

**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.

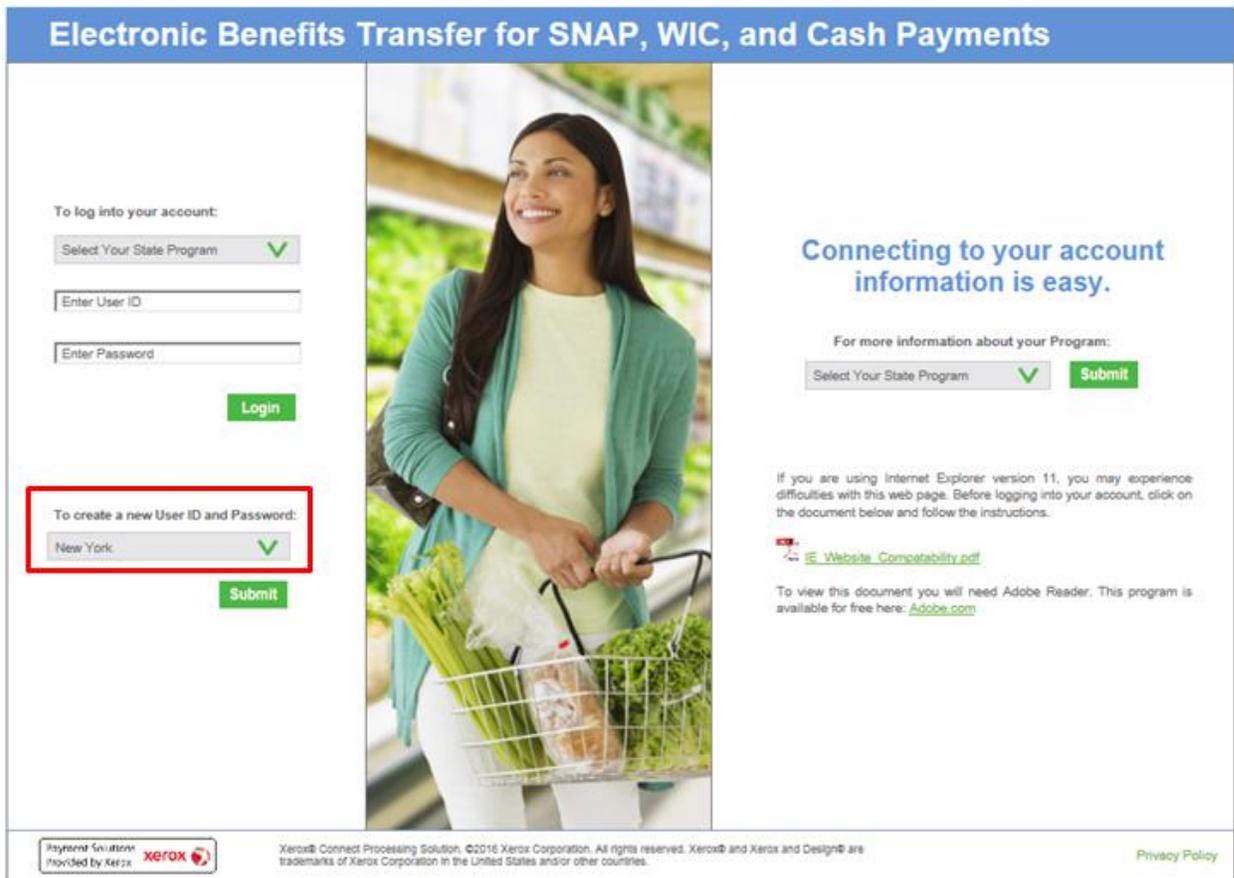
1. Client EBT Account Website - www.connectebt.com

- Logon Screen – Select “New York” from drop down menu and enter in your user id and password and click on “login”.

- 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”.



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.

EBTSM
Electronic Benefit Transfer

New York Electronic Benefit Transfer (EBT)

You must have a User ID and password to log into your account. After you have created your account, you can change your password at any time.

CREATE NEW ACCOUNT

1. To create a new account, enter the primary account 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.
2. 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.
3. 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.
4. Click on the SUBMIT button when done.

