

# South Carolina SNAP EBT Cardholder Options

Below are two of the most common SNAP/EBT fraud preventative measure available to South Carolina EBT cardholders to assist with the fight against SNAP/EBT fraud.

**SC EBT Card Locking/Unlocking:** This feature allows clients to lock/unlock the SC EBT card for purchases.

**SC EBT Alerts:** This feature allows clients to set up/manage alert/notifications via email or text messaging regarding changes to their SC EBT account.

Both of these features are available through the [South Carolina EBT Cardholder Portal](#) and the **Connect EBT** mobile app (found in the APP store for Android or iPhone).

South Carolina SNAP EBT card holders can use the same login credentials for the **South Carolina EBT Cardholder Portal** and **Connect EBT** mobile app.

The **ConnectEBT** mobile app is the only EBT mobile app recommended for SC SNAP EBT clients.



**ConnectEBT**

Conduent Inc.

Designed for iPhone

#122 in Finance

★★★★★ 3.9 • 5.2K Ratings

Free

## South Carolina EBT Card Locking/Unlocking

Once logged into the [South Carolina EBT Cardholder Portal](#) or the **Connect EBT** mobile app, the SNAP EBT recipient can select the “Lock/Unlock” option from the menu items available. Clients will be able to perform the following:

**Unlock My Card:** Selecting this option allows for the processing of all grocery purchases to include those both in-state and out-of-state as well as online (Internet). South Carolina EBT cardholders can contact the EBT Call Center (800-554-5268) for assistance with the SNAP EBT card **UNLOCKING** feature. However, the EBT Call Center **cannot** assist clients with the **LOCKING** of the SNAP EBT card.

**Lock My Card Everywhere:** Selecting this option will lock the client’s SNAP EBT card for usage. When this setting is selected, the SNAP EBT card cannot be used at any in-state or out-of-state retailers to include all online grocery retailers. **ALL EBT purchases will be blocked.**

**Lock My Card Outside of SC:** Selecting this option will lock the client’s SNAP EBT card for usage at EBT retailers located outside of South Carolina. Locking the SNAP EBT card outside of South Carolina will prevent all grocery purchases at EBT retailers outside of South Carolina but **will allow** all online (Internet) grocery purchases.

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Follow these steps to Lock/Unlock your SC EBT card through the **South Carolina EBT Cardholder Portal**:

- Log into the [South Carolina EBT Cardholder Portal](#).
- Select the **LOCK/UNLOCK** option from the menu.
- Once the Card Locked/Unlock screen is displayed (**See Figure 1**), select which option you want to lock/unlock card.
- Click Submit to save the change.
- The current Card Status is displayed on the screen.

The screenshot shows the EBT Cardholder Portal interface. At the top, there's a navigation bar with links for HOME, PIN, PASSWORD, SECURITY Q&A, and LOG OUT. A 'LOCK/UNLOCK' button is highlighted with a red box. Below this, the 'Card Locked/Unlock' section is visible. It shows the 'Card Number' as 'Card number ending in 4908' and the 'Card Status' as 'LOCKED OUTSIDE OF STATE', with a red arrow pointing to the status. Underneath, there are three radio button options: 'Unlock My Card', 'Lock My Card Everywhere', and 'Lock My Card Outside Of SC' (which is selected). A 'SUBMIT' button is located below these options. 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. Locking your card outside of SC will prevent all purchases at stores outside of SC but will still allow all (Internet) purchases.'

Figure 1: SC EBT Cardholder Portal, Lock/Unlock screen

Follow these steps to Lock/Unlock your SC EBT card through the **Connect EBT** mobile app:

- Log into **Connect EBT** mobile app on your mobile device.
- To access the SNAP EBT Card Locking/Unlocking functionality, the EBT cardholder will need to click on the “More” menu option at the bottom of the screen (**See Figure 2**).
- Select the LOCK/UNLOCK option from the menu (**See Figure 3**).
- Once the Card Locked/Unlock screen is displayed, select which option (Unlock My Card, Lock MY Card Everywhere, Lock My Card Outside South Carolina (SC)) you want to lock/unlock your card (**See Figure 4**).

