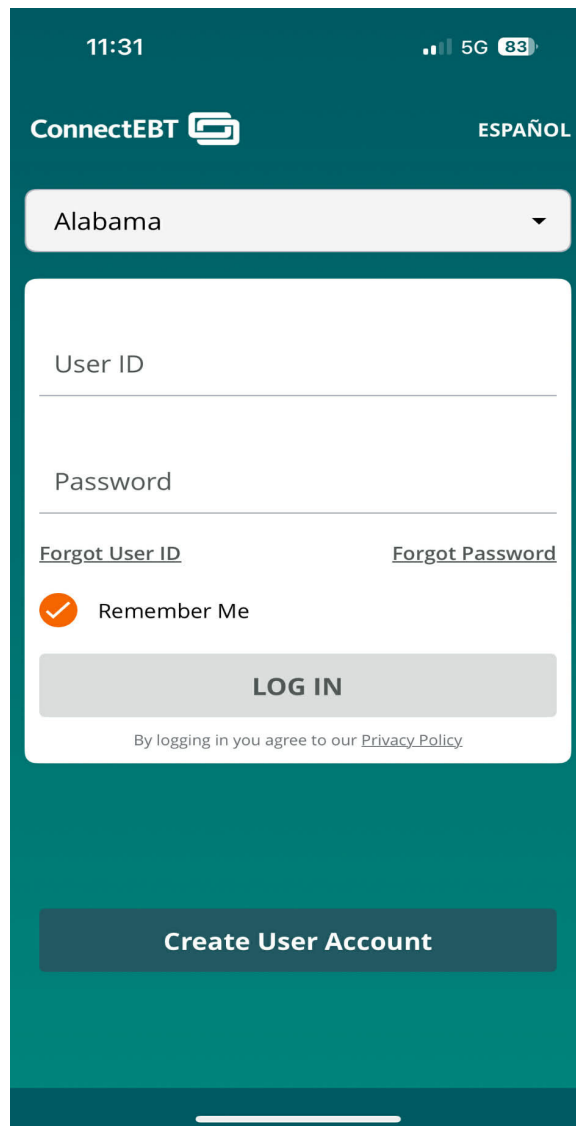


Transaction Lock/Unlock Instructions

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.

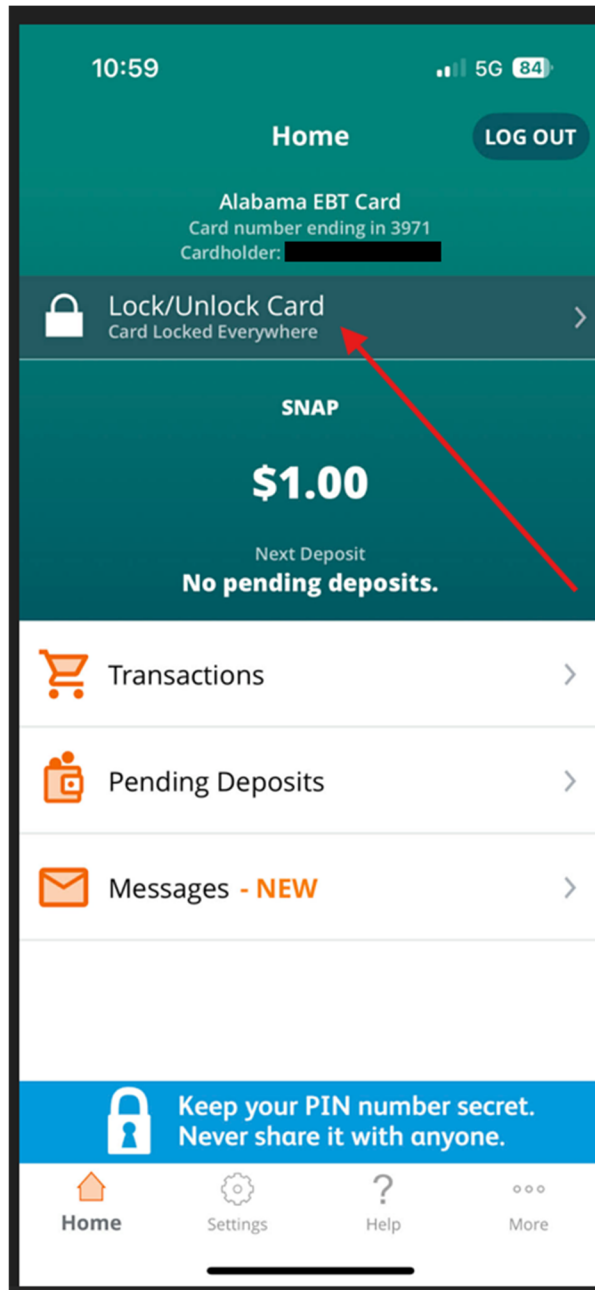
ConnectEBT Mobile App

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.



The screenshot shows the ConnectEBT Mobile App interface. At the top, the status bar displays the time 11:31, 5G signal, and 83% battery. The app header features the ConnectEBT logo and a language toggle set to 'ESPAÑOL'. Below the header is a dropdown menu currently set to 'Alabama'. The main login area contains two input fields for 'User ID' and 'Password'. Below these fields are two links: 'Forgot User ID' and 'Forgot Password'. A checkbox labeled 'Remember Me' is checked. A large grey button labeled 'LOG IN' is positioned below the checkbox. At the bottom of the login area, a small text line reads 'By logging in you agree to our [Privacy Policy](#)'. Below the login area is a dark teal button labeled 'Create User Account'.

