

Connect EBT Website <https://www.connectebt.com/utebtclient/>

Already have an account?

Enter your user name and password

EBTSM
Electronic Benefit Transfer

User ID

Password

LOGIN

Help?
[Forgotten User ID](#) ▾
[Reset Password](#) ▾

[Create User Account](#) ▾
Cardholders are required to have a User ID and password to access their account information.

Main Login Page
Program Materials
Lost or Stolen Cards
Other Links
Issuance Schedules

Language **GO**

Utah Electronic Benefit Transfer (EBT)

Welcome to the Utah EBT website!

EBT stands for Electronic Benefits Transfer. If you have been approved to receive benefits from one of the programs listed below, you can use this website to view your benefit balance(s).

- Supplement Nutrition Assistance Program (SNAP) benefits.
- CASH Assistance benefits.

This website can also be used to view your transaction history, learn more about EBT, and go to other websites that may be useful in answering additional questions you may have.

The Utah EBT card is a "debit" card that your SNAP and/or cash benefits are put on each month.

Now, Let's Get Started:

To use this website you must first create an account. If you do not have an account or need to change your password, click on "Create User Account."

You must:

- Have an EBT Card
- Create a User ID
- Create a Password

**Need to create a new account?
Select Create User**

What do I need to know about my EBT card? How can I know my available balance?

What do I do if my EBT card is lost, stolen or damaged? How can I get a new EBT card?

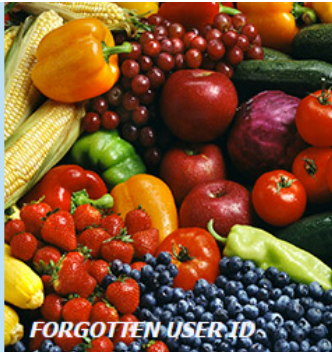
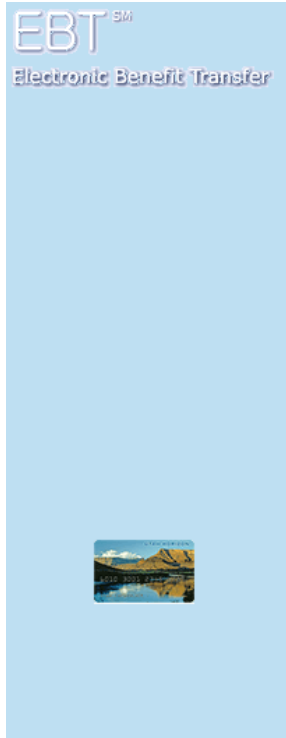
How do I use my EBT card at the store?

How and where can I access my Cash benefits?

What are EBT transaction errors ?

It's the law!

Forgot your User ID or Password?



FORGOTTEN USER ID

ZIP Code (Mailing Address)

Date of Birth (mm/dd/y)

/ /

Card Number

SUBMIT

Utah Electronic Benefit Transfer (EBT)

Forgotten User ID

If you have forgotten your User ID, please enter the primary cardholder's Mailing Address **Zip Code**, the primary cardholder's **Date of Birth** in mm/dd/yyyy format and your **Card Number**. Click the SUBMIT button and you will be taken to a screen where you will select the correct question and enter the security answer you entered during Account Creation. When you enter the correct answer your User ID will be emailed to you.

You must have a User ID and password to log into your account. After you have created your account, you can change your password at any time.

If you have forgotten your password and/or your User ID, please select the appropriate link from the Main Landing page, by clicking on the Utah EBT card icon on the left panel, to retrieve your password or User ID.



RESET PASSWORD

ZIP Code (Mailing Address)

Date of Birth (mm/dd/yyyy)

/ /

Card Number

Enter New Password

Confirm Password

SUBMIT

Utah Electronic Benefit Transfer (EBT)

You must have a User ID and password to log into your account. After you have created your account, you can change your password at any time.

