

# ebtEDGE Cardholder Quick Start Guide

This document provides instructions for using both the ebtEDGE Cardholder Portal and the ebtEDGE Mobile application.

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## **How to Download the ebtEDGE Mobile Application:**

Before you can begin using the mobile application, it must be downloaded from the App Store (for Apple devices) or the Google Play Store (for Android devices). **Note: Your phone must be updated to the most current iOS or Android version.**

[ebtEDGE.com](http://ebtEDGE.com)

Apple App Store (iOS): [Download ebtEDGE on iOS](#)



Google Play Store (Android): [Download ebtEDGE on Android](#)



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## How to set up a user ID and password:

1. Open the “Cardholder Application”.
2. Select “Register Here.”
3. Complete the following items:
  - User ID (Must be between 4-35 characters)
  - Password (Must be between 8-16 characters)
  - First Name
  - Last Name
  - Email Address
  - Phone Number
4. Select “Register” to save your user profile.
5. Select “OK” to move to the next page where you can set your challenge questions and answers.
6. Select “Add” to save your questions and answers.

Trouble Registering and Creating Password?  
[Login FAQ here](#)

If you have recently deleted your user profile, please use a new unique User ID or wait 24 hours to register the deleted User ID.

User ID \*

Password \*

Re-Enter Password \*

First Name \*

Last Name \*

Email Address \*

Phone Number \*

[Register](#) [Cancel](#)

[Already Registered? Click here to Login](#)

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of S

**Challenge questions are a security feature that adds an extra level of protection. The questions that you set up with your own personal answers help the system verify your identity.**

Set Your Challenge Questions  
Required Fields \*

Question 1: Select Challenge Question

Answer: \*

Re-enter Answer: \*

Question 2: Select Challenge Question

Answer: \*

Re-enter Answer: \*

Question 3: Select Challenge Question

Answer: \*

Re-enter Answer: \*

[Cancel](#) [Add](#)

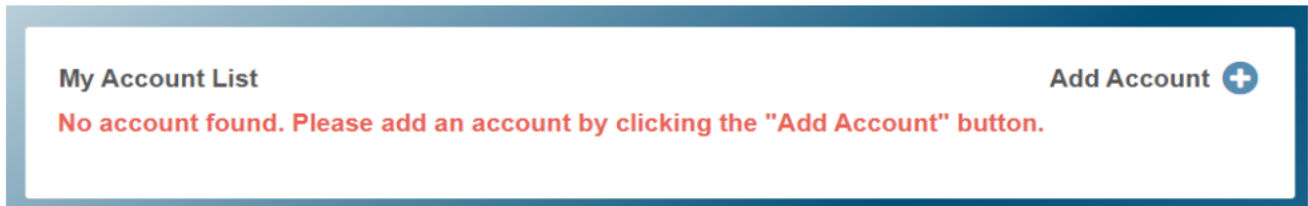
**Set Challenge Questions and Answers**

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## How to link a card account to a User ID:

Before you can begin viewing your account balance and transaction history, you must link your user profile to your card account. If you have more than one card, you must link each account separately.

1. On the “Welcome page”, select the card image that says, “Add Account”.



2. Enter your card number.

**Add Card Number**

3. Select “Next” to validate your card.
4. Enter the requested information.

**Identity Validation**

5. Select “Add Card” to link your card to your User ID.

When the card has been successfully added, select “OK” in the success message window to return to the “Welcome page”, where you can now view your account information.

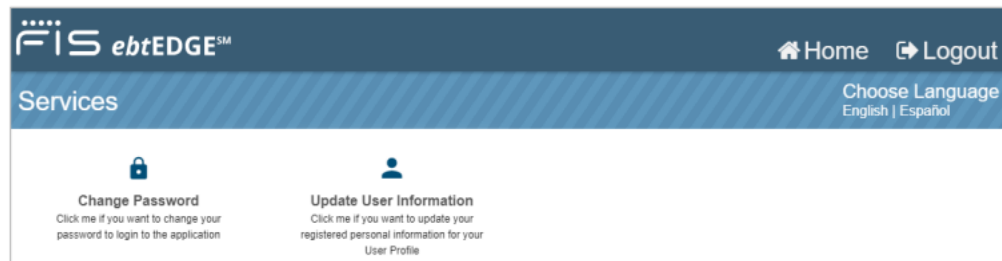
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## **Account Preferences:**

Users can change their password, update their language preferences, and security settings.

