

HOW TO LOG IN

ebtEDGE Mobile Application and Web-Enabled Cardholder's Portal

This document is to demonstrate how to log into the new ebtEDGE Cardholder portal from your Web Browser and on your mobile device.

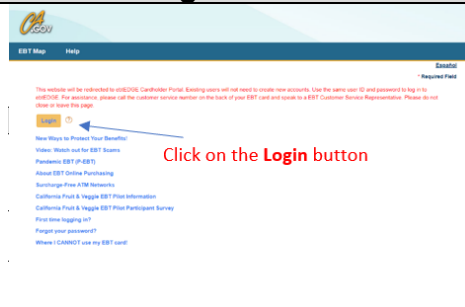
Logging in from your Computer / Laptop:


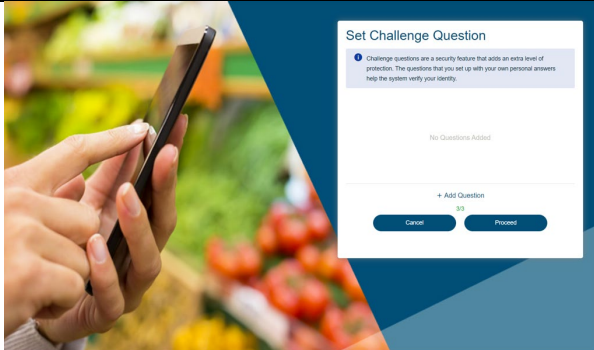
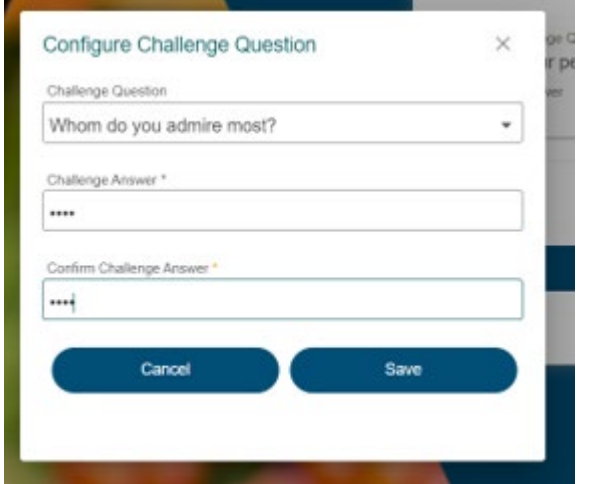
If you currently have a User ID and Password for the ebt.ca.gov portal and you have logged in at least once since August 30, 2022, your account will be migrated to the new ebtEDGE Portal.


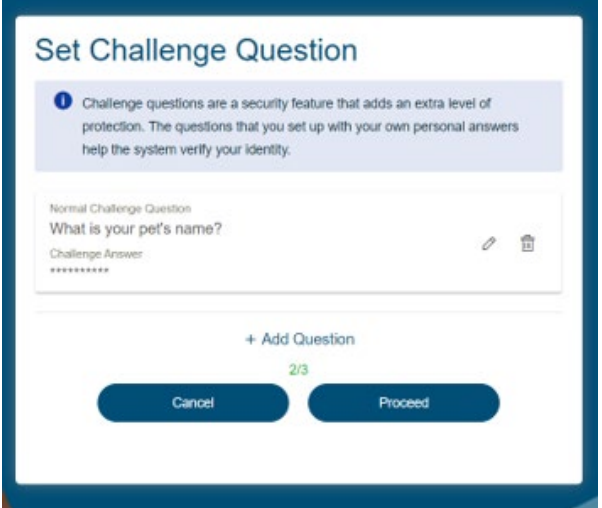
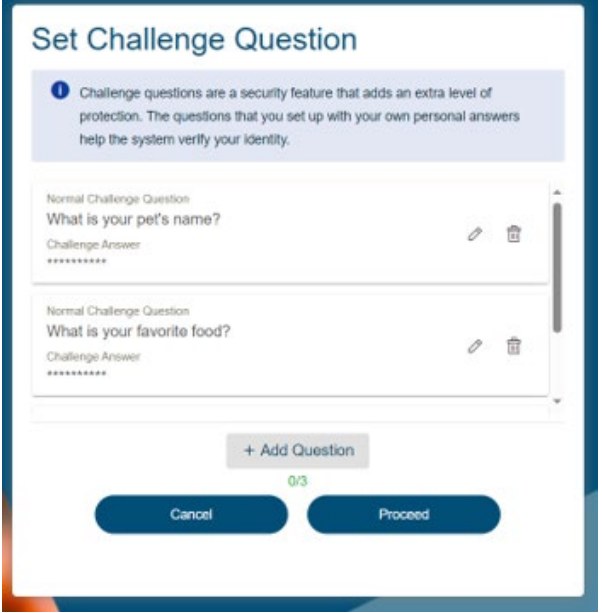
NOTE: There will be one exception that will cause a User Accounts to **NOT** be migrated over:

