

The background of the slide is a long-exposure photograph of a city street at night. The image shows light trails from cars and streetlights, creating a sense of motion. The colors are dominated by blues, greens, and yellows. In the foreground, there is a metal railing. In the background, there are several tall buildings, some of which are lit up with blue lights. The overall atmosphere is modern and urban.

Cardholder Portal

Cardholder Portal

Cardholders can use the Cardholder Portal to:

- Check their balance
- Choose their PIN
- See their transaction history for the past 60 days
- Print their transaction history
- Read Frequently Asked Questions (in English)
- Search for retailers in a specific area

NOTE: Agency staff can view the Cardholder Portal, but will not have access to the PIN select function.

Cardholder Portal

Agency Access



The screenshot displays the FIS ebtEDGE Agency portal interface. At the top right, the URL "ebtedge.com" and a "Log Off" link are visible. The main header features the FIS logo and the text "ebtEDGESM Agency". Below this is a green navigation bar with tabs for "Home", "Services", "Reports", "Documentation", "Training", and "News". The date "Sunday, December 14, 2014" is shown in the top right corner of the page content.

The main content area includes a "Welcome" message with a link to "Update my profile". On the left, there is an "EBT Resources" section with links to "Nacha Website", "FNS Website", and "State of New Mexico Human Services Department". On the right, a "Services" section is displayed with a "List all" link. The "Services" list includes:

- webADMIN (Open , Documentation , Training)
- Cardholder (Open)** (highlighted with a red box)
- Merchant (Open)
- Provider (Open)
- Provider Reporting (Open)
- Fraud Navigator (Open)

A red arrow labeled "Click" points to the "Cardholder (Open)" link.

At the bottom of the page, there are links for "Internet Policy", "Information Practices", and "Terms and Conditions", followed by the copyright notice: "© 2014 Fidelity National Information Services, Inc. and its subsidiaries. All rights reserved."

Agency staff can access the Cardholder Portal by going to the Agency Home Page and clicking the Open link next to Cardholder. Enter the client's card number when prompted. Agency staff will only see information they already have access to in webADMIN. Agency staff **will not** be able to select a PIN in the Cardholder Portal.

Cardholder Portal

Cardholder Access

Click → **Cardholder Login**

FIS **ebtEDGESM**

Wednesday, June 1, 2016

EBT Cardholder Log In

You can easily view your current account balance and review your card transactions. Enter the number found on the front of your EBT card in the box below and click Login.

EBT Card #:

Card Number ← 5000 0012 3456 7890
(Do not include spaces.)

MARY SMITH

[Trouble Logging in? Click here for assistance](#)

Cardholders access the Cardholder Portal by going to www.ebtEDGE.com and clicking on Cardholder Login. The cardholder will first need to enter their card number and then their PIN.

A client who has not yet selected a first PIN will be prompted to select a PIN at that point. Thereafter, the client will need to enter the card number and PIN for Portal access.

The screenshot displays the EBT Cardholder Portal interface. At the top, there is a navigation bar with the FIS logo, the text "EBT Cardholder", and links for "Español", "ebtedge.com", and "Log Off". Below this is a secondary navigation bar with "Home", "Help Topics", "PIN Select", and "News".

The main content area is divided into several sections:

- Welcome MARY**: A personalized greeting.
- Account Balance**: A box showing the balance as of 1:55 AM CDT on May 3, 2011. The card number is 507680000006974. The available cash balance is \$86.00, and the food balance is \$0.00.
- News**: A box containing three news items: "Test News Item1", "Test News Item3", and "Test New Products News Item".
- Help Topics**: A box with a link to "List all Help Topics" and several specific help topics: "Customer Service Phone Numbers", "Frequently Used Terms", "How to use your EBT card at an ATM", "Incorrect PIN Tries", and "Security and care for your card".
- EBT Resources**: A box with two links: "SNAP Retailer Locator" and "FNS Website".
- Review Your Transactions**: A section with a link to "Print List of Transactions" and a note to "Scroll through list to see your current transactions."
- Transaction Table**: A table with columns for Date, Time, Transaction Type, Request Amt, Completion Amt, Fee, and Deposit Amt. One transaction is listed: 04/28/2011 at 5:07 AM, Cash Adjustment (Debit), with a request amount of \$1.00 and a completion amount of \$1.00, resulting in a \$0.00 fee.

At the bottom, there are links for "Internet Policy", "Information Practices", and "Terms and Conditions", along with a "Back to Top" link and a copyright notice for Fidelity National Information Services, Inc. © 2011.

Account Balance – Shows benefit balance available to cardholder

News – News items may be posted here

The screenshot displays the EBT Cardholder Portal interface. At the top, there is a navigation bar with 'Home', 'Help Topics', 'PIN Select', and 'News'. The user is identified as 'MARY' and the date is 'Tuesday, May 3, 2011'. The 'Account Balance' section shows a balance of \$86.00 available as of 1:55 AM CDT on May 3, 2011. The 'News' section contains three test news items. The 'Help Topics' section lists several frequently asked questions. The 'EBT Resources' section provides links to the SNAP Retailer Locator and the FNS Website. Below these sections is a 'Review Your Transactions' section with a link to 'Print List of Transactions'. A table of transactions is shown, with one transaction highlighted: a cash adjustment debit of \$1.00 on 04/28/2011 at 5:07 AM. The footer contains links for 'Internet Policy', 'Information Practices', and 'Terms and Conditions', along with a copyright notice for Fidelity National Information Services, Inc.

