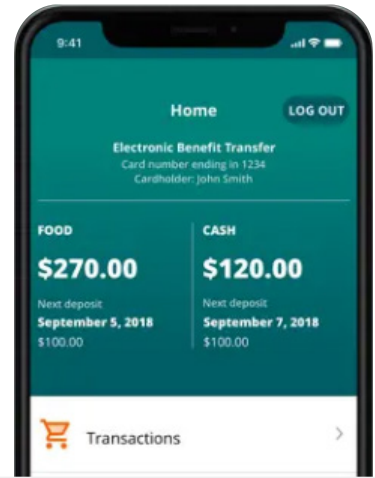


Manage your EBT/SNAP card with the

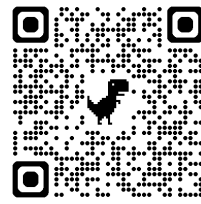


Connect EBT Mobile App



START HERE

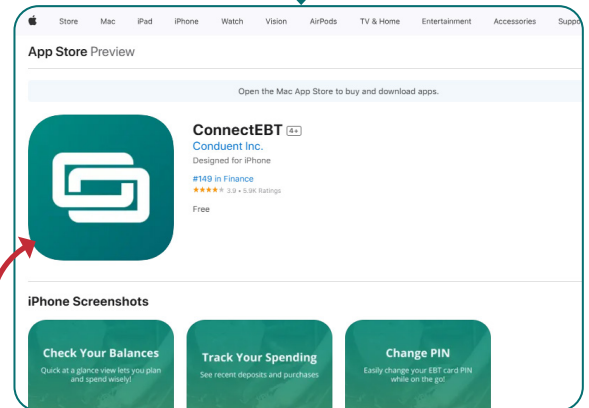
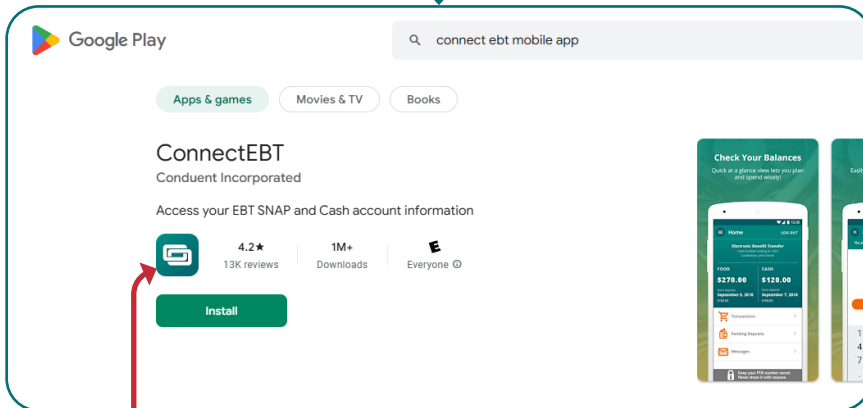
Download the free **ConnectEBT mobile app** from Google Play for Android or the App store for iPhone



Google Play Store

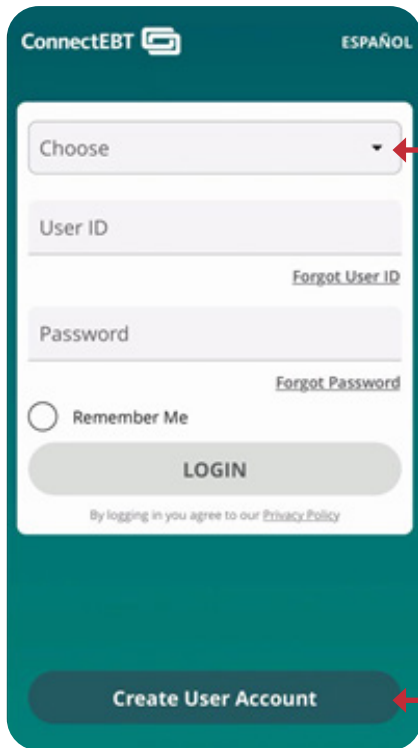


Apple App Store



Important: Make sure to download the ConnectEBT mobile app above identified by the linked boxes. Other mobile apps will not allow you to manage your Utah EBT account.

