



Cardholder Portal Quick Reference

Release Date: April 8th, 2019



Revision History

Release Date	Sections Edited	Description
April 8 th , 2019	Entire manual	Initial release of manual.

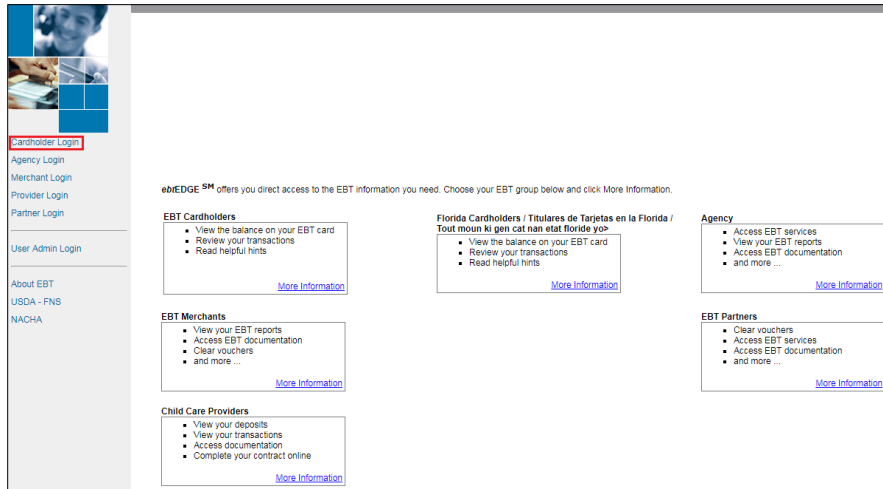


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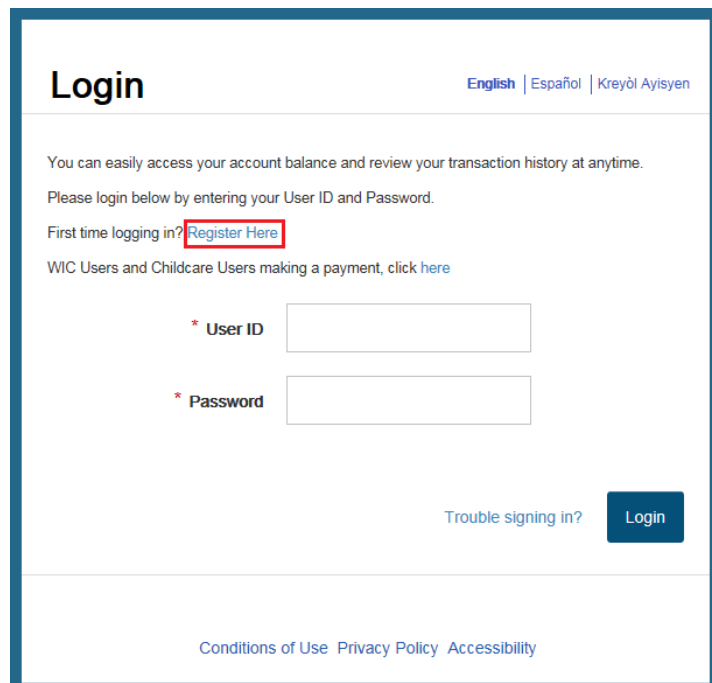
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Registration of New User ID and Password

