

MN WIC App – Functional Document

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Home Screen

MN WIC app requires internet access. If the user selects on any button from the home screen, except the About button, and there is no cellular or Wi-Fi connection a message displays stating, *'Please check your internet connection and try again'*.

- A. When a user selects the 'MN WIC App' icon on their phone, either the Register Account Home Screen or the Home Screen.
 - i. The Home Screen mobile app icon will indicate the number of unviewed Welcome, Custom, and We Miss You messages.
 - i. A push notification will be sent to the mobile app user *'You have <n> unviewed messages.'* *<n> represents the count of unviewed messages.*
 - ii. The number of unviewed messages will be reset when the mobile app user navigates to the Messages tab from the Home Screen.
- B. The Register Account Home Screen includes:
 - i. A sidebar menu icon on the upper left corner of the screen. Selection of the icon will display Register, Register Agency/Store, Settings, and About. Clicking on a menu item will navigate the user to the selected screen.
 - ii. The sidebar menu icon is located on all parent screens.
 - iii. Buttons in the body of the screen include Register Account, Scan UPC, Enter UPC, and Shopping Guide and USDA Nondiscrimination Statement. If applicable, the screen also includes Shopping and Nutrition. Clicking on a button will navigate the user to the selected screen.
- C. The Home Screen includes:
 - i. A sidebar menu icon on the upper left corner of the screen. Selection of the icon will display Accounts, Certification, Register, Settings, and About. Clicking on a menu item will navigate the user to the selected screen.
 - a. The sidebar menu icon is located on all parent screens.
 - b. The app version number is located at the bottom of the sidebar menu screen.
 - ii. The top of the screen displays a greeting of Good Morning <Account Name>, Good Afternoon <Account Name> or Good Evening <Account Name> depending on the time of day the user opens the app.
 - a. Good Morning from 1:00 am until 11:59 am.
 - b. Good Afternoon from noon until 5:59 pm.
 - c. Good Evening from 6:00 pm until 12:59 am.

- iii. Buttons in the body of the screen include Scan UPC, Enter UPC, Shopping Guide, Benefits, Appointments, and USDA Nondiscrimination Statement. If applicable (information provided by the State), the screen also includes Shopping and Nutrition. Clicking on a button will navigate the user to the selected screen.
- iv. If more than one Account is registered, the Account dropdown displays on the upper right side of the header.
 - a. The Account dropdown list displays with the Account Names and the last 4 digits of the EBT Card Number associated with the Account.
 - b. The Account with the checkmark is the current selected Account. The user can select a different account.
- v. Buttons at the bottom of the screen include Home, Messages, Store Locator, and Contact Us. Clicking on a button will navigate the user to the selected screen.

Accounts

The user selects Accounts from the sidebar menu list, the Accounts screen displays.

- A. The Account Name(s), the last four digits of the account number in parenthesis and the Unregister/Remove icon(s) are displayed.
- B. The Unregister button will remove a Registered Account.
 - i. If the user selects the Unregister/Remove icon, a confirmation message displays stating, *'Are you sure you want to unregister account XXXXX?'*
 - 1. If the user selects Unregister, a message displays stating, *'You have successfully unregistered'*. The user selects Close and returns to the Account Screen.
 - 2. If the user selects Close, the message closes and the Account is still registered.

Certification

The user selects Certification from the sidebar menu list, the Certification screen displays.

- a. If at least one member of the household is in a current certification, the Household ID and a list of household members displays.
 - i. First Name of each household member
 - ii. MM/DD/YYYY (Certification Effective Date) - MM/DD/YYYY (Certification End Date)

- b. If there is more than one person with the same name and certification end date, both displays.
- c. If no members of the household are in a current certification, a message displays stating, *'No Members of the household are in a current certification as of <Current Date>.'*

Register

The user selects the Register Account button located on the Home Screen (if there are no Accounts) or the Register button from the sidebar menu list.

