

## Section 9.3: Software

07/2026

**References:** MN Chapter 13 Data Practices Act, 7 CFR 246.26 (d-h); WIC Grant Agreements, Exhibit A WIC Grantee Duties.

**Policy:** All Local Agencies are required to use the current version of the Minnesota WIC Program's Information System.

**Purpose:** To ensure consistency of the system, maximize operation efficiencies, ensure compliance with program rules and policies as well as maintain data integrity and security.

### Procedures

#### Software support

The State will provide software needed to use the Information System. This includes:

- Access to the Information System
- SWIPE installation; used with signature pads, portable scanners, and card readers
- Scanner Drivers for approved scanner models

Local Agencies MUST use the Minnesota WIC Help Desk:

- As the first point of contact when in need of assistance in operating the Information System software.
- If an error message is received while using the Information System software

#### Data entry

Local Agency staff MUST enter only valid and accurate participant data into the information system.

The State maintains three (2) environments for use by local agency staff:

- **Production Environment** – Participant data must be entered ONLY into this environment of the WIC information system, contains only three (3) years of participant signatures and benefit history detailed information.
- **Training Environment** – Used for practice when training, this environment contains desensitized data. Only practice data should be entered in this environment.

## Training

The State will provide comprehensive training materials for the use of the Information System, which includes but is not limited to:

- On-demand training modules
- Structured exercises
- An Information System Training environment which includes desensitized data
- Local Agencies must ensure that staff are adequately trained prior to using the Information System.
- Local Agencies are strongly encouraged to access the Information System Training environment to allow staff to complete training exercises and practice activities that regularly occur in daily clinic activities.

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