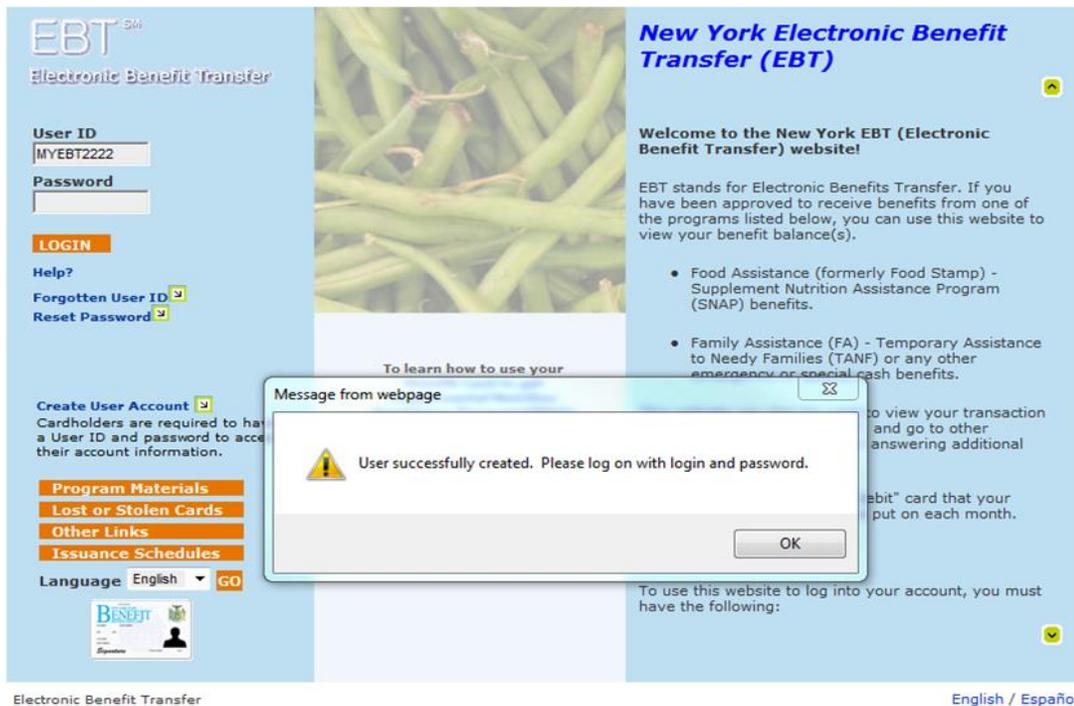
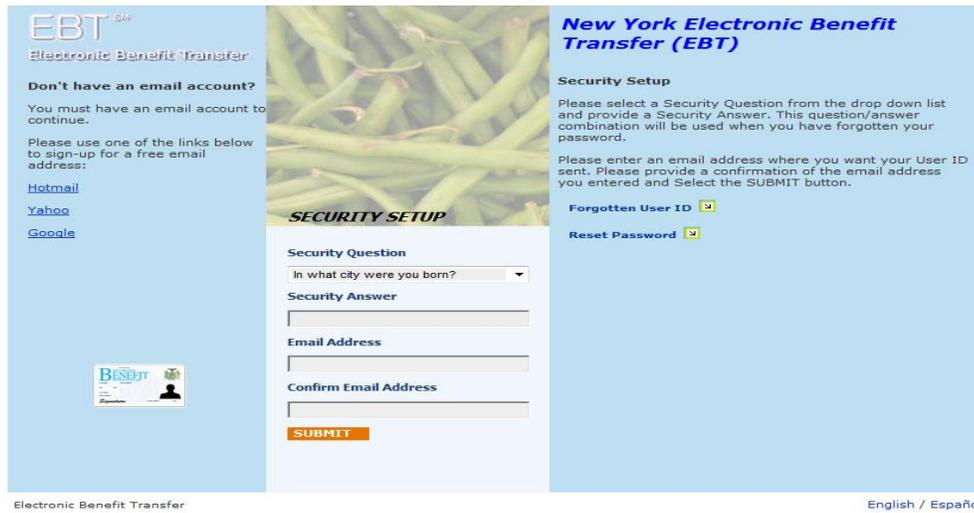
Reset Password

