# Issuing an eWIC Card

The **Issue EBT Card** Quick Link is located under **Certification** in the Quick Links box in Crossroads. It is not starred as a required field.

Important points to remember about Issuing an eWIC card in Crossroads:

Issuing an eWIC Card and Issuing Food Benefits are two independent functions in Crossroads.

Issuing an eWIC Card can take place before or after issuing food benefits because the food benefits are issued to the EBA and not to the card itself.

The eWIC Card can be used to purchase food benefits saved in the EBA after the cardholder self-selects a four-digit Personal Identification Number (PIN). 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.
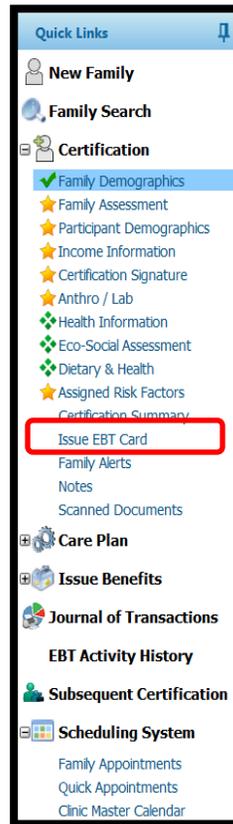
Issue EBT Card screen

The **Select Cardholder** box on the Issue EBT Card screen allows the local user to select the primary cardholder. The primary cardholder uses **their date of birth** and **the zip code of the Parent Guardian 1** to set a Personal Identification Number (PIN) for the card, so it is very important to verify that the information collected on the **Family Demographics** screen is correct.

Cardholder options in this example include Parent Guardian 1, Parent Guardian 2, and Caretaker. These names are listed if they are entered on the **Family Demographics** screen.

Once a card is issued, it will be listed in the **Active EBT Cards** box.

EBT Card History will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s).

Issuing an EBT Card

Select the Cardholder by clicking the radio button next to the name of the person to whom the card is being issued.

Place the cursor in the Card Number field and swipe an eWIC Card using the Card Reader.

If a Card Reader is not available or not working properly, enter the 16-digit eWIC Card number into the Card Number field. This number is located on the front of the eWIC Card.

If the card is issued successfully, the **Active EBT Cards** box will list the name of the primary cardholder, the card number, and the issued date/time.

The **Deactivate** (EBT Card) and **Replace** (EBT Card) buttons are also located in this box.

REMINDER: once the card is issued, the cardholder must PIN the card before it can be used.

Card Reader

EBT Cards

Select Cardholder

- ● Tessa Test (Parent/Guardian1)
- ○ Thomas Test (Parent/Guardian2)
- ○ Granny Test (CareTaker)

Card Number
5079798888801614

Active EBT Cards   Total Items: 1

Cardholder Name	Card Number	Issued Date	Action	Action
Tessa Test	5079798888801614	8/24/2017 3:35:02 PM	Deactivate	Replace

Deactivating an EBT Card

The **Deactivate** button is used if an eWIC Card is reported to the clinic as lost, stolen or damaged and the participant cannot come into clinic that day to replace the card. Deactivation prevents the card from being used to purchase food benefits. The EBT Benefit Balance is not affected by the deactivation of the eWIC Card.

The **Deactivate** button can also be used if the Primary Cardholder changes. Click **Deactivate** and then choose **Deactivation Reason: Other**. A card will need to be issued to the new Primary Cardholder using the steps on page 3. Once issued, a new Personal Identification Number (PIN) needs to be created.

Participants may also have a card deactivated by using the eWIC Customer Service phone number, the ebtEDGE Cardholder Portal or the ebtEDGE app for smartphones. Replacement cards (if ordered) will be mailed to the address entered on the Family Demographics screen in Crossroads. It may take several days for the new card to arrive.

EBT Card History will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s).

Active EBT Cards					Total Items: 1
Cardholder Name		Card Number	Issued Date	Action	Action
Tessa Test		5079798888801580	8/25/2017 10:01:37 AM	Deactivate	Replace

EBT Card History				Total Items: 1
Card Number	Cardholder Name	Issue Date	Deactivated Date	Deactivation F
5079798888801614	Tessa Test	8/24/2017 3:35:02 PM	8/25/2017 10:01:36 AM	Lost

Deactivate EBT Card

Card Holder Name
Tessa Test

Card Number
5079798888801580

Deactivation Reason ⭐

Lost
Stolen
Other
Damaged

Cancel

Replacing an EBT Card

The **Replace** button is used if an eWIC Card is lost, stolen or damaged and the participant has presented in person at the clinic to replace the card.

Clicking the **Replace** button allows the local user to *deactivate* the card **AND** *reissue* a new card to the Primary Cardholder. WIC staff select a new card from inventory, place the cursor in the **New Card Number** box and either use the Card Reader to swipe the card or enter the 16-digit card number. WIC staff will use the dropdown to choose **Replacement Reason** and click **Save.**

The new card issued will have the same Personal Identification Number (PIN) as the card replaced.

If participants use the eWIC Customer Service phone number, the ebtEDGE Cardholder Portal or the ebtEDGE app to replace a card, it will be mailed to the address entered on the Family Demographics screen in Crossroads. It may take several days for the new card to arrive.

NOTE: Until the new card is received, food benefits remaining in the Electronic Benefits Account for the current month cannot be purchased by the participant.