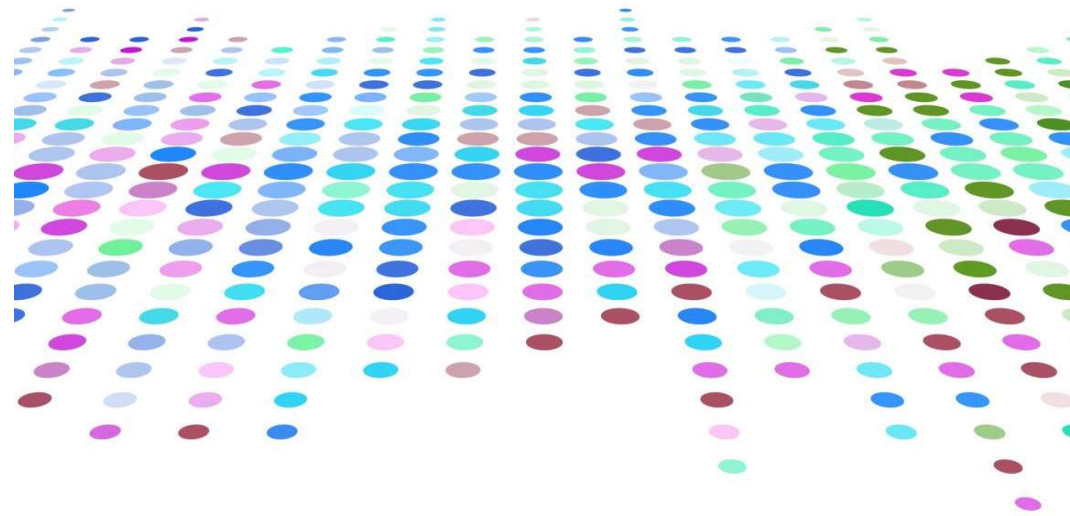

WIC CLIENT CONNECT PLATFORM TRAINING



WIC CLIENT CONNECT APP



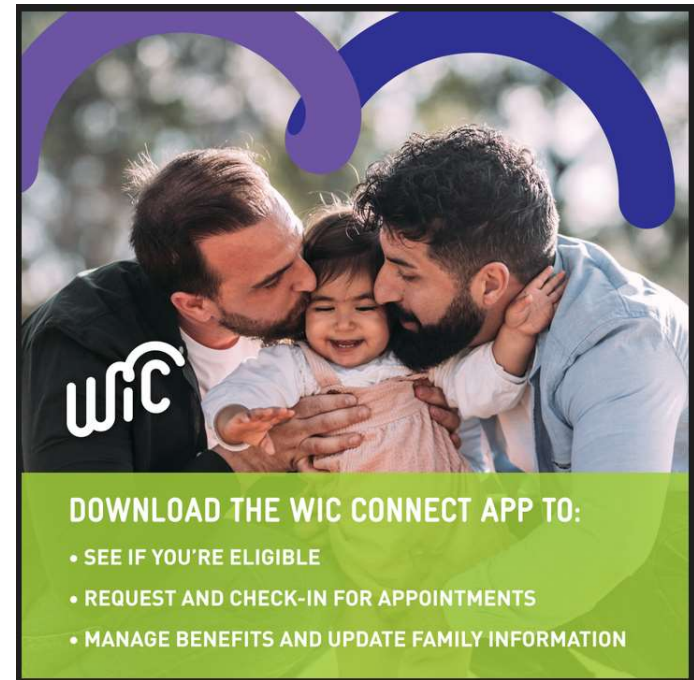
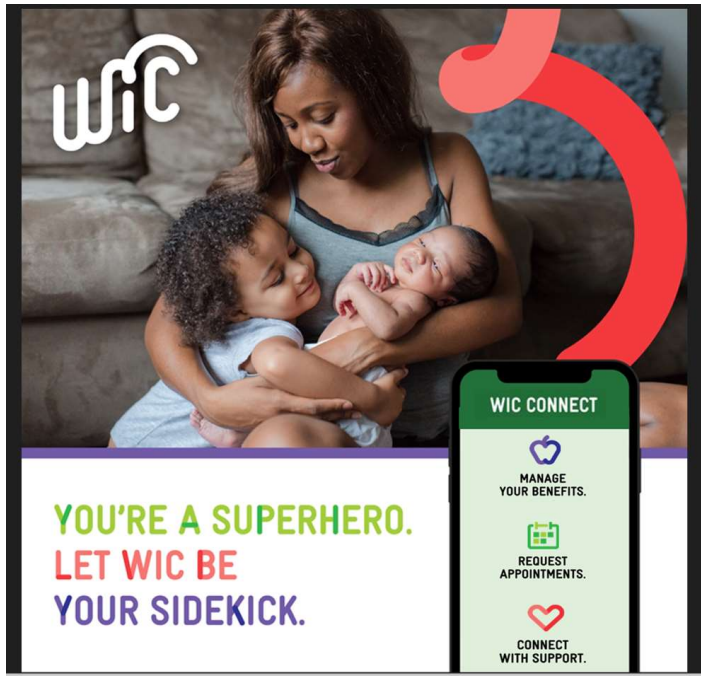
DEVELOPED IN
2016