Forgotten User ID

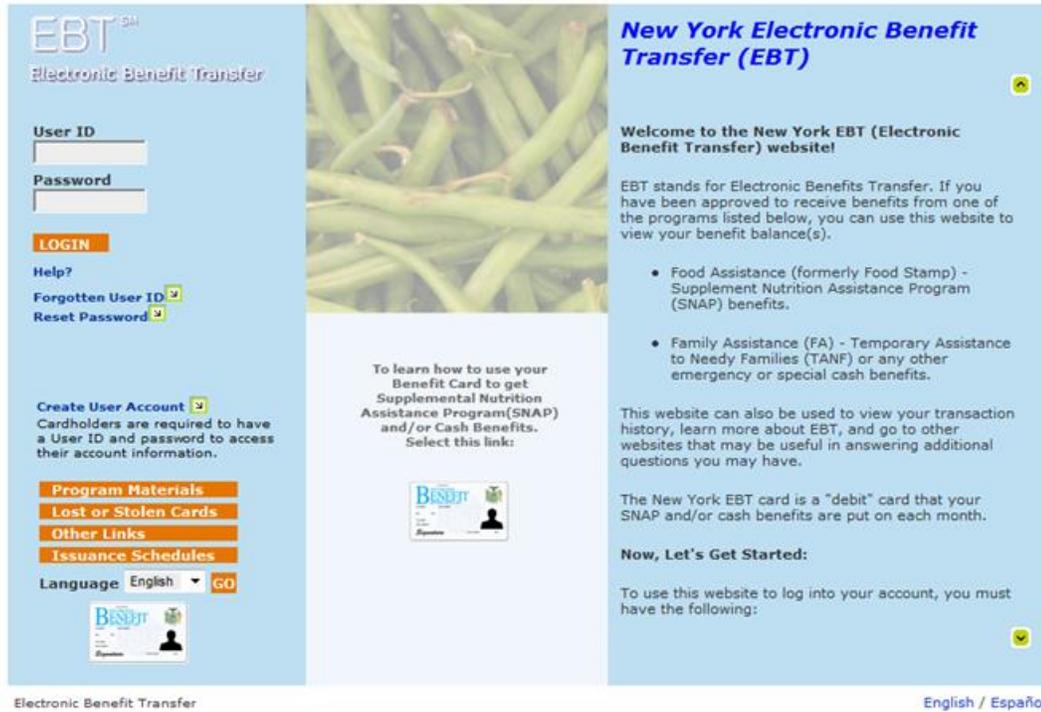
Electronic Benefit Transfer English / Español

- 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.

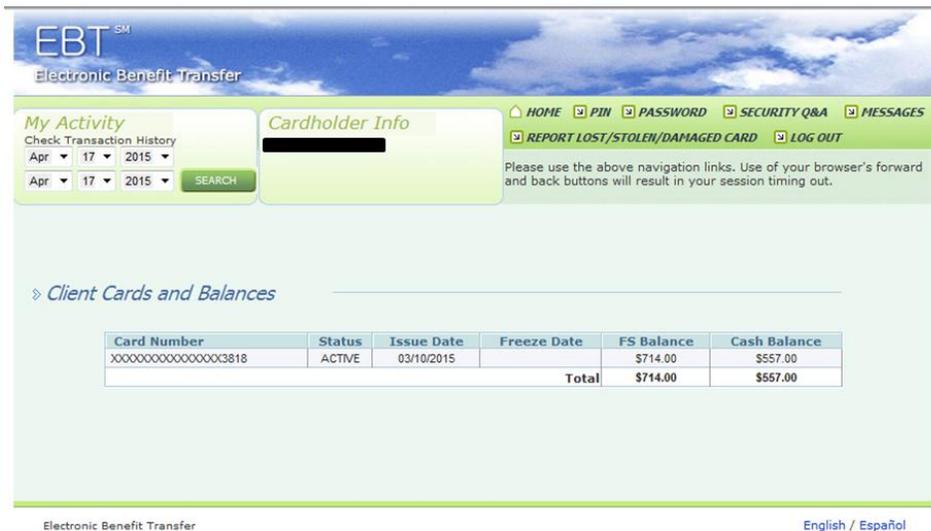
- Once your user account has been successfully created, you can logon to your account with your User Id and password. The system will respond with a successful message (see below).