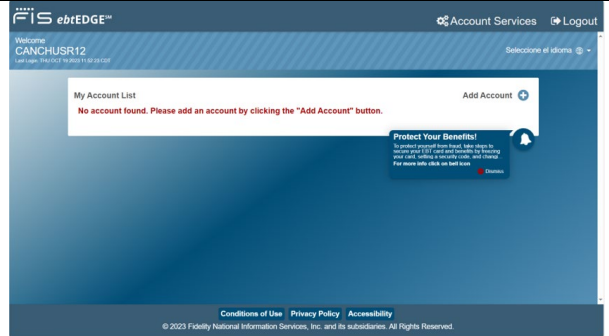

- A User ID that is a duplicate on the **National Website** will receive a message that your **User ID is invalid; and a new login registration will be required**. These users will need to create a **new Account** by clicking on **“Register Here”** on the Login page (*see instructions below*).

Logging in from <https://www.ebt.ca.gov> with an existing account:

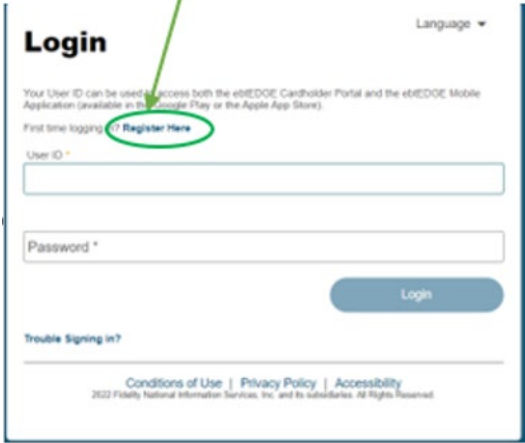

Step	Action	Result	Screen Image
1	Log into: https://www.ebt.ca.gov/cardholder/	The old EBT login page will display with a gold Login Button	



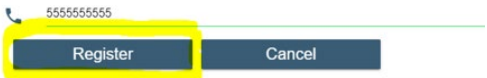
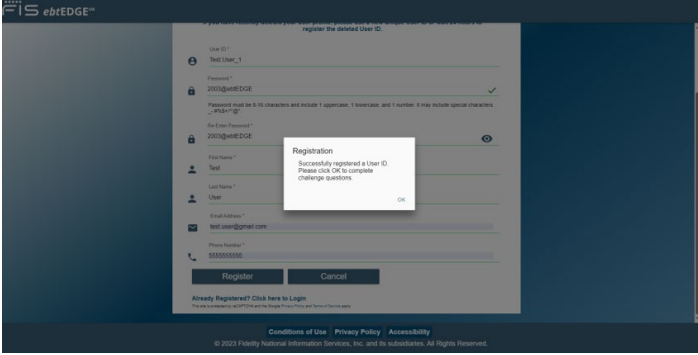
Step	Action	Result	Screen Image
2	Click on the Login button	The ebtEDGE login page will display	
3	Log in using existing User ID and Password	Successfully logging in for the very first time will need to complete the Challenge Questions for added security . The Set Challenge Questions will display.	
4	Click Proceed to select Challenge Question 1 and to provide your answer to Challenge Answer * and to Confirm Challenge Answer*.	The Question and Answers will be displayed	

