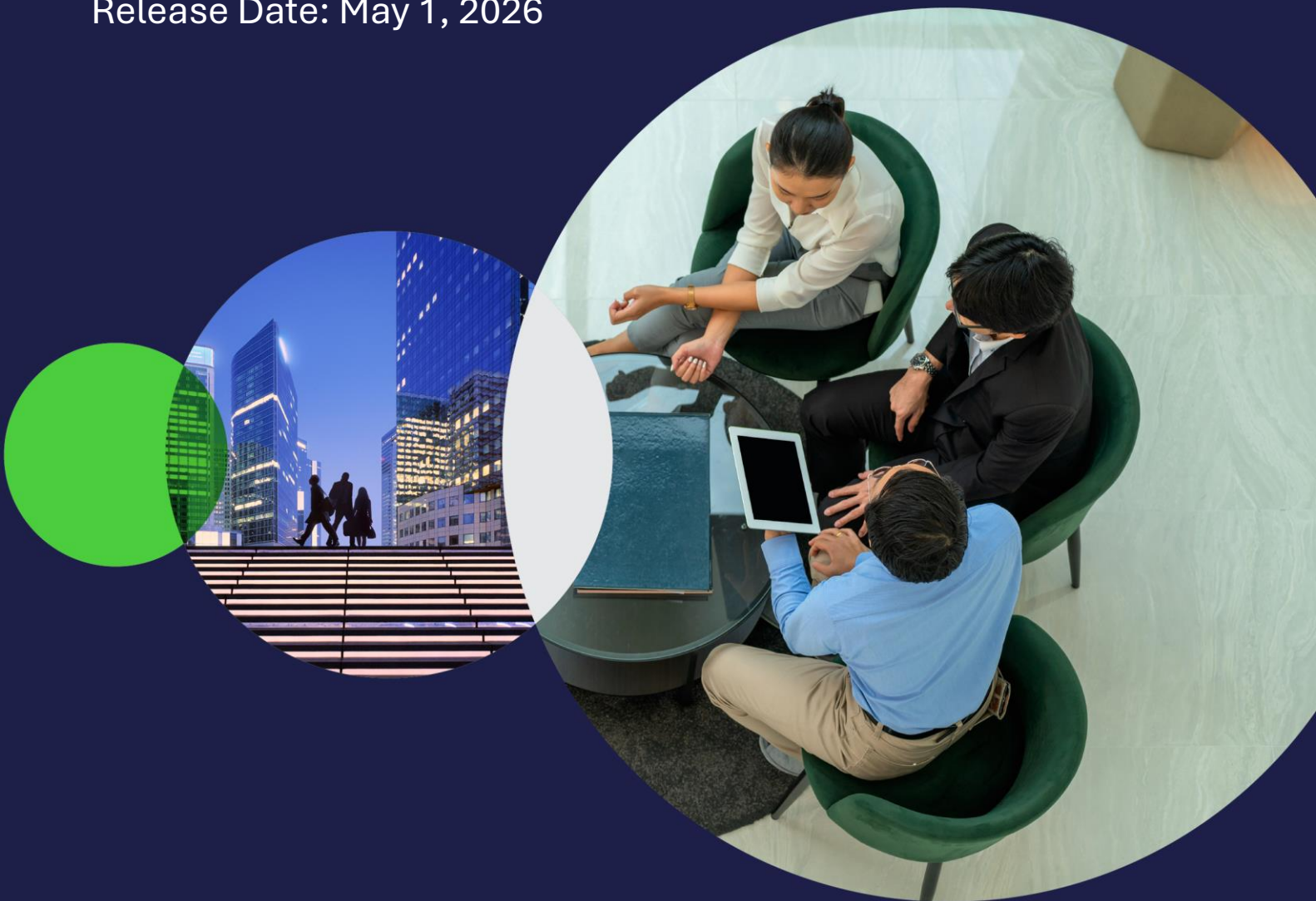




# ***ebt*EDGE<sup>SM</sup> User Guide**

## **for Cardholder Portal and Mobile Application**

Release Date: May 1, 2026



## **Copyright Notice**

The following graphic logo used for the ebtEDGE<sup>SM</sup> Mobile Application is a trademark of FIS:



## 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<br>"Total Balance" updated to "Total Account Balance"                                                    |
| April 10, 2026    | Dispute a Transaction                | Update screen shots<br>Edit steps                                                                                                  |
| April 9, 2026     | Shop Benefits                        | Edit feature description                                                                                                           |
| March 9, 2026     | Essentials                           | Update screen shots<br>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<br>Language Options | Add new screen shots<br>Edit descriptions                                                                                          |
| February 19, 2026 | Balances<br>Shop Benefits            | Add description for WIC changes<br>Update screen shots<br>Edit description                                                         |
| February 18, 2026 | Essentials                           | Updated screen shots<br>Edit feature descriptions                                                                                  |
| February 4, 2026  | Create an Account                    | Add screen shots                                                                                                                   |
| December 3, 2025  | Language                             | Add new images<br>Edit description                                                                                                 |
| December 3, 2025  | Account Details                      | Add new images<br>Update Sign-In Details<br>Update Delete an Account                                                               |
| December 3, 2025  | Help and Support                     | Detail new fields for Manage Your Card<br>Update images<br>Clarify steps for Transaction Restriction<br>Edit steps for Cancel Card |

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

| Release Date      | Sections Edited                                                                                                           | Description                                                                                                                                                              |
|-------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   | Child Care Account Information<br>Viewing your WIC benefit balance and history<br>Account Services<br>Trouble Signing In? | Added “grouped by expiration date.”<br><br>Added MFA Settings.<br>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<br>My Offers                                                                | Added new subsection.<br><br>Added My Offers section.                                                                                                                    |
| November 15, 2022 | Account Services                                                                                                          | Updated Registering to Receive Messages.<br>Added Setting Up Alerts.<br>Added Deleting Your Account.                                                                     |
| August 28, 2022   | Logging In<br>How to Review Your Food, Cash, and Child Care Account Info<br>Selecting Your PIN<br>Trouble Signing In?     | Updated Login page image.<br>Added mention of PIN activity in transaction history.<br><br>Added new design for Forgotten Password, Forgotten User ID, and Unlock User ID |
| June 17, 2022     | Transaction Restrictions<br>Language Options                                                                              | Added new sections.                                                                                                                                                      |
| February 28, 2022 | Introduction<br>How to Review...Account Information                                                                       | Updated to include barcode lookup.<br><br>Added Transaction Type and Transaction Date Range Filters<br><br>Added new section for WIC barcode lookup.                     |

| Release Date          | Sections Edited                                                                                         | Description                                                                                                                                   |
|-----------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
|                       | How to Look Up<br>WIC Products<br>Help Center                                                           | Added back button from Help Center.                                                                                                           |
| September 28,<br>2021 | Login Page<br>Welcome Page<br>Freezing Your Card                                                        | Updated image to provide cleaner appearance.<br>Updated image to show card graphics.<br>Updated popup language for Unfreezing Card.           |
| July 14, 2021         | Freezing Your Card                                                                                      | Added section.                                                                                                                                |
| June 24, 2021         | Introduction<br>Locate<br><br>Account Services                                                          | Added introduction.<br>Added new section for Locate function on mobile view.<br>Split Account Services into two sections based on new design. |
| February 9, 2021      | Viewing dispute activity<br>Entering a dispute<br>Updating your user information                        | Added new sections for new functionality.<br>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<br>Linking a card and Replacing your card<br>Changing your challenge questions | Added SNAP E&T links to Help.<br>Updated images for validation fields.<br>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.                                   |

| 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.<br>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 the functionality is the same.

## Download the ebtEDGE 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 ebtEDGE 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.

