

# STEP BY STEP GUIDE TO CHANGE YOUR PIN NUMBER



SNAP benefit theft is becoming increasingly common with digital transactions. You need to take steps in order to prevent unauthorized access to your benefits. The most effective way to avoid theft is to change your pin frequently and to purchase in Mississippi stores.

## 1. Go to WWW.CONNECTEBT.COM/MSEBTCLIENT

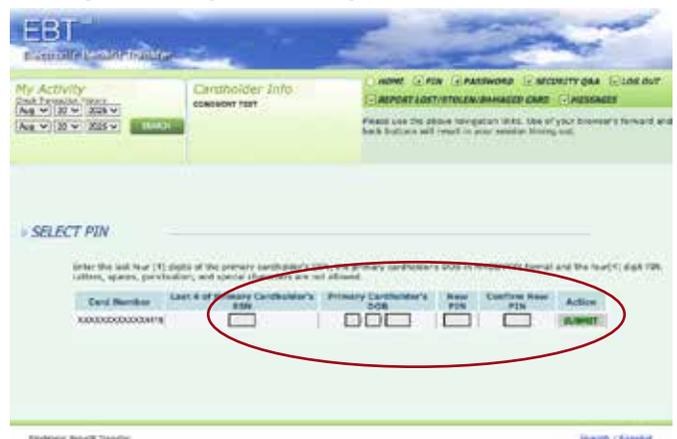


This will take you to your profile, where you can review information about you EBT, see your SNAP balance, and search your transaction history.

## 4. Click the button at the top right of your screen that says "PIN" in the green task bar.



5. On the PIN screen, you'll need to type in your last four digitals of the primary card holders social security number and date of birth (MM/DD/YYYY), then your new pin in the specified field.



6. Confirm new pin, click submit, and select "OK" on the popup box.

SCAN HERE FOR  
CONNECTEBT.COM



If you have not created an User account, please select that option and register your ID.

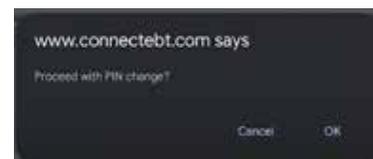
2. Type in your USER ID and PASSWORD, click LOGIN

3. You may get a message to verify you are human. Check the box.



**IMPORTANT:** Use PINS that aren't easy to guess, but something easy for you to remember.

**EXAMPLE:** Do not use 1111 or 1234.

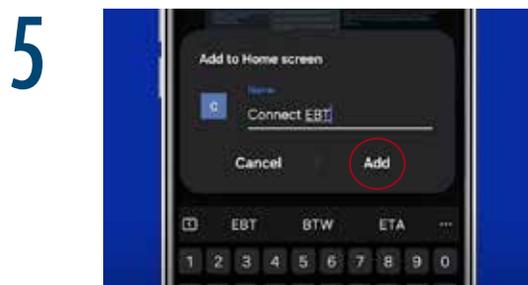
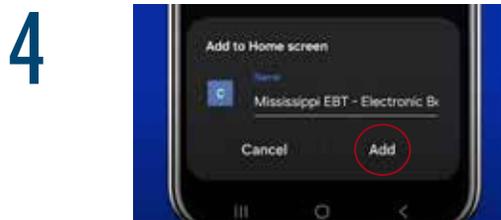
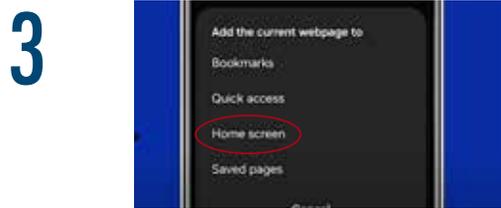




# ADDING A QUICK ACCESS ICON

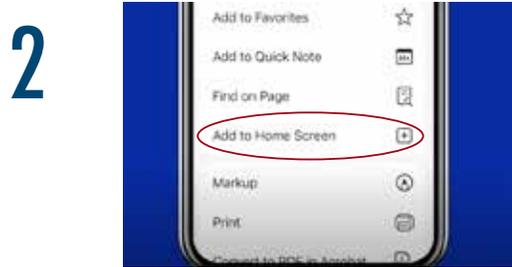
## Android Phone Home Screen

Go to [WWW.CONNECTEBT.COM/MSEBTCLIENT](http://WWW.CONNECTEBT.COM/MSEBTCLIENT)



## iPhone Home Screen

Go to [WWW.CONNECTEBT.COM/MSEBTCLIENT](http://WWW.CONNECTEBT.COM/MSEBTCLIENT)



# MDHS

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
MDHS.MS.GOV

# CHANGE YOUR PIN THE NIGHT BEFORE BENEFITS ARE LOADED

SCAN TO WATCH



The Mississippi Department of Human Services (MDHS) reminds SNAP clients to protect their SNAP benefits. Over the past few weeks, the MDHS Office of Inspector General reports an increase in reports of skimming that have resulted in stolen SNAP benefits.

SNAP participants are encouraged to take action that may help prevent card skimming. Here are some examples:

- Change your PIN frequently or after each use.
- Avoid using PINs that are easy to guess, such as 1234 or sequences of the same digit like 0000 or 1111. While these may be convenient for you to remember, they also make it simple for thieves to access your account and steal your funds.
- Keep your PIN secret. Do not share your PIN with anyone outside your household. Cover the keypad when you enter your PIN on a machine.
- Check your EBT account regularly for unauthorized charges. If you notice any, change your PIN immediately to stop the thief from making new purchases.
- Check card reading machines to make sure there's nothing suspicious overlaid or attached to the card swiper or keypad. The overlays can be difficult to detect but are often bigger than the original machine and may hide parts of the machine.

If your EBT card has been compromised, call the Mississippi EBT card holder service center at 1-866-512-5087 as soon as possible to report the card as compromised. This will deactivate the card and send a new card to the account holder.

If MDHS can verify that your SNAP benefits were stolen due to skimming, card cloning, or other similar methods **between August 15, 2023 and December 20, 2024**, you may be eligible for replacement benefits up to a certain amount: either two months of your household's benefit amount or the amount of the benefit theft, whichever is less. File a Lost Benefit Attestation form to report stolen benefits.

Additionally, reporting the incident to the **MDHS Office of Inspector General fraud hotline at 1-800-299-6905 or email [fraud@mdhs.ms.gov](mailto:fraud@mdhs.ms.gov)** can help with ongoing investigations.

## CHANGE YOUR PIN

SCAN HERE FOR  
**CONNECTEBT.COM**



**CONNECTEBT.COM/MSEBTCLIENT**

## REPORT FRAUD

SCAN HERE FOR  
**MDHS FRAUD TIP  
FORM**



**MDHS.MS.GOV/HELP/SNAP/SNAP-FRAUD**