


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

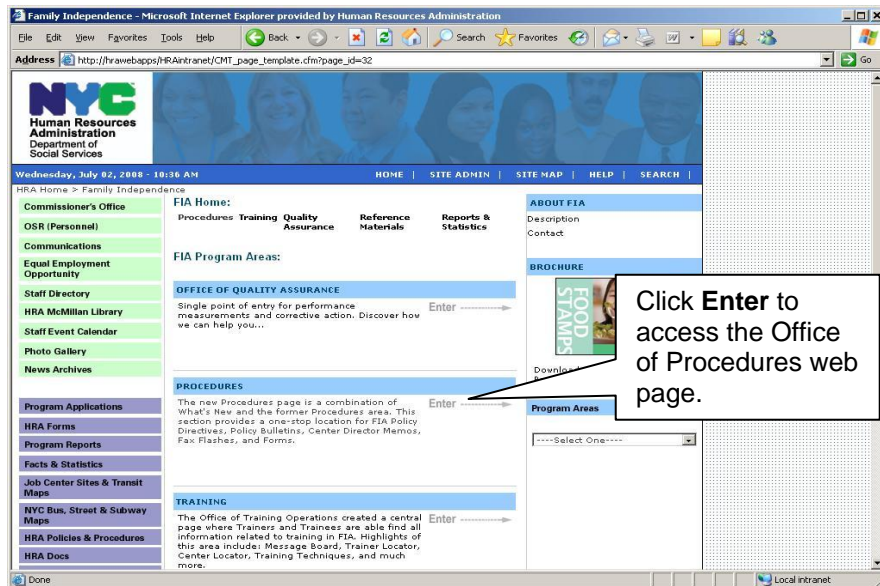
Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
 Office of Procedures