LAUNCHED IN
2018



TODAY HAS OVER
14,000 WIC USERS



WIC CONNECT SOCIAL MEDIA TOOLKIT

WIC E-NOTICE 2023-55
SENT 3/2/23

wic

WIC CONNECT
CONNECT WITH SUPPORT.

YOU GOT THIS. WIC CAN HELP.

DOWNLOAD THE WIC CONNECT APP.

Available on the iPhone **App Store**

ANDROID APP ON **Google Play**

DOWNLOAD THE WIC CONNECT APP.

wic MICHIGAN

Available on the iPhone **App Store**

ANDROID APP ON **Google Play**

TAKE BACK PLAYTIME.

WIC CONNECT
REQUEST APPOINTMENTS.

DOWNLOAD THE WIC CONNECT APP.

Available on the iPhone **App Store**

ANDROID APP ON **Google Play**

WIC CONNECT PROMOTIONAL MATERIALS FOR CLINICS

WIC E-NOTICE 2023-121
SENT 5/25/23

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. 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, 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.

Michigan WIC Connect Mobile App

Frequently Asked Questions- Local Agency

Client Account Registration and Account Maintenance:

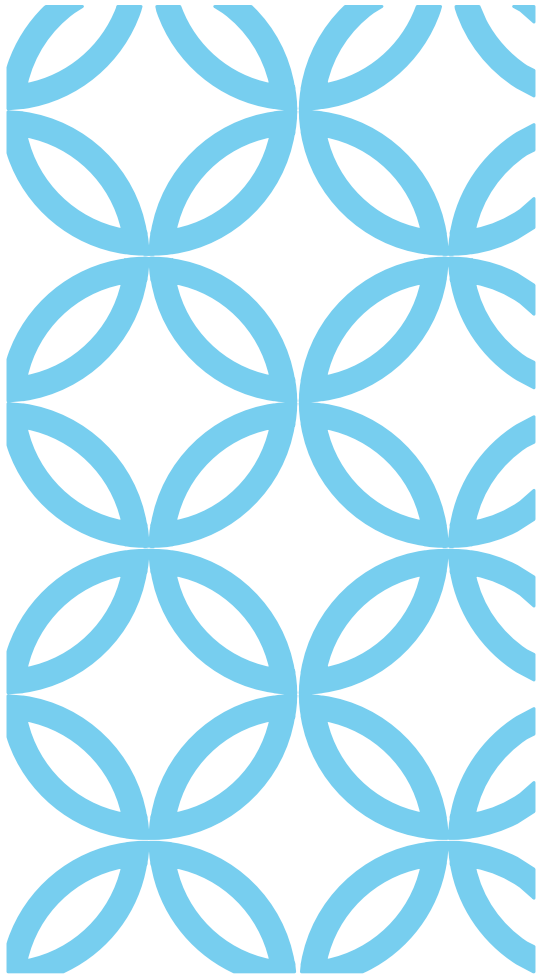
- 1. Will clients be able to log-in with their existing username and password for WIC Client Connect online?**
 - A. Yes. Both WIC Client Connect and the WIC Connect Mobile App now use MILogin to create accounts.
- 2. Since clients use their EBT card to set up a WIC Connect account, will they still be 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

WIC CONNECT ADDITIONAL DOCUMENTS — Q & A

FOUND ON WIC WEBSITE AND
WIC E-NOTICE 2023-121 SENT
5/25/23



POLL QUESTIONS



AMY DOTSON

Started with WIC in 2017

Program Area Lead (PAL) for the WIC
Client Connect Platform since 2019
