Frequently Asked Questions: EBT High-Risk Transaction Block

What has changed?
Your SNAP and/or Summer EBT card was placed in a "**Block High-Risk Transactions**" status on **May 13, 2026**. All newly issued cards will default to a "Block High-Risk Transactions" status.

What does this change do?
Now that your card is in this status, it reduces the risk of **fraudsters stealing** your SNAP and/or Summer EBT benefits.

Will this change affect how I shop in stores?
There is no change to using your EBT card **in-person** at an **Ohio grocery store** and pay at a **POS device** however, you will need to temporarily remove to the "Block High-Risk Transactions" if you:

- order groceries for **pickup or delivery**
- shop out of state, **including border states** (Indiana, Kentucky, Michigan, Pennsylvania or West Virginia)
- use the **scan and go self-checkout** at the store (such as Meijer's "Shop & Scan," and Sam's Club's "Scan & Go!")

Can I still use self-checkout?
Yes. However, you will need to temporarily remove the "Block High-Risk Transactions" if using the scan and go self-checkout options. It is recommended that you relock your card after making the purchase.

Can I still make internet/online purchases?
Yes. However, you will need to temporarily remove the "Block High-Risk Transactions." It is recommended that you relock your card after making the purchase.

How do I remove the block?
You can remove the block by one of these options:

- Download and create an account using the **official ConnectEBT app**
- Create an account using the ConnectEBT client portal: www.connectebt.com
- Call **1-866-386-3071,** on the main menu, select the "lock or unlock your card" option.

What if I need help removing the block on my card?
Call **1-866-386-3071** to speak with a live representative. Support is available **24/7/365**. Note: You will need to verify your card number, address, social security number and date of birth. If your address has changed and you haven't updated your records with your county worker, the representative will not be able to assist you.

If I remove the block, can I put it back on?
Yes. You can turn the block back on at any time. You are highly encouraged, when not actively making a purchase to keep your card in the "Block High Risk Transactions" status or to use the "Lock Everywhere" status. These features will help protect your benefits from electronic theft.

Can I permanently unlock my card?
Yes, you can choose to leave your card unlocked. However, this would mean you are more at risk to have your benefits stolen. It is recommended that you **keep your card locked** unless you are actively making a purchase.

How do I put the block back on?
- If you remove the block in the **ConnectEBT app** or at **www.connectebt.com**, you can choose for the block to turn itself back on after **30, 60, or 90 minutes**.
- At any time you can turn the block back on using **ConnectEBT** (app or online) or by calling **1-866-386-3071**.

What if I forgot my ConnectEBT User ID or password?
Select Forgot User ID or Forgot Password at **ConnectEBT app** or **www.connectebt.com**.

What if I no longer have access to my ConnectEBT account?
Call **1-866-386-3071** for help. At the main menu, select "Additional options" and then select "For user ID and password resets" option.

What if I am using a different app than ConnectEBT?
The official app is ConnectEBT, we are unable to assist users of other apps. Please use the official ConnectEBT app.

What if my EBT card gets replaced?
The "Block High-Risk Transactions" status will be placed on **all replacement cards**. You will have to remove the block to make an out-of-state or internet purchase.

Why did Ohio block out of state and online purchases?
This decision was made in order to **secure benefits** and ensure families continue to receive the support they need. Criminals have found ways to steal benefits electronically, even while your card is in your possession. If your benefits are stolen, **you will not be reimbursed**.

Are my benefits completely safe with this new change?
No. This change protects your card from most types of theft we have seen, but it does not stop all fraud. Your card is only fully protected when the **"Lock Everywhere"** feature is turned on.

Can I use "Lock Everywhere" instead of "Block High-Risk Transactions"?
Yes. You can choose the "Lock Everywhere" feature through the ConnectEBT app or by calling **1-866-386-3071**. You should only turn this feature off when actively making a purchase.