



ebtEDGE Known Issues and Troubleshooting

Electronic Benefit Transfer (EBT) is a food benefit delivery system that permits electronic access to WIC food benefits using a plastic card with a magnetic stripe. In North Carolina (NC), the WIC EBT system is called eWIC. Each eWIC card has a 16-digit Primary Account Number (PAN) that is linked to the family's Electronic Benefit Account (EBA). The card becomes active when food benefits are issued to the EBA. The card can be used to purchase food benefits after the cardholder self-selects a four-digit Personal Identification Number (PIN). Both the eWIC card and the PIN are required at point of purchase. The PIN is a numeric password used to authenticate the individual to the eWIC system. The PIN acts as an electronic signature at the point of purchase.

Local agency staff initiate the EBT process through the Crossroads Management Information System (MIS). Each family is assigned a PAN and an eWIC card is issued. Aggregated food benefits for the family are issued to the EBA and the food benefits are purchased by the cardholder at WIC-authorized vendors and pharmacies. All food benefits, including supplemental foods prescribed to each participant, infant formulas and WIC-eligible nutritionals (WEN), and/or a fixed-dollar amount to purchase fruits and vegetables (Cash Value Benefit or CVB) are listed on a family shopping list called Shopping List Remaining Benefits. Only the prescribed foods, formula and/or WEN on the Shopping List may be purchased using the eWIC card.

FIS provides eWIC services for NC WIC. The FIS eWIC participant portal is ebtEDGE, which is available as a website at www.ebtedge.com and as an app through the App Store and Google Play. The ebtEDGE app is the only official app for NC eWIC.

Calling FIS Customer Service to get a live person:

FIS has assured us that their Interactive Voice Response (IVR) Customer Service team is staffed to assist our participants. Please have participants call FIS at 1-844-230-0813 for assistance. If they need to get to a Customer Service Representative (live agent), after selecting language, they should take the following steps:

- Do not enter a card number.
- Press "2" for "If your card has been lost, stolen or damaged" to cancel the card.
- After the next message, press "1" to cancel the card. The card will NOT be cancelled.

They will be transferred to a Customer Service Representative that can address their needs.

Troubleshooting

When helping WIC families with the ebtEDGE app, use the app handout/links below to walk through the steps, starting with step 1 and moving through each step in sequence .

[ebtEDGE App Handout for NC eWIC-English](#)

[ebtEDGE App Handout for NC eWIC-Spanish](#)

Use this troubleshooting resource to identify workarounds and known issues. If troubleshooting is unsuccessful and calling the FIS IVR is unsuccessful, report the issue to the Community Nutrition Services Section (CNSS) Customer Service Desk (CSD) at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov.

Important Points to Remember When Reporting an Issue to CNSS

- **When reporting issues, be prepared to report the following information:**
 - What steps from the [ebtEdge App Handout](#) has the family completed?
 - What step are they having a problem with?
 - What is the specific problem in the step?
 - What message was displayed if any?
 - Did they call the IVR?
 - Family ID, name, app user name if any of the participant, phone number they called the IVR from, day/time of call to the IVR.
 - What did the IVR say?
- **Use consistent language that mirrors the app handout.**
 - Which step resulted in a problem?
 - Was an error message received?
 - What did the error message say **exactly**?
- **Be as specific as possible**
 - For example: Scanning bean upcs at Walmart doesn't work vs. scanner doesn't work

ebtEDGE Setup Guide

ebtEDGE for NC WIC

Follow the steps to set up and use the ebtEDGE app to manage your WIC food benefits.

Note: ebtEDGE is NC WIC's official app, provided through the eWIC contractor. If you already use ebtEDGE for eFMNP or FNS/SNAP, you don't have to sign up again, just add your WIC account. See Step 6.

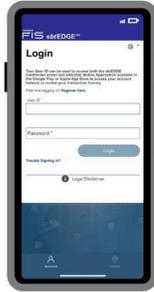
1 Download the ebtEDGE app.

Available on the Apple App Store and Google Play.



2 Open the app on your mobile device.

At the login page, click Register Here.



3 Complete the required fields.

Then select Register to save your user profile.



4 Set Challenge Questions and Answers.

When you finish, click Add. Then select OK in the success message window to return to the Login page.



5 You can now log in.

Log in to your account with your User ID and Password.



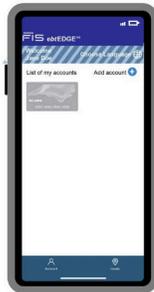
6 Add your Account.

Next, tap Add Account and enter your eWIC card number, your date of birth, mailing address Zip Code and click Add Card.



7 Go to your Account Summary.

On the next screen, tap the eWIC card to see your Account Summary.



