ELECTRONIC BENEFITS TRANSFER (EBT)

CARDHOLDER ON-LINE EBT ACCOUNT USER GUIDE
Please be advised that certain types of businesses are not allowed to let you use your Electronic Benefit Transfer (EBT) card to purchase items or to withdraw cash on their premises. Businesses are not allowed to let you use your EBT card at:

- Liquor stores
- Wine stores
- Beer/beverage centers
- Racetracks
- Casinos
- Video lottery facilities
- Off-track betting facilities
- Commercial bingo facilities
- Places that provide adult oriented entertainment in which performers take off their clothes or perform without clothes.

Customers with EBT SNAP and/or Cash accounts may access their account information via the internet in English or Spanish. The secure website is: www.connectebt.com

The on-line account allows the cardholder to self-register for access to on-line services. Once the cardholder has created an on-line account, they can logon to change their card’s PIN, view and/or print transaction history for both SNAP and cash programs, or report their card as lost, stolen or damaged.

Features of the secure internet Client EBT Account Website include:

- Account Balances
- Change Card PIN
- View Transaction History
- NYC Message Center
- Reporting Lost, Stolen or Damaged cards
- Request Monthly Statement
- Forgotten User ID
- Change Account Password

Following are instructions for logging on, registering and navigating the website. Cardholders are required to have a User ID and password to access their account information. Below is the logon screen for existing web account users.

1. **Client EBT Account Website** - www.connectebt.com
   - Logon Screen – Select “New York” from drop down menu and enter in your user id and password and click on “login”.

![Logon Screen](image-url)
As a security measure, cardholders will be unable to access their account (locked out) after three consecutive unsuccessful attempts to logon. When a user is locked out, the user must retrieve the Password using the Reset Password link (See Number 11. Reset Password Screen) to gain access to the account. The user account will be automatically unlocked after midnight (12:01am), regardless if the password was changed.

If a cardholder forgets their password, they can use Reset Password link (See Number 11. Reset Password Screen) to create a new password for the user account. In order to reset their password, cardholders will need to know personal cardholder information.

2. New York State EBT Logon Page

To access the website for the first time, the cardholder must first register/set up an on-line account. To do so, select “New York” from drop down menu under “Create a new User Id and Password” and click on “Submit”.

![Image of EBT Logon Page]

To log into your account:
- Select Your State Program
- Enter User ID
- Enter Password

To create a new User ID and Password:
- Select New York

For more information about your Progress:
- Select Your State Program
- Submit

If you are using Internet Explorer version 11, you may experience difficulties with this web page. Before logging into your account, click on the document below and follow the instructions.

IE Website Compatibility.pdf

To view this document you will need Adobe Reader. This program is available for free here Adobe.com
3. **Create New Account Page.** At this page the cardholder can set up your User ID and Password for on-line account access.

- See “Create New Account” instructions on the right side of the “Create New Account” page.
  - To create a new account, enter the primary cardholder holder's 5 digit mailing ZIP Code, PIN, your 19 digit EBT Card Number, a User ID of your choice and a Password of your choice. 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.
  - Your password must be between 8 and 12 characters long and must have a combination of numeric, uppercase alphabetic, and lowercase alphabetic characters. Your password is case-sensitive and must be changed every 90 days.
  - Click on the “SUBMIT” button.

- Next the “Security Setup” screen will be displayed. In order to complete the setup of your on-line account you will need to select a “Security Question” from the drop down list and provide a “Security Answer”. You will need to remember the security question and answer combination.

- Remember the information or record it in a safe place. The information will be necessary if you later forget your User Id. (See Number 12. Forgotten User ID Screen for instructions on how to request your User Id be emailed to you.)

- Next enter in an email address and a confirmation of the email address where you would want your User Id emailed if you forgot your User Id and need it emailed to you. You must have an email address to set up an on-line account. If you do not have an email address, you can use one of the links on the left side of the page to sign-up for a free email address.
Once your user account has been successfully created, you can logon to your account with your User ID and password. The system will respond with a successful message (see below).
4. Main Logon page for New York State EBT once account has been created. Located @
www.connectebt.com/nyebtclient/

- Enter in your User Id and Password. You will then be brought to your main Client Information Home Page. This page displays your current account balances and has links which allow you to:
  - View your transaction history
  - Request a two month statement of account history
  - Change your card PIN
  - Change your account password
  - Set up a new security question to access your account if you forget your password and/or change your email address
  - Check your messages (NYC cardholders only)
  - Report your card as lost, stolen or damaged and order a replacement card
5. Transaction History Screens
   - Transactions screens will display the summary of transactions for up to a 90-day date range.
   - To view transactions, under the “My Activity - Check Transaction History” in the top dropdown menu, select the “from date” and in the bottom dropdown menu select to “to date”. Click on Search. The Transaction Summary Page will be displayed.
   - The Transaction Summary Page Includes:
     - “Print” button - To open up a new window and print the transaction history displayed
     - Your name and card number (last four digits)
     - Date range selected for the search
     - Total SNAP credits and debits for the date range searched
     - Total Cash credits and debits for the date range searched
     - Transaction date and time
     - Settlement date
     - Retailer where transaction occurred
     - Retailer address/location
     - Last four digits of card used
     - Transaction type – FS (SNAP) or Cash
     - Type of transaction completed – FS Purchase, Cash Purchase, Load Authorization, etc.
     - Amount of debit or credit
     - Total charges and credit/deposits
     - Current balances
     - Request button for a two month statement
6. Change PIN Screen

- This screen allows the cardholder to change their current PIN as long as they are able to enter the cardholder’s 5 digit mailing address zip code and current PIN and they do not have a PIN restriction in place. The PIN may be changed as often the cardholder likes to any 4 digit number. A cardholder with a PIN restriction will not be able to change their PIN with EBT Customer Service over the phone or on the internet at the client website. The cardholder must take their card to a local center or district office to change their PIN.

