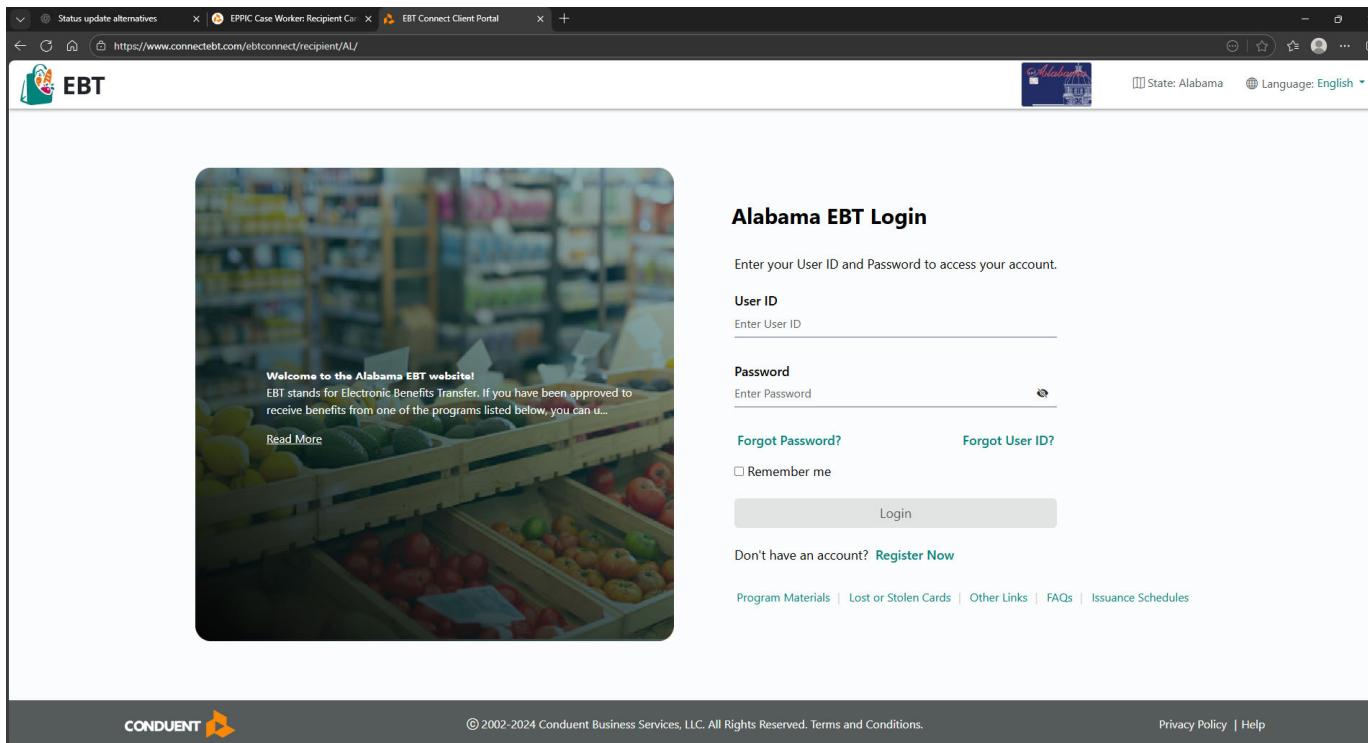
