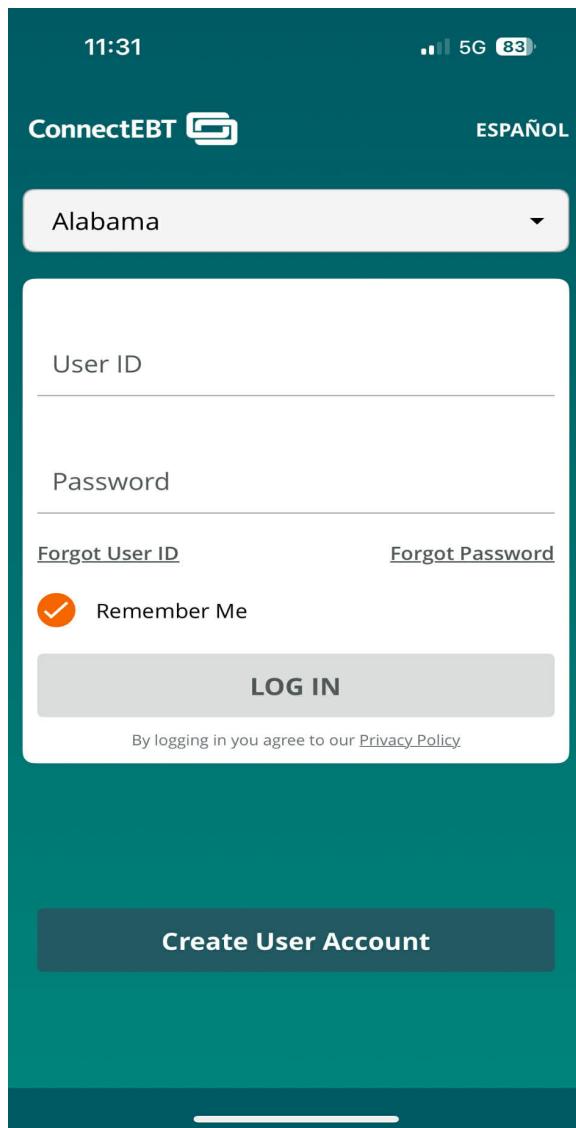


# Transaction Lock/Unlock Instructions

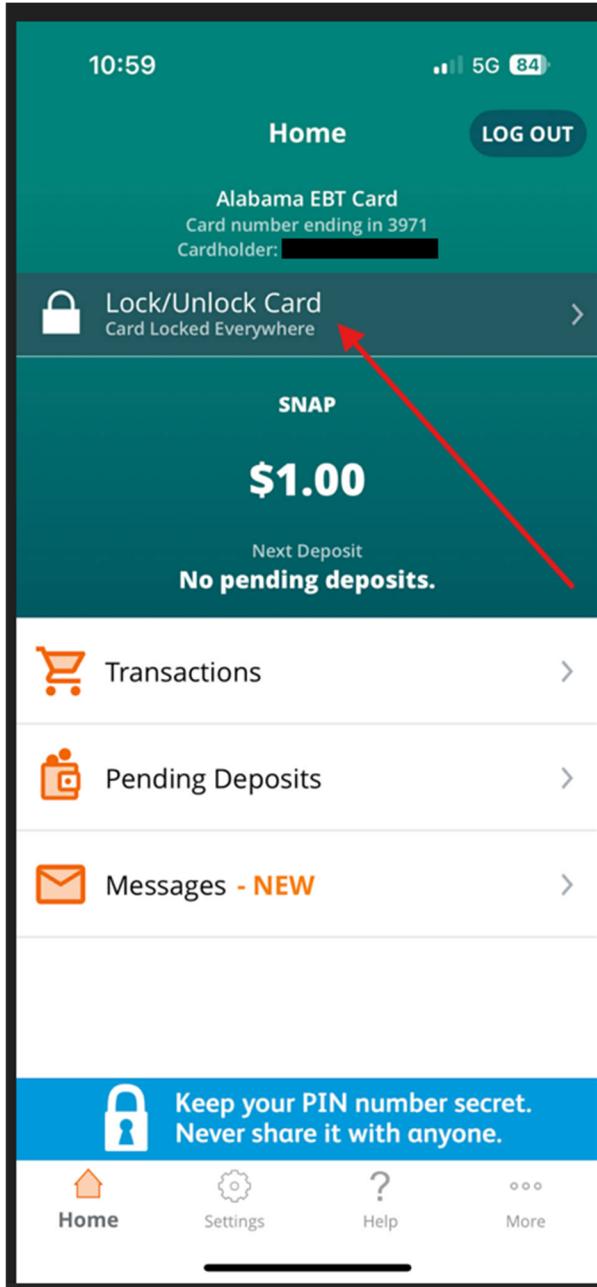
To unlock your EBT card and be able to make purchases in states other than Alabama and online, the cardholder must access the ConnectEBT website (connectebt.com) or Mobile App or (New!) the cardholder can unlock and lock their card by contacting EBT Customer Service.

