

Hardware

Intro

This HuBERT on-demand training module...

Intro1

...is provided by the MN Department of Health WIC Program. It provides an overview of some of the hardware used by MN WIC.

Hardware Overview

State HW

The State provides WIC agencies with computers (laptops and/or desktops), signature pads, card readers, scanners, networking equipment, and peripherals, such as mice, keyboards and monitors.

Hardware

Agencies can also use their own county hardware.

This means our MN Help Desk is responsible for maintaining and supporting any **state-provided hardware**.

While our county's local IT is responsible for maintaining and supporting any **County-provided hardware**. Additionally, they are responsible for setting up and configuring all hardware for each of our clinic sites.

Printers

Select Printer

We use printers to print shopping lists, account balances, transfer and ineligibility documents, as well as other HuBERT documents.

In order to print anything from HuBERT, we must select the appropriate printer for the site we are working at for the day.

The most recent selection is maintained, so we only have to select the default printer if our computer, most likely a laptop, travels to different WIC Clinics.

Use Menu

We can select our printer using the File menu...

<no script> Click on **File**.

<no script> Select **System Tools**.

We would then Select Default Printers.

Use Icon

We can also use the System Tools icon.

<no script> Click the arrow next to the **System Tools** icon.

Use Icon 1

Go ahead and select our option.

<no script – failure hint> Click **Select Default Printers**.

Default Printers

The last printer we selected displays and the drop-down lists for Benefits, Documents and Reports...

<no script> Click the **Benefits** drop-down.

...display the printers available to us at our current clinic site.

Although we don't print benefits anymore we still need to be sure to select our printers and the Paper Source since the benefit issuance process requires a printer to be selected.

We may need to ask our co-workers or County IT which printers and paper source to select if there is more than one to choose from in our drop-down lists.

Signature Pads

Sig Pads

We use electronic signature pads to collect signatures when issuing a WIC Card and at the end of certifications.

It's connected to our computer via USB, which we should make sure is connected before logging into HuBERT to ensure that it initializes correctly.

Always use the attached stylus to sign. No other styluses or pens will work correctly with the signature pad.

Troubleshooting Sig Pads

Use a soft touch. Hard taps may cause the screen to freeze. If this occurs, simply unplug the USB and plug it back into the computer.

The stylus may lose its screen accuracy, meaning the stylus tip no longer matches its point on the screen. If this occurs, it should be recalibrated, which takes about a minute to complete.

Directions for recalibration are available on the MDH WIC website in the HuBERT Technical Information section.

Otherwise, we can call the help desk and they can walk us through it.

Card Readers

Card Reader

We also have a card reader connected to our computer via USB.

This scans the WIC Card number into HuBERT, and only HuBERT. It cannot be used to scan the WIC Card number into any other program...

Web Portal

...such as the Web Portal where we help participants set their PIN.

Swiping Cards

When swiping, we insert the magnetic strip into the card reader with the card front facing the green light.

We can always manually enter the card number into HuBERT but swiping ensures that the number is accurate and tends to be faster.

End

Thank you for reviewing this on-demand HuBERT training module presented by the MN Department of Health WIC Program.