

# My MN WIC App – Functional Document

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## Home Screen




1. my 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 'My WIC App' icon on their phone, the Home Screen displays and includes:
    - i. A sidebar menu icon on the upper left corner of the screen. Selection of the icon will display a side menu which includes Home, Benefits, Food Finder, Store Locator, Messages, Contact Us, Register, About, and Settings. 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 for Benefits, Food Finder, Store Locator, Messages, Nutrition, and Shopping Tips. Clicking on a button will navigate the user to the selected screen.
    - iv. Buttons at the bottom of the screen Contact Us and Register. Clicking on a button will navigate the user to the selected screen.

## About

1. The user selects on About from the sidebar menu.
  - A. General information about each feature of the app is displayed.
  - B. A link to Contact a Local Agency is displayed. The user selects on the link and the app retrieves and opens the WIC Agency Directory website.
  - C. A Welcome to WIC link is displayed. The user selects on the link and the app retrieves and opens the Welcome to WIC Videos website.
  - D. A Rights and Responsibilities link is displayed. The user selects on the link and the app retrieves and opens the Rights and Responsibilities website.
  - E. A link to the Privacy Policy is displayed. The user selects on the link and the app retrieves and opens the Privacy Policy website.
  - F. The version number of the app is displayed.

## Register

1. The user selects the Register button located on the Home Screen or from the sidebar menu list.

- A. Registration is only required to access Benefits and Messages app features. When a user first selects the Benefits or Messages button, a message displays stating *'To use this feature, please go to Settings and Register. Thank you!'*.
- B. The user can register more than one Account (household).
- C. The Register screen displays:
  - i. The Household ID which is a required value.
  - ii. A Help icon  to the right of the field provides guidance via message box when selected.
    - a. Message: *The WIC Household ID is an 8-digit number that can be found on the back of your WIC card. Includes image of the back of the card.*
  - iii. The EBT Card Number.
    - a. The EBT 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 Help icon  to the right of the field provides guidance via message box when selected. The message: *The Card Number is the 16-digit number on the front of your eWIC card. The first 6 digits are displayed. Enter the last 10 digits.*
  - iv. The Account Name.
    - a. The Account Name is a required field and allows up to 27 characters including dashes (-) and commas (,).
    - b. The Help icon  to the right of the field provides guidance via message box when selected. *The message states 'The Account Name should be different for each registered household. The Account Name may be your name, the name of a child or children, or a family name.'* Examples of Account Names are included.
  - v. The Register button.
    - a. Upon successful registration, a registration ID is written to the users' device and a message displays stating, *'You have successfully registered'*.
    - b. If the user enters a Household ID or Card Number incorrectly, the text boxes are highlighted in red and a message displays stating *'The*

*Household ID or Card Number entered is not valid. Please try again or call your WIC Clinic for assistance.'*

## Contact Us

1. To use Contact Us, the user must be registered in order to determine the Local Agency/Clinic of the mobile app Account. The user must also Opt In to receive text messages.
  - A. If the user is not registered, the following message displays *"To use this feature, please go to Register."*
  - B. If the user has not opted in for text messages, the following message displays *"Contact Us uses text messaging. To use this feature please go to Settings and Opt In under Text Messages."*
2. The user selects the Contact Us button from the Home screen.
  - A. The Contact Us screen displays:
    - i. When more than one household is registered, the Account dropdown. 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.
    - iii. A Message box that allows for up to 500 characters.
    - 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 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 Yes/No confirmation message displays *'The Contact Us request is for (the selected Account Name). Do you want to continue?'*
        - i. Selection of Yes will send the message.

