



## South Carolina Electronic Benefit Transfer (EBT) Program

### **CLIENT** Instruction Guide for Locking/Unlocking EBT card

April 28, 2026

Version 1



# Table of Contents

<b>Introduction</b> .....	3
<b>Transaction Lock/Unlock Instructions</b> .....	4
<b>EBT Cardholder Portal (<a href="http://connectebt.com">connectebt.com</a>)</b> .....	4
<b>ConnectEBT Mobile App</b> .....	6
<b>EBT Customer Service IVR (1-800-554-5268)</b> .....	9

# Introduction

**Effective April 28, 2026, DSS will block all out-of-state and all online EBT transactions.**

While these blocks are active, all SC EBT cards will automatically be placed in a “Block High-Risk Transactions” status. Cards in this status will not be able to complete EBT purchases outside of South Carolina or online. All in-state purchases will process normally.

South Carolina EBT cardholders will continue to have flexibility and control over their accounts. If a cardholder needs to make an out-of-state or online purchase, they must first unlock their card using the **ConnectEBT** Mobile App, **ConnectEBT website** (ConnectEBT.com), or by calling the **EBT Customer Service IVR** at 1-800-554-5268.

**EBT returns** - EBT card returns are always allowed, regardless of lock/block status of the EBT card.

**Balance inquiries**— EBT card balances will continue to be displayed on all successful EBT transactions. However, balance inquiries will be blocked at the Point of Sale (POS) device when attempted from any physical location within a state designated by DSS as high-risk. Internet and online balance inquiries will also be blocked.

Cardholders will still have access to their balance through the IVR system at all times, regardless of whether their card is locked, or they are calling from a DSS-blocked high-risk state.

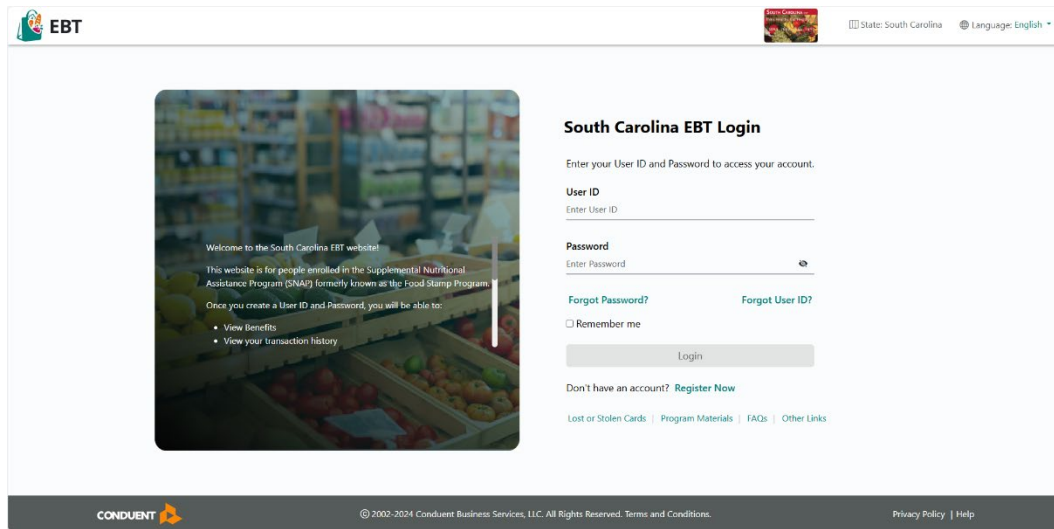
This guide provides step-by-step instructions on how to unlock South Carolina EBT cards using the mobile app, website, or via telephone.