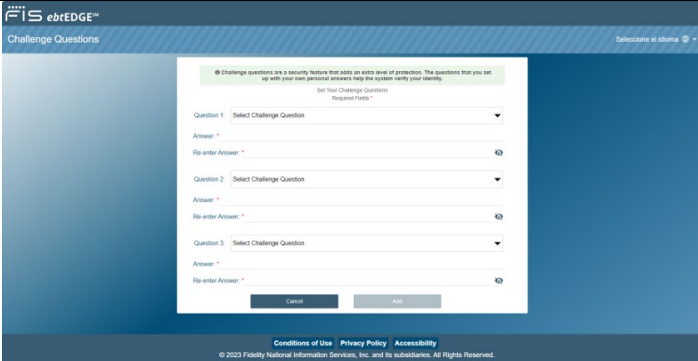
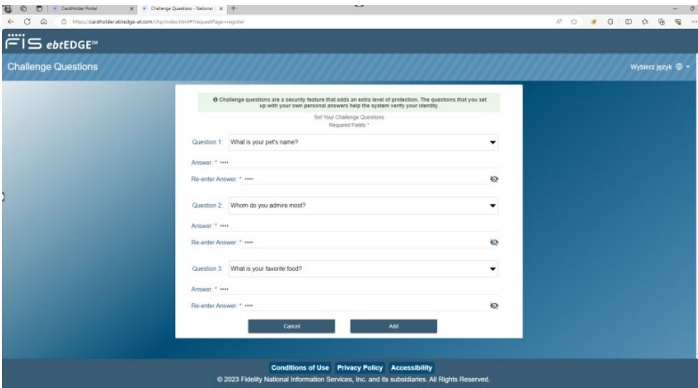
Step	Action	Result	Screen Image
5	<p>Click on “Save”</p>  <p>to save question and responses.</p>	<p>The Set Challenge Question page displays with 1 complete question and response.</p>	
6	<p>Repeat Steps 4 and 5 above to set challenge question 2 and 3 with responses.</p>	<p>The “Set Challenge Question” page displays with Questions 1, 2, and 3 completed.</p>	

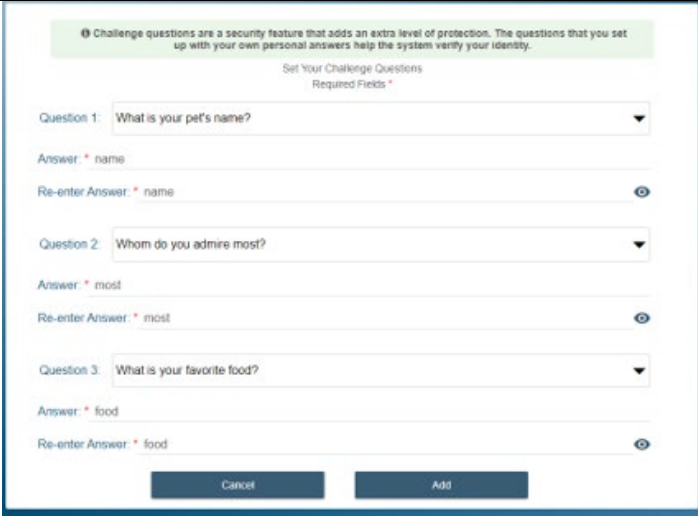
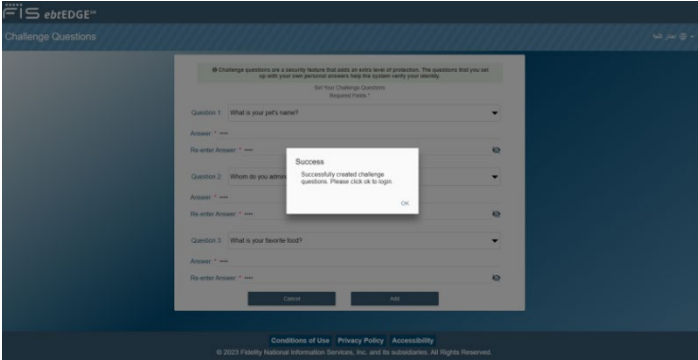
Step	Action	Result	Screen Image
7	Click proceed to complete logging into your Account.	If you have no EBT Card attached, the Account List will display with message No account found. Please add an account by clicking the “Add Account” button.	
8	If you already have an account attached to your Login	The ebtEDGE Welcome Page will display with the account(s) registered to your User ID.	
9	If you are still having trouble	Please contact the Customer Service Line Number	1-(877)-328-9677