- A. Registration is required to access Benefits, Appointments, and Messages app features.
- B. The user can register more than one Account (household).
- C. The Register screen displays:
 - i. Card Number.
 - a. The Card Number is a required value.
 - b. The first 6 digits of the 16-digit Card Number are auto-populated so the user only needs to enter the last 10 digits.
 - c. The text above the Card Number text boxes states: *The Card Number is the 16-digit number on the front of your WIC card. The first 6 digits are displayed, enter the last 10 digits.*
 - ii. MM DD YYYY (Date of Birth).
 - a. The MM DD YYYY are required values.
 - b. The text above the text box fields states: *Enter the date of birth of the WIC card holder.*
 - iii. Zip Code.
 - a. The zip code is a required value.
 - b. The text above the text box states: *Enter the zip code of the WIC card holder.*
 - iv. Account Name.
 - a. The Account Name is a required field and allows up to 27 characters including dashes (-) and commas (,).

- b. The text above the Account Name text states: *'The account name must be different for each registered household. The account name may be a first name, a last name, a family name. or a word that identifies the household. Enter an account name.'*
- v. Save
 - a. The mobile app user selects Save located in the upper right-hand corner of the header.
 - b. Upon successful registration, a registration ID is written to the users' device and a message display stating, *'You have successfully registered'*.
 - c. If the user enters a card number, date of birth, and/or zip code incorrectly, a message displays stating, *'The card number, date of birth, or zip code entered is not valid. Please re-enter and try again'*.

Register Agency/Store

Only one Agency or Store can be registered. The user selects Register Agency/Store from the sidebar menu list, the Register screen displays.

- a. Agency/Store ID
 - i. The ID is a required field.
 - ii. Agencies will use the MIS assigned Agency ID (3 digits)
 - iii. Stores will use the MIS assigned Vendor ID (4 digits)
- b. Agency/Store Zip Code
 - i. The Zip Code is a required field.
- c. Upon submission the information entered is verified against the database.
 - i. Agency
 - 1) The Agency ID is validated against table Agency.AgencyID.
 - 2) The Zip Code is validated against table Agency.ZipCode.
 - ii. Store
 - 1) The Vendor ID is validated against the table Vendor.VendorID. The Vendor status must be Enrolled.
 - 2) The Zip Code is validated against the mailing address in table Address.ZipCode.
- d. Upon successful registration, the Agency ID or Store ID is written to a new database table and stored in local storage on the users' device. A message displays, *'You have successfully registered.'*
- e. To unregister, the Agency or Store will go to Accounts from the sidebar menu list,

Settings

The user selects Settings from the sidebar menu list, the Settings screen displays Language.

1. Language

- A. The user selects Language which displays English and Spanish.
 - i. The default language is English.
 - ii. If the user selects Spanish, text will be translated and displayed to Spanish.

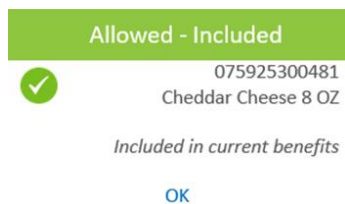
2. About

- A. The user selects on About from the sidebar menu.
 - i. General information about each feature of the app is displayed.
 - ii. A link to Contact a Local Agency is displayed. The user clicks on the link and the app retrieves and opens the WIC Agency Directory website.
 - iii. A Welcome to WIC link is displayed. The user clicks on the link and the app retrieves and opens the Welcome to WIC Videos website.
 - iv. A Rights and Responsibilities link is displayed. The user clicks on the link and the app retrieves and opens the Rights and Responsibilities website.
 - v. The version number of the app is displayed.

Scan UPC

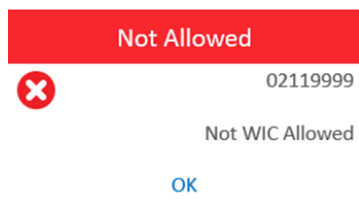
The user selects Scan UPC from the Home screen.

- A. When the user first selects Scan UPC, the standard access message appears '*MN WIC would like to access the camera*'; the user must Allow to use the scan feature.
- B. The app invokes the camera on the users' phone and the user scans the barcode on the formula or food item.
- C. Once the barcode is captured, the app validates the UPC and displays a message indicating whether the item is Allowed or Not Allowed. The user selects OK to close the Allowed/Not Allowed message
 - i. **Allowed - Included**
 - a. Displays when a formula or food item is Allowed, included in the current household benefits, and there is a remaining balance.
 - b. The message includes the UPC, the item description, and *included in current benefits*.