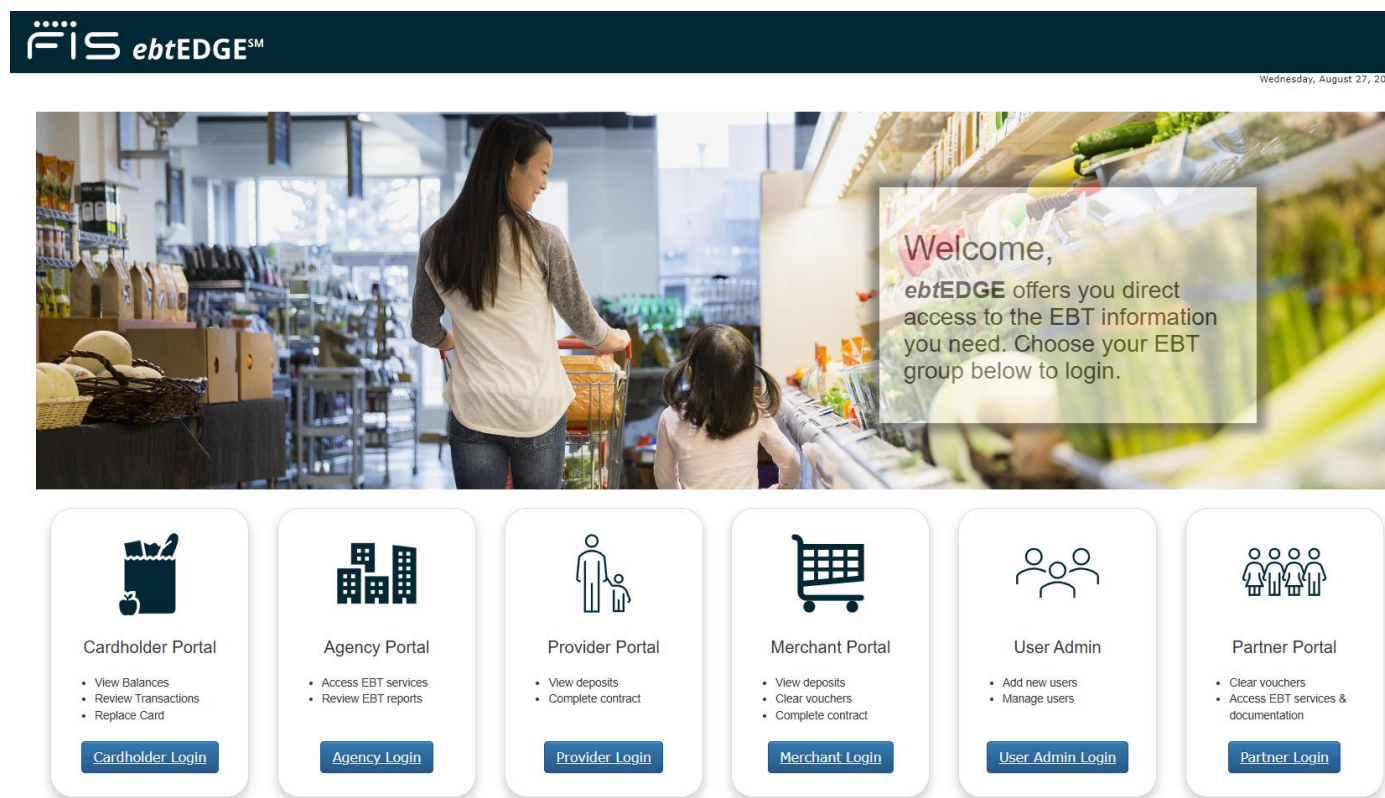
The application uses Global Positioning Services (GPS) to help find nearby EBT store locations. Immediately upon downloading the app, select the appropriate option to “allow once, allow only while using the app, or do not allow” GPS to be active. The Login page is displayed after making a selection.

## Create an ebtEDGE Account

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

Follow these steps to register.

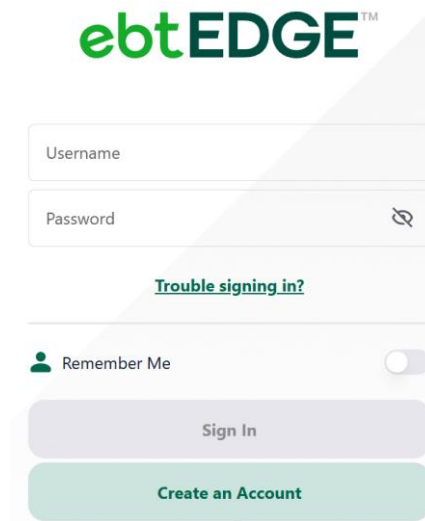
1. Open the cardholder application:
  - a. For the ebtEDGE Cardholder Portal, navigate to [www.ebtedge.com](http://www.ebtedge.com), and select the **Cardholder Login** link.



ebtEDGE Landing Page

- b. For the ebtEDGE Mobile Application, follow the instructions in the previous topic to download and open the application.

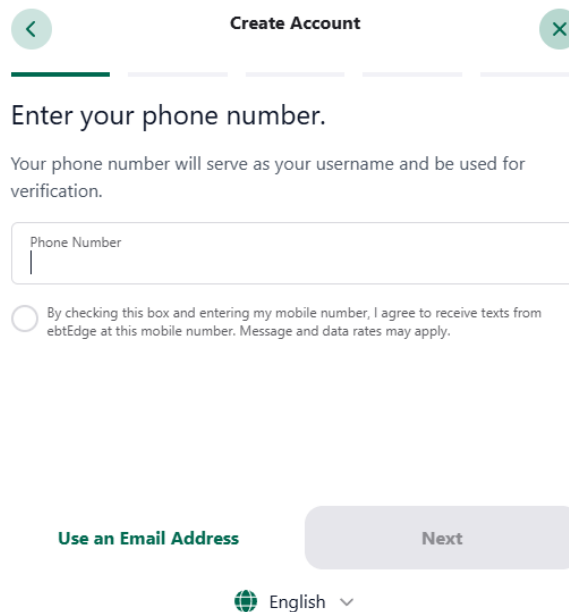
2. Select **Create an Account** on the Login page.



The screenshot shows the ebtEDGE login interface. At the top is the ebtEDGE logo. Below it are two input fields: 'Username' and 'Password'. The Password field has a toggle icon on the right. Below the fields is a link that says 'Trouble signing in?'. Underneath is a 'Remember Me' section with a person icon and a toggle switch. At the bottom are two large buttons: 'Sign In' (light purple) and 'Create an Account' (teal).

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.



The screenshot shows the 'Create Account' page. At the top, there's a header with a back arrow, 'Create Account', and a close 'X' button. Below this is a progress bar. The main heading is 'Enter your phone number.' followed by the text 'Your phone number will serve as your username and be used for verification.' There is a 'Phone Number' input field. Below the field is a checkbox with the text: 'By checking this box and entering my mobile number, I agree to receive texts from ebtEdge at this mobile number. Message and data rates may apply.' At the bottom, there are two buttons: 'Use an Email Address' (teal) and 'Next' (light purple). Below the buttons is a language selector showing a globe icon, 'English', and a dropdown arrow.

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.

< Create Account X

Enter the verification code.

We just sent a verification code to: [redacted]

Verification Code

Resend Code Verify

English

### Verification Code

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

< Add a Card X

Enter your benefits card number.

This will let us provide updated information on your benefits and spending.

Enter the Card Number

Add a Card Later Next

### Enter benefits card number

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

< Create Account X

Set your account username and password.

Username

Password

- X Between 10 and 64 characters
- X At least one uppercase letter (A-Z)
- X At least one lowercase letter (a-z)
- X At least one number (0-9)
- X At least one special character

Next

### Set Up a Password

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

< Profile X

Choose your security questions.

Security Question 1

Answer (at least 5 characters)\*

Security Question 2

Answer (at least 5 characters)\*

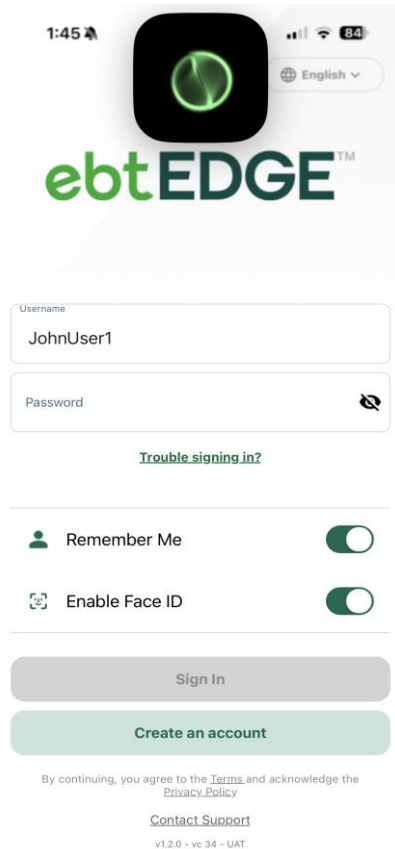
Security Question 3

Next

### Choose the cardholder security questions

## Set up Login Biometrics (mobile only)

Download the ebtEDGE 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.



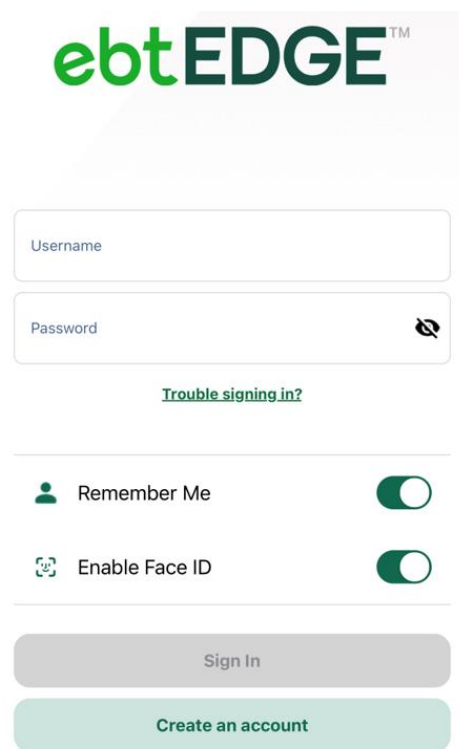
The screenshot shows the ebtEDGE mobile application interface. At the top, there is a status bar with the time 1:45, signal strength, Wi-Fi, and battery level at 64%. Below the status bar is a dark green circular icon with a white 'e' inside. The ebtEDGE logo is prominently displayed in the center. Below the logo, there are two input fields: 'Username' with the text 'JohnUser1' and 'Password' with a toggle icon. A link 'Trouble signing in?' is located below the password field. Below the input fields, there are two toggle switches: 'Remember Me' and 'Enable Face ID', both of which are currently turned on. At the bottom, there are two buttons: 'Sign In' and 'Create an account'. Below the buttons, there is a small text line: 'By continuing, you agree to the [Terms](#) and acknowledge the [Privacy Policy](#)'. At the very bottom, there is a link 'Contact Support' and a version string 'v1.2.0 - vc 34 - UAT'.

