



Troubleshooting Tips

This document provides steps to assist WIC staff with troubleshooting when common issues arise regarding verification of completed lessons and client login.

If clients are issued a new ID (Bridge Card, Family ID, WIC ID, etc.), remind them to update the ID in their profile by clicking on “My Profile” when logged into their wichealth.org account. This will help to decrease the number of problems with logging in and documentation.

WIC staff will need request an account to access the Client Search section of wichealthsupport.org.

Questions? Contact Stephanie Pichan at stephanie.pichan@wmich.edu

SCENARIO

Completed lesson not showing up in state system (**select states**)

Possible causes

- ID was entered in the wichealth.org profile incorrectly.
- The client’s ID has been changed since the wichealth.org account was created.
- There is an issue with the state system or wichealth.org.

Steps To Take

STEP 1 If you do not have a copy of the certificate of completion, go to Step 2. If you have a copy of the certificate of completion, look at the WIC ID that appears towards the top to see if it matches the client’s actual ID. If the ID is NOT correct, go to Step 3. If the ID is correct, go to Step 4.

Step 2 Retrieve the client’s certificate using the Client Search* on wichealthsupport.org by typing in the client’s ID. Look at the ID to see if it matches the client’s actual ID. If the ID is NOT correct, go to Step 3. If the ID is correct, go to Step 4.

Step 3 Instruct the client to update her ID in her profile by clicking on “My Profile,” then “Edit Profile.”

STEP 4 Contact wichealth.org Help at help@wichealth.org and provide the following:

- Client Name
- Client Agency
- Client WIC ID

SCENARIO

Clinic did not receive a certificate emailed by a client

Possible causes

- The client typed the email address incorrectly.
- The client’s information was incorrect on the certificate and the staff was unable to match it to the client.
- The clinic email system is preventing the certificates from reaching the clinic inbox due to Spam filters.

Solutions

WIC staff can retrieve certificates for individual clients in the Client Search* section on wichealthsupport.org. Simply type the client’s ID to view all completed lessons for that client. Clients can also login to their account from the WIC office and locate their certificate in My Profile under Completed Lessons.

Tips

Here are some tips that other agencies do to ensure they receive emailed certificates:

- Provide your clinic name, clinic email address, and the clients’ ID on the wichealth.org flyers.
- Opt to have the agency email address field pre-populated with your clinic email address. If your clinic is interested, provide the email address where you would like to receive emailed certificates from clients to stephanie.pichan@wmich.edu. If your email address changes, be sure to inform wichealth.org staff so it can be changed.

LOGIN SCENARIO 1

Client does not know if he/she created an account

How To Help

STEP 1 Have the client attempt to login if she thinks she may know the username and password. If she does NOT know, go to Step 2.

STEP 2 Have the client click on **Forgot your username or password?** on the login page and follow the instructions. If the client receives an error message, stating **User could not be found**, go to Step 3. If the client receives any other error message go to Step 4.

STEP 3 Instruct the client to create a new account. If the client is receiving the **An account has already been created with that ID** message, go to Step 4.

STEP 4 Instruct the client to contact wichealth.org Help at help@wichealth.org and provide the following information in the email:

- Name
- State/Agency
- WIC ID

LOGIN SCENARIO 2

Client receives error message when attempting to login

Your login attempt was not successful. Please try again.

Possible causes

- Incorrect username and/or password.
- Client does not have an account.

How To Help

STEP 1 Have the client re-enter the username and/or password to ensure it was typed correctly. If the error message is still appearing, go to Step 2.

STEP 2 Instruct the client to click on **Forgot your username or password?** and follow the instructions.

STEP 3 If the client is unable to retrieve her username and password **GO TO**

LOGIN SCENARIO 3

Client cannot retrieve username/pw using "Forgot your username or password?" link

User could not be found.

You answered your security question incorrectly.

Possible causes

- An account has not already been created by the client
- Client is entering incorrect information
- The client received a new ID since setting up her account/profile

How To Help

STEP 1 Have the client re-enter the information to ensure it was typed correctly. If the client receives an error message stating the **User could not be found**, go to Step 2. If the client receives any other error message go to Step 4.

STEP 2 Instruct the client to create a new account.

STEP 3 If the client is receiving the **An account has already been created with that ID** message go to Step 4.

Step 4 Instruct the client to contact wichealth.org Help at help@wichealth.org and provide the following information in the email:

- Name
- State/Agency
- WIC ID

LOGIN SCENARIO 4

Client receives a message in the profile stating the ID is already in use.

An account has already been created with that ID

Possible causes

- Client previously created an account with the same ID
- Another client entered ID incorrectly

How To Help

STEP 1 If the client thinks she may know the username and password to the initial account, instruct her to login. If it does not work or she does NOT know, go to Step 2.

STEP 2 Have the client click on **Forgot your username or password?** on the login page and follow the instructions. If the client is unable to retrieve the username and password go to Step 3.

STEP 3 Contact wichealth.org Help at help@wichealth.org and provide the following information in the email:

- Name
- State/Agency
- WIC ID