My MN WIC App

UPDATED 3.2.2021

Introduction

Intro

This is an overview of the My MN WIC App provided by the MN Department of Health WIC Program.

Anyone Can Use

Anyone can use the My MN WIC App to find WIC-allowed foods…

…find WIC-allowed stores nearby…

<display> Finger graphic taps Food Finder button, which opens screen.

<display> Finger graphics taps Locator button, which opens screen. Finger graphic then taps Search button to display stores nearby.

Nutrition

…and open MN Department of Health WIC web pages with links to Nutrition-based information and education, breastfeeding information, recipes, and food tips…

<display> Finger graphic taps Nutrition Information button, which opens screen.

Shopping Tips

…as well as Shopping Tips, like links to the Shopping Guide, quantity calculations and shopping for WIC Foods.

<display> Finger graphic taps Shopping Tips button, which opens screen.

About

In the About screen are other links to MDH WIC web pages, including:

 to Contact a Local Agency, which opens the Minnesota WIC Agency Directory…

…a link to the Welcome to WIC videos…

…and a link to the Rights & Responsibilities, which is available in many different languages.

Register

<display> Main WIC App screen.

For WIC households that choose to register, the MN WIC App provides individualized and real-time information including: account balances based on the household's current WIC foods and purchases;

<display> Finger graphic points to Benefits button.

allowed foods based on their current account balance;

<display> Finger graphic points to Food Finder button.

and reminder messages for appointments, expiring benefits and outreach and retention.

<display> Finger graphic points to Messages button.

Not Registered – Benefits

If **not registered** and the Benefits button is tapped, the following message displays to let the user know that they need to be registered to use this feature.

<display> Finger graphic taps Benefits button.

<display> Benefits message: To use this feature, please go to Settings and Register. Thank you!

Not Registered – Message

And tapping the Message button displays the same message.

<display> Finger graphic taps Messages button.

<display> Messages message: To use this feature, please go to Settings and Register. Thank you!

Registering

MN WIC participants can register by tapping Settings and then Register.

<display> Finger graphic taps Settings button opening Settings screen.

<display> Finger graphic taps Register button opening Register screen.

They register using their Household ID, the last 10 digits of their WIC Card number, and an account name.

The question mark icon defines each.

Register Definitions

<display> Finger graphic taps on question mark next to Household ID, modal opens that reads: The WIC Household ID is an 8-digit number that can be found on the back of your WIC Card (image of WIC Card with Household ID).

<display> Finger graphic taps on question mark next to Card Number, modal opens that reads: The Card Number is the 16-digit number on the front of your WIC Card. The first 6 digits are displayed.   Enter the last 10 digits.

<display> Finger graphic taps on question mark next to Account Number, modal opens that reads: The Account Name should be different for each registered household. The Account Name may be your name, the name of a child or children, or family name. Examples: Jane Doe, Jane and John, Jane-John, Jane, John and Kevin, Doe Family.

We should note that the account name can be anything the user wants it to be.

Invalid Message

When registering, the app verifies the Card Number belongs to the Household ID. If one or the other has been entered incorrectly, a message displays to try again or call their WIC Clinic for assistance.

<display> Register message: The Household ID or Card Number entered is not valid. Please try again or call you WIC Clinic for assistance.

<display> Finger graphic taps Close.

<display> Household ID and Card Number fields are outlined in red.

Successful Reg

Once a household has been successfully registered they will automatically start receiving appointment, benefit and custom notifications and messages.

<display> Finger graphics taps register button.

<display> Message: You have successfully registered.

Multiple Households

<display> Finger graphics taps close button on message.

Users can also register multiple households and card numbers in the app…

<display> Finger graphic taps Settings button on main WIC screen.

…by simply tapping the Register button again…

<display> Finger graphic taps Register button on Settings screen.

<display> Register screen blank.

…and entering another household ID, card number and account name.

<display> Register screen with Household ID, Card Number and Account Name (Bert & Ernie) completed.

<display> Finger graphic taps Register button on Register screen.

<display> Finger graphic taps Close button on success message.

<display> Main WIC screen.

<display> Finger graphic taps Settings button on main WIC screen.

<display> Setting displays with both Bert & Ernie (…0493 – last 4 digits of the WIC Card) and Milo (…0485 – last 4 digits of the WIC Card) under Registered Accounts.