### Login Screen with Biometrics Enabled

## 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.



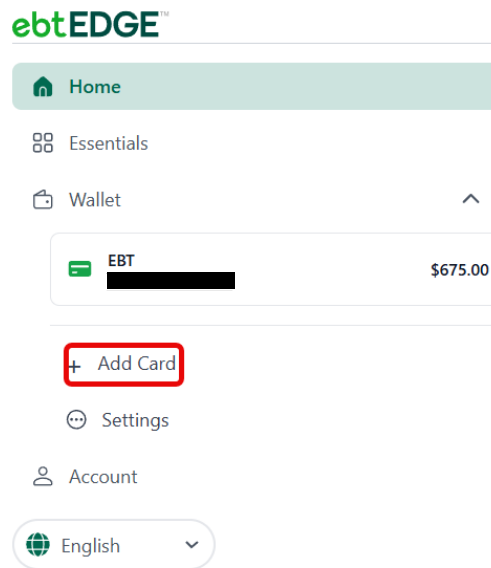
### Sign In Page

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**.

## 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

×

Enter your benefits card number.

This will let us provide updated information on your benefits and spending.

🗕

Add a Card Later

Next

English

▼

### Add Card Number

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.

### 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.

< Support X

Enter your phone number.

Your phone number will serve as your username and be used for verification.

Phone Number

Use an Email Address Next

English

### Verification

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

< Create Account X

Choose a method to verify your phone number.

To keep your account secure, we'll need to confirm your phone number. Choose how you'd like to receive your verification code.

Text Message  
Get a verification code via SMS.

Phone Call  
Get a call with your verification code.

English

### Verification Method

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

The screenshot shows a mobile application interface titled "Support". At the top, there are back and close icons. The main heading is "Enter the verification code." Below this, a message states "We just sent a verification code to:" followed by a blurred email address. A text input field labeled "Verification Code" is provided for the user to enter the code. At the bottom, there are two buttons: "Resend Code" (in green) and "Verify" (in grey). A language selector at the bottom indicates "English" with a dropdown arrow.

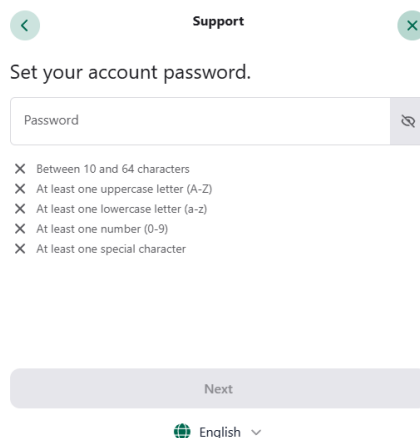
### Verification Code

7. Choose a method to reset a password.

The screenshot shows a mobile application interface titled "Support". At the top, there are back and close icons. The main heading is "Choose a method to reset password." Below this, a message states "We'll need to verify your identity before you can reset your password." There are two selectable options, each with an icon, a title, a description, and a right-pointing chevron: "Security Questions" (with a document icon) and "Card Number" (with a card icon). At the bottom, a language selector indicates "English" with a dropdown arrow.

### Reset Method

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

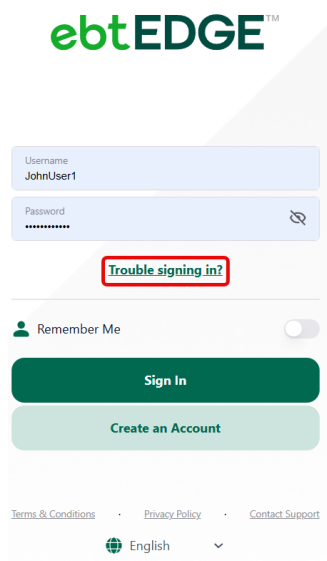


The screenshot shows a mobile application interface titled "Support". Below the title, it says "Set your account password." There is a password input field with a placeholder "Password" and a toggle icon. Below the field, there are five requirements listed with "X" icons: "Between 10 and 64 characters", "At least one uppercase letter (A-Z)", "At least one lowercase letter (a-z)", "At least one number (0-9)", and "At least one special character". At the bottom, there is a "Next" button and a language selector set to "English".

### New Password

## Forgotten Username

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



The screenshot shows the ebtEDGE login page. At the top is the ebtEDGE logo. Below it are fields for "Username" (containing "JohnUser1") and "Password" (masked with dots). A link "Trouble signing in?" is highlighted with a red box. Below the password field is a "Remember Me" toggle switch. At the bottom are two buttons: "Sign In" (dark green) and "Create an Account" (light green). At the very bottom, there are links for "Terms & Conditions", "Privacy Policy", and "Contact Support", along with a language selector set to "English".

### Trouble Signing in? Link on Login Page

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

Support

×

Need help accessing your account?

We just need to confirm it's your to help get you logged in again.

I forgot my password.

>

I forgot my username.

>

### 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**.

<

Create Account

×

Enter your phone number.

Your phone number will serve as your username and be used for verification.

☐ By checking this box and entering my mobile number, I agree to receive texts from ebtEdge at this mobile number. Message and data rates may apply.

Use an Email Address

Next

English

▼

### Enter a Phone Number

4. Selection a verification option.

The screenshot shows a mobile application interface titled "Support". At the top, there are back and close buttons. The main heading is "Choose a method to verify your phone number." Below this, a subtext states: "To keep your account secure, we'll need to confirm your phone number. Choose how you'd like to receive your verification code." There are two selectable options: "Text Message" (with a three-dot icon) and "Phone Call" (with a phone icon). Each option has a brief description and a right-pointing arrow. At the bottom, there is a language selector showing "English" with a dropdown arrow.

### Verification Option

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

The screenshot shows the "Support" screen with the heading "Enter the verification code." Below this, it says "We just sent a verification code to:" followed by a greyed-out phone number. There is a text input field labeled "Verification Code" with a cursor. At the bottom, there are two buttons: "Resend Code" (in green) and "Verify" (in grey). A language selector at the bottom shows "English" with a dropdown arrow.

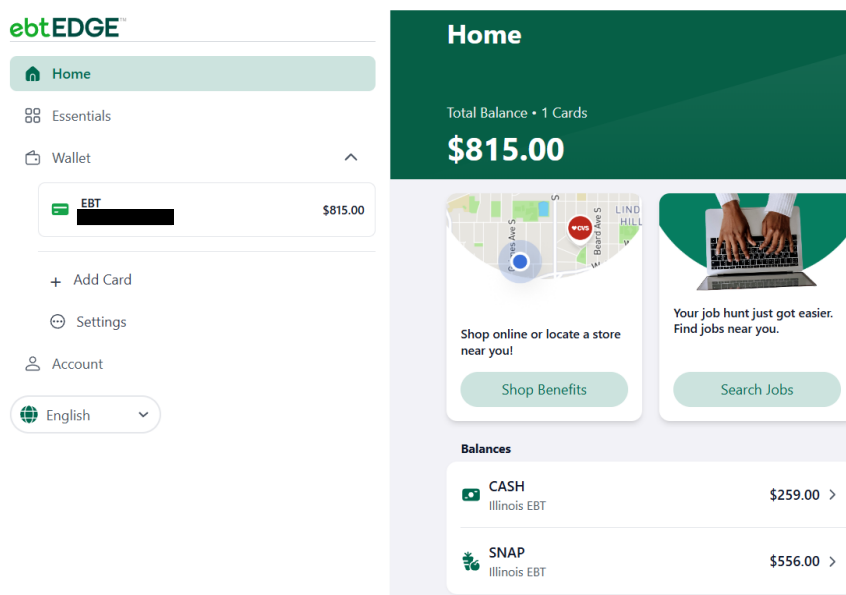
### Verification Code

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

The screenshot shows the "Support" screen with the heading "Your Username:" followed by a greyed-out username. At the bottom, there is a large green button labeled "Continue to Sign In".

## ebtEDGE Landing Page

Following successful login, 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.



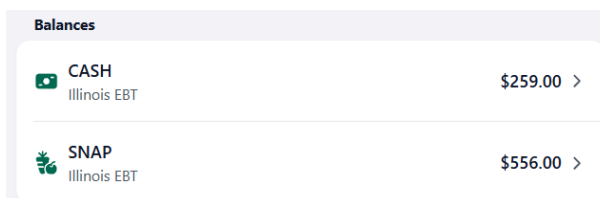
Landing Page

## 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](#).

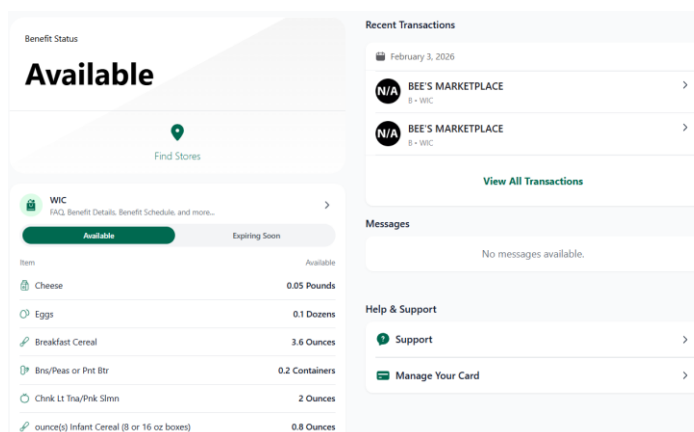


Balances

## WIC Balance

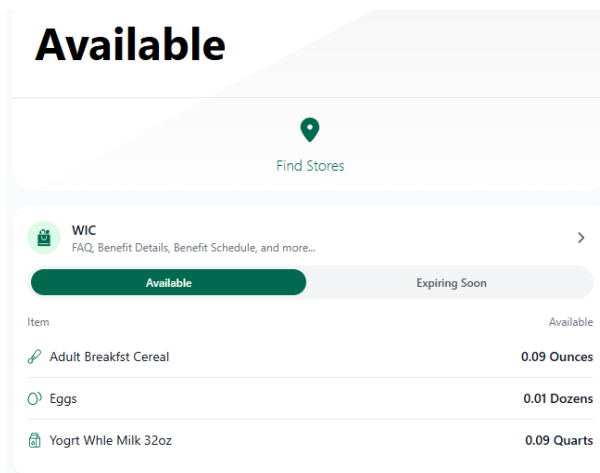
Cardholders with WIC benefits can view real-time benefit details and see which benefits are expected to expire soon.

