

SNAP EBT Security Changes Q&A

Beginning Oct. 22, 2026, we are implementing new security measures that will, by default, block all online EBT purchases and purchases outside Georgia and its bordering states – Alabama, Florida, North Carolina, South Carolina, and Tennessee. This means customers who need to use their EBT card online or outside of Georgia and its five bordering states will need to unlock their cards to complete those transactions. In addition, all newly issued and replacement EBT cards will be mailed to customers in an inactive status, requiring customers to activate them before use.

My purchase was declined. What should I do?

If you are shopping online or outside of Georgia, Alabama, Florida, North Carolina, South Carolina, or Tennessee, unlock your card through the ConnectEBT app or website (connectebt.com/ebtconnect/recipient/GA) prior to attempting a purchase. Then, re-lock your card after shopping by choosing the “Lock Everywhere” feature which will lock the card in all states and online and is the most secure option. You can also choose to lock your card so that it is only locked everywhere except Georgia and bordering states. If you recently received a new card in the mail, be sure to activate it before use.

How can I activate my card?

You can activate your card through the ConnectEBT app, the ConnectEBT website (connectebt.com/ebtconnect/recipient/GA), or by calling **1-888-421-3281** and following the prompts to set your PIN.

Should I still lock my card when I am not shopping?

Yes. We strongly encourage you to choose the “Lock Everywhere” feature when you are not using your card because this is the most secure option to help protect your benefits. You can lock and unlock your card using the Connect EBT mobile app or website.

Where can I find more information about ConnectEBT?

Visit our webpage that contains more information on the [ConnectEBT website and mobile app](#).

I need further assistance. Who should I call?

For further assistance, call EBT Customer Service directly at **1-888-421-3281**.