

# eWIC Card Issuance Education Checklist

*(Modify as needed for your Local Agency's clinic flow. All of this information is also listed in the 'New Hampshire eWIC Card Guide' brochure that should be provided at this time.)*

- Verify caregiver name, mailing zip code, and date of birth before issuing a card.**
  
- Securing Your Card**
  - Card PIN security
  - How to change your eWIC PIN
  - What if you forget your eWIC PIN, unlocking your card
  - How to report the card lost or stolen
  - Participants can share PIN and are responsible to educate that person how to shop. If foods are redeemed without permission, they cannot be replaced.
  
- Your Benefits**
  - The whole family's benefits are on one card
  - Benefit explanation
  - How to check your benefit balance
  - Benefit expiration
  - Provide a print out of family's benefits
  
- Shopping with eWIC**
  - **SWIPE WIC CARD FIRST**
  - Stores accepting eWIC/ provide store list
  - Mixed basket versus separation (depending on their store of choice)
  - Cashiers can't override the system
  - WICShopper app
  - Cannot use self-checkout
  
- Discuss wicconnect.com portal and the customer service number**

(may be beneficial for participant's to store the customer service number in their phone)  
\*\* explain that the customer service number is the number to call for benefit balance\*\*