

# Mobile Management and Contact Us Overview

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## Overview

### Mobile Management Overview

Mobile Management is a browser-based application that can be used by WIC Local Agency staff to manage direct communication with WIC participants via text and obtain documentation required for appointments. This communication is initiated by WIC participants using the Contact Us feature in the My MN WIC App.

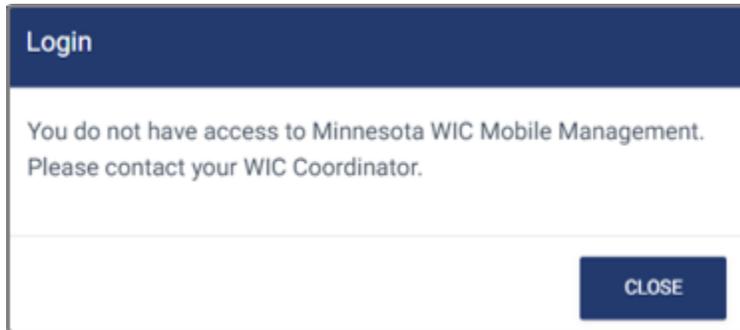
### Contact Us Overview

The Contact Us feature in the My MN WIC App provides registered users who have opted in for texting to be able to:

- Communicate directly with WIC Staff via Contact Us and text.
- Send files (images, documents, etc.) directly to their WIC Clinic.

## Access

If you attempt to log into Mobile Management and do not have the correct access, you will receive this message informing you that you don't have access to Mobile Management and to contact your WIC Coordinator.



## Roles

Mobile Management (MBM) access can be added for any staff.

## Browsers and URL

Users can use either the Google Chrome or Microsoft Edge browser to access Mobile Management. The URL is: <https://mobile.mnwic.net/MobileWeb/index.html>

## Hours of Availability

Mobile Management can be accessed during the same hours as WINNIE:

- Monday – Friday: 7:00 AM – 8:00 PM
- Saturday: 7:00 AM – 12:00 PM
- Sunday: 7:00 AM – 2:00 PM

## Login

### First Login

Once you have been given access to Mobile Management, you can use your WINNIE username and the temporary password to login.

**NOTE!** Contact the MN Help Desk for the temporary password at 1-800-488-8799, press 2, 2.

MINNESOTA  
**WIC**  
MOBILE MANAGEMENT

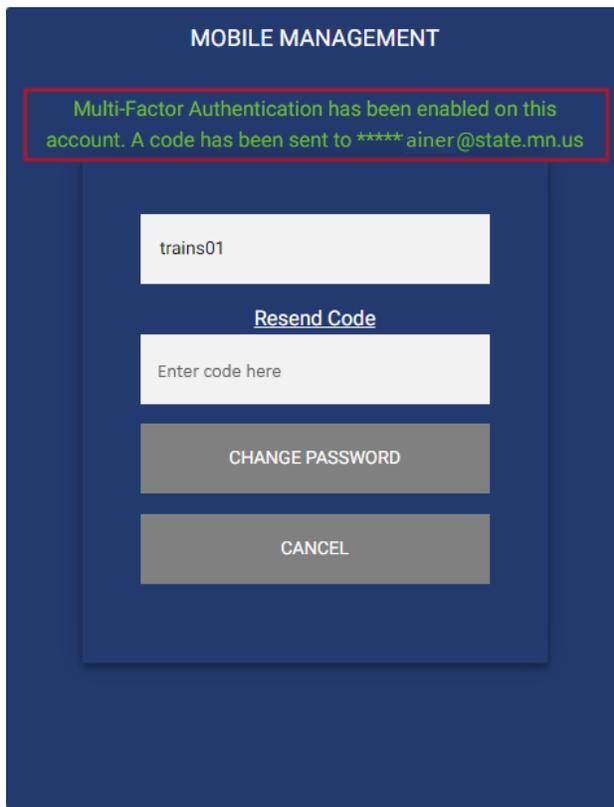
trains01 WINNIE USERNAME

..... TEMPORARY PASSWORD

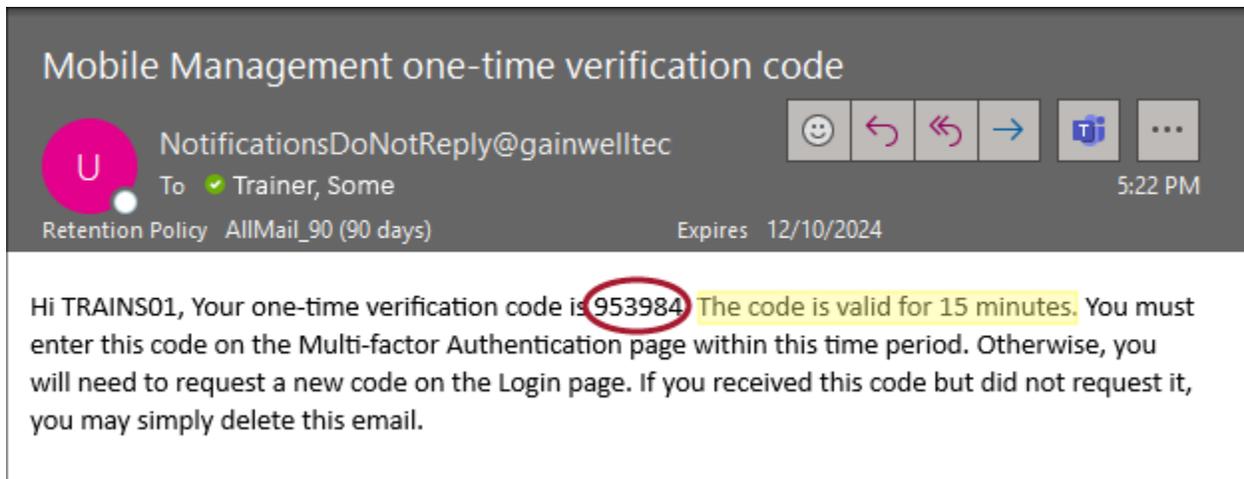
LOGIN

Change Password

Since you will need to change the password, a green message displays on the modal indicating that Multi-Factor Authentication (MFA), a security feature, has been enabled and that the code has been sent to your email.



You should receive the email with the MFA code relatively quickly, and the code is only valid for 15 minutes.



## MOBILE MANAGEMENT & CONTACT US OVERVIEW

You can copy and paste the MFA code or type it into the field then click the **Change Password** button.

MOBILE MANAGEMENT

Multi-Factor Authentication has been enabled on this account. A code has been sent to \*\*\*\*\*ainer@state.mn.us

trains01

[Resend Code](#)

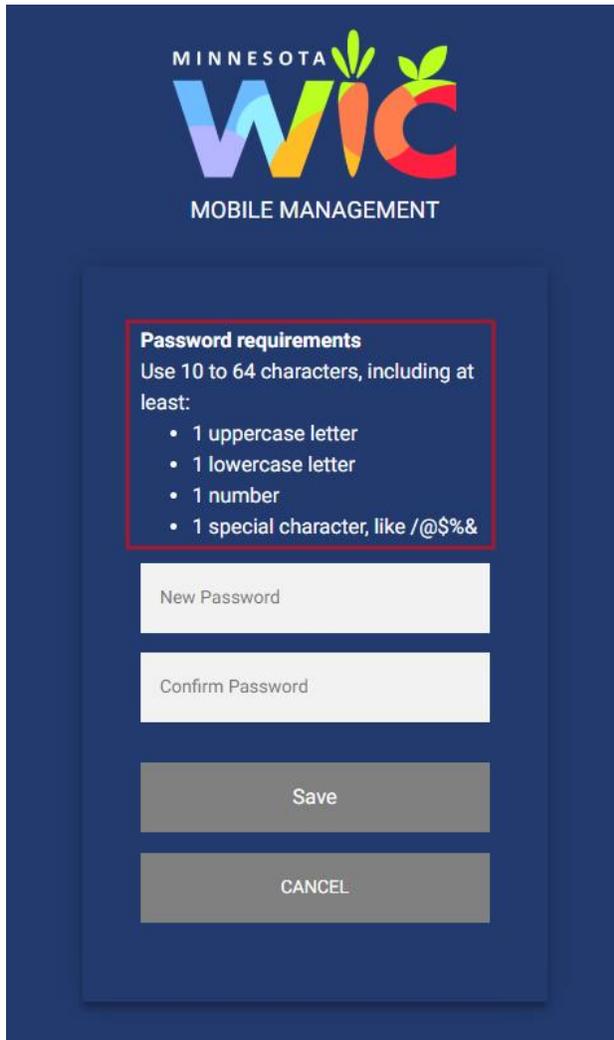
953984

CHANGE PASSWORD

CANCEL

The Change Password modal opens, displaying the password requirements:

- 10 to 64 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 special character (such as: /@\$%&)



MINNESOTA  
**WIC**  
MOBILE MANAGEMENT

**Password requirements**  
Use 10 to 64 characters, including at least:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character, like /@\$%&

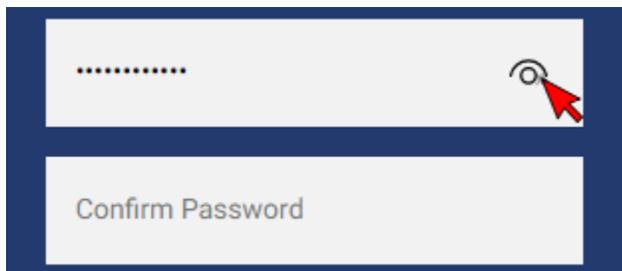
New Password

Confirm Password

Save

CANCEL

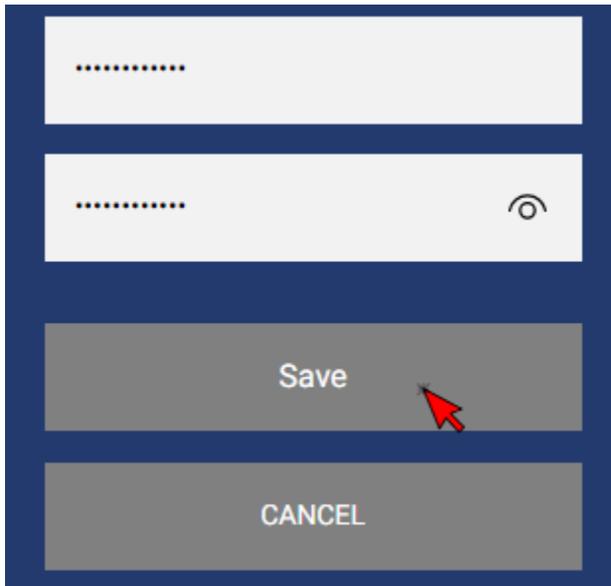
An eyeball icon will display as you type each password. Click it to view your password.



