

Michigan WIC Connect Mobile App

Frequently Asked Questions- Local Agency

Client Account Registration and Account Maintenance:

1. **Will clients be able to log-in with their existing username and password for WIC Client Connect online?**
 - A. Yes. Both WIC Client Connect and the WIC Connect Mobile App now use MILogin to create accounts. If clients already have a MILogin account for other State of Michigan programs, like MI Bridges, they will also be able to use it for WIC.
2. **Since clients use their EBT card to set up a WIC Connect account, will they still be able to access their account if they get issued a new card or the card is no longer active?**
 - A. Changing or deactivating an EBT card will not affect client log-in to WIC Connect once the client has created a username and password.
3. **What if a client needs to create a new password after a new card has been issued?**
 - A. Once a WIC Connect account has been created by the client, they will be able to manage their WIC Connect account independently of their EBT Card. WIC Connect will automatically update the client's EBT account information if a new card is issued. If a client has forgotten their password, however, they will select the 'Forgot Password' link on the mobile app homepage to recover it via MILogin.
4. **Will former WIC Clients be able to use a non-active EBT card to register for the mobile app?**
 - A. If an EBT card has been marked in MI-WIC as replaced or stopped, it cannot be used to register an account on the mobile app. However, if the EBT card is still in active status, even if the family has been terminated, it can still be used in congruence with the other family identifying information to create an account. If a former WIC client wishes to register for the app but does not have an active EBT card, it is recommended that they contact their WIC clinic first to schedule an appointment and obtain an active EBT card.

Creating and viewing appointments with WIC Connect:

5. **How do clients create appointments through the mobile app?**
 - A. Potential WIC Clients can schedule directly through the app if there are available WCC appointments designated for that clinic. A pop-up message, notifying clinic staff of the newly scheduled appointment, will appear for clinic staff in MI-WIC when the Clinic Module is opened.

Existing WIC clients request an appointment through the app but are not able to schedule directly. Appointment requests will appear in the WIC Client Connect appointment flag. A staff member will have to contact the client to schedule an appointment. These appointments can be scheduled by any staff member that has permission to schedule appointments. These appointments should not be marked as WCC, but instead should be marked based on the client's needs (i.e. CEVAL, EDU, RECERT, etc.).

6. What happens if a WCC appointment schedule is not created, or there are no more available appointment slots?

- A. If a clinic does not have any WCC appointments available the clinic contact information will still display, but potential clients will be unable to schedule appointments. Instead, these clients will need to schedule by calling the clinic.

7. Does the WCC appointment type work for appointments scheduled through the WIC Connect App and the WIC Client Connect Website.

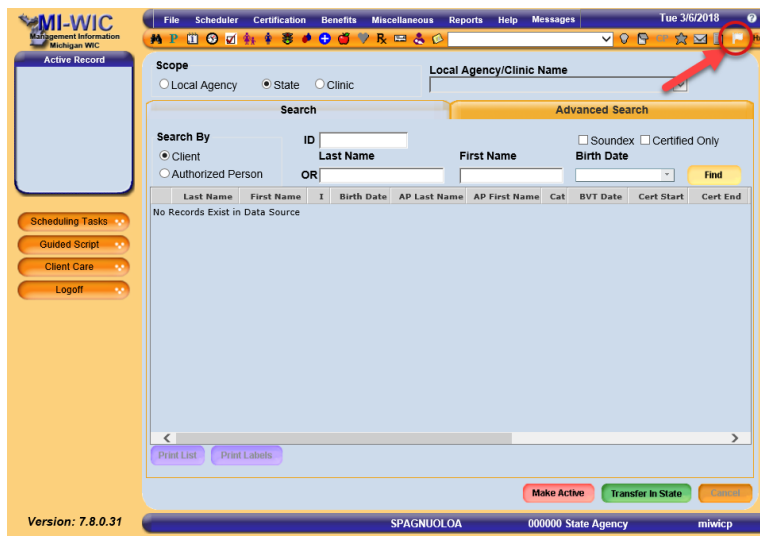
- A. Yes, this appointment type allows clients to schedule through either the WIC Connect App or the WIC Client Connect Website.

