

# Getting Started

Call or go to the following to check your account balance:

1. Customer Service: **1-855-279-0680**
2. Cardholder Website: **www.WICConnect.com**
  - Select **NH WIC** from the dropdown menu.
  - Click create user account, you will need the primary card holder mailing address zip code, date of birth and card number.
3. You may also use your last store receipt or do a benefit balance check at the store.



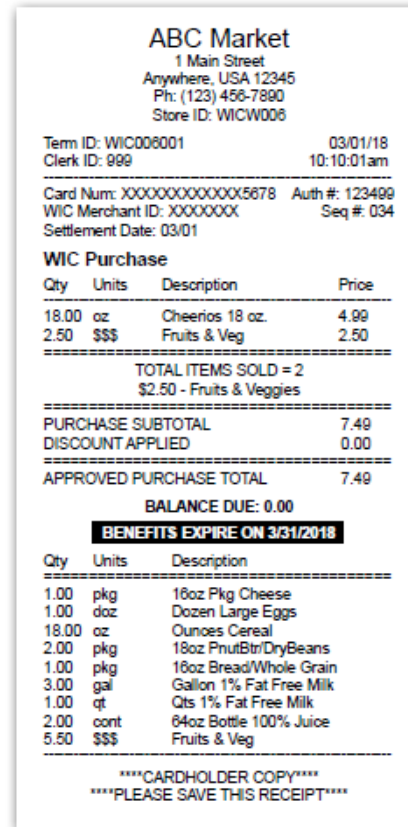
## Shopping with Your eWIC Card

Look for the **NH WIC Accepted Here** sign before shopping. Use the following as a guide for how to do an eWIC transaction. The steps may have minor differences from store to store.

1. Select your WIC foods using your household benefit balance and the **NH WIC Approved Food List**.
2. If the store uses a stand beside device, you need to separate WIC items from other purchases.
3. The cashier scans the WIC food items.
4. Swipe your eWIC card. Always use your eWIC card first before other forms of payment.
5. Enter your four digit PIN.
6. Approve the foods bought with your eWIC card.
7. Take your card and receipt. Your receipt shows what you bought and what is left on your eWIC card

# Reading Your Receipt

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



Keep your receipt to know the balance and dates to buy your WIC foods.

### Take Care of Your eWIC Card

- DO NOT throw it away. The same card is reloaded and used every month.
- DO NOT bend, fold or twist it, punch holes, or use it for other things.
- DO NOT store it near magnets or electrical equipment like cell phones.
- DO NOT leave it in the sun or other hot places, like your car.
- Keep the black strip on the back free from scratches.
- Keep it in a safe place like a wallet or purse.



# New Hampshire eWIC Card Guide

Welcome to eWIC, a faster and easier way to shop!

With eWIC, your household's WIC benefits will be put on one WIC account /eWIC card at your WIC office. A list of your foods will be given to you with the start and end date for your benefit periods. You will use your NH eWIC Card to buy your WIC foods at NH WIC authorized stores.

<https://www.dhhs.nh.gov/dphs/nhp/wic/ewic.htm>



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# Frequently Asked Questions

## How do I activate my eWIC card and set my PIN?

To activate your card and set your PIN, call Customer Service at **1-855-279-0680**. You will need the 16 digit card number, the zip code, and date of birth of the primary cardholder.

## What is a PIN?

PIN stands for Personal Identification Number. It is a four digit secret code that allows you to use your eWIC card, similar to a bank card or SNAP card. You will select your own secret four (4) digit PIN when you activate your eWIC card.

## What if I forget my PIN or need to reset it?

Call the Customer Service number located on the back of your card to choose a new PIN. You will need the zip code and date of birth of the primary cardholder.

## What if I enter the wrong PIN at the store?

You have four (4) chances to enter your correct PIN. If the correct PIN is not entered on the fourth try, your eWIC card will be locked and reset at midnight. After three unsuccessful attempts, call Customer Service to reset your PIN and avoid having your card locked.

## How do I keep my PIN safe?

Do not write your PIN on your eWIC card. Enter your PIN so no one else can see the number you are entering. Do not give your PIN to the cashier or others.

## Do I have to buy my food by a certain date?

Yes, WIC foods may only be used between the start and end date for your benefit month. For example, if your start date is May 20th and the end date is June 19th, any unused benefits will expire at midnight on June 19th.

## Do I have to buy all of my WIC foods at once?

No, WIC foods may be bought as needed during the benefit month.

## How do I get more WIC foods after all my benefits have been redeemed?

Call your WIC office to schedule an appointment if you don't already have one. You must return to your WIC office to get your next set of WIC foods.

## What if I have a question about my WIC foods, need to change my WIC foods or formula?

Call your local WIC office if you have questions about your WIC foods or if you need to change your WIC foods or formula.

## What if I lose/damage my WIC card?

Call Customer Service or your WIC office to cancel your card. You will need to visit your WIC office to be issued a new card.

## Can I buy non WIC items while I'm shopping for my WIC foods?

Yes, but always use your eWIC card first to pay for your WIC foods. Then you can use other forms of payment such as SNAP, gift card, debit card, cash, or check to pay for other items.

## What if one of my WIC food items is not accepted?

If there was a food you expected to be covered by WIC but was not, it could be for the following reasons:

- The item may not be in your food package.
- You may have already bought that food for the month.
- The item may not be an approved food on the NH WIC Food List.
- The product's barcode may have changed or become unrecognized by the program's system.

If you feel your food item should have been accepted, contact your WIC local office; go to the DHHS website, or NH WIC shopper app for the UPC approval form.

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**NH Department of Health & Human Services**  
**Division of Public Health Services, WIC Program 29**  
Hazen Drive

Concord, NH 03301

**1-800-WIC-4321**

This institution is an equal opportunity provider.

## What does it mean if I get the following messages from the cash register system at the store and what should I do?

- **Card Not Found:** contact your local WIC office
- **Invalid PIN:** you may have entered the wrong PIN, try again or call Customer Service. REMEMBER: If you receive this message 3 times, call Customer Service to reset your PIN before trying a 4th time.
- **Benefits Expired:** you no longer have foods available.

## What if I need someone else to do my WIC shopping for me?

Only give your card and your PIN to someone you know well and trust. When you give someone your card and PIN they could buy all of your WIC foods. WIC foods will NOT be replaced.

## What is the Customer Service telephone number?

**1-855-279-0680**

This number is also located on the back of your NH eWIC Card. You can call this number, free of charge, 24 hours a day, 7 days a week.

Examples of when to call Customer Service:

- You want to activate your card.
- You forgot your PIN or would like to reset your PIN.
- You need to know your WIC food balance and do not have a print out or your last store receipt.
- Your eWIC card is lost, stolen, damage or will not work.
- Someone is using your eWIC card without your approval and you want to inactivate the card.

If you have questions or need help with your eWIC card and need to talk with someone, call your local WIC office during normal business hours.

## What is the Cardholder Website?

The Cardholder Website allows you to view benefit and purchase information on your WIC account. The Cardholder Website is **www.WICConnect.com**, select **NHWIC** from the dropdown menu.