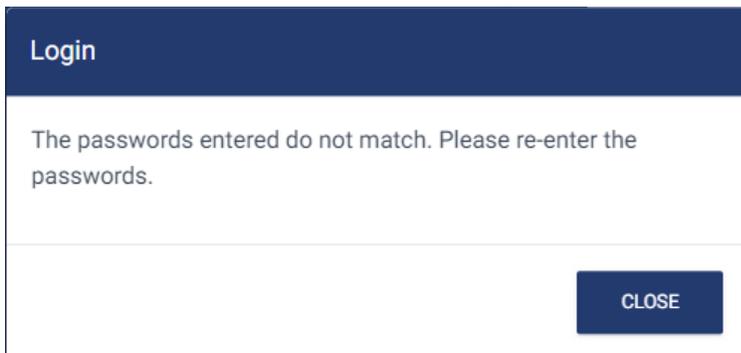
.....

Confirm Password

Once you've entered your new password into each field, click the **Save** button.

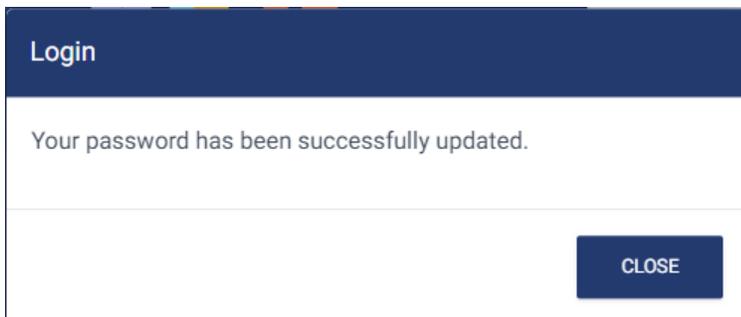
A screenshot of a mobile application interface for changing a password. It features two input fields, each containing a series of dots to represent masked text. The second input field has a small eye icon on its right side, indicating a toggle for password visibility. Below the input fields are two buttons: a grey 'Save' button and a grey 'CANCEL' button. A red mouse cursor is positioned over the 'Save' button.

If the two passwords aren't the same, a message will display informing you that they do not match.

A screenshot of a 'Login' modal window. The modal has a dark blue header with the word 'Login' in white. Below the header, a white message box contains the text: 'The passwords entered do not match. Please re-enter the passwords.' At the bottom right of the modal, there is a dark blue button with the word 'CLOSE' in white.

Click the **Close** button then re-enter your passwords and click the **Save** button again.

Once changed, a message displays indicating the password has been successfully updated.

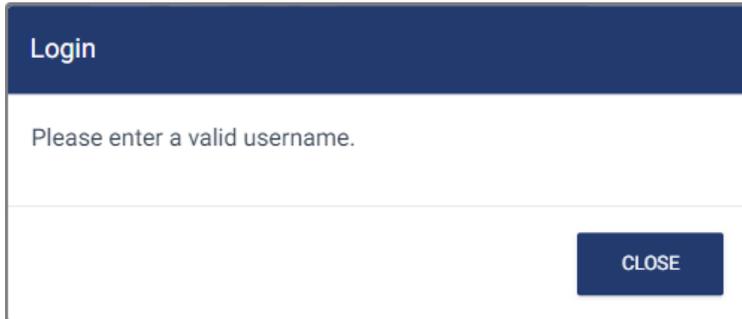
A screenshot of a 'Login' modal window, similar to the previous one. The modal has a dark blue header with the word 'Login' in white. Below the header, a white message box contains the text: 'Your password has been successfully updated.' At the bottom right of the modal, there is a dark blue button with the word 'CLOSE' in white.

Click the **Close** button and the login modal will reopen.

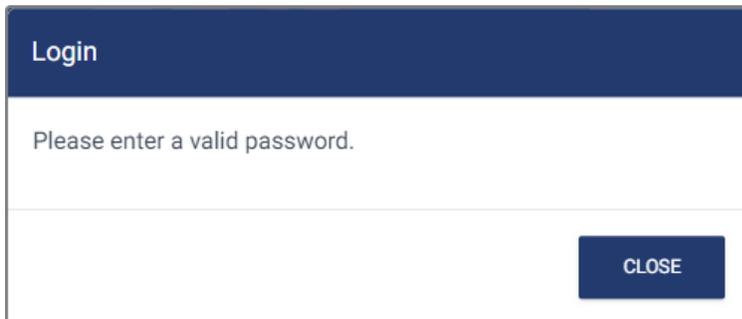
You can now login with your username and your own password.

## Incorrect Login

Your username and password can be entered incorrectly 4 times.

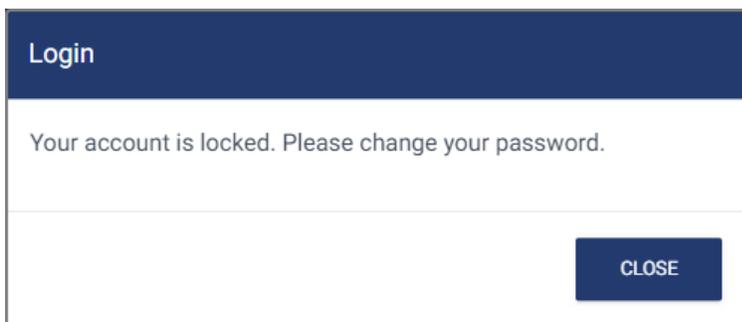


A dark blue header bar contains the word "Login" in white. Below the header, the text "Please enter a valid username." is displayed in a light gray font. At the bottom right of the dialog box, there is a dark blue button with the word "CLOSE" in white.



A dark blue header bar contains the word "Login" in white. Below the header, the text "Please enter a valid password." is displayed in a light gray font. At the bottom right of the dialog box, there is a dark blue button with the word "CLOSE" in white.

Once the 4<sup>th</sup> incorrect attempt has been entered, the following message displays informing you that your account is locked and you will need to change your password.



A dark blue header bar contains the word "Login" in white. Below the header, the text "Your account is locked. Please change your password." is displayed in a light gray font. At the bottom right of the dialog box, there is a dark blue button with the word "CLOSE" in white.

## Resetting or Changing Your Password

### Login Modal

Click the **Change Password** button on the login modal to change your password. The green MFA message will display. Enter the MFA code, click the **Change Password** button again, and the *Password* modal will open where you can enter and confirm your new password.

Click the **Save** button and the “Your password has been successfully updated” message will display. Click the **Close** button on the message and you’ll be returned to the login page to complete your login with your new password.

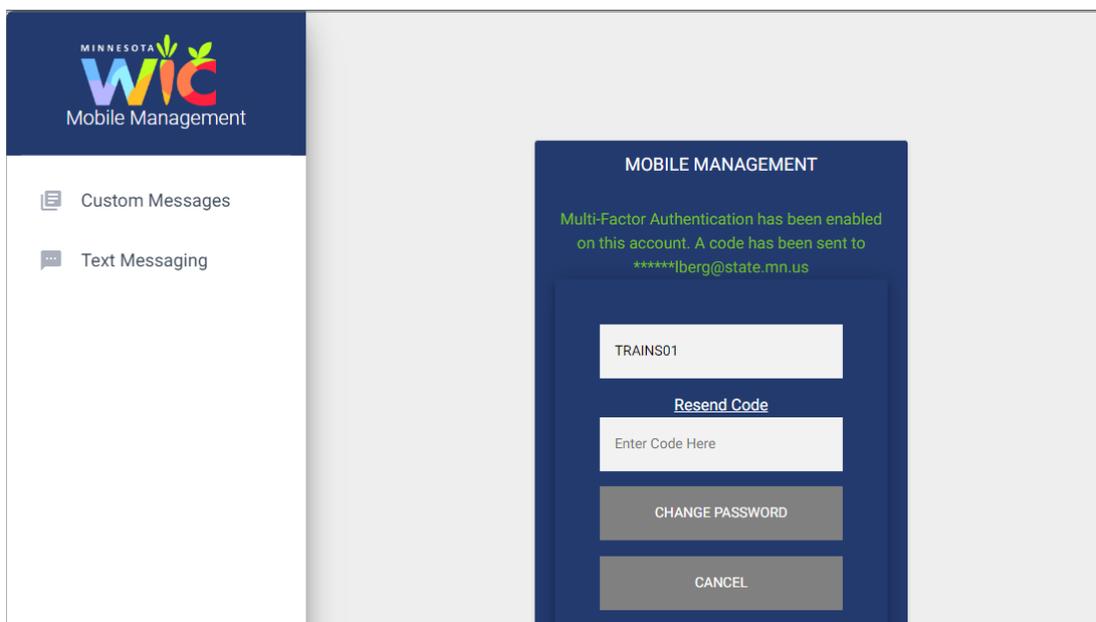
### Mobile Management

You can also change your password while working in Mobile Management.

Click the **person icon** next to your name in the top right corner to open a menu with the options to Logout or Change Password.



Select **Change Password**. The login modal with the green MFA message will open within Mobile Management.



Enter the MFA code, click the **Change Password** button, and the *Password* modal will open where you can enter and confirm your new password.

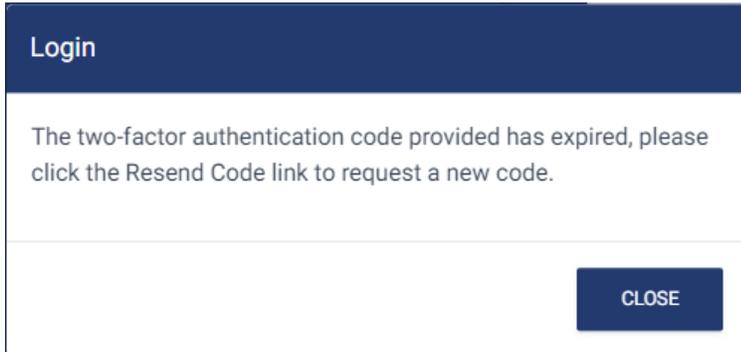
Click the **Save** button and the “Your password has been successfully updated” message will display. Click the **Close** button on the message and you’ll be returned to the same page within Mobile Management.

**NOTE!** Clicking the **Cancel** button will close Mobile Management and re-direct you back to the login page.

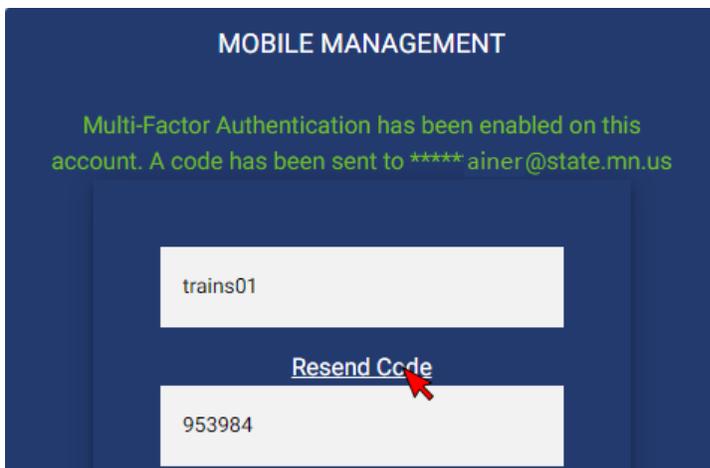
## Multi-Factor Authentication Code Messages

### Time Allotted Expired

If you are unable to enter the MFA code within 15 minutes, a message will display indicating the code has expired...