8 Set up a PIN.

Tap on PIN Select to update or set up a PIN for the first time.



9 Almost done!

Enter your date of birth, mailing address Zip Code, and enter a PIN. Click Save, and start using the app!



First Time Accounts: Steps for Setup and Troubleshooting

Step 1: Download the ebtEDGE app. Available in the Apple Store or Google Play.

3rd party apps:

When participants search for the ebtEDGE, other apps are advertised first. Participant must look for the egg symbol.



Many local agencies have reported that “NC SNAP uses the Providers app, so WIC participants are trying to add their ewic card to the Providers app.” However NC SNAP uses the ebtEDGE app NOT the Providers app. The ebtEDGE app is the only official app for NC eWIC and NC SNAP.

Step 2: Open the app on your mobile device. At the login page, click “Register Here”.

Can’t open the app and/or receive an error message:

Participants report that they can't open the app or are getting an error message when trying to open the app.

Troubleshooting: Go back to step one: are they using the ebtEDGE app? If yes, send an email with details of all steps taken before receiving the error message. Take a screenshot with the phone of the error message or take a picture using another phone or write down everything it says on the screen.

Participant has used the app in the past.

Participants report that they previously signed up for the ebtEDGE app with SNAP and are reporting difficulty with getting back into the app.

Troubleshooting: Make sure they are using the most recent version of the app. Gather more information. Do they remember their username and password? If not have participant follow steps in ebtEDGE handout to create a new account.

Step 3. Complete the required fields. Then select Register to save your user profile.

Required Information:

- Unique User ID
The user ID must be between 4-35 characters in length and contain at least one alphabetical character.
- Password with Confirmation
The password must be 8-16 characters and must contain at least one upper case alphabetical character, one lower case alphabetical character, and one number. It may (but does not have to) include special characters limited to `_#%$/^'@`. (Note- Character “!” is not allowed)
- First Name
- Last Name
- Email Address
- Phone Number

Register button is greyed out.

Greyed out screen or greyed out Register button indicates 1 or more required fields are not completed correctly and/or is missing. Example: password must contain a number.

Troubleshooting:

Have participant remove and re-enter information in all required fields.

Ensure that the participant is not including the “!” character in their password. This character is not allowed.

The screenshot shows a registration form titled "Please fill out all details accurately to create a User Profile." with a "Required Fields" indicator. A message reads: "Trouble Registering and Creating Password? Login FAQ here". Below this, a note states: "If you have recently deleted your user profile, please use a new unique User ID or wait 24 hours to register the deleted User ID." The form fields are: User ID (kjaugust), Password (Aug45671) with a red 'X' error icon and a message: "Password must be 8-16 characters and include 1 uppercase, 1 lowercase, and 1 number. It may include special characters _-#%\$+!/?@.", Re-Enter Password (Aug45671), First Name (Kate), Last Name (August), Email Address (kjaugust@email.com), and Phone Number (8007848669). At the bottom are "Register" and "Cancel" buttons. A footer note says: "Already Registered? Click here to Login" and "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Use".

Step 4. Set Challenge Questions and Answers. When you finish, click Add. Then select OK in the success message window to return to the Login page.

No save button.

Participant is unable to scroll all the way to the bottom to click the save button. The bottom of the app is covered with a banner making the participant unable to click the save button.

Troubleshooting: Have the participant log out and log back into the app to complete the questions. This should clear the banner and allow participants to click the save button.

Step 5. You can now log in. Log in to your account with your User ID and Password.

Participant cannot log into app.

Participant is unable to log into the app with the account information used to create the new account. Error message of “Invalid” is given when trying to log in.

Troubleshooting: Confirm that participant is using the correct username and password. If participant cannot log in, they can click on "Trouble Signing In" and use forgot password option.

Participant is getting kicked out of the app.

Participant is unable to log into the app with the account information used to create the new account. Error message of “Invalid” is given when trying to log in.

Troubleshooting: Confirm that participant is using the correct username and password. If participant cannot log in, they can click on "Trouble Signing In" and use forgot password option. Ask if the participant has tried to setup an account using a computer/laptop rather than the mobile app.

Step 6. Add your Account. Next, tap Add Account and enter your eWIC card number, your date of birth, mailing address Zip Code and click Add Card.

▶ Card not found/Account does not exist error message.

When inputting the card number app states “account doesn’t exist”

Troubleshooting: Suspect this is due to unconverted card. LA can confirm by calling CSD who can add the card to WIC Direct manually.

▶ Receiving “card not valid” error message.