RESET PASSWORD

1. To reset your password, enter the primary cardholder's 5 digit mailing **Zip Code**, the primary cardholder's **Date of Birth**, your 16 digit **EBT Card Number**, and a **Password** twice for confirmation
2. Your password must be at least 8 characters long but no more than 16 characters long.
3. Passwords must be a mix of alphanumeric uppercase, alphanumeric lowercase, and numeric characters. There must be at least one character from each category: alphanumeric uppercase, alphanumeric lowercase and numeric characters.
4. The password is case sensitive.
5. Once you have created your new account, your User ID does not change. The User ID will display on the "Login to Your Account" screen so that you can see if all the information entered to reset your password is correct.
6. Click on the SUBMIT button when done.

Please call **1-800-997-4444** if you are still having trouble accessing the Client-Cardholder Portal after trying to use the Reset Password function.

[Forgotten User ID](#)

[Create User Account](#)

You can recover your USER ID or reset your password by selecting these options from the log in page and following the screen prompts.

You will need to know the primary cardholder mailing zip code, date of birth and your card number for user name recovery and to reset your password. For user name recovery you will also need to select the Security Question and enter the correct answer that you previously set on your account. Your User Name will be emailed to the email account set up on your ConnectEBT.com account.

If you have issues logging in or using the User ID recovery or Password Reset functions, you will need to call 1-800-997-4444 to get assistance. Select 1 for English or 2 for Spanish- Do not enter your card number when asked. After a brief pause you will hear a voice state "We did not get your card number" at which time you will select 2 and then wait on the line to be transferred to a live person to assist with your ConnectEBT issues.

If the primary cardholder zip code (mailing address) or date of birth do not match what is currently associated with the EBT account, you will be directed to contact your DWS caseworker to resolve the issues.

Creating an Account



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Utah Electronic Benefit Transfer (EBT)

You must have a User ID and password to log into your account. After you have created your account, you can change your password at any time.

CREATE NEW ACCOUNT

1. To create a new account, enter the primary cardholder's 5 digit mailing **ZIP Code**, the primary cardholder's **Date of Birth**, your 16 digit **EBT Card Number**, a **User ID** of your choice and a **Password** of your choice.
2. Your User ID must be at least 4 characters but no more than 10 characters long. You can use any combination of letters or numbers in the User ID. The User ID is not case-sensitive.
3. Your password must be at least 8 characters long but no more than 16 characters long.
4. Passwords must be a mix of alphanumeric uppercase, alphanumeric lowercase, and numeric characters. There must be at least one character from each category: alphanumeric uppercase, alphanumeric lowercase and numeric characters.
5. The password is case sensitive.
6. Click on the SUBMIT button when done.

[Reset Password](#) 

[Forgotten User ID](#) 

CREATE NEW ACCOUNT

ZIP Code (Mailing Address)