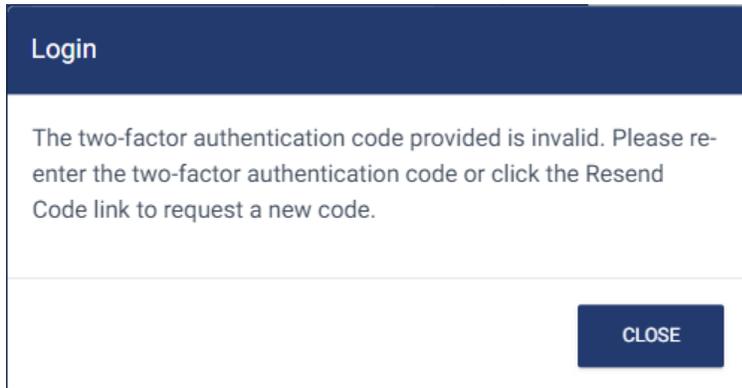


...and that you can click the **Resend Code** link to have another MFA code sent to your email.

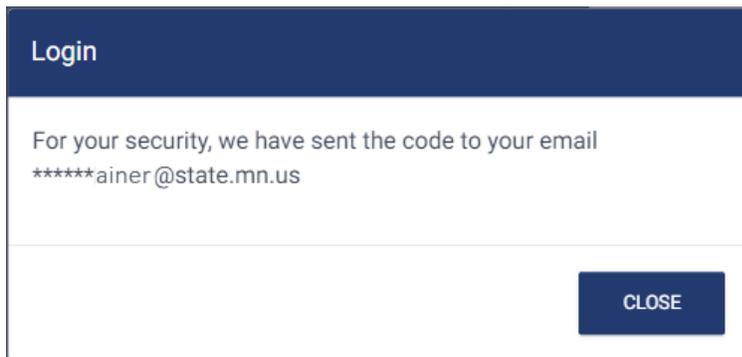


## Incorrect MFA Code Entered

If you enter the incorrect MFA code, a message will display informing you that the code is invalid.



You can try to re-enter it or click the **Resend Code** link to request another MFA code.



## WINNIE Environments & Login

You can be logged into WINNIE while working in Mobile Management (or vice-versa).

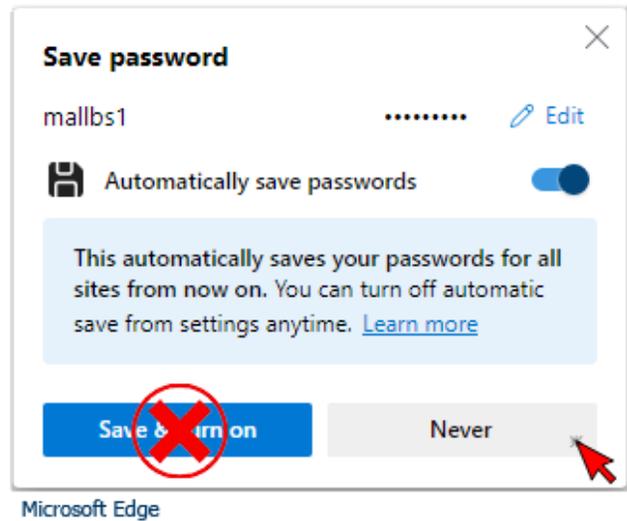
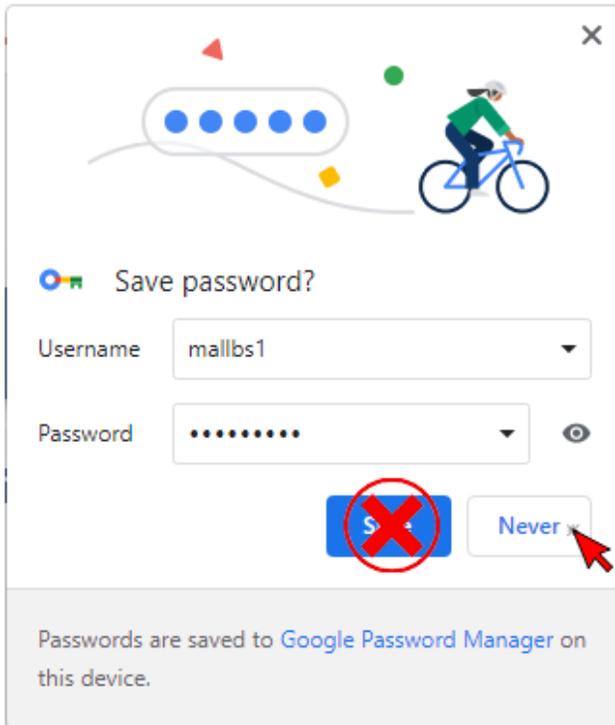
### Bookmarking the URL

The URL changes once the login page displays. If you bookmark the URL for the login page, your bookmark will not work. If the bookmark has been created for the login page, simply edit it and correct the URL.

### Do Not Auto-Save Login on Browser

All browsers provide the option to auto-save your username and password when first logging into a new site. You should **never** auto-save your login information for Mobile Management since **this is considered a security risk**.

**Always click the Never button** on the *Save password* pop-up message.



## Clinic Opt-in

Information for WIC Coordinators or Designated Staff

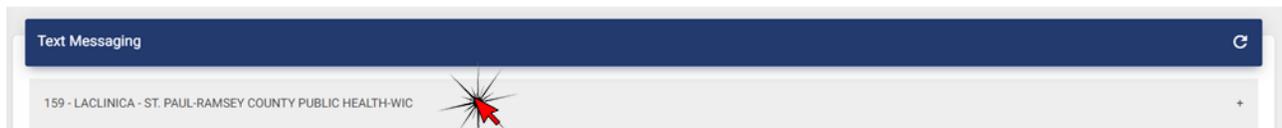
### Toggle On Opt-in for Clinics

Before a registered app user can submit a message using the new **Contact Us** feature in the app, the **Clinic Opt-in** must be toggled on by the **Agency Coordinator or a designated staff person** for **each clinic in the agency**.

Once the clinic(s) are opted in, **no other users should change this toggle**.

To opt in for a clinic, once you've logged in, the **Text Messaging** page will display with a list of your agency's clinics.

Click a clinic to expand its row.



Click to toggle on **Clinic Opt-in**.



Repeat this for each clinic in the agency.

## Mobile Management Screen Overview

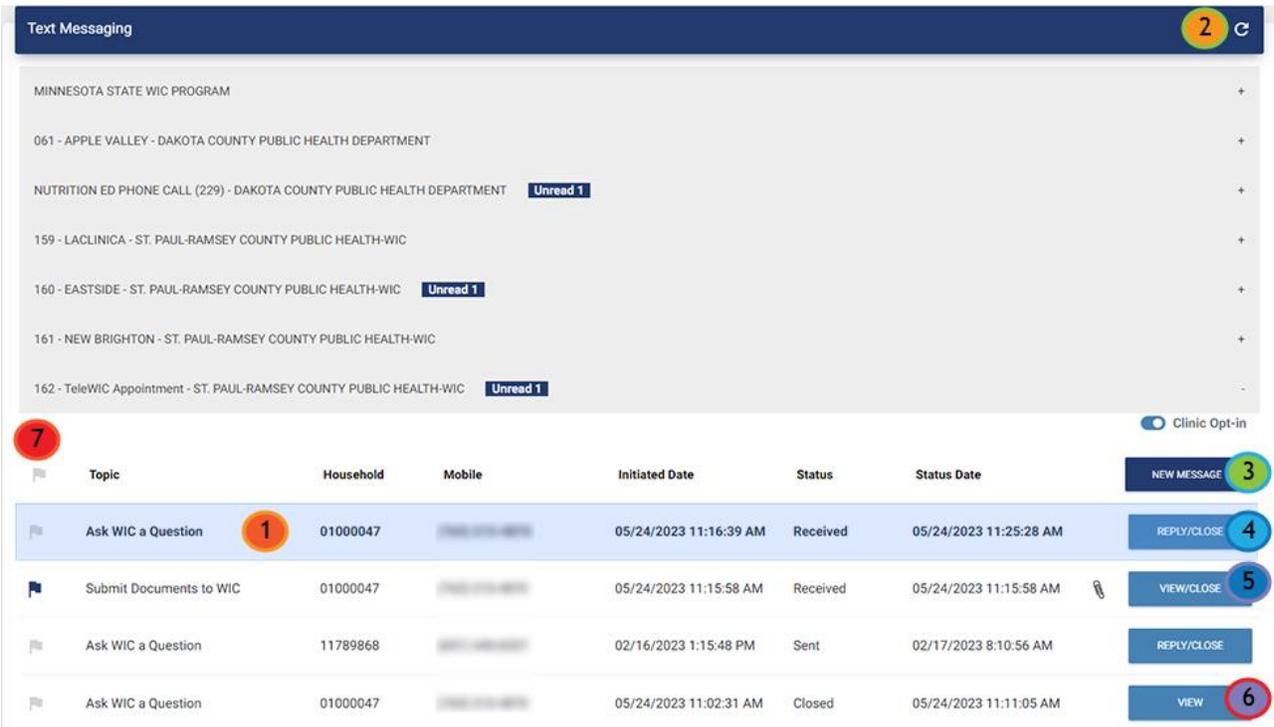
When you login to Mobile Management, the **Text Messaging** page opens and displays a list of all of your agency’s clinics.

For all opted-in clinics, the number of **unread messages (1)** will display next to the clinic name.



When you click a clinic name or row to expand it, a row for each message (1) displays.

The messages are from app users with registered households that have opted in for text messaging and that currently belong to that clinic.



## Refresh

The screen automatically refreshes every 30 seconds but can be manually refreshed by clicking the **Refresh (2)** icon.

**NOTE!** Do not use the browser Refresh icon. This will log you out of Mobile Management.



**BUG:** The screen does not automatically refresh every 30 seconds. You will need to click the Refresh button to ensure you are viewing the most current information.

## Buttons

A **New Message (3)** button allows you to initiate a text message to registered app users that have opted in for texting.

A button displays for each message and indicates its current conversation status:

- **Reply/Close** – ACTIVE (4)
- **View/Close** – OPEN (5)
- **View** – CLOSED (6)

## Flag Column

You can click the **flag (7)** icon in front of a message to indicate it requires some sort of follow-up. It turns dark blue when selected.

