

Electronic Benefit Transfer (EBT)

Understanding the EBT Client Website



www.ebt.ca.gov

EBT Client Website

The EBT Client Website provides easy, user-friendly, and secure access to EBT account information.

As an EBT Cardholder you can quickly:

1. View account balances.
2. View transaction history.
3. Search for participating retailers that accept EBT.
4. Search for surcharge-free ATMs.
5. Check claim status.
6. Get general information about EBT services.

The EBT Client Website provides information in **English and Spanish** and is available to all users **24 hours a day, 7 days a week** at no charge.

However, you are responsible for any costs to access the Internet.

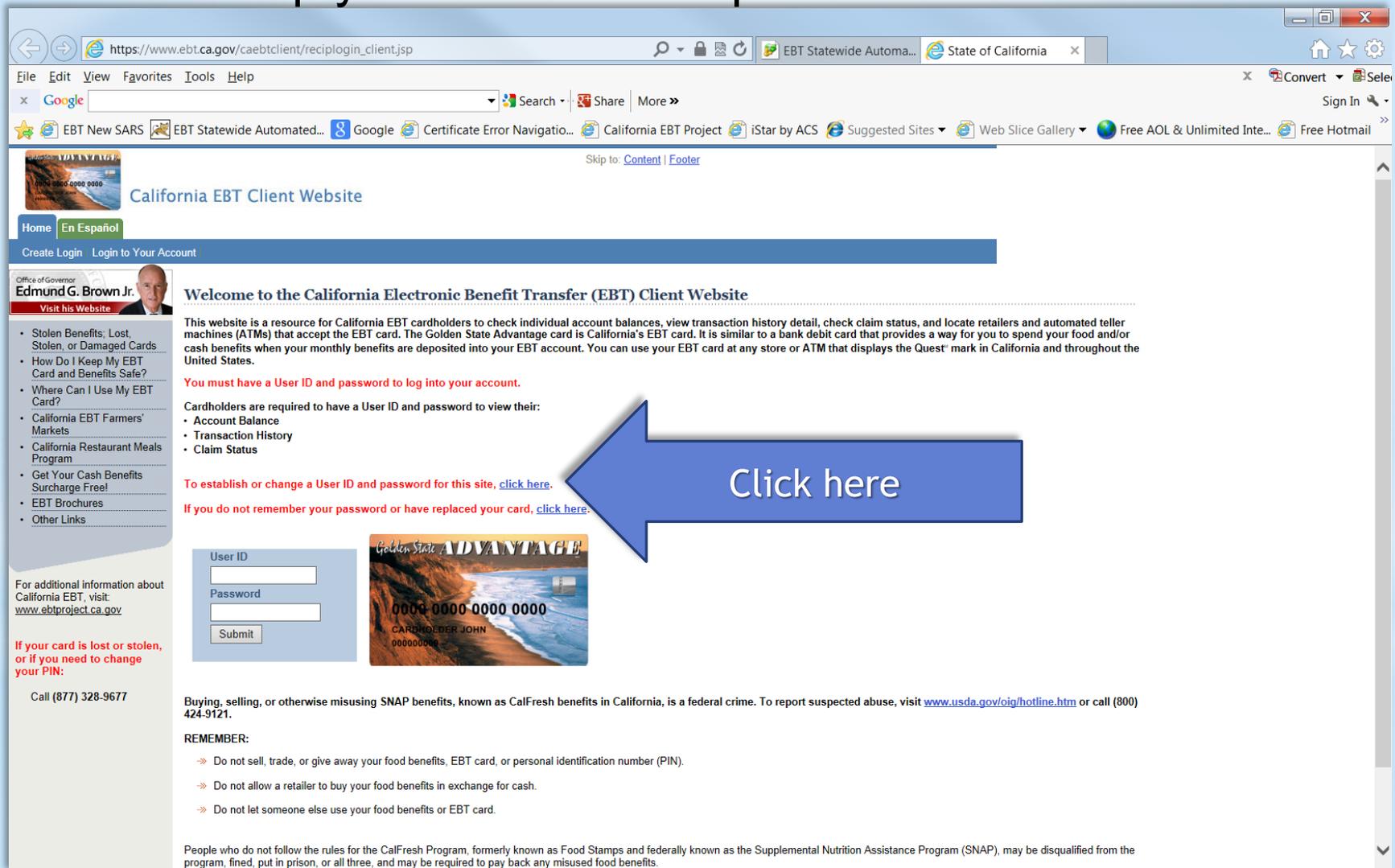
How do I log onto the EBT Client Website?

