ELECTRONIC BENEFITS TRANSFER (EBT)

CARDHOLDER ACCOUNT

OVERVIEW GUIDE

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Customers with EBT Food Stamp and/or Cash Accounts may now access their account information via the internet in English or Spanish. The secure website is:
www.ebtaccount.jpmorgan.com

Functions available online include, but are not limited to the following:

- Account Balance
- Account Activity
- PIN Changes
- NYC Message Center
- Customer Service Message Center
- Chase ATM Locator Service

Following are instructions for logging on, registering and navigating the website. Cardholders must register the **first** time they log on to the website.

EBT ACCOUNT LOG ON SCREEN

As a security measure, cardholders will be unable to access their account (locked out) after 8 consecutive unsuccessful attempts to log on. In order to regain access to the account after a cardholder has been locked out, the cardholder must call Customer Service. If a cardholder forgets their password, there is a "Forgot Your Password" function available to reset the password. This function is available on the log-in screen. Cardholders will need to know personal information as well as answer security questions in order to reset their password.

TERMS AND CONDITIONS SCREEN

Before a cardholder can register, after clicking on the Registration Link, they will be directed to an "EBT Account Terms and Conditions" page and <u>must</u> click [Accept] if they wish to continue the registration process.
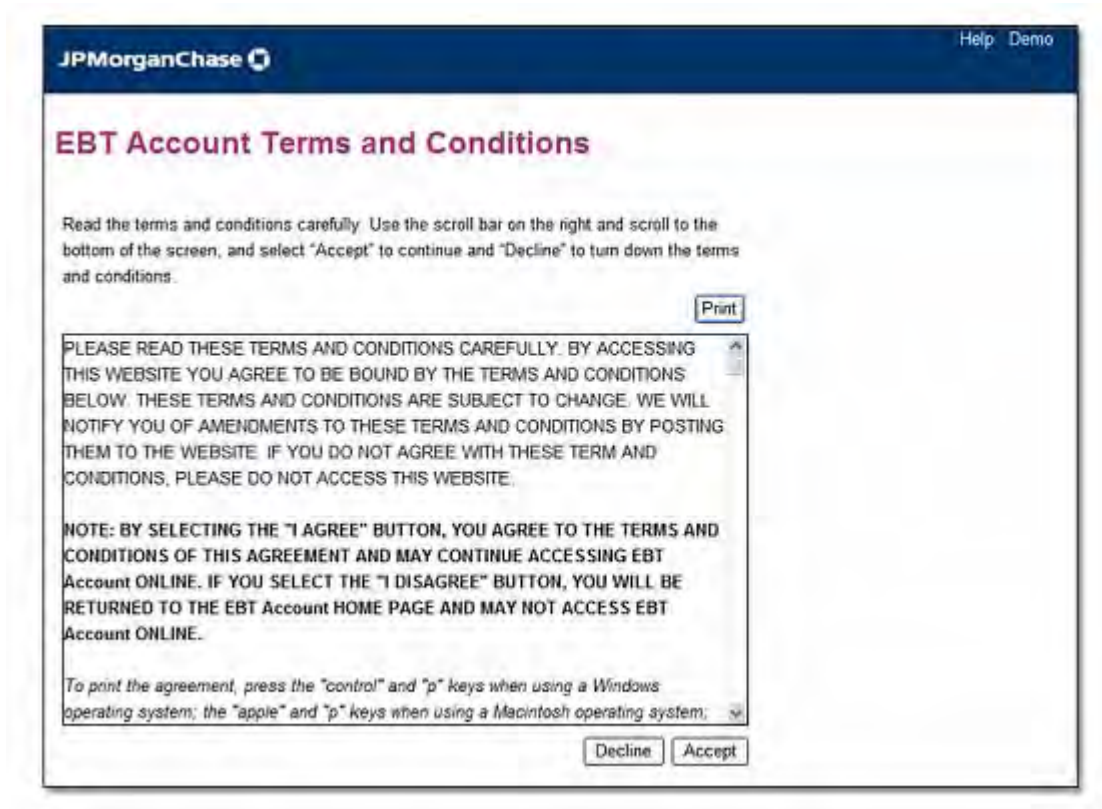
After accepting the website terms and conditions the cardholder will be prompted to continue the registration process.

REGISTRATION SCREEN

To access the website for the first time, the cardholder must register by entering their card number and their PIN.

Next, the cardholder will be prompted to choose the method for signing on. The registration process requires the cardholder to choose **one** of two methods to sign on:

- By using the card number and PIN; or
- By choosing a unique user ID and password

(Example of selecting to sign on with User ID and Password.)

Cardholders MUST continue using the sign-on method chosen during the registration process every time they access the site.

SITE NAVIGATION

Under the "Accounts" tab, the Account Summary Screen will show available balances for Food Stamp and/or Cash Accounts. The Account Summary Screen is the default screen after log-on. Cardholders can choose to change defaults from the "Self Service" tab under "Account Preferences" by clicking on the Manage Sign-on Destination link. Further instructions for this feature are available by clicking on the Help With This Page link.

ACCOUNT SUMMARY SCREEN

From the "Account Summary" screen, the cardholder can click on the underlined words "Food Stamp", "Cash", or "Account Activity" (under Related Tasks and Links), or they can click on the "Account Activity" tab to view account activity (transactions).

