

eWIC Hands-On Training

MOWINS – Card Reader/Writer – Retailer



Equipment Needed

- Two (2) Workstations
 - Display of Hands-On Training PowerPoint
 - MOWINS and WIC Direct Tasks
- One (1) eWIC Card
- Signature Pad
- Card Reader/Writer
- Printer

Instructions

- Each step in this training is to provide understanding and guidance on how to do eWIC processes
- Staff should not jump ahead and will need to follow the instructions as directed
- Should a step be completed without given direction, then these instructions will not provide the optimal training experience

Step 1

- Connect the card reader/writer and the signature pad to the workstation



STEP 2

- Double-click on the SWEM-SC Icon located on the workstation desktop



- Verify that the workstation informs you that the SWEM-SC is running



STEP 3

- The message on the reader/writer device should say "Please Insert card!"



Problem Shooting Option #1

- Option 1:
 - Close down the SWEM-SC
 - Unplug the card reader/writer from workstation
 - Plug the card reader/writer back in to the workstation
 - Turn on the SWEM-SC

Problem Shooting Option #2

- Option 2:
 - Go to Task Manager
 - In the Services tab, look for SpiritOfflineHostService
 - If the Services tab does not appear, click on 'More details'
 - Verify that SpiritOfflineHostService is 'Running'
 - The service should not be 'Stopped'



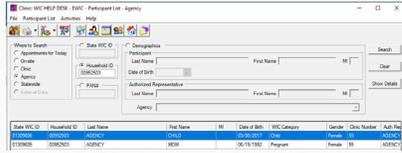
STEP 4

- Sign into MOWINS
- Select the following:
 - WIC HELP DESK AGENCY
 - WIC HELP DESK - EWIC
- A Reset/Update may be required for the Agency to appear



STEP 5

- Locate the household that has been created for your clinic



HOUSEHOLD BACKGROUND

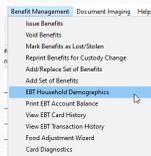
- The household will consist of a mom and a child
- One of the participants in the household has been issued checks for the current month

Benefit Set	PPCTU	LDTU
N/A	N/A	
01/01/2020	01/01/2020	Issued
06/01/2020	06/01/2020	Issued

Insurance Frequency: B monthly

STEP 6

- Go to Benefit Management menu
- Select 'EBT Household Demographics'



STEP 7

- Highlight the individual who will be the primary cardholder
 - Enter in all required information on the individual
 - As a reminder, to save information entered, you will need to click the 'Update' button
 - Select 'Set as Primary'

EBT Household Demographics

Household ID: 000000
 Telephone: 013 00 0000
 Address: 1234 LEARNING LANE
 City: CENTERTOWN
 State: MD
 ZIP: 00000-0000
 Clinic: 95 - HHC HELP DESK - EHC
 Authorized Representative: MGM AGENCY

Primary Cardholder: [Highlighted]

Authorized Representatives

State	WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
MD	000000	MGM AGENCY	00/00/0000	013 000 0000		
MD	000000	CHILD AGENCY	00/00/2017	013 000 0000		
MD	000000	WIC AGENCY	00/00/0000			

Additional Representative fields: First Name, Last Name, Relationship, Education Level, Paperwork in line.

Buttons: Set as Primary, Set as Secondary, Assign Card, Update, Delete, Add All Rep/Prov.

STEP 8

- Once the primary cardholder has been identified, click on the 'Assign Card' button
 - Click 'Assign Card'

EBT Household Demographics

Household ID: 00902003
 Telephone: 013 000 0000
 Address: 1234 LEARNING LANE
 City: CENTERTOWN
 State: MD
 ZIP: 00000-0000
 Clinic: 95 - HHC HELP DESK - EHC
 Authorized Representative: MGM AGENCY

Primary Cardholder: [Highlighted]

Buttons: Set as Primary, Set as Secondary, Assign Card (highlighted)

Authorized Representatives table (partially visible):

State	WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
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STEP 9

