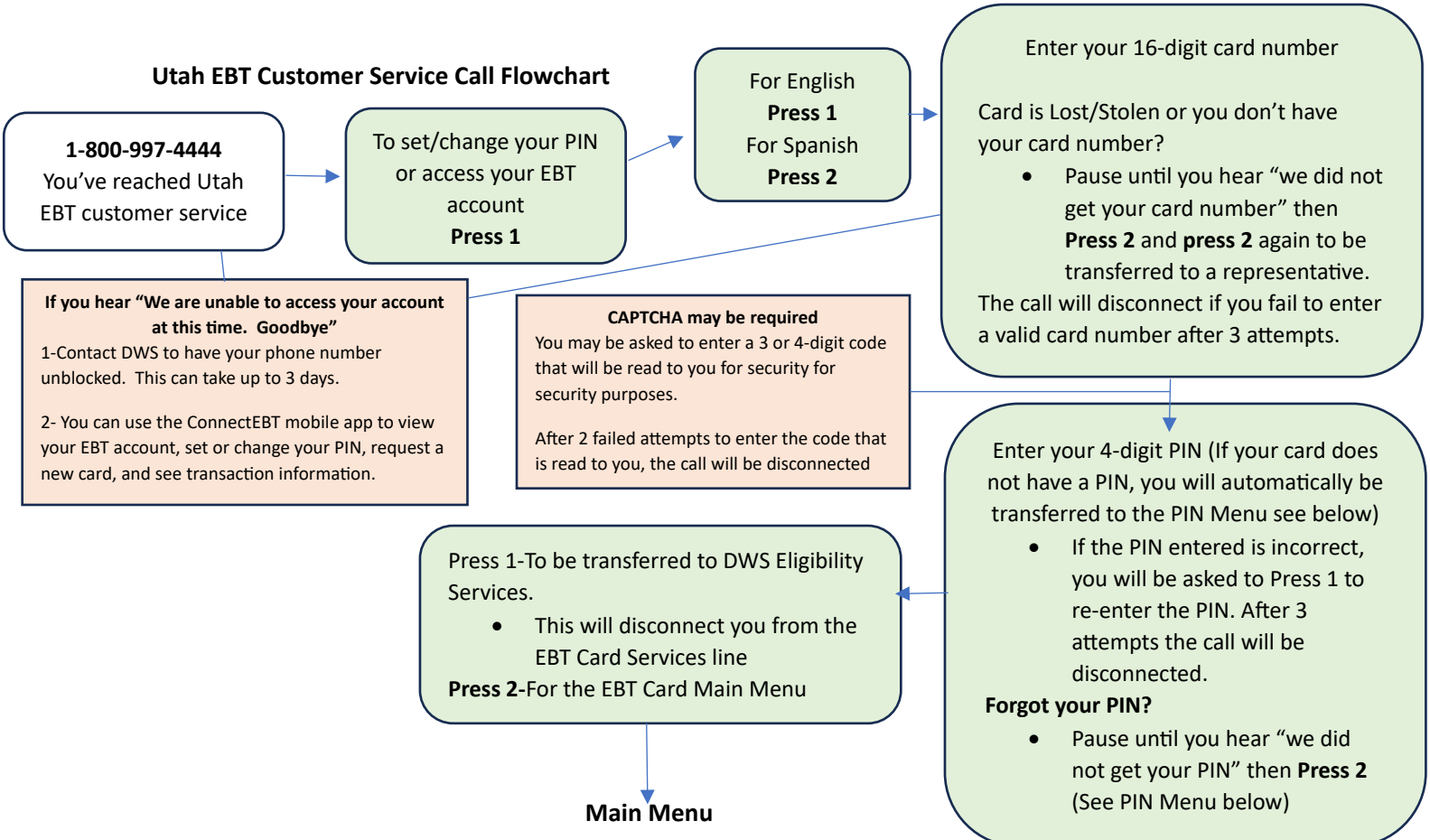


Utah EBT Customer Service Call Flowchart



If you hear "We are unable to access your account at this time. Goodbye"

1-Contact DWS to have your phone number unblocked. This can take up to 3 days.

2- You can use the ConnectEBT mobile app to view your EBT account, set or change your PIN, request a new card, and see transaction information.

CAPTCHA may be required

You may be asked to enter a 3 or 4-digit code that will be read to you for security for security purposes.

After 2 failed attempts to enter the code that is read to you, the call will be disconnected

Press 1- For balance information	Press 2- For Recent Transactions and to dispute a transaction	Press 3- For issuance schedule information	Press 4- To Set/Change your PIN PIN Menu Press 1-For SUN Bucks card Press 2-For Ut Horizon card	Press 5- To request a replacement card Replacement Menu Press 2 then Press 2 again	Press 6- For program information	Press 7- Additional options Press 4- To request a printed statement Press 6 then Press 2- To reset your Connect EBT username/password or to talk to a representative.
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Utah Horizon Card

- Enter the Primary Cardholder's Mailing zip code
- Enter the Primary Cardholders date of birth (mmddyyyy)
- Enter your new 4-digit PIN

Utah SUN Bucks Card

- Enter the Mailing zip code for the person whose name is on the card.
- Enter the date of birth (mmddyyyy) for the person whose name is on the card
- Enter your new 4-digit PIN
- Enter you new PIN again

PIN Errors

- The information entered does not match
 - This means the zip code and/or date of birth you entered does not match what is listed on the EBT account. You will need to contact DWS and report that the EBT system has incorrect information.
- The PIN you entered is invalid
 - The PIN you entered is restricted as a high-risk pin
 - Select a PIN that does not use the same number more than one time (1111 or 0590 etc.)
 - Do Not enter a PIN in which any numbers are in order forward or backward (1234 or 3487 etc.)
- The PIN's you entered do not match
 - This means that the second PIN you entered did not match the first
 - Enter the PIN's again ensuring that you enter the same 4-digits both times

You will know your PIN has been set/changed if you hear "Your PIN is now set" followed by your EBT balance. Your call will be disconnected if you are unsuccessful after 3 attempts to set your PIN. You will need to call in again or use the Connect EBT mobile app to set/change your PIN.