Date of Birth (mm/dd/yyyy)
/ /

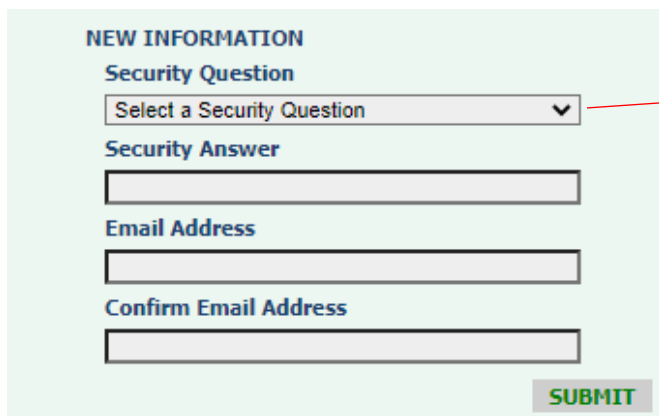
Card Number

USER ID


Enter New Password

Confirm Password

SUBMIT



NEW INFORMATION

Security Question
Select a Security Question 

Security Answer

Email Address

Confirm Email Address

SUBMIT

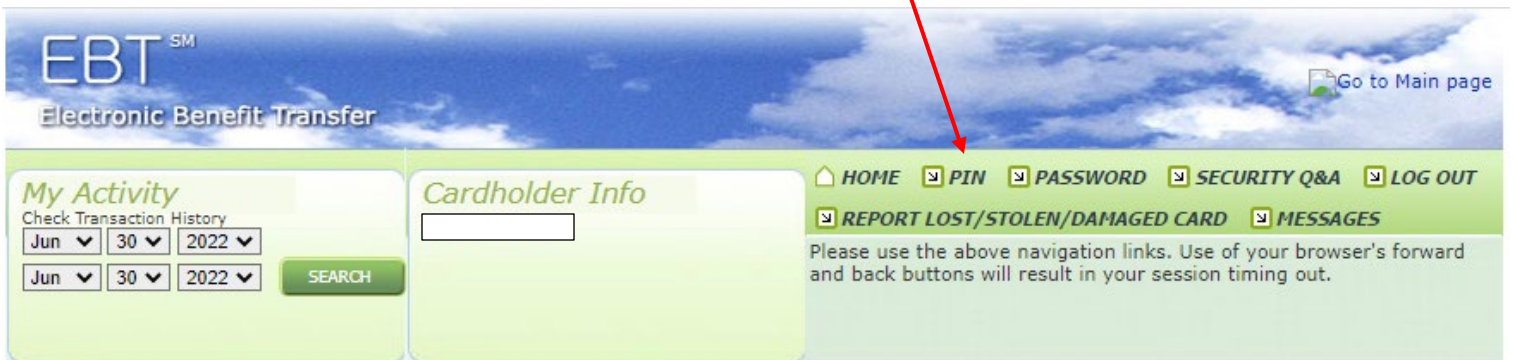
- In what city were you born?
- What is your father's middle name?
- What is your mother's maiden name?
- What high school did you attend?
- What was your first pet's name?

After entering all the required information on the Create New Account screen you will be asked to select a security question, enter your answer, and enter and confirm your email address.

Important! You will need to remember which security question you selected and the answer exactly as you enter it.

If you have issues creating your account or are getting an error that the account information you are using does not match, try entering the information again and double check all entries before selecting the Submit button. If you continue to have issues creating an account, call the EBT Help Desk at 800-997-4444. Select 1 for English or 2 for Spanish- Do not enter your card number when asked. After a brief pause you will hear a voice state "We did not get your card number" at which time you will select 2 and then wait on the line to be transferred to a live person to assist with your ConnectEBT issues.

Select or Change a PIN



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Go to Main page

HOME PIN PASSWORD SECURITY Q&A LOG OUT
REPORT LOST/STOLEN/DAMAGED CARD MESSAGES

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

» CHANGE PIN

Enter four (4) numbers for your Personal Identification Number (PIN). Letters, spaces, punctuation, and special characters are not allowed.

Card Number	ZIP Code (Primary Cardholder's Mailing Address)	Current PIN	New PIN	Confirm New PIN	Action
XXXXXXXXXXXX7039	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="SUBMIT"/>

If you are setting up your first PIN on your card or changing your PIN and do not remember your previous PIN-enter 0000 as the current PIN.

Enter your new PIN and Confirm the new PIN then select Submit:

- PIN numbers must consist of 4 unique numbers in random order
 - No number can be used more than one time
 - No 2 numbers can be in order forward or backward
- You should change your PIN regularly to ensure your EBT account is secure and help protect your benefits.

See Your Balance and EBT Card Details

The screenshot shows the EBT website interface. At the top, there is a navigation bar with links for HOME, PIN, PASSWORD, SECURITY Q&A, LOG OUT, REPORT LOST/STOLEN/DAMAGED CARD, and MESSAGES. Below this, there are sections for My Activity (with transaction history filters) and Cardholder Info (with a search box). The main content area is titled 'Client Cards and Balances' and contains a table with columns for Card Number, Status, Issue Date, Status Date, FS Balance, and Cash Balance. A red arrow points from the title 'See Your Balance and EBT Card Details' to the top navigation bar. Another red arrow points from the 'Card Number' column to the text 'Card number will show you the last 4 digits...'. A third red arrow points from the 'FS Balance' column to the text 'FS Balance will show you the total amount of SNAP benefits...'. A fourth red arrow points from the 'Cash Balance' column to the text 'Cash Balance will show you the total amount of cash benefits...'. The table data is as follows:

Card Number	Status	Issue Date	Status Date	FS Balance	Cash Balance
XXXXXXXXXXXX7039	MAIL PAN	09/03/2020		\$0.00	\$0.00
Total				\$0.00	\$0.00

Card number will show you the last 4 digits of the current card associated to your EBT account.