1. Select a card with WIC benefits.



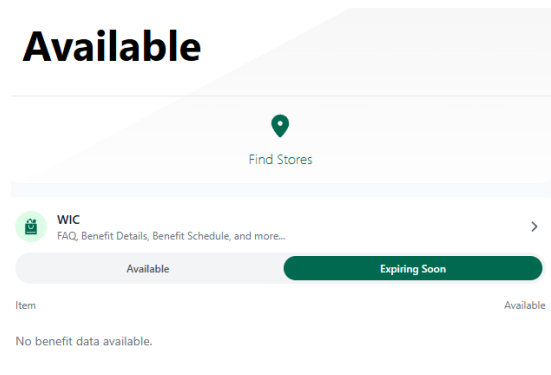
### WIC Balances

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.



### Expiring Soon

## WIC Help and Support

Click the Support link to view WIC cardholder options:

- Contact Support
- Dispute a Transaction – This 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](#)
- [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](#).

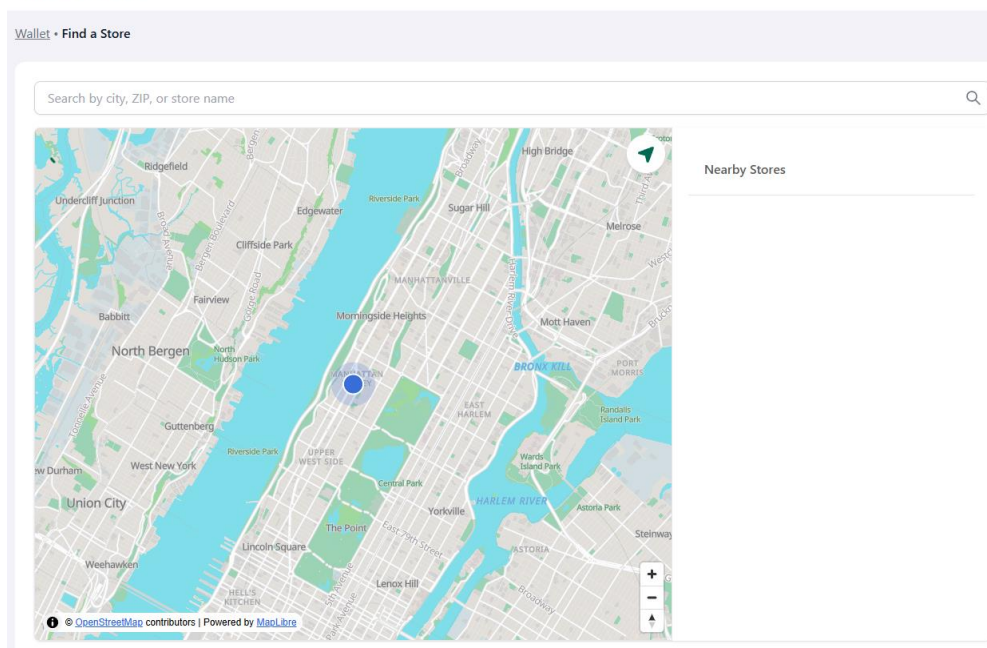
## Find a Store

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



Find a store

## Search Jobs

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

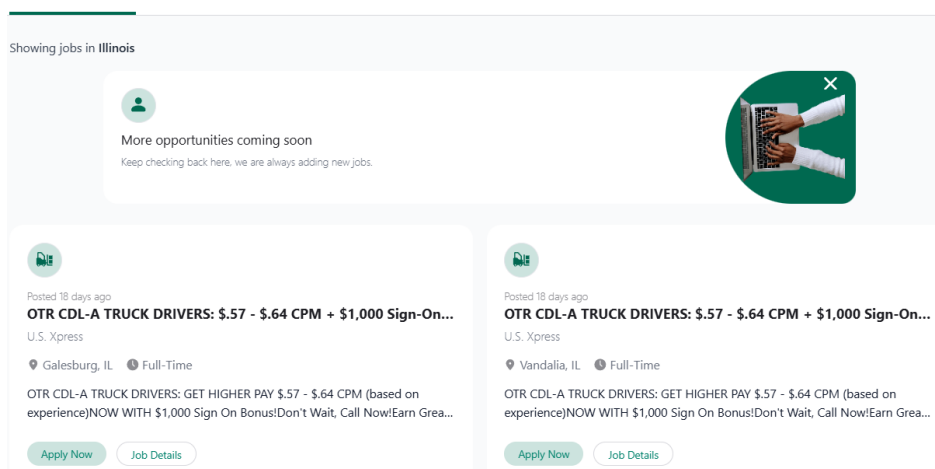
1. Click the Search Jobs button in the right pane. This feature can also be accessed by clicking [Essentials](#) and then select the Jobs icon.



Your job hunt just got easier. Find jobs near you.

[Search Jobs](#)

### 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.

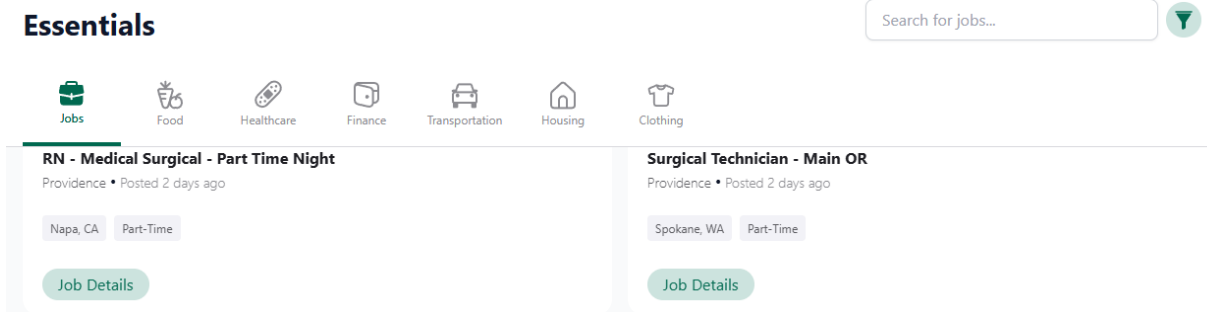
## Essentials

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

### Jobs

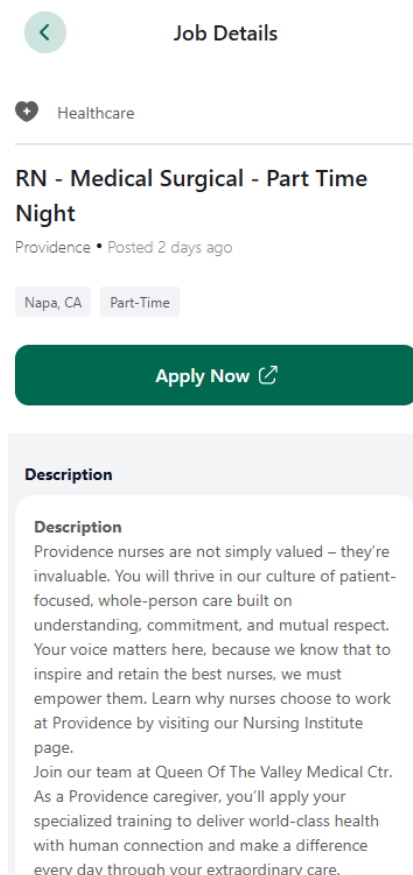
Cardholders can use the Jobs Essentials feature to view and apply for available employment.

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



## Jobs

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



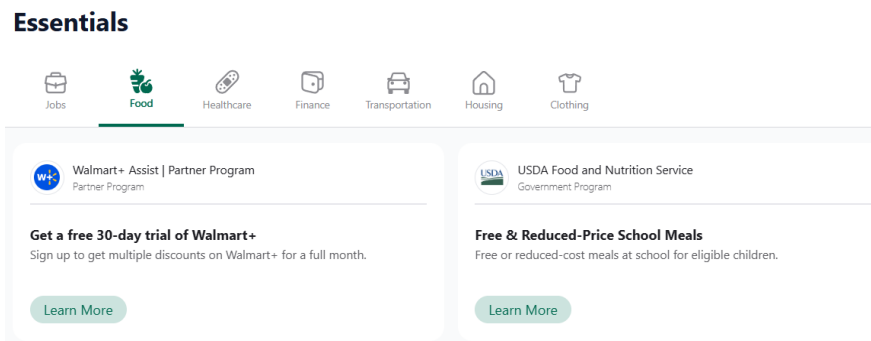
## Job Details

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

## Food

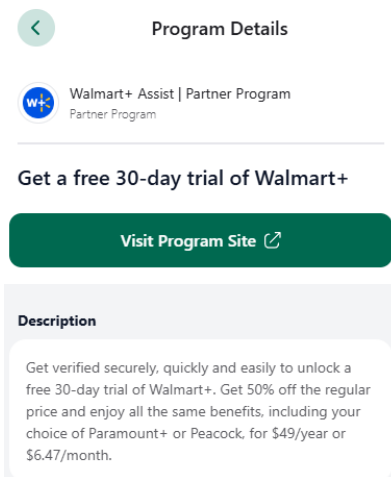
Cardholders can use the Food Essentials feature to locate free and reduced cost food programs.

