eWIC Tools – Customer Service

Introduction
eWIC Tools – Customer Service. Provided by the MN Department of Health WIC Program.

Customer Service

Overview
There are a number of eWIC tools available to MN WIC participants, including the Customer Service Web Portal and Phone Line…

Overview1
…that will assist our households in managing their WIC Card.

Local Agency WIC staff need to understand how these tools can be used, especially since the expectation is that we will help our Primary Card Holders to setup their PIN once they've been issued a WIC Card so that it is ready to go once they leave the WIC Clinic.

Preparation
In order to set a PIN, a Primary Card Holder must be set and a WIC Card assigned.

HuBERT
We do this…

Mouse
…in the EBT Household Demographics screen in HuBERT.

EBT HH Demo
All the information we need to set the PIN is on this screen: the Primary Card Holder's date of birth and the household's 5-digit mailing zip code. Before leaving this screen…

Write it Down
…we should write down the date of birth and zip code so that we have what we need when we set the PIN.

Web Portal
The URL for the web portal is printed on the back of the WIC Card.

Since we'll be using this site a lot, it makes sense to save it to our browser favorites.

Save to Favorites

<no script – mouse drags browser page icon to favorites bar>

Save to Favorites1

<no script>

Save to Favorites2

<no script>

URL

The wiccard.mn.gov URL opens directly to the ebtEDGE screen where participants can login in with their WIC Card number.

Login

Once a WIC Card has been assigned to the household, we are able to login with their Card number at any time.

Go ahead and type the card number into the EBT Card # field and click the Login button.

Select Your PIN Link

For new cards, the Select your PIN link displays.

Go ahead and click on it.

<no script> Click the **Select your PIN** link.

Communicate

We want to make sure we let our card holders know that we are going to set their PIN so that their WIC Card is ready to be used once they leave the clinic.

We should remind them to pick 4 digits that are easy to remember but hard for others to guess.

Communicate1

If possible, share your screen so that they can see the web page and make sure to let the card holder know what information is needed to set their PIN.

Set PIN

Using what we wrote down earlier, enter the date of birth, in the accepted format, and the 5-digit mail zip code.

Use the Tab key to move quickly between fields.

<no script – no voice> Type 05 and tab.

DOB

<no script – no voice> Type 13 and tab.

DOB1

<no script – no voice> Type 1987 and tab.

Zip Code

<no script – no voice> Type 55044 and Tab.

Never Enter PIN

The next step is to enter the PIN and we never want to enter our card holders' PIN.

Participant Enters PIN

Those are private and should only be entered by the Primary Card Holder.

<auto-type>4-digit number.

Once they've typed their PIN, we can continue to help facilitate by pressing the Tab key on the keyboard…

<no script> Press the Tab key on our keyboard.

Enter PIN Again

… and letting the card holder know they should enter their PIN again.

The last step is to click the Update button.

<no script> Click the **Update** button.

Successful PIN

The **PIN successfully selected** message will display and we can click the **Log Off** button to exit.

Home Page

After logging off, the card holder is returned to the ebtEDGE home page.

Many card holders will be familiar with the Web Portal home page because the same interface is used for SNAP.

The wiccard.mn.gov URL skips the ebtEDGE home page and opens directly to the login screen.

Clicking the More Information Link in the EBT Cardholders section…

<no script> Click the More Information link under EBT Cardholders.

Login Card
…opens the web portal login screen.

Login Card1
Notice the card holder must have both their card number and PIN to login to the web portal.

<no script>

Web Portal Features
Card holders can use the Web Portal to help manage their benefits.

They can view their current account balance and when they expire. They can also view all benefits issued to their household in the issuance history.

<no script> Click the Issuance History link.

Issuance History
Go ahead and click beneath the scroll bar to view.

<no script> Click beneath the scroll bar.

Issuance History1
<no script> Click beneath the scroll bar.

Issuance History2
<no script> Click beneath the scroll bar.

Issuance History2
<no script> Bar automatically scroll back to top.

Redemption History
They can also view their WIC purchases in the Redemption History

<no script> Click the Redemption History link

Redemption History1
Each WIC purchase will be listed. This household has only one redemption. Go ahead and click the WIC Purchase link.

<no script> Click the WIC Purchase link.

Redemption History2

<no script> Close the dialogue box.

PIN Select

They can also reset or change their PIN.

<no script> Click on PIN Select.