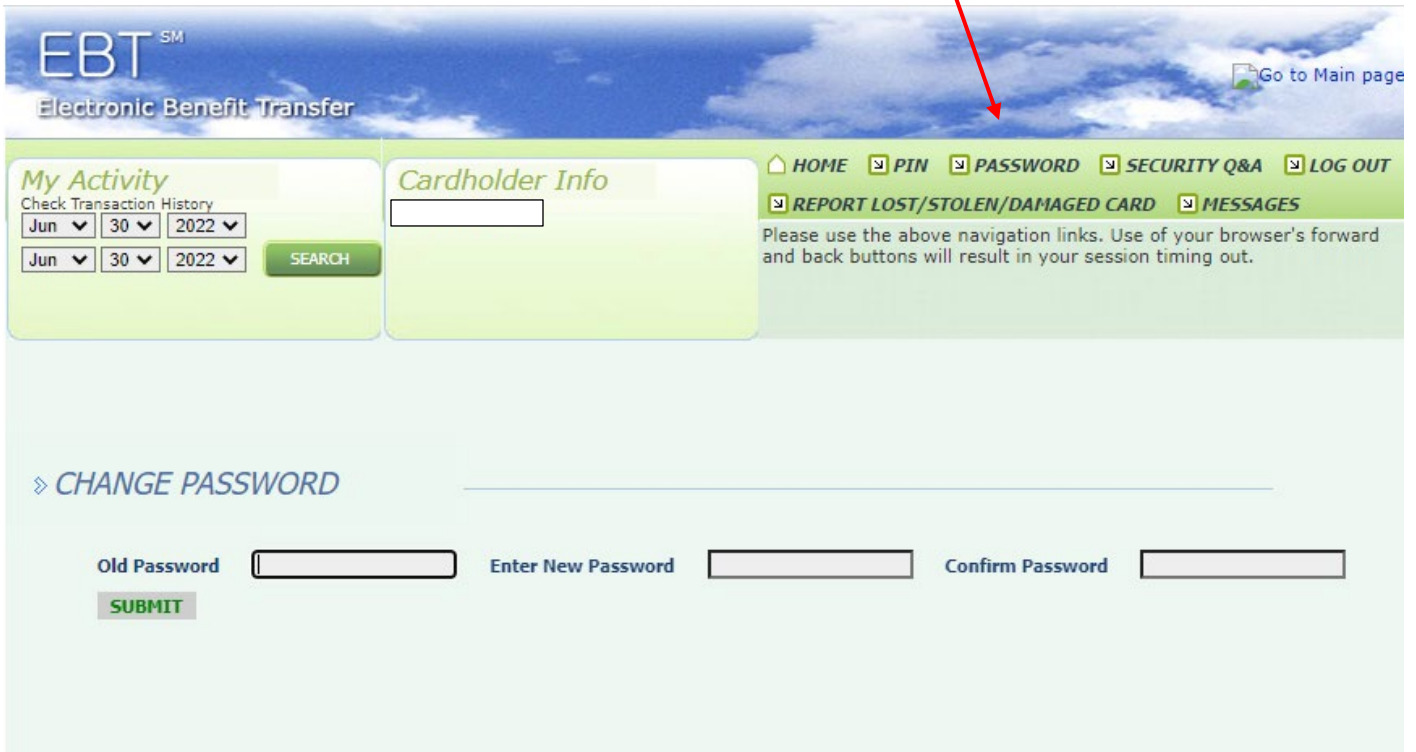
Status indicates if the card is inactive, active, or deactivated.

- Mail PAN/Inactive- You have not selected a PIN
- Active- The card is available to use
- Lost/Stolen/Damaged/Statused by State- The card has been deactivated and you will need to get a new card issued to access your account.

FS Balance will show you the total amount of SNAP benefits that are available for you to spend.

Cash Balance will show you the total amount of cash benefits that are available for you to spend.