You can log on with your EBT card and a User ID and password that you choose.



How To Get Started

To setup your User ID and password for this site...



The screenshot shows the California EBT Client Website. The browser address bar displays https://www.ebt.ca.gov/caebtclient/reciplogin_client.jsp. The page title is "California EBT Client Website". The navigation menu includes "Home" and "En Español". The main content area features a "Welcome to the California Electronic Benefit Transfer (EBT) Client Website" section. A large blue arrow points to the "click here" link in the text: "To establish or change a User ID and password for this site, [click here](#)."

Welcome to the California Electronic Benefit Transfer (EBT) Client Website

This website is a resource for California EBT cardholders to check individual account balances, view transaction history detail, check claim status, and locate retailers and automated teller machines (ATMs) that accept the EBT card. The Golden State Advantage card is California's EBT card. It is similar to a bank debit card that provides a way for you to spend your food and/or cash benefits when your monthly benefits are deposited into your EBT account. You can use your EBT card at any store or ATM that displays the Quest® mark in California and throughout the United States.

You must have a User ID and password to log into your account.

Cardholders are required to have a User ID and password to view their:

- Account Balance
- Transaction History
- Claim Status

To establish or change a User ID and password for this site, [click here](#).

If you do not remember your password or have replaced your card, [click here](#).

User ID

Password

Golden State ADVANTAGE
0000 0000 0000 0000
CARDHOLDER JOHN
0000000000

For additional information about California EBT, visit: www.ebtproject.ca.gov

If your card is lost or stolen, or if you need to change your PIN:
Call (877) 328-9677

Buying, selling, or otherwise misusing SNAP benefits, known as CalFresh benefits in California, is a federal crime. To report suspected abuse, visit www.usda.gov/oig/hotline.htm or call (800) 424-9121.

REMEMBER:

- Do not sell, trade, or give away your food benefits, EBT card, or personal identification number (PIN).
- Do not allow a retailer to buy your food benefits in exchange for cash.
- Do not let someone else use your food benefits or EBT card.

People who do not follow the rules for the CalFresh Program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), may be disqualified from the program, fined, put in prison, or all three, and may be required to pay back any misused food benefits.

How To Create Your Login

Follow the instructions to create your User ID and password.

California EBT Client Website

Home En Español

Create Login Login to Your Account

Office of Governor
Edmund G. Brown Jr.
Visit his Website

Create Login

You must have a card number and password to log into your account. You can change your password as needed or if you do not remember your password. When creating a new login for the first time, you must enter the following items:

- Your active 16-digit card number printed on the front of your EBT card (see picture below).
- The SUID printed below your name on the front of your EBT card (see picture below).
- Your month and year of birth in the format mmYYYY.
- A User ID between 4 and 35 alphanumeric characters (may contain special characters).
- A Password between 6 and 16 alphanumeric characters (may contain special characters).

The User ID cannot be the Card Number.
The password cannot be the User ID.

Please select the "Submit" button once the required fields are filled.

For additional information about California EBT, visit: www.ebtproject.ca.gov

If your card is lost or stolen, or if you need to change your PIN:
Call (877) 328-9677

Card Number

SUID

Date of Birth
 (MMYYYY)

User ID

Password

Retype Password

Golden State ADVANTAGE
0000 0000 0000 0000
CARDHOLDER JOHN
00000000

Card Number
SUID

Account Balance Page

Once you have a User ID and password, you can log in and see the Account Balance page, which displays the primary EBT cardholder's name and the food benefit (and if applicable, cash benefit) account balance.

