# WIC Direct Quick Guide for WIC Staff

WIC Direct enables WIC staff to verify WIC EBT (Electronic Benefits Transfer) food benefits and transactions or food items purchased at the store. They can be viewed in WIC Direct by WIC family ID number, name or EBT card number.

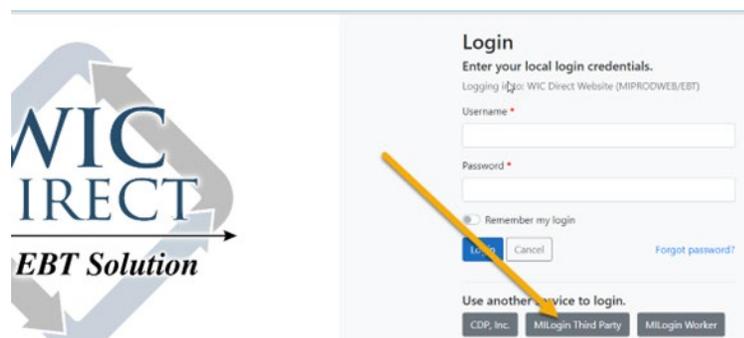**Supported Browsers** The following browsers, are supported for using WIC Direct:

- Firefox
- Google Chrome
- Edge Chromium

Initial Login Registration

1. Navigate to MILogin and Request Access to CDP Identity. This application allows access to WIC Direct.
2. A link should appear in the application on the MILogin home page.

3. Go to https://miprodweb.cdpehs.com/wd/ebt
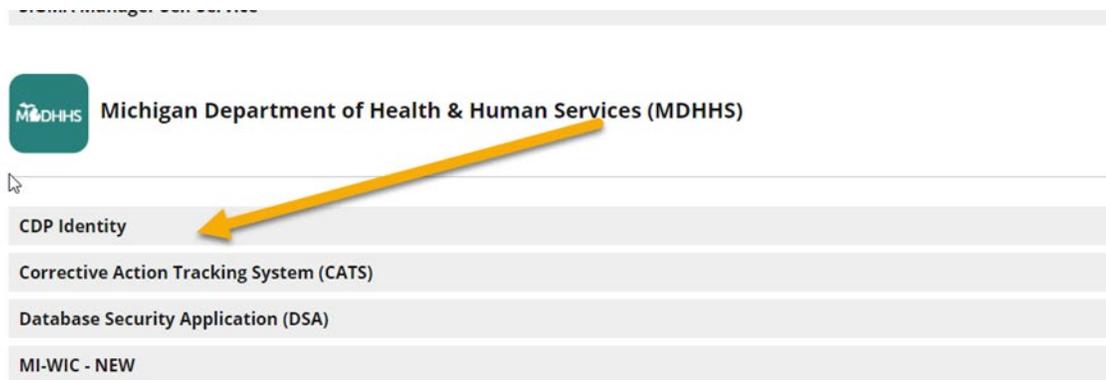
4. Under "*Use another service to login*"
   - Select "**MILogin Third Party**" (or "MILogin Worker" for SOM staff)
   - Do **NOT** set up a Username/Password

5. This will take you to the CDP Identity Consent page (screenshot below); click on the button "Yes, grant access."

6. Send an email to MDHHS-wicebtquestions@michigan.gov requesting permission to access WIC Direct.
7. Once the State has granted you the permission, go to https://miprodweb.cdpehs.com/wd/ebt to access WIC Direct.

Note: CDP Identity will not take you to WIC Direct, instead go to the URL in your internet search bar. The above steps are only for **Initial login Registration**. The CDP Identity application in MILogin is only used if you need to update your user profile.