**NOTE!** Local Agencies may want to decide how the flag icon should be used and what it indicates.

## Columns

### Topic:

- The subject selected for the Contact Us message.
- Your Topic from a new message.

**Household:** The Household ID associated with the app user's registered account.

**Mobile:** The specific cell phone number associated with the registered app user's device.

### Initiated Date:

- The date and time the message was received from the app user.
- The date and time a new message was sent by a Mobile Management user.

**Status:** The most recent state of the message.

- **Received** – a message received from an app user. Received messages display at the top of the list and are bolded until opened/viewed.
- **Sent** – a message has been replied to or a new message sent by a Mobile Management user.
- **Closed** – the message can no longer be replied to, only viewed.

**NOTE!** Closed conversations are automatically removed from Mobile Management 3 months after the closed date.



**BUG:** Closed conversations should be removed after 3 months but currently are not.

**Status Date:** The date and time a message was received, replied to/sent, or closed.

**NOTE!** Opening a message and viewing it or downloading its attachments does **NOT** change the Status Date.

**Paper Clip (icon):** Indicates at least one attachment has been submitted with the message.

## Sort Order

Messages are default sorted by unread (bolded), then Received, Sent, and Closed.

You can change the sort order by clicking any of the column headers.

**NOTE!** Changing the sort order may be helpful to group messages or conversation “threads.”

## Managing Attachments

### Downloading Attachments

If a message is submitted with an attachment, indicated by the paperclip icon, the first thing you should do is click the paperclip icon to download the file(s) since the attachment(s) will be deleted once the message is closed using the [End Conversation](#) button.



**BUG:** Attachments should delete when a conversation is closed and currently do not.

162 - TeleWIC Appointment - ST. PAUL-RAMSEY COUNTY PUBLIC HEALTH-WIC <span>Unread 1</span>							<input type="checkbox"/> Clinic Opt-in
Topic	Household	Mobile	Initiated Date	Status	Status Date		
Ask WIC a Question	01000047	[REDACTED]	05/24/2023 11:16:39 AM	Received	05/24/2023 11:25:28 AM	REPLY/CLOSE	
Submit Documents to WIC	01000047	[REDACTED]	05/24/2023 11:15:58 AM	Received	05/24/2023 11:15:58 AM	VIEW/CLOSE	

**TIP!** If the attached file should be saved to the participant's folder, before downloading the attachment(s), write down the Household ID to rename the file.

Clicking the paperclip icon opens the **Text Messaging – File Download** modal. All attachments submitted with this Contact Us message are listed (1).

Text Messaging - File Download

File Name 2

1 Attachment-6

1 Attachment-7

1 Attachment-8

3

CLOSE

Notice that an identifier, such as the Household ID or mobile number, does **not** display.

The File Name (2) is generic, unique, and auto generated; attachments cannot be renamed until downloaded.

Each arrow icon (3) must be clicked to download the individual file.

In general:

- All files for a message should be downloaded at the same time
- All files should be downloaded to your **Downloads folder**.

## Managing Private Information

Many of the downloads you'll be receiving in Mobile Management will contain private information. **Files with private information should never be stored on your computer.**

To ensure data security, storage of temporary files in the Downloads folder **MUST** be set to delete after 1 day and deleting files from the Recycle Bin should be set to no more than 30 days.

**NOTE!** The state will make available a PowerShell script in FileZilla that can be used to automatically clear the Downloads and Recycle Bin nightly.

**Always follow [MOM, Section 1.7 – Data Privacy](#) to ensure participants' private information is secure.**

For more information about downloading attachments and managing downloads, please refer to the [Downloading Files in Default Browser](#) section of this document.

## Managing Messages

Messages will display one of three buttons:

**Reply/Close (1):** An **active** message for a specific mobile number. It can be viewed, its attachments downloaded, **replied to**, and closed.

**View/Close (2):** This message is **open** because there is already **another active conversation thread** for the same mobile number (3). It can be viewed, its attachments downloaded, or closed. However, a **reply cannot be sent**.

**View (4):** This message is **closed**. The text is **read-only**, and attachments have been auto deleted by the system.



**BUG:** Attachments should delete when a conversation is closed and currently do not.

Topic	Household	Mobile	Initiated Date	Status	Status Date	Buttons
Submit Documents to WIC	01500628	(952) 294-5678	05/23/2023 2:47:05 PM	Received	05/23/2023 2:47:05 PM	NEW MESSAGE REPLY/CLOSE
Ask WIC a Question	01000047	<b>3</b> (763) 123-4567	05/23/2023 2:41:57 PM	Received	05/23/2023 2:41:57 PM	VIEW/CLOSE <b>2</b>
Ask WIC a Question	13649634	[REDACTED]	05/23/2023 2:41:16 PM	Received	05/23/2023 2:41:16 PM	OPEN VIEW/CLOSE
Ask WIC a Question	01000047	<b>3</b> (763) 123-4567	05/23/2023 2:39:53 PM	Sent	05/23/2023 2:44:41 PM	REPLY/CLOSE <b>1</b>
Ask WIC a Question	11789868	[REDACTED]	02/16/2023 1:15:48 PM	Sent	02/17/2023 8:10:56 AM	ACTIVE REPLY/CLOSE
Submit Documents to WIC	01000047	<b>3</b> (763) 123-4567	05/08/2023 9:47:29 AM	Closed	05/08/2023 9:48:10 AM	CLOSED VIEW <b>4</b>

## Replying to Messages

Local Agencies should manage messages within the same business day received whenever possible. If a message requires a response, it **MUST** be sent within three (3) business days of receiving the message.

In most cases, the attachments can just be downloaded, and the conversation closed within that timeframe.

Only one message can have an **active conversation thread** (replied to and not closed) at a time for a **specific mobile number**.

## Active vs. Open Conversations

When a message first displays in Mobile Management, the **Status** (1) will display as **Received** (2) and in **bold** until it is opened/viewed, replied to, or closed.

**NOTE!** Downloading the attachment(s) will **not** change the bold indicator.

A new message can be active or open.

- Active (Reply/Close button): can be viewed, **replied to**, and closed.
- Open (View/Close button): can be viewed and closed.

Topic	Household	Mobile	Initiated Date	Status	Status Date	
Submit Documents to WIC	01500628	(952) 234-5678	05/23/2023 2:47:05 PM	Received	05/23/2023 2:47:05 PM	NEW MESSAGE
Ask WIC a Question	01000047	(763) 123-4567	05/23/2023 2:41:57 PM	Received	05/23/2023 2:41:57 PM	REPLY/CLOSE

Annotations: (1) Status column; (2) Received status; (3) REPLY/CLOSE button. A red 'ACTIVE' label points to the REPLY/CLOSE button of the second row.

A new message will be **active** and display a **Reply/Close** (3) button as long as there **isn't an active conversation thread that already exists for the same number**.

An active conversation thread is a message that **has had a reply sent** and has not been closed.

More than one message for the same mobile number can be active (Reply/Close) until a reply is sent for one of the messages.

Topic	Household	Mobile	Initiated Date	Status	Status Date	
Ask WIC a Question	13649634	(763) 111-1234	05/26/2023 9:55:50 AM	Received	05/26/2023 9:55:50 AM	REPLY/CLOSE
Submit Documents to WIC	13649634	(763) 111-1234	05/26/2023 9:55:32 AM	Received	05/26/2023 9:55:32 AM	REPLY/CLOSE

Annotations: A blue box labeled 'Same Mobile Number' connects the Mobile columns of both rows. Red 'ACTIVE' labels point to the REPLY/CLOSE buttons of both rows.

Once a reply has been sent, if that message is **NOT closed**, that message has an **active conversation thread** and will continue to be the active message (Reply/Close).

The other message will change to open (View/Close).

Topic	Household	Mobile	Initiated Date	Status	Status Date	
Submit Documents to WIC	13649634	(763) 111-1234	05/26/2023 9:55:32 AM	Received	05/26/2023 9:55:32 AM	VIEW/CLOSE
Ask WIC a Question	13649634	(763) 111-1234	05/26/2023 9:55:50 AM	Sent	05/26/2023 9:56:49 AM	REPLY/CLOSE

Annotations: A blue box labeled 'Same Mobile Number' connects the Mobile columns of both rows. A red 'ACTIVE' label points to the REPLY/CLOSE button of the second row. A red 'OPEN' label points to the VIEW/CLOSE button of the first row.

**Good Rule of Thumb.** Keep the most relevant, or recent, message as the **active** conversation.

## Sending a Reply

### IMPORTANT!

Contact Us provides a secure method for participants to submit private information directly to their WIC clinic. We can ensure that any attachments sent via Contact Us are secure because they are directly uploaded to the MN WIC servers.

However, once a conversation thread is started using Contact Us, all subsequent replies to that conversation using Mobile Management are via text messaging. Images sent via text messages are uploaded by a third-party service, Twilio, which is then accessed by Mobile Management.

**We cannot ensure that information stored on Twilio's servers are completely secure. Always advise the participant to use Contact Us in their App to submit private information. NEVER request a participant send private information back to you using text messaging.**

The **Text Conversation** modal opens when you click the **Reply/Close** button. The conversation identifier is the mobile number (1) and the Household ID and message (2) display along with the date and time (3) the message was received.

A **Reply** (4) field allows you to respond to the app user if the submitted message requires a response (as is the case with the example below). The Reply has a limit of 127 characters and a character counter (5). The **Send** button becomes enabled once a reply is entered.

Clicking the **Send** button sends a **text message** back to the app user.



**BUG:** In all Text Conversation modals (Reply/Close, View/Close, View), if there is only the initial message, it will display again every 30 seconds when the system refreshes so that the message displays multiple times. This is a display issue and resolves when the modal is closed.

## End (Close) Conversations

Best practice dictates that a message/conversation be immediately closed. In many instances, the message does not require a response and can be closed.

If there is no activity (view/reply) for an active conversation thread within 10 business days, the system will automatically close the conversation.



**BUG:** The system is not automatically closing inactive conversations within 10 business days.

You can click the red **End Conversation** button (1) to **close the conversation**.

If you send a response, the modal remains open so that you can close the conversation. However, if a text back from the user is expected, you can use the blue **Back** button (2) to close the modal and keep the conversation thread active.

TEXT CONVERSATION : 9522345678

Household (01500628): Sent pic of ID. Does this work for my address too?  
5/23/23, 2:47 PM

User (TAMI): Yes. Your driver's license works for both your proof of ID and address. Thank you!  
5/23/23, 3:12 PM

Reply \*

0/127

1 END CONVERSATION

2 BACK SEND

Once the **End Conversation** button is clicked, a message displays indicating the conversation was successfully closed and any attachments related to the conversation will be deleted.

Text Conversation

The conversation is closed successfully. Any attachments related to this conversation will be deleted.

CLOSE



**BUG:** Currently, there is no confirmation message after clicking the **End Conversation** button to ensure the button wasn't accidentally clicked. If clicked, the "conversation is closed" message immediately displays. Once closed, it cannot be re-opened.