1. Select Cardholder Login on the *ebtEDGE* home page.



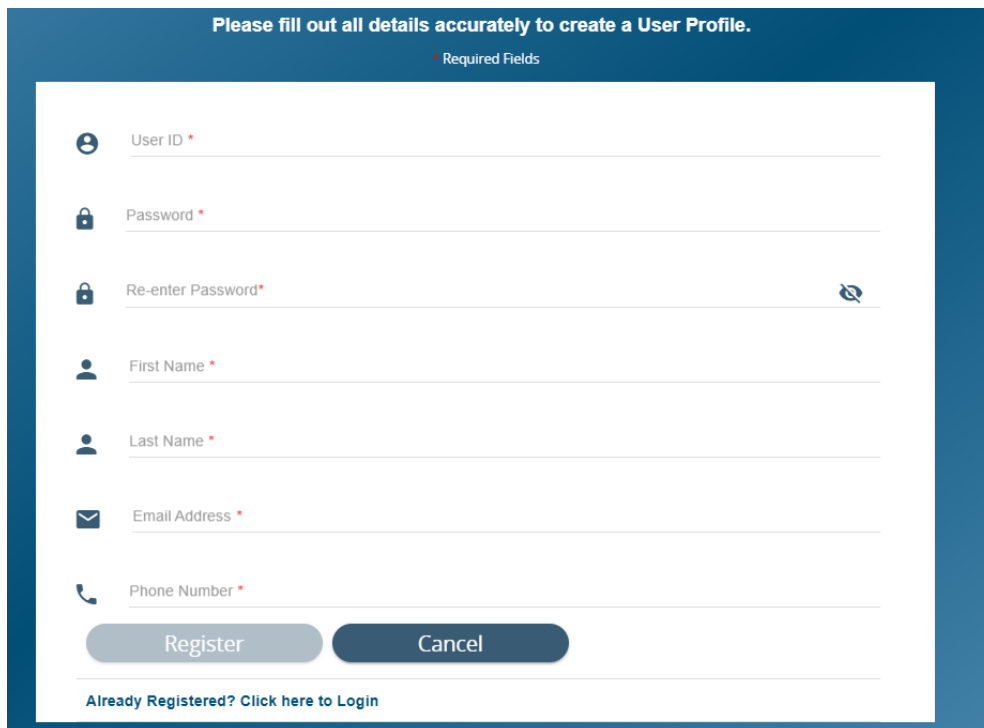
2. Select Register Here on the Login page.



3. Complete the required fields and click **Register**. The **Register** button becomes active after the user submits the required information on the screen.

Required information is:

- Unique User ID
 - The User ID must be between 4-35 characters in length and contain at least one alpha character.
- Password with confirmation
 - The Password can be eight to sixteen characters and must contain at least one upper case alpha character, one lower case alpha character, and one number. Special characters such as: @, #, \$ can be used.
- First Name
- Last Name
- Email Address
- Phone Number