Log into WIC Direct

Access the following URL: https://miprodweb.cdpehs.com/wd/ebt

- Be sure 'ebt' is at the end of this URL and has not dropped off.
- Create a shortcut on your desktop or a link in your favorites.
- If you are already logged into to MI-WIC, you will not need to complete the Multi-Factor Authentication (MFA) for WIC Direct.
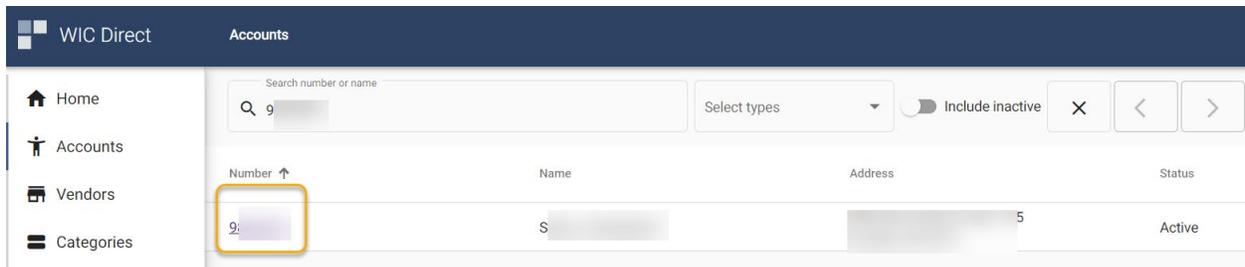
Your WIC Direct Homepage will look like this **(with your name on top):** Click on Accounts
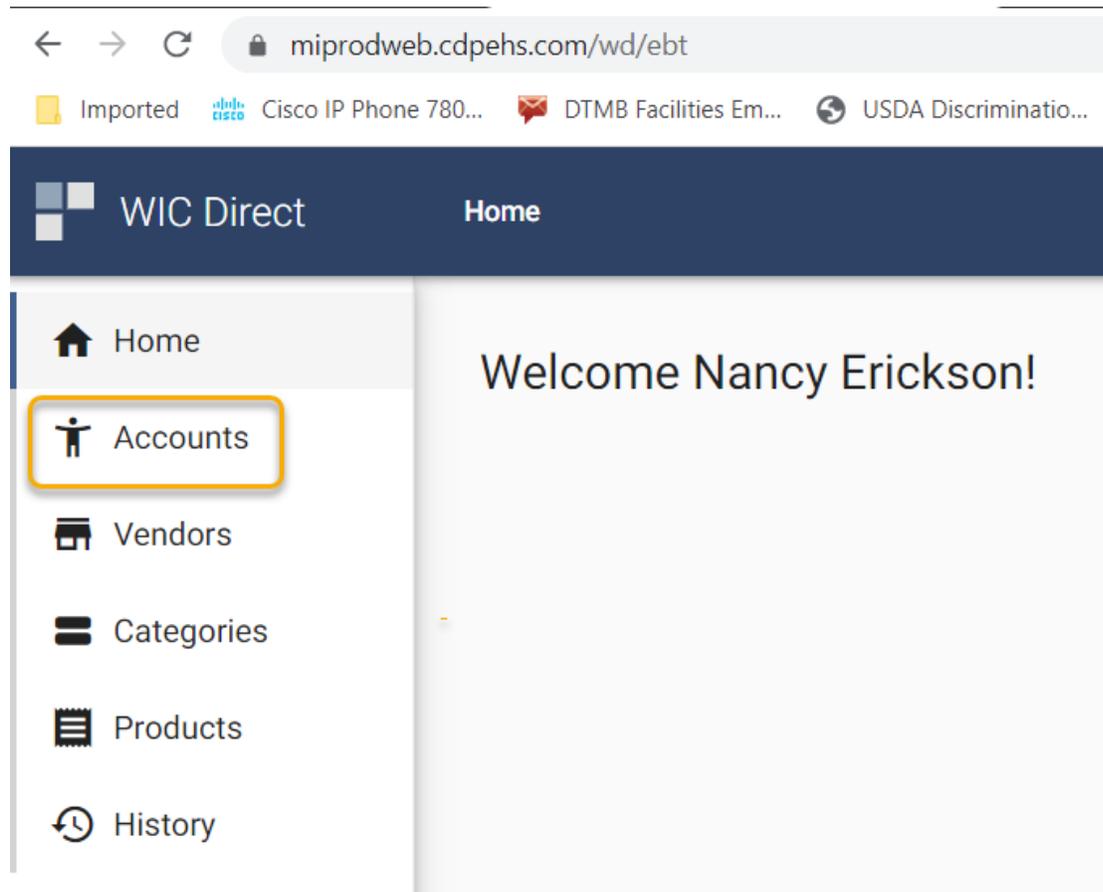
Enter the WIC Family ID # or the Authorized Person's Name in the Search bar at the top. It is not necessary to press enter. Loading of names will take a few seconds.

Account Number/Name matching the search will display. Click on the account Number.

The client Dashboard or Summary will appear. Here you can check to see that the EBT card number matches in MI-WIC and that Current Benefits are loaded on card.

Click on **View History** to see shopping transactions.

