

# HOW TO LOCK YOUR OHIO EBT CARD



## Lock Your Ohio EBT Card to Stop Theft

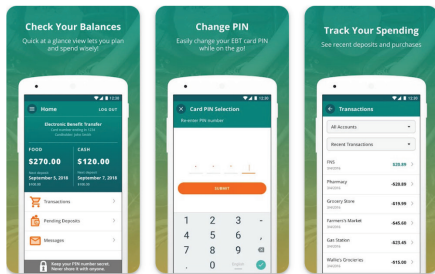
Ohioans have a quick and easy way to protect their Electronic Benefit Transfer (EBT) cards from scammers who attempt to steal food benefits.

Use the **Lock/Unlock Card** feature to secure your **Ohio Direction Card** and protect your benefits!

**Locking your card is easy. Follow these simple steps:**



**ConnectEBT**  
Conduent Incorporated

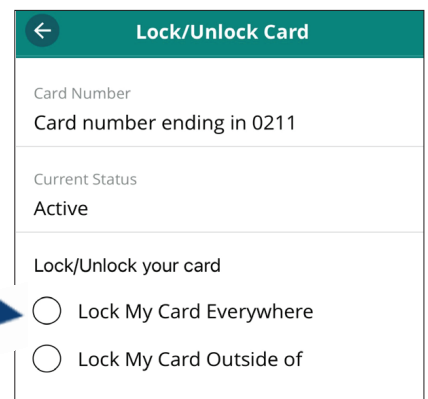
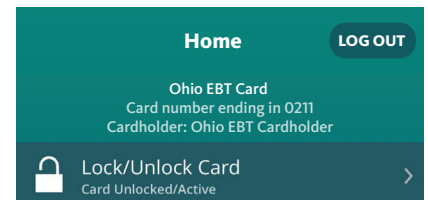
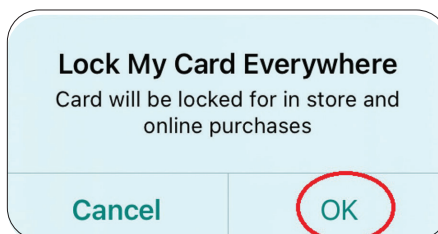


**The ConnectEBT app is the only official SNAP app for Ohioans.**

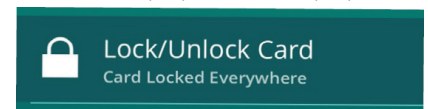
*Beware of unofficial apps that ask for your login. They could put your benefits at risk.*

*Connect EBT is available for free in the Apple App Store and Google Play.*

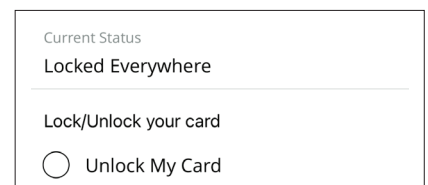
1. Download or open the official **ConnectEBT app** on your mobile device.
2. Securely **log in** to your account in the app.
3. Tap the **“Lock/Unlock Card”** icon on the home screen.
4. Select **“Lock My Card Everywhere”** and tap **OK**.
5. Can't log in? Call **866-386-3071** for support.



*The icon shows if your card is currently locked (🔒) or unlocked (🔓).*



- To unlock, select **“Unlock My Card”** and tap **OK**.



**Your card is now locked and your benefits are protected!**

When you go shopping, unlock your card in the app and lock it again after checkout.

**Protect your benefits from theft with the official ConnectEBT app or at ConnectEBT.com.**