Logging in and Registering for the first time:

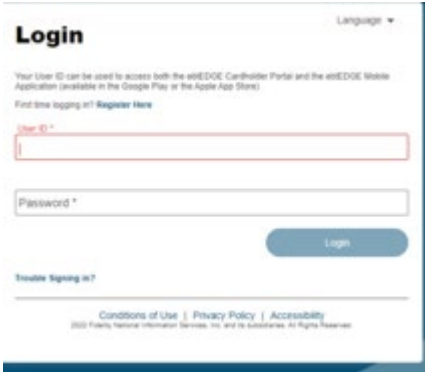
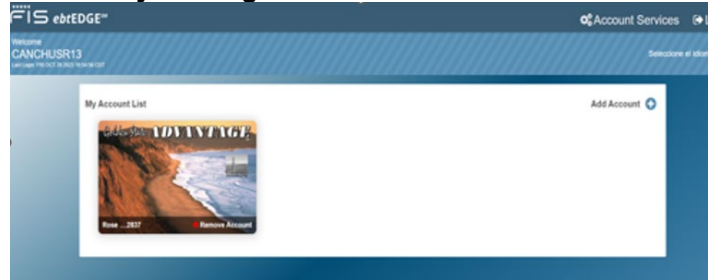

Step	Action	Result	Screen Image
10	<p>A. If it is your first-time logging into ebtEDGE.</p> <p>or</p> <p>B. If you receive a message: “Your User ID is invalid; and a new login registration will be required”.</p>	<p>Click on “Register Here” on the Login Page to register for a new ebtEDGE User Account.</p> 	

Step	Action	Result	Screen Image
11	<p>If you want to return to the previous page before completing registration, click “Cancel” on the bottom of the Registration page.</p>	 <p>The Login page will display.</p>	
12	<p>If you wish to register, from the Registration page complete the profile information.</p> <p>User ID must contain:</p> <ul style="list-style-type: none"> At least one (1) letter Can contain number(s) Can contain special characters such as: <code>_-%#\$+?^.</code> <p>Password must be 8-16 characters and include:</p> <ul style="list-style-type: none"> One (1) uppercase One (1) lowercase One (1) number It may include special characters such as <code>_-%#\$+?^.'@"</code> <p>Click “Register” on the bottom of the Registration page.</p>	 <p>“Registration Successfully registered a User ID. Please click OK to complete challenge questions.”</p>	

