DATE: October 17, 2018
TO: WIC Coordinators
FROM: State Staff
SUBJECT: eWIC Questions & Answers – Setting up a PIN

Q: How do participants set their WIC Card’s 4-digit PIN?
A: We are encouraging Local Agency staff to assist participants set up their PIN the first time so that their newly issued WIC Card is ready to use as soon as they leave clinic.

There are two options for setting the 4-digit PIN:
- Use the Web Portal (wiccard.mn.gov); or
- Call eWIC Customer Service (1.833.566.5248).

Note: State staff have noticed that Web Portal is much quicker than using the eWIC Customer Service line.

To set (or reset) the PIN, the following information is required:
- Primary Card Holder’s Date of Birth (mm/dd/yyyy)
- Zip Code associated with the household’s Mailing address (usually the Zip Code for their Mailing address is the same as the Zip Code for their residence, but not always)

To set the Primary Card Holder in the EBT Household Demographics screen, you must enter their birth date.
• **Both DOB & Zip Code display in this screen.** **TIP!** Write them down so you have them readily available when helping the participant set their PIN.

• **When you click Send EBT Data** at the bottom of the screen, all information on the EBT Household Demographics screen is communicated to the eWIC Processor.

Please note that when setting the PIN, WIC Staff can enter all of the required information, **except for the PIN number** → The participant should always enter their own PIN.

**Q: What should we do if a Participant’s address changes?**

**A:** Remember, it’s the ZIP Code associated with the Participant’s mailing address that is associated with their WIC Card and needed for setting their PIN. Verify whether their residential address is the same as the address where they receive mail.

- If the same, once you’ve changed their residential address, click **Same as Residence** to sync the two addresses.
- If not the same, make sure the **mail zip code is correct** and let the participant know that their mail zip code is the zip code associated with their WIC Card.

When Demographic changes are saved, the system “knows” if the Mail zip code has changed and will automatically open the EBT Household Demographics screen because this change must be communicated to the EBT processor.

If a participant informs you of a zip code change, let them know that **their new zip code will be needed**, along with the Primary Card Holder’s birth date, to reset/change their PIN or to cancel their card (in cases of lost/stolen cards).

**Q: Can the Primary Card Holder change?**

**A:** Yes. If requested by the family, a new Primary Card Holder can be assigned in the EBT Household Demographics screen. For example, if the Authorized Representative is the Primary Card Holder, and this person changes, then **the new Authorized Rep’s name** will need to be entered along with their date of birth, and Set as Primary. When this occurs, you will communicate these changes to the eWIC processor when you click the Send EBT Data button.

From that point forward, the new Primary Card Holder’s birth date, is associated with the WIC Card.

**Staff Training Module on Using the eWIC Customer Service Web Portal & Phone Line**

State staff developed a short (8”), interactive module for Local Agency staff. It provides an overview of how to use the customer service Web Portal and Phone Line to assist participants with setting the PIN for their new WIC Card or changing the PIN.

You can find the module on the WIC Website → Local Agency Information → eWIC → Training and Materials → eWIC Training & Materials for LAs → eWIC Training Tools → eWIC Tools - Customer Service

It is a user-friendly visual overview of the information contained in this memo. We really encourage you to check it out!