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

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My Activity: Check Transaction History
 Oct 17 2014
 Oct 20 2014
 SEARCH

Cardholder Info: [REDACTED]

HOME | PIN | PASSWORD | SECURITY Q&A | MESSAGES
 REPORT LOST/STOLEN/DAMAGED CARD | LOG OUT

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

Summary of Transactions

FOR CUSTOMER SERVICE Call 1-888-328-6399. OPEN 24 HOURS A DAY, 7 DAYS A WEEK.

PRINT

Card Number: XXXXXXXXXXXXXXX0875 Date Range: October 17 2014 - October 20 2014

Food Assistance		Cash	
Credits :	Debits :	Credits :	Debits :
\$0.00	\$50.58	\$0.00	\$0.00

Transaction	Settlement	Retailer	Retailer Location	Card #	Type	Trans.Type	Debits	Credits
10/17/2014 12:37:33	10/17/2014	MAPLE LEAF	323 ONTARIO ST US ALBANY	***0875	FS	FS Purchase	\$7.97	
10/18/2014 13:19:07	10/18/2014	MAPLE LEAF	323 ONTARIO ST US ALBANY	***0875	FS	FS Purchase	\$5.19	
10/18/2014 22:49:43	10/19/2014	SUPER \$.99 PLUS INC - SUN	351 ONTARIO ST ALBANY	***0875	FS	FS Purchase	\$5.00	
10/19/2014 20:15:48	10/20/2014	SUPER \$.99 PLUS INC - SUN	351 ONTARIO ST ALBANY	***0875	FS	FS Purchase	\$14.00	
10/20/2014 18:24:53	10/21/2014	MAPLE LEAF	323 ONTARIO ST US ALBANY	***0875	FS	FS Purchase	\$5.25	
10/20/2014 18:33:47	10/21/2014	MAPLE LEAF	323 ONTARIO ST US ALBANY	***0875	FS	FS Purchase	\$5.99	
10/20/2014 15:35:02	10/21/2014	MAPLE LEAF	323 ONTARIO ST US ALBANY	***0875	FS	FS Purchase	\$7.18	
Total Charges and Credits/Deposits :							\$50.58	\$0.00

Current Balance as of 04/17/2015 11:10

Food Assistance :	\$86.50
Cash :	\$0.00

If you find transactions you believe to be in error, or you wish to dispute a specific transaction, please contact the Customer Service Center immediately.

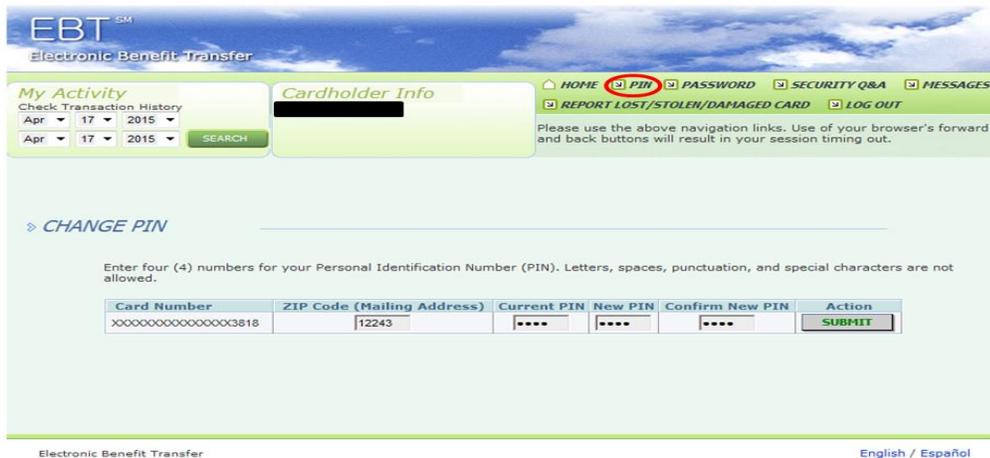
To have a two month statement mailed to you, please click on 'Submit'