**POLICY BULLETIN #08-80-OPE**  
*(This Policy Bulletin Replaces PB #07-66-OPE)*

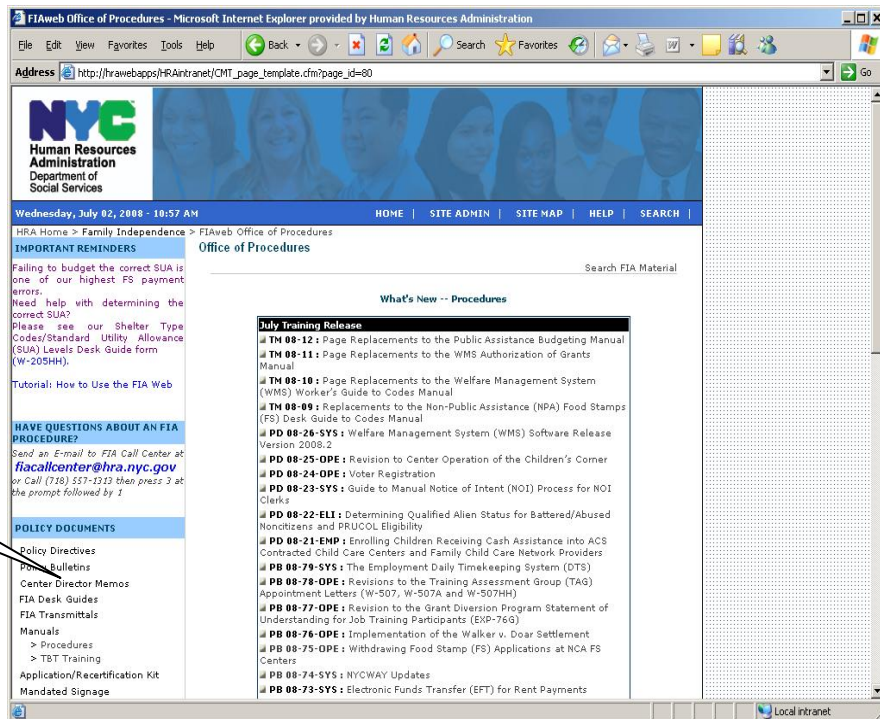
**EBT MAG-TEK/CAPS PIN CHANGE TERMINAL USERS GUIDE  
 AND FORM EBT-53**

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|--|---|
| <p><b>Date:</b><br/>July 3, 2008</p>   | <p><b>Subtopic(s):</b><br/>EBT</p>  |
| <p> This procedure can now be accessed on the FIAweb.</p> | <p><b>Revisions to Original Policy Bulletin</b></p> <p>This policy bulletin is being revised for the following reasons:</p> <ul style="list-style-type: none"> <li>• The EBT MAG-TEK/CAPS User Guide was revised June 2008 to include the new contact number for assistance with CAPS-related issues at JP Morgan EFS. The new number is (866) 607-7734.</li> <li>• The EBT Services PIN PAD Password Request Form (<b>EBT-53</b>) is now a fillable form and can be filled out electronically.</li> </ul> <p><b>Purpose</b></p> <p>The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance FS Center staff about the EBT MAG-TEK/CAPS PIN Change Terminal Users Guide, which is now available on the FIAweb. To access the manual, click <a href="#">EBT MAG LINK</a> or:</p> <ul style="list-style-type: none"> <li>• select Office of Procedures under Program Area on the FIAweb</li> </ul> |

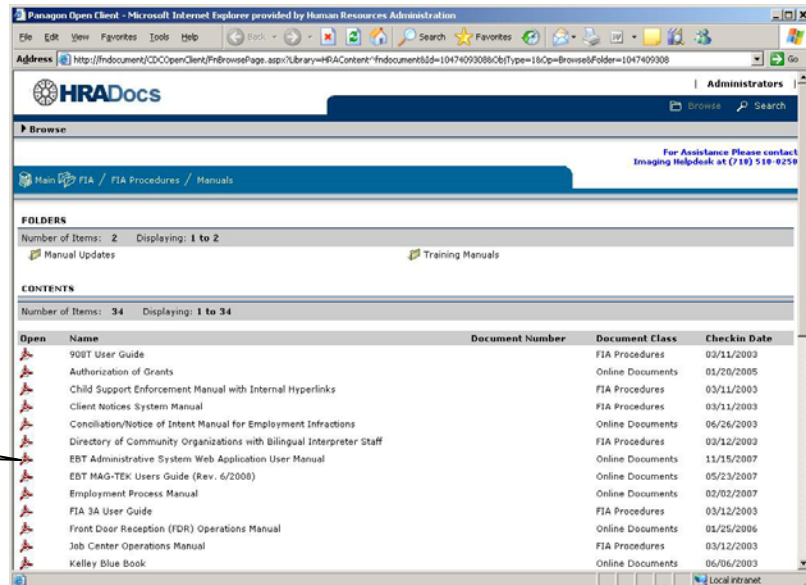
HAVE QUESTIONS ABOUT THIS PROCEDURE?  
 Call 718-557-1313 then press 3 at the prompt followed by 1 or  
 send an e-mail to *FIA Call Center*



- select Manuals from under Policy Documents and click Procedures, and



- select EBT MAG-TEK Users Guide



Click EBT  
MAG-TEK  
User Guide.

The manual includes the following instructions:


- 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.
  - 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.
- What to do if the MAG-TEK CAPS device stops working.
  - Refer to page 8 of the MAG-TEK CAPS manual for instructions. For assistance with CAPS-related issues staff must contact JP Morgan EFS at (866) 607-7734.
  - 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. (Do not return the defective device to JP Morgan's Tampa location even if JP Morgan EFS instructs you to do so.)

Revised

New information

- A detailed listing of error messages.
- Form **EBT-53** is completed by the Job Center or the NCA FS Center 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 or Manager are required. The original form is sent to the address at the bottom of the form. This online form has fields where information can be entered electronically and when completed, can be saved to the desktop and emailed directly to FileNet.

*Effective Immediately*

 Please use Print on Demand to obtain copies of forms.

**Attachments:**

**EBT-53** EBT Services PIN PAD Password Request (Rev. 7/03/08)

Date \_\_\_\_\_  
Type of Request \_\_\_\_\_

**EBT Services  
Pin Pad Password Request**

**SECTION I: Location**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Borough: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

*SAMPLE*

**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