

Michigan WIC Connect Mobile App

Frequently Asked Questions- Clients & Users

Registering WIC Connect Account

1. Who can register for a WIC Connect Account?

A. I am actively enrolled in WIC....

- i. If you are actively enrolled in WIC and wish to create a WIC Connect account, select the 'Signup' button on the home screen. You will be redirected to the MILogin website and prompted to create a MILogin account. If you already have a MILogin account for other programs, such as MI Bridges, you can use the same login information here. You will use this information to login to the mobile app. Once you have created an account you will be directed back to the mobile app and prompted to enter your Family ID, EBT Card Number, and Parent Date of Birth to link your WIC account information to the mobile app.

B. I was on the WIC program previously but am not currently on WIC...

- i. If you were previously enrolled in WIC and still have your family ID and active EBT card, you may register for an account using the 'Signup' button. You will be redirected to the MILogin website and prompted to create a MILogin account. If you already have a MILogin account for other programs, such as MI Bridges, you can use the same login information here. You will use this information to login to the mobile app. Once you have created an account you will be directed back to the mobile app and prompted to enter your Family ID, EBT Card Number, and Parent Date of Birth to link your WIC account information to the mobile app. Otherwise, you would need to contact your local WIC clinic to obtain the information necessary to register a new account.

C. I am not yet enrolled in WIC but think I could be eligible....

- i. If you are not already enrolled in WIC and wish to establish an account, you will need to click on the 'Am I Eligible?' button on the home screen. This will navigate you through questions to help determine if you may be eligible for WIC benefits, and then allow you to create a new account if it is determined you may be eligible.

2. I need a Family ID and EBT Card Number, but don't have them. How do I register?

- A. If you are already enrolled in WIC but are not able to find your Family ID and EBT Card Number, please contact your local WIC clinic. If you are not already enrolled in WIC and wish to establish an account, you will need to click on the 'Am I Eligible?' button on the home screen. This will navigate you through questions to help determine if you may be eligible, and then allow you to create a new account.

3. I'm a WIC Client, but don't know my Family ID. Where do I find that?

- A. You can find your Family ID on the top of the MI-WIC Shopping List provided to you by your WIC Clinic or by calling your local WIC Clinic.

4. I have a WIC Client Connect username and ID, can I use that?

- A. Yes. Both WIC Client Connect and the WIC Connect Mobile App now use MILogin to create accounts.

Learning More About WIC

1. What benefits does WIC provide?

- a. WIC is a nutrition program that helps pregnant and postpartum women, infants and children up to the age of 5 through an important time in growth and development. WIC provides nutritious foods, nutrition education, breastfeeding support, and referrals to other community programs to improve and support clients' health and wellbeing. If you would like to learn more, select the 'What is WIC?' button on the home screen or visit www.michigan.gov/wic.

2. I'm not on WIC but want to see if I'm eligible. How do I do that?

- a. To see if you could be eligible for WIC benefits, simply select the 'Am I Eligible?' button on the home screen. This will navigate you through a series of questions to determine if you may be eligible. If it is determined that you may be eligible, it will allow you to create an account and find local area WIC clinics.

WIC Account Maintenance

1. How do I see my WIC benefit balance?

- a. Once you have created an account as an existing WIC client, you can check your benefit balance by selecting the 'Benefits' button, either from the home page or from the menu on the left-hand side of the screen. This will show your current remaining WIC benefits, and future benefits that have been issued. If you have questions regarding your benefit balance, please contact your local WIC clinic.

2. I lost my EBT card, can I replace it using the WIC Connect app?

- a. No. Lost, stolen or damaged EBT cards must be replaced either by contacting the Customer Service line listed on the back of the card, or by contacting your local WIC clinic.

Finding local WIC Clinics and nearby WIC grocery stores/retailers

1. How do I find a WIC Clinic nearby?

- a. To find nearby WIC Clinics select the 'Clinics' button, either from the home page or from the menu on the left-hand side of the screen. This will show a map of all the WIC clinics near your current location. If you would like to look in a different area, simply enter a zip code, address or city into the search bar at the top of your screen.

2. I searched for nearby WIC Clinics, but I don't see any. What should I do?

- a. If you do not see any WIC Clinics on the map, zoom out using the slide tool at the bottom of the screen, this will let you search for a clinic in a larger area.

3. How do I find a WIC grocery store nearby?

- a. To find nearby WIC grocery stores select the 'Stores' button, either from the home page or from the menu on the left-hand side of the screen. This will show a map of all the WIC grocery stores near your current location. If you would like to look in a different

area, simply enter a zip code, address or city into the search bar at the top of your screen.

Contacting a local WIC Clinic

1. How do I use the app to contact a local WIC Clinic?

- a. There are several ways to contact a local WIC Clinic using the app:
 - i. From the login screen, select 'Contact WIC' and then hit 'Contact WIC Agencies'. This will provide you with a list of all local agencies in the state, sorted by county, that you can contact.
 - ii. Select the 'Clinics' button, either from the home page or from the menu on the left-hand side of the screen and click on any red pin on the map. This will provide the address for the clinics and allow you to call by pressing the phone icon.
 - iii. If you have an upcoming appointment, the contact information including address and phone number for the clinic will be listed at the top of the 'Appointments' screen.

2. What do I need to bring to the WIC Clinic?

- a. Visit the 'Appointments' page where you will be able to see what to bring listed next to the appointment. If you are coming for your first appointment, please bring identification for yourself and the person(s) you are enrolling, proof of current address, and proof of household income or MIHealth/Medicaid cards if available. For a pregnant woman, also bring proof of pregnancy if available.

Scheduling Appointments

1. I may be eligible for WIC benefits and wish to schedule an appointment, how can I do that?

- a. After creating an account, you will need to complete the 'Family Information' screens, including 'Participant Information', 'Address', 'Phone' and 'Other'. Once all the required information has been entered, select the 'Schedule Appointment' button, either from the home page or from the menu on the left-hand side of the screen. Once there, select the date range, time of day and clinic you are interested in. Then select 'Search'. The available appointments will then display. To schedule, simply select an appointment time that works for you.

If you receive the message 'Appointments are not available for the selected clinic', please call the clinic directly to schedule an appointment. You can find the contact information where you selected your desired appointment location.

2. I am already a WIC Client and wish to schedule an appointment, how can I do that?

- a. Existing WIC clients can request appointments through the 'Appointments' screen. Once on the screen, select the "+" on the top right-hand corner. Once there, select the client name, date range, time of day, clinic and enter any comments. After the information is

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complete select 'Request appointment'. An individual from the clinic will then contact you to discuss your appointment needs and when appointments are available.

- b. If your clinic does not utilize the appointment request feature, please call the clinic directly to schedule an appointment.

Reporting Issues or Bugs

1. How do I report if something is not working correctly in the app?

- a. To report a bug, please fill out the 'Contact WIC' page located on the login page to report the issue to the WIC State office. When describing the problem, please provide as much detail as possible to aid the WIC State Staff in investigating and addressing the issue.
- b. If you are locked out of your account, and your account has not reset after waiting 30 minutes, delete and reinstall the app and try to log in again. If this does not work, contact the MILogin Help Desk at 1-800-968-2644.