Activating your P-EBT Card

Your new Mountain State EBT card will be delivered in a plain white window business envelope. The return address on the envelope will be Milwaukee, WI.

Se le envía esta carta con instrucciones para activar su tarjeta Mountain State EBT que debe recibir por correo. Si desea activar su tarjeta Mountain State EBT, llame al 1-866-545-6502 y presione la opción 2 para español. Si requiere apoyo para comprender las instrucciones que se presentan a continuación, por favor llame al (304) 741-8654.

In addition to the card, you will receive inserts that describe how to use the card. Save the inserts for easy access for important phone numbers.

When you receive the card, it will have to be activated before you can use it. You have two options for activating your new Mountain State EBT card: *online* or *by phone*.

For *online* activation of your Mountain State EBT card as a first-time cardholder
1. Go to *www.ebtEDGE.com*.
   a. Select "Cardholder Login" link on the left-hand side.
   b. Click on the "Register Here" link to create a new user ID and password.
2. Login using the ID and password you created.
   a. Click the "Add Account" button and enter the 16-digit card number found on the front of your card.
   b. Enter the date of birth for the oldest child receiving the P-EBT benefit.
      i. The format is mm/dd/yy – only enter the last two digits of the birth year.
      ii. Use the tab key to move between fields.
   c. Enter a Social Security Number (SSN). If there is no SSN on file, you will be prompted to enter the mailing zip code.
3. Click on your card to view your account balance and transactions.
4. To use your card in a store, you will need a PIN.
   a. Select "Account Services" in the upper right-hand corner of the screen and click PIN select.
   b. Enter the date of birth for the oldest child receiving the P-EBT benefit.
      i. The format is mm/dd/yy – only enter the last two digits of the birth year.
      ii. Use the tab key to move between fields.
   c. Enter an SSN. If there is no SSN on file, you will be prompted to enter the mailing zip code.
   d. Select 4 numbers as your PIN, using numbers that would be significant to you and not a simple series like 1111, 1234, etc. to protect against fraud.
   e. Re-enter the 4 numbers you selected for your PIN.
   f. Click UPDATE.
5. Using the ID and password you created, you can review your transactions and account information at *www.ebtEDGE.com* and monitor your account activity.

For activation of your Mountain State EBT card *by phone* as a first-time cardholder
1. Call 866-545-6502. This number is on the back of your card and in the inserts provided with your card.
2. Press 1 for English or 2 for Spanish.
3. Enter the 16-digit card number on the front of your card.
4. When prompted enter date of birth for the oldest child receiving P-EBT benefits. Using your keypad, enter the date of birth using mm/dd/yy – only enter the last two digits for the birth year.
5. When prompted enter an SSN. If there is no SSN on file, you will be prompted to enter the mailing zip code.
6. Listen for option 4 to set the PIN for your new card.
   a. Select 4 numbers as your PIN, using numbers that would be significant to you and not a simple series like 1111, 1234, etc. to protect against fraud.
   b. Re-enter the 4 numbers you selected for your PIN.