



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #07-66-OPE

RELEASE OF THE EBT MAG-TEK/CAPS PIN CHANGE TERMINAL USERS GUIDE

<p>Date: May 25, 2007</p>	<p>Subtopic(s): EBT</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to alert Job Center and Non-Public Assistance (NPA) Food Stamps (FS) Office staff to the EBT MAG-TEK/CAPS PIN Change Terminal Users Guide, which is now available on the FIAweb and the form EBT Services Pin Pad Password Request (EBT-53). To access the user guide, click EBT_MAG_LINK or:</p> <ul style="list-style-type: none"> • select Office of Procedures under Program Area on the FIA Web • select Manuals from under Policy Documents and click Procedures • select EBT MAG-TEK Users Guide. <p>The manual includes the following instructions:</p> <ul style="list-style-type: none"> • How to change the EBT MAG-TEK PIN Change Terminal Password • What to do if the password is disabled or suspended • How to help an applicant/participant who is not yet a payee on the Common Benefit Identification Card (CBIC) to select a PIN • How to help an applicant/participant who is a payee on the CBIC to select a PIN • How to clean the MAG-TEK CAPS device <ul style="list-style-type: none"> ▪ Cleaning cards for the EBT MAG-TEK PIN Change Terminal are an HRA stock item and can be ordered following current procedures. The commodity code is 0209991569.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

- What to do if the MAG–TEK CAPS device stops working
 - Refer to page 8 of the MAG-TEK CAPS manual for instructions. If MAG-TEK CAPS customer service recommends returning the device for any reason, call the EBT Services Staff Hotline Helpdesk at 212 331-4233 for directions.
- Detailed listing of error messages

The **EBT-53** is completed by the Job Center or NPA FS Office Worker who is applying for the terminal security to operate the PIN Change Terminal. All fields must be completed and signatures of the Worker and his/her director are required. The original of the form is sent to the address at the bottom of the form.

The EBT MAG-TEK/CAPS Manual will be distributed under a separate cover.

Effective Immediately

Attachments:

EBT-53 – EBT Services PIN PAD Password Request (Rev. 4/14/05)

☞ Please use Print on Demand to obtain copies of forms.



EBT Services Pin Pad Password Request

Type of Request:
New _____
Delete _____

SECTION I: Location	
Name: _____	
Address: _____	
Borough: _____ Zip Code: _____	

SECTION II: Password User	
Name: _____	
C.S. Title: _____	
Functional Title: _____	
Auto-time I.D. #: _____	Telephone #: _____

Worker Signature: _____ Date: _____

Director Signature: _____ Date: _____

Send completed form to: EBT Services
180 Water Street, 19th floor
New York, NY 10038