

WIC Connect Mobile App Issue

The issue of clients being stuck on the authentication page, is mainly experienced by clients who are utilizing iPhones. The issue occurs because MILogin changed their authentication settings and require clients to verify their email address and phone number before logging in. Android users see this pop up and complete the authentication process without issue, but iPhone users do not and are therefore stuck on the blank authentication page. Additionally, even when clients can verify their email address and phone number, they receive a message stating that their information is associated with another account. This message is often received in error.

While the State works on resolving this issue permanently, clients can be instructed to call the MILogin Help Desk at 1-877-932-6424 and ask the staff member to unlock/reset their account. Clients should also ask the staff member to verify their email address and phone number, and if they receive an error message stating that your information is already in use, ask them to delete the duplicate account. After the account is deleted, clients will need to delete and reinstall the app to ensure they are using the most updated version of the app. Clients should then be able to log into the mobile app with no issues. I normally recommend that clients call first thing in the morning around 8 am or around 3 pm before MILogin closes the line for the evening.

When referring clients to me via phone or email, please ask them to send me the type of iPhone (11, 12, etc.) and which version of the app they are using. Clients can find the version of their app by clicking the gear in the upper right corner on the homepage of the app, as shown below.