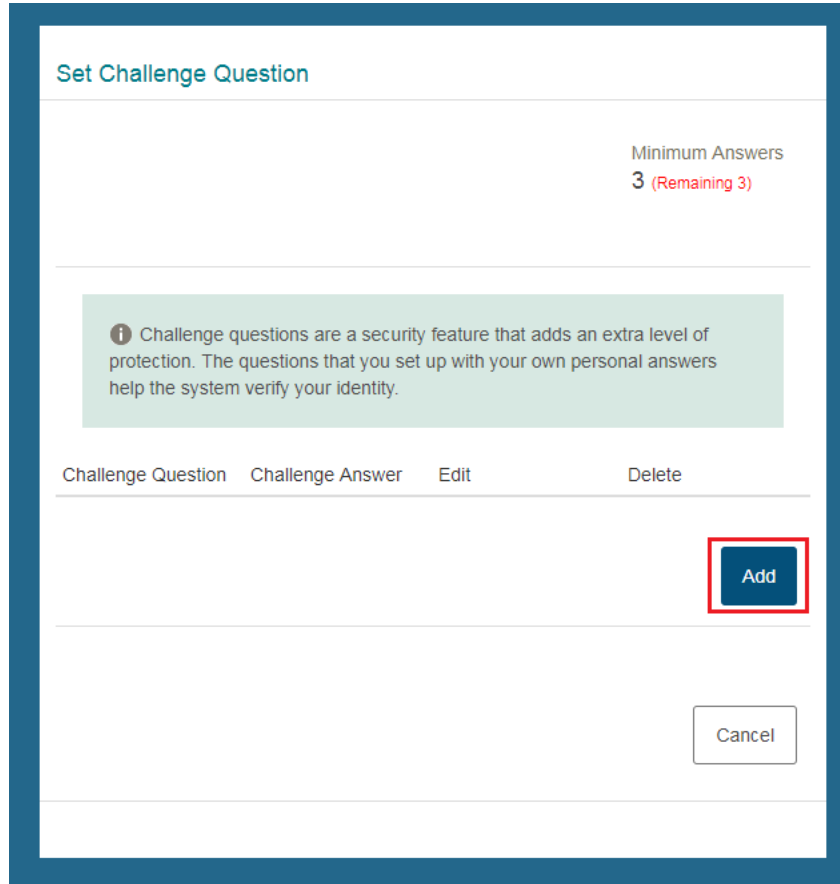


The screenshot shows a registration form titled "Please fill out all details accurately to create a User Profile." with a "Required Fields" legend. The form contains the following fields: User ID, Password, Re-enter Password (with a toggle icon), First Name, Last Name, Email Address, and Phone Number. At the bottom, there are "Register" and "Cancel" buttons, and a link for "Already Registered? Click here to Login".

4. Once the User ID and Password have been successfully created, the application will redirect the cardholder to the Login page.

Setting Challenge Questions

1. The first time the cardholder logs into the application, the page will automatically be redirected to the Set Challenge Question page. These questions will be used to reset a password if forgotten. This step will not be repeated on subsequent log ins.
2. The cardholder clicks the **Add** button.



Set Challenge Question

Minimum Answers
3 (Remaining 3)

i Challenge questions are a security feature that adds an extra level of protection. The questions that you set up with your own personal answers help the system verify your identity.

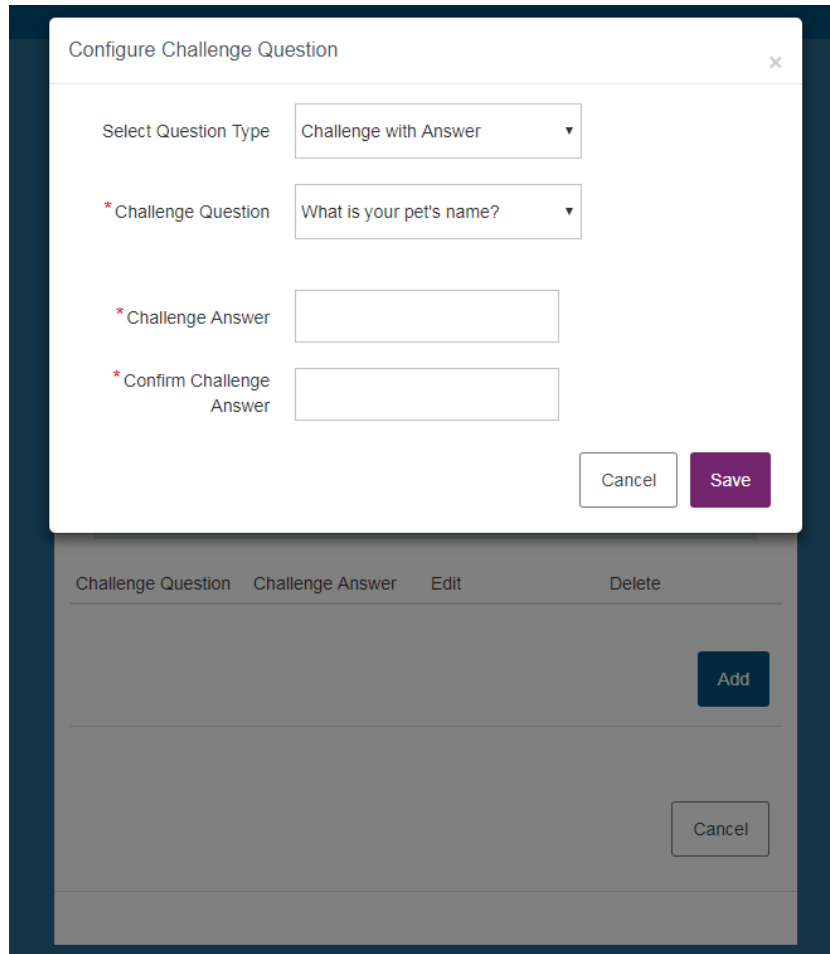
Challenge Question	Challenge Answer	Edit	Delete
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Add