The following pages provide an example of accessing Account Activity by clicking on the "Account Activity" tab from the "Account Summary" screen.

ACCOUNT ACTIVITY (TRANSACTIONS) SCREEN

- Enter a "From Date" by clicking on the calendar icon.
- Enter a "To Date" by clicking on the calendar icon.
- Click **Get Transactions** in order to display account activity (transactions).

On the "Account Activity" page, cardholders can view transaction data for any specified date range (within the last 6 months). The activity page includes the following information for each transaction:

- The date on which the transaction occurred.
- The date on which the transaction was posted to the account.
- A brief description of the transaction.
- The amount of the transaction (debit or credit).

Below is an example of account activity (transaction history):

MESSAGE CENTER SCREEN

Access to the Message Center is made by clicking on the "Messages" tab on the Home Screen. From the Message Center, cardholders can:

- Send a message to Customer Service, such as to report a card lost/stolen/damaged.
- View messages from Customer Service in their inbox.
- View messages previously sent to Customer Service.
- NYC cardholders can view messages **from** their local worker. **NOTE**: Messages cannot be sent to a worker from this website

NYC messages are indicated by the "You have a new message from the State" link. Further instructions for the Message Center are available by clicking the "HelpWith This Page" link.
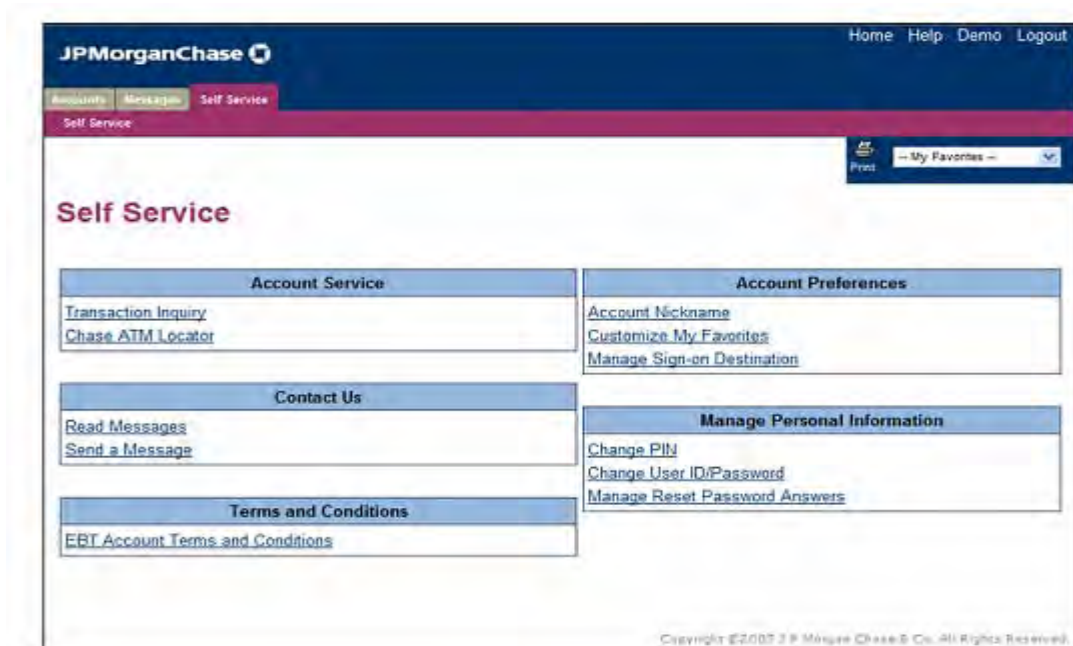
SELF SERVICE SCREEN

The "Self Service" Screen provides cardholders with a list of activities they can perform themselves without having to contact Customer Service. Self Service functions include the following:

Transaction Inquiry
Chase ATM Locator
Read Messages
Send a Message
Account Terms and Conditions
Account Nickname
Customize Favorites
Manage Sign-on Destination
Change PIN
Change User ID/Password
Manage Reset Password Answers

Many of the above functions are available via other links and tabs. The functions, "Change User ID/Password" and "Manage Reset Password Answers" are available only if the cardholder chooses the unique ID and password sign-on method. Cardholders may click on "Help" at any time for further instructions.

Note: The Chase ATM Locator will **only** display Chase Bank ATMs. For information about **all** surcharge-free EBT cash access locations, cardholders may call the EBT Cash Access Locator Helpline, toll free at 1-800-289-6739.

CHANGE PIN SCREEN

The Change PIN link on the Self Service Screen allows cardholders to change their current PIN as long as they are able to enter their current PIN and they do not have an Automated Response Unit (ARU) PIN Restriction in place. The PIN may be changed as often as the cardholder likes. **A cardholder with an ARU PIN Restriction will not be able to change their PIN with EBT Customer Service over the phone or on the internet. The cardholder must take their card to a local center to change their PIN.**

To access the "Change PIN" Screen, the cardholder must click on the [Self Service] tab on the Home Page then click on the "Change PIN" link under "Manage Personal Information".

The old PIN must be entered once and the New PIN must be entered twice, then click on [Change PIN] to complete the PIN change. A confirmation page will be displayed if the PIN change is successful.