# Correcting Cardholder Access using ebtEDGE webADMIN

## 1. Introduction

As part of the effort to replace old EBT cards with new EBT cards with a Card Validation Value (CVV) security feature, FIS and the eligibility system consortia compared the cardholder access recorded in the eligibility system to the cardholder access recorded in the EBT system for selected cases that were issued new CVV enabled EBT cards.

Using data provided by the eligibility systems, FIS identified 532 cardholders where the cardholder access in the EBT system did not match the cardholder access in the eligibility system. This document provides guidance and step-by-step instructions to correct the cardholder access in the EBT system using ebtEDGE webADMIN,

## 2. Account Cardholder PAN Mismatch List

The spreadsheet provided by FIS identifies the State Unique Identifier (SUID) and Primary/Alternate Indicator (Primary / Alt Ind) of each impacted cardholder along with the Consortia Access Type and FIS Access Type. The last ten digits of the new CVV card number (PAN) and the replaced non-CVV PAN are also provided for reference only.

The Access Type code identifies the cardholder access in the consortia eligibility system and the FIS EBT system. The table below identifies the EBT system Food and Cash account access for each Access Type code.

| Access Type Code | Description | ebtEDGE Benefit Access | |
|---|---|---|---|
| | | Food | Cash |
| B | Both Food and Cash | Access | Access |
| F | Food Only | Access | No Access |
| C | Cash Only | No Access | Access |
| N | None | No Access | No Access |

## 3. Required ebtEDGE User Roles

An ebtEDGE user must have the following roles to view and update cardholder access using webADMIN:

- inqCaseCardholderBenefit – required to search and view case/cardholder data.
- updCardholderAddUpdate – required to change the cardholder access

If an ebtEDGE user cannot access the Client Search or the Update buttons on the Client page is disabled, please contact your EBT Zone Administrator to have the roles updated. For additional assistance open a ticket or call FIS State Support Services at (800) 848-6960.

## 4. Step-by-Step Instructions to Update Cardholder Access

1. Open *web*ADMIN to display the page shown below.



**webADMIN Client/Transaction Search**

2.  Enter the SUID from the spreadsheet into the SUID field in the Client Search section of the *Client/Transaction Search* page.



**Client Search by SUID**

3.  Click the **Search** button.

*Note: If you entered a wrong number, click **Clear** to start over.*

4.  If there are alternate cardholder(s) on the case, the page below will list the primary and alternate cardholder(s).



**SUID/Client List showing Alternate Client**

5.  Click on the SUID link for the primary or alternate cardholder. The SUID Information page's **Case** tab displays for the SUID number

provided, as shown below. If there are no alternate cardholders on the case, this page will be displayed after clicking SEARCH in step 3.



**Case Information – Case Tab**

6. From the *SUID Information* page, open the **Client** tab.

| Case | **Client** | Card | Benefit |

Add Client                                                    Corrections   Repayments
Client Information  ❓

| | | |
|---|---|---|
| *First Name: | MARY | Date of Birth: XX / XX / 1950 |
| Middle Name: | | Confirm Date of Birth: / / |
| *Last Name: | SMITH | *SSN: XXXXX6789 (Do not include dashes.) |
| *Address 1: | 20 MAPLE AVENUE | *Confirm SSN: (Do not include dashes.) |
| Address 2: | | Home Phone Number: - - |
| | | Ph Nbr Chg Count: 0 01/01/0001 00:00 |
| Address 3: | | Security Code: |
| *City: | CITYVILLE | *Client Status: Active |
| | | Benefit Access: |
| *State: | CA  * ZIP Code: 95901 - | Client Type: 01 - PRIMARY |
| | | Select the appropriate benefit access. |
| In Care Of: | | *Cash: Access |
| | | *FS: Access |
| Optional ID: | | *Restaurant Meals: No |
| Addr Chg Count: 0  Last Updated By: CAUSER | | |
| Last Updated Src:  Last Updated TS: 01/01/0001 00:00 | | |
| ID Type: NONE | | |
| *Language Code: ENGLISH | | |

Updated By: **CAUSER**         Last Updated:  **05/01/20XX 15:16**         Update

Back To Top

**SUID Information – Client Tab**

7. Change the Cash and FS access to match the information in the spreadsheet.

8. Click the **Update** button. Once the Update button is clicked, a message displays confirming that the information was successfully updated in the database.



9. *To perform another search, click the Client/Transaction Search link to go back to that page, and enter the next SUID.*