

# Important! New Release Date for Mobile App

JANUARY 23, 2025

## New Release Date

While we initially announced a release date of February 1, **the app will now be available starting February 8**. This delay is to ensure that last minute fixes are available in the new version.

Due to this delay, all WINNIE environments (Production, Training and Infoview) will be unavailable **Friday, January 31, beginning at 8 pm until Monday, February 3, at 7 am** instead of January 24-27.

## Key Dates for Transition to New App

### January 31

Mobile Management users should ensure that all open Contact Us conversations are **closed**.

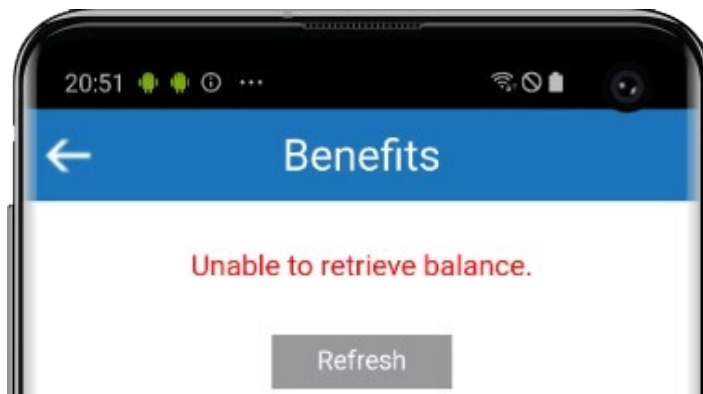
### January 31 (8 pm) – February 3 (7 am)

**All WINNIE environments are unavailable**. They will be down to prepare the database for mobile app updates. This will **not** impact current app users.

### February 1 – February 8

**Users with multiple registered households** in the current version of the app will see the following issues until they are able to download the new version on Saturday, February 8:

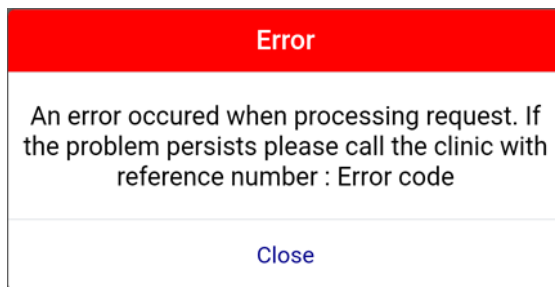
1. **Benefits Screen:** Benefit balances will display for only one of their registered households. When attempting to view the benefit balance for another registered household, the following message will display:



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The app user will have to do one of the following to obtain the benefit balance for the other registered household(s):

- Request a balance inquiry at the store before shopping.
  - Call the Customer Service line at 1-833-566-5248.
  - Log-in to [EBTEdge](#) to obtain their balance.
2. **Messages:** The Messages feature will also only display for one of their registered households. When attempting to view messages for another registered household, the following message will display:

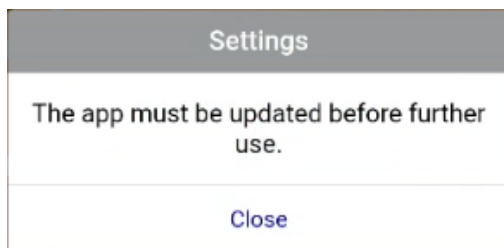


The app user will not be able to view messages for the other registered household(s) until they are able to update their version of the app.

## February 8

**The new *Minnesota WIC App* is available** in the App Store and Play Store with a new name and modernized look.

The first time the user uses the **current version of the app on or after February 8** they will receive the following message:



When the user taps Close on this message, the app will close, and this message will continue to display if the app is re-opened. The user will no longer be able to use the "old" version of the app and will need to **delete** the "old" version of the app, download the new Minnesota WIC App from the App Store or Play Store, and re-register their household(s).

## Communications about New App

### User Notification/Message

The following message will be sent to all registered Mobile App users on Tuesday, January 28:

**Date:** January 28

**Subject:** New App Coming!

**Message:** A new Minnesota WIC App is coming Feb. 8! You will need to uninstall your current app, visit the App or Play store to download the new app and register your household(s). The new app is more user-friendly, with a new look, and is available in Spanish!

**Watch this video to learn more:** [Minnesota WIC App Overview](#).

Once the message is sent to registered app users, it will be posted to the MDH WIC website on the [WIC Communications and Outreach](#) page under My MN WIC App Notifications.

### Updated Materials

The updated MN WIC App brochure and sticky notes are currently being updated. Watch for more information regarding ordering through Brush Art.

Once available, they will be posted to the MDH WIC website on the [Minnesota WIC App](#) page under Information Materials.

### Overview Video

An overview of the modernized app and its new features is available on the MDH WIC website on the [WIC Other Information System Training](#) page under My MN WIC App.

## Reference – Complete Listing of Hyperlinks

### [WIC Communications and Outreach](#)

(<https://www.health.state.mn.us/people/wic/localagency/comm.html>)

### [Minnesota WIC App](#)

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/mnwicapp/index.html>)

### [WIC Other Information System Training](#)

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html>)

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