- Assigning a card can be completed in two ways
 - 1st – Type in the card number
 - 2nd – Insert card into card reader/writer
 - Select '2 – Send Card'

** Be sure cursor is in the field where you want the card number to populate

** Notice there is no prompt for a PIN



STEP 10

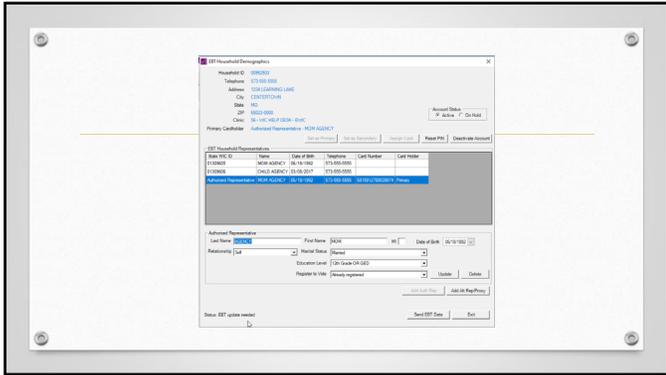
- Once card number has populated into this field, select 'OK'



** Be sure to update your card inventory tracking sheet

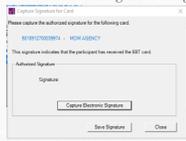
STEP 11

- The last step to complete is to click 'Send EBT Data'



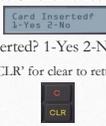
STEP 12

- Now that a card is assigned to the household, MOWINS requires the primary cardholder to sign for acceptance of the card
 - Whoever is responsible for the card during this training will need to sign



Card Reader/Writer Reminders

- Before any process takes place on the device it must read 'Please Insert card!'
 - Device will display 'Card Inserted? 1-Yes 2-No' if sitting idle
 - Can select 'C' for cancel, or 'CLR' for clear to return to the 'Please Insert card!' message
- When entering a PIN, the device can time out if not completed in time



STEP 13

- Insert card into the reader/writer
- Card reader/writer will prompt for **new** PIN

** Use the last four numbers of the card for the PIN

Enter new PIN

STEP 14

- When setting up the PIN, be sure to select the 'OK' button after the four-digit PIN has been entered

OK

- The PIN entry will need to be repeated and again select 'OK'

Enter new PIN

Please repeat

Please repeat

STEP 15

- Wait for card reader/writer to state 'Card Updated.' and for the green light to stop blinking

Card Updated.

- Once the device is at the '1- Request Update, 2 – Send Card,' remove the card from the device

1-Request Update
2-Send Card

WIC DIRECT

- Allows staff the ability to verify that cards are set up correctly
- Can identify problems that may be associated with the eWIC card
- Provides retailer error messages from card transactions

STEP 19

- Sign into WIC Direct
 - <https://moproductweb.cdpehs.com/EBT/LogOn.aspx>



STEP 20

- Once logged in, click on the 'ACCOUNTS' button



STEP 21

- Search for the household number we are setting up for eWIC
- ** Be sure to include leading zeros