- To access the “Change PIN” screen click on “PIN” in the navigation links in the upper right corner of the webpage. The “Change PIN” screen is displayed.

- Enter in primary cardholder’s 5 digit mailing address zip code, current PIN and the new PIN in both the “New PIN” and “Confirm PIN” box. Click on “Submit”.

- A “Proceed with PIN Change” message will pop-up. If you want to continue with changing your PIN click on “OK”. If you do not want to change your PIN click on “Cancel”. If you clicked on “OK” a “Your new PIN has been accepted” message will be displayed confirming your PIN change was successful.
7. Change Password Screen

- You can change your Client EBT Account Website password at any time.
- Password can be changed by using the “Change Password” screen after you logon to the client website or at the “Reset Password” screen before you logon to the client website (see number 11. Reset Password below).
- The “Change Password” screen allows the user to change their on-line password to the account after they have confirmed their current password.
- To access the “Change Password” screen click on “Password” in the navigation links in the upper right corner of the webpage. The “Change Password” screen is displayed.
- Enter in current password in the “Old Password” box. Enter in your new password in both the “Enter New Password” and “Confirm Password” boxes. Click on “Submit”.
- A “Successfully Changed Password” message will pop-up. Click on “OK”.
- Account Password Rules are:
  - Passwords must be between 8 and 12 characters
  - Passwords must have a combination of numeric, uppercase alphabetic, and lowercase alphabetic characters
  - Passwords must be changed every 90 days
  - Passwords cannot be the same as the previous 6 passwords
8. Change Security Question & Answer and Email Address Update Screen

- This screen allows the user to view and/or change their account Security Question, Security Answer and/or Email Address.

- To access the “Change Security Question & Answer and Email Address Update” screen click on “Security Q&A” in the navigation links in the upper right corner of the webpage. The “Change Security Question & Answer and Email Address Update” screen is displayed with your current Security Question, Security Answer and Email Address.

- To make changes to the Security Question, under the “New Selection” section, select your Security Question from the drop down box and enter in your new answer. You must enter a Security Answer when changing your Security Question. If no other changes, such as email address are needed, click on “Submit”.

- If you want to update your email address, enter your new email address in both the “Email Address” and “Confirm Email Address” boxes and click on submit.
9. Message Screen – New York City (NYC) Cardholders Only

- This screen allows the cardholder to view messages sent from their NYC local worker.

- To access the “Messages” screen click on “Messages” in the navigation links in the upper right corner of the webpage. The “Message” screen is displayed.

- If you have any messages, they will be displayed. Next to each message will be a check box that can be marked to indicate that the message has been read. Once the message has been read, or heard when calling the EBT helpline, it will remain on the message page until midnight that night. Unheard/unread messages that appear on the message page with remain for 15 days.
10. Report Lost-Stolen-Damaged Card Screen

- **This screen** allows the cardholder to report their card as lost, stolen or damaged and order a replacement card.
- To access the “Report Lost/Stolen/Damaged Card” screen click on the “Report Lost/Stolen/Damaged Card” in the navigation links in the upper right corner of the webpage. The “Report Lost/Stolen/Damaged Card” screen is displayed.
- Select the appropriate problem (Lost, Stolen or Damage) from the dropdown under “Select Problem Type”. **If a replacement card is needed it is very important that you check the box under “Request Replacement” before hitting “submit”**. Click on “Submit”.
- If you have checked the “Request Replacement” box a pop up message will be displayed – “Are you sure you want to order a replacement card?” Click on “Yes” status/deactivate your card or “No” to have your card remain active and stop any replacement of your card.
- Once you have statused/deactivated your card a message reporting that “your card was successfully statused” will be displayed at the top of the screen.
11. Reset Password Screen – Accessible at the New York Electronic Benefit Transfer (EBT) Login page @ www.connectebt.com/nyebtclient/.

- This screen allows the user to reset their account password without having to login to their client home page.
- To access the “Reset Password” screen click on the “Reset Password” link on the left side of the New York Electronic Benefit Transfer Logon page. The “Reset Password” screen will be displayed.
- In order to reset your password will you must enter in cardholder’s 5 digit mailing address zip code, current PIN, cardholder’s 19 digit EBT card number and your new password twice. Click on “Submit”. Your password has been reset.
12. **Forgotten User ID Screen - Accessible at the New York Electronic Benefit Transfer (EBT) Login page @ www.connectebt.com/nyebtclient/**.

- This screen allows the user who has forgotten their User Id to request that their user id be emailed to the email address entered when account was initially set up.

- To access the “Forgotten User ID” screen click on the “Forgotten User ID” link on the left side of the New York Electronic Benefit Transfer Logon page. The “Forgotten User ID” screen will be displayed.

- Enter in the cardholder’s 5 digit mailing address zip code, current PIN and cardholder’s 19 digit EBT card number. Click on the “Submit” button and you will be taken to the security screen where you will need to select and respond to the security question that you chose when you initially set up your account. After you enter the correct answer and click on “Submit” your User ID will be emailed to you to the email address you entered when you originally set up your account.