SUBMIT

Electronic Benefit Transfer English / Español

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

The screenshot displays the EBT Cardholder On-Line Account User Guide interface. At the top, the logo reads "EBTSM Electronic Benefit Transfer". A navigation bar contains links for HOME, PIN, PASSWORD (circled in red), SECURITY Q&A, and MESSAGES. Below this, there are sections for "My Activity" (with a "Check Transaction History" dropdown) and "Cardholder Info" (with a masked name). The main content area is titled "CHANGE PASSWORD" and features three input fields: "Old Password", "Enter New Password", and "Confirm Password", each followed by a "SUBMIT" button. A disclaimer at the bottom of the navigation bar states: "Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out." The footer includes "Electronic Benefit Transfer" and "English / Español".

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.

The screenshot displays the EBT Cardholder On-Line Account User Guide interface. At the top, the EBT logo and "Electronic Benefit Transfer" are visible. The navigation bar includes links for HOME, PIN, PASSWORD, SECURITY Q&A (highlighted in red), and MESSAGES. Below the navigation bar, there are sections for My Activity, Cardholder Info, and NEW INFORMATION. The NEW INFORMATION section contains fields for Security Question, Security Answer, Email Address, and Confirm Email Address, along with a SUBMIT button.

EBTSM
Electronic Benefit Transfer

My Activity
Check Transaction History
Apr 17 2015
Apr 17 2015 SEARCH

Cardholder Info
MISTER XDACTEST07

HOME PIN PASSWORD **SECURITY Q&A** MESSAGES
REPORT LOST/STOLEN/DAMAGED CARD LOG OUT

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

» CHANGE SECURITY QUESTION & ANSWER AND EMAIL ADDRESS UPDATE

CURRENT INFORMATION
Security Question
In what city were you born?
Security Answer
[REDACTED]
Email Address
[REDACTED]

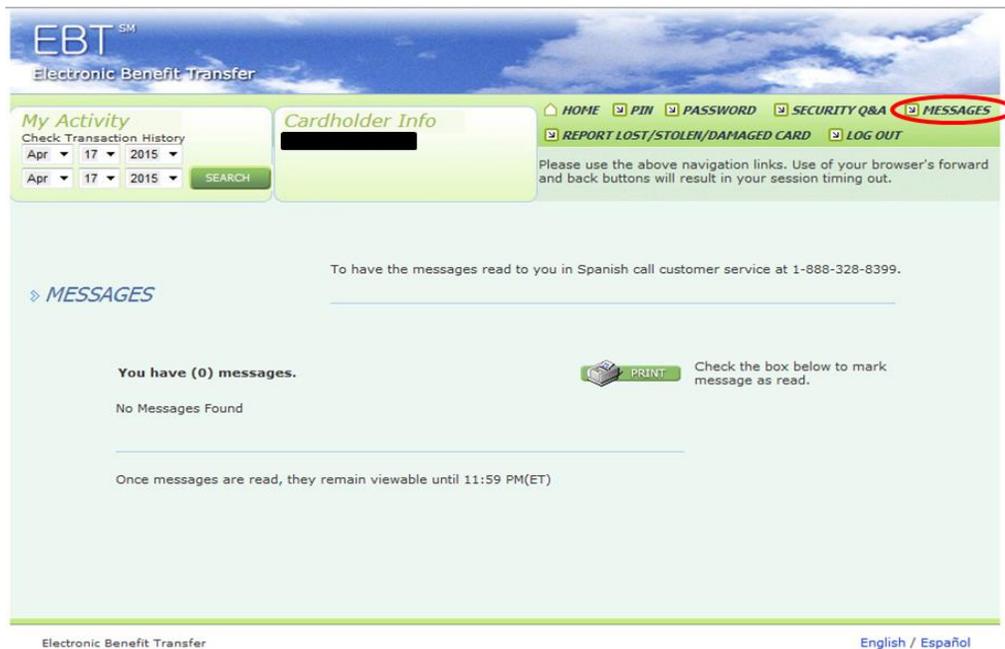
NEW INFORMATION
Security Question
What was your first pet's name?
Security Answer
[REDACTED]
Email Address
[REDACTED]
Confirm Email Address
[REDACTED]

SUBMIT

Electronic Benefit Transfer English / Español

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 stasured/deactivated your card a message reporting that “your card was successfully stasured” will be displayed at the top of the screen.