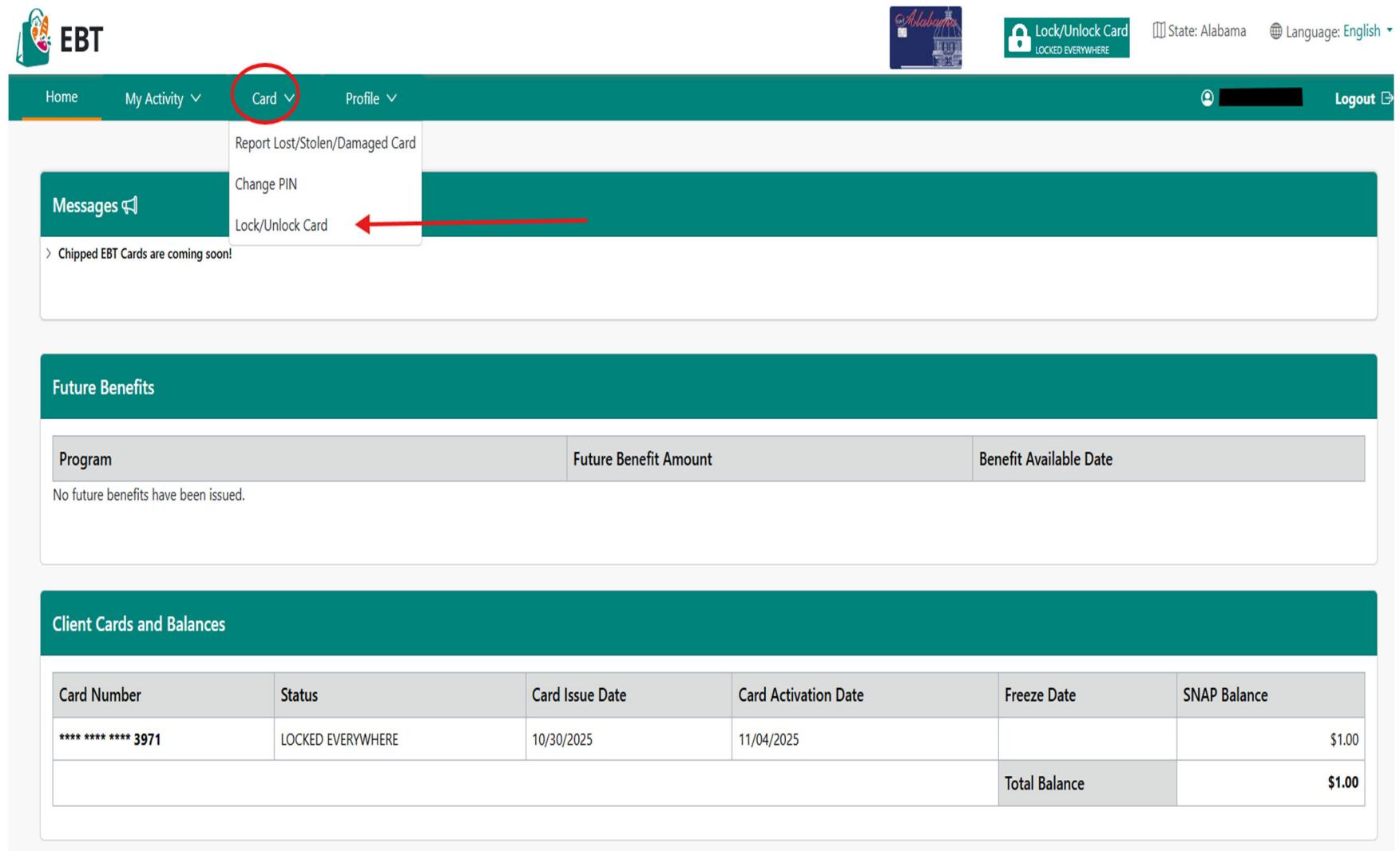