Change ConnectEBT.com Password



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Go to Main page

My Activity
Check Transaction History
Jun 30 2022
Jun 30 2022 SEARCH

Cardholder Info

HOME PIN PASSWORD SECURITY Q&A LOG OUT
REPORT LOST/STOLEN/DAMAGED CARD MESSAGES

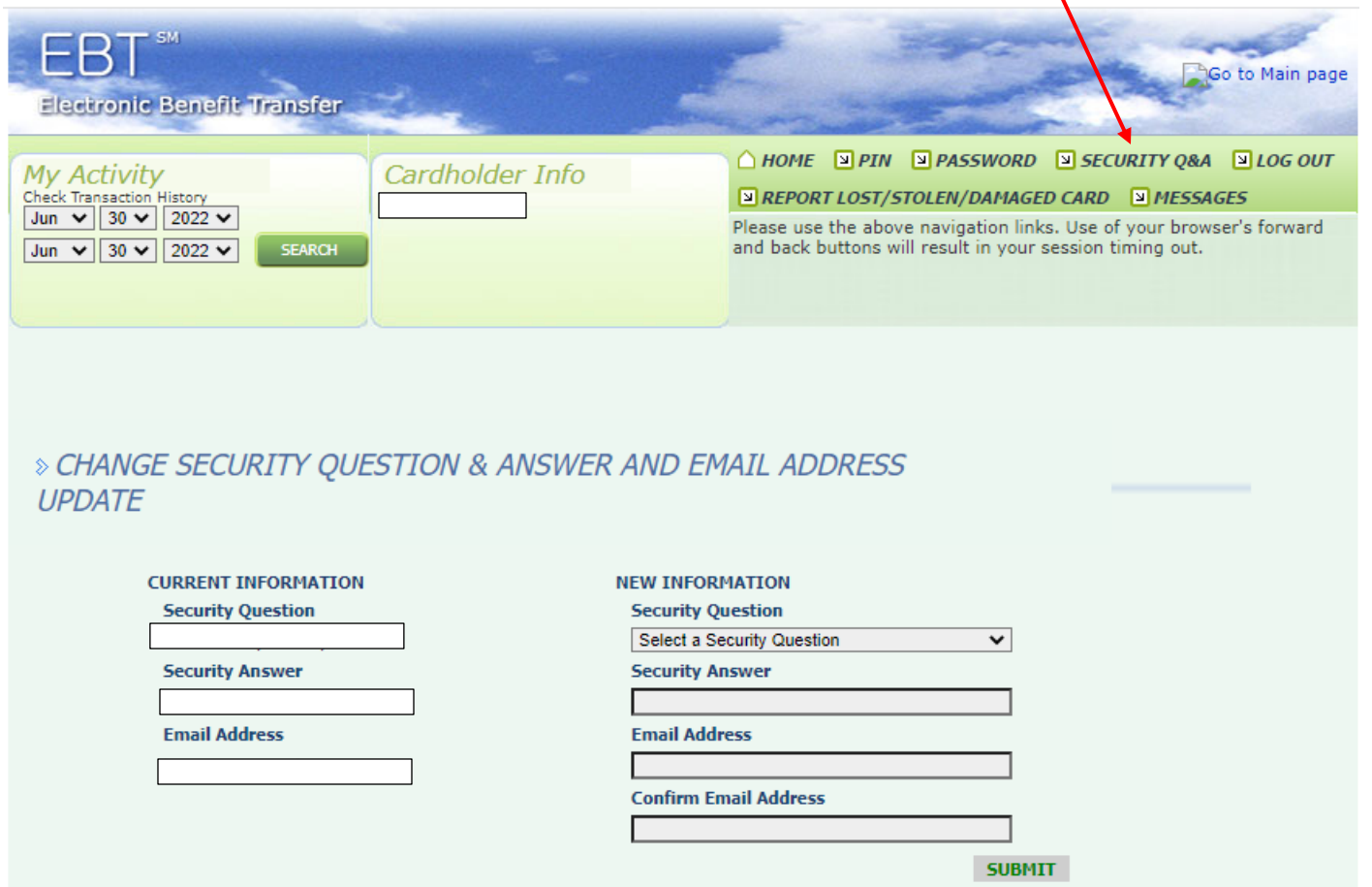
Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

