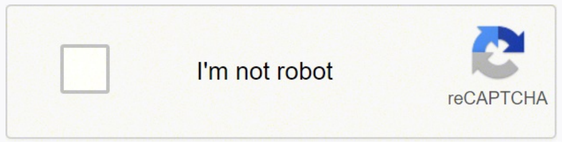


Next

# How to find out food stamp balance online

How to use your EBT Card All Food Stamps & Most Cash Benefits Are Distributed By EBT Welcome to EBT! Your food stamp benefits and/or cash assistance benefits are kept in special accounts for you until you want to use them. The following information tells you how. For an Adobe Acrobat brochure, follow this link. How to Use Your Card at the Store Before you shop, check your last receipt to find out how much money is in your account, or call 1-888-328-2666 for your balance Look for the Quest® mark on the door or the window of the store. At check-out, your card is swiped Enter your secret PIN on the number pad, then press Enter. Tell the clerk how much money to enter or enter the amount yourself. Remember, you can only buy eligible food items with your food benefits. Always check your receipt to make sure that the amount on the EBT receipt is the same as the grocery receipt. To Get Cash at the Store Get your balance by looking at your receipt, or call 1-888-328-2666. Look for the Quest® mark. Your card is swiped. Enter your secret PIN on the number pad, then press Enter. Tell the clerk how much money to enter or enter the amount yourself. Check to make sure the amount on the receipt is the same as the amount of cash you received. How to Use Your EBT Card at a Cash Machine (ATM) Always follow directions on the ATM. Enter your secret PIN. Press Withdrawal. Press Checking. Enter the dollar amount you want. Take your cash from the machine. Wait for your card and receipt. Check the receipt to make sure it is the same as the amount you got. DO NOT count your money at the machine. Keep the receipt so you will know how much you have left in your account. Safety First Have your card ready. Choose a well lit ATM in a place where you feel safe. Never let anyone see you enter your secret PIN. Put your cash, card and receipt away quickly. How to Take Care of Your EBT Card Keep your card in a safe place when you are not using it. Never write your secret PIN on your card. Do not damage or bend your card. Do not write on or scratch the black stripe on the back of your card. Do not put your card near magnets, TVs, stereos, VCRs, or even the magnetic clasp on a purse. Your PIN PIN stands for Personal Identification Number. Your secret PIN is your electronic signature. It is the key that unlocks your benefit accounts. To use your EBT card, you must enter your 4 number secret PIN into the machine. Keep your PIN a secret. Never write your secret PIN on your card. Never let anyone see you enter your secret PIN at a machine, even a store clerk. Never give anyone your card or secret PIN. If a person has your card and knows your secret PIN, they can use ALL of your benefits. If someone else uses your secret PIN and card, your BENEFITS WILL NOT BE REPLACED. Your EBT Card Take care of your EBT Card Keep your card in a safe place Save your receipts to check your balances Call before you go shopping to get your account balances Call right away if your card is lost or stolen Call your caseworker for a replacement card. If you move, contact your caseworker immediately CUSTOMER SERVICE ON LINE You can access your EBT account via the Internet. www.ct.gov/dss/ebt Once you establish a web account you will be able to: • check your balances • change your PIN • contact customer service SURCHARGES AT ATM’s Did you know that most banks and financial institutions in CT do not charge the usual ATM surcharge? This means that the first two transactions each month, conducted at a bank or credit union are FREE. ATM’s located at convenience stores, however, usually charge fees of $1 to $3! 1 Check whether this is possible in your state. Visit the State EBT Websites page at . Click on the state that issued your benefits card, if it appears on the list.[2] Use one of the alternate methods below if your state is not on the list. 2 Create an account or log in. The exact layout of the site depends on your state. Look for a link that says, "Register Now," "Make an Account," or a similar phrase. If you cannot find one, just click on the "Log In" button—some sites don't require you to create an account, but will just ask for your social security and/or card number.[3] Advertisement 3 Enter the required information and hit Submit. To access your benefits, you will need to enter your full name, and the number on your benefits card. You'll also create a username and password so you can log in to the site. Depending on your state, you may also be asked for your social security number or other information. Fill out the form, and agree to the terms and conditions when prompted. Write your username and password down in a secret location so you don't forget it. 4 Log into your account. You might be logged in automatically when you create an account. In the future, to log in, visit this site, enter your username and password, and click Log in or a similar button. 5 View your account balance. Look for a link to Account Summary, View Balance, or a similar phrase. Your food stamp balance should be listed here. If you see an Account Activity link, click it for a more detailed breakdown of how you have spent your food stamp money. 6 Log out when you're done. Be sure to log out when you're finished so that no one else can access your information. This is especially important if you are using a computer shared with other people. Advertisement 1 Check your balance through customer service. If your state does not offer online SNAP (food stamp) services, contact customer service and have them check your balance for you, or give you advice on how to check it in your state. You can find toll-free numbers to call listed at the USDA website, along with websites that may include online customer service. Call the number listed under "Client" to ask about your balance. The number listed under "Retailer" is for stores who accept food stamps as payment. 2 Find alternate numbers or physical office locations. Search online for "EBT contact" and the name of your state. The number listed should be the same as the one you've already called, but the information may also include a physical office look-up, or contact info for a related service that may be able to help, such as the Women, Infants, and Children program (WIC).[4] 3 Look at a receipt from a food stamp purchase. Your remaining balance is typically printed on your receipt when you pay with your benefits card. If you do not have this, make a small purchase using your benefits card, and ask the cashier for the receipt.[5] The receipt may print this information under "EBT balance," "SNAP balance," or the name of the state-specific program (such as Quest or CalFresh). 4 Contact your caseworker about a new benefits card. The amount of time it takes to receive your first SNAP (food stamp) payment depends on your state. You should always receive it within 30 days of your application being filed, or within 7 days if your income is low enough to qualify for rapid assistance. Your caseworker, or person who filed your SNAP application, should be able to give you more information on its status.[6] 5 Check the release schedule online. If you want to find out whether this month's food stamp balance has been distributed, you can check the schedule online without an account. Visit the federal SNAP website and click the name of the state that issued your benefits card. Typically, states assign benefits between the 1st and 10th of every month, depending on the number written on your benefits card.[7] Advertisement Add New Question Question How do I enter my birthday in this format: mm/dd/year? The "mm" stands for month. It's doubled to indicate it should always be written in two digits, not one. If the month has only one digit, place a zero in front of it. (January - 01, February - 02, March - 03, etc.) The "dd" stands for day, and it also requires two digits. (03, 04, 05, etc.) The "year" should always be four digits. (2016, 2017, 2018, etc.) So if your birthday were March 4, 1997, you would write it as 03/04/1997. Question How can I check my food stamps balance without the card number? You can't. Question What do I do with a food stamp card after someone has passed away if there is still money on the card? The best thing to do is turn the card in -- if anyone uses it besides the person to whom it belonged, they might get in trouble. It's best to just return the card to the state. Question Can I use my EBT benefits if I don't have the card, but I do have my 16-digit number and my PIN number? It depends on which benefits. If cash, you could use them for online purchases, but for food you would need the card in store. Question If a family with two adults and three children has an income of $5,400, do they qualify for food stamps? Yes, but only for 3 months now, unless someone is disabled. After 3 months you have to be working 20 hrs a week or you will no longer qualify. Ask a Question Advertisement Thanks! Advertisement Thanks! Advertisement wikiHow is a “wiki,” similar to Wikipedia, which means that many of our articles are co-written by multiple authors. To create this article, 18 people, some anonymous, worked to edit and improve it over time. This article has been viewed 286,246 times. 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