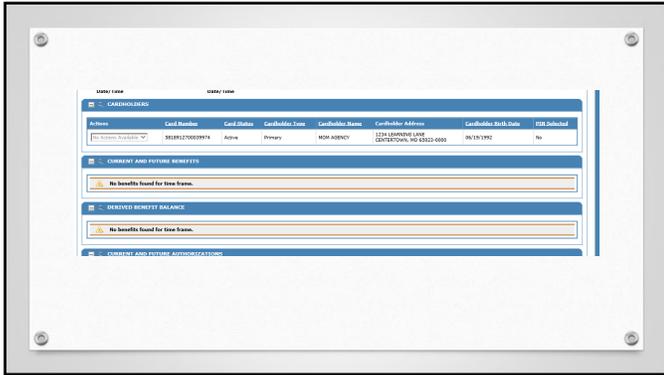
STEP 22

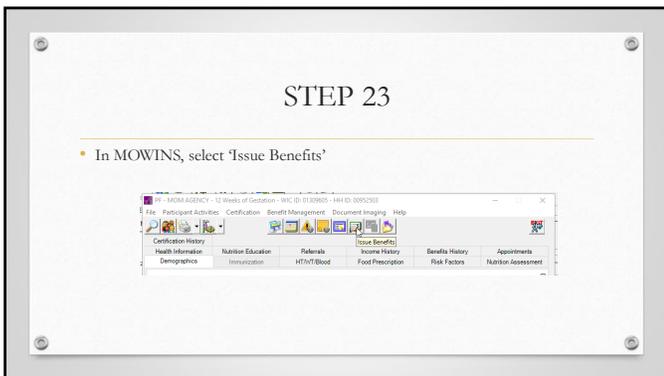
- WIC Direct will locate the Household Number
- Click on the blue link for the Household Number

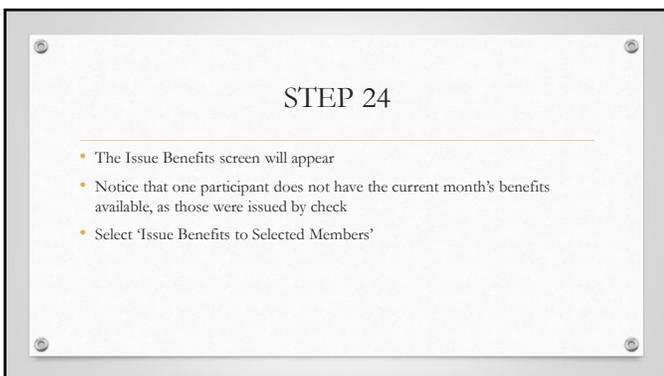


WIC DIRECT ACCOUNTS

- Identifies households in MOWINS that have had EBT Data sent
 - Shows Card Status
- ** Note that at this time no benefits appear with this account







STEP 26

- Status will now show 'Issuance Received, Success!'
- Select 'Print Shopping List'



STEP 27

- Staff can 'Display on Screen' and edit information on the print out if needed, or
- Select 'Send to Printer'
 - Click 'OK'



STEP 28

- To exit the Aggregated Issuance for EBT Account screen, select 'Close'



STEP 29

MOST IMPORTANT STEP

- Once benefits have been issued, put the card back into the reader/writer device
- Device will request to 'Please enter PIN'
 - Enter PIN
 - Click 'OK'



CARD UPDATED

- Wait for the 'Card Updated.' message to appear
- The green light on the card reader/writer should stop blinking
- eWIC card is loaded with benefits

STEP 30

- Verify that Adjust Benefits shows a status of Confirmed
- To refresh the WIC Direct screen click on 'Search'

7 - Cannot update cardholder type on
 10 - Invalid cardholder type for card
 11 - WIC authority does not exist
 12 - Invalid date not used for issue
 13 - Location number does not exist
 14 - Location number does not exist

Account ID	Balance	Card
WICID	ISSUE	LOCAL
2505	06/04/2020	06/04/2020
	11:00:22 AM	11:00:20 PM

Card Issues at Stores

- WIC Direct will provide a 'Message Reason Code' description when a card transaction fails to work at a store

Transaction Type	Purchase Request	Account Type	Compliance
Action Code	001 - Approved for partial amount	Message Reason Code	0111 - PIN presentation failure
Headline/Headline Title Number	000000	System Trace Audit Number	3006
Head Date/Time	06/13/2020 03:26:00 PM	Local Date/Time	06/13/2020 03:26:00 PM
Reversal Status	OK	Settlement Status	Not Settled
		Matching Status	Unmatched
		Original Reference Number	00000000000000000000
		Transaction Date/Time	

Transactions

- Retailer transactions can take up to 48 hours to appear in WIC Direct
- Form for problem shooting retailer and card issues

Reset PIN

- Resetting a PIN should be completed in Card Diagnostics