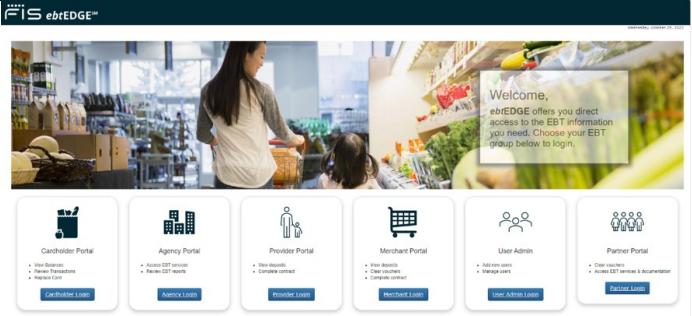

Step	Action	Result	Screen Image
13	Click OK on the Registration message	The Challenge Questions page will display.	
14	Click on the drop-down for Question 1 . Repeat for Questions 2 and 3	The selection of questions will display.	<ul style="list-style-type: none"> - What is your biggest passion? - What is your favorite food? - What is your favorite song? - Whom do you admire most? - What is your favorite color? - Where were you born? - What is your pet's name?
15	Provide a response: Answer	Answer will be masked in Answer field.	
16	Re-enter Answer	Re-entered answer will be masked in the Re-enter Answer field	

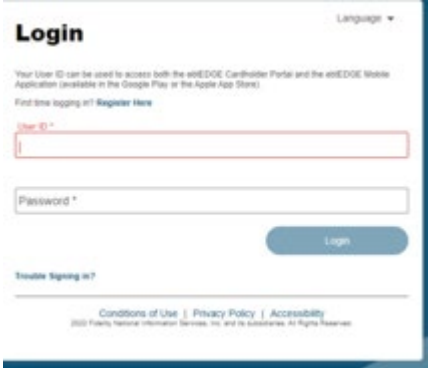
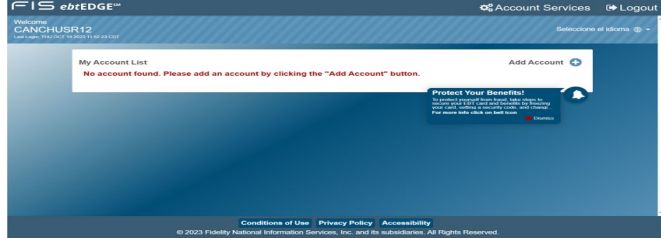
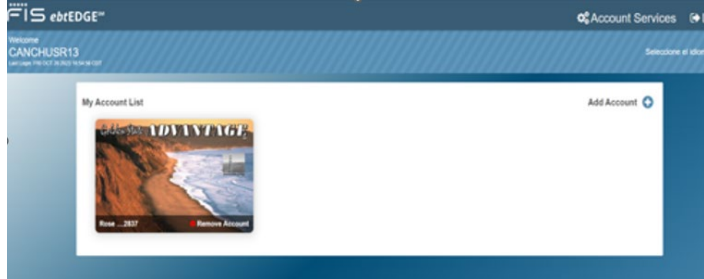

Step	Action	Result	Screen Image
17	By clicking the eye icon to the far right of the Answer you can display your response	The Answer and Re-enter Answer are displayed	
18	Successfully complete challenge questions	Success message will display: Success Successfully created challenge questions. Please click ok to login.	

Step	Action	Result	Screen Image
19	Click on “OK” on the Success message	The Login page will display.	

Step	Action	Result	Screen Image
20	<p>Login using your existing or newly created “User ID” and “Password” on the “Login page”.</p> 	<p>The Welcome page will display.</p>	<p>FIS ebtEDGE™ Account Services Logout</p> <p>Welcome CANCHUSR12</p> <p>My Account List</p> <p>No account found. Please add an account by clicking the "Add Account" button.</p> <p>Add Account</p> <p>Protect Your Benefits!</p> <p>Conditions of Use Privacy Policy Accessibility</p> <p>© 2023 Fidelity National Information Services, Inc. and its subsidiaries. All Rights Reserved.</p> <p>If you have no EBT Card attached, the Account List will display with message No account found. Please add an account by clicking the “Add Account” button.</p>  <p>ebtEDGE Welcome page – This is an example of how your “Welcome Page” may look if you only have 1 EBT Card.</p>  <p>ebtEDGE Welcome page – This is an example of how your “Welcome page” may look, if you have multiple EBT Cards or, PEBT Cards.</p>