# Transaction Lock/Unlock Instructions

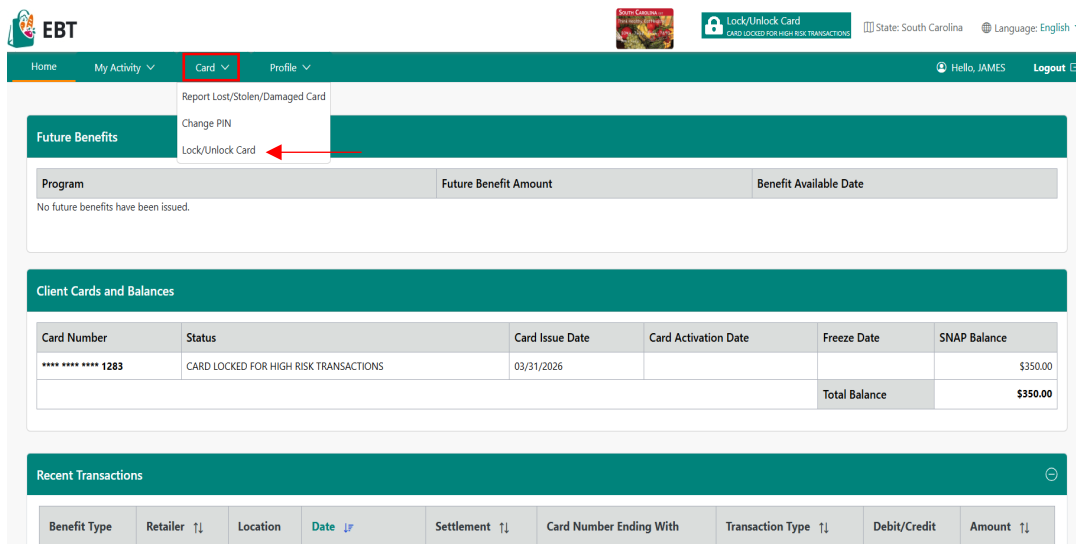
To unlock a South Carolina EBT card for use in other states and for online purchases, the cardholder can visit the **EBT Cardholder Portal** (connectebt.com), use the **ConnectEBT Mobile App** or contact the **EBT Customer Service Call Center** (1-800-554-5268).

## EBT Cardholder Portal (connectebt.com)

1. To **unlock** a South Carolina EBT card, visit the EBT Cardholder Portal at <https://www.connectebt.com/ebtconnect/recipient/SC/>.



2. Enter your User ID and Password, then select **“Login.”** If you ***do not have*** a ConnectEBT account, select **“Register Now”** and follow the on-screen instructions.
3. After logging in, the **Home Screen** will appear. To **unlock** your EBT card, click the **“Card”** tab at the top of the screen. From the dropdown menu, select **“Lock/Unlock Card.”**



4. On the **Lock/Unlock** screen, select the **“Unlock My Card”** option to allow purchases at all SNAP-authorized retailers **outside** of South Carolina and **online**. Then click **“Submit.”**

The screenshot shows the EBT Lock/Unlock Card interface. At the top, there is a navigation bar with 'Home', 'My Activity', 'Card', and 'Profile' tabs. The 'Card' tab is active. The main content area is titled 'Lock/Unlock Card'. It displays the card number as 'Card number ending in 1283' and the current status as 'CARD LOCKED FOR HIGH RISK TRANSACTIONS'. Below this, there is a section titled 'Lock/unlock your card by selecting the below options:' with two radio button options: 'Unlock My Card' (which is selected) and 'Lock My Card Everywhere'. A red box highlights these options, and a red arrow points to the 'Unlock My Card' option. Below the options is a 'Submit' button. At the bottom, there is a note: '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. Blocking High Risk transactions will prevent purchases from states that have been identified by your state agency (AL,AK,AZ,AR,CA,CO,CT,DE,FL,GA,HI,IL,IN,IA,KS,KY,LA,ME,MD,MA,MI,MN,MS,MO,MT,NE,NV,NH,NJ,NM,NY,NC,ND,OH,OK,OR,PA,RI,SD,TN,TX,UT,VT,VA,WA,WV,WI,WY) and all Internet (online) transactions.'