Cancel

3. The application displays the Configure Challenge Questions window. The cardholder selects a question from the drop-down and inputs an answer with confirmation. Challenge questions available are:
 - What is your pet's name?
 - What is your favorite vacation destination?
 - Whom do you admire most?
 - What is your biggest passion?

- What is your favorite food?
- What is your favorite song?
- What is your favorite color?
- Where were you born?



Configure Challenge Question

Select Question Type: Challenge with Answer

* Challenge Question: What is your pet's name?

* Challenge Answer: [Text Input]

* Confirm Challenge Answer: [Text Input]

Cancel Save

Challenge Question	Challenge Answer	Edit	Delete

Add

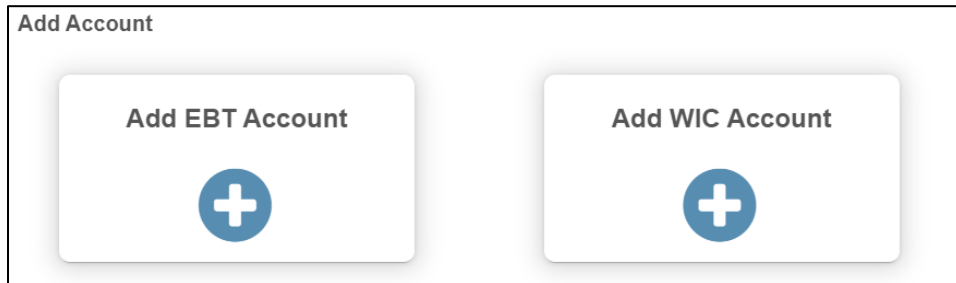
Cancel

4. After all required fields are entered, click **Save**.
5. Repeat steps 2-4 until all three challenge questions are set.
6. When all three challenge questions are successfully set, the cardholder's log in is complete, and the application displays the Cardholder Portal home page.