» CHANGE PASSWORD

Old Password Enter New Password Confirm Password

SUBMIT

Change Security Questions/Answers and Email Address



EBTSM
Electronic Benefit Transfer

Go to Main page

My Activity
Check Transaction History
Jun 30 2022
Jun 30 2022 SEARCH

Cardholder Info

HOME PIN PASSWORD SECURITY Q&A LOG OUT
REPORT LOST/STOLEN/DAMAGED CARD MESSAGES

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

» CHANGE SECURITY QUESTION & ANSWER AND EMAIL ADDRESS UPDATE

CURRENT INFORMATION

Security Question

Security Answer

Email Address

NEW INFORMATION

Security Question

Security Answer

Email Address

Confirm Email Address

SUBMIT

Report a Card Lost, Stolen or Damaged

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Electronic Benefit Transfer

Go to Main page

HOME PIN PASSWORD SECURITY Q&A LOG OUT
REPORT LOST/STOLEN/DAMAGED CARD MESSAGES

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

My Activity
Check Transaction History
Jun 30 2022
Jun 30 2022 SEARCH

Cardholder Info

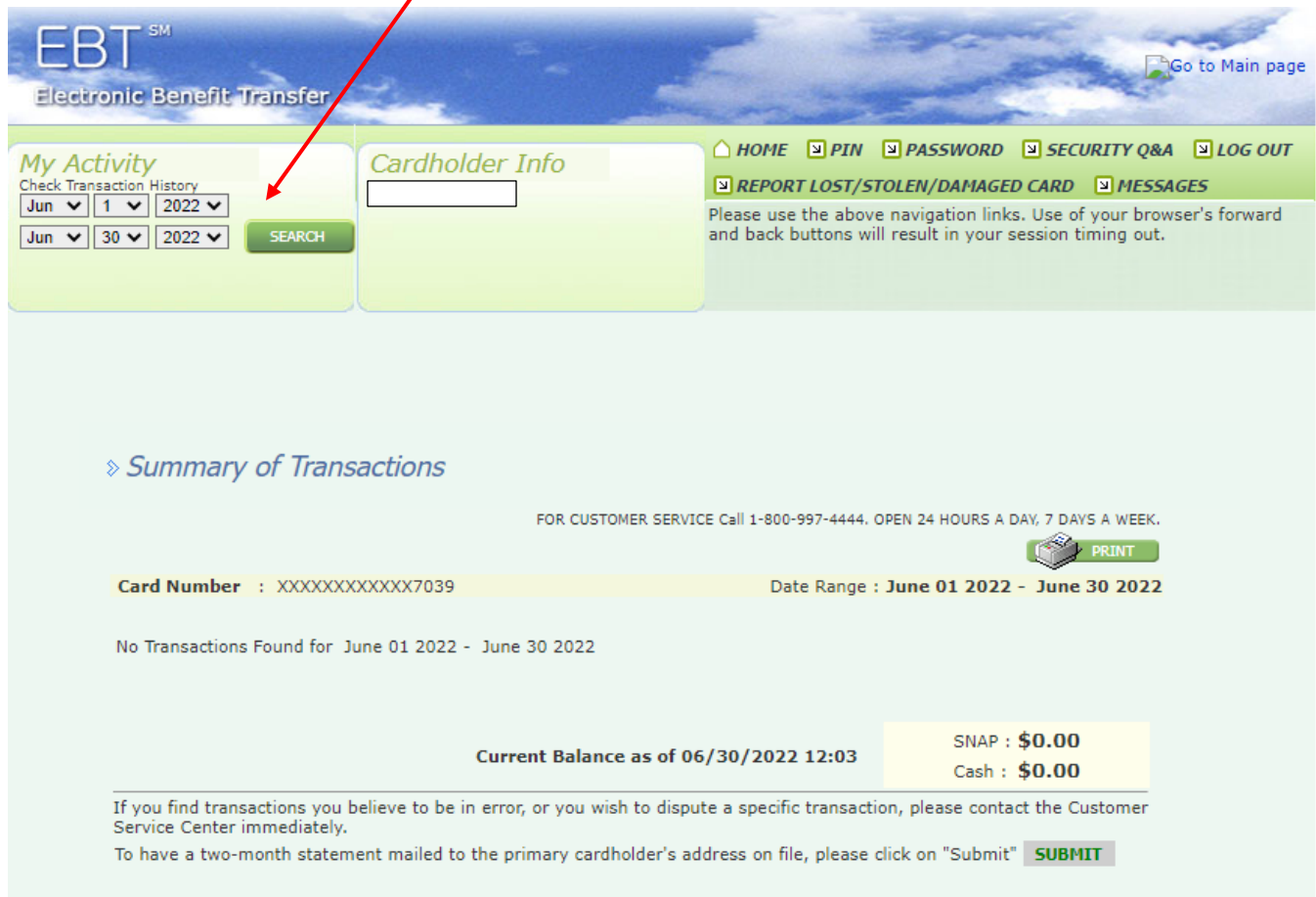
◇ REPORT LOST, STOLEN OR DAMAGED CARD

Card Number	Status	Select Problem Type	Action
XXXXXXXXXXXX7039	MAIL PAN	No Selection No Selection STOLEN LOST DAMAGED	SUBMIT

To report your card is lost, stolen or damaged, select the option from the drop down menu.

- A card will be mailed out to the address associated with the EBT account.
- Cards typically take 5-15 days to arrive
- Cards are mailed to you in a plain white envelope from Austin Texas
 - Makes sure to check all your mail carefully for the card. Cards are often mistaken as junk mail because the envelope does not come from DWS and does not have information on it.
- You do not need to activate replacement cards as long as you previously selected a PIN for your EBT account. Replacement cards will have the same PIN that is currently set up for your account.
- Make sure that the post office is aware that you receive mail at the mailing address.
 - If the post office is not aware that you use a mailing address- you can leave a note on the mail box indicating your name and that you receive at that location.
- EBT cards cannot be forwarded to another address. If you have recently moved, you will need to contact DWS to update your mailing address so that you will receive your card.