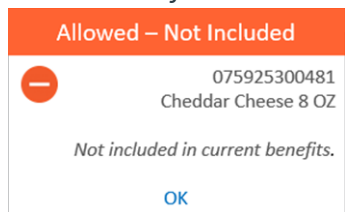
ii. **Not Allowed**

- a. Displays when a formula or food item is Not Allowed.
- b. The message includes the UPC, *Not WIC Allowed*, and a Suggest UPC button.
- c. Selection of Suggest UPC will display the Contact Us screen (refer to Contact Us section). Completion of the Suggest UPC submission routes the user back to the Contact Us Screen,



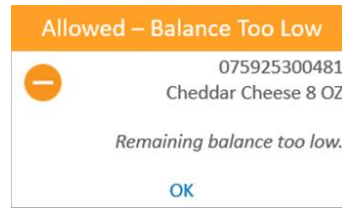
iii. **Allowed – Not Included**

- a. Displays when a formula or food item is Allowed but is not included in the current household benefits.
- b. The message includes, the UPC, the item description, and *Not included in current benefits*.



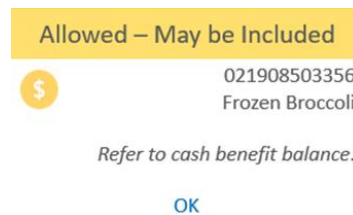
iv. **Allowed – Balance Too Low**

- a. Displays when a formula or food item is Allowed but there is not a remaining household balance in the current benefits.
- b. The message includes, the UPC, the item description, and *Remaining balance too low*.



v. **Allowed – May be Included**

- a. Displays for fresh fruits or vegetables.
- b. The message includes a yellow dollar sign, the UPC, the item description, and *Refer to the cash benefit balance.*



Enter UPC

1. The user selects Enter UPC from the Home screen.
 - A. When the user taps in the Enter UPC box, a numeric keypad displays. The user enters the UPC and selects Submit.
 - B. The app validates the UPC and displays a message indicating whether the item is Allowed or Not Allowed. Rules defined in the **Scan UPC** section

Shopping Guide

1. The user selects the Shopping Guide from the Home screen.
 - A. The app retrieves and displays the Shopping Guide based on the language in Settings.

Appointments

1. Upcoming Appointment

- A. The Upcoming Appointment message is displayed for each household member that meets the following criteria:
 - i. The appointment date and time is scheduled after the current date and time.
- B. If there are no Upcoming Appointments, *'No scheduled appointments'* is displayed.

- C. When the user clicks on the Appointments arrow (>) icon, the Appointments screen displays and defaults to Upcoming.
- D. The appointment date, first name, appointment time, address, and phone icon display for each upcoming appointment. The user can click on the phone icon to call the clinic.
 - i. The clinic for the appointment is used to retrieve clinic information.
 - ii. The appointment Agency ID must match the member Agency ID. A member Agency ID of 88 is also considered a match.
- E. The message is removed when the appointment date and time is no longer after the current date and time.
- F. Notifications are based on the Rules defined in 1A.
 - i. The notification is created from Mobile_BatchNotificationInsert.
 - ii. A single notification is sent to the mobile app user for upcoming appointments regardless of the number of household members with an upcoming appointment.
 - iii. The notification is sent two business days before the appointment date.
- G. Opening the notification will open the Upcoming Appointments screen.

2. Missed Appointment

- A. Missed Appointment messages are displayed for each household member that meets the following criteria:
 - i. The appointment date and time is within 3 months prior to current date and time minus 1 hour.
 - ii. The appointment is not indicated as Kept.
 - iii. There is not a future appointment scheduled after the missed appointment date and time.
 - iv. Benefits have not been issued within 27 days of the missed appointment.
- B. Missed Appointment messages are excluded when:
 - i. Benefits were issued on the appointment date for the household member.

- ii. For Women SBF and Infant FBF who do not receive benefits, another member of the household picked up benefits on the appointment date.
- C. The appointment date, first name, appointment time, clinic address, and phone icon display for each missed appointment. The user can click on the phone icon to call the clinic.
 - i. The clinic for the appointment is used to retrieve clinic information.
 - ii. The appointment Agency ID must match the member Agency ID. A member Agency ID of 88 is also considered a match.
- D. The message is removed when one or more of the following conditions apply:
 - i. The appointment date is more than 3 months prior to current date.
 - ii. An appointment is scheduled after the missed appointment date and time.
- E. Notifications are based on the Rules defined in 2 A.
 - i. The notification is created from Mobile_BatchNotificationInsert.
 - ii. A single notification is sent to the mobile app user for missed appointments regardless of the number of household members with a missed appointment.
- F. Opening the notification will open the Missed Appointments screen.