Create a User Account



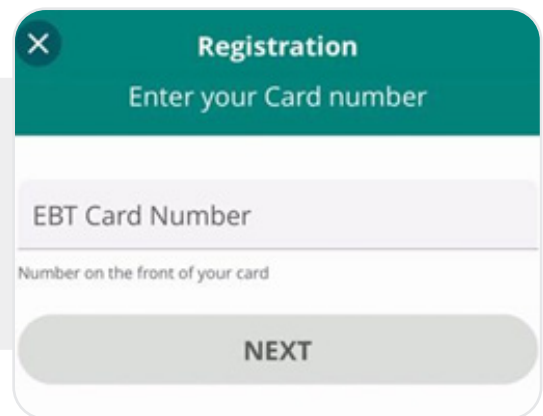
The image shows the ConnectEBT app interface in Spanish. At the top, it says 'ConnectEBT' and 'ESPAÑOL'. Below that is a dropdown menu labeled 'Choose'. Underneath are fields for 'User ID' and 'Password', each with a 'Forgot' link. There is a 'Remember Me' checkbox and a 'LOGIN' button. At the bottom, there is a 'Create User Account' button. Red arrows point from the 'Choose' dropdown and the 'Create User Account' button to the Step 1 instruction box.

Step 1

Select **“Utah”** for the State then select **“Create User Account”**.

Step 2

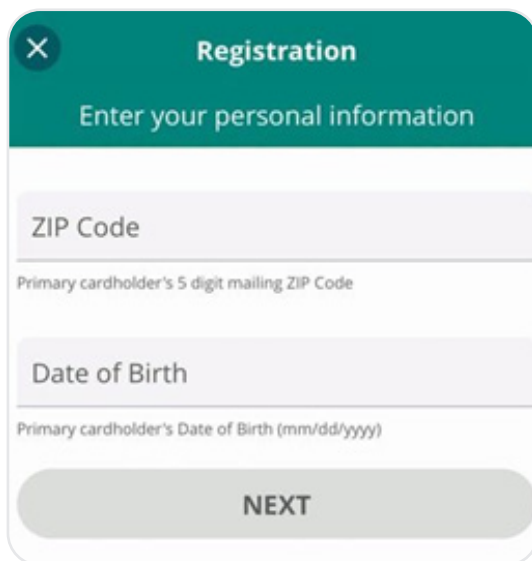
Enter your **EBT card number** and select **“NEXT”**.



The image shows a registration screen titled 'Registration' with a close button (X). The subtitle is 'Enter your Card number'. There is a text input field for 'EBT Card Number' with a placeholder 'Number on the front of your card'. At the bottom is a 'NEXT' button.

Step 3

Enter the primary card holder’s mailing **ZIP Code** and **Date of Birth** and select **“NEXT”**.



The image shows a registration screen titled 'Registration' with a close button (X). The subtitle is 'Enter your personal information'. There are two text input fields: 'ZIP Code' with a placeholder 'Primary cardholder's 5 digit mailing ZIP Code', and 'Date of Birth' with a placeholder 'Primary cardholder's Date of Birth (mm/dd/yyyy)'. At the bottom is a 'NEXT' button.

Create a User Account

continued

Registration
Create User ID and Password. You will be able to log in using the same credentials on www.connectEBT.com.

User ID

- ✗ Must be at least 4 characters long.
- ✗ Cannot be longer than 10 characters.
- ✗ Must be combination of letters and numbers.

Password

- ✗ Must be at least 8 characters long.
- ✗ Cannot be longer than 16 characters.
- ✗ Must contain at least one lowercase letter.
- ✗ Must contain at least one uppercase letter.
- ✗ Must contain at least one number.
- ✗ Can contain letters and numbers only.

Retype Password

What is the color of a Stop sign?

Red

Turquoise

DIFFERENT QUESTION

CONTINUE

Step 4

Choose a **User ID**, select a **password**, re-enter the password, answer the question to verify you are not a computer, and select "CONTINUE".

Step 5

Enter your **email** address and re-enter it for confirmation then select "NEXT".

Registration
Add your email address

Email

Retype Email

NEXT

Registration
Select a security question and answer

Question

Select security question from the list

Answer

Security answer must consist of alphanumeric characters only and is case sensitive.

Retype Answer

DONE

Step 6

Select a **security question**, type the answer, and re-enter your answer to confirm and select "DONE".

Important: You need to remember which security question you used and exactly how you entered the answer. Security answers are case sensitive.