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

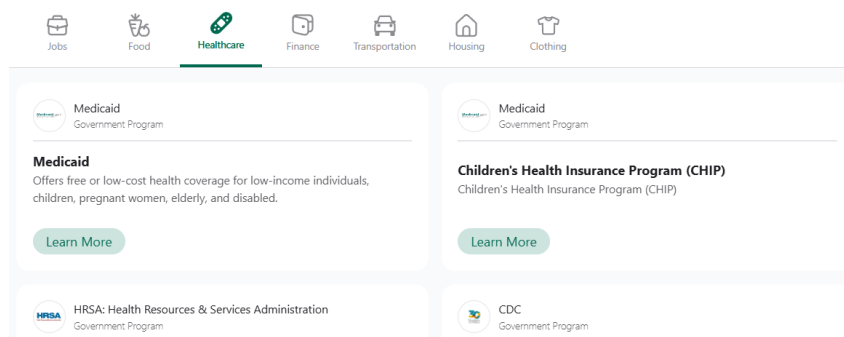
3. Click **Visit Program Site** to navigate to the program website.

## 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.

### Essentials



### Healthcare

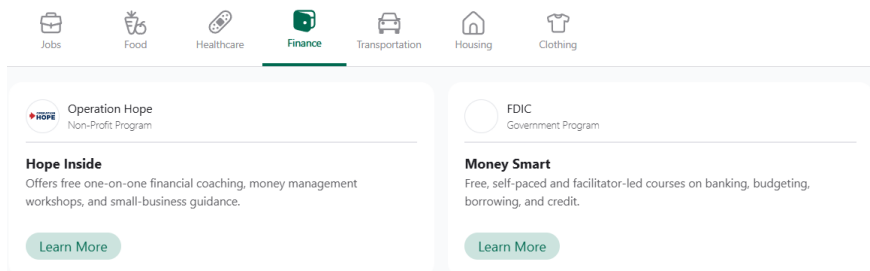
2. Click **Learn More** under a desired program to review additional program details.
3. Click **Visit Program Site** to navigate to the program website.

## Finance

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

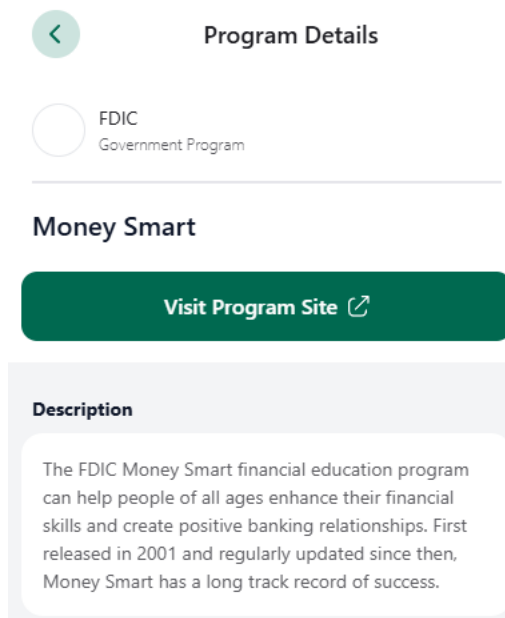
1. From the Home page, click Essentials and then select the **Finance** icon.

### Essentials



### Finance

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



### Program Details Finance

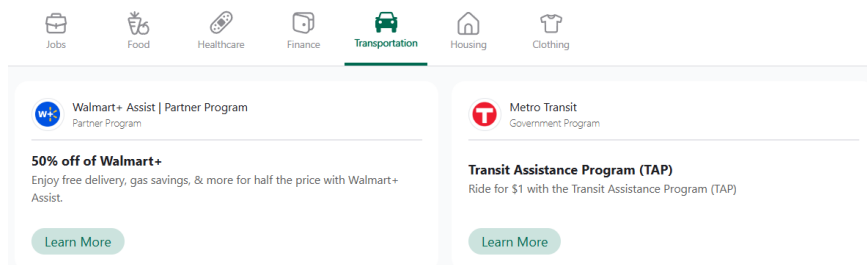
3. Click **Visit Program Site** to navigate to the program website.

## Transportation

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

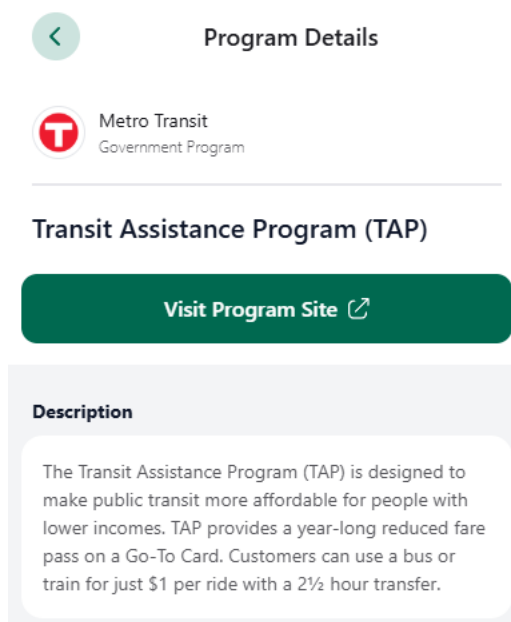
1. From the Home page, click Essentials and then select the **Transportation** icon.

### Essentials



### Transportation

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



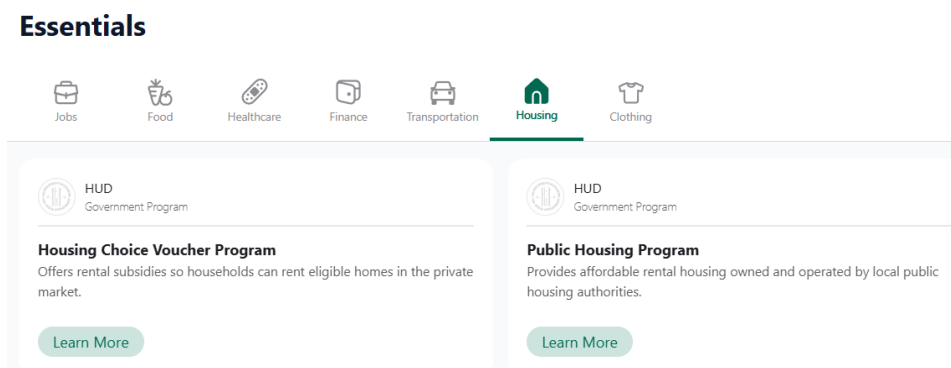
### Program Details Transportation

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

## Housing

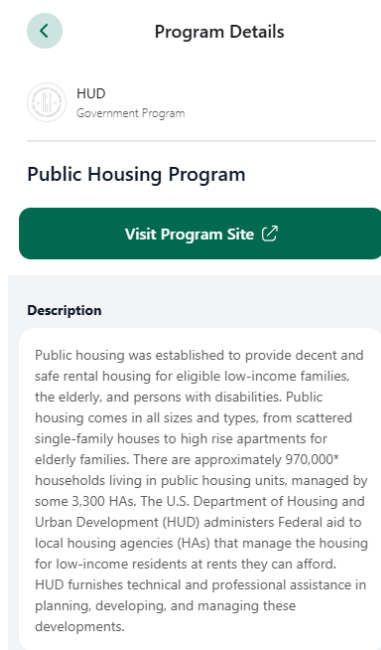
Cardholders can use the Housing Essentials feature to learn about available housing assistance programs.

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



### Housing

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



### Program Details Housing

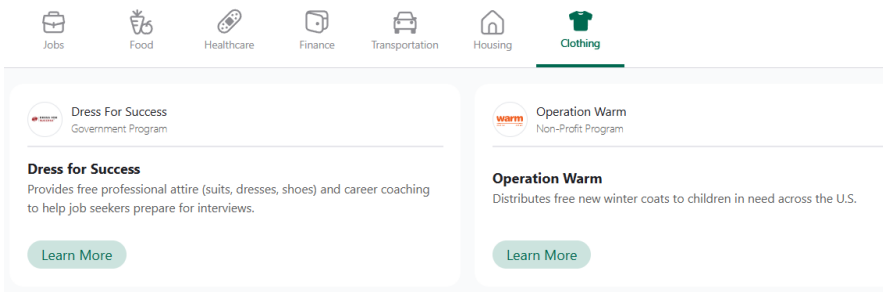
3. Click **Visit Program Site** to navigate to the program website.

## Clothing

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

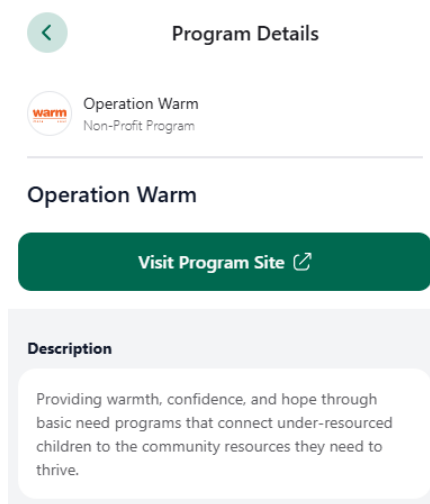
1. From the Home page, click Essentials and then select the **Clothing** icon.