3. Upcoming Class

- A. Upcoming class messages are displayed for each household member that meets the following criteria:
 - i. The class date and time is scheduled after the current date and time.
- B. The message displays the first name, class date, and class time. The user can select the arrow button to display the clinic address and clinic phone number. The user can click on the phone number to call the clinic.
 - i. The clinic for the class is used to retrieve clinic information.
 - ii. The appointment Agency ID must match the member Agency ID. A member Agency ID of 88 is also considered a match.
- C. The message is removed when the class date and time is no longer after the current date and time.
- D. Notifications are based on the Rules defined in 3a.
 - i. The notification is created from Mobile_BatchNotificationInsert.

- ii. A single notification is sent to the mobile app user for upcoming classes regardless of the number of household members with an upcoming class.
 - iii. The notification is sent two business days before the class date.
- E. Opening the notification will open the Upcoming Appointments screen.

Benefits

The home screen displays the number of days remaining to use current benefits based on the rules below.

- A. One or more items have a remaining quantity.
- B. The item quantity is greater than or equal to the minimum purchase quantity for the item cat/sub-category.

The user selects the arrow (>) icon to display Current and Future benefits. Defaults to Current screen.

The home screen displays 'No current benefits available' when there is not enough remaining quantity (rules defined in Section 1 Current) or when there are no current benefits.

1. Current

The balance for the Account is retrieved from the EBT Provider. Benefit information is dependent on communication with the Third Party EBT Provider.

If the balance cannot be retrieved from the EBT provider (e.g. no internet connection), the app displays a message stating, 'Unable to Retrieve Balance' and a Refresh button displays. The user can select the Refresh button to initiate another benefit balance request to the EBT provider.

- A. The Benefits screen displays:
 - i. The last date to use the current household benefit balance.
 - ii. The remaining quantity (balance) and Sub-Cat Short Description for each item.
 - iii. An arrow (>) icon to the right of certain Sub-Cat Short Descriptions. Clicking on the icon displays the section of the shopping guide that corresponds to the item Category. The user selects Close in the upper left corner to return to the Current Benefits screen.
 - iv. A calculator image to the right of Cereal and Fruits and Vegetables.

- v. The date and time the benefit balance was updated (retrieved from the EBT provider). Note: Updates occur when the user selects Current from the Benefits screen or when the user selects the Refresh icon.
 - vi. A Set/Reset your PIN button at the bottom of the screen. When the user selects the button, the message displays *'You MUST set a PIN before shopping with your WIC card. Call 1-833-566-5248 to set or reset your PIN.'* The phone number is a link the user can click on to dial the number.
 - vii. A back arrow in the upper left corner returns the user to the Benefits screen.
- B. A Calculator displays when the user selects on the calculator image next to Cereal and Fruits and Vegetables.
- C. Cereal Calculator
- i. The Balance and Remaining quantities of cereal are displayed in ounces (OZ).
 - a. The Balance is the household quantity displayed on the Benefits screen.
 - b. The Remaining quantity initially displays the Balance and is recalculated as items are added, edited, or removed.
 - ii. A Scan UPC button to access the camera on the device and scan the cereal barcode.
 - iii. When the user Selects the Scan UPC button and scans the barcode, the app validates the UPC and determines if the cereal is Allowed or Not Allowed.
 - a. If the cereal is Allowed, the cereal name displays on the Calculator screen and the number of ounces is subtracted from the Balance and displayed as the Remaining balance.
 - b. If the cereal is Not Allowed, a Not Allowed message displays and the cereal is not added to the Calculator screen.
 - iv. Remove image buttons are available for each item added to the Calculator screen.
 - a. If the user selects the Remove button a confirmation message displays Selecting Yes removes the item from the Calculator screen.
 - v. A Clear All button to remove all cereal displayed.
 - a. If a user selects the Clear All button, a confirmation message displays. Selecting Yes removes all cereal items from the Calculator screen. Selecting Close does not remove the items.