Step 7

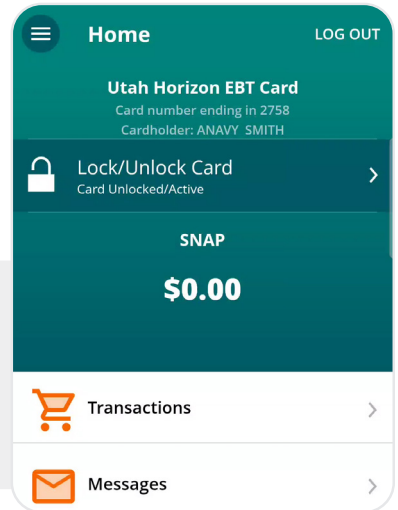
Once your account is created, you should see the displayed message, Congratulations.

Success, your account has been created

OK

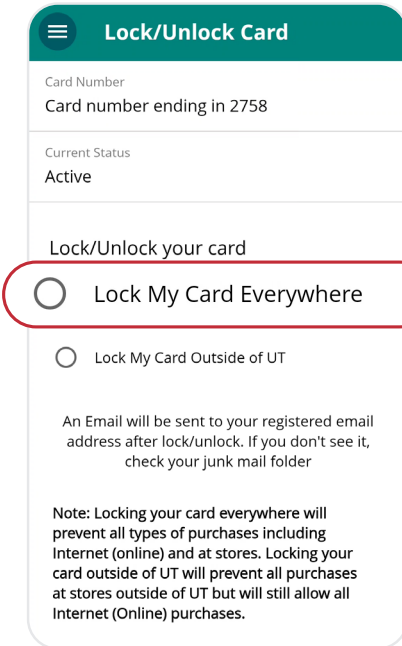
Lock/Unlock EBT Account

Secure your EBT account and SNAP funds with a simple click of a button. Manage control of your EBT account by locking and unlocking with these simple steps.



Step 1

From the Home Screen, Select "Lock/Unlock Card".



Step 2

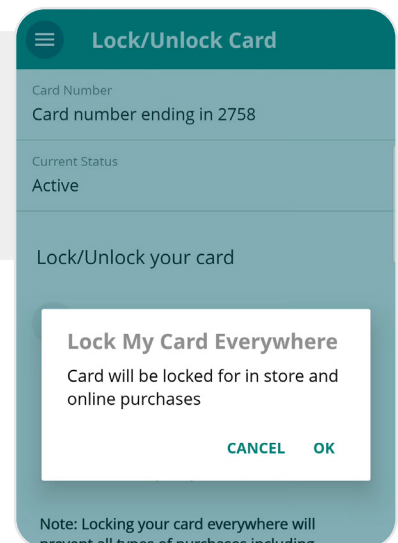
Select "Lock My Card Everywhere".

Important: DWS recommends keeping your card LOCKED EVERYWHERE when not in use. This is the HIGHEST LEVEL of protection for your EBT funds.

"Lock My Card Outside of UT" (Not recommended): Less secure, online EBT purchases in state and out of state will still be authorized.

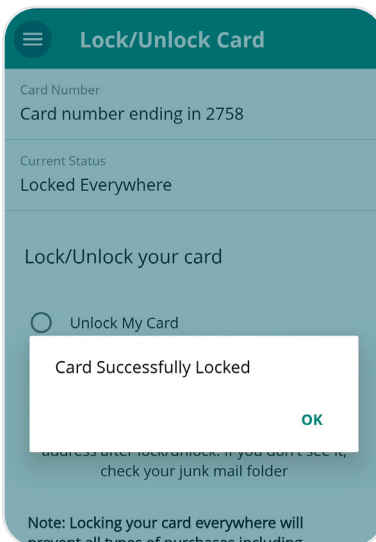
Step 3

Confirm you want to lock your card EVERYWHERE.



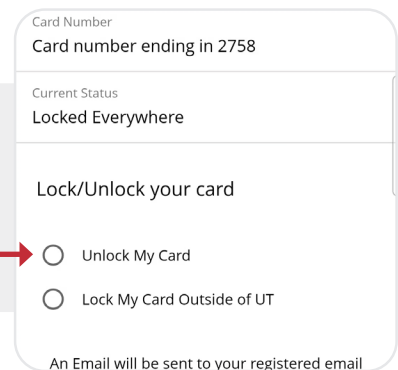
Step 4

Congratulations, your card is LOCKED and your funds are secured successfully!