When a message is closed, the Text Conversation modal closes as well, returning you to the Mobile Management screen.

The closed message has a **Status** of **Closed** (1), displays the date and time (2) it was closed, no longer displays the paperclip icon, and its button is now labeled **View** (3).

Topic	Household	Mobile	Initiated Date	Status	Status Date	
Submit Documents to WIC	01500628	(952) 234-5678	05/23/2023 2:47:05 PM	Closed <b>1</b>	05/23/2023 3:12:52 PM <b>2</b>	 <b>VIEW</b> <b>3</b>



**BUG:** Attachments should delete when a conversation is closed and currently do not. As long as the attachments remain, the paperclip icon will display.

### Texts Received by App User

The app user receives the reply as a text (1) from a general State phone number (2).

When the conversation is closed, they receive another text (3) telling them the conversation is closed and to go to Contact Us in the app if they need to begin a new conversation.

### Text Threads on App Users Device

Once you respond to a message, the app user will have what looks like a viable text thread. If they ignore the “conversation is closed” message and try to send another text, it may appear as if the text went through. Participants should be advised that once a text thread is closed, it cannot be re-opened by sending another text.

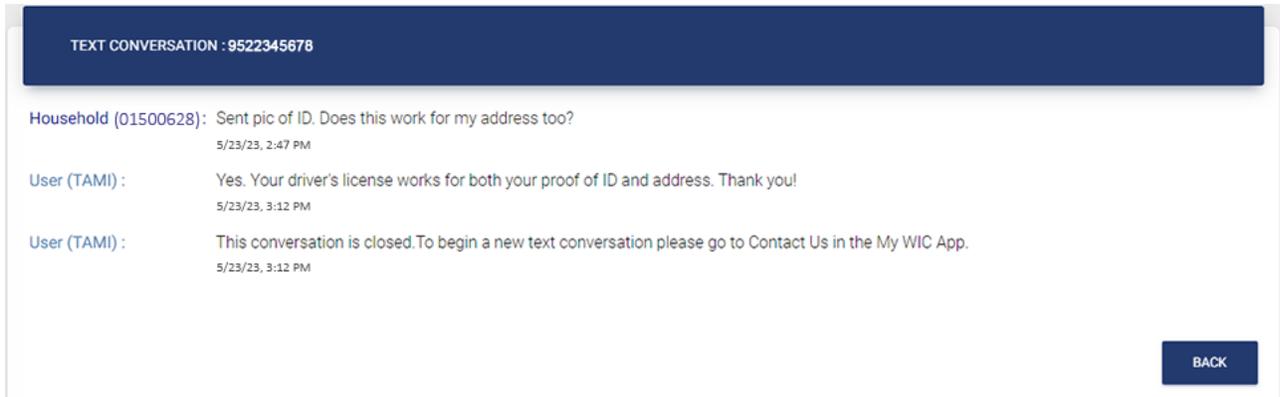


## View

The button displays View once the message's conversation has been closed.



Clicking it opens a read-only version of the conversation. Nothing else can be done with the conversation.



## New Message

The **New Message** button allows you to **start a text conversation** with a registered household who has opted in for text messaging as long as they do not have an active conversation thread.

NEW MESSAGE

**NOTE!** Mobile Management will not allow you to start a new conversation if there is an active conversation thread. Best practice is to verify there aren't any active conversation threads before starting a new message.

If an active conversation thread already exists and you attempt to send a new message, the following message displays and the message won't be sent. You will have to close the active conversation thread before the system will allow you to send a new message.

**New Message**

An active conversation is detected for selected mobile number.  
Please complete and close the active conversation.

CLOSE

After clicking the New Message button, a New Message modal (1) opens.

Enter the **Household ID** (2) and click the **Lookup** button (3).

NEW MESSAGE - 159 - LACLINICA - ST. PAUL-RAMSEY COUNTY PUBLIC HEALTH-WIC
1

Household ID

2

3

LOOKUP

Mobile Number \*

Topic \*

0/25

Message \*

0/127

CANCEL

SEND

## Household Not Opted In

If the household is not registered, or is registered but **not** opted in, a message displays indicating they aren't "registered for mobile".

The screenshot shows a dark blue header with the text "New Message". Below the header is a white box containing the text "The household is not registered for mobile." At the bottom right of the white box is a dark blue button labeled "CLOSE".

## Household Opted In

If the Household has opted in, their **Mobile Number** (1) will display.

The **Topic** (2) and **Message** (3) fields are both required.

The topic has a limit of 25 characters while the message has a limit of 127 characters. A character counter (4, 5) displays for both.

The screenshot shows a form titled "NEW MESSAGE - 159 - LACLINICA - ST. PAUL-RAMSEY COUNTY PUBLIC HEALTH-WIC". The form contains the following fields and elements:

- Household ID:** 13700531, with a "LOOKUP" button to its right.
- Mobile Number \* (1):** (952) 111-1234, with a dropdown arrow to its right.
- Topic \* (2):** Medical Formula Form.
- Message \* (3):** Please send us the medical formula form (use Contact Us in the app) before your WIC appointment. Thanks!
  - Character Counter (4):** 20/25 (for the Topic field).
  - Character Counter (5):** 104/127 (for the Message field).
- Buttons:** "CANCEL" and "SEND" buttons at the bottom right.

**NOTE!** Your agency may want to provide guidance about when it may be appropriate to send new messages and identify some appropriate topics and messages.

Clicking the **Send** button initiates the text message to the app user's mobile number.

As long as a response is not required (i.e., no question was sent to the app user) when a new message is sent, **as a general best practice, the conversation should be immediately closed.**

## New Message for App User

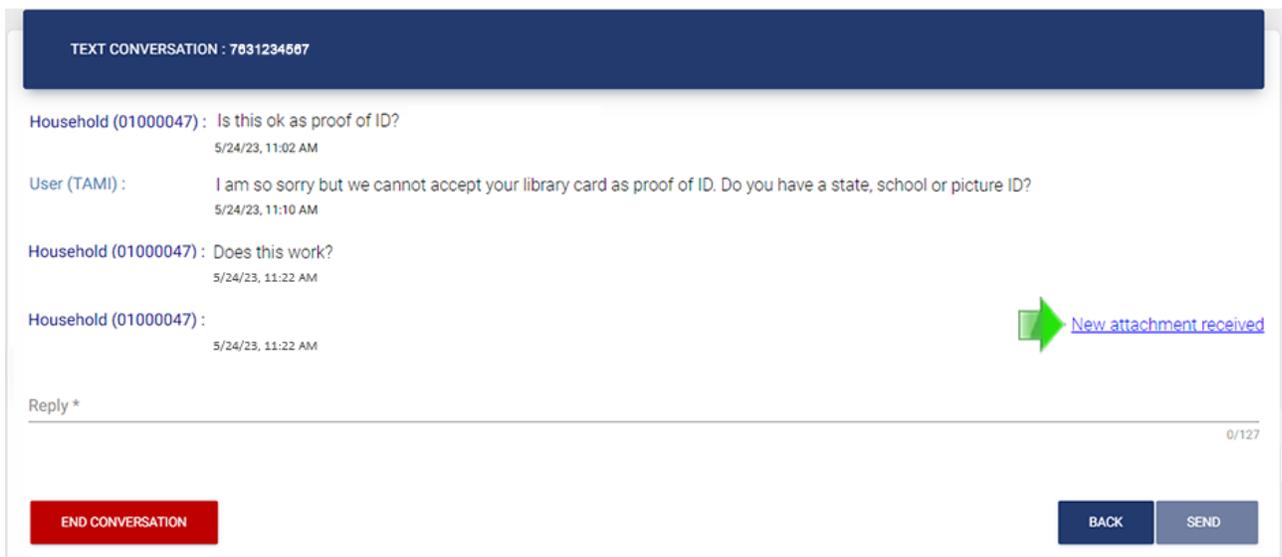
The new message is sent via text to the mobile number. The message is from a general State phone number and begins with your topic followed by your message.

Medical Formula Form: Please send us the medical formula form (use Contact Us in the app) before your WIC appointment. Thanks!

If you do not close the conversation, the app user will be able to respond to your message simply by texting back.

## Attachments Sent by Text from App User

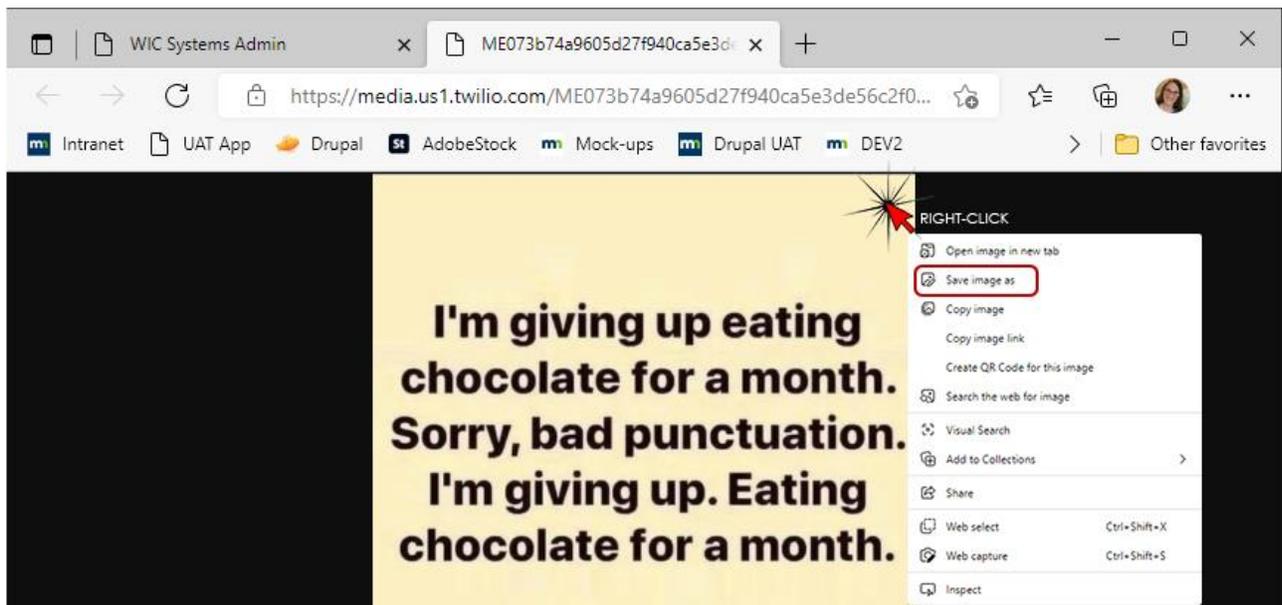
If a message/conversation is open, it is possible for an app user to send an image back to Mobile Management via text. If this occurs, the attachment will display in the Text Conversation modal as a **New attachment received** link.



