Hardware – WINNIE Online Training Module

JANUARY 2023

Introduction

Intro

This WINNIE online training module is provided by the Minnesota (MN) Department of Health WIC Program. It provides an overview of hardware used by MN WIC.

Hardware Overview

State HW

The State provides WIC agencies with computers, signature pads, card readers, scanners, docking stations or port replicators, networking equipment, and peripherals, such as mice, keyboards and monitors.

Help Desk

The MN WIC Help Desk is available to assist us with identifying and resolving any issues involving state-provided hardware.

The MN WIC Help Desk is available Monday through Friday, 7:00AM to 7:00PM.

For more information about the MN WIC Help Desk, visit the MDH WIC website at the following URL: https://www.health.state.mn.us/people/wic/localagency/mnhelpdesk.html

Inventory/Security

The state maintains an inventory of all state-provided equipment and we are responsible for ensuring our hardware is secured and appropriately taken care of.

For example, our computer, laptop or desktop, should always be secured to an unmovable object using a Kensington lock.

 For more information about hardware security, please refer to the Security Training, which is required annually.

https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#security

County HW

Agencies can choose to use their own county hardware if it meets the minimum specifications required for WINNIE.

The WIC Agency is responsible for working with their county IT to test, configure, and setup the county hardware for each of their WIC clinic sites.

County-provided hardware is maintained and supported by the agency's local county IT. If any issues occur, WIC staff should work with their County IT to identify and resolve the county-owned hardware issues.

SWIPe

SWIPE Overview

Although SWIPe is actually software, or an app, we need it for our signature pads, card readers, and scanners to communicate with WINNIE so we'll talk about it now.

SWIPe must always be "on" for these hardware items to work.

SWIPe Installation

SWIPe will automatically be installed on computers newly provided by the State.

If our computer is provided by our county, or we have state-provided computers and SWIPe hasn't been installed, we need to make sure it's installed before using WINNIE.

Installation and instructions are available in the FileZilla…

FileZilla

… agencygateway >> SWIPe folder.

<screen display – no audio> FileZilla agencygateway screen with SWIPe folder highlighted.

Click the button to continue.

Pin to Taskbar

For easy access, we should pin SWIPe to our taskbar since we will most likely use it every time we work in WINNIE.

To do this, we can search for it in the Start menu…

<screen display> Cursor stops on search icon on taskbar, "Type to Search" tooltip displays, and a click starburst displays to indicate clicking on Search.

Type SWIPe

<screen display – no audio> SWIPe typed into search field.

We should note that if we don't see SWIPe, it may not be installed.

SWIPe Options Panel

We can either select **Pin to taskbar** if the option shows on the right panel…

Right-click SWIPe

…or right-click on SWIPe to open the menu…

<no audio> Right-click on SWIPe.

Select to Pin

…and select **Pin to taskbar** from there.

<no audio> Select **Pin to taskbar**.

Pinned

<screen display – no audio> 'SWIPe' pinned to taskbar displays on left panel and new SWIPe icon displays at the bottom of the icon list on the taskbar.

Once SWIPe is pinned, we can easily open it every day before working in WINNIE.

Open SWIPe

Click the SWIPe icon on the taskbar to open the app.

Continue

The SWIPe screen stays open in the background while we work in WINNIE, allowing our peripheral hardware to communicate with WINNIE.

When we are done using WINNIE for the day, we can simply click the X in the top right corner to close SWIPe.

Go ahead and do that.

<no audio> Click the X to close SWIPe.

System Error Messages

If SWIPe isn't "on" and we try to use hardware that requires SWIPe, such as our sig pads, scanners or card readers, the system will let us know, and we'll be able to turn it on to start the process over and complete whatever it is we are doing.

<screen display – no audio> Message reads: The USB HID service is not responding. Verify that the USB HID service is connected, running, and unblocked within your local environment.

Click the button to continue.

Signature Pads

Sig Pads

We use electronic signature pads to collect staff and participant signatures.

Ideally, we connect the signature pad via USB when setting up our computer but if we forget, we can connect it any time.