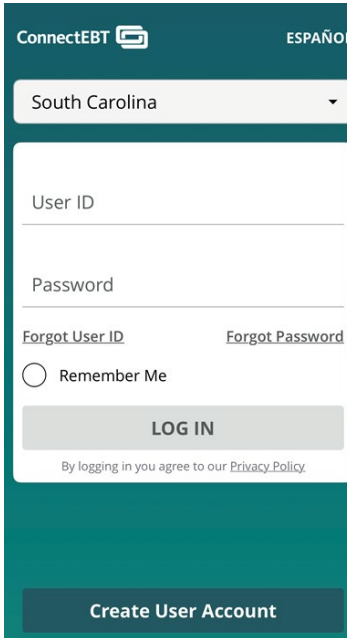
5. To complete the process, you **must** choose an **auto re-lock option**. After selecting your preferred option, click **“Submit”** again. Your card will then be successfully unlocked.

The screenshot shows the EBT Lock/Unlock Card interface with a dialog box open. The dialog box is titled 'Would you like your card to re-lock automatically?' and has four radio button options: 'Re-lock my card in 30 minutes' (selected), 'Re-lock my card in 60 minutes', 'Re-lock my card in 90 minutes', and 'No (not recommended)'. Below the options is a note: 'Note: Re-lock times are approximate. It may take a few extra minutes to re-lock your card depending on system availability.' At the bottom of the dialog box are 'Submit' and 'Cancel' buttons. The background of the main interface is dimmed.

**It is not recommended that cardholders keep their card unlocked indefinitely.**

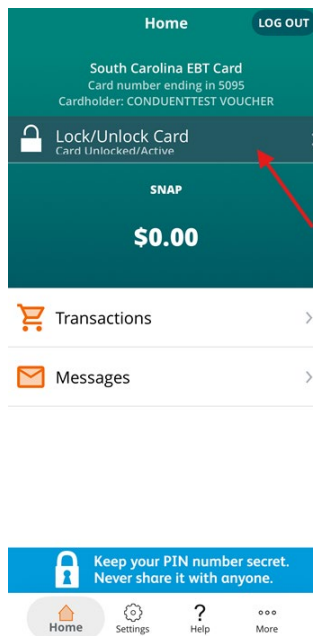
## ConnectEBT Mobile App

1. Download the **ConnectEBT Mobile App**.
2. Enter your User ID and Password, then select “LOG IN”. If you have not yet created a **ConnectEBT** account, select “Create User Account” and follow the prompts.

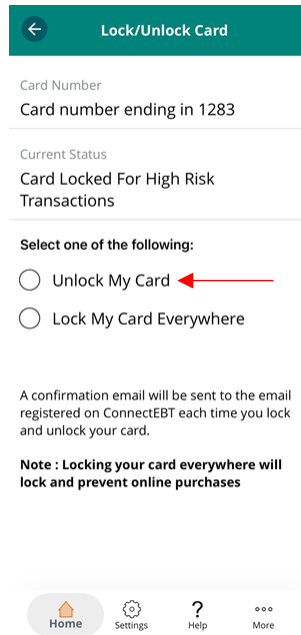


The image shows the login screen of the ConnectEBT mobile app. At the top, there is a header with the ConnectEBT logo and the word "ESPAÑOL" in the top right corner. Below the header is a dropdown menu showing "South Carolina". The main area contains two input fields for "User ID" and "Password". Below these fields are two links: "Forgot User ID" and "Forgot Password". There is a radio button labeled "Remember Me". A large grey button labeled "LOG IN" is positioned below the "Remember Me" option. At the bottom of the screen, there is a dark green button labeled "Create User Account". A small line of text at the bottom of the login form reads "By logging in you agree to our Privacy Policy."

