Software

Intro

This HuBERT on-demand training module…

Intro1

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

Software Overview

HuBERT

For WIC, we use a web-based application called HuBERT that must be installed on our computers and uses the Internet to connect to a centralized MN WIC database.

HuBERT1

HuBERT is a tool to assist us with meeting our WIC program requirements, such as determining eligibility, and helps us provide participant services, such as issuing food benefits.

HuBERT is based on source code, called SPIRIT, which is shared by many other states.

Database

HuBERT has a centralized database consisting of multiple web servers maintained and operated by our contractor.

Connectivity

HuBERT is dependent on our local connection to the Internet.

Connectivity1

Both connection speed and HuBERT's performance are affected by: the type of connection we have to the Internet at our site, the number of local agency WIC users we have connected at one time; and other traffic at our site using the same connection to the Internet.

Connectivity2

Although MN WIC has the potential of over 700 users hitting the HuBERT production database at one time, its web servers were built to accommodate all potential MN WIC users in most instances.

MN Help Desk

MN Help Desk

The MN Help Desk is available by phone Monday through Friday from 7AM to 7PM at 1.800.488.8799.

Once it connects, press 2 for MN and 2 again for the regular Help Desk line.

Press 1 if the call is urgent, meaning we are unable to issue benefits or serve participants.

This number should be on a label affixed to our computer.

The MN Help Desk should always be our first call for assistance with trouble-shooting HuBERT issues and resetting our HuBERT and reports environment or Infoview passwords.

Local IT Responsibilities

Since our computers are integrated into our local agency or county networks, there are certain things that our local IT staff are responsible for, such as issues with our network connectivity or our connection to the Internet, the username and password we use to log into our computer and access our local network, and any agency or county software.

Logging In

Login

Our HuBERT login is separate and different from our computer login.

Our WIC supervisor will request our username from the State, and based on the request, we will have access to a specific agency, or agencies, and clinics. Our username is assigned a role, which determines the kind of access we have to HuBERT and its functions.

Icon

The HuBERT clinic icon is on our computer's desktop and we double-click it to open HuBERT.

<no script> Double-click the HuBERT icon.

When we open the clinic application, the WIC Session Manager starts.

Session Manager

The session manager maintains our current application session and records when and for how long we are logged into HuBERT.

Any time a record is added to the HuBERT database using the computer we logged into HuBERT on, such as scheduling appointments, changing food packages, certifying participants and issuing benefits to

specify only a few actions that create records, our username is recorded as having performed that action.

This means that we are responsible for anything that is done in HuBERT while we are logged into that computer.

Password

Our username will automatically type in all caps.

The first time we log in, we will use a temporary password provided by the MN Help Desk and be prompted to change it.

If we ever need to reset our HuBERT password, for whatever reason, we call the MN Help Desk and they will reset it back to the temporary password.

Login1

The Security Module, which we must review annually, provides information about creating passwords so we won't go into any detail now.

Logging in

Now that we've typed our password, go ahead and click OK.

<no script> Click OK or press Enter on the keyboard.

Our passwords expire every 90 days, and the system will prompt us to change it once it expires.

Location

The Location prompt defaults to the agency we have been given rights to access.

If we have rights to more than one agency, they will display in the drop-down list.

The last clinic we worked at, auto-populates the clinic drop-down.

If our agency has more than one clinic…

<no script> Click the **Clinic** drop-down

Clinic

…we should choose which clinic we are working at for that day.

We're going to stick with Apple Valley, so click the Clinic drop-down again and then click OK.

<no script> Click the **Clinic** drop-down again.

Clinic1

<no script> Click **OK** or press the Enter key on the keyboard.

Clinic 2

<no script> Clinic opens.

WIC Session Manager

Session Manager Icon

Once we open HuBERT, the WIC Session Manager, which continues running the entire time we are logged into HuBERT, displays in the tray of the task bar.

If we don't see it when HuBERT is open, we can click on the arrow…

<no script> Click the **Task Tray** arrow.

Session Manager Icon 1

…and click and drag the WIC Session Manager icon to the taskbar.

<no script> Red mouse clicks and drags icon to task bar.

Session Manager Icon 2

<no script> WIC Session Manager icon on taskbar.

We can hover our mouse over the icon to see who is currently logged into HuBERT on this computer and if we are going to do anything in HuBERT, it should only be our own username that displays.

Next, we are going to right-click on the WIC Session Manager icon to open its menu.

Menu

We use only the top and bottom functions, Log Off and **Reset** Local Reference Data respectively

Every day, after logging into HuBERT, and before opening any participant folders, we should reset our local reference data.

This takes about 30 seconds and brings changes down to our computer from the centralized database.

Go ahead and click on Reset Local Reference Data.

<no script> Click on **Reset Local Reference Data.**

Reset

Help

Help

HuBERT has Help on the menu bar of each screen. This provides general information. Remember, HuBERT shares source-code with SPIRIT.

<no script> Click **Help** on the menu bar.

About WIC

And HuBERT has some individualized functionality that differs from SPIRIT. So, information found in Help may vary from how HuBERT actually works.

About WIC displays the current version number for HuBERT.

<no script> Select **About WIC**.

Version Number

The Help Desk may ask us to verify the version number when we call them for assistance. We also sometimes use the version number to make sure a release has installed successfully.

<no script> Click **OK** or press Enter on the keyboard.

Version Number1

<no script>

HuBERT Releases

Releases

HuBERT Releases include federally-mandated changes, system enhancements, back-end changes made by the State Office, such as formula or food changes, and bug fixes.

All Release are thoroughly tested by the SPIRIT User's Group, which includes MN state staff.

Once a Release is implemented, it automatically installs the first time HuBERT is opened on a computer.

Release Document

The State posts a Release Document detailing the release content to the MDH WIC website 3 to 5 weeks before a Release is installed.

Training Modules

On-demand training modules may also be provided if the changes have a big impact on HuBERT functionality.

Logging Off

Log Off

Our HuBERT session remains active until we log off.

This means that we can close HuBERT and we will still be logged in and our session will still be running.

Go ahead and click the X in the top right corner.

<no script> Click the X in the top right corner to close HuBERT.

Log Off1

What tells us were still logged into HuBERT? Go ahead and click on it.

The system automatically log us off if HuBERT is inactive for 180 minutes (or 3 hours).

It displays a message counting down the last minute. If we click continue, our session will continue. If we ignore the message, or don't see it, the system will automatically log us off. Or we can choose to log off when we see this message.

Log Off1A

But we should always remember to log off HuBERT at the end of our day or, more importantly, if we are going to be away from our computer for a significant amount of time, such as going to lunch or to a meeting.

Especially if there is any possibility that another person is going to use our computer.

Log Off 1B

Remember, everything that happens in HuBERT while we are logged in is our responsibility.

Log Off1C

To log off, we are going to right-click on the Session Manager icon to open its menu.

Log Off2

Go ahead and click Log off to close the HuBERT session.

<no script> Click **Log off**.

The message indicates this will terminate the WIC Session Manager. Click the Yes button.

<no script> Click Yes.

Log Off3

It takes about 7 seconds for the icon to disappear indicating the session has been successfully closed and we've been logged off.

We should wait for it to disappear before another person attempts logging in or shutting our computer down for the day.

End

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