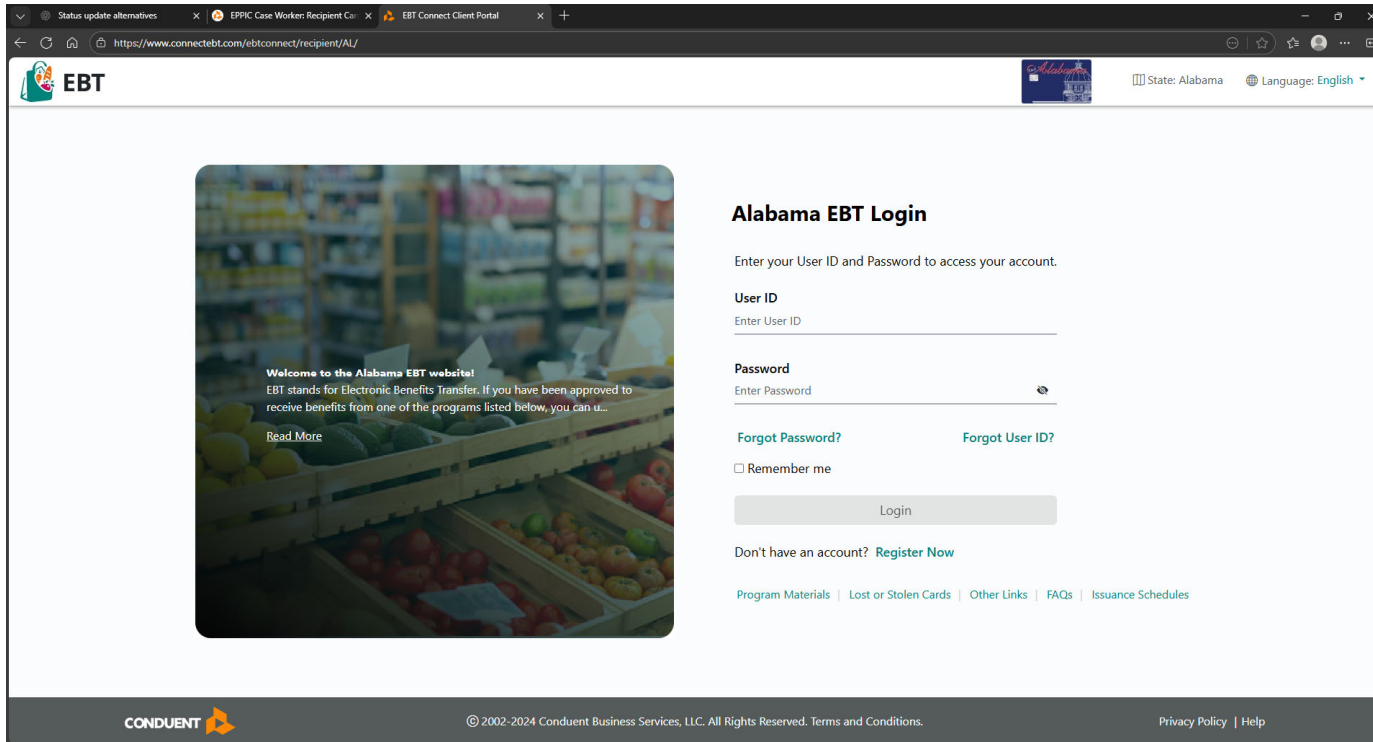


ConnectEBT WEBSITE (connectebt.com)

- 1) Visit connectebt.com.
- 2) Enter your User ID and Password then click “Login”.
 - a. If you do not have a ConnectEBT account, click “Register Now” and follow the instructions.



The screenshot shows a web browser window with the URL <https://www.connectebt.com/ebtconnect/recipient/AL/>. The page features the EBT logo in the top left and the Alabama state flag in the top right, along with "State: Alabama" and "Language: English".

On the left, there is a banner image of a grocery store aisle with a text overlay: "Welcome to the Alabama EBT website! EBT stands for Electronic Benefits Transfer. If you have been approved to receive benefits from one of the programs listed below, you can u...". Below this text is a "Read More" link.



The main heading is "Alabama EBT Login". Below it, a message says "Enter your User ID and Password to access your account.".


