



# Minnesota WIC App Features Overview (Script)

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Welcome to the Minnesota WIC app.

In this video, we will explore some of the app's features and how to easily navigate through them.

The screen you are currently viewing is of an unregistered household.

Even without registering, you will still have the option to scan or enter UPC, view the shopping guide, access the shopping and nutrition tabs, use the store locator, and change your language preference.

Let's go ahead and register a household.

The card number is the 16-digit number on the front of your WIC card.

The first six digits are already displayed in the app, and you'll need to enter the last 10 digits.

The date of birth and zip code must match the WIC card holder's information.

The account name can be a first name, last name, or a word that helps identify your household.

This account belongs to Mom Applications.

Tap save and the account is now registered.

Once your household is registered, you will be able to access all the features in the app, including benefits, appointments, and more.

On the home screen, in addition to the features you had access to prior to registration, you will also see how many days are left in your current benefits and any upcoming appointments.

For example, this household has nine days left to use their current benefits.

And mom has an appointment scheduled for October 23rd at 9am.

Let's take a closer look at benefits.

Within the Benefits screen, there are two tabs, Current and Future Benefits.

In Current Benefits, each food item has an arrow you can tap on to bring up a detailed shopping guide for that item.

For example, tapping on cheese brings up the shopping guide for cheese, showing detailed information about WIC-approved items.

You can also view your shopping history in the Current Benefits screen by tapping on Purchases.

The Purchases screen will list the date you shopped, the name of the store, and the address.

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By tapping on the arrow, you can further see the items purchased at that store for that day and the quantity.

Tap the back arrow to return to the current benefits list.

The Future Benefits tab shows benefits that will become available to your household in upcoming months.

Now let's look further into the appointment section.

This feature alerts you if you have any upcoming appointments.

For example, as previously mentioned, mom has an appointment on October 23rd at 9 a.m.

Tapping the arrow provides more details that include the clinic address and a phone icon you can use to directly call the clinic.

You can also add appointments directly to your device calendar by tapping the calendar icon and following the prompts.

This helps you stay organized and receive reminders outside of the app.

If an appointment is missed, it will be displayed under the Missed tab.

In this household, a child missed their appointment scheduled for October 15th at 2:30 PM.

The Missed Appointment section also provides the clinic's address and phone number, making it easy to call and reschedule.

Let's go back and explore the shopping section.

The Shopping section provides websites and videos with WIC shopping information, including guides on package sizes, shopping tips, and general shopping help.

This section can be updated as needed and is a great resource for WIC shopping.

The Nutrition section works the same way, offering helpful links and videos that provide nutrition tips for you to explore.

Let's return to the home screen and focus on the icons at the bottom of the screen.

The home icon is currently darkened to show that you are on the home screen.

Next to the home button is the message icon.

This icon provides messages sent from your local or state WIC agency.

If there are unread messages available, a small number indicator appears on the icon showing how many messages are waiting.

Once you open the messages, the indicator disappears.

This section helps your household stay updated on important information.

Next is the store locator.

This feature allows you to sort between stores and pharmacies that accept WIC.

To ensure accurate results, make sure location services are enabled on your phone.

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You can enter a zip code for your search and adjust the search distance.

The app will then generate a list of WIC-approved stores or pharmacies based on your selected criteria.

The final icon is Contact Us.

This feature allows you to ask WIC a question or suggest a UPC.

To use this feature, you will need to opt into text messaging.

This can be done by going into settings, selecting text messages, and entering your phone number.

It is important to note that your WIC agency must also be opt into mobile management.

If not, the app will notify you.

At the bottom of the home screen, you will also find a link to the USDA non-discrimination statement.

as well as quick links to our WIC social media pages, including Facebook, Instagram, LinkedIn, and YouTube.

Let's explore the menu section.

This is found on the top left of your screen, labeled My WIC.

This includes 5 options, account, certification, register, settings, and about.

The account section lists all registered accounts on the app.

You can add multiple accounts if needed.

To remove an account, tap the X next to the account name.

However, for this example, we won't remove the account, and we will close instead.

The certification option shows all household members currently certified, the date they were certified, and when the certification ends.

This is a useful way to check your household certification status.

The register option takes you back to the card registration screen, allowing you to add more accounts.

In settings, you will find a language option that lets you switch the app between English, Spanish, and Somali, making it more accessible.

Below the language option is text messaging, which is the same screen we looked at earlier for contacting your agency.

Lastly, the About button provides more details about the WIC program and the app's features.

This information is also found in the settings labeled About.

And that concludes our overview of the Minnesota WIC app.

Thank you so much for taking the time to watch.

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