- ii. Selection of No 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.
- B. After the initial message is submitted, all messages exchanged for the topic occur outside Contact Us via SMS text messaging.
  - i. The text conversation for the topic concludes when the State, Agency or Clinic closes the conversation via the WIC Mobile Management website.
  - ii. 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.
    - a. Submit UPC is recorded only in the database and will automatically be closed in the database.
- C. If a clinic has not opted in to send and receive text 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.”*

## Settings


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

### 1. Registered Accounts

- A. The Account Name(s) and Unregister button(s) display under Registered Accounts.
- B. The Unregister button will remove a Registered Account.
  - i. If the user selects Unregister, a Yes/No confirmation message displays stating, *‘Are you sure you want to unregister? Yes No’*
  - ii. If the user selects Yes, a message displays stating, *‘You have successfully unregistered’*. The user selects on Close and returns to the Home Screen.

- iii. If the user selects No, the message closes and the Account is still registered.

## 2. Text Messages

- A. Text Messages allows users to Opt In or Opt Out of text messaging.
- B. Opt In is initially displayed under Text Messages. When the user selects Opt In, the Opt In screen displays.
  - i. A Mobile Number text box.
    - a. The mobile number entered is automatically verified by the communication platform (Twilio).
  - ii. Once the mobile number is verified, a Verification Code text box displays.
    - a. The verification code is sent to the user via text message and entered or copied in the text box.
    - b. A help icon  to the right of the field provides guidance via message box when selected. The message: *'A verification code will be sent via text. Please enter the code to Opt In to receive text messages.'*
  - iii. The Submit button validates the Verification Code entered by the user with Twilio.
    - a. If the code is valid, the mobile device owner opt in information will be updated in the MIS and the user will receive the message: *'You have successfully agreed to receive text messages. To stop receiving text messages select the Opt Out button in Settings.'*
    - b. If the code is invalid, the user will receive the message: *'Your verification code is invalid. Try again or tap on the link Resend Verification Code.'*
  - iv. A Resend Verification Code which is selected if the user does not receive a text message that contains the verification code.
    - a. When Resend Verification Code is clicked the user will receive a message. The message: *'A verification Code has been sent to "+1XXXXXXXXXX". Please enter the code you received.'*
- C. After the user enters the verification code, a message displays indicating they have successfully agreed to receive text messages and to select the Opt Out button in Settings to stop receiving them. When a user Opts In, the Opt Out option displays.

### 3. Shopping Guide

- A. Language displays under the Shopping Guide.
  - i. The user selects Language, and a pop-up box displays with a Language dropdown –English (default), Spanish. And Somali. The user selects the language for the Food List/Shopping Guide.

## Benefits


### 1. Account

- A. If more than one Account is registered, the Account dropdown displays on the upper right side of the header.
  - i. The Account dropdown list displays with the Account Names and the last 4 digits of the EBT Card Number associated with the Account.
  - ii. The Account with the checkmark is the current selected Account. The user can select a different account.
- B. An 'Is your WIC card lost, stolen or damaged?' button is located at the bottom of the screen. The user selects 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 selects on the blue WIC Clinic link in the message, the app retrieves and opens the WIC Agency Directory website. If the user selects on the phone number, the number is dialed.

### 2. Current

- A. The user selects Current from the Benefits screen.
- B. The balance for the Account is retrieved from the EBT Provider. Benefit information is dependent on communication with the Third Party EBT Provider.
  - i. 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.
- C. 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. A calculator image to the right of Cereal and Fruits and Vegetables.
- iv. A Refresh button under the benefits list.
- 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 button.
- vi. A back arrow in the upper left corner returns the user to the Benefits screen.
- i. **Cereal Calculator**
  - a. The Balance and Remaining quantities of cereal are displayed in ounces (OZ).
    - 1) The Balance is the household quantity displayed on the Benefits screen.
    - 2) The Remaining quantity initially displays the Balance and is recalculated as items are added, edited, or removed.
  - b. A Scan UPC button to accesses the camera on the device and scan the cereal barcode.
  - c. 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.
    - 1) If the cereal is Allowed, the cereal name and price displays on the Calculator screen and the number of ounces is subtracted from the Balance and displayed as the Remaining balance.
    - 2) If the cereal is Not Allowed, a Not Allowed message displays and the cereal is not added to the Calculator screen.
  - d. Remove image buttons are available for each item added to the Calculator screen.
    - 1) If the user selects the Remove  button a Yes /No confirmation message displays Selecting Yes removes the item from the Calculator screen.
  - e. A Clear All button to remove all cereal displayed.