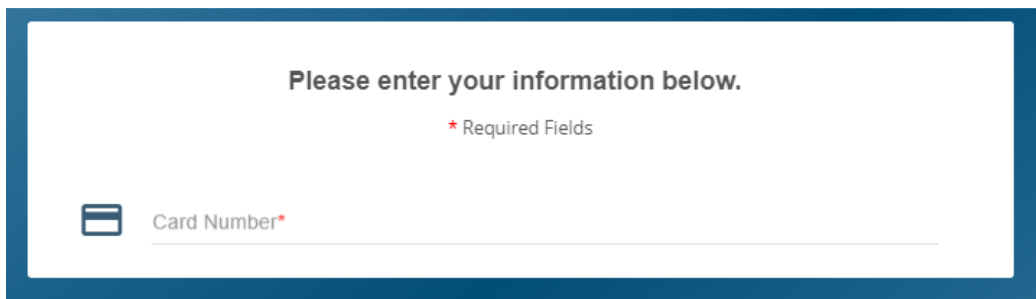
Linking Account to User ID

1. To add a card to the User ID, the cardholder clicks the **Add Account** button.

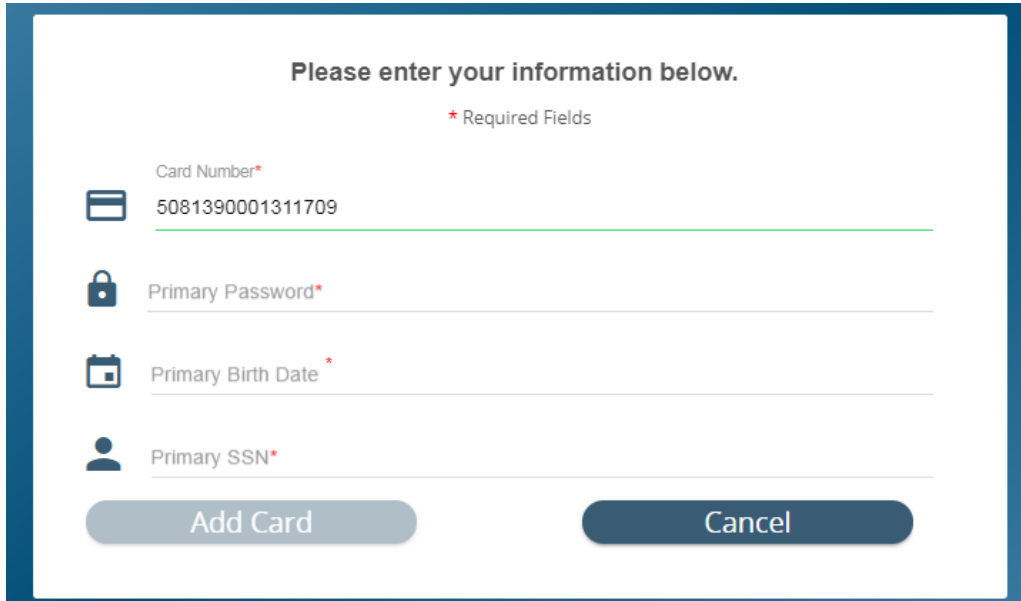
Note: Adding a WIC card is coming in a separate phase. WIC cardholders will be directed to the legacy Cardholder Portal for log in until development is completed.



2. Enter the Card Number. Once the card number is validated, the screen will expand to show additional fields to validate identity of the cardholder.



3. Enter the validation criteria. This is the same information that is used to validate the cardholder's identity when a cardholder selects or changes the PIN to a card. Once all required fields are complete, the **Add Card** button will be enabled.



Please enter your information below.

* Required Fields

Card Number*
5081390001311709

Primary Password*

Primary Birth Date *

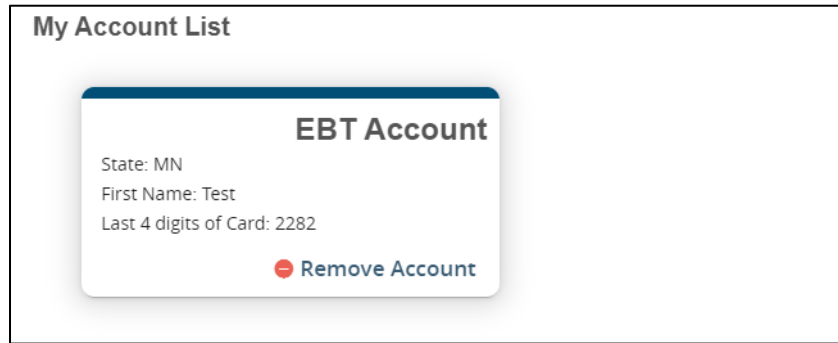
Primary SSN*

Add Card Cancel

4. Click the **Add Card** button. When the card has been successfully added, the application will redirect the cardholder to the home page.

View Balance and Transaction History

1. Once a card has been linked to the User ID, the cardholder can select the card to view their balance and transaction history under My Account List.



2. When the cardholder selects the card, the application redirects them to the Balance and Transaction History page. The page displays the current balance, pending deposits and transaction history up to a state-specific number of days.

Balance Summary	
Card :	XXXX1031
Available Balance	
Food :	\$56.50
Cash :	\$22.00
Pending Items	
Pending Food Mar 08 2019 13:46:54 CST	\$60.00
Posted Transactions	
Cash Purchase Mar 07 2019 04:18:26 CST	\$5.00
Food Return Reversal Mar 06 2019 03:01:50 CST	\$2.00
Food Return Mar 06 2019 03:01:05 CST	\$2.00



3. Select an individual transaction to expand the view. Depending on state-specific configurations, the detail can include merchant information.