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



4. Select “Unlock My Card”.

10:59 5G 84

← Lock/Unlock Card

Card Number
Card number ending in 3971

Current Status
Locked Everywhere

Select one of the following:

☒ Unlock My Card ←

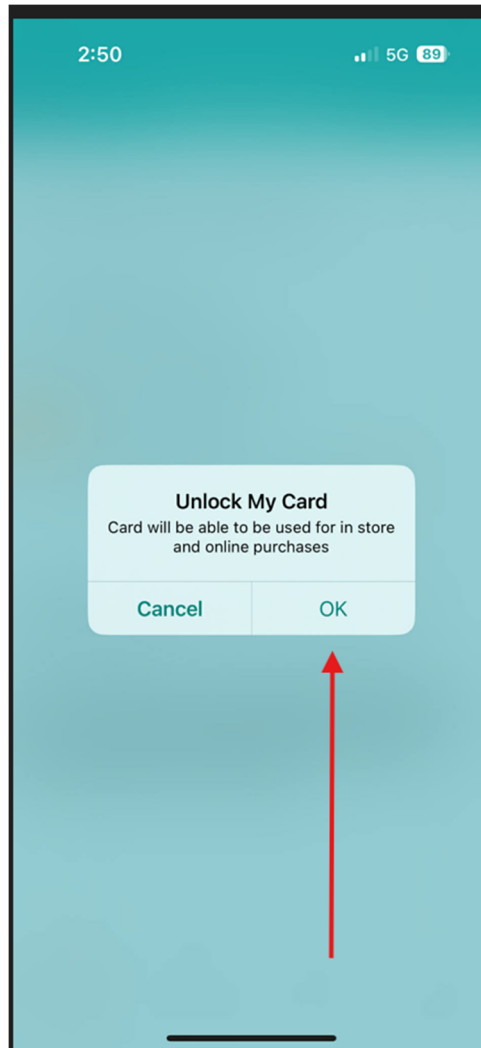
☐ Block High Risk Transactions ⓘ

A confirmation email will be sent to the email registered on ConnectEBT each time you lock and unlock your card.

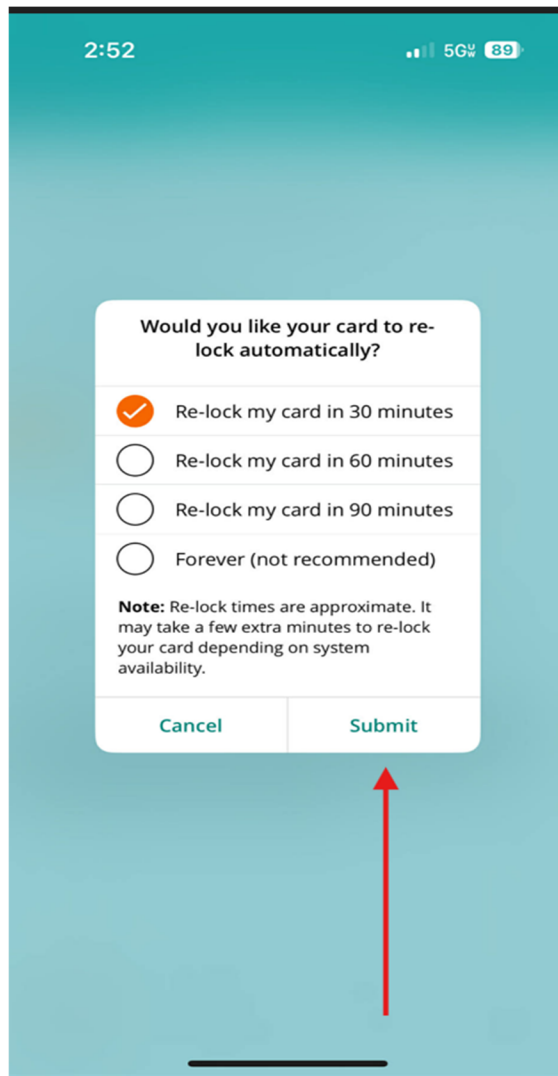
Note: Locking your card everywhere will prevent all types of purchases including Internet (online) and at stores. Blocking High Risk transactions will prevent purchases from states that have been identified by your state agency.

Home Settings Help More

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.



A screenshot of a mobile application interface. At the top, the status bar shows the time 2:52, signal strength, 5G network, and 89% battery. The main screen has a teal gradient background. A white dialog box is centered, titled "Would you like your card to re-lock automatically?". It contains four radio button options: "Re-lock my card in 30 minutes" (selected with an orange checkmark), "Re-lock my card in 60 minutes", "Re-lock my card in 90 minutes", and "Forever (not recommended)". Below these is a note: "Note: Re-lock times are approximate. It may take a few extra minutes to re-lock your card depending on system availability." At the bottom of the dialog are two buttons: "Cancel" and "Submit". A red arrow points upwards from the bottom center of the screen towards the "Submit" button.

2:52 5G 89

Would you like your card to re-lock automatically?

☒ Re-lock my card in 30 minutes

☐ Re-lock my card in 60 minutes

☐ Re-lock my card in 90 minutes

☐ Forever (not recommended)

Note: Re-lock times are approximate. It may take a few extra minutes to re-lock your card depending on system availability.

Cancel Submit