FREQUENTLY ASKED QUESTIONS

Q. What is a PIN (Personal Identification Number)?
A. A PIN is a four digit secret code that allows you to use your eWIC card.

Q. How do I set my PIN?
A. You will select your four digit PIN when you first get your eWIC card. When choosing a PIN, choose four numbers that are easy for you to remember, but hard for someone else to figure out.
• Do Not write your PIN on your card
• Do Not give your PIN to anyone that you do not want to use your card. If someone knows your PIN and uses your card without your permission, those benefits will not be replaced.

Q. What if I enter the wrong PIN?
A. DO NOT try to guess your PIN. If the correct PIN is not entered, on the third try your account will be locked. If after two attempts, do not try to guess. It is better to change your PIN instead of locking your account. If you account is locked, there are two ways to unlock your account:
• Go to your local WIC clinic
• Wait until midnight and your PIN attempts will reset

Q. How do I change my PIN?
A. If you have forgotten your PIN or would like to change your PIN, you can change the PIN by:
• Calling the Interactive Voice Response (IVR) at 1-844-892-2934
• Visiting ebtEdge.com
• Visiting your local WIC clinic

Q. What should I do if my card is lost or stolen?
A. Call your local WIC clinic right away! If after business hours, leave a message and your local WIC staff will contact you during the next business day.

Q. What should I do with my eWIC card after my benefits are used?
A. SAVE YOUR eWIC CARD! Even when all your WIC foods have been purchased, your card is re-usable. Your next set of benefits will be purchased with the same eWIC card.

Q. What happens if all the WIC foods are not purchased? Will these benefits roll over to the next month?
A. No, benefits that are not used will expire at 11:59 pm on the expiration date.

Q. What if one of my food items is not accepted?
A. If there was an item you expected to be covered by your WIC benefits but was not, it could be for the following reasons:
• The item may not be included in your list of foods issued
• You may have already purchased the issued amount of that item
• The item may not be an approved food on the Kansas WIC Approved Product List
• The product’s barcode may have changed or be unrecognized by the program’s system. If you suspect this to be the case, notify your local WIC clinic.
You can check your account balance several ways:

- Review your last cash register receipt
- Visit the Kansas Client Portal www.kswic.com
- Use the WIC Shopper app
- Visit ebtEdge.com
- Call the Interactive Voice Response (IVR) system at 1-844-892-2934

Know your WIC food benefit balance before you go to the store.
- Buy only what you need when you need it. You do not have to buy all your foods at one time!
- Use the WIC Shopper app as you shop to make sure an item is WIC approved for you and/or your family.
- You do not have to present ID at the check out.
- Some stores may require you to separate WIC items from other purchases. Ask if this is needed.
- Swipe your eWIC card before any other forms of payment.
- Any remaining balance can be paid with SNAP, cash, and/or debit/credit.
- You or the cashier swipes the eWIC card.
- Enter your 4-digit PIN when prompted.
- The amount of approved food items and dollar amount of fruit and vegetables you purchase will be deducted from your eWIC account.
- The cashier will give you a receipt which shows your remaining benefit balance and the date benefits expire. Make sure you leave with your card and receipt.

Your cash register receipt will list the WIC food items you bought and the remaining WIC food benefits and expiration date. Here is an example:

- Download the WIC Shopper App
- Check your WIC balance
- Locate a WIC Authorized store
- Scan a product to determine if it’s WIC approved
- Access WIC recipes
- Access helpful information