Examples

This may be helpful for proxies who help with more than one family. For example, if grandma is a proxy for her two daughters who are moms on WIC and helps both of them shop, she may want to register both of her daughters' households. Or, foster parents that have multiple children in different households.

Benefits – Registered Households

<display> Main MN WIC App screen.

<display> Finger graphic taps Benefits button.

The Benefits screen provides registered households with information about their issued benefits.

If current or future benefits haven't been issued, tapping either button will display "No Benefits".

<display> Displays Benefits screen.

<display> Finger graphic taps Current button on Benefits screen.

<display> NO BENEFITS displays on Benefits screen.

Benefits - Current

Once benefits have been issued, tapping the Current button provides the household's current account balance on their WIC Card.

<display> Finger graphics taps Benefits button opening Benefits main screen.

<display> Finger graphic taps Current button opening Current Benefits screen.

All current food items, and their quantities, are listed that have a Printed First to Use that falls in the past or begins today and a future Last Date to Use, which displays at the top.

That last time the screen was updated displays below a Refresh button.

If the app hasn't been closed in a while, the user can ensure the most recent account balance is displaying by tapping Refresh.

Calculators

There are two types of calculators that display in the current benefits screen: cereal and fresh fruits and vegetables.

The purpose of these calculators is to help the user, as they shop, to determine how many boxes of cereal and how many fruits and vegetables they can purchase with their WIC Card based on their current account balance.

Cereal Calculator

Tapping the cereal calculator icon…

<display> Finger graphic taps cereal icon on Benefits screen.

…opens a screen that allows the user to scan the UPC on a cereal box to help determine how many boxes they can buy based on the number of ounces their household has been issued.

Cereal Scan

Tapping the Scan UPC button, opens the camera function, which the user must allow to be able to scan UPCs.

<display> Finger graphic taps Scan UPC button on Cereal Calculator screen.

<display> Camera function scans Cheerio's UPC.

Once it scans the UPC, in this instance an 18 oz box of Cheerios, the cereal is listed in the calculator and the app subtracts the number of ounces from the household balance and indicates the remaining number of ounces available.

<display> General Mills Cheerios 18 oz added to calculator; Balance = 36 oz.; Remaining = 18 oz.

<display> Finger graphic taps Scan UPC button on Cereal Calculator screen.

<display> Camera function scans Cheerio's UPC.

<display> Second General Mills Cheerios 18 oz added to calculator; Balance = 36 oz.; Remaining = 0 oz.

Cereal Calculator 1

If a cereal is scanned that is not WIC-allowed, a message displays to inform the user, and the cereal will not be added to the calculator.

<display> Message: UPC – Not WIC Allowed.

Cereal Calculator 2

If more than the issued number of ounces is scanned, the remaining amount displays in red and indicates the number of ounces they are over.

<display> General Mills Corn Chex 12 oz.; Quaker Oats Oatmeal Squares 14.5 oz.; Quaker Oats Oatmeal Squares 14.5 oz. added to calculator; Balance = 36 oz.; Remaining = -4 oz. in red font.

Cereal Calculator 3

To delete or remove a scanned cereal, the user simply taps the minus sign icon next to the cereal they want to remove and confirms the deletion.

<display> 2 rows of General Mills Cheerios 18 oz in calculator; Balance = 36 oz.; Remaining = 0 oz.

<display> Finger graphic taps minus icon next to General Mills Cheerios.

<display> Message: Do you want to remove the selected item?

<display> Finger graphic taps Yes button on message.

<display> 1 row of General Mills Cheerios 18 oz in calculator; Balance = 36 oz.; Remaining = 18 oz.

To clear the calculator, for instance if there are multiple cereals and the user wants to start over, they can tap the Clear All button and confirm.

<display> General Mills Corn Chex 12 oz.; Quaker Oats Oatmeal Squares 14.5 oz.; Quaker Oats Oatmeal Squares 14.5 oz. added to calculator; Balance = 36 oz.; Remaining = -4 oz. in red font.

<display> Finger graphic taps Clear All button on Cereal Calculator screen.

<display> Message: Do you want to remove all items?

<display> Finger graphic taps Yes button on message.

<display> Calculator screen displays without any scanned cereals listed; Balance = 36 oz.; Remaining = 36 oz.