- 1) If a user selects the Clear All button, a Yes/No confirmation message displays. Selecting Yes removes all cereal items from the Calculator screen. Selecting No does not remove the items.
- f. The back arrow in the upper left corner returns the user to the Benefits screen. No information is saved to the database.

ii. **Fruit and Vegetable Calculator**

- a. The Balance and Remaining quantities are displayed in dollars.
  - 1) The Balance is the household dollar amount displayed on the Benefits screen.
  - 2) The Remaining dollar amount initially displays the Balance and is recalculated as items are added, edited, or removed.
- b. An Add Item button to add fruit and vegetables to the Calculator. When the user selects the Add Item button the Calculator screen displays.
  - 1) Item name is not a required value. A maximum of 20 characters is allowed.
  - 2) 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.
  - 3) Price is a required value as indicated by the red asterisk. When the user taps on the Price box a numeric keypad displays.
  - 4) The Total automatically calculates the Quantity or Pound(s) multiplied by the Price and displays the Total.
  - 5) The Save button will add the item and return to 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.
- c. Edit and Remove image buttons are available for each item added to the Calculator screen.
  - 1) 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.

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

### 3. 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.

## Food Finder

All Fresh Fruits and Vegetables are WIC Allowed displays at the top of the screen.

### 1. Account


- A. If more than one Account is registered, the Account dropdown displays on the upper right side of the header.
  - i. The Account dropdown list displays with the Account Names and the last 4 digits of the EBT Card Number associated with the Account.
  - ii. The Account with the checkmark is the current selected Account. The user can select a different account.

## 2. Scan UPC

- A. The user selects Scan UPC from the Food Finder screen.
- B. When the user first selects Scan UPC, the standard access message appears '*my WIC would like to access the camera*'; the user must Allow to use the scan feature.
- C. The app invokes the camera on the users' phone and the user scans the barcode on the formula or food item.
- D. 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** (Green Header)
    - 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 a green check mark, the UPC, the item description, and *Included in current benefits*.
  - ii. **Not Allowed** (Red Header)
    - a. Displays when a formula or food item is Not Allowed.
    - b. The message includes a red X, the UPC, and *Not WIC Allowed*.
  - iii. **Allowed – Not Included** (Dark Orange Header)
    - a. Displays when a formula or food item is Allowed but is not included in the current household benefits.
    - b. The message includes a dark orange dash, the UPC, the item description, and *Not included in current benefits*.
  - iv. **Allowed – Balance Too Low** (Light Orange Header)
    - 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 a light orange dash, the UPC, the item description, and *Remaining balance too low*.
  - v. **Allowed – May be Included** (Yellow Header)
    - 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*.

- E. A back arrow in the upper left corner returns the user to the Food Finder screen.

### 3. Enter UPC

- A. The user selects Enter from the Food Finder screen. A Help icon  to the right of the field provides the following information:
  - i. A UPC is a code found on food packages. An example of a UPC is included.
- B. When the user taps in the Enter UPC box, a numeric keypad displays. The user enters the UPC and selects Submit.
- C. The app validates the UPC and displays a message indicating whether the item is Allowed or Not Allowed. Rules defined in 2. c.
- D. A back arrow in the upper left corner returns the user to the Food Finder screen.

### 4. Shopping Guide

- A. The user selects the Shopping Guide from the Food Finder screen.
- B. The app retrieves and displays the Shopping Guide based on the language selected in Settings.

## Messages

### 1. Welcome

- A. The Welcome message displays once per 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 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 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 My WIC Messages where you will receive appointment and reminder info.
- C. Notifications are not sent for Welcome.