The screenshot shows the 'Account Balance' page. At the top, there is a navigation bar with links for 'Account Balance', 'Transaction History', 'Claim Status', and 'Change Password'. Below this, the page header includes the 'Office of Governor Edmund G. Brown Jr.' logo and a 'Visit his Website' button. The main content area is titled 'Account Balance' and displays the 'Primary Cardholder : F LAST'. The account balance is shown as of 03/20/2013 at 03:55:43 PM, with a Food benefit of \$200.00 and a Cash benefit of \$267.50. A sidebar on the left contains a list of links: 'Stolen Benefits; Lost, Stolen, or Damaged Cards', 'How Do I Keep My EBT Card and Benefits Safe?', 'Where Can I Use My EBT Card?', 'California EBT Farmers' Markets', 'California Restaurant Meals Program', 'Get Your Cash Benefits Surcharge Free!', 'EBT Brochures', and 'Other Links'.

Account Balance | Transaction History | Claim Status | Change Password

Office of Governor
Edmund G. Brown Jr.
Visit his Website

Account Balance

Primary Cardholder : **F LAST**

Account Balance as of 03/20/2013 03:55:43 PM

Food : **\$200.00**
Cash : **\$267.50**

- Stolen Benefits; Lost, Stolen, or Damaged Cards
- How Do I Keep My EBT Card and Benefits Safe?
- Where Can I Use My EBT Card?
- California EBT Farmers' Markets
- California Restaurant Meals Program
- Get Your Cash Benefits Surcharge Free!
- EBT Brochures
- Other Links

Transaction History Page

As an EBT cardholder, you can log in and use this page to see your EBT transactions. You can search by month and year, as well as by benefit type. The search results include the date and time of the transaction, retailer name and address, last four digits of the EBT card number, benefit type, transaction type, and transaction amount. The account balance(s) and the toll-free EBT Client Helpline telephone number are displayed at the bottom of the screen.

Select Transaction History Month

Jan ▼ 2015 ▼

Select Benefit Type

Food and Cash
 Food
 Cash

Date Range : **January 2015**

Transaction	Retailer	Retailer Location	Card #	Type	Transaction Type	Amount
01/15/2015 11:09:06	CLIENT PROC	CLIENT PROC SACRAMENTO	*** 7016	FOOD	Food Return	\$2.01
01/15/2015 11:08:27	CLIENT PROC	CLIENT PROC SACRAMENTO	*** 7016	FOOD	Food Purchase	-\$1.01
01/15/2015 11:05:20	CLIENT PROC	CLIENT PROC SACRAMENTO	*** 7016	FOOD	Food Return	\$0.01
01/15/2015 11:04:04	CLIENT PROC	CLIENT PROC SACRAMENTO	*** 7016	CASH	Cash Withdrawal	-\$0.02
01/15/2015 11:02:58	CLIENT PROC	CLIENT PROC SACRAMENTO	*** 7016	CASH	Cash Purchase W Cash Back	-\$0.05

Account Balance as of 03/26/2015 01:14:30 PM

Food : **\$682.27**
 Cash : **\$676.12**

If you find a transaction you believe to be in error, please call Customer Service immediately at (877) 328-9677.

Claim Status Page

You can file a claim when you believe money has been removed from your EBT account in error. This page shows the status of a claim submitted on your EBT account. The page will automatically display the most recent claim activity, and you can search for claim information by month and year. The search results include the claim date, benefit type, claim type, claim amount, claim status, and the status date.

Claim Status

If a claim has been submitted against your account to look into a system error, the status of the claim is shown below. For any information before September 20, 2009, please call Customer Service at (877) 328-9677.

Primary Cardholder : **F LAST**

Select Claim Date Month

Jan 2013

Date Range : January 2013

Claim Date	Claim Number	Type	Claim Type	Claim Amount	Status	Status Date
No claims found for this search period.						

If you have questions regarding a claim, please contact Customer Service at (877) 328-9677.

To submit a claim, you must call (877) 328-9677.

Change Password

You can change your EBT Client Website password at any time, for any reason, on the Change Password page.