## IMPORTANT!

Information and attachments sent via text are NOT secure. Best practice is to close the conversation immediately after sending a new message. This will enforce use of the Contact Us feature by the app user if they need or want to respond, and ensures their private information will remain secure!

If an attachment is sent via text, clicking the link will open it in a new browser window. To save it, right-click, select **Save image as** from the browser menu, and save to your Downloads folder.



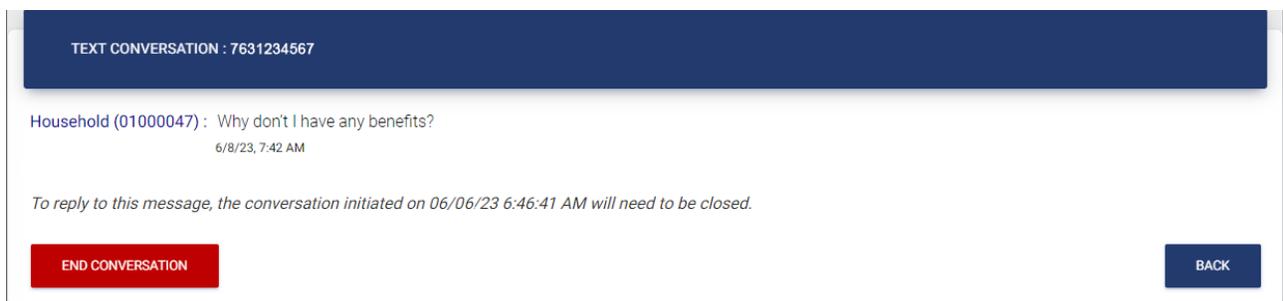
## Transfers

If a household transfers to another agency or clinic within your own agency, any previous conversations (active/open/closed) **stay with the clinic they belonged to when the message was originally sent.**

### Active Conversation at Other Agency/Clinic

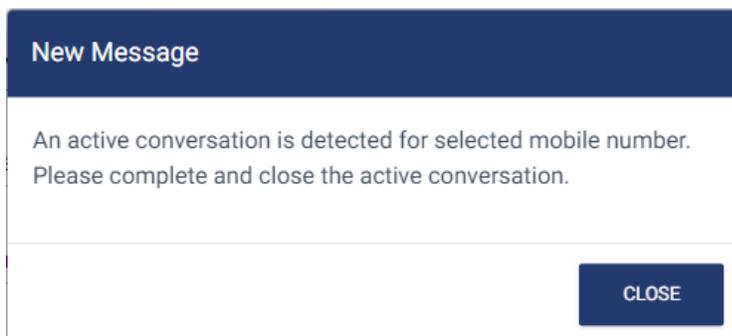
If a household sends a message to the clinic they've transferred **to**, and an active conversation still exists at the clinic they've transferred **from**, the new message will display a View/Close (open, not active) button.

When viewed, the conversation will display: *To reply to this message, the conversation initiated on <date time> will need to be closed.*



### New Message

**You will not be able to start a new message.** If you try to initiate a new message while the household has an active conversation at the clinic they transferred **from**, the message indicating an “active conversation was detected” and to “close the active conversation” displays.



## Close Conversation

If you don't know where the household is transferring from, you can use Transfer History to identify the household's previous agency/clinic.

### Household Belongs to Your Agency

If the household transferred **from another clinic in your agency**, you (or another staff person with access) should close the conversation at that clinic.

### Household Belongs to Another Agency

If the household transferred **from another agency**, and you need to respond to a message you've received and are unable to due to an active conversation, **call the Help Desk** (1-800-488-8799; press 2, 2). The Help Desk will close the active conversation at the other agency.

## Active Conversation Closed

Once the active conversation is closed at the clinic the household transferred **from**, the new message at the clinic they transferred **to**, will display the Reply/Close (active) button.

## Navigation

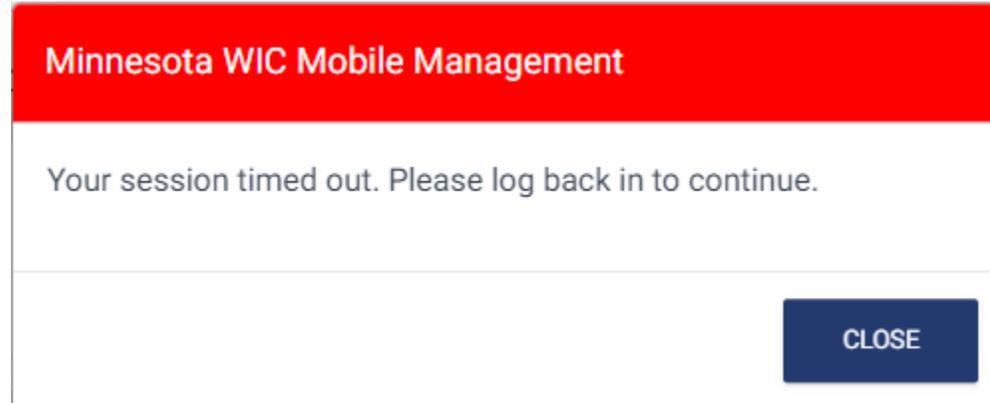
Never use browser arrows to navigate forwards or backwards within Mobile Management. All modals and messages have action buttons (view, reply, close, etc.) and these should be used to navigate from one page to another.

Also, the **Refresh** icon on the **Mobile Management – Text Messaging** header should be used to refresh messages, **not** the browser Refresh icon, which will log you out of Mobile Management if used.



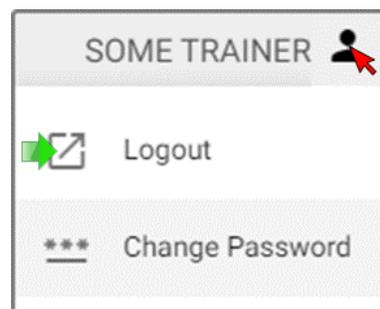
## Session Time-Out

Mobile Management will time out after 30 minutes of inactivity. Clicking Close on the timeout message returns you to the login screen.



## Logging Out

Click your name in the top right corner of the Mobile Management screen to Logout.



If you forget to logout, closing the browser window will also log you out of Mobile Management.

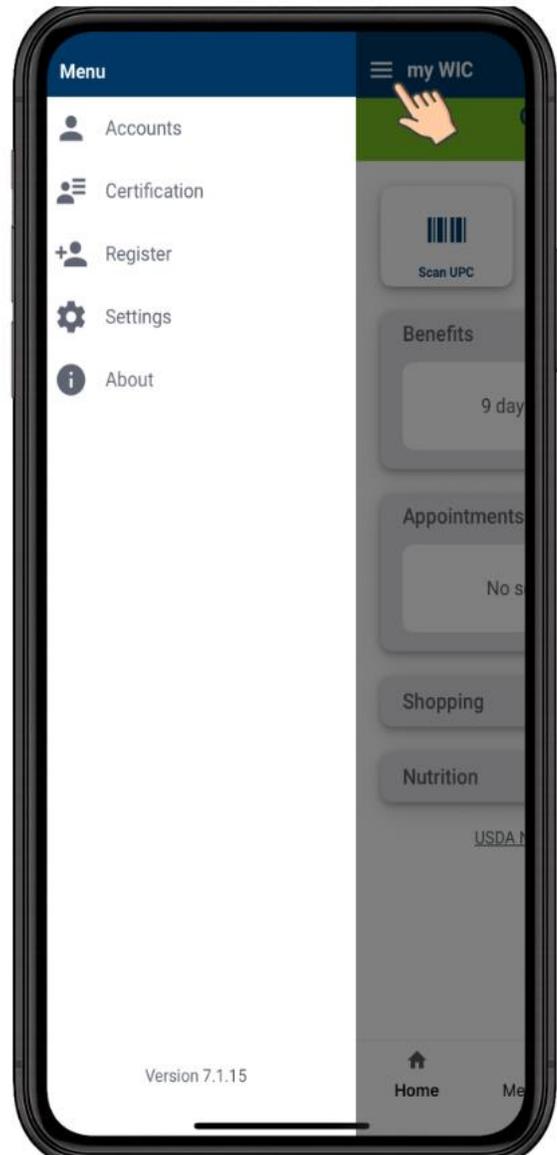
## Using Contact Us in the My MN WIC App

### Buttons/Menus

#### Hamburger Menu

A “hamburger menu” displays in the top left corner on all screens in the app. When tapped, it opens to display some of the several options.

**About** and **Settings** only display in the hamburger menu. **About** provides general app information while **Settings** allows you to opt in for text messaging and select a language.



## Home Screen Buttons

There are four buttons at the bottom of a registered home screen, **Home** (1), **Messages** (2), **Store Locator** (3) and **Contact Us** (4).

## Contact Us

To be able to use **Contact Us**, you must first be registered.

## Registered?

### New to Contact Us Feature

If you are registered and new to Contact Us, when you select **Contact Us**, a message displays indicating that Contact Us uses text messaging and to use the feature, you must go to **Settings**, **Text Messages**, **Opt In**. Contact us can also be accessed by tapping the hamburger menu, Settings, Text Messages.

### Contact Us

Contact Us uses text messaging. To use this feature please go to Settings and Opt In under Text Messages.

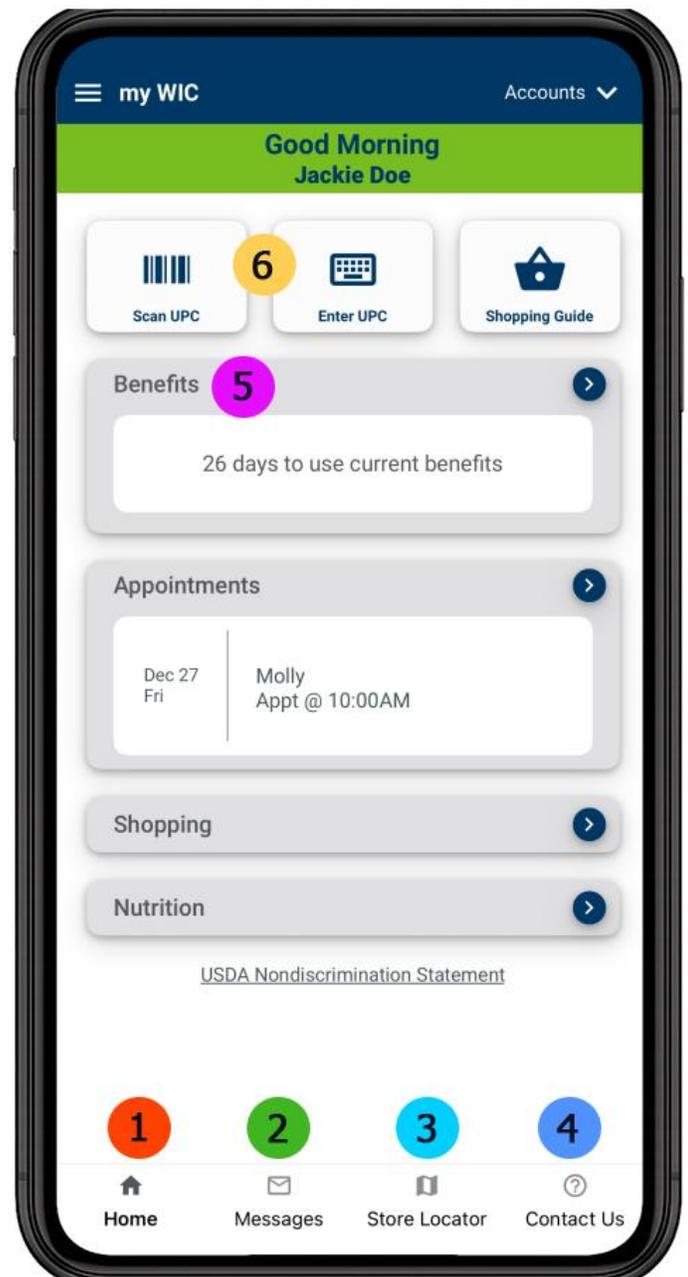
Close

Settings

## Contact Us

By choosing to Opt In, you are approving contact by your WIC agency via text.