To See Transaction History



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[Go to Main page](#)

My Activity
Check Transaction History

Jun ▼ 1 ▼ 2022 ▼
Jun ▼ 30 ▼ 2022 ▼ **SEARCH**

Cardholder Info

HOME ▼ PIN ▼ PASSWORD ▼ SECURITY Q&A ▼ LOG OUT
REPORT LOST/STOLEN/DAMAGED CARD ▼ MESSAGES

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

» *Summary of Transactions*

FOR CUSTOMER SERVICE Call 1-800-997-4444. OPEN 24 HOURS A DAY, 7 DAYS A WEEK. **PRINT**

Card Number : XXXXXXXXXXXX7039 Date Range : **June 01 2022 - June 30 2022**

No Transactions Found for June 01 2022 - June 30 2022

Current Balance as of 06/30/2022 12:03

SNAP : **\$0.00**
Cash : **\$0.00**

If you find transactions you believe to be in error, or you wish to dispute a specific transaction, please contact the Customer Service Center immediately.

To have a two-month statement mailed to the primary cardholder's address on file, please click on "Submit" **SUBMIT**

To see your transaction history, enter the start date and end date for the period of time you want to review and select search.

- The summary section will show you the transactions and details for the date range selected.
- You can print the transactions displayed by selecting the Print button.
- You can request a two-month transaction statement to be mailed to the primary cardholder for the account by selecting the Submit button on the bottom right section under the balance details.
- Report your card as Stolen immediately if you notice transactions that you did not make on your account. This will stop further loss of funds.

Account and Broadcast Messaging

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Go to Main page

My Activity
Check Transaction History
Jun ▼ 30 ▼ 2022 ▼
Jun ▼ 30 ▼ 2022 ▼ SEARCH

Cardholder Info

HOME PIN PASSWORD SECURITY Q&A LOG OUT
REPORT LOST/STOLEN/DAMAGED CARD MESSAGES

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

» BROADCAST MESSAGE

Broadcast messages will be displayed in this section and provide information you may need to know such as EBT processing outages which will limit your ability to use your EBT card.