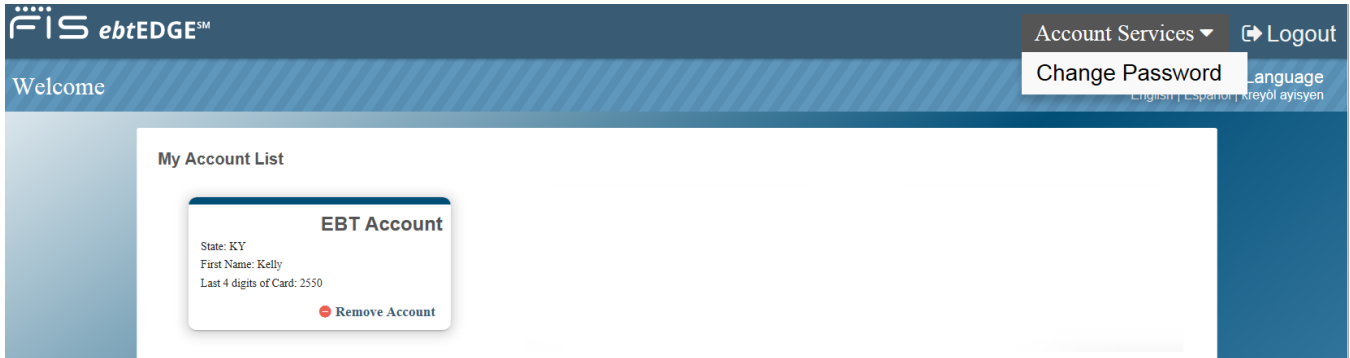
Balance Summary	
Card :	XXXX1031
Available Balance	
Food :	\$56.50
Cash :	\$22.00
Pending Items	
Pending Food Mar 08 2019 13:46:54 CST	\$60.00
Posted Transactions	
Cash Purchase Mar 07 2019 04:18:26 CST Card# : XXXX1031	\$5.00

4. When the cardholder reaches the bottom of the transaction list, they can click the **Load More Transactions** button to view additional transactions. This button will become disabled once all transactions on the account have been loaded.

Food Return Mar 04 2019 12:43:17 CST	\$1.00
Food Purchase Reversal Mar 04 2019 12:36:45 CST	\$5.00
Food Purchase Mar 04 2019 12:36:38 CST	\$5.00
Food Purchase Reversal Mar 04 2019 12:36:14 CST	\$7.00
Food Purchase Mar 04 2019 12:36:07 CST	\$7.00
Food Purchase Mar 04 2019 12:35:48 CST	\$2.00
Cash Purchase Reversal Mar 04 2019 12:28:22 CST	\$6.50
Cash Purchase Mar 04 2019 12:28:15 CST	\$6.50
Load More Transactions	

Change Password

1. Select Change Password under Account Services drop-down on the home page.



2. Enter the current password in the old password field, and then the new password with confirmation.

* Old Password:

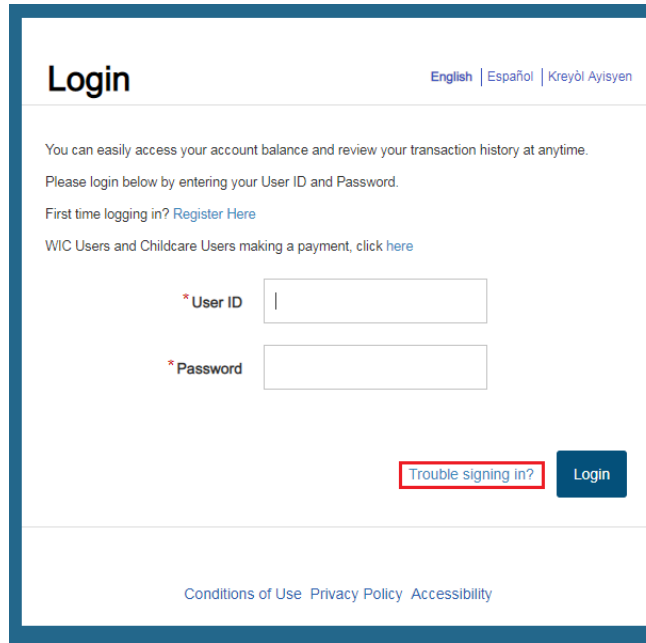
* New Password:

* Confirm New Password:

3. Select the **Save** button to update the password. When the password has been successfully changed, the application will redirect the cardholder to the Login page where they can log in using the new password.

