

### **WIC Connect Mobile App Introduction (Login screen)**

1. Welcome to the WIC Connect Mobile App where you can access your WIC information right from your smart phone.
2. Before and after you log in, you can learn more about WIC, see if you are eligible, explore resources, locate WIC clinics and stores near you, and Contact WIC with any questions.
3. Once you are logged in you will need to input the authorized person's date of birth, family ID number, and WIC card number to link your account.
4. Once you link your account, you can schedule/request appointments, check your benefit balance, update your family information, and use the UPC scan feature while shopping.

### **How do I link my WIC account to the WIC Connect Mobile App? (Home/Welcome)**

1. After creating your MILogin account, and logging in to the WIC Connect Mobile App, you will need to click the "Link My Account" button to enter your Date of Birth, Family ID number, and WIC Card Number.
2. Enter the information and select Link Account.
3. You now have access to your WIC account information through the WIC Connect Mobile App.

### **Where can I find my Family ID? (Home/Welcome)**

1. You can find your Family ID by selecting the My Account screen from the home page or sidebar menu.
2. You can also find your email address, first name, last name, EBT card number, and authorized person birthdate.
3. WIC clients cannot edit the My Account screen.

### **Where can I update my information? (My Account)**

1. If you are a WIC client, you can update some of your information using the Family Information screen.
2. Email address, proxy information, address, and phone number can be updated from the Family Information screen by selecting the respective button.
3. Voter registration can be updated from the "Other" button.

### **How do I check my benefit balance? (Benefit Balance)**

1. Select the benefit balance from the homepage or side bar menu.
2. Use the green arrow or “Future Benefits” button to view your upcoming benefits.
3. You will see the items you are approved to purchase and the amount of the items you have left.
4. When you click on a certain item, a list of WIC approved brands will be shown.

### **How do I use the UPC Scan feature? What will UPC Scan tell me about my benefits? (UPC Scan)**

1. Select UPC Scan from the homepage, or from the Benefits screen.
2. Hold the camera over the bar code of the item you would like to scan.
3. If the item is WIC approved and you have benefits available a green check will appear, the amount of the item you have available, and a description of the item will appear.
4. If the item is WIC approved but you DO NOT have benefits remaining or **you do not have that item in your benefit package**, a green check will appear, a 0 will display for the amount of the item available, and a description of the item will appear.
5. If the item is not WIC approved, a red X and the words “Non-WIC eligible” will appear.

### **How do I locate WIC clinics and stores near me? (Clinics or Stores)**

1. Before or after logging in, select the Clinic or Store icon from the homepage or side bar menu.
2. Type your address in the search bar and select the magnifying glass icon to enter. Red, blue, or green markers will appear based on what you are looking for.
3. Select the markers to view the name, address, and phone numbers of stores or clinics closest to you.
4. You can call the stores or clinics directly from the pop up by pushing the phone icon.
5. You can use the sliding bar at the bottom of the map to make the distance of available stores and clinics closer to or farther away from you.

### **How do I request an appointment? - Existing Clients (Appointments)**

1. Current WIC clients cannot schedule an appointment online but can request an appointment. Your clinic will then contact you to confirm your appointment has been made.
2. Select the “Appointments” icon from the home screen or sidebar menu.
  1. Select the + icon in the upper right corner of the screen.
  2. Select the client who the appointment is for, select a date range and time preference, and select your WIC Clinic.
  3. Add any necessary comments and hit request appointment. A staff member will contact you to schedule your appointment.

### **How do I schedule an appointment? - New Clients (Appointments)**

1. If you are a new WIC client, select the appointments tab from the home screen or side bar menu.
2. Select a date range and time preference, and select your WIC Clinic.
3. Select Create Appointment.