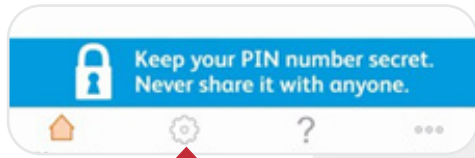


Unlock EBT Account

If you need to unlock your EBT account, follow Step 1, and then select, "Unlock My Card".



Select or Change Your PIN

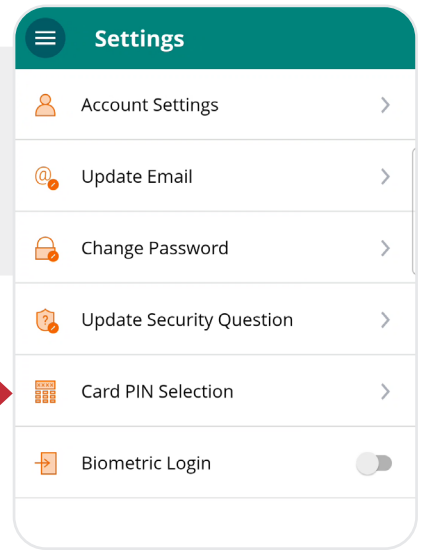


Step 1

Go to the Settings Menu by clicking or touching the Gear Icon at the bottom of any screen.

Step 2

Select "**Card PIN Selection**" from the Settings Menu.



Step 3

You will be required to enter the primary cardholder mailing **ZIP code** and **Date of Birth** before modifying account information.

Step 4

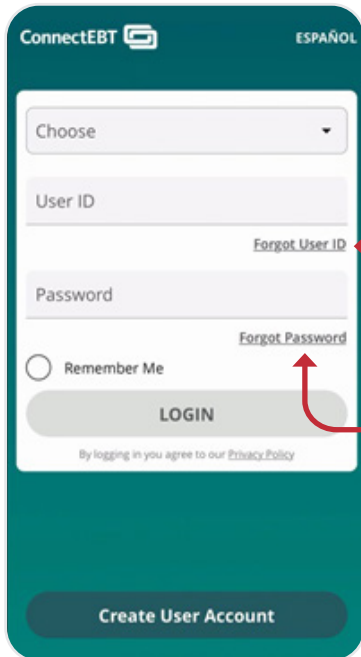
Enter your current **EBT card number**.

Step 5

Enter your **PIN** and re-enter the same numbers when prompted.

- PINs must consist of 4 unique numbers in random order.
 - No number can be used more than once like 5152
 - No two numbers can be in order, forward or backward, like 3498
- Change your PIN often to keep your account secure and protect your benefits.

To Log In, Recover your User ID, or Reset your Password



Logging into ConnectEBT App

Select Utah as the State and enter your user name and password then select "LOGIN".

Recommended: Use the "Remember Me" check box to save your login information.

Forgot User ID or Password

You will need to know the following account details:

- Card number
- Primary cardholder mailing ZIP code
- Primary cardholder's date of birth
- Your security question and answer.

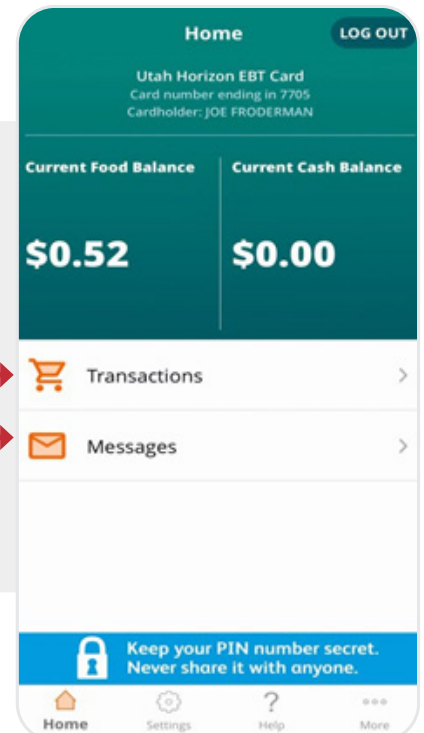
Note: Once the account is authenticated you will be able to enter a new password or your User ID will be emailed to the email account used to set up your account.