- vi. The back arrow in the upper left corner returns the user to the Benefits screen. No information is saved to the database.

D. Fruit and Vegetable Calculator

- i. The Balance and Remaining quantities are displayed in dollars.
 - a. The Balance is the household dollar amount displayed on the Benefits screen.
 - b. The Remaining dollar amount initially displays the Balance and is recalculated as items are added, edited, or removed.
- ii. An Add Item button to add fruit and vegetables to the Calculator. When the user selects the Add Item button the Calculator screen displays.
 - a. Item name is not a required value. A maximum of 20 characters is allowed.
 - b. Quantity or Pound(s) is a required value as indicated by the red asterisk. When the user taps on the Quantity or Pound(s) box, a numeric keypad displays.
 - c. Price is a required value as indicated by the red asterisk. When the user taps on the Price box a numeric keypad displays.
 - d. The Total automatically calculates the Quantity or Pound(s) multiplied by the Price and displays the Total.
 - e. The Save button will add the item and return the user to the Calculator screen. The added item and price are listed on the screen. The Total is subtracted from the Balance and displayed as the Remaining balance.
- iii. Edit and Remove image buttons are available for each item added to the Calculator screen.
 - a. If the user selects the Edit button the Edit Item window displays. The user edits the information and selects OK to return to the Calculator screen. An updated list is displayed on the Calculator screen.
 - b. If the user selects the Remove button a confirmation message displays. Selecting Yes removes the item from the Calculator screen. Selecting Close does not remove the items.

- c. A Clear All button removes all fruits and vegetables displayed. If the user selects the Clear All button, a confirmation message displays. Selecting Yes removes all fruit and vegetable items from the Calculator screen. Selecting Close does not remove the items.
- d. The back arrow in the upper left corner returns the user to the Benefits screen. No information is saved to the database.

2. Future

- A. The user selects Future from the Benefits screen.
- B. The Benefits screen displays:
 - i. The first date to use to the last date to use for each future benefit period.
 - ii. The quantity and Sub-Cat Short Description for each item.
 - iii. An arrow near the benefit dates expands/collapses the benefit information.
 - iv. A back arrow in the upper left corner returns the user to the Benefits screen.

3. Benefit Balance

- A. The Benefit Balance notification is created from Mobile_BatchNotificationInsert.
- B. Benefit Balance notifications are sent for each household that meets the following criteria:
 - i. Remaining quantity is determined from redemption history as of the last EOD.
 - ii. One or more items have a remaining quantity.
 - iii. The item quantity is greater than or equal to the minimum purchase quantity for the item cat/sub-category.
 - iv. The current date is within 7 calendar days prior to the benefit LDTU.
 - v. If still applicable based on rules listed above, a second notification is sent 2 calendar days before the LDTU.
- C. Clicking on the notification will take the user to the Current Benefits screen.

Shopping

The user selects on the Shopping button from the Home screen.

- A. The Shopping screen displays a tab for links and/or videos (dependent on State Agency).

1. For website links to appear on the links tabs, the 'isThumbnail' needs to be set to 'N' in the database.
 2. For video links to appear on the video tab, the 'isThumbnail' needs to be set to 'Y' in the database.
 - a. The app supports Vimeo and YouTube videos.
- B. The user selects a shopping topic from the video tab or the link tab. The app retrieves and displays the shopping video or website.

Nutrition

The user selects the Nutrition button from the Home Screen.

- A. The Nutrition screen displays a tab for links and/or videos (dependent on State Agency).
 1. For website links to appear on the links tabs, the 'isThumbnail' needs to be set to 'N' in the database.
 2. For video links to appear on the video tab, the 'isThumbnail' needs to be set to 'Y' in the database.
 - a. The app supports Vimeo and YouTube videos.
- B. The user selects a nutrition topic from the video tab or the link tab. The app retrieves and displays the nutrition video or website.

USDA Nondiscrimination Statement

The user selects the USDA Nondiscrimination Statement link from the Home Screen. The default browser will open in a new window and display the USDA Nondiscrimination Statement.