EBTSM
Electronic Benefit Transfer

My Activity
Check Transaction History
Apr 17 2015
Apr 17 2015 SEARCH

Cardholder Info
XXXXXXXXXXXXXXXXXXXX3818

HOME PIN PASSWORD SECURITY Q&A MESSAGES
REPORT LOST/STOLEN/DAMAGED CARD LOG OUT

Please use the above navigation links. Use of your browser's forward and back buttons will result in your session timing out.

REPORT LOST, STOLEN OR DAMAGED CARD

You have requested cancellation of your NY EBT card. You will not be able to use your benefits until you receive your new card by mail. Your new card will be mailed to the address on record at your local office. If you try to use your old card after canceling, it will not work. Please allow at least 7 days for mail delivery of your new card.

Card Number	Status	Select Problem Type	Request Replacement	Action
XXXXXXXXXXXXXXXXXXXX3818	ACTIVE	STOLEN	<input checked="" type="checkbox"/>	<input type="button" value="SUBMIT"/>

Electronic Benefit Transfer English / Español

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.

EBTSM
Electronic Benefit Transfer

New York Electronic Benefit Transfer (EBT)

You must have a User ID and password to log into your account. After you have created your account, you can change your password at any time.

RESET PASSWORD

1. To reset your password, enter the primary account holder's 5 digit mailing **Zip Code**, **PIN**, your 19 digit **EBT Card Number**, and a **Password** twice for confirmation.
2. 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. It cannot be the same as your last 6 passwords.
3. Once you have created your new account, your User ID does not change. The User ID will display on the "Login to Your Account" screen so that you can see it if all the information entered to reset your password is correct.
4. Click on the SUBMIT button when done.

Please call 1-888-328-6399 if you are still having trouble accessing the Client Portal after trying to use the Reset Password function.

Forgotten User ID 

Create User Account 

RESET PASSWORD

ZIP Code (Mailing Address)

Personal Identification Number(PIN)

Card Number

Enter New Password

Confirm Password

SUBMIT

Electronic Benefit Transfer English / Español

12. Forgotten User ID Screen - Accessible at the New York Electronic Benefit Transfer (EBT) Login page @ www.connectebt.com/nyebtclient/.

EBTSM
Electronic Benefit Transfer

New York Electronic Benefit Transfer (EBT)

Forgotten User ID

If you have forgotten your User ID, please enter your Mailing Address **Zip Code**, **PIN** and your **Card Number**. Click the **SUBMIT** button and you will be taken to a screen where you will respond to the security questions you chose/answered during Account Creation. When you enter the correct answer your User ID will be emailed to you.

You must have a User ID and password to log into your account. After you have created your account, you can change your password at any time.

If you have forgotten your password and/or your User ID, please select the appropriate link from the Main Landing page to retrieve your password or User ID.

Please call 1-888-328-6399 if you are still having trouble accessing the Client Portal after trying to use the Forgotten User ID function.

Reset Password

Create User Account

Electronic Benefit Transfer English / Español

- 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.

EBTSM
Electronic Benefit Transfer

New York Electronic Benefit Transfer (EBT)

You must have a User ID and password to log into your account. After you have created your account, you can change your password at any time.

RESET PASSWORD

1. To reset your password, enter the primary account holder’s 5 digit mailing **Zip Code**, **PIN**, your 19 digit **EBT Card Number**, and a **Password** twice for confirmation.
2. 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. It cannot be the same as your last 6 passwords.
3. Once you have created your new account, your User ID does not change. The User ID will display on the “Login to Your Account” screen so that you can see it if all the information entered to reset your password is correct.
4. Click on the **SUBMIT** button when done.

Please call 1-888-328-6399 if you are still having trouble accessing the Client Portal after trying to use the Reset Password function.

Forgotten User ID

Create User Account

Electronic Benefit Transfer English / Español