**NOTE!** Since the app user is initiating the information transfer, if they choose to submit private information via Contact Us, no further approval should be required by the agency to receive that information.



## Opting In

The **Opt In** screen displays with a field to enter the mobile device's phone number.

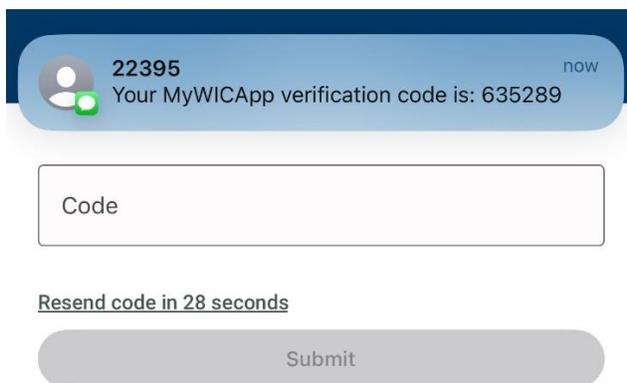
**NOTE!** If there is more than one registered account, opting in applies to all accounts on the device.

After entering the phone number, and tapping the **Opt In** button...



The screenshot shows a dark blue header with the text "Close" on the left and "Text Messages" in the center. Below the header is a light pink input field containing the phone number "+1 123456789". Underneath the input field is a dark blue rounded button with the text "Opt In" in white.

...a field to enter a verification code, a link to resend the code, and a **Submit** button display. A verification code will be sent via text.



The screenshot shows a dark blue header with "Close" on the left and "Text Messages" in the center. Below the header is a light blue notification bubble with a profile icon, the number "22395", and the text "Your MyWICApp verification code is: 635289" followed by "now" in a smaller font. Below the notification is a light pink input field with the placeholder text "Code". Underneath the input field is a link that says "Resend code in 28 seconds". At the bottom is a grey rounded button with the text "Submit".

Enter the code and tap the **Submit** button.



The screenshot shows a dark blue header with "Close" on the left and "Text Messages" in the center. Below the header is a light pink input field containing the verification code "635289". Underneath the input field is a link that says "Resend code in 23 seconds". At the bottom is a dark blue rounded button with the text "Submit" in white.

A message displays indicating you have successfully agreed to receive text messages and that you can stop receiving them by opting out in Settings.

### Text Messages

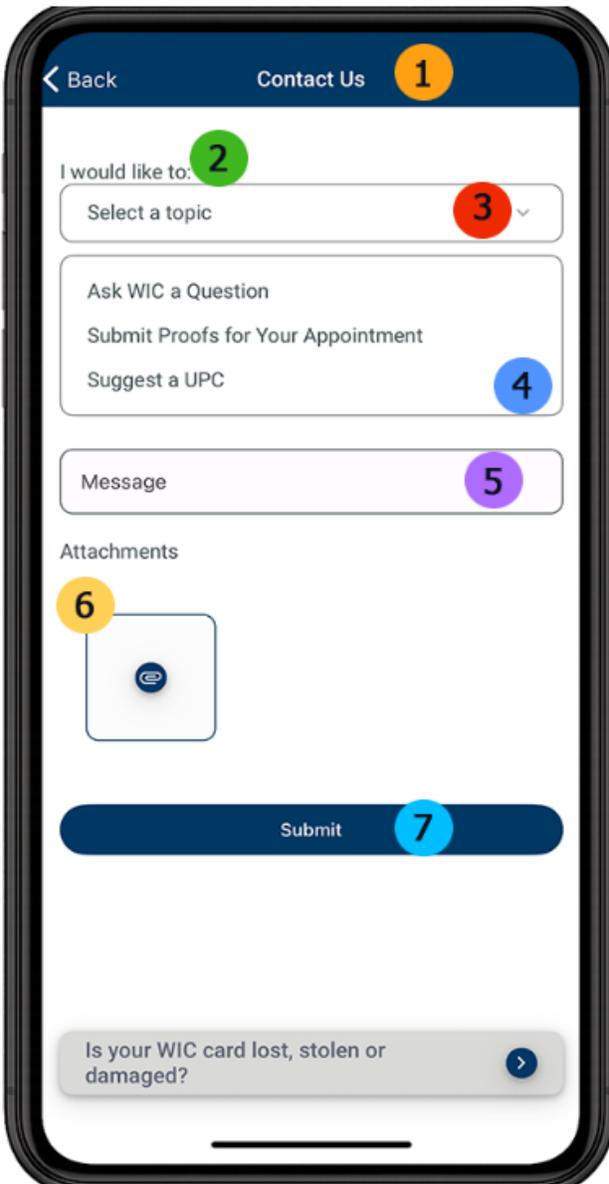
You have successfully agreed to receive text messages. To stop receiving text messages select the Opt Out button in Settings

---

Close

## Contact Us Screen

After opting in for text messaging, when you select **Contact Us**, the **Contact Us** (1) screen displays.



If more than one household has been registered, the **Account** drop-down displays in the top, right corner. You can tap this to select the appropriate account.



When you tap the **arrows/field** (3) in the **I would like to** field (2) a list of options will display (how they display depends on the device).

**NOTE!** These options are created by the State Office and can be modified. Please provide any wordsmithing and/or option suggestions that would improve this feature.

The **Message** (5) textbox has a limit of 500 characters. Both the **I would like to** field (2) and **Message** textbox are required. A message will display indicating this if you tap the **Submit** (7) button and either field has not been completed.



Selection of a topic is required for I would like to.



There is an **attachment icon** (6). Only 3 images can be attached. Images are compressed and encrypted before sending.

## Attaching Images

### Ask WIC a Question and Submit Proofs for Your Appointment

Tapping the **attachment icon** opens your photo gallery for selection.

Attachments



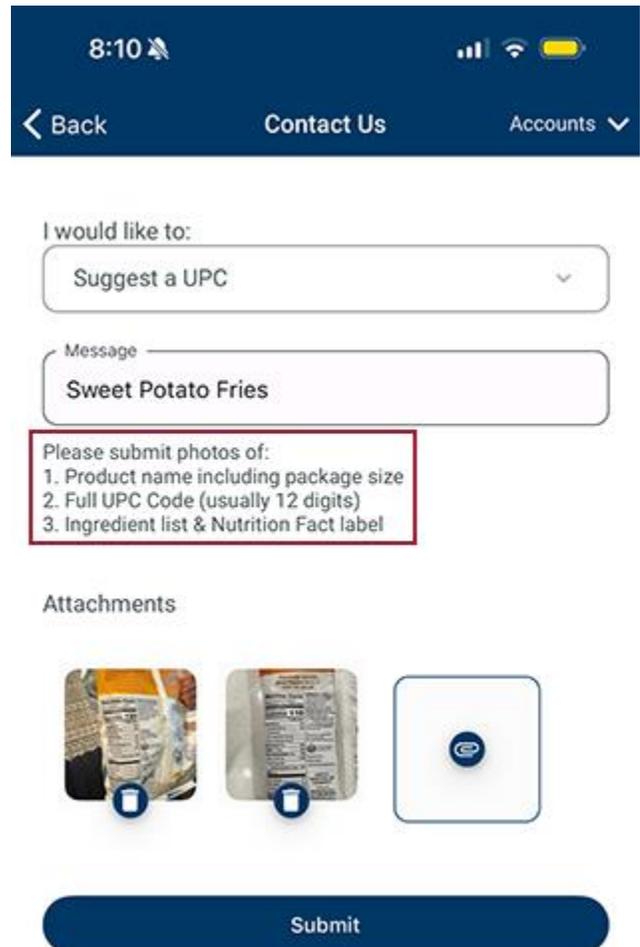
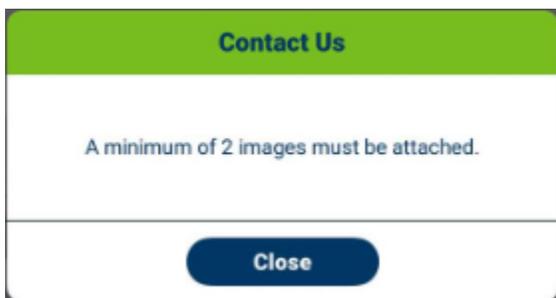
Submit

When you select an image, another attachment icon displays. Up to 3 images can be sent at the same time or individually. Once 3 images have been submitted, there will no longer be the option to continue to attach and submit images.

### Suggest a UPC

When you tap **Suggest a UPC**, a message displays informing you what photos should include when submitted.

If only one image is attached when you tap the **Submit** button, a message displays informing you that at least 2 images must be attached before submitting.



## Deleting Attached Image

You can delete an attached image before submitting it by tapping the **garbage** icon at the bottom of the image.

Attachments

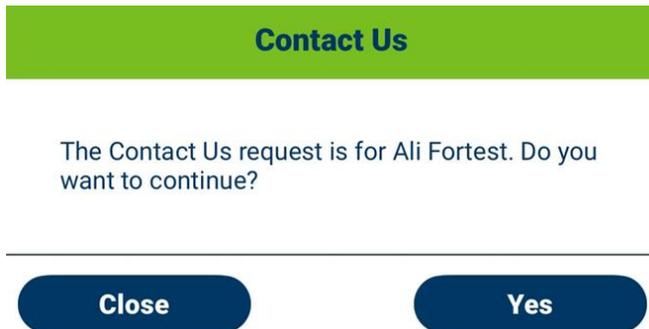


Submit

## Submitting Contact Us Messages

### Multiple Accounts

If there is more than one account registered, a message displays to confirm that the correct account has been selected. (This message does not display if there is only one registered account.)



Tapping **Yes** begins the submit process.

Tapping **Close** terminates the submit process and returns you to the **Contact Us** screen so that you can select the correct account.