- **Changing Your Password:**

1. Select “Account Services” from the top banner.
2. Select “Change Password” on the “Services page”.



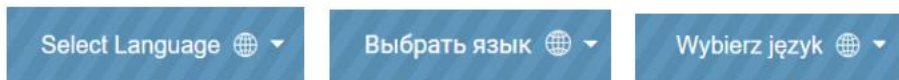
**Services Page with Change Password Tile**

*Note: When you are in Account Services, you can click on the **Home** icon to go back.*

3. Enter your current password in the “Old Password” field and then enter and re-enter your new password.

- **Language Options:**

1. To select a language, click on the rotating language link.



2. A pop-up window appears. Select your desired language.
3. The page is then displayed in the selected language.
4. Benefit screens are only available in English and Spanish.

- **Security Settings:**

1. Select “Account Services” from the top banner.



**Services Page with Security Settings Tile**

2. Select “Security Settings” on the “Services page”.

To change your Challenge Question answers, select the desired question from the drop-down list, then enter and re-enter your new answer.

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## How to Check Benefit Balance and Transaction History:

1. Once you have linked a card to your user profile, you can select the card, under “My Account List”, to view your balance and transaction history.
2. When you select the card, the “Account Summary” page opens.
3. Your available food and cash benefits appear next in the “Account Information section”.
4. Filter buttons allow you to sort by “Transaction Type” to see all, just food transactions, or just cash transactions. The “Transaction Date Range” filter allows you to view just the past 7 days, past 30 days, past 60 days, or all transactions.

### Account Information

Available Balance as of February 25, 2022 6:01 PM ET

Food :	\$40.25
Cash :	\$100.00

### Pending Items

No Pending Benefits

Transaction Type

Transaction Date Range (Days)

<input checked="" type="button" value="ALL"/>	<input type="button" value="FOOD"/>	<input type="button" value="CASH"/>	<input type="button" value="7"/>	<input type="button" value="30"/>	<input type="button" value="60"/>	<input checked="" type="button" value="ALL"/>
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### Posted Transactions

[Recent Disputed Transactions](#)

<b>Food Purchase</b>	
February 10, 2022 09:08 AM ET	-\$1.75
<b>Food Purchase</b>	
February 10, 2022 09:07 AM ET	-\$1.75

**Food, Cash, and Child Care Account Summary**

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## Troubleshooting:

### **Resetting Your Password:**

1. Navigate to the ebtEDGE Cardholder Portal “Login page”, enter your “User ID”.
2. Select the “Trouble signing in?” hyperlink at the bottom of the page.
3. Select “I forgot my password”.
4. Enter your “User ID” in the field and select “Proceed”.
5. The next step depends on your initial setup. There will either be a prompt to answer all challenge questions or to receive an “One-Time PIN” (OTP).
6. Select “Proceed”.
7. In both scenarios, a temporary password will be sent to your email address.
8. Select “OK” to return to the “Login page”. Check your email to see the temporary password.
9. Using the temporary password, select “Login”.
10. After signing in with the temporary password, you are immediately provided with instructions to change your password.
11. Select “Proceed” to be logged into the application.

**Problems signing in to your account.**

Please select your issue:

- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

To reset your password, enter your username.

MaryFields1

Cancel Proceed

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## Finding Your One-Time PIN (OTP) Device:

1. Navigate to the ebtEDGE Cardholder Portal “Login page”, enter your “User ID”.
2. On the next page and select the “Trouble signing in?” hyperlink.
3. Select “I have problems with the One-Time-PIN” (OTP).
4. Enter your “User ID”.
5. Select the first option, “I don’t know my One-Time-PIN device”. Enter your “password”.
6. Select “OK” to return to the “Login page”. Enter your “User ID”.
7. Check your email or phone. If you may have entered more than one email address or phone number, check all to find this confirmation of your selected device.
8. The OTP that you will need to log in with will be sent to that device.

**Problems signing in to your account.**

Please select your issue:

- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

Enter the email address, username or alias that you use to sign in.

NewUser1

Cancel Proceed

## Resetting Your OTP Device:

1. Enter “User ID”.
2. On the next page, select the “Trouble signing in?” hyperlink.
3. Select “I have problems with the One-Time-PIN” (OTP).
4. Enter your “User ID”.
5. Select the second option, “I want to reset my One-Time PIN device”. Enter your existing “password”.
6. Click “OK” to return to “Login page”.
7. Select the long hyperlink in the email.
8. The link will open the “Login page” with a confirmation of OTP reset. Enter your password and select “Login”.
9. Select an OTP device.
10. You will be logged into the application. During subsequent logins, you will have to enter an OTP or Challenge Question with User ID and Password.