

Bnft App Tips

There are 3 ways for to access your WIC EBT account, including setting/changing your PIN:

1. Cardholder website: www.mybnft.com
2. Automated phone number: 833-916-1509
3. Bnft app

The app is NOT required to shop. If you choose to use the app, ask your WIC agency for assistance with getting it set up. Below are some tips if you are having trouble accessing the app, **after you have initially registered.**

Phones must meet the following:

	Android	Apple
Version	2.0.68 or higher	2.1.2 or higher
Phone Requirement	5.0 or higher	14.0 or higher
How to Check Version	<ul style="list-style-type: none"> • Settings • Apps & notifications • Select Bnft • The version will be listed at the bottom of the App Info screen 	<ul style="list-style-type: none"> • Settings • General • iPhone Storage • Wait for the apps to populate and click on Bnft • The version will be listed at the top under the name Bnft

Basic Steps for Logging in (after initial registration):

- Tap on the Bnft App
- The Username (email address) is auto filled, enter your Password, tap on Sign In
- The next screen will be the Multi-Factor Authentication.
 - The phone number that was entered when you set up the Multi-Factor Authentication will pre-populate with the last 4 digits displayed, click Text Me (or Call Me whichever preferred method you chose).
 - Do not leave the app, wait for the notification the text message was received.
 - Click in the One-Time Password field, click on the From Messages and the passcode will auto populate in the One-Time Password field.
 - Click Submit.

Troubleshooting

Forgot Password?	Click on Forgot Password? On the login screen and follow the instructions for resetting.
Forgot Username?	The Username is the email address used when registering. Click on Forgot Username? On the login screen and follow the instructions.
Email provided was not found.	Click on Sign Up in the log in screen and follow the instructions.
Username does not automatically populate when accessing the app.	<p>Did you complete the initial registration?</p> <ul style="list-style-type: none"> • Click on Sign Up! • Enter your EBT card number and click on the arrow • If you have completed the initial registration, you will receive a message, <i>This card has already been registered</i> <ul style="list-style-type: none"> ○ Go back to the login screen, click on Forgot Username? And follow the instructions, write down your Username ○ Go Back to the login screen, click on Forgot Password? And follow the instructions, write down your Password ○ Use the Username and Password to try logging in. • If you did not receive the message, <i>This card has already been registered</i>, continue to follow the instructions to complete your registration.

Does not receive code when trying to change Password.	Confirm the email address is correct. Click on Forgot Username? On the login screen and follow the instructions.
Email address has changed.	Contact your WIC agency. You will not be able to change the email address.
Phone Number has changed.	Contact your WIC agency. You will not be able to change the phone number.
Unknown error, please try again.	Confirm the version installed is current. Turn your phone off and back on again. Try again. Uninstall and reinstall the app. Try logging into the website.
New EBT Card	Do not create another account, your PIN number and card will automatically transfer to your existing app account. Ask your WIC agency for further assistance if needed.
Other Issues	<ul style="list-style-type: none"> • Close out of the app and try again. • Turn your phone completely off and on again. • Uninstall and reinstall the app. • If you enter your Username or Password wrong 4 or more times, the system will temporarily lock you out.
Still having issues?	<ul style="list-style-type: none"> • The app is NOT required to shop. • Try logging into the website, the Username and Password for the website and the Bnft app are the same. • Use the phone number on the back of the card to obtain benefit balance, purchase history, change or set PIN