Home Screen: See Your Available Balance

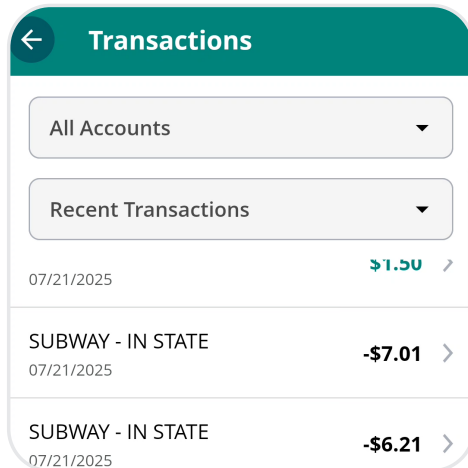
Your Food Stamp (SNAP) balance and Cash balance are displayed separately and show you the amount you have available to spend.

Select "**Transactions**" to see your purchases and deposits to your account.

Select "**Messages**" to see important information.



Transaction Details



You can select **“All Accounts”** to see all of your transactions or you can decide to look at only **SNAP** or **Cash** transactions by selecting those options.

You can also decide to see only recent transactions or select more historical transactions.

Select a specific transaction to see the full details of that transaction.

Benefit Type: Will tell you which account was used for the purchase (Food/SNAP or Cash)

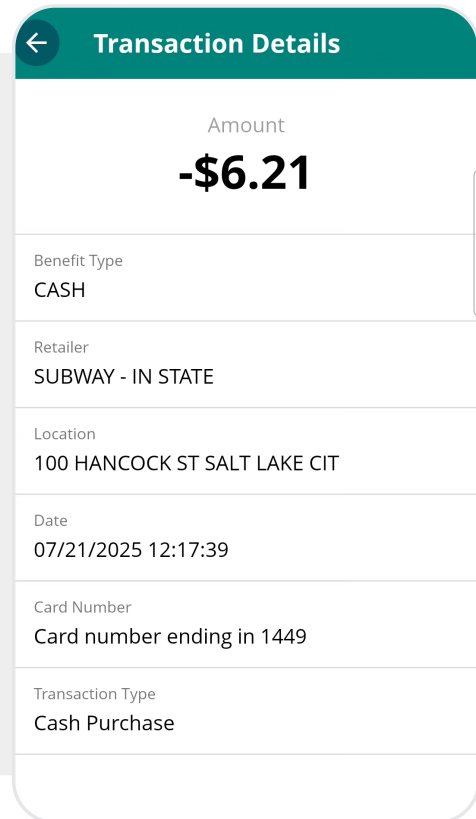
Retailer: Will tell you the name of the retailer store where the transaction took place.

Location: The location will give you the registered address for the retailer.

Date: The date will show you the date and the time that the transaction occurred.

Card Number: Will show you the last 4 digits of the card number used for the transaction.

Transaction Type: Will tell you if the transaction is a purchase, deposit, etc.



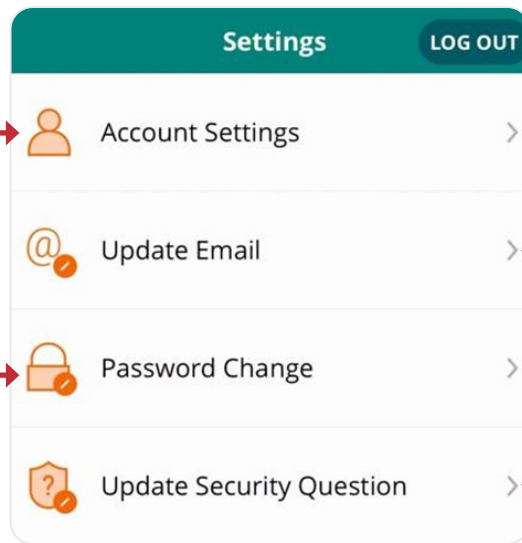
Important: Use your ConnectEBT Mobile App, Report your card as lost/stolen IMMEDIATELY if you notice transactions posted to your account that you did not make. Waiting to report a card has been stolen or lost can result in the loss of benefits that cannot be replaced. (See Reporting Card Lost, Stolen or Damaged section)

Account Settings, Updating Email, Changing Account Password, and Updating Security Questions

Account Settings will show account information:

- Last 4 digits of card number
- Card Holder Name
- Phone number

Select **"Password Change"** to change the Account password.