And as we just learned, SWIPe must be "on" for the signature pad to work with WINNIE.

Stylus Tips

Always use the attached stylus.

No other styluses or pens will work correctly with these signature pads.

If possible, we should try to clean the pen between uses.

When using the stylus, use a soft touch.

Hard taps can cause the screen to freeze.

If this occurs, unplug the USB from the computer and plug it back in, which should resolve this issue.

Recalibration – Sig Pads

Recalibrate

Our sig pads may sometimes need to be recalibrated.

Especially if it doesn't appear to turn on correctly or the stylus isn't writing where the tip touches the screen.

We can always call the Help Desk for assistance, or we can quickly recalibrate the signature pad ourselves. The process takes about a minute to complete.

Recalibrate 1

It doesn't hurt anything to recalibrate the sig pad if nothing is wrong with it so If we have our sig pad and computer, we can practice recalibrating now.

Just an FYI...SWIPe does not need to be turned on to recalibrate our sig pad.

Recalibrate 2

To recalibrate:

Unplug the sig pad's USB from the computer.

Holding the stylus as you would a pen, place its tip in the upper left corner of the screen.

Keeping the tip in the corner, plug the sig pad's USB into the computer.

A small line of dots will appear.

Lift the stylus tip from the screen then press it back down on the upper left most dot and hold.

The line will disappear from the upper left corner and reappear in the lower right corner.

Press the stylus tip to the lowest right dot and hold.

A wave will cross the screen from top to bottom.

That's all there is to recalibrating the sig pad.

Recalibration References

Directions for recalibrating our sig pads are also available on the Technical How To's page of the MDH WIC website in the Signature Pad – Common Issues document

https://www.health.state.mn.us/people/wic/localagency/infosystem/howtos.html

https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/sigpad.pdf

If recalibration doesn't resolve our sig pad issues, we should call the Help Desk for assistance.

Card Readers

Card Reader

Our card reader also connects to our computer via USB and is used to scan the WIC Card number into WINNIE. It will not read the card number for any other software or program.

The card reader provides an accurate and efficient way to enter the WIC Card number. We can also manually type the card number into WINNIE as well.

Like the sig pad, SWIPe must be "on" for the card reader to work.

Using Card Reader

To use it, we need to insert the magnetic strip on the top back of the card into the reader. So we place the card upside down with the front facing the light. Then swipe.

Scanners

Scanners

The State provides at least one scanner per Local Agency.

Like other peripherals, it must be physically connected to the computer doing the scanning via USB.

And SWIPe must be on to use it with WINNIE.

Information about installing the scanner for use on a computer can be found on the MDH WIC website's Technical How To's page in the Installing the Canon Scanner document.

https://www.health.state.mn.us/people/wic/localagency/infosystem/howtos.html

https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/scanner.pdf

Scanning documents into WINNIE will be covered in the Importing & Scanning Documents WINNIE Online Training module.

Test Your Knowledge

T/F Q#1

True or False?

SWIPe can be turned on after the system displays the error message indicating it's needed to capture a signature/read a card/scan a document and the action will be able to be completed once its turned on.

Answer #1

The answer is True.

The system will display an error indicating SWIPe is needed. SWIPe can then be turned on and the process can be restarted and completed as necessary.

Mult.Choice Q#2

Multiple Choice – select the correct answer.

The Help Desk is available…

    A. 24/7

B. Every day with different hours on Saturday and Sunday.

C. To help with county-owned equipment.

D. Monday – Friday: 8AM – 8PM

E. Monday – Friday: 7AM-7PM

F. Hours are variable. Check the MDH WIC website.

Answer #2

The answer is E.

The Help Desk is available Monday - Friday, 7:00 AM - 7:00 PM. They can assist with any state-provided hardware issues.

More information about the Help Desk can be found on the MDH WIC website at:

https://www.health.state.mn.us/people/wic/localagency/mnhelpdesk.html

End

End Slide

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the WINNIE Questions for the State WIC Office form.

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, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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