Messages Unread Count

Any messages received after the last read date and time will be considered unviewed and will be summed and displayed as a badge on the message icon in the app and on the MN WIC app icon on the users mobile device. Each time a user opens Messages from the Home Screen, the date and time (last read) will be written to the database for the Account and the number of unviewed messages will be reset.

*Android limitations that depend on the manufacturer and app launcher may prevent the number of notifications from displaying on the app icon indicator. The indicator will show but won't show a number in the indicator.

If the number of unviewed messages is greater than 1, the mobile app user will receive a push notification 'You have <N> unread messages'. Where <N> represents the count of unviewed messages.

Message Date

The message date for each message type is compared to the last read date and time for the Account.

- *Welcome* – The first registration for the mobile app user, MIN (Mobile_DeviceOwner.CREATEDTTM) is greater than last read date and time.
- *We Miss You* – The notification service that runs daily at 8PM, Notification.DateSent is greater than the last read date and time.
- *Custom* – Create date and time or modify date and time is greater than the last read date and time.

Messages

Messages will be sorted in descending order of Message Date. The message type will be bold for messages that have a Message Date after the last read date and time of opening messages. The number of messages in bold is equal to the number displayed on the message icon badge.

1. Welcome

- A. The Welcome message displays once per mobile device when a user first registers an account.
 - i. New users are identified by comparing the date a user first registers an account to the current date. The number of business days between the two dates is used to determine if the message is displayed and how long it is displayed.
 - a. Number of business days is less than or equal to 2.
 - ii. If another account is registered on the mobile device, the app will compare the current date to the oldest registration date and a Welcome message will not be displayed.
 - iii. If all accounts have been unregistered and a new account is registered on the mobile device, the app will not identify an older registration date and a Welcome message will display.
- B. The message displays "Welcome" with additional text as follows:

- i. Welcome to MN WIC where you will receive appointment and reminder info.
- C. Notifications are not sent for Welcome.

2. We Miss You

- A. 'We Miss You' messages are displayed for each household member that meets the following criteria:
- i. The certification expired (certification termination reason of "C") within 3 months prior to current date.
 - ii. An appointment is not scheduled after the certification expired date.
 - iii. The member is categorically eligible for a minimum of one month after current date.
- B. The message includes the participants First Name and *Please contact your WIC clinic to schedule an appointment*. The clinic information is displayed. The user can click on the clinic phone number to call.
- i. The clinic for the member is used to retrieve clinic information.
- C. The message is removed when one or more of the following conditions apply:
- i. The certification expired (certification termination reason of "C") more than 3 months prior to current date.
 - ii. An appointment is scheduled after the certification expired date.
 - iii. The member is categorically ineligible or will be ineligible in less than one month after current date.
- D. Notifications are based on the Rules defined in 2 A.
- i. The notification is created from Mobile_BatchNotificationInsert.
 - ii. A single notification is sent to the mobile app user for the certification expiration regardless of the number of household members with an expired certification.
 - iii. The notification is sent one time on the first day it is identified as a We Miss You message.
- E. Clicking on the notification will take the user to the Messages screen.

3. Custom

- A. Custom messages are displayed once per mobile app user for each Custom message that meets the following criteria:
 - i. The current date is within the effective date and expiration date for the message.
 - ii. The account has at least one member that is not in Agency 88.
- B. Custom messages can be sent to users in a specific agency and clinic or statewide. More than one agency / clinic can be targeted for a given custom message.
- C. To send a custom message use the WIC Mobile Management:
- D. The notification and message are sent on the effective date.
 - i. The notification is created from Mobile_BatchNotificationInsert.
 - ii. The message continues to display in the app through the expiration date.
 - iii. Notifications are based on the Rules defined in 3 A.
 - iv. The notification is sent one time for each custom message.
 - a. Exception – if registered Accounts are in different clinics the mobile app user will receive a custom message notification for each clinic.
- E. Clicking on the notification will take the user to the Messages screen.

Contact Us

1. To use Contact Us, the user must be registered and Opted In for text messages in order to determine the Local Agency/Clinic of the mobile app Account. Users, Agencies and Store only registered can Suggest UPC via the Scan UPC or Enter UPC.
 - d. If the user is not registered, the Contact Us button will not display on the Home screen.
2. The user selects the Contact Us button from the Home screen.
 - 1) The Contact Us screen displays:
 - i. When more than one household is registered, the user selects the Account pertaining to the Contact Us message.
 - ii. The 'I would like to' dropdown that lists the active topics defined via the WIC Mobile Management website under Contact Us. The selected topic is the text subject. 'I would like to' is a required field.

