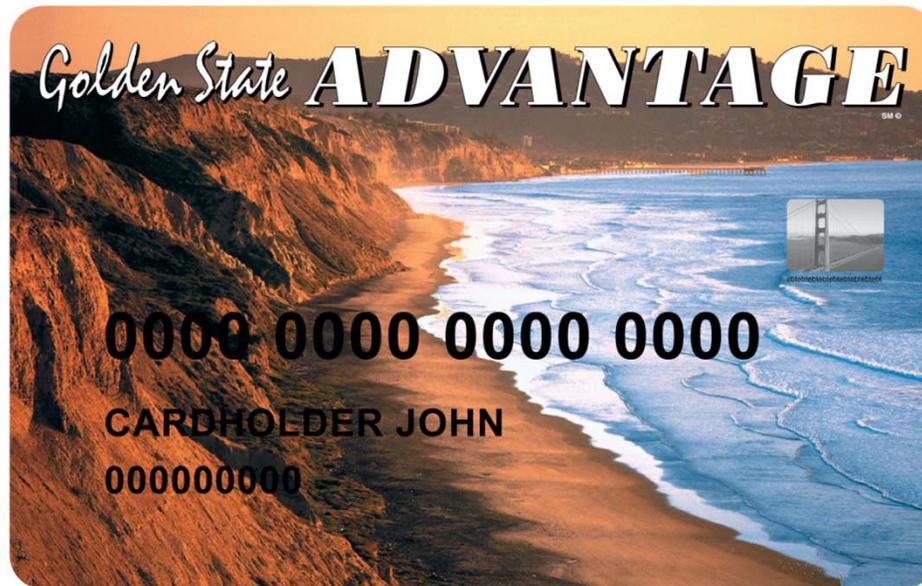


# Transferencia Electrónica de Beneficios (EBT) Entendiendo el sitio web para los clientes de EBT (EBT Client Website)



[www.ebt.ca.gov](http://www.ebt.ca.gov)

# Sitio web para los clientes de EBT

El sitio web para los clientes de EBT proporciona un acceso fácil de usar y seguro a la información de la cuenta EBT.

Como titular de la tarjeta EBT, usted puede rápidamente:

1. Ver los saldos de su cuenta.
2. Ver el historial de transacciones.
3. Buscar las tiendas participantes que aceptan EBT.
4. Buscar los cajeros automáticos (ATM) que no cobran una cuota.
5. Verificar el estado de un reclamo.
6. Obtener información general acerca de los servicios de EBT.

El sitio web para los clientes de EBT proporciona información en **inglés y español** y está disponible a todos los usuarios las **24 horas al día, 7 días a la semana**, sin ningún costo.

*Sin embargo, usted es responsable por el costo del acceso a la Internet.*

# ¿Cómo entro al sitio web para los clientes de EBT?

*Usted puede entrar con su tarjeta de EBT y  
una identificación de usuario y contraseña  
que escoja.*



# Cómo empezar

Para configurar su identificación de usuario y contraseña para este sitio...

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

- 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

For additional information about California EBT, visit: [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)

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

## 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

Submit



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](http://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.

# Cómo puede entrar

Siga las instrucciones para crear su identificación de usuario y contraseña.

Skip to [Content](#) | [E](#)

## California EBT Client Website

[Home](#) [En Español](#)

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

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

- 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

For additional information about California EBT, visit: [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)

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

### 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 mm/yyyy.
- 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.

Card Number

SUID

Date of Birth  
 (MM/YYYY)

User ID

Password

Retype Password

**ADVANTAGE**  
0000 0000 0000 0000  
CARD NUMBER JOHN  
XXXXXXXXXX

Card Number  
SUID

# Página con el saldo de la cuenta

Una vez que tenga su identificación de usuario y contraseña, puede entrar y ver la página con el saldo de la cuenta, la cual muestra el nombre del titular principal de la tarjeta EBT y el saldo de la cuenta para los beneficios para alimentos (y si es pertinente, la asistencia monetaria).



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](#)

# Página del historial de transacciones

Como titular de la tarjeta de EBT, usted puede entrar y usar esta página para ver sus transacciones de EBT. Puede buscarlas por mes y año, al igual que por tipo de beneficio. Los resultados de la búsqueda incluyen la fecha y hora de la transacción, nombre y dirección de la tienda, últimos cuatro dígitos del número de la tarjeta de EBT, tipo de beneficio, tipo de transacción, y cantidad de la transacción. El saldo(s) de la cuenta y el número de teléfono sin costo para la línea de ayuda para clientes de EBT aparecen en la parte inferior de la pantalla.

**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.

# Página con el estado de un reclamo

Usted puede presentar un reclamo cuando cree que por error se ha retirado dinero de su cuenta de EBT. Esta página le muestra el estado de un reclamo presentado para cuenta de EBT. La página automáticamente mostrará la actividad para el reclamo más reciente, y usted puede buscar la información del reclamo por mes y año. Los resultados de la búsqueda incluyen fecha del reclamo, tipo de beneficio, tipo de reclamo, cantidad del reclamo, estado del reclamo, y la fecha de ese estado.

**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 Search

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.

Para presentar un reclamo, usted tiene que llamar al (877) 328-9677.

# Para cambiar la contraseña

En la página para cambiar contraseñas, usted puede cambiar su contraseña para el sitio web para clientes de EBT, en cualquier momento, por cualquier razón.

