

May 22, 2024

Please see the following statement from the Monroe County Department of Communications.

**SOME MONROE COUNTY EBT CARD HOLDERS AFFECTED BY STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE CHANGEOVER ISSUE**

The New York State Office of Temporary and Disability Assistance (NYSOTDA) transitioned to a new Electronic Benefit Transfer (EBT) system on Sunday, May 19.

While most cardholders across the state can still use their existing EBT card and PIN, some cards are not currently showing as active in the new ebtEDGE system.

This issue is affecting some clients of the Monroe County Department of Human Services.

If your card is not showing as active, this does not mean you need a new card or that your card, PIN or benefits are invalid.

We understand this is inconvenient, however NYSOTDA and Monroe County DHS are asking cardholders to remain patient while this issue is resolved, which may take a day or two.

NYSOTDA is working with its vendors to resolve the issue as quickly as possible and developing a way for local social services districts to issue temporary cards that will work with the new system

We are hopeful that cardholders will soon be able to use their current card again.

EBT cardholders must use the new ebtEDGE mobile app and new ebtEDGE online client portal to access card information and functions electronically.

Clients who used the previous client portal and app must create a new account by clicking on the Cardholder Portal option at [www.ebtEDGE.com](http://www.ebtEDGE.com) or by downloading the ebtEDGE mobile app (available on [Google Play Store](#) and [Apple App Store](#)) to register for access to the new sites.