- iii. A Message box that allows for up to 500 characters. Message is a required field.
- iv. An Attachment icon and attachment instructions defined via the WIC Mobile Management website under Contact Us. The user can attach up to three images from the mobile phone image gallery. Attachments are only required for a UPC topic. Attachments are compressed and encrypted before sending. An average file size ranges from .75 mb to 1.25 mb after compression and encryption.
- v. The Submit Request button to send the message.
 - a. If no topic is selected, the message *'Selection of a topic is required for I would like to'* displays.
 - b. If nothing is entered in the message text box, the message *'An entry is required for Message'* displays.
 - c. When more than one household is registered, a confirmation message displays *'The Contact Us request is for (the selected Account Name). Do you want to continue?'*
 - 1) Selecting Yes will send the message.
 - 2) Selecting Close will terminate sending the message so the user can select the correct account.
 - d. Once sent, the message is written to the database and displays in the WIC Mobile Management website.
 - e. The user receives a pop-up app response message. App response message content is maintained via the WIC Mobile Management website under Contact Us.
 - 1) If a clinic has not opted in to send and receive messages, the mobile app user will receive the message *"Unable to submit Contact Us request. Your WIC clinic currently does not use this feature. Please contact your WIC Clinic directly for further assistance."*
 - f. After the initial message is submitted, all messages exchanged for the topic occur outside Contact Us via SMS text messaging. The text conversation for the topic concludes when the State, Agency or Clinic closes the conversation via the WIC Mobile Management website. If a text conversation is open, any new Contact Us requests will be queued in Mobile Management until the active conversation is closed. For example,

a mobile app user submits a request for an appointment and the conversation is open, a subsequent request from the mobile user e.g., submission of documents, the State/Agency/Clinic cannot reply to the subsequent message until the first message is closed.

- 1) Submit UPC is recorded only in the database and will automatically be closed in the database.

3. *'Is your WIC Card lost, stolen, or damaged?'* button.
 - a. A *'Is your WIC Card lost, stolen, or damaged?'* button will be visible at the bottom of the Contact Us screen.
 - i. The user clicks on the button and a message displays stating *'Contact your WIC Clinic or call XXX-XX-XXXX. You must contact your WIC Clinic to have your WIC Card replaced.'* If the user clicks on the blue WIC Clinic link in the message, the app retrieves and opens the WIC Agency Directory website. If the user clicks on the phone number, the number is dialed.

Store Locator

1. When the Store Locator button is first selected, the following standard message displays *'Allow access to your current location? Allow / Don't Allow'*.
 - A. If the user selects Allow, a list of stores (default) within a 5-mile (default) radius of the current location displays. The user can also enter an address, city and state, or zip code in the text box.
 - B. If the user selects Don't Allow, the user must manually enter a location (City and State or ZIP) in the textbox and click on Search. A list of stores within a 5-mile (default) radius of the location entered displays.
 - C. If the users phone location setting is off or the location method is set to battery saving the user will receive a message stating *'Your phone's location setting is turned off or the location method is set to battery saving. To search for stores near you, enter a city and state or a zip code.'*
 - D. The user can change the mile radius by clicking on the drop down. The dropdown includes 5, 15, 20, 30, 40, 50 and 60-mile radius.
2. The Store Locator screen displays a Store tab and Pharmacy tab.
 - A. The default is the Store Tab.
 - i. The Vendor.StoreTypeID is used to filter by Store and Pharmacy.

- B. The Store tab displays a list of WIC authorized grocery stores.
 - C. The Pharmacy tab displays a list of WIC authorized pharmacies.
 - i. If a State Agency does not have enrolled Pharmacies, the tab will display ‘No WIC authorized pharmacies found.’
3. The list of stores and pharmacies includes the name, physical address, phone number with phone icon, and the number of miles from the locations with a direction icon.
- A. When the user selects the phone icon the number is dialed.
 - B. When the user selects the directions icon, it invokes the devices native map application (ex: Google maps on Android and Apple maps on iPhone) and provides directions.

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