### Essentials



### Clothing

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



### Program Details Clothing

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

## 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.

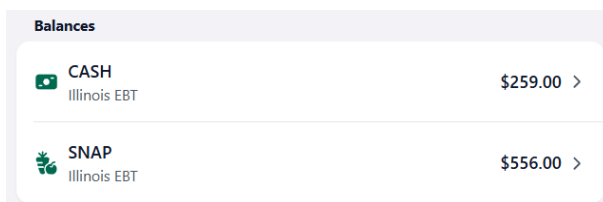
When viewing transactions, cardholders, in some states can also open a transaction dispute and see the status of any disputed transactions. See **Error! Reference source not found.** [Enter a Dispute](#).

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

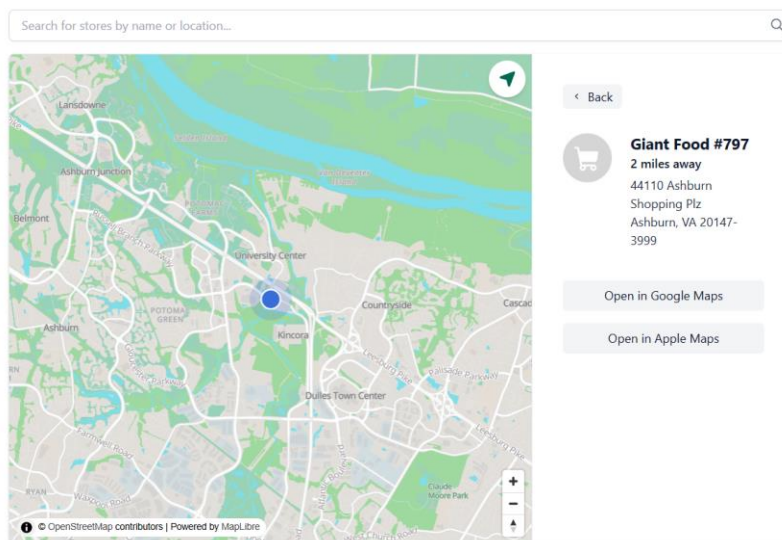
From the Wallet section, select a card to view total account balances, Transactions, Messages sent to the cardholder and to access Help and Support. The balances section displays the totals for all EBT benefits. Balances are displayed in real-time. Select an amount to view more options.



**Balances**

## Shop

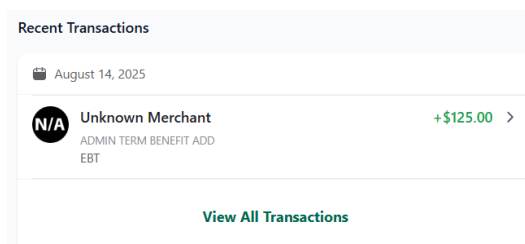
Enter the name of a store or a city name and click the magnifying glass (  ) to begin the search. Search results are based on the user's current location unless the search criteria includes a specific location. View expanded map data using Google Maps or Apple Maps.



### Search Results

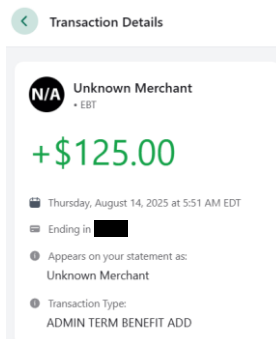
## Recent Transactions

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



### Recent Transactions

- Select a transaction to view Transaction Details.



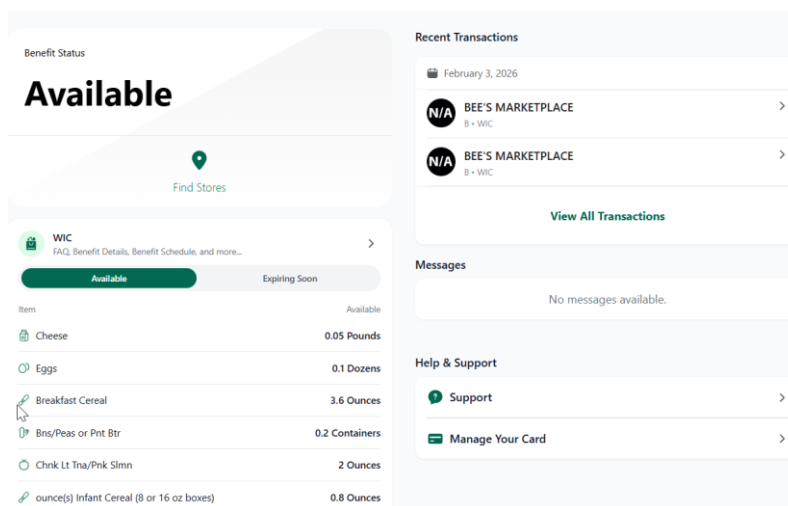
### Transaction Details

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.

## Transactions



## Download

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**

Total: 1 sheet of paper

Printer

it-agent Virtual PDF Printer

Copies

1

Layout

☒ Portrait

☐ Landscape

Pages

☒ All

☐ e.g. 1-5, 8, 11-13

Color

**Print** **Cancel**

2/19/26, 12:52 PM

Transactions - ebtEDGE™

ebtEDGE™

Arizona

WIC

MATT TEST

| Date/Time            | Transaction Type | Retailer          | Item Category  | Item Sub-category | Qty & Units |
|----------------------|------------------|-------------------|----------------|-------------------|-------------|
| 2/3/2026, 9:56:47 AM | B                | BEE'S MARKETPLACE | JUICE - 64 OZ  | JUICE - 64 OZ     | 638 BTLs    |
| 2/3/2026, 9:55:10 AM | B                | BEE'S MARKETPLACE | CHEESE OR TOFU | CHEESE OR TOFU    | 568 Lbs     |
| 2/3/2026, 9:54:20 AM | B                | BEE'S MARKETPLACE | INFANT FORMULA | INFANT FORMULA    | 14204 CANs  |

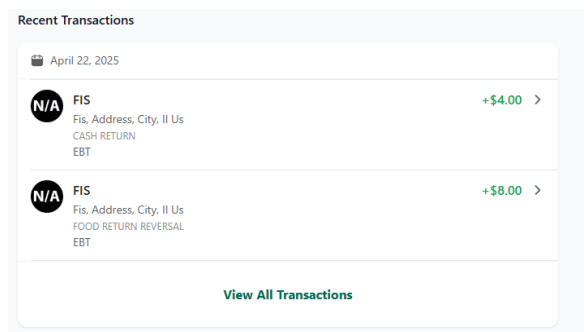
### Print View

## 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.

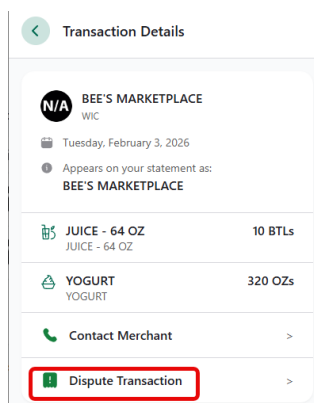
1. Select the card to view balance and transaction history.
2. View transactions in the **Recent Transactions** section. Click the **View All Transactions** link to expand the list of transactions.



### Account Summary Page

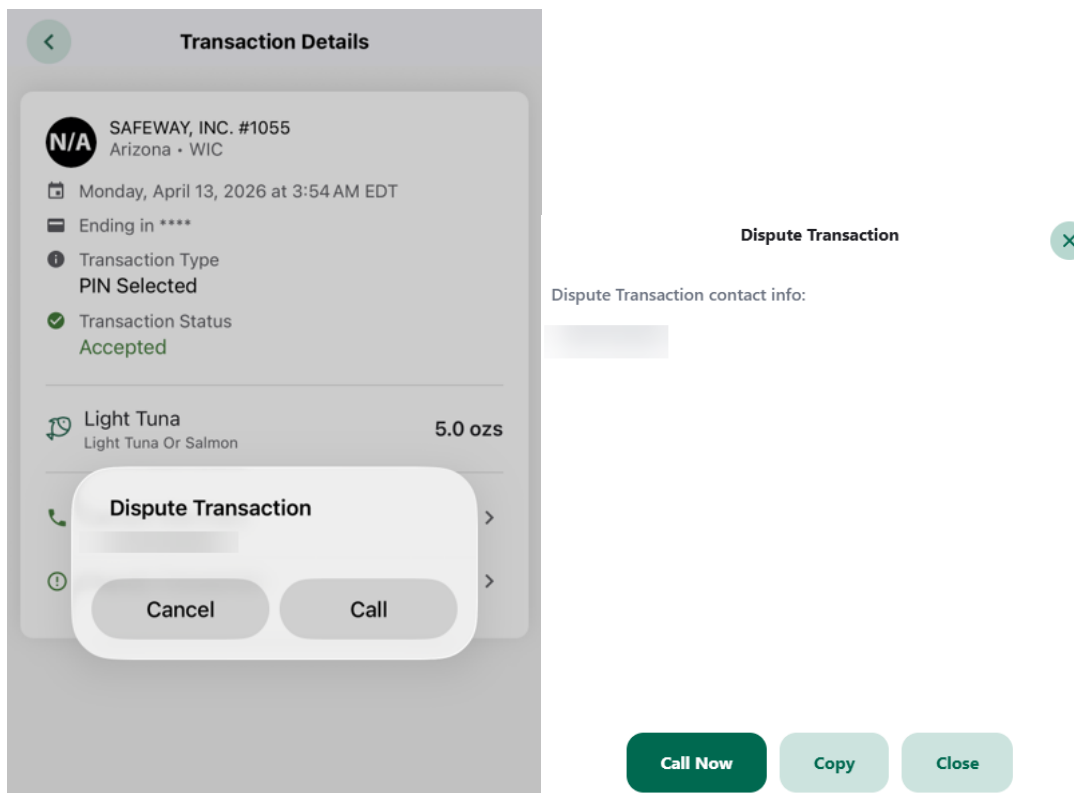
*Click on a transaction to view detail.*

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



### Transaction Detail with Dispute link

- 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.