Simply exiting the calculator will also clear the scanned cereals from the calculator.

F/V Calculator

The Fruit and Vegetable Calculator allows the user to sum the costs, based on quantity, of fruits and vegetables to help determine how much they can buy per the household's current total cash-value benefit, or CVB.

F/V Calculator 1

Since the cash-value benefit for infants only allows fresh fruits and vegetables, while the cash-value benefit for women and children allow fresh and **frozen**, they are listed separately for the household in the app and a calculator displays beside both CVBs.

However, tapping either calculator icon will open the same screen, which combines the current CVB balance for the household.

F/V Calculator 2

Users can start calculating by tapping the Add Item button.

<display> Finger graphic taps Add Item button on Fruits and Vegetables Calculator screen.

The user can choose to type the item name or item description, but it's not required. In this instance, let's say the user is buying 1.5 lbs of bananas at $1.29 per pound.

<display> Finger graphic types "Bananas" into Item field.

The Quantity or Pounds/Weight and Price need to be entered to calculate the total.

<display> Finger graphic types 1 into Quantity or Pounds/Weight field. No decimal in keyboard.

F/V Calculator 3

Here's a tip. If a decimal is required and it doesn't immediately display on the phone keyboard, the user can tap Done, and back into the Quantity field, and it will display.

<display> Finger graphic taps done, into quantity field and then .5 on keyboard.

<display> Finger graphic taps into Price field, then taps 1.29 on keyboard. Total = 1.94.

Lastly, tapping the Save button displays the information on the calculator screen.

F/V Calculator 4

The total amount of the item is then subtracted from the current account balance and provides the remaining amount the household has left to spend on fruits and vegetables.

<display> Bananas at $1.93; Remaining = $11.07.

F/V Calculator 5

The user can edit anything entered by tapping the little pencil icon.

For instance, if the price of bananas was mis-typed or misread and it was actually 1.59 instead of 1.29.

F/V Edit

<display> Finger graphic taps edit icon and Edit Item screen opens.

<display> Finger graphic replaced 1.29 with 1.59 for price and taps Save button.

F/V Calculator 6

If more than the total remaining is entered into the calculator, the amount displays in red and indicates the dollar amount they would be over their CVB.

If the user were choose to purchase all of them, the amount in red would be difference the user would have to pay for themselves.

F/V Calculator 7

To delete or remove an item from the calculator, the user simply taps the minus sign icon next to the fruit or vegetable they want to remove and confirms the deletion.

<display> Bananas at 2.39; Carrots at 2.79; Celery at 1.89; Spinach at 3.29; Blueberries at 3.99; Remaining = -$1.34 in red.

<display> Finger graphic taps minus icon next to Celery.

<display> Message: Do you want to remove the selected item?

<display> Finger graphic taps Yes button on message.

<display> Bananas at 2.39; Carrots at 2.79; Spinach at 3.29; Blueberries at 3.99; Remaining = $0.54

To clear the calculator, the user can tap the Clear All button and confirm.

<display> Finger graphic taps Clear All button.

<display> Message: Do you want to remove all items?

<display> Finger graphic taps Yes button on message.

<display> Calculator screen displays without any fruits or vegetables. Balance = $13.00; Remaining = $13.00.

Simply exiting the calculator will also clear the added items from the calculator.

Redemption

When the household buys some WIC foods, such as 1 qt yogurt, 1 lb. brown rice, 1 dozen eggs, 28 oz cereal and $4.57 of their cash-value benefit, since the account balance in the app is real-time…

Redemption 1

…once the screen is refreshed after the purchase…

<display> Finger graphic taps Refresh button on Benefits screen.

…(Closing the app and re-opening it will also refresh the balance)…

…the app will reflect the same quantities as the balance printed on the bottom of their receipt.

Note though that the account balance on the receipt prints zero quantities while the app will only show the foods they have left.

Benefits – Future

If future months of benefits have been issued, the user can view them by tapping the **Future** button.

<display> Finger graphic taps Future button on Benefits screen.

All future food packages display along with the Printed First Date to Use and the Last Date to Use of each set.

The arrow icon collapses and expands the food packages.

Benefits – Multiple Households

If more than one household has been registered on the device, an Account drop-down will display in the top right corner of the Benefits screen.

The user can tap the Account drop-down and select which balance they want to display.