The screenshot shows the 'Change Password' page on the California EBT Client Website. At the top, there is a navigation bar with 'Skip to: Content | Footer' and a 'Log Out' button. Below this is the website logo and the title 'California EBT Client Website'. A secondary navigation bar includes 'Home' and 'En Español'. A third navigation bar lists 'Account Balance', 'Transaction History', 'Claim Status', and 'Change Password'. The main content area features a header for 'Office of Governor Edmund G. Brown Jr.' with a 'Visit his Website' link. The page title is 'Change Password'. Below the title, it identifies the 'Primary Cardholder : F LAST'. The form includes three input fields: 'Your Old Password', 'New Password', and 'Retype New Password', followed by a 'Submit' button. To the right of the form, there is a password requirement notice: 'The Password must consist of 6-16 alpha-numeric characters. Passwords must contain at least one upper case letter, one lower case letter and one number. The password can include special characters. The password cannot equal the User ID.' Below this, a link is provided: 'If you do not remember your password or have replaced your card, [click here](#).' A left sidebar contains a list of links: 'Stolen Benefits; Lost, Stolen, or Damaged Cards', 'How Do I Keep My EBT Card and Benefits Safe?', 'Where Can I Use My EBT Card?', 'California EBT Farmers' Markets', 'California Restaurant Meals Program', 'Get Your Cash Benefits Surcharge Free!', 'EBT Brochures', and 'Other Links'. At the bottom of the sidebar, there is contact information: 'For additional information about California EBT, visit www.ebtproject.ca.gov. If your card is lost or stolen, or if you need to change your PIN: Call (877) 328-9677'. The footer contains a 'Back to Top' link and copyright information: 'Conditions of Use | Privacy Policy | Site Map Copyright © 2009 State of California'.

Forgot Password Page

www.ebt.ca.gov/caebtclient/passwdreset.recip

If you forget your password, you enter it incorrectly three times, or the password is disabled because your EBT card was replaced, you can set up a new password on the Forgot Password page. You must enter your active EBT card number, State Unique Identifier (SUID), month and year of birth (no day), and your current User ID.

If you have forgotten your User ID, you can set up a new User ID on the Create Login page.

Forgot Password

If you have forgotten your password, replaced your card, or entered an incorrect password three times, you must reset your password.

You will need the following items to reset your password:

- Your active 16-digit card number printed on the front of your EBT card (see picture below).
- The SUID printed below your name on the front of your EBT card (see picture below).
- Your month and year of birth in the format mmyyyy.
- Your existing User ID.
- A Password between 6 and 16 alphanumeric characters (may contain special characters).

The password cannot be the User ID.

Please select the "Submit" button once the required fields are filled.

Card Number

SUID

Date of Birth
 (MMYYYY)

