# ebtEDGE Mobile Application and Web-enabled Cardholder Portal

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On November 10, 2023, the State of California is launching a new tool for EBT Cardholders to better protect Cardholder's account(s) and their benefits.

The current Cardholder Website (www.ebt.ca.gov) will be upgraded to the ebtEDGE Mobile Application and Web-enabled Cardholder Portal. This new portal will give California EBT Cardholders more control of their card(s) and introduce new security features such as PIN changes, the ability to freeze cards when not in use, blocking of out-of-state transactions, and other card management features. Additionally, cardholders will have access to secure log-in through device biometrics, which will allow users to use Touch ID or Facial Recognition to sign into the application instead of entering their User ID and Password each time.

The FIS ebtEDGE Mobile Application and Web-enabled Cardholder Portal is already available in other states and is shown in the app stores as ebtEDGE. California EBT Cardholders will be able to download the ebtEDGE Mobile App from the Apple App Store for iPhone or the Google Play Store for Android devices.

California anticipates ebtEDGE will go live at 9:00 am Pacific Time, November 10, 2023.

## Enhanced Security using ebtEDGE

1. **Manage PIN:**
   Ability to change EBT card PIN whenever and as often as needed.

2. **Card Freeze/Unfreeze:**
   Ability to lock or "Freeze" access to benefits on your EBT card and unlock or "Unfreeze" access to your EBT card, in real-time.

3. **Transaction Blocking (Out-of-State or Internet Purchases):**
   Ability to block transactions from occurring Out-of-State and/or Internet Purchases, and the EBT Cardholder can turn these features on and off using a computer or mobile device.

4. **Request a Replacement Card:**
   Ability to request a replacement card if the card is compromised, damaged, lost, or stolen.

5. **Biometrics Access:**
   EBT Cardholders are encouraged to use biometric access such as Touch ID or Facial Recognition enabled on your mobile device to securely log in.

## Useful Information

About ebtEDGE Mobile Application

ebtEDGE Frequently Asked Questions

ebt.ca.gov