The checkmark indicates the currently selected account.

Benefits - Multiple Households 1

So far, we've been viewing the benefits for Bert and Ernie that included a child's and infant's food package. To view Milo's, the user would simply tap Milo in the Account list.

<display> Finger graphic tap's Milo in the Account drop-down list.

The Account drop-down automatically closes.

Benefits – Multiple Households 2

To verify the change the user would have to tap the Account drop-down to re-open it.

<display> Finger graphic tap's Account drop-down to open list.

<display> Finger graphic tap's Account drop-down to close list.

Or simply trust it, and tap the Current button…

<display> Finger graphic tap's Current button to display Milo's current benefits.

<no audio> Click to Continue.

<display> Finger graphic tap's back button to return to main Benefit screen.

…or the Future button.

<display> Finger graphic tap's Future button to display Milo's future benefits.

<no audio> Click to Continue.

The Food Finder

<display> Main app screen and Food Finder screen display.

The food finder allows users to scan or enter UPCs when shopping to see if a food is WIC-allowed.

<display> Finger graphic points to the Scan UPC button on the Food Finder screen.

<display> Finger graphic points to the Enter UPC button on the Food Finder screen.

The UPCs for WIC-allowed foods are regularly updated in a database, called the Approved Product Listing, or APL and if found, a message displays indicating the food is WIC-Allowed.

Fruits & Vegetables

All fresh fruits and vegetables are WIC-allowed, and we say so right in the app!

They should NOT be scanned since, due to the tremendously wide variety of fresh fruits and vegetables, they can't, and aren't, all maintained in the database, which can lead to confusion if scanned and a message displays indicating they aren't allowed…simply because they weren't found in the database.

Food Finder Messages

For registered households, messages are based on the household's current account balance.

Messages indicate if the food item is allowed but not on their WIC Card, Allowed and on their WIC Card, allowed but they don't have enough left on their WIC Card to purchase the item.

If it is a **frozen** fruit or vegetable, the message will refer them to their cash benefit balance.

Multiple Households

When there are multiple registered households, an Account drop-down will also display in the top right corner of the Food Finder screen.

Just like in the Benefits screen, the user can switch between households by tapping the Account drop-down and selecting a different account name.

<display> Finger graphic taps Account drop-down to open list; Milo is selected.

The currently selected household is maintained when switching between functions. For instance, Milo was selected while in Benefits so Milo continues to be selected in Food Finder.

And the messages that display when scanning food items will be based on the selected household's current account balance.

Shopping Guide

The Shopping Guide button opens a link to the WIC Shopping Guide in the device's browser.

<display> Finger graphic taps Shopping Guide button; Shopping Guide opens on phone.

It is available in English, Spanish and Somali.

Shopping Guide - Settings

Which language the Shopping Guide opens in can be changed in Settings.

<display> Main MN WIC App screen.

<display> Finger graphic taps Settings button.

<display> Settings screen opens.

<display> Finger graphic taps Language button under Shopping Guide on Settings screen.

<display> Settings screen with Language drop-down defaulting to English displays.

If we tap the drop-down arrow, the language options display.

<display> Finger graphic taps drop-down arrow.

<display> Screen shifts to display list of English, Somali or Spanish.

By selecting a different language, such as Somali…

<display> Finger graphic taps on Somali in list.

…closing the list…

<display> Finger graphic taps on Done in list.

<display> Displays shifts back to Language drop-down with Somali selected.

<display> Finger graphic taps OK on Language drop-down.

<display> Display returns to Settings screen.

…returning to the main app screen…

<display> Finger graphic taps the home button on the Setting screen.

<display> Display returns to main MN WIC App screen.

…and opening the Food Finder …

<display> Finger graphic taps the Food Finder button on the main app screen.

<display> Food Finder screen opens.

…when we tap the button, the Somali version of the shopping guide will now always automatically open on the user's device.

<display> Finger graphic taps the Shopping Guide button on the Food Finder screen.

<display> Somali Shopping Guide opens in browser window.

<display> Finger graphic taps the home button on the Setting screen.

Messages

Welcome

Registered households receive real-time messages, beginning with a WELCOME message that displays once per device owner for two business days after they register.

<display> Finger graphic taps Messages button; Messages screen displays.