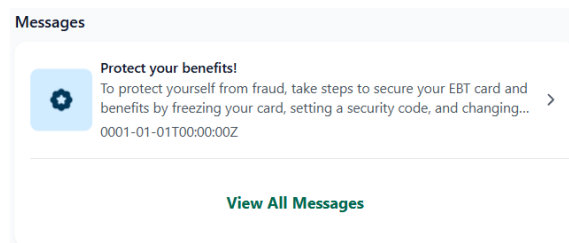
*Dispute Transaction Screens for Mobile and Web Application*

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.

## 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](#)

## Card Nickname

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

Card Nickname

Account • Card Management • Card Nickname

Enter a card nickname

Set a nickname for your card to help you easily identify it from others in your wallet.

Card Nickname  
Default

Save

### Create a Card Nickname

## Card PIN

Create a PIN to authenticate a card.

1. Click Card PIN.

**PIN Update**

Authenticate access to your card.

This will authenticate your rights to access this card.

Account Primary's Date of Birth

MM/DD/YYYY  
1

Primary's Last 4 of Social Security Number

XXXX  
••

Next

## PIN Update

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

**PIN Update**

Set a card PIN.

Enter a PIN  
••••

Confirm the PIN  
••••

Your PIN must:

- ✓ May not have all identical digits (eg. 1111)
- ✓ May not have alternating repeating digits (eg. 1212, 3434)
- ✓ May not have consecutive digits (eg. 1234)
- ✓ May not start with zero

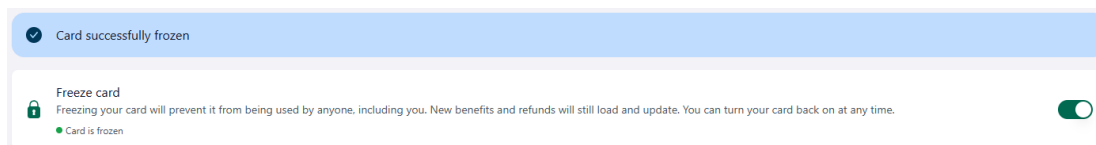
Finish

## Set a PIN

6. Click **Finish**.

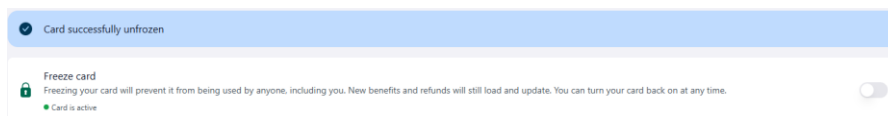
## Freeze Card

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

## 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

Account • Card Management • Transaction Restrictions

|                                                                                                                                                                                                                     |                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
|  <b>Block Online Transactions</b><br>When enabled, this card will not allow online transactions                                    | <input checked="" type="checkbox"/> |
|  <b>Block Out of State Transactions</b><br>When enabled, this card will not allow transactions to occur outside of your home state | <input checked="" type="checkbox"/> |

### 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

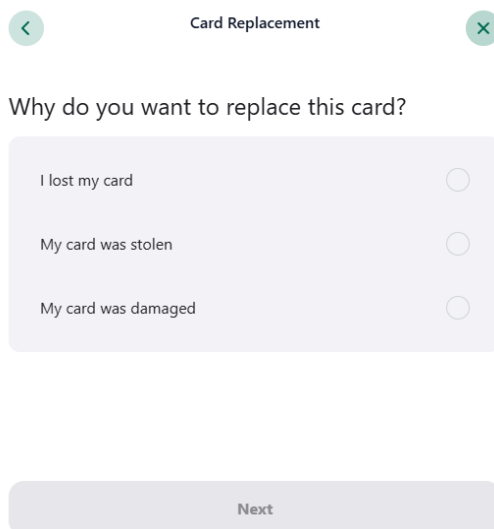
Before a new card is issued, your current card will be canceled.

Your current card will not be canceled until the final confirmation step of this process.

Agree and Continue

### Card Replacement

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



Card Replacement

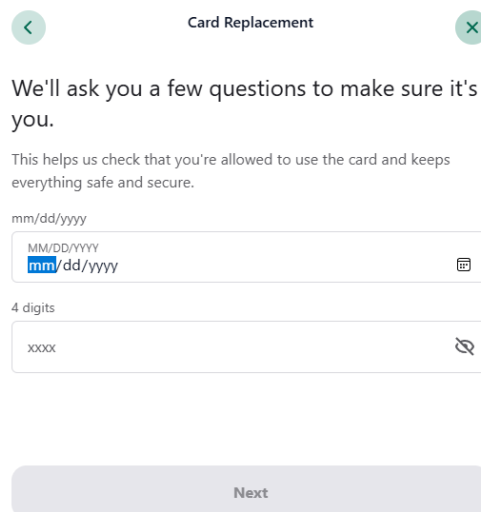
Why do you want to replace this card?

- ☐ I lost my card
- ☐ My card was stolen
- ☐ My card was damaged

Next

### Card Replacement

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



Card Replacement

We'll ask you a few questions to make sure it's you.

This helps us check that you're allowed to use the card and keeps everything safe and secure.

mm/dd/yyyy

MM/DD/YYYY  
mm/dd/yyyy

4 digits

xxxx

Next

### Card Validation

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

<

Card Replacement

>

### Confirm your mailing address

**Mailing address**  
Review your address to ensure your card is sent to the correct location.

If it's incorrect, your card will be canceled, and you will need to contact your state office to update your mailing address before a new card can be issued.

Address

Yes, address is correct

No, address is not correct

### Address Confirmation

- 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 in Wallet

When enabled this card will not be shown in the Wallet dashboard.

Card is hidden

### Hide Card in Wallet

## Cancel Card

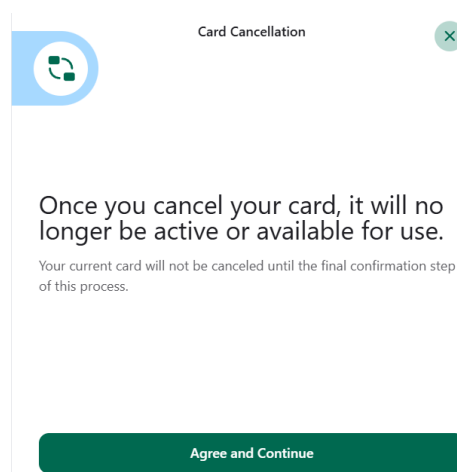
Cancel a physical card by request. Note: Cards will be permanently deactivated and cannot be used once canceled. Depending on configuration settings, the application can either issue a replacement card or cancel an existing one. These actions are determined by the specific requirements of each state.

Cancel Card

To cancel your physical card, submit a cancellation request. Please note: your card will be permanently deactivated and cannot be used once canceled.

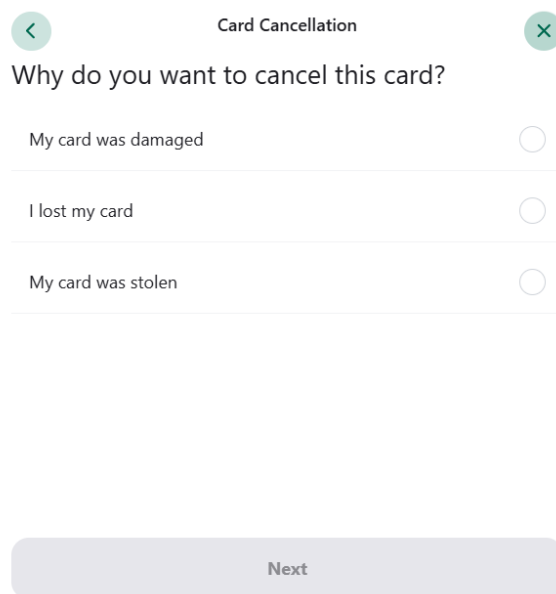
### Cancel Card

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



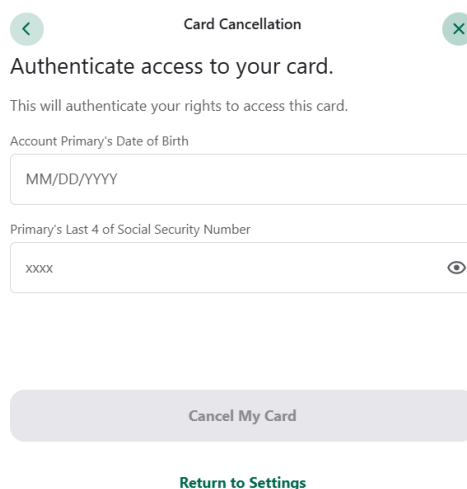
### Card Cancellation

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



### Cancellation Reason

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



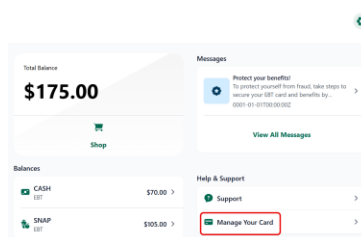
The screenshot shows a mobile application screen titled "Card Cancellation". At the top, there are back and close icons. The main heading is "Authenticate access to your card." followed by a subtext: "This will authenticate your rights to access this card." Below this, there are two input fields. The first is labeled "Account Primary's Date of Birth" and contains the placeholder text "MM/DD/YYYY". The second is labeled "Primary's Last 4 of Social Security Number" and contains the placeholder text "XXXX" with a toggle icon on the right. At the bottom, there is a large, light gray button labeled "Cancel My Card" and a green link labeled "Return to Settings".