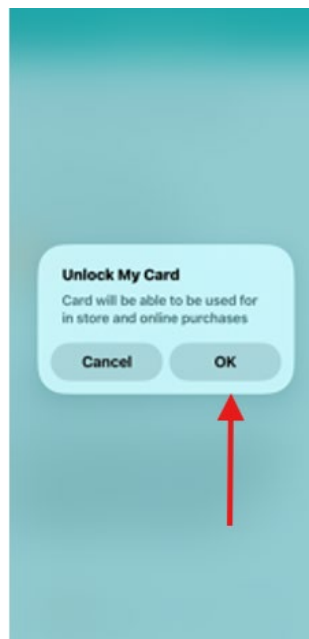
3. On the **Home Screen**, select the “Lock/Unlock Card” option at the top screen.



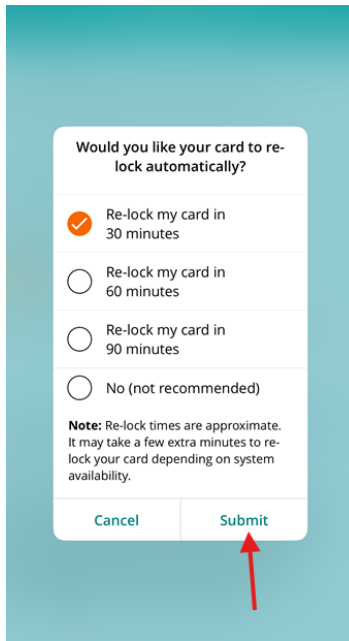
4. On the **Lock/Unlock Card** screen, select **“Unlock My Card”**.



5. When the **confirmation** screen appears, select **“OK”**. Unlocking the card will allow the cardholder to make in-store and online purchases with SNAP-authorized retailers in states other than South Carolina. Online purchase with SNAP-authorized retailers will also be permitted.



6. To complete the process, you **must** choose an **auto re-lock option**. After selecting your preferred option, click “**Submit**” again. Your card will then be successfully unlocked.



The image shows a mobile application dialog box with a white background and rounded corners, set against a teal gradient background. The dialog box contains the following text and elements:

- Header: "Would you like your card to re-lock automatically?"
- Four radio button options:
  - Selected: "Re-lock my card in 30 minutes" (indicated by an orange checkmark in the radio button)
  - Unselected: "Re-lock my card in 60 minutes"
  - Unselected: "Re-lock my card in 90 minutes"
  - Unselected: "No (not recommended)"
- Note: "Note: Re-lock times are approximate. It may take a few extra minutes to re-lock your card depending on system availability."
- Two buttons at the bottom: "Cancel" and "Submit". A red arrow points to the "Submit" button.

**It is not recommended that cardholders keep their card unlocked indefinitely.**

## EBT Customer Service IVR (1-800-554-5268)

1. Dial **1-800-554-5268**.
2. Enter last 4 digits of card number.
3. Choose your language:
  - For **English**, press **1**
  - Para **Español**, oprima **2**
4. Enter your **16-digit EBT card number**.
5. If prompted, complete the security check by entering the **random 3- or 4-digit code** announced by the system.
6. Enter your **PIN**.
7. Listen for your balance and any program information.
8. When you reach the **Main Menu**, press **7** for **lock or unlock your card**.
9. The system will check your current card status.
  - If your card is currently **UNLOCKED**, you will hear an option to **lock** it. Press **1** to lock your card.
  - If your card is currently **LOCKED**, you will hear an option to **unlock** it. Press **1** to unlock your card.
10. Listen for the confirmation message:
  - **"Your card has been locked."** or
  - **"Your card has been unlocked."**
11. After the confirmation, you may press \* to return to the main menu, or simply end the call.

### Sample phone prompts:

#### If the card is **UNLOCKED**:

- "Help protect your card from unauthorized use by locking your card when not in use."
- "You can unlock your card any time."
- "To lock your card now, press 1."

#### If the card is **LOCKED**:

- "Your card is currently locked."
- "If you would like to unlock your card, press 1."

#### Success prompts

- "Your card has been **locked**. You can unlock your card anytime."
- "Your card has been **unlocked**. You can lock your card anytime."

#### Failure prompt

If the system cannot complete the request, it may say it is **unable to lock or unlock your card at this time** and offer transfer to support.