## ConnectEBT Mobile App

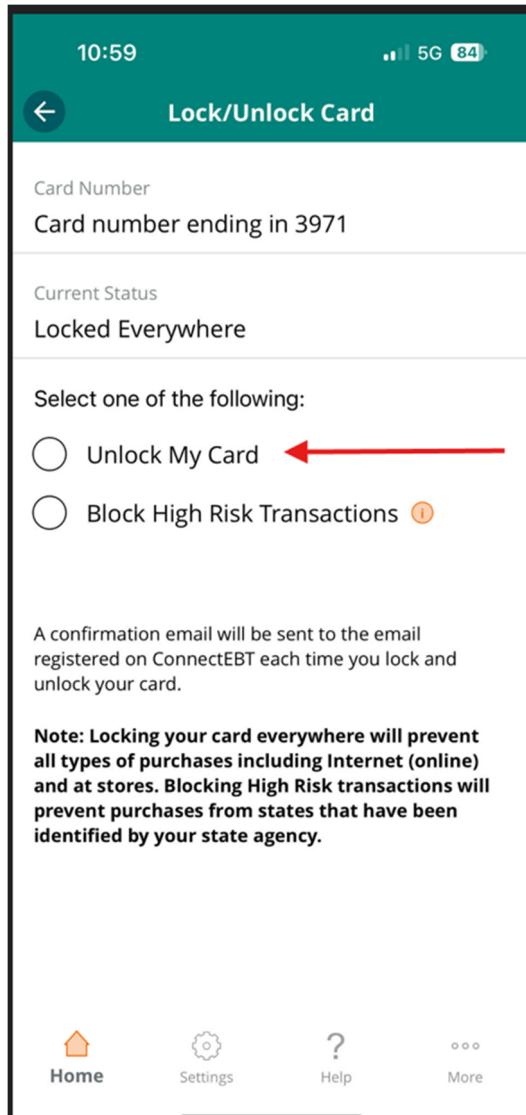
1. Download the ConnectEBT Mobile App.
2. Cardholder will enter their User ID and Password and select “LOG IN”.
  - a. If the cardholder has not yet created a ConnectEBT account, they may select “Create User Account” and follow the instructions.



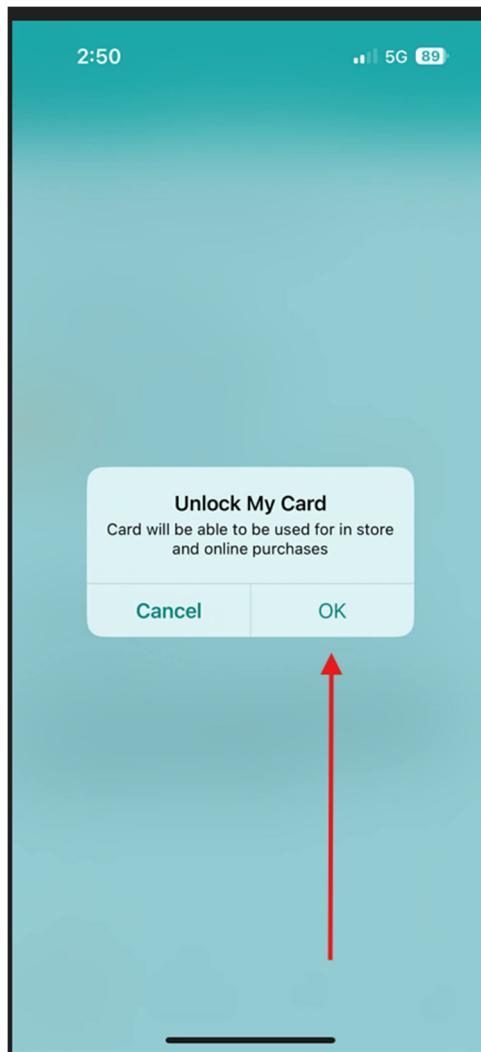
3. The “Lock/Unlock Card” option will be displayed on the home screen. Select “Lock/Unlock Card”.



4. Select “Unlock My Card”.



5. Select OK. Unlocking the card will allow the cardholder to make purchases in store in states other than Alabama and online even if the Division has blocks in place.



6. Select the auto re-lock option if desired, then select Submit. The card will be successfully unlocked.
  - a. DHR recommends the card be automatically re-locked.