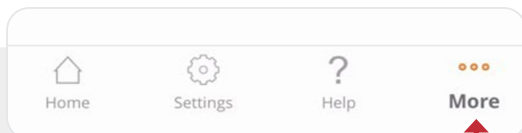
Select **"Update Email"** to change the email for your account.

Select **"Update Security Question"** to change the security question and answer.

Important:

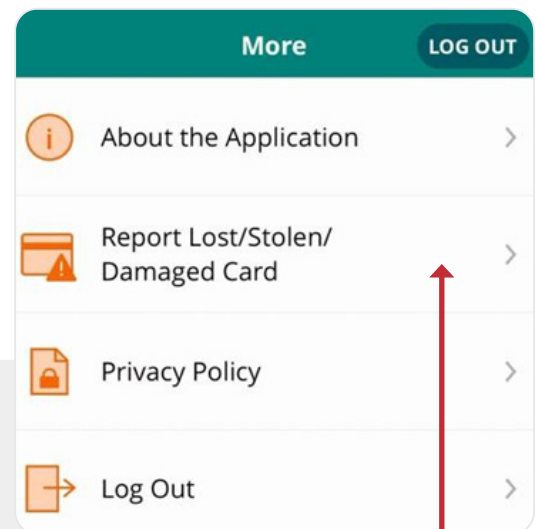
- You need to remember which security question you used and exactly how you entered the answer. Security answers are case sensitive.
- Any updates to account information may require you to enter the primary cardholder mailing ZIP code and date of birth.
- You may also be required to select the account security question and provide the answer before making account changes.

Report Your Card as Lost, Stolen or Damaged



Step 1

To report your card is lost, stolen or damaged and have a new card mailed, select the **More** section at the bottom of any screen.



Step 2

Select the **"Report Lost/Stolen/Damaged Card"** option.

Report Your Card as Lost, Stolen or Damaged

continued

Step 3

Select **REPORT CARD** to immediately deactivate your current card and request a new card.

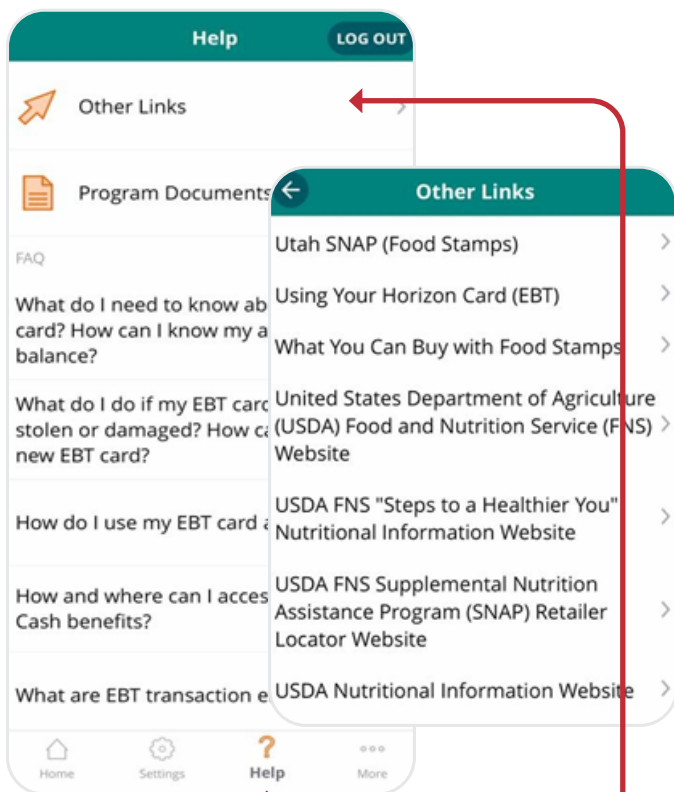
Report Lost/Stolen/
Damaged Card

Card Number
Card number ending in 2758

Current Status
Locked Everywhere

REPORT CARD

Helpful Information



Important: Once a card shows a Status of Lost, Stolen, Damaged, or Stated by State it cannot be activated again and you will need a new card.

- If your EBT account is locked and you request a new card, the replacement card will be UNLOCKED. You will need to lock your account.
- 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
 - Make 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 of your mailing address, you can leave a note on the mail box indicating your name and that you receive mail 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.

You can find helpful information about EBT by selecting the **Help** (Question Mark) option at the bottom of any page.

You can find more helpful information by selecting the **Other Links** from the Help Menu.

