



Removing or Changing Second Cardholder

Removal of a second cardholder requires two steps:

- 1) Deactivate second cardholder's eWIC card
- 2) Delete second cardholder's information from Family page

Changing second cardholder from one person to another requires four steps:

- 1) Deactivate second cardholder's eWIC card
 - 2) Delete second cardholder's information from Family page
 - 3) Add new second cardholder's information to Family page
 - 4) Issue eWIC card to new second cardholder
 - * Remember to review Rights, Responsibilities & Consent form and capture signature for card
- Always deactivate the current second cardholder's eWIC card before removing or updating the second cardholder information on the Family page.
 - When deactivating a card due to the RA's request to remove or change the second cardholder, use the reason "Returned".

Deactivate second cardholder's eWIC card

1. Go to the Participant page in WISPr
2. Expand eWIC benefits in the left navigation pane

Mickey Mouse
F261935 / 2159063

Other Participants In This Family ▾

- >> Participant Summary
- >> Nutrition Assessment
- >> Certification
- >> eWIC Benefits
- >> Assign Food Package
- >> Voided Checks
- >> Nutrition Education
 - > WICSmart
- >> Participant Care Plan



3. Click Card Management

Mickey Mouse
F261935 / 2159063
Mickey Mouse

- Participant Summary
- Nutrition Assessment
- Certification
- eWIC Benefits
 - Assign Food Package
- Card History
- Card Management**
- eWIC Activity
- eWIC Balance
- Issuance
- Issuance History
- Reissue Formula
- Retailor Food
- Special Authorization
- Void Future Benefits
- Voided Checks
- Nutrition Education
- Participant Care Plan

4. Click the Action icon for the second cardholder's card

Assign Food Package
Card History
Card Management
eWIC Activity
eWIC Balance
Issuance
Issuance History
Reissue Formula
Retailor Food

Card Management

ISSUE CARD

Card Holder	Card Number	Issued	Status	Action
Mickey Mouse	6107-2393-0000-1081	06/03/2019	Active	
Minnie Mouse	6107-2393-0000-1073	06/03/2019	Active	



5. Select the appropriate Deactivation Reason from the dropdown, in this case “Returned”

Card Number
6107239300001081

Card Holder Name
Mickey Mouse

Status
Active New 06/03/2019

Deactivation Reason*

- Lost
- Stolen
- Damaged
- Returned

h Count

6. Click Save

Edit Card

Card Number
6107239300001081

Card Holder Name
Mickey Mouse

Status
Active New 06/03/2019

Deactivation Reason*
Returned

SAVE CANCEL

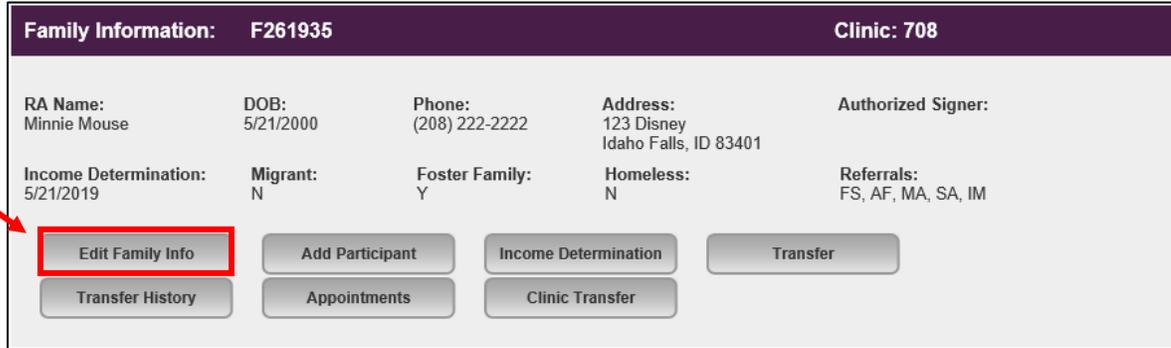
7. The card status will now display as “Deactivated”

Card Holder	Card Number	Issued	Status	Action
Mickey Mouse	6107-2393-0000-1081	06/03/2019	Deactivated	
Minnie Mouse	6107-2393-0000-1073	06/03/2019	Active	

ewic Activity
ewic Balance
Issuance
Issuance History
Reissue Formula
Retailor Food
Special Authorization

