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

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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

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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

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'

STEP 8

- Once the primary cardholder has been identified, click on the "Assign Card" button
- Click "Assign Card"
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
  • Whomever 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]

  [Enter new PIN] [Please repeat] [Please repeat]

• The PIN entry will need to be repeated and again select ‘OK’

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] [Send Card]
Step 16

• Click on the 'Food Prescription' tab

STEP 17

• Add a new food prescription for today's date
• Be sure to remove any food items with upper and lower case letters, as those are for checks only

STEP 18

• Close out of this participant folder, and update the food prescription for the other family member
** Mom has the current month checks
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://moprodweb.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 23

• In MORTNS, select 'Issue Benefits'

STEP 24

• The Issue Benefits screen will appear

• Notice that one participant does not have the current month's benefits available, as those were issued by check

• Select 'Issue Benefits to Selected Members'
STEP 25

- The Aggregated Issuance for EBT Account screen appears
- Preview all benefits being issued for the current and future months
- Status shows benefits issued to each participant
- Current Status shows ‘Awaiting Command’
- Verify food prescriptions, and select ‘Send EBT Data’
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'
WIC DIRECT

- Go back to the 'ACCOUNTS' button, and research for the household
- Click on the Household Number link
- WIC Direct now previews benefits issued

TRANSACTIONS

- At the bottom of the Account Details page, select the blue 'Transactions' link

TRANSACTION ACTIVITY

- This page will show all activity associated with this household card number
- At the bottom of the page will be a transaction number for each activity
- Notice that 'Adjust Benefits' has a 'Status' of Pending
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'.

ACCOUNT BALANCE

- Go to Customer Service and request an Account Balance
- Compare this print out to the Shopping List

TIME TO SHOP

- Only buy shelf-stable food items that are low in cost
- Attempt to buy a non-WIC item
- Use the food items for education purpose in the clinic
- Otherwise, return the foods to Technical Assistance staff
- Do NOT give foods to participants or use for personal use
WIC RECEIPTS

1st - Account Balance
2nd - List of food items being purchased for WIC
   - This list is what is to be confirmed
3rd - Ending Account Balance
** If non-WIC items are bought, separate receipts will print for those items

PURCHASES

- Watch the account, to see the purchase come back in through WIC Direct
- For details, click on the HGTN blue link

RETAIL HISTORY DETAILS
Card Issues at Stores

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

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.
Deactivating eWIC Card

• After shopping experience is complete, return to the WIC Help Desk – eWIC Agency in MOWINS
• Under Benefit Management menu, select ‘EBT Household Demographics’
• Click on ‘Deactivate Account’
• Select ‘Send EBT Data’