Logging in from ebtEDGE.com

Step	Action	Result	Screen Image
21	Log into ebtEDGE from: https://www.ebtedge.com/	The ebtEDGE Landing page will display	
22	Click on the “ Cardholder Login ” button	The Login page will display	

Step	Action	Result	Screen Image
23	<p>Login using your existing or newly created “User ID” and “Password” on the “Login page”.</p> 	The Welcome page will display.	 <p>If you have no EBT Card attached, the Account List will display with message No account found. Please add an account by clicking the “Add Account” button.</p>  <p>ebtEDGE Welcome page – This is an example of how your “Welcome Page” may look if you only have 1 EBT Card.</p>  <p>ebtEDGE Welcome page – This is an example of how your “Welcome page” may look, if you have multiple EBT Cards or, PEBT Cards.</p>

Step	Action	Result	Screen Image
24	If you are still having trouble	Please contact the Customer Service Line Number	1-(877)-328-9677

Logging in from your Mobile Device:

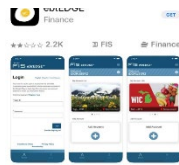
ebtEDGE Mobile Application and QR Codes



Figure 7: ebtEDGE Android ebtEDGE Mobile Application





ebtEDGE Apple iPhone Application and QR Codes

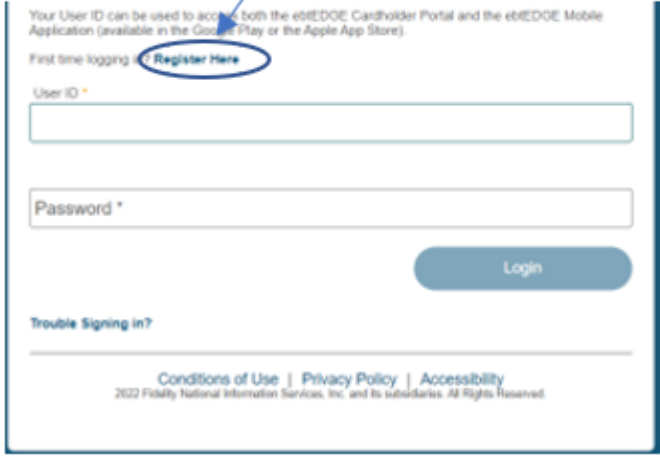


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NOTE: There will be one exception that will cause a User Accounts to **NOT** be migrated over.

- A User ID that is a duplicate on the **National Website** will receive a message that **Your User ID is invalid, and a new login registration will be required.** These users will need to create a “**New Account**” by clicking on “**Register Here**” on the “**Login page**” (*see instructions below*).

Step	Action	Result	
1	If you have an android phone download the ebtEDGE Application from the Google Play Store “Click install”.	The ebtEDGE App will download and install on your mobile device	<p>ebtEDGE Mobile Application and QR Codes</p>  <p>Figure 7: ebtEDGE Android ebtEDGE Mobile Application</p>
2	If you have an iPhone download the ebtEDGE Application from the Apple App Store “Click install”.	The ebtEDGE App will download and install on your mobile device	<p>ebtEDGE Apple iPhone Application and QR Codes</p> 

Step	Action	Result	
3	Open the App and “ click Login ” from your phone	The ebtEDGE Login page will display	<p>Click on “Register Here” on the Login page to register for a new ebtEDGE User Account.</p> 
4	Go up to steps 2-19 above	Follow steps 2-19 in the previous section.	You will be able to successfully log in and set Challenge Questions.
5	If you are still having trouble	Please contact the Customer Service Line Number	1-(877)-328-9677