ConnectEBT WEBSITE (connectebt.com)

- 1) Visit [connectebt.com](https://www.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.



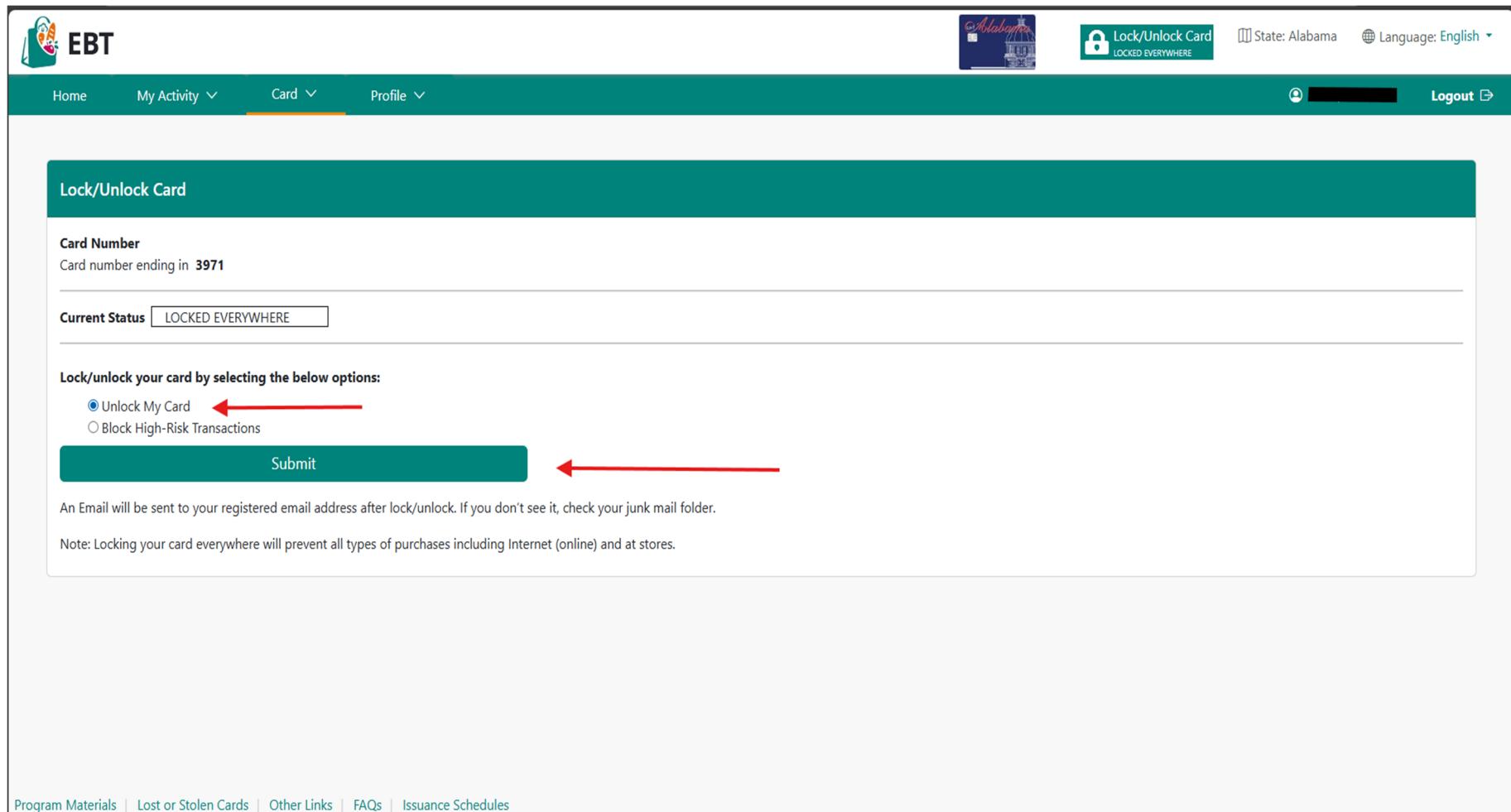
3) On the home screen, click the tab labeled “Card”. Click “Lock/Unlock Card” from the Card dropdown menu.



The screenshot shows the Alabama EBT website interface. At the top, there is a navigation bar with tabs: Home, My Activity, Card (which is circled in red), and Profile. Below the navigation bar, there is a sidebar with a 'Messages' section containing a message about chipped EBT cards. The main content area has a teal header 'Future Benefits' and a table with three columns: Program, Future Benefit Amount, and Benefit Available Date. A message states 'No future benefits have been issued.' Below this is another teal header 'Client Cards and Balances' and a table with columns: Card Number, Status, Card Issue Date, Card Activation Date, Freeze Date, and SNAP Balance. The card listed has a status of 'LOCKED EVERYWHERE'. A summary row at the bottom shows a 'Total Balance' of '\$1.00'.

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

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.
a. DHR does not recommend the cardholder keep their card unlocked forever.

EBT

Home My Activity Card **Card** Profile Logout

State: Alabama Language: English

Lock/Unlock Card

Card Number
Card number ending in **3971**

Current Status **LOCKED EVERYWHERE**

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

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

Note: Locking your card everywhere will prevent all types of purchases including Internet purchases.

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