Home Help Topics PIN Select News

Welcome MARY

Account Balance As of 1:55 AM CDT on May 3, 2011
Card #: 507680000006974
Type Available
Cash: \$86.00
Food: \$0.00

News
[Test News Item1](#)
[Test News Item3](#)
[Test New Products News Item](#)

EBT Resources
[SNAP Retailer Locator](#)
[FNS Website](#)

Help Topics [List all Help Topics](#)
[Customer Service Phone Numbers](#)
[Frequently Used Terms](#)
[How to use your EBT card at an ATM](#)
[Incorrect PIN Tries](#)
[Security and care for your card](#)

Review Your Transactions [Print List of Transactions](#)

Scroll through list to see your current transactions.

Date	Time	Transaction Type	Request Amt	Completion Amt	Fee	Deposit Amt
04/28/2011	5:07 AM	Cash Adjustment (Debit) Card #: 507680000006917 Rev/Rej Code:	\$1.00 -	\$1.00 -	\$0.00	

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Help Topics – Questions and answers to frequently asked questions are available in English and Spanish

Resources – Links to FNS website and USDA SNAP Retailer Locator

Cardholder Portal

USDA SNAP Retailer Locator

The screenshot shows the USDA SNAP Retailer Locator website. At the top, the USDA logo and "United States Department of Agriculture Food and Navigation Service" are displayed. Navigation links include "About FNS", "Ask the Expert", "Contact Us", "Other Languages", and "En Español". A search bar is present with a "Search" button. Below the search bar are tabs for "Programs", "Data", "Newsroom", "Research", and "Forms". Social media icons for Facebook, Twitter, YouTube, Email, Flickr, and RSS are also visible. The main heading is "SNAP Retailer Locator" with a "Print" button. A descriptive paragraph explains how to use the locator. Below this are three tabs: "About the Locator", "Related Links", and "About SNAP". The central feature is a map of the United States with an "Enter Search Criteria" overlay. The overlay includes fields for "Street", "City", "State", and "Zip", a "Limit to" dropdown set to "Nearest 25 locations", and a "Locate Retailers" button. The map shows major cities and state boundaries.

Cardholders can generate a list of authorized SNAP retailers by location.

FIS EBTCardholder Español ebtedge.com Log Off

Home Help Topics PIN Select News

Welcome MARY

Account Balance As of 1:55 AM CDT on May 3, 2011
Card #: 507680000006974
Type Available
Cash: \$86.00
Food: \$0.00

News
[Test News Item1](#)
[Test News Item3](#)
[Test New Products News Item](#)

EBT Resources
[SNAP Retailer Locator](#)
[FNS Website](#)

Help Topics [List all Help Topics](#)
[Customer Service Phone Numbers](#)
[Frequently Used Terms](#)
[How to use your EBT card at an ATM](#)
[Incorrect PIN Tries](#)
[Security and care for your card](#)

Review Your Transactions [Print List of Transactions](#)

Scroll through list to see your current transactions.

Date	Time	Transaction Type	Request Amt	Completion Amt	Fee	Deposit Amt
04/28/2011	5:07 AM	Cash Adjustment (Debit) Card #: 507680000006917 Rev/Rej Code:	\$1.00 -	\$1.00 -	\$0.00	

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Green Tabs

Home – Return to page shown above

Help Topics, News – Links to Help Topics and News

PIN Select – Link to PIN select functionality

Cardholder Portal

PIN Select

FIS ebtCardholder

Home Help Topics **PIN Select**

PIN Select Cardholder

PIN Reset [Return to Home Page](#)

To reset your PIN, follow the steps below, then click "Update".

Date of Birth:	<input type="text"/> / <input type="text"/> / <input type="text"/>	Enter your date of birth for verification. The format is mm/dd/yyyy
SSN Number:	<input type="text"/>	Enter your last 4 digits of SSN number for verification.
New PIN:	<input type="text"/>	Enter your new PIN in this box. Must be numeric and 4 digits in length
Re-enter new PIN:	<input type="text"/>	Enter the same PIN you entered in the previous box.

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Cardholders click on PIN Select and follow directions to select a first or replacement PIN. Information required is set by the State. If a cardholder has a security code (password), it must also be verified.

Cardholder Portal

Transaction History

The screenshot displays the FIS EBT Cardholder portal interface. At the top right, there are links for 'Español', 'ebtedge.com', and 'Log Off'. The main navigation bar includes 'Home', 'Help Topics', 'PIN Select', and 'News'. The user is identified as 'MARY'.

Account Balance: As of 1:55 AM CDT on May 3, 2011
Card #: 507680000006974
Type: Available
Cash: \$86.00
Food: \$0.00

News:
[Test News Item1](#)
[Test News Item3](#)
[Test New Products News Item](#)

EBT Resources:
[SNAP Retailer Locator](#)
[FNS Website](#)

Help Topics:
[List all Help Topics](#)
[Customer Service Phone Numbers](#)
[Frequently Used Terms](#)
[How to use your EBT card at an ATM](#)
[Incorrect PIN Tries](#)
[Security and care for your card](#)

Review Your Transactions: [Print List of Transactions](#)

Scroll through list to see your current transactions:

Date	Time	Transaction Type	Request Amt	Completion Amt	Fee	Deposit Amt
04/28/2011	5:07 AM	Cash Adjustment (Debit) Card #: 507680000006917 Rev/Rej Code:	\$1.00 -	\$1.00 -	\$0.00	

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Cardholders can review transaction history for past 60 days. To print history, cardholders should click on the blue Print List of Transactions link.

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