## Card Authentication

### Delete Card

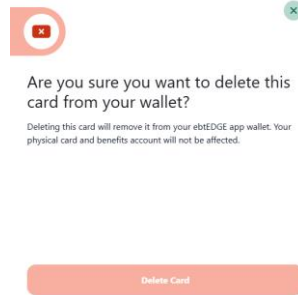
Cardholders can remove a card from an account at any time.

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.



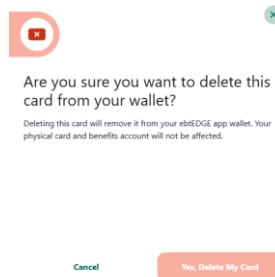
## Manage Your Card

3. Click the Delete Card option.



### Delete Card

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

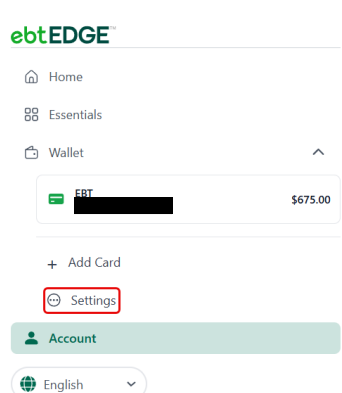


### Confirm Deletion

## Settings

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

- From the Home screen, click Settings.

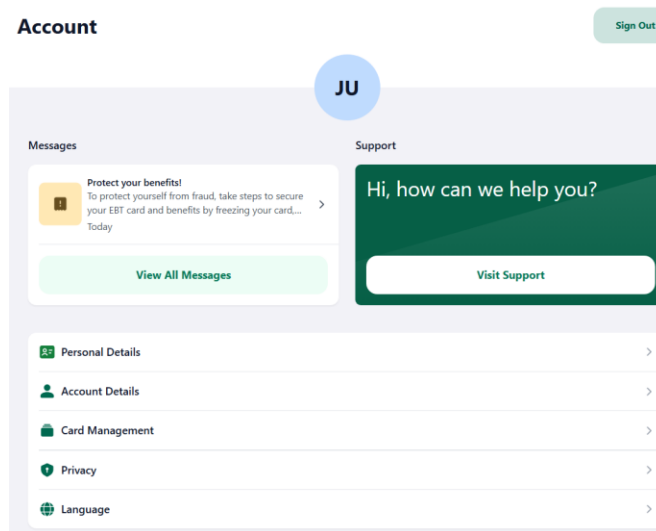


### Settings

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](#).

## Account

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

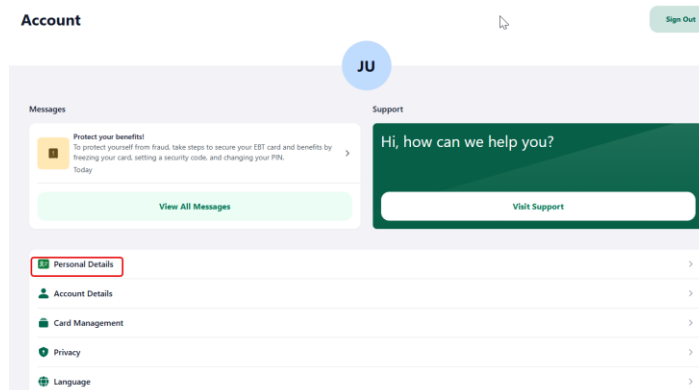


Account

## 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.

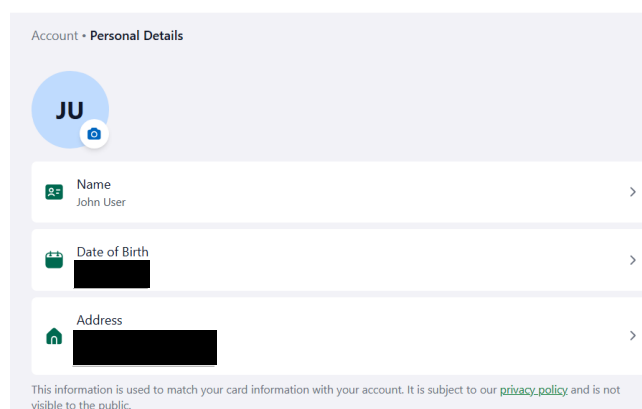
1. Select **Account** from the Home screen.
2. Select **Personal Details** on the Account page.



### Personal Details

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

#### Personal Details



### Edit Personal Details

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

## 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

Account • Account Details

Sign-In Details

Username  
johnuser1

Phone Number

Email Address

Change Password  
Updated 08/15/2025

Sign Out

Security

Security Questions  
Updated 08/15/2025

Devices

Windows

Windows

Windows  
(This Device)

Sign Out Other Devices

Delete Your Account  
Remove your EBT Edge account and all data associated with it from this device.

### Account Details

## 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**.

**Phone Number**

Account • Account Details • Contact Information

Update your phone number.

Your phone number will serve as your username and be used for verification.

Phone Number  
(111) 111-1111

Next

### Update Phone Number

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

**Email Address**

Account • Account Details • Email Address

Update your email address.

Your email address will serve as your username and be used for verification.

Email Address

Next

### 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**.

**Set your new password**

Account • Account Details • Set your new password

Enter your current password and choose a new password.

Current Password

New Password

Confirm Password

- ✗ Between 10 and 64 characters
- ✗ At least one uppercase letter (A-Z)
- ✗ At least one lowercase letter (a-z)
- ✗ At least one number (0-9)
- ✗ At least one special character

Save Password

### Update Password

## 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**.

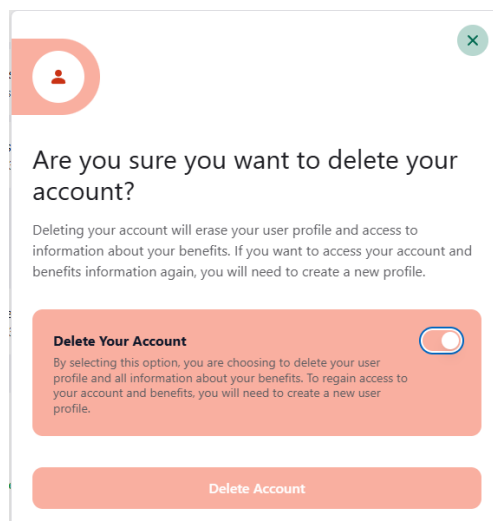
## Devices

Any devices logged into the ebtEDGE 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 ebtEDGE 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

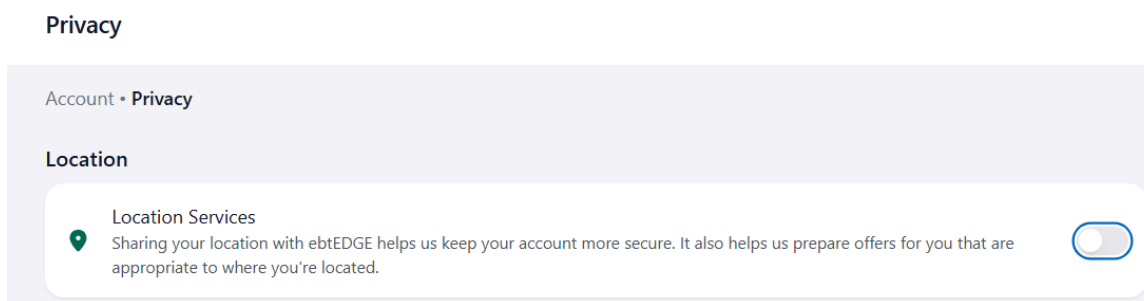
3. Click **Delete Account**. A confirmation window will appear confirming the deletion.

## 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

ebtEDGE 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

## Language

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

**Language**

Account + Language

Select your preferred language

|                |                                  |
|----------------|----------------------------------|
| English        | <input type="radio"/>            |
| Spanish        | <input type="radio"/>            |
| Haitian Creole | <input type="radio"/>            |
| Arabic         | <input type="radio"/>            |
| Polish         | <input type="radio"/>            |
| Chinese        | <input type="radio"/>            |
| Russian        | <input type="radio"/>            |
| Vietnamese     | <input checked="" type="radio"/> |
| Tagalog        | <input type="radio"/>            |
| French         | <input type="radio"/>            |
| Hebrew         | <input type="radio"/>            |
| Korean         | <input type="radio"/>            |
| German         | <input type="radio"/>            |
| Portuguese     | <input type="radio"/>            |
| Italian        | <input type="radio"/>            |
| Urdu           | <input type="radio"/>            |
| Japanese       | <input type="radio"/>            |
| Gujarati       | <input type="radio"/>            |
| Greek          | <input type="radio"/>            |
| Punjabi        | <input type="radio"/>            |
| Hindi          | <input type="radio"/>            |
| Persian        | <input type="radio"/>            |

Save

## Languages