The screenshot shows the 'Change Password' page on the California EBT Client Website. At the top, there is a navigation bar with 'Home' and 'En Español' buttons, and a secondary bar with 'Account Balance', 'Transaction History', 'Claim Status', and 'Change Password' links. The main header includes the 'Office of Governor Edmund G. Brown Jr.' and a 'Change Password' title. The primary cardholder is identified as 'F LAST'. The page features a form with 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 policy note: '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 says '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, it says 'For additional information about California EBT, visit [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)' and 'If your card is lost or stolen, or if you need to change your PIN: Call (877) 328-9677'. The footer includes a 'Back to Top' link and copyright information: 'Conditions of Use | Privacy Policy | Site Map Copyright © 2009 State of California'.

# Página por si olvida su contraseña

[www.ebt.ca.gov/caebtclient/passwdreset.recip](http://www.ebt.ca.gov/caebtclient/passwdreset.recip)

Si olvida su contraseña, si la pone tres veces de manera incorrecta, o si la contraseña ha sido inhabilitada porque su tarjeta de EBT fue reemplazada, usted puede crear una contraseña nueva en la página por si olvida su contraseña. Tiene que poner el número activo de su tarjeta de EBT, el número de identificación único del Estado (SUID), mes y año de nacimiento (no el día), y su actual identificación de usuario. Si olvidó su identificación de usuario, usted puede crear una nueva identificación de usuario en la página de cómo entrar.

## 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



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

# Si pierde o le roban su tarjeta de EBT, o si necesita cambiar su PIN...

Llame inmediatamente al servicio al cliente al (877) 328-9677. En el sitio web para clientes de EBT, usted NO PUEDE cambiar el PIN (Número de identificación personal) para su tarjeta de EBT ni tampoco reportarla perdida o robada.

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 "Edmund G. Brown Jr." with a "Visit his Website" button. The main content area is titled "Welcome to the California Electronic Benefit Transfer (EBT) Client Website" and includes a welcome message, a list of services, and a login form. A red arrow points to the PIN field in the login form.

**California EBT Client Website**

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

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 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**

**Pin**

**Golden State ADVANTAGE**  
0000 0000 0000 0000  
California.gov/ebt

For additional information about California EBT, visit: [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)

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

EBT fraud, including the use of stolen benefits, known as CalFresh benefits in California, is a federal crime. To report suspected abuse, visit [www.usda.gov/oig/hotlines.htm](http://www.usda.gov/oig/hotlines.htm) or call (800) 424-9473

# ¡Encuentre cajeros automáticos (ATM) que no cobran recargos y negocios cerca de usted que aceptan EBT!

Algunos ATM le cobran una cuota (recargo) por retirar sus beneficios de asistencia monetaria.

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

California EBT Client Website [www.ebt.ca.gov/caebtclient/usebenefit.jsp](http://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<sup>®</sup> 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.**

Navigation menu:  
- 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

For additional information about California EBT, visit: [www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)

Search form:  
ZIP Code: [ ] - OR - City: [ ] - OR - County: [ No Selection ]  
 Food  Cash  Restaurant Meals Locations  Farmers' Markets  
Retailer / Bank Name (Optional): [ ]  
[ Search ]

**¡Busque negocios y ATM que acepten su tarjeta de EBT!**  
[www.ebt.ca.gov/caebtclient/usebenefit.jsp](http://www.ebt.ca.gov/caebtclient/usebenefit.jsp)

**Red de cajeros automáticos (ATM) de MoneyPass  
que no cobran recargos**

***Busque los ATM cerca de usted que no cobran  
recargos usando el localizador de ATM  
MoneyPass.***

**[www.moneypass.com/atm-locator.aspx](http://www.moneypass.com/atm-locator.aspx)**

**Busque el logotipo MoneyPass en el ATM.**



Para más cajeros automáticos (ATM) que no cobran recargos, visite  
**[www.ebtproject.ca.gov/Library/Cash\\_Access.pdf](http://www.ebtproject.ca.gov/Library/Cash_Access.pdf)**

# Enlaces importantes de EBT:

Sitio web para los clientes de EBT:

[www.ebt.ca.gov](http://www.ebt.ca.gov)



Localizador de cajeros automáticos (ATM) de MoneyPass:

[www.moneypass.com/atm-locator.aspx](http://www.moneypass.com/atm-locator.aspx)

Encuentre una tienda donde pueda usar su tarjeta de EBT:

[www.ebt.ca.gov/caebtclient/usebenefit.jsp](http://www.ebt.ca.gov/caebtclient/usebenefit.jsp)

Recuerde, en el sitio web para clientes de EBT...

[www.ebt.ca.gov](http://www.ebt.ca.gov)

## Usted **PUEDE:**

- ❖ Ver el saldo(s) de su cuenta de EBT.
- ❖ Ver el historial de transacciones.
- ❖ Encontrar los ATM que no cobran recargos .
- ❖ Verificar el estado de su reclamo.
- ❖ Obtener información general acerca de EBT.
- ❖ Encontrar tiendas que aceptan EBT.

## Usted **NO PUEDE:**

- ❖ Reportar una tarjeta de EBT perdida o robada.
- ❖ Presentar un reclamo.
- ❖ Cambiar el PIN (Número de identificación personal) de su tarjeta de EBT.

Llame al (877) 328-9677 para cambiar el PIN de su tarjeta de EBT, reportar una tarjeta de EBT perdida o robada, o para presentar un reclamo.



El **sitio web para clientes de EBT** proporciona información en inglés y en español y está disponible a todos los usuarios 24 horas al día, 7 días a la semana.



El **Centro de llamadas de servicio al cliente** está disponible las 24 horas al día, 7 días a la semana, y los representantes de servicio al cliente están disponibles para ayudarles a los titulares de las tarjetas de EBT en los siguientes idiomas: armenio, camboyano, cantonés, inglés, farsi, hmong, lao, ruso, mandarín, español, y vietnamita.

Si tiene alguna pregunta acerca del sitio web para clientes de EBT, por favor comuníquese con el trabajador del Condado encargado de su caso.