User ID

Password

Retype Password



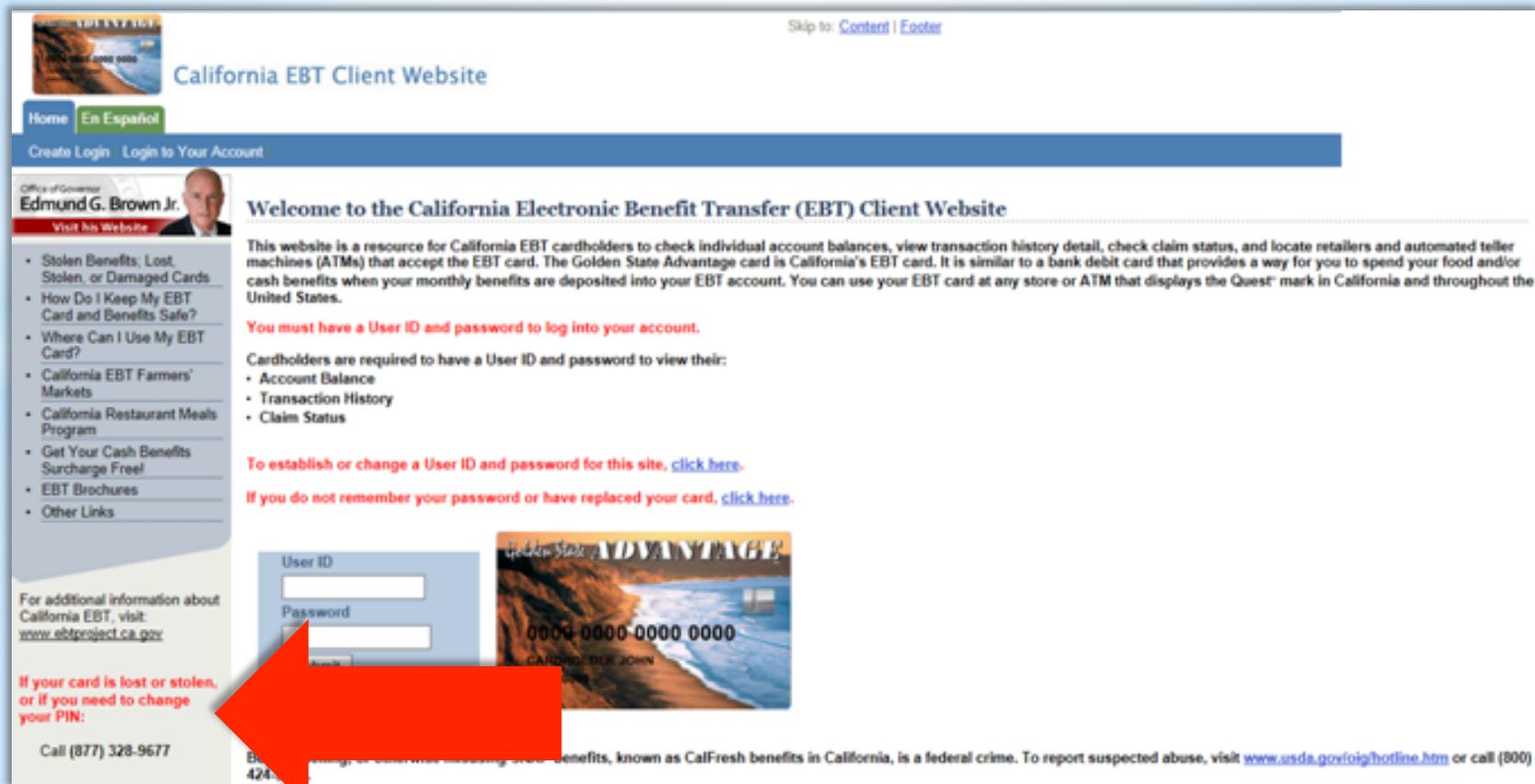
Card Number

SUID

If you do not have a User ID, [click here](#).

If your EBT card is lost or stolen, or if you need to change your PIN...

Call customer service immediately at (877) 328-9677. You CANNOT change your EBT card PIN or report a lost or stolen card on the EBT Client Website.



The screenshot shows the California EBT Client Website. At the top, there is a navigation bar with "Home" and "En Español" buttons, and links for "Create Login" and "Login to Your Account". Below this is a banner for Governor Edmund G. Brown Jr. The main content area is titled "Welcome to the California Electronic Benefit Transfer (EBT) Client Website". It contains a list of links on the left, a central text block with instructions, and a login form on the right. A red arrow points to the link "If you do not remember your password or have replaced your card, [click here](#)." which is used for reporting a lost or stolen card or changing a PIN.

Skip to: [Content](#) | [Footer](#)

California EBT Client Website

Home [En Español](#)

[Create Login](#) [Login to Your Account](#)

Office of Governor
Edmund G. Brown Jr.
[Visit his Website](#)

Welcome to the California Electronic Benefit Transfer (EBT) Client Website

This website is a resource for California EBT cardholders to check individual account balances, view transaction history detail, check claim status, and locate retailers and automated teller machines (ATMs) that accept the EBT card. The Golden State Advantage card is California's EBT card. It is similar to a bank debit card that provides a way for you to spend your food and/or cash benefits when your monthly benefits are deposited into your EBT account. You can use your EBT card at any store or ATM that displays the QuestSM mark in California and throughout the United States.

You must have a User ID and password to log into your account.

Cardholders are required to have a User ID and password to view their:

- Account Balance
- Transaction History
- Claim Status

To establish or change a User ID and password for this site, [click here](#).

If you do not remember your password or have replaced your card, [click here](#).

User ID

Password

Golden State ADVANTAGE
0000 0000 0000 0000
CARDHOLDER JOHN

For additional information about California EBT, visit www.ebtproject.ca.gov

If your card is lost or stolen, or if you need to change your PIN:

Call (877) 328-9677

Benefiting from someone receiving your benefits, known as CalFresh benefits in California, is a federal crime. To report suspected abuse, visit www.usda.gov/foig/hotline.htm or call (800) 424-9213.

Find Surcharge-Free ATMs and businesses near you that accept EBT!

Some ATMs charge you a fee (surcharge) to withdraw your cash benefits.

