

# Help & Rules



## FORGOT PIN?



If you enter the wrong PIN four times in a row, your card will be locked until midnight. To change your PIN:

- ◆ Call Customer Service at **1-844-892-3084**
- ◆ Log on to [www.ebtedge.com](http://www.ebtedge.com)

### Reminder:

If your card is locked, it will unlock at midnight.

## CAN'T BUY AN ITEM?

- Is the food allowed and the correct brand and size?

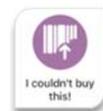
- ◆ Use the WICShopper app to scan the item
- ◆ Check the WIC Food List (available in the WICShopper app or from your local clinic)



- Check your food benefits balance.

- Tell us about foods you think should be allowed.

- ◆ Use the "I couldn't buy this!" link in the WICShopper app
- ◆ Tell your local clinic



- If you choose to buy non-WIC food on your own, WIC can not pay you back.

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**Mail:** U.S. Department of Agriculture  
Office of the Assistant Secretary for  
Civil Rights

1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

**Fax:** (202) 690-7442

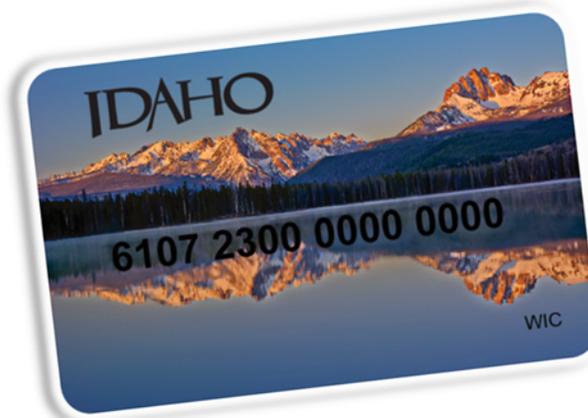
**Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)



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# Using Your eWIC Card



[wic.dhw.idaho.gov](http://wic.dhw.idaho.gov)

# Getting Started



## BEFORE USING THE eWIC CARD:

### STEP 1:

Call Customer Service at  
**1-844-892-3084**

OR

Log on to [www.ebtedge.com](http://www.ebtedge.com)



### STEP 2:

Select a PIN

- ◆ Your PIN must be 4 numbers
- ◆ Choose a number easy for you to remember but hard for others to guess.

## SHOP USING THE APP!

- 1) Install **WICShopper** from the app store
- 2) Select **Idaho** as your WIC Agency
- 3) Register your 16-digit card number



# Your Food Benefits



## FOOD BENEFITS

- ◆ Benefits can be used the first day of the month at 12:01 a.m.
- ◆ Unused food benefits **DO NOT** carry over to the next month.

## 5 WAYS TO CHECK YOUR BALANCE

Look at the bottom of your last WIC shopping receipt



Open "My Benefits" in the WICShopper



Log on to [www.ebtedge.com](http://www.ebtedge.com)



Call  
**1-844-892-3084**



Ask store or WIC staff to print your balance



**Contact your WIC clinic if you have questions about your food benefits.**

# Protect Your Card



If someone gets your card and knows your PIN they can use your food benefits without your permission. Those benefits will not be replaced. If you want someone you trust to shop for you, ask your WIC clinic how to get a second card.

## DO NOT:

- ◆ Tell anyone your PIN
- ◆ Write your PIN on your card or on things kept with your card
- ◆ Leave your card next to magnets or electronics
- ◆ Leave your card in direct sunlight or get it dirty.

**PLEASE** keep your card!

The same card will be used for all future food benefits.

## IMPORTANT

- ◆ If your card is **Lost, Stolen** or **Damaged**, immediately call 1-844-892-3084 to turn off your card.
- ◆ A new card will be mailed to you.  
*\*Please keep your address updated with your WIC clinic as government mail will NOT be forwarded.*