Forgotten Password

1. Select the Trouble signing in Link on the Login page.



Login English | Español | Kreyòl Ayisyen

You can easily access your account balance and review your transaction history at anytime.
Please login below by entering your User ID and Password.
First time logging in? [Register Here](#)
WIC Users and Childcare Users making a payment, click [here](#)

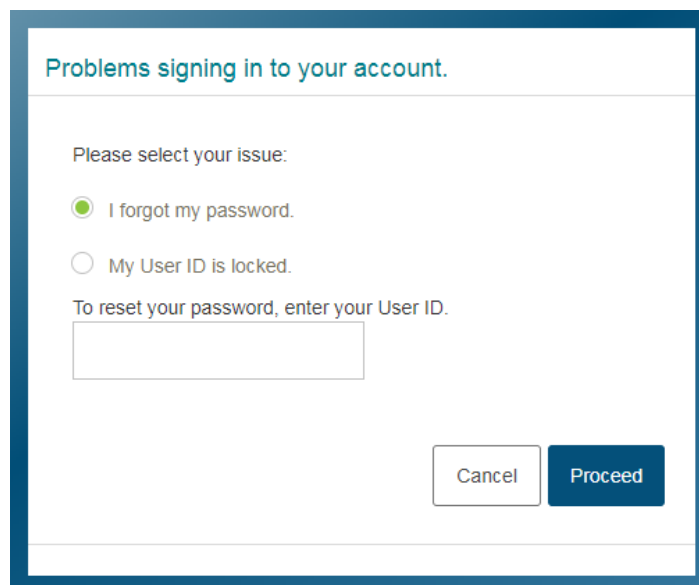
* User ID

* Password

[Trouble signing in?](#)

[Conditions of Use](#) [Privacy Policy](#) [Accessibility](#)

2. Select the I forgot my Password option. Enter the User ID to reset the password and click **Proceed**.



Problems signing in to your account.

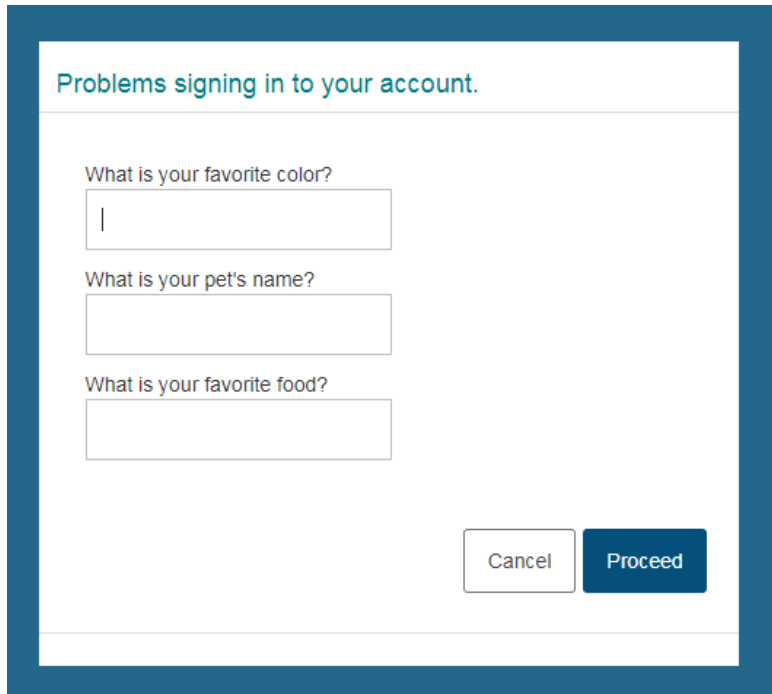
Please select your issue:

I forgot my password.

