



OPTIMIZING THE PARTICIPANT SHOPPING EXPERIENCE PARTICIPANT EDUCATION CHECKLIST

WIC staff should review the following information with participants when issuing a new eWIC card to support an optimal eWIC shopping experience. Refer to the [WIC Program Manual](#), Chapter 8, Section 1 for more guidance. Electronic versions of the participant handouts listed below are available online at www.ncdhhs.gov/ncwic/eWIC.

• **Explain the use of the eWIC card by providing and reviewing with the participant/family:**

- [Using Your North Carolina eWIC Card](#) brochure.
- Setting up a PIN via phone call to 1-855-230-0813, www.ebtedge.com or the ebtEDGESM app.
 - Requires cardholder DOB, mailing address zip code and a valid email address for the app and website.
- Using the eWIC card in the grocery store
 - Scanning the eWIC card as first tender when checking out.
 - Self-checkout is available using your eWIC benefits at some participating retailers (inquire at store for details).
 - Explain use of store coupons, “valued customer” and specials.
- PIN and card safety as well as card replacement
 - PIN remains the same with replacement card.
- [Reading Your eWIC Receipt Review Tool](#)

DID YOU KNOW?
Participants can access the ebtEDGESM app in Spanish by using the language selector which is identified with the globe icon.



• **Review how to shop for WIC foods with the participant/family:**

- Discuss and provide the [NC WIC Program Shopping Guide](#)
 - Review any updates to the approved food benefits.
 - Explain the cash-value benefit for fruits and vegetables.

• **Provide to the participant/family:**

- Food Shopping List printed from Crossroads; highlight quantity, appropriate size and units of measure for the foods listed.
- List of local authorized NC WIC vendors.
 - Statewide WIC vendor list available at: www.ncdhhs.gov/nc-active-wic-vendorspdf/download?attachment

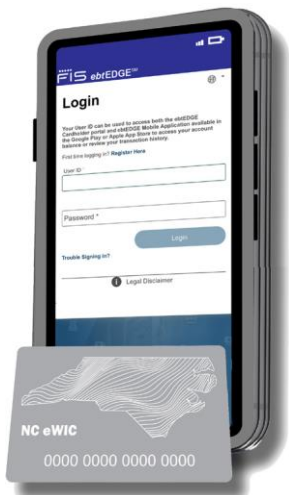
• **Encourage use of the ebtEDGESM app and explain how to use the app:**

- Review the “[ebtEDGE for NC WIC](#)” handout with the participant/family.
- Ask the participant if they have an email address.

• NOTE: Most smartphones require an email address for phone setup. If they have a smartphone, they likely have an email address already. It can be found in the phone’s settings. If they do not have an email address, provide information on setting up an email account. Detailed instructions for email setup are included on the next page.

- Review the benefits of using the app.

- Scan items while shopping to determine if it is WIC-eligible.
- Access current list of available WIC food benefits and cash-value balance plus check the last date to spend benefits for the current month.





OPTIMIZING THE PARTICIPANT SHOPPING EXPERIENCE HOW TO CREATE AN EMAIL ACCOUNT A STEP-BY-STEP GUIDE

This document should be used as a guide for WIC staff to assist participants in creating an email account in order to download and use the ebtEDGESM app. There are a variety of email hosts that provide free email setup. Below are a few examples and instructions for each.

Gmail

1. Go to <https://www.google.com/gmail/about/#>
2. Click on “Create an Account.”
3. Enter personal information (name, create email, create password, confirm password).
4. Click “Next.” The next page will ask for information such as phone number and birth date. Some fields are optional, such as phone number. Gmail explains this information will be used for account security and email recovery, if needed.
5. Click “Next.” Review and agree to the “Privacy and Terms.”
6. The inbox will load. Encourage participants to write down the new email address.

Yahoo

1. Go to <http://mail.yahoo.com/>
2. Click on “Create an account” under the log-in box. Enter personal information such as name and birthday and create an email address and password.
3. Click “Continue” and click the box to “prove you’re not a robot.”
4. Click “Verify.” Enter phone number and have verification code texted to your phone.
5. Enter verification code that was sent.
6. Inbox will load. Encourage participants to write down the new email address.

Microsoft Outlook

1. Go to <https://outlook.live.com/owa/>
2. Click “Create free account.”
3. Create an email address and click next. See above for tips on creating an email address.
4. Click “Next” and create a password.
5. Click “Next” and enter first and last name.
6. Click “Next” and enter country/region and date of birth.
7. Click “Next” and there may be a “puzzle” to solve to prove you are not a robot.
8. The inbox will load. Encourage participants to write down the new email address.

Quick Tips for creating an email address:

- An email address can be anything you wish.
- Choose something easy to remember such as your name or a combination of it such as first initial and last name.
- Numbers may be added to the name to create a unique email address.

