



ebtEDGE Mobile Application and Web-enabled Cardholder

What's Available?

Features	Details
Block internet transactions temporarily	The EBT Cardholder can block internet transactions when there is no intention to complete a purchase online. The EBT Cardholder can unblock the internet transaction if they want to complete a transaction online.
Block out of state transactions temporarily	The EBT Cardholder can block out of state transactions when there is no intention to complete a transaction outside of the state of California. The EBT Cardholder can unblock out of state transactions if they expect to complete a transaction outside of the state of California.
Freeze/unfreeze card	The EBT Cardholder can freeze their card if lost, stolen or as a precautionary preventative measure. The EBT Cardholder can unfreeze their card when they have located it, are certain it has not been stolen or they expect to make a purchase.
Card replacement	The EBT Cardholder can request a replacement card using the mobile or web-enabled application.
Biometrics to login	The EBT Cardholder can use biometrics (fingerprint or facial recognition) to login if their mobile or web-enabled device has these additional security features.
Forgot User ID	The EBT Cardholder can request their User ID by selecting "Trouble Signing In", choosing "Forgot User ID" and entering their email address.
Update Challenge Questions/Responses	The EBT Cardholder can update any of the available fields with their current information any time they are logged in.
Update email address	
Set language preference	
English and Spanish Options	
Core pages, such as the Login, Trouble Signing In, Register, Welcome, and Account Services (including Change Password, Update User Information, and Security Settings) are readily available without requiring any additional configuration.	The EBT Cardholder can request different languages for the core pages of the application. Available languages are English, Spanish, Haitian Creole, Arabic, Polish, Russian, and Chinese (Mandarin).
Other pages including PIN Select, Replace Card, Alerts, Account Summary, Help Center, Statements, Disputes, My Offers, and Freeze card.	Languages that are supported on these pages are in English and Spanish.
View dispute status	Disputes will continue to be entered using existing processes. The EBT Cardholder can view the status of any dispute.
Delete account and profile from application	The EBT Cardholder can select "Delete User Profile" on the Account Services section of the Account Summary page. To ensure an EBT Cardholder is certain they wish to remove a profile, the application will prompt for a confirmation to select "Delete" or "Do Not Delete".
Change Password	The EBT Cardholder can change their password on the "Services Page".
Forgot Password	The EBT Cardholder can request their Password by selecting "Trouble Signing In", choosing "Forgot Password" answer Security Questions and enter email and they will receive a temporary password via email.
Unlock Account	The EBT Cardholder will receive an email with a link to unlock their account.
Requires Email Address to Register	The EBT Cardholder is required to have an Email Address to manage their ebtEDGE Mobile Application and Web-enabled Cardholder Portal account.
Requires two-qualifying types of personal identifiable information to Register	The EBT Cardholder will be required to validate two qualifying types of personal identifiable information.
View Account Balance	The EBT Cardholder can view their account balance for both cash and food benefits.
Register phone number so user can text to FIS for Balance and last 5 transactions	The EBT Cardholder can register their cell number so they can send a text requesting their Balance and the last 5 transactions.
View Transactions	The EBT Cardholder can view up to 365 days of transactions in the "Transaction History" page.
Locator Tool for FNS Authorized Stores	The EBT Cardholder can find stores authorized to accept EBT Cards.
Help Center	The EBT Cardholder will have access to assistance in the ebtEDGE Mobile Application and Web-enabled Cardholder Portal "Help Center".
Food Benefit Schedule	Available to the EBT Cardholder in the "Help Center."
Cash Benefit Schedule	Available to the EBT Cardholder in the "Help Center."
Shows Surcharges Accrued for the Month	The EBT Cardholder can view Surcharges for the month by selecting "Account Services" from the top banner.
Shows Surcharges Accrued for the Previous Month	The EBT Cardholder can view Surcharges for the previous month by selecting "Account Services" from the top banner.
Shows Surcharges Accrued for the Year to Date	The EBT Cardholder can view Surcharges accrued for the year by selecting "Account Services" from the top banner.



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Allows Option to Show only Cash Transactions or Food Transactions	The EBT Cardholder can sort by "Transaction Type" to see All, Food or Cash transactions by selecting "Account Services" from the top banner.
Shows Correction Request Status	The EBT Cardholder can request changes to their account information such as name, address or phone number by selecting "Account Services" from their "Correction Request" and follow prompts.
Locator Tool for ATMs	The EBT Cardholder can locate ATMs by selecting the "Locate Button" on the bottom right of the app and enter their zip code or city information.
Locator Tool Search for ATMs by Surcharge Amount	The EBT Cardholder can locate ATMs by Surcharge Amount by selecting the "Locate Button" on the bottom right of the app and enter their zip code or city information.
Locator Tool for Farmers Markets	The EBT Cardholder can locate Farmers Markets by selecting the "Locate Button" on the bottom right of the app and enter their zip code or city information.
Locator Tool for RMP	The EBT Cardholder can locate Retailer Markets by selecting the "Locate Button" on the bottom right of the app and enter their zip code or city information.
Print, Download, and Share Transaction History	The EBT Cardholder clicks on "Transaction History" to "Print" select the "Print button", to "Download" select the "Download button" and to share either Print or Download to share.
Print, Download, and Share Food and Cash Locations	The EBT Cardholder clicks on "Food and Cash Locations" to "Print" select the "Print button", to "Download" select the "Download button" and to share either Print or Download to share.
Two-Month Transaction History Statement Mailed	The EBT Cardholder can call the toll-free number and request a two (2) month printed statement of their account history to be mailed.
List of Surcharge-Free ATM Networks	The EBT Cardholder can obtain a list of "Surcharge-Free ATM Networks" this list differs for each state.

For instructions on downloading and using the ebtEDGE Mobile Application on your mobile device please visit the following link:

<https://www.fisglobal.com/en-gb/ebtedgemobile>

The ebtEDGE Web-enabled The EBT Cardholder Portal can be accessed by visiting the following link:

<https://www.ebt.ca.gov/>

EBT Customer Service is available 24 hours a day 7 days a week to assist, and can be reached using either of the following methods:

Customer Service Email	ebtEDGE.Cardholder.portal@fisglobal.com
Toll-Free Customer Service Number*	877-328-9677 *also found on back of EBT Card