## 2. 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. The message displays the first name, appointment date, and appointment 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 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.
- C. The message is removed when the appointment date and time is no longer after the current date and time.
- D. Notifications are based on the Rules defined in 2a.
  - i. A single notification is sent to the device owner for upcoming appointments regardless of the number of household members with an upcoming appointment.
  - ii. The notification is sent two business days before the appointment date.

## 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. A single notification is sent to the device owner for upcoming classes regardless of the number of household members with an upcoming class.
  - ii. The notification is sent two business days before the class date.

#### 4. 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 message displays the first name, appointment date, and appointment 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 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 4a.
- i. A single notification is sent to the device owner for missed appointments regardless of the number of household members with a missed appointment.

## 5. Benefit Balance

- A. Benefit Balance messages are displayed for each household that meets the following criteria:
- i. One or more items have a remaining quantity.
  - ii. The item quantity is greater than or equal to the minimum purchase quantity for the item cat/sub-category.
  - iii. The current date is within 7 calendar days prior to the benefit LDTU.
- B. The message includes the Account name, and *You have a WIC benefit balance that will expire on mm/dd/yyyy. Please check your current benefit balance.* Clicking on the blue text displays the current benefits screen.
- C. The message is removed when all benefits have been used or expired.
- D. Notifications are based on the Rules defined in 5a with one exception, the remaining quantity is determined from redemption history as of the last EOD.
- i. A single notification is sent per account.
  - ii. A notification is sent 7 calendar days before the expiration date. If the Rules in 5a are still applicable, a second notification is sent 2 calendar days before the expiration date.

## 6. 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 6a.
  - i. A single notification is sent to the device owner for the certification expiration regardless of the number of household members with an expired certification.
  - ii. The notification is sent one time on the first day it is identified as a We Miss You message.

## 7. Custom

- A. Custom messages are displayed once per device owner 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 site or provide the following data values must be provided using SQL:
  - i. **Custom MSG ID** – Set to the maximum Custom\_MSG\_ID plus 1.

- ii. **Sequence Number** – Set to 1.
  - iii. **Agency ID** – SPIRIT format, include leading zeros.
  - iv. **Clinic ID** – SPIRIT format, include leading zeros.
  - v. **Effective Date** – The effective date for the message.
  - vi. **Expiration Date** – The expiration date for the message.
  - vii. **Message Text** - Maximum number of characters allowed is 500.
  - viii. **Message Display Type** – This is the title of the message which identifies the message type (e.g. Information or Alert). The Message Display Type allows for 25 characters.
- D. The notification and message are sent on the effective date.
- i. The message continues to display in the app through the expiration date.
  - ii. Notifications are based on the Rules defined in 7a.
  - iii. The notification is sent one time for each custom message.
    - 1) Exception – if registered Accounts are in different clinics the device owner will receive a custom message for each clinic.

## 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 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 list of stores includes the store name, physical address, phone number and a button for directions.
  - A. When the user selects the phone number it automatically dials the number.
  - B. When the user selects directions, it invokes the devices native map application (ex: Google maps on Android and Apple maps on iPhone) and provides directions to the store.

## Nutrition

1. The user selects on the Nutrition button from the Home screen.
  - A. The Nutrition screen displays the following nutrition topics: Baby Behaviors, Breastfeeding Info, Health and Nutrition Tips, Recipes and Food Tips, and wichealth.org.
  - B. The user selects on a nutrition topic and the app retrieves and displays the topic website.

## Shopping Tips

1. The user selects on the Shopping Tips button from the Home screen.
  - A. The Shopping Tips screen displays the following shopping tip topics: Shopping Guide, Quantity Calculations, and Shopping for WIC Foods.
  - B. The user selects on shopping tip topic and the app retrieves and displays the topic website.

*Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); to obtain this information in a different format, call: 1-800-657-3942.*

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