The login form includes two input fields: "User ID" with the placeholder "Enter User ID" and "Password" with the placeholder "Enter Password" and an eye icon for toggling visibility. Below these fields are two links: "Forgot Password?" and "Forgot User ID?". There is also a checkbox labeled "Remember me".

A "Login" button is positioned below the form. Below the button, a link says "Don't have an account? [Register Now](#)".

At the bottom of the page, there is a footer with the Conduent logo, the copyright notice "© 2002-2024 Conduent Business Services, LLC. All Rights Reserved. Terms and Conditions.", and links for "Privacy Policy" and "Help".

3) On the home screen, click the tab labeled “Card”. Click “Lock/Unlock Card” from the Card dropdown menu.



State: AlabamaLanguage: English

HomeMy ActivityCardProfile

Report Lost/Stolen/Damaged CardChange PINLock/Unlock Card

Messages

> Chipped EBT Cards are coming soon!

Future Benefits

Program	Future Benefit Amount	Benefit Available Date
No future benefits have been issued.		

Client Cards and Balances

Card Number	Status	Card Issue Date	Card Activation Date	Freeze Date	SNAP Balance
**** * 3971	LOCKED EVERYWHERE	10/30/2025	11/04/2025		\$1.00
				Total Balance	\$1.00

4) Select “Unlock My Card” to allow purchases at all stores outside of Alabama and online.

EBT

Lock/Unlock Card LOCKED EVERYWHERE

State: Alabama Language: English

Home My Activity Card Profile Logout

Lock/Unlock Card

Card Number
Card number ending in **3971**

Current Status LOCKED EVERYWHERE

Lock/unlock your card by selecting the below options:

☒ Unlock My Card

☐ Block High-Risk Transactions

Submit

An Email will be sent to your registered email address after lock/unlock. If you don't see it, check your junk mail folder.

Note: Locking your card everywhere will prevent all types of purchases including Internet (online) and at stores.

[Program Materials](#) | [Lost or Stolen Cards](#) | [Other Links](#) | [FAQs](#) | [Issuance Schedules](#)

- 5) Select the auto re-lock option if desired, then select Submit to unlock the card. The card will be successfully unlocked.
- DHR does not recommend the cardholder keep their card unlocked forever.

The screenshot shows the Alabama EBT Lock/Unlock Card web application. The header includes the EBT logo, the Alabama state logo, and a 'Lock/Unlock Card' button with a padlock icon. The navigation bar has links for Home, My Activity, Card (selected), and Profile. The user is logged in, as indicated by a profile icon and the text 'Logout'. The main content area is titled 'Lock/Unlock Card'. It displays the 'Card Number' as 'Card number ending in 3971'. The 'Current Status' is 'LOCKED EVERYWHERE'. Below this, the user is prompted to 'Lock/unlock your card by selecting the below options:'. There are two radio button options: 'Unlock My Card' (selected) and 'Block High-Risk Transactions'. A 'Submit' button is visible. A modal dialog box is open, asking 'Would you like your card to re-lock automatically?'. It has four radio button options: 'Re-lock my card in 30 minutes' (selected), 'Re-lock my card in 60 minutes', 'Re-lock my card in 90 minutes', and 'Forever(not recommended)'. A note states: 'Note: Re-lock times are approximate. It may takes a few extra minutes to re-lock your card depending on system availability.' The modal has 'Submit' and 'Cancel' buttons. At the bottom of the page, there are links for 'Program Materials', 'Lost or Stolen Cards', 'Other Links', 'FAQs', and 'Issuance Schedules'.

EBT

Alabama

Lock/Unlock Card
LOCKED EVERYWHERE

State: Alabama Language: English

Home My Activity Card Profile Logout

Lock/Unlock Card

Card Number
Card number ending in **3971**

Current Status LOCKED EVERYWHERE

Lock/unlock your card by selecting the below options:

☒ Unlock My Card
☐ Block High-Risk Transactions

Submit

An Email will be sent to your registered email address after lock/unlock. If you don't see it, please check your spam folder.

Note: Locking your card everywhere will prevent all types of purchases including Internet (e-commerce) purchases.

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 takes a few extra minutes to re-lock your card depending on system availability.

Submit Cancel

Program Materials | Lost or Stolen Cards | Other Links | FAQs | Issuance Schedules