

# South Carolina SNAP EBT Cardholder Option Managing Alerts

**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.

This feature is 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 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 are navigation links: HOME, PIN, PASSWORD, SECURITY Q&A, LOG OUT, LOCK/UNLOCK, and MANAGE MY ALERTS (highlighted with a red box). Below this, the 'My Activity' section shows transaction history filters. The 'Cardholder Info' section includes an 'ALOCK LOCK' button. The main 'MANAGE MY ALERTS' section shows 'Signup Alerts for 4908'. Under 'Send alerts to:', there is an 'Email Address' field with a value 'xxxxxxx@yahoo.com' and an 'EDIT' button (pointed to by a red arrow), and a 'Contact' field with a value '803-315-xxxx' and an 'EDIT' button (pointed to by a red arrow). Below this, the 'How do you want to receive alerts?' section has two categories: 'New Transaction Alerts' and 'Account Change Alerts'. Each category has checkboxes for 'Email' and 'Text', both of which are checked. A red bracket groups these selection options. At the bottom, there is a 'SUBMIT' button and a note: '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**).

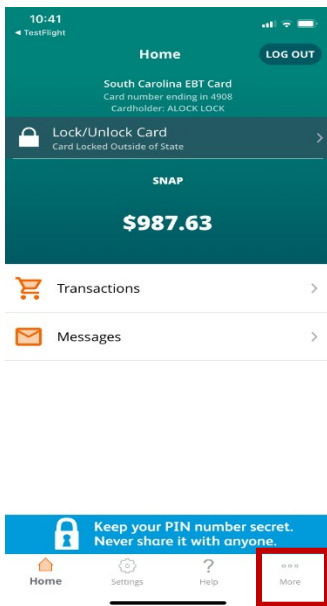


Figure 6: More Menu option

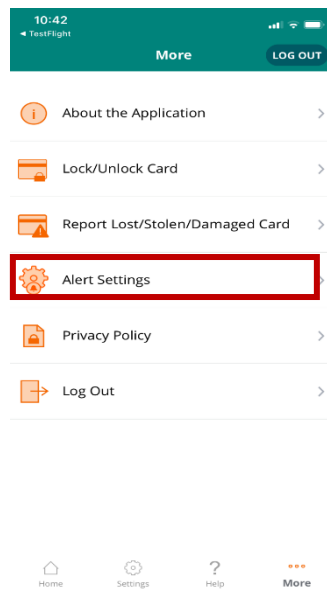


Figure 7: Lock/Unlock Card option

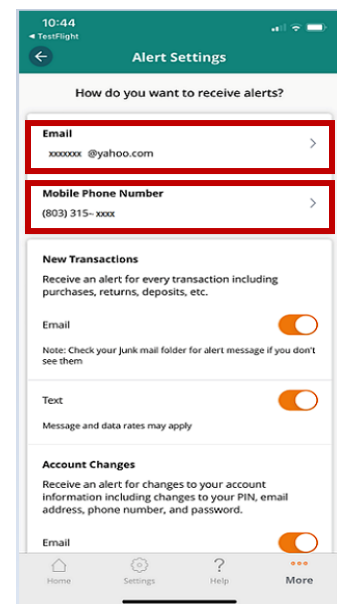


Figure 8: Lock/Unlock Menu

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

