



## eWIC Frequently Asked Questions For Participants

### How do I activate my card?

- Select a PIN by calling (844) 386-3149 or going online to the portal (called ebtEDGE) at [ebtEDGE.com](http://ebtEDGE.com). Have the cardholder's date of birth and the household mailing zip code available to set the PIN.

*The clinic staff cannot do this for you. Your PIN is personal and confidential. You may change it at any time.*

### How many eWIC cards can a family have?

- 1 per "household"

*However, if you are shopping for multiple "households" (for example you are a foster parent with multiple children on WIC) you may be shopping with multiple cards.*

### What if my card is lost or stolen?

- If you believe you have temporarily lost your card, you may call your local WIC clinic for assistance. Ask to "put a hold" on your card.
- If it has been stolen or *definitely* lost you can cancel and reorder a card by calling (844) 386-3149 or going online to the portal (called ebtEDGE) at [wic.alaska.gov](http://wic.alaska.gov). Additionally, you may call your local clinic to cancel and request a new card. If this is your first or second lost/stolen card, call your local clinic to receive a new card.
- If the 3rd card is lost/stolen within a year, you will need to cancel the card, and reorder a new one using by calling (844) 386-3149, or go online to [ebtEDGE.com](http://ebtEDGE.com). Please be aware that cards ordered through the customer service line or online may take several weeks to reach you, as they are shipped from out of state.

### How will I know what I can purchase?

- When issued a card at the clinic you will receive a print-out of your benefits and a Food List.
- After you leave the clinic you may access your benefits in the following ways:
  - Review the print-out of food benefits from the clinic.
  - At the store you can request a "balance inquiry" or review your last receipt.
  - Use the portal to [ebtEDGE.com](http://ebtEDGE.com) to see your household's remaining benefits.
  - Call the customer service line at (844) 386-3149.
  - Use the WIC Shopper app on your smart phone.

### Can I give my card to a friend to shop for me?

- Yes! The person who is issued the card, and identified as the primary cardholder, is in charge of the card.

*You may ask someone else to shop for you by simply giving them the card, the PIN and instructions on how to use it and what to buy. **Be aware that you are responsible for their actions when you provide this information. Food benefits if used will not be replaced.***



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### Will the store be checking signatures or ID?

- No. The person shopping only needs the card and PIN.

### Where can I shop with eWIC?

- Call your local WIC clinic to inquire about WIC stores in the area, or use the WIC Shopper App to locate a store nearby.

### Do I still need to go to the clinic to get benefits?

- Call your local clinic to determine if you will need to come in, or if your card and benefits can be issued remotely. You may still need to go to the clinic for certifications, height, weight, and blood work.

### If a food item that I think should be paid by my eWIC card and is not, how do I send that information to WIC?

- If you have the WIC Shopper App on your smartphone, you can submit the product code (“UPC”), product information, and pictures (front and back labels) to the WIC State Office right there in the store.
- You may also go to our website at [wic.alaska.gov](http://wic.alaska.gov) for information about how to submit foods for consideration.
- Foods are reviewed, and either accepted or rejected within 30 days of submission. Newly approved foods will be found on the Approved Food List (APL), which is an excel spreadsheet of all foods that have been approved for Alaska WIC.

### What materials will I get with my eWIC card?

- The Shopping Guide
- The Food List
- Shopping List
- Instructions on using the eWIC App
- Food Changes with WIC- “2019 WIC Food List Summary of Changes”

### With checks the WIC items had to be separated out and run as a separate transaction, how will eWIC work?

- Let your cashier know you will be using WIC so they can guide you. Some stores will allow you to put everything together for the transaction, but it may be easier to separate WIC foods from others. **Always run your eWIC card FIRST**, so the remaining food items can be identified for other payment (such as SNAP, TANF, debit/credit, or cash).  
*Be sure to review the foods being “charged” to WIC prior to accepting the transaction.*