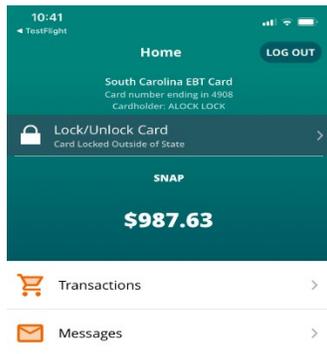


Figure 2: More Menu option

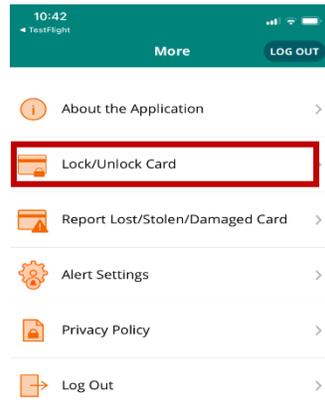


Figure 3: Lock/Unlock Card option

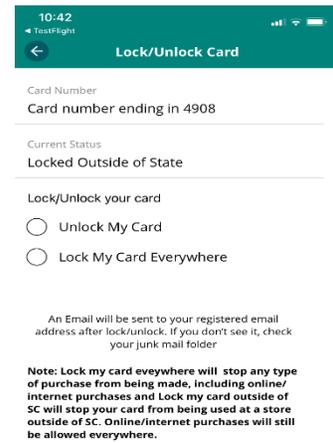


Figure 4: Lock/Unlock Menu

## South Carolina Managing EBT Alerts

Once logged into the [South Carolina EBT Cardholder Portal](#) or the **Connect EBT** mobile app, the SNAP EBT recipient can set and manage EBT alerts sent to them via email or text message regarding new transactions and account changes.

- Alerts regarding **New Transactions** will include EBT purchases, returns and deposits.
- Alerts regarding **Account Changes** will include changes to account information such as changes to the client's PIN, email address, address, phone number and password.

Follow these steps to begin receiving Alerts through the **South Carolina EBT Cardholder Portal**:

Log into the [South Carolina EBT Cardholder Portal](#).

- Select the **Manage My Alert** option from the menu.
- Once the Manage My Alerts screen is displayed (See Figure 5) the SNAP EBT client will enter in the email address and/or telephone number that will be used to deliver the alerts.
- The client will need to select if they want the alerts (New Transaction and/or Account Changes) deliver via email, text message or both.
- Click Submit to save the change.

The screenshot displays the 'MANAGE MY ALERTS' section of the EBT Cardholder Portal. At the top, there is a navigation bar with links for HOME, PIN, PASSWORD, SECURITY Q&A, LOG OUT, LOCK/UNLOCK, and MANAGE MY ALERTS. The 'MANAGE MY ALERTS' link is highlighted with a red box. Below the navigation bar, the user's current alert settings are shown. Under 'Send alerts to:', the email address 'xxxxxxx@yahoo.com' and contact number '803-315-xxxx' are listed, each with an 'EDIT' button. Red arrows point to these 'EDIT' buttons. Under 'How do you want to receive alerts?', there are two sections: 'New Transaction Alerts' and 'Account Change Alerts'. Both sections have checkboxes for 'Email' and 'Text', both of which are checked. A 'SUBMIT' button is located at the bottom of the form. A note at the bottom of the page states: 'Note: Check your junk mail folder for alert messages if you don't see them. Message and data rates may apply.'

Figure 5: SC EBT Cardholder Portal, Manage Alerts screen

Follow these steps to begin receiving Alerts through the **Connect EBT** mobile app:

- Log into **Connect EBT** mobile app on your mobile device.
- To access the SNAP EBT Alert functionality, the EBT cardholder will need to click on the “More” menu option at the bottom of the screen (See **Figure 6**).
- Select the ALERT SETTINGS option from the menu (See **Figure 7**).
- Once the ALERT SETTINGS screen is displayed the SNAP EBT client will enter in the email address and/or telephone number that will be used to deliver the alerts (See **Figure 8**).
- The client will need to select if they want the alerts (New Transaction and/or Account Changes) deliver via email, text message or both (See **Figure 8**).

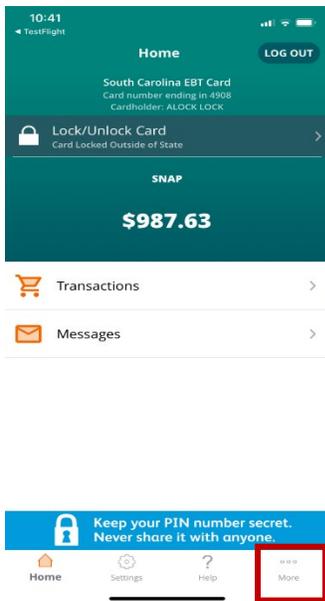


Figure 6: More Menu option



Figure 7: Lock/Unlock Card option

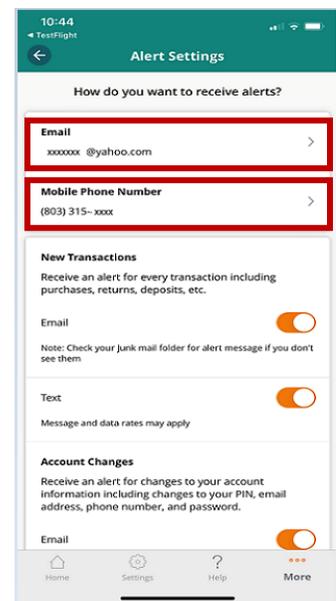


Figure 8: Lock/Unlock Menu

The **ConnectEBT** mobile app is the only EBT mobile app recommended for SC SNAP EBT clients.

