

HOW TO LOCK/ UNLOCK YOUR EBT CARD



Lock Your Ohio EBT Card to Stop Theft

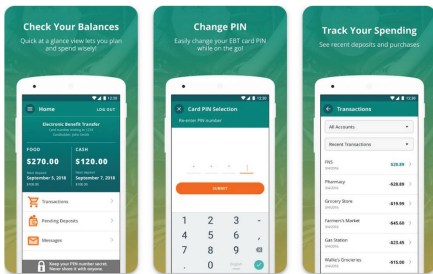
Ohioans have a quick and easy way to protect their Electronic Benefit Transfer (EBT) cards from scammers who attempt to steal food benefits.

Use the **Lock/Unlock** Card feature to secure your **Ohio Direction Card** and protect your benefits!

Locking your card is easy. Follow these simple steps:



ConnectEBT
Conduent Incorporated



The ConnectEBT app is the only official SNAP app for Ohioans.

Beware of unofficial apps that ask for your login. They could put your benefits at risk.

Connect EBT is available for free in the Apple App Store and Google Play.

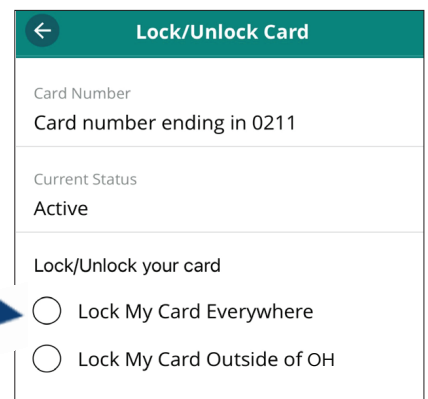
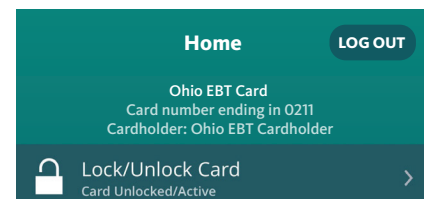
1. Download or open the official **ConnectEBT app** on your mobile device.
2. Securely **log in** to your account in the app.
3. Tap the **“Lock/Unlock Card”** icon on the home screen.
4. Select **“Lock My Card Everywhere”** and tap **OK**.
5. Can't log in? Call **866-386-3071** for support.

Lock My Card Everywhere

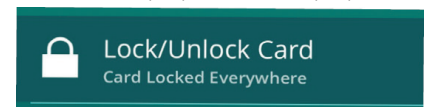
Card will be locked for in store and online purchases

Cancel

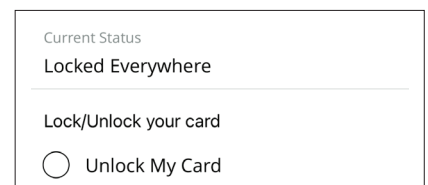
OK



The icon shows if your card is currently locked (🔒) or unlocked (🔓).



- To unlock, select **“Unlock My Card”** and tap **OK**.



Your card is now locked and your benefits are protected!

When you go shopping, unlock your card in the app and lock it again after checkout.

Protect your benefits from theft with the official ConnectEBT app or at ConnectEBT.com.