When inputting the card number app states “card not valid”

Troubleshooting: Suspect this is due to unconverted card. Card may be active in Crossroads but not in WIC Direct. LA can confirm by calling CSD who can add the card to WIC Direct manually.

▶ DOB error message.

When entering date of birth participant is getting an error message saying entered incorrectly.

Troubleshooting: Spanish speaking participants must enter the date of birth in a day-month-year format.

Step 7. Go to your Account Summary. On the next screen, tap the eWIC card to see your Account Summary.

▶ Available card balance.

The app is not displaying the participants entire available balance.

Troubleshooting: When participants are attempting to view their account balance and are not able to see the entire balance have participants click “WIC Account” in the top right corner and benefits should appear.

Step 8. Set up a PIN. Tap on PIN Select to update or set up a PIN for the first time.

Step 9. Enter your date of birth, mailing address Zip Code, and enter a PIN. Click Save, and start using the app!

Existing Accounts: Known Issues and Troubleshooting

Forgot Challenge Questions

Troubleshooting: If a participant has forgotten the answers to their challenge questions they must create a new account using a unique User ID.

White Label Error

Participants report an error message they get every time they open up the app. Deleting and re-downloading the app doesn't change anything. The error message says: "Whitelabel Error Page: This application has no configured error view, so you are seeing this as a fallback."

It's a navy screen with tiny text ^^ at the top of the screen and it has the time of day & date underneath this text.

Troubleshooting: Have participant check for available phone upgrades and complete those if available. Participant may need to remove and re-download the app to their phone and attempt to log in again after upgrading their phone's operating system.

Using the Scan Barcode feature.

Participants are receiving error messages and are unable to scan foods and/or are receiving a message that says "not in database".

Troubleshooting: Have participants click "see more" while in the app which will open the barcode scanner for use.

Locked out of account after 3 unsuccessful login attempts.

The User ID will become locked out after 3 consecutive invalid access attempts.

Troubleshooting:

Unlocking a User ID

1. Select the Trouble signing in link on the Login page.
2. Select the My User ID is locked option and click Proceed.
3. Enter the answers to all three challenge questions and click Proceed.
4. An email like the sample shown below will be sent to the email address used to register the User ID.
5. The user will be re-directed to the home page and a message will display that the User ID was unlocked. The user can then log in to the application or reset their password.

Online Login ONLY

Existing Accounts:

Known Issues and Troubleshooting

Adding a new card to an account:

Users can try adding a card 3 times with wrong credentials. On the 4th time incorrect attempt the user is blocked until the following day.

If 2 users are attempting to be added to an account on the same day, and both enter the wrong information, they will each become blocked from any more attempts after 3 attempts each.

A maximum of 2 users can be added to an account each day. If a 3rd user attempts to be added to the account they will be prevented from doing so until the following day.

A user can only add a total of 2 cards to their account each day.

If a single user is attempting to add 2 cards to their account, and enter credentials wrong, they will have a maximum of 3 attempts on each card before they will be blocked for the day.

Troubleshooting:

Participants will need to email the help email (ebtEDGE.Cardholder.portal@fisglobal.com) to get assistance or follow instruction to reset their password.

Resetting a password:

1. Select the Trouble signing in link on the Login page.
2. Select the 'I forgot my password' option. Enter the User ID to reset the password and click "Proceed".
3. Enter the answers to all three challenge questions and click "Proceed".
4. An email will be sent to the email address used to register the User ID.
5. Log in to the application using the User ID and temporary password that was sent in the email.
6. The application redirects the cardholder to reset their password. Enter the current temporary password in the Old Password field and the new password with confirmation. Click Proceed when all fields are complete.
7. Upon successful password reset, the application redirects the cardholder to the home page.

Multi-Factor Authentication (MFA)

MFA is vital for securing cardholder accounts by setting up One Time PIN (OTP) or answering a challenge question, as an additional layer of security to safeguard WIC benefits. WIC participants who use ebtEDGE must select one of the below options when signing in:

1. **Most Secure Option:** User opts into MFA OTP by text message. The user will enter the OTP along with their User ID and Password to login to the application.
2. **Less Secure Option:** User opts into MFA One-Time PIN (OTP) by email. The user will enter the OTP along with their User ID and Password to login to the application.
3. **No MFA:** User opts out of MFA OTP. No OTP will be sent to the cardholder. Instead, the user must correctly answer a challenge question to log in to the application.

Refer to the [Cardholder Portal MFA Guide](#) for details on new login processes and support from FIS at the launch. FIS support for WIC participants is available by emailing ebtEDGE.Cardholder.portal@fisglobal.com. Participants requesting support by email should include their Cardholder Portal User ID, the last 4 digits of their card number, the name on the card and that they are NC WIC participants.