The screenshot shows the California EBT Client Website interface. At the top right, there is a link to skip to content or footer. The main header includes the website name and a URL: www.ebt.ca.gov/caebtclient/usebenefit.jsp. Below the header is a navigation bar with 'Home' and 'En Español' options, and links for 'Create Login' and 'Login to Your Account'. The main content area features a section titled 'Where Can I Use My EBT Card?' with a sub-header 'Office of Governor Edmund G. Brown Jr.' and a 'Visit his Website' link. A sidebar on the left contains a list of links, with 'Where Can I Use My EBT Card?' and 'Get Your Cash Benefits Surcharge Free!' highlighted. The main content area contains text explaining that EBT cards can be used at stores with the Quest mark, and provides information about the California Restaurant Meals Program. A search form is located at the bottom, with fields for ZIP Code, City, and County, and radio buttons for 'Food', 'Cash', 'Restaurant Meals Locations', and 'Farmers' Markets'. A 'Search' button is also present. A red arrow points from the URL box to the search form, and another red arrow points from the search form to a callout box.

Skip to: [Content](#) | [Footer](#)

California EBT Client Website www.ebt.ca.gov/caebtclient/usebenefit.jsp

Home En Español

Create Login Login to Your Account

Office of Governor Edmund G. Brown Jr. Visit his Website

Where Can I Use My EBT Card?

You can use your EBT card at any store or ATM that displays the Quest[®] mark throughout California and across the country. For information regarding surcharge-free ATM locations, [click here](#).

The [California Restaurant Meals Program](#) is only available in certain counties for cardholders registered in that program.

The locations where you can use your EBT card to withdraw cash may have changed. Please check the list of locations on this website to see where you can withdraw cash benefits in your area. You can no longer get your cash benefits at ATMs and point of sale devices in liquor stores that don't accept your CalFresh benefits. You also can't get your cash benefits at casinos, poker rooms, card rooms, adult entertainment businesses, bail bonds, night clubs/saloons/taverns, bingo halls, race tracks, gun/ammunition stores, cruise ships, psychic readers, smoking shops, cannabis shops, tattoo/piercing shops, and spa/massage salons.

Get Your Cash Benefits Surcharge Free!

ZIP Code City County
- OR - - OR - No Selection

Food Cash Restaurant Meals Locations Farmers' Markets

Retailer / Bank Name (Optional)

Search

For additional information about California EBT, visit: www.ebtproject.ca.gov

Search for businesses and ATMs that accept your EBT card!

www.ebt.ca.gov/caebtclient/usebenefit.jsp

Surcharge-Free MoneyPass Network ATMs

*Search for Surcharge-Free ATMs near you by using the **MoneyPass** ATM locator.*

www.moneypass.com/atm-locator.aspx

Look for the MoneyPass sign on the ATM.



For more surcharge-free ATMs, visit www.ebtproject.ca.gov/Library/Cash_Access.pdf.

Important EBT Links:

EBT Client Website: www.ebt.ca.gov



MoneyPass ATM locator: www.moneypass.com/atm-locator.aspx

Find a store to use your EBT card:

www.ebt.ca.gov/caebtclient/usebenefit.jsp

Remember, on the EBT Client Website...

www.ebt.ca.gov

You **CAN**:

- ❖ View EBT account balance(s).
- ❖ View transaction history.
- ❖ Find surcharge-free ATMs.
- ❖ Check claim status.
- ❖ Get general information about EBT.
- ❖ Find retailers that accept EBT.

You **CANNOT**:

- ❖ Report a lost or stolen EBT card.
- ❖ Submit a claim.
- ❖ Change your EBT card PIN.

Call (877) 328-9677 to change your EBT card PIN, to report a lost or stolen EBT card, or to submit a claim.



The **EBT Client Website** provides information in English and Spanish and is available to all users 24 hours a day, 7 days a week.



The **Customer Service Call Center** is available 24 hours a day, 7 days a week and Customer Service Representatives are available to assist EBT cardholders with the following languages: Armenian, Cambodian, Cantonese, English, Farsi, Hmong, Lao, Mandarin, Russian, Spanish, and Vietnamese.

If you have any questions about the EBT Client Website, please contact your county worker.