Delete second cardholder's information from Family page

1. Go to Family page
2. Click on Edit Family Info



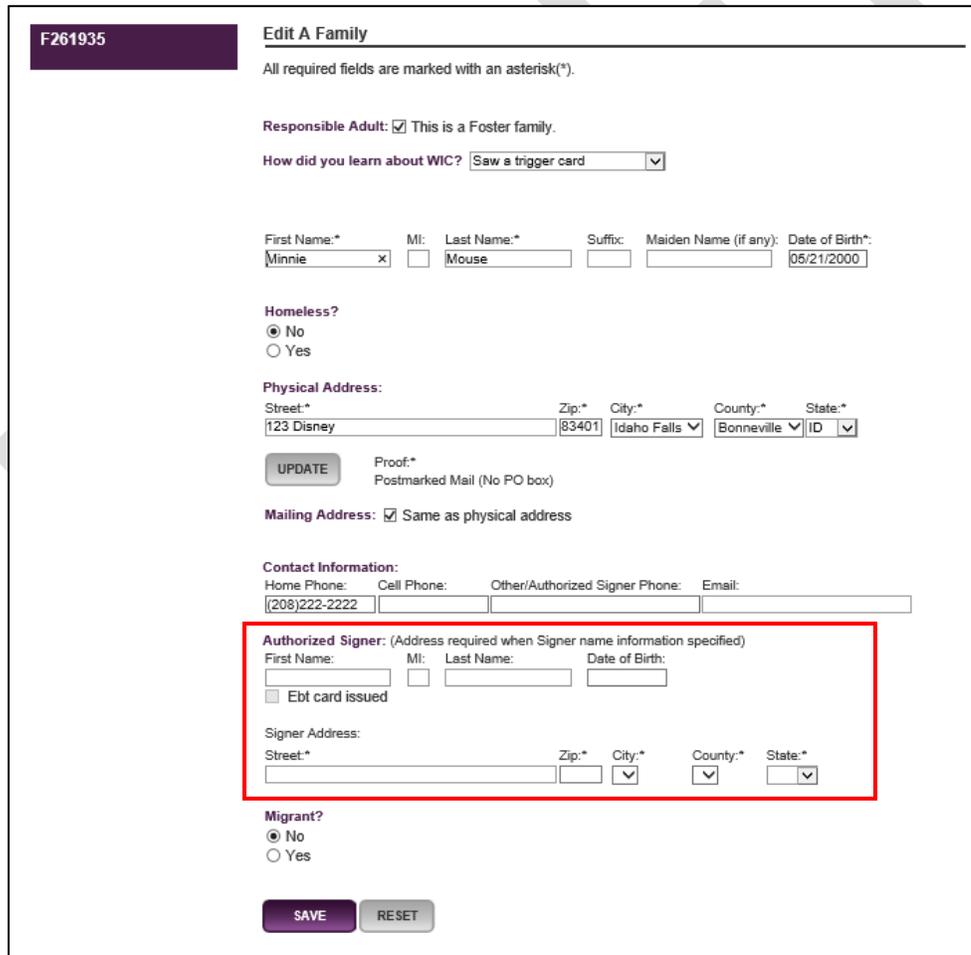
Family Information: F261935 **Clinic: 708**

RA Name: Minnie Mouse	DOB: 5/21/2000	Phone: (208) 222-2222	Address: 123 Disney Idaho Falls, ID 83401	Authorized Signer:
Income Determination: 5/21/2019	Migrant: N	Foster Family: Y	Homeless: N	Referrals: FS, AF, MA, SA, IM

Edit Family Info Add Participant Income Determination Transfer

Transfer History Appointments Clinic Transfer

3. Delete all second cardholder information



F261935 **Edit A Family**

All required fields are marked with an asterisk(*).

Responsible Adult: This is a Foster family.

How did you learn about WIC?

First Name:* MI: Last Name:* Suffix: Maiden Name (if any): Date of Birth*:

Homeless?
 No
 Yes

Physical Address:
Street:* Zip:* City:* County:* State:*

Proof:*
Postmarked Mail (No PO box)

Mailing Address: Same as physical address

Contact Information:
Home Phone: Cell Phone: Other/Authorized Signer Phone: Email:

Authorized Signer: (Address required when Signer name information specified)

First Name: MI: Last Name: Date of Birth:

Ebt card issued

Signer Address:
Street:* Zip:* City:* County:* State:*

Migrant?
 No
 Yes

4. If only removing the second cardholder: click Save.

If changing the second cardholder: add the new second cardholder's information, click Save. Then have new second cardholder review the Rights, Responsibilities & Consent form, issue their card and capture signature.



IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH



This publication was made possible by Grant 197IDID7W1003 from the United States Department of Agriculture. Its contents are solely the responsibility of the Idaho WIC program and do not necessarily represent the official views of the USDA.

WIC is an equal opportunity provider.