Click on **Today** at the top of the screen and select the time period you want to view: Today, Yesterday, This week, Last week, This month, or Last Month. Or, you can click on Specific Dates or Specific Times that a transaction occurred. Next, click Apply. For this scenario we are choosing Last Month.

Basic transactions over the Last Month will appear. Notice there is always a Balance Inquiry prior to the Purchase Request.

Click on the (transaction) **Number** on the far left to see the Summary of the transaction.

Then click on **Line Items** to see what was purchased on that date at that store.

By clicking on the arrow to the right of the food item, it will expand to show what was purchased.

To find if specific food items have been purchased, go to **Benefit Audit** (back on the account holder's summary screen) on the top menu and Select Period in the drop down (this is based on their benefit start date). Click on the arrow to the right of the food item to expand what transactions have been made, the date and time, and running totals of the food item.

Note: Use the 'back arrow' in the upper left of screen to return to previous screens without having to re-enter the Family ID number. Holding the CTRL key while clicking on a tab in WIC Direct will open a separate screen in your browser for navigating back and forth.

What you will NOT find in WIC Direct:

- A food item or transaction that was denied unless you toggle on "Include Failed" (default is off) on the top row. Otherwise, you may only see that there was a Balance Inquiry.
- If client was using their SNAP card instead of WIC EBT. SNAP and WIC EBT use separate platforms.

Definitions

Adjust Benefits- Benefits loaded or changed

Balance Inquiry- When card is swiped, allows participant to see current benefits available on card

Benefit Expungement- Removed at the end of benefit period

Category - Food Items or Food Types (i.e., Cheese or Cereal)

Change (WIC Direct) – Redeemed (MI-WIC)

Household Number - Family ID Number

Pre-Purchase Balance Inquiry - This transaction allows the retail system to retrieve the current list of benefits available for redemption by the participant

Previous (WIC Direct) – Issued (MI-WIC)

**Purchase Request**- Benefits that have successfully been redeemed/purchased

Purchase Reversal - This is a system-generated transaction used to undo the effects of a previous purchase on a participant's account

Purchase Void - This is a cashier-initiated transaction used to undo the effects of a previous purchase on a participant's account

Running (WIC Direct) – Remaining (MI-WIC)

Troubleshooting

- Confirm that the EBT card number in MI-WIC is the same as in WIC Direct.
- Confirm client is using the correct EBT card (not a stopped/replaced card or SNAP card).
- Check if the EBT card has been pinned. Click on the card number on the Summary page.
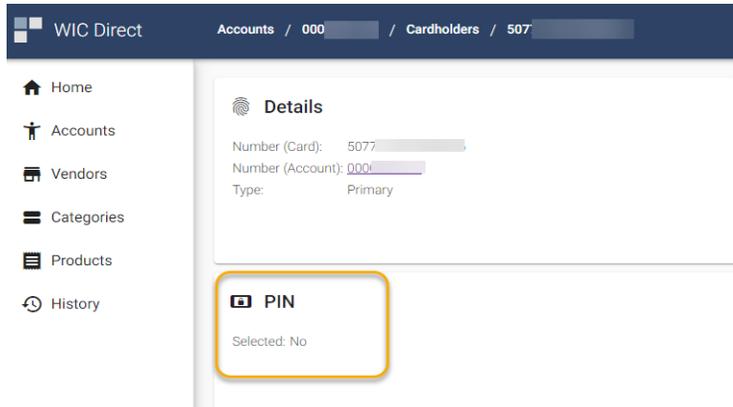
- Confirm item is on the WIC Shopping List. Do a Benefits Inquiry in MI-WIC and benefits listed on Summary page in WIC Direct to show food item.
- Was food item scanned or did cashier state item was not approved? Always ask cashier to scan and then see what the register displays.
- Check size of product, product label (wording the same? For example, Pediasure vs. Pediasure with Fiber).
- Verify the UPC (barcode) on product is WIC authorized by navigating to "Products" on the left and typing the name of the product. All UPCs associated with that name will populate. Conversely, you may type the UPC into the search bar to find the name of the product. If 'no matching data found,' then it is not a WIC Authorized food item.

- If a client is still having trouble purchasing an item, ask detailed information to complete a [Vendor Complaint Form](). Include:
    - Store and location
    - Date and time of incident
    - Interaction with cashier or manager
    - Product
    - Size
    - UPC number (if available)
    - WIC Client name/ID number/card number