PIN Select1

Let's go ahead and Log Off.

<no script> Click on Log Off.

Logged Off

There's one other thing we need to mention…

<no script> Click the More Information link under EBT Cardholders.

Forgot PIN

If a card holder doesn't have their card number, or forgets their PIN, they will need to use a phone to call Customer Service.

 Clicking the Trouble Logging In link…

<no script> Click the Trouble Logging in? Click here for assistance link.

Forgot PIN1

…simply opens a Customer Service phone list by state.

 There is no way to cancel a lost or stolen card, or reset a forgotten PIN, using the web portal.

IVR

The eWIC Customer Service phone number is also printed on the back of the WIC Card.

When setting a PIN using the phone, we must wait for each voice prompt to start before pressing the digits.

Otherwise, if they are entered too quickly, the service line may not recognize the digits and will disconnect the call.

Prompts

The following are the voice prompts we will hear when we call eWIC Customer Service.

"Welcome to the MN eWIC Customer Service line."

"For English, press 1."

As soon as we hear "Welcome", we can press 1 for English.

Spanish

An option for Spanish is also available.

Spanish1

<no script> Para Espanol, press nueve.

Enter Card

After selecting English, we can enter the card number.

"Please enter your 16-digit eWIC Card number."

"You can press star at any time to start over."

Not Valid Entry

If the system does not recognize the card number, date of birth or zip code, it will prompt us to enter it again.

Not Valid Entry1

"Sorry. That's not a valid entry."

"Please enter your…"

Set PIN

Once a valid card number has been entered, the system recognizes whether or not a PIN has been set

Date of Birth

 "Currently, there is no PIN on this card. Let's take care of this now."

"To set up your PIN, I need to collect some information."

"First, please enter your date of birth, using 2 digits for the month, 2 digits for the day, and 4 digits for the year."

"For example, if your date of birth was August 21, 1985, you would enter 08211985. Go ahead.**"**

Zip Code

Next, we enter their mailing address zip code.

Zip Code1

"Now enter your 5-digit zip code."

Enter PIN

"Thanks. Please select a 4-digit PIN."

Again, only the Primary Card Holder should enter the PIN.

Enter PIN1

Make sure to wait for the next voice prompt to begin before having the Primary Card Holder re-enter their PIN.

Enter PIN2

"Thanks. To verify your entry, please re-enter your new 4-digit PIN."

Not Same PIN

If the same PIN isn't entered, the system lets us know and starts the PIN entry over again.

Not Same PIN1

"Sorry. These PINS don't seem to match. Let's try again."

System Updated

To ensure the PINs match, wait for the next prompt before hanging up.

System Updated1

"The system has been updated with your new PIN. It's effective immediately."

System Update2

Then let the Primary Card Holder know that there WIC Card and PIN are now ready to use.

Other Functions

There are certain functions that only the Customer Service phone line can assist with:

Assistance in other languages by pressing 0 and talking with a customer service rep with access to the language line.

Since it doesn't require a PIN to use, if the PIN has been forgotten, it can be reset as long the primary card holder's date of birth and zip code are known.

Cancel Card

They can also use the phone line if: your card has been lost, stolen or damaged, press 2 to cancel your card.

Other Options

Other available options are: to change their PIN, check their current balance including the Last Date to Use amounts and food items left on their current balance, review their transaction history which lists the date, time, amount and items purchase, and benefits availability, which provides the last date to use if their current set still has benefits left.

Summary

In Summary – Web Portal

In general, the Web Portal tends to be faster for setting the PIN. Once set, it requires the PIN to login and view the account balance, and issuance and redemption history.

In Summary – Customer Service Phone Line

If using the phone line to set the PIN, wait for the voice prompt to begin before entering digits. Don't enter the digits too fast because the system won't be able to distinguish them and will disconnect.

Make sure to listen to the beginning of the very last voice prompt to ensure the PINs match.

The phone line offers Spanish and other language assistance.

Since only the card number is needed, forgotten PINs can be reset using the phone line.

If the card number is unknown, they can still use the phone line as long as the the primary card holder's date of birth and mailing zip code are known.

End

We hope this overview has been helpful for understanding the Customer Service tools available for our eWIC households.

Thank you for taking the time to review this module.

End

ebtEDGE Home Page

The wiccard.mn.gov URL saves our participants one click from the ebtEDGE home page.

ebtEDGE Home Page1