8. How do we view appointments created through the app?

- A. A pop-up notification will appear when MI-WIC Clinic Module is opened for appointments scheduled directly through WIC Connect by potential WIC clients. WCC appointments can be viewed in the clinic ‘Daily Schedule’.

If an appointment is created using the mobile app for the same day, a pop-up notification will not appear unless the user leaves the Clinic Module and returns. However, once the daily schedule screen is refreshed the appointment will display.

Appointment requests from existing WIC clients will display for all users under the WIC Client Connect appointment flag. The flag is illuminated when a new request comes in but is always available to view pending appointment requests or to verify that no new request exists.



9. How do we change appointments created through the app?

- A. Changing appointments created through the app is the same as changing an appointment scheduled regularly. Clinic staff must contact the client to identify a new appointment time and update the appointment in MI-WIC. WIC clients that have scheduled appointments through the app can cancel/reschedule their appointments in the app as well.

Miscellaneous:

10. Can Local Agency staff get access to the same screens and functionality as the clients?

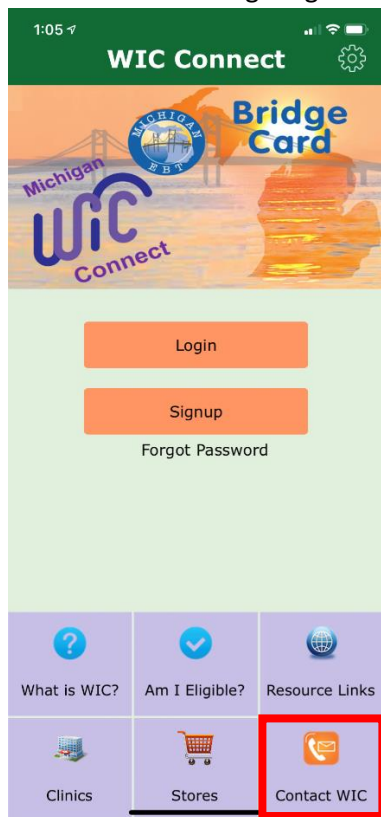
- A. Yes. Please email Amy Dotson at DotsonA1@michigan.gov for the test account information.

11. What promotion of the app has been done?

- A. In 2018, an advertising campaign utilizing Facebook and Mobile Application advertising was created in partnership with our Communications office and a contracted marketing firm. Targeted advertisements went out to existing and potential WIC Clients via Facebook and Mobile App ads. The mobile app ads appeared on mobile apps that were likely to be used by the target audience and were expected to be viewed by 3 to 4 million Michiganders. The Facebook ads targeted the same audience and were expected to be seen by approximately 500,000 Michigan women.
- B. The QR Code is available on the Michigan WIC website, and on the Michigan WIC food guide. Clinic staff can direct clients to these resources to promote the app.

12. How do we report bugs and issues with the app?

- A. If something on the app is not working correctly, please instruct client to 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 a client is locked out of their account, and the 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.

- C. For any additional assistance with the mobile app, please contact Amy Dotson at DotsonA1@michigan.gov.

13. Who do we contact with questions and comments about the app?

- A. For questions and comments about WIC Connect please contact Amy Dotson at DotsonA1@michigan.gov.

14. Can a client replace a lost EBT card using the WIC Connect App?

- A. No. Clients will still need to contact their clinic or Conduent to get a replacement EBT card.

15. How does the UPC Scan feature work?

- A. Clients can scan a barcode to determine if the food product is WIC eligible using the UPC Scan tool. When the item is scanned, the screen will show if it is approved or not approved. If it is approved, it will show the client how much of that food item they have remaining for the current benefit period, as well as display the current benefit start date and end dates.

16. How can clients get the app?

- A. The Michigan WIC Mobile App is available in both the iPhone App store and Google Play for Android by simply typing “Michigan WIC” in the search engine or by scanning below.

