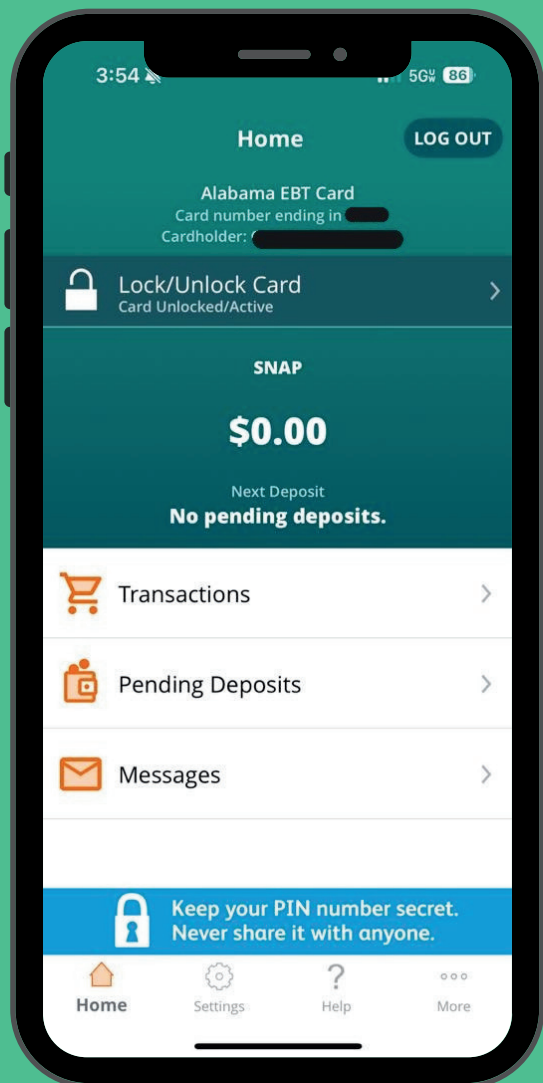


How to LOCK/UNLOCK using ConnectEBT

ATTENTION
SNAP
CLIENTS

If you think your SNAP /TANF benefits have been stolen, immediately cancel your card and request another card by contacting EBT Customer Service at 1-800-997-8888, visiting www.connectebt.com, or logging onto the ConnectEBT Mobile App.



Download the ConnectEBT app or visit the ConnectEBT website at connectebt.com

Create an account or log in with your user ID and password.

The “Lock/Unlock” option will be displayed on the home screen. Select the “Lock/Unlock” option.

“Lock Card Everywhere” – Locks card at ALL stores, including online.
This is the DHR recommendation.

“Lock Card” – Locks card at ALL stores outside of Alabama, but allows online purchases. This does **NOT** lock usage within Alabama.

Cardholders can also sign up for activity alerts through the app and website.