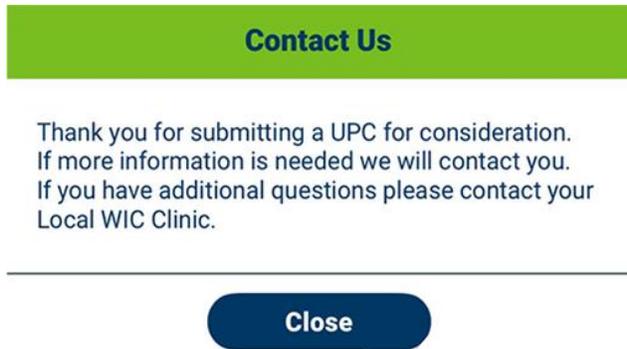
### Submit Process for Clinics Opted in for Mobile Management

When the user submits the Contact Us message, the following occurs:

- Validation of required fields.
- Appropriate messaging based on number of accounts.
- The message is written to the Information System's database.
- The communications platform used by our Maintenance & Operations Contractor sends the message to Mobile Management and assigns a unique conversation ID so that the conversation thread can be maintained.
- The message displays in Mobile Management.

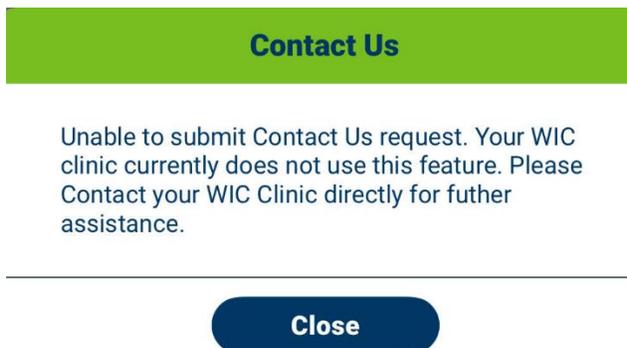
## Submit Success

Once successfully sent, you receive a confirmation message thanking you for your submission and indicating that WIC staff will contact you if they have any questions. Tapping **Close** returns you to the app home screen.



## WIC Clinic Does Not Use Contact Us

If your WIC Clinic does not currently accept Contact Us messages from the app, you will receive the following message referring you to your WIC Clinic for assistance.



## Submit Message for Clinics NOT Opted in for Mobile Management

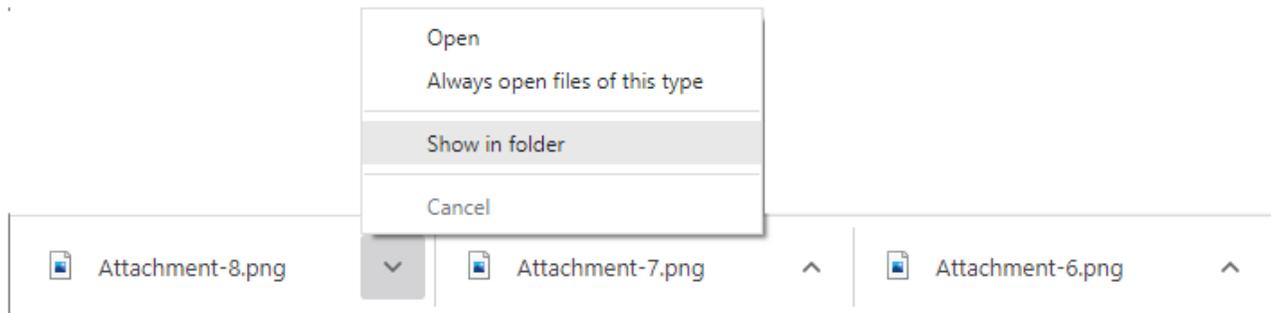
If the registered household, for whom the Contact Us request is being submitted, does not have any members that currently belong to a clinic opted in to accept Contact Us requests from the mobile app, a message will display indicating this and advising them to contact their clinic directly for further assistance. (shown above)

**NOTE!** This message can only display once the Contact Us request is submitted because the submission process does not identify the clinic the registered household belongs to until it tries to save it to the Information System's database.

## Downloading Files in Default Browser

### Google Chrome

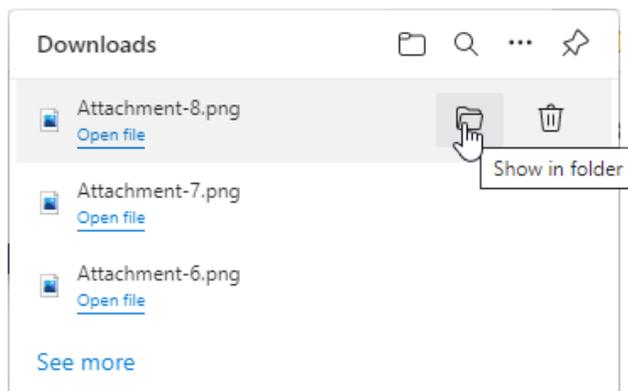
In Google Chrome, they display at the bottom of the browser window. Click the **down arrow** and select **Show in folder**.



Google Chrome

### Microsoft Edge

In Microsoft Edge, a small window displays in the top, right corner of the browser window. Click the **Show in Folder** icon to open the Downloads folder.

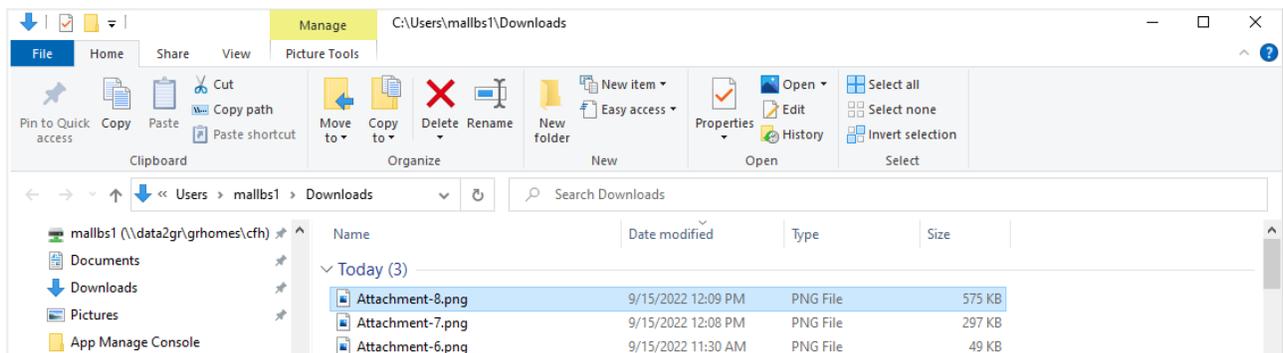


Microsoft Edge

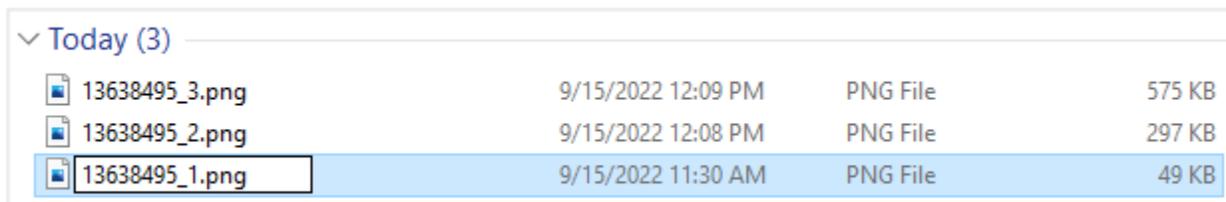
**Good practice** may be to rename the downloaded attachments for each message before downloading more.

## Downloaded Files

Downloaded files should automatically download to the **Downloads** folder regardless of browser.



Double-click to rename the file with the Household ID and an identifying number (if multiple files).



## More Information

More information about managing downloaded files can be found in the following WINNIE training modules:

- [Managing Downloads in Google Chrome Training Module](#)
- [Managing Downloads in Microsoft Edge Training Module](#)

## Known Bugs as of May 2023

### Incorrect Functionality

#### Conversations Inactive for 10 Business Days Are Not Being Closed

The system should automatically close conversations that have had no activity for 10 business days.

#### Attachments Do Not Delete when Conversation is Closed

Attachments should be auto deleted by the system when a message is closed. Any messages with a View button should not display a paperclip icon or allow downloading of the attachment(s).

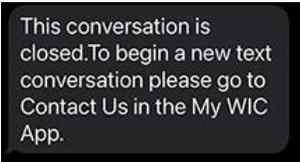
#### Closed Conversations Not Automatically Removed

Closed conversations should be automatically removed by the system after 3 months.

### Display Issues

#### Closed Conversation Text Missing Space Between Sentences (MA-170)

A space needs to be added between “closed.To” in the text received by app users when a conversation is closed.



This conversation is closed.To begin a new text conversation please go to Contact Us in the My WIC App.

#### Initial Message Repeats in Text Conversation Modals (MA-148)

If the Text Conversation modal is opened by clicking the Reply/Close, View/Close, or View button, and there is only the initial message, every time the system auto-refreshes (every 30 seconds), the message repeats. This is a display issue and is resolved when the modal is closed.



TEXT CONVERSATION : 9521237654 CLOSE CONVERSATION

Household (13692219) : I have a question about my appointment. Can someone text me back? 9/14/22, 12:13 PM

Household (13692219) : I have a question about my appointment. Can someone text me back? 9/14/22, 12:13 PM

Household (13692219) : I have a question about my appointment. Can someone text me back? 9/14/22, 12:13 PM

Household (13692219) : I have a question about my appointment. Can someone text me back? 9/14/22, 12:13 PM

Household (13692219) : I have a question about my appointment. Can someone text me back? 9/14/22, 12:13 PM

To reply to this message, the conversation initiated on 09/14/22 9:23:40 AM will need to be closed. CLOSE

### **Screen Does Not Automatically Refresh**

The system should automatically refresh the screen every 30 seconds.

## Missing Messages

### **No Confirmation Message Displays when Close Conversation Button Clicked**

Since the Close Conversation button could be accidentally clicked on when the MBM user is intending to close the modal, and not the conversation, a confirmation message (“Are you sure...?”) needs to display to ensure the conversation isn’t closed if that isn’t the intention.

## Revisions

September 2024 – updated login and password information for WINNIE.

## References – Complete Listing of Hyperlinks

### MOM, Section 1.7 – Data Privacy

([https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1\\_7.pdf](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1_7.pdf))

### Managing Downloads in Google Chrome Training Module

(<https://www.health.state.mn.us/training/cfh/wic/winnie/docs3a/index.html>)

### Managing Downloads in Microsoft Edge Training Module

(<https://www.health.state.mn.us/training/cfh/wic/winnie/docs3b/index.html>)

*Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); to obtain this information in a different format, call: 1-800-657-3942.*

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