My User ID is locked.

To reset your password, enter your User ID.

3. Enter the answers to all three challenge questions and click **Proceed**.



Problems signing in to your account.

What is your favorite color?

What is your pet's name?

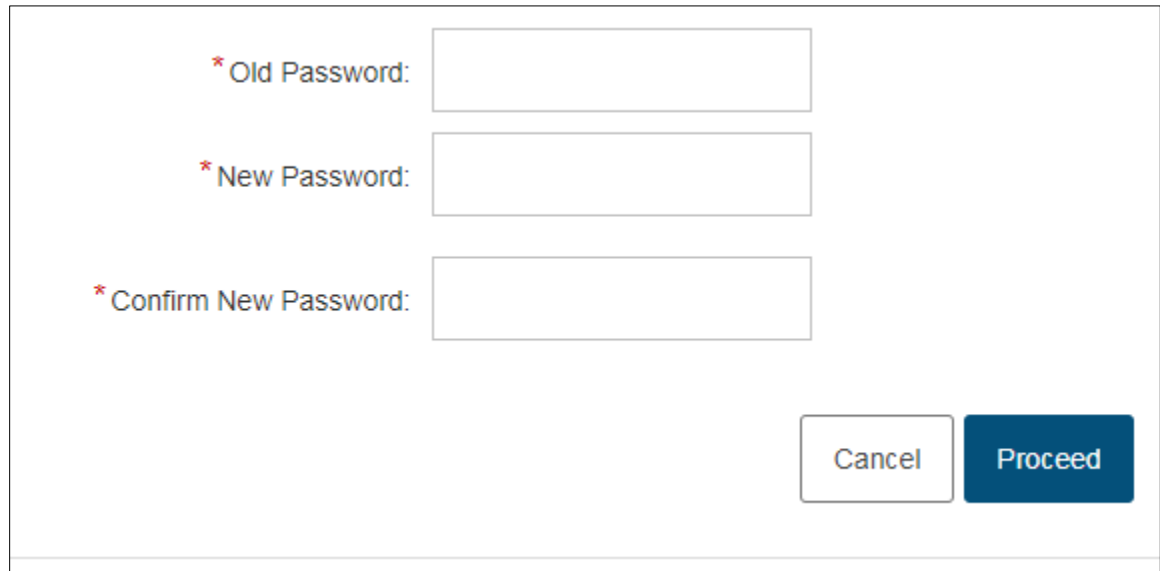
What is your favorite food?

4. An email similar to the sample shown below will be sent to the email address used to register the User ID.

From: IdP Dev Messenger <ldp-noreply@fisglobal.com>
Date: Thu, Mar 14, 2019, 7:06 AM
Subject: Password Reset Notification
To:

The password for your account TESTSTATEID has been reset to: 0L79YU4MG1
The information contained in this message is proprietary and/or confidential. If you are not the intended recipient, please: (i) delete the message and all copies; (ii) do not disclose, distribute or use the message in any manner; and (iii) notify the sender immediately. In addition, please be aware that any message addressed to our domain is subject to archiving and review by persons other than the intended recipient. Thank you.

5. Log in to the application using the User ID and temporary password.
6. Application redirects the cardholder to reset their password. Enter the current temporary password in the old password field and the new password with confirmation. Click **Proceed** when all fields are complete.



The screenshot shows a password reset form with three input fields and two buttons. The first field is labeled '* Old Password:', the second is '* New Password:', and the third is '* Confirm New Password:'. Each field is a simple rectangular box. At the bottom right of the form, there are two buttons: a white 'Cancel' button and a blue 'Proceed' button.

7. The application redirects the cardholder to the home page.