<display> WELCOME – Welcome to My WIC Messages where you will receive appointment and reminder info.

Notifications

Other messages have notifications, which are automatically turned on. This can be changed by the user in their App settings.

Notifications display on the lock screen and provide reminders about existing messages or indicate a new message is now available in the Messages screen.

Notifications will display only once for a household, or account, regardless of the number of members that might have available messages.

Open Messages

Opening/swiping a notification will open the app to the messages screen.

<display> Finger graphics swipes notification on lock screen; Messages screen opens.

Upcoming Appointments

Upcoming appointment messages display immediately after an appointment is scheduled.

<display> UPCOMING APPOINTMENT – BERT 10/26/2020 at 11:30AM

 An important caveat is: appointments do not display in the App if benefits have been issued to the participant within the past 27 days.

Notifications for upcoming appointments are sent two business days before the appointment.

Tapping the arrow icon expands to display the clinic address and clinic phone number.

<display> Finger graphic taps arrow icon; clinic address and phone number display in UPCOMING APPOINTMENT message.

This icon displays in a number of messages and works the same way.

Once expanded, the user can tap the phone number to initiate a call.

<display> Finger graphic taps telephone number; screen displays button to call or cancel.

<display> Finger graphic taps Cancel button; screen returns to normal Messages screen.

The message no longer displays once the appointment date and time are in the past.

Missed Appointments

A missed appointment notification and message are sent if an appointment has not been kept within the past 3 months, no appointments have been scheduled since, and no benefits have been issued within the past 27 days.

<display> Finger graphic swipes MISSED APPOINTMENT notification; Messages screen opens.

<display> MISSED APPOINTMENT – SULLY 10/15/20 at 11:30AM

The message is removed once the appointment was missed more than 3 months ago or an appointment is scheduled.

Upcoming Class

For upcoming classes messages display immediately after the class is scheduled.

<display> Finger graphic swipes UPCOMING CLASS notification; Messages screen opens.

<display> UPCOMING CLASS – MILO 10/26/20 at 11:30AM

Notifications are sent two business days before the class and the message is removed once the class date and time is in the past.

Benefit Balance

<display> Finger graphic swipes BENEFIT BALANCE notification; Messages screen opens.

<display> BENEFIT BALANCE – Bert & Ernie – You have a WIC benefit balance that will expire on 10/31/20. Please check your current benefit balance.

The Benefit Balance notification and message are both sent seven days and two days prior to the last date to use to households with one or more items with a remaining quantity that is more than, or the same as, the minimum purchase quantity.

The message is removed when all benefits have been used or have expired.

If the user taps the current benefit balance link, the Benefits screen opens within the App.

<display> Finger graphic taps current benefit balance on message; current benefits screen opens with only a few food items left on it.

We Miss You

<display> Finger graphic swipes WE MISS YOU notification; Messages screen opens.

<display> WE MISS YOU – FINNEGAN – Please contact your WIC Clinic to schedule an appointment.

A single notification and message is sent to the device owner when a household member who, within the last 3 months, has been terminated for Certification Expired, which occurs when a participant eligible for recertification is not recertified within 30 days after their last Cert End Date; does not have an appointment scheduled; and is eligible for a minimum of one month after the current date.

The message is removed once the cert has been expired for more than 3 months; an appointment is scheduled; or the member becomes categorically ineligible or has less than one month of eligibility left.

Custom

<display> Finger graphic swipes WIC Is Here for You notification; Messages screen opens.

<display> WIC Is Here For You – Have you purchased your WIC foods this month? WIC is here for you. Call your local WIC agency for appointment choices from home.

Custom messages can also be sent to users with households that belong to specific clinics, agencies or statewide.

A single notification and message are sent to devices that have at least one member not in Agency 88.

The message has an effective date when it will be first sent.

It continues to be sent to new registered households until its expiration date.

After the expiration date, the message no longer displays in the Message screen.

Summary

The My MN WIC App is a tool to help our participants manage appointments and benefit balances…

Summary 1

…assist with the shopping experience, help locate stores, and access MN WIC information and resources.

Summary 2

Encouraging, and assisting, our WIC households to register for the My MN WIC App is one simple way for us to help make WIC easier for our participants.

End

We hope this module has improved your understanding of how the My MN WIC App works and how it will benefit registered households.

Thank you for taking the time to review this training module.