ebtEDGE

Empowering
the Financial World FIS

Frequently Asked Questions

What is ebtEDGE Mobile?

The ebtEDGE Mobile Application provides cardholders access to the same functions that are available in the ebtEDGE Cardholder Portal website. Cardholders can use the application to access their SNAP, WIC, cash accounts, child care benefits and other information from anywhere the device has internet access.

How do I access ebtEDGE Mobile?

To access the mobile application, the cardholder must download the application from the Apple Store or the Google Play Store and the cardholder's phone must be updated to the most current iOS or Android version.

How do I log in to ebtEDGE Mobile?

The login page follows a multi-step process to enable cardholders to access the application. If the cardholder is not yet registered, select **Register Here** on the login landing page. The cardholder will be required to provide their name, email address, and phone number, and set up a unique User ID and password. After the account has been created, the cardholder must link their EBT account to their User ID by providing their card number and verifying their identity. Once set up, the cardholder can use their unique User ID and password to log in.

Can I use a Fingerprint Authentication on my device to login to my account?

Yes! For Android, if you have Fingerprint Authentication capabilities on your device, you can use it for future logins for more of a safe and convenient way to access your account. For Apple iOS, if you have FaceID/TouchID capabilities, you can use it for future logins.

What if my card number does not work?

Please contact customer service using the number on the back of your card.

What if my PIN number does not work?

Please contact customer service using the number on the back of your card.

What type of information can I get with ebtEDGE Mobile?

- Account Balance: See the "real-time" account balance of the cardholder.
- Deposit History: Know when you receive your deposit in a SNAP (pun intended).
- Transaction History: View the history of transactions completed by the cardholder.
- Benefits Schedule: Get a glimpse of the benefits schedule.
- Locator: Find the nearest retailer accepting SNAP benefits.
- PIN Selection: Choose your own easy-to-remember PIN.

What if the balance, deposit history, transaction history or schedule is incorrect?

Please contact customer support using the number on the back of your card.

What if the location pins on the map do not match the actual address?

Please contact customer support using the number on the back of your card.

Are there any fees to join or use this application?

No, there are no fees to join or use this application. It is completely FREE.

Recommended system versions:

- Apple iOS – 11.0 or later
- Android – Version 7.0 or later