

# HOW TO LOCK YOUR FAMILIES FIRST EBT CARD ON THE APP

Protect your benefits from theft on **ConnectEBT**

1

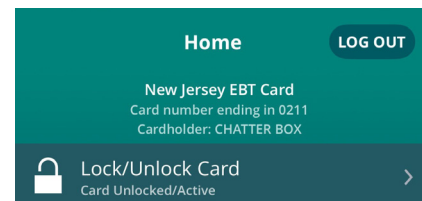
Log into your account on the **ConnectEBT** app.

**ConnectEBT** is the only official app for SNAP and WFNJ benefits and is available in the Google Play or Apple App Store.



2

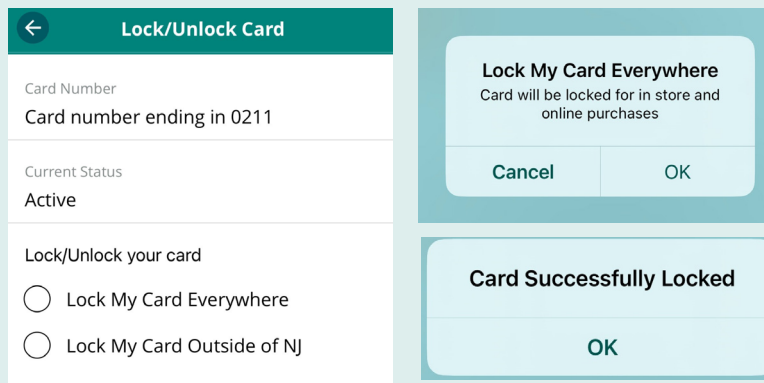
Tap **“Lock/Unlock Card.”**



3

Select **“Lock My Card Everywhere”** to block all transactions and tap **“OK.”**

*NOTE: “Lock My Card (Outside of NJ)” is less secure and will not block online transactions.*



## IMPORTANT:

- Even if your card is locked, you will still receive your benefits.
- If you get a replacement card, you will need to lock it after activation.
- Customer service can only unlock your card, NOT lock your card.

For help, call EBT card customer service at 1-800-997-3333

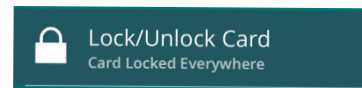
# HOW TO UNLOCK YOUR FAMILIES FIRST EBT CARD ON THE APP

**1** Log into your account on the **ConnectEBT** app.

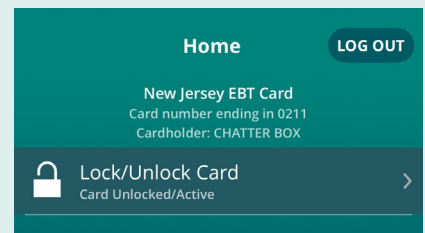
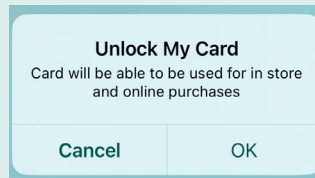
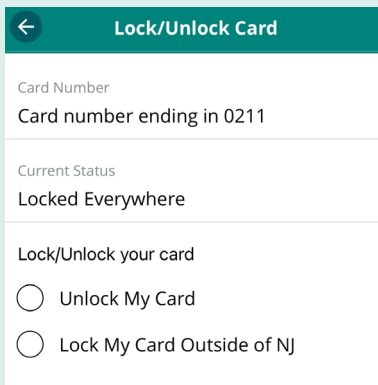


**2** Tap on **“Lock/Unlock Card.”**

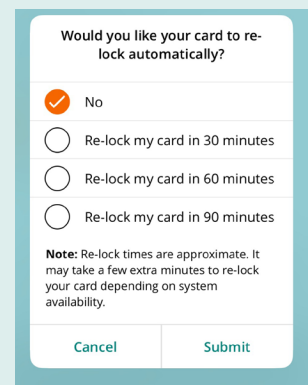
The icon shows if your card is currently locked or unlocked.



**3** Select **“Unlock My Card”** and tap **“OK.”**



Select an option to automatically re-lock your card in 30, 60 or 90 minutes or select **“No”** to manually re-lock later. Click **“Submit.”** Your card is now ready to use.



## IMPORTANT:

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- If you get a replacement card, you will need to lock it after activation.
- Customer service can only unlock your card, NOT lock your card.

For help, call EBT card customer service at 1-800-997-3333