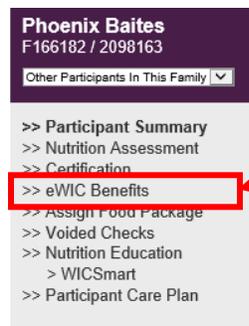




## PIN – Unlocking

Entering an incorrect PIN four times in a row causes the card to lock. The card will unlock automatically overnight, or the cardholder can call the clinic to have the card unlocked in WISPr.

1. Verify identity of participant
2. Go to the Participant Summary page
3. Click: eWIC Benefits in the left navigation pane



4. Click: Card Management



5. Click: Edit icon in the Action column for cardholder

## Card Management

ISSUE CARD

Card Holder	Card Number	Issued	Status	Action
Janna Abracadab	6107-2393-0000-3087	02/15/2019	Active	

6. Click: Unlock

## Card Lockout

 [HOME](#) [PARTICIPANT / FAMILY SEARCH](#)

### Edit Card

Card Number  
6107239300002816

Card Holder Name  
Brenda Naa

Status  
Locked New 02/13/2019

Deactivation Reason\*



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**  
DIVISION OF PUBLIC HEALTH



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