

My MN WIC App Updates

9/21/22

The State WIC Office has been working with our contractor, Gainwell Technologies, to complete the next round of enhancements for the My MN WIC App, some of which will be available on **Saturday, September 24, 2022.**

We are planning a staged approach to the release of some new functionality, which includes Contact Us messaging and the Mobile Management website, the ability to send custom messages, and the ability to register a Compliance Buy card.

My MN WIC App Screen Changes

A hamburger menu has been added to the top left of each app screen. The menu includes quick links to a number of app screens and provides easier navigation within the App.



New Contact Us and Register buttons have been added to the bottom of the Home screen. Please see the [My MN WIC App Contact Us & Mobile Management Overview](#) for more information about screen changes.

Available: Saturday, September 24, 2022

Contact Us & Mobile Management

These features will be piloted by St. Paul-Ramsey for 4 months (10/3/22 - 1/31/23). The State will gather feedback about its functionality from St. Paul-Ramsey staff during the pilot. These features are tentatively planned to rollout statewide in early Spring 2023.

Opt In & Contact Us

In Settings, registered app users can now choose to **Opt In** for text messages. This allows them to use the new **Contact Us** feature.

Contact Us allows app users to select a topic, enter a message, attach up to 3 images, and then submit the information to their clinic. The topics for Contact Us are added by the State Office and are currently limited to:

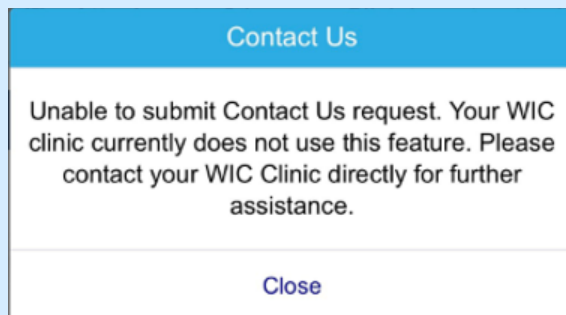
- Submit Proofs for Your Appointment (submitted to “opted in” clinic)
- Suggest a UPC (submitted to State Office)

Mobile Management

Mobile Management is a website that HuBERT users can be given access to. In Mobile Management, individual clinics can be “opted in” to receive Contact Us messages.

When a Contact Us message is submitted by the app user, if the clinic has opted in, the message will display on this website. Mobile Management allows its users to communicate directly with WIC participants via text by responding to submitted messages or initiating new text messages to registered app users that have opted-in for text messaging.

NOTE: Opt-in and Contact Us will display for all app users. If an app user from any agency other than St. Paul-Ramsey selects **Contact Us**, they will receive a message indicating the request cannot be submitted because their clinic does not currently use this feature and to contact their clinic directly for further assistance.



Please see the [My MN WIC App Contact Us & Mobile Management Overview](#) for more information about this new functionality.

Available: Pilot by St. Paul-Ramsey from October 1, 2022 – January 31, 2022.

Contact Us - Suggest a UPC

Using Contact Us, registered app users that have opted in for text messages can submit a message and images of products that are not displaying as WIC-allowed that they think should be. These are submitted directly to the State Office and will be reviewed by the Food Delivery Unit.

Available: December 1, 2022, for all registered app users who have opted in for text messaging.

Custom Messages

Local Agencies will be able to submit a request to the State Office to send a custom WIC App message. After review and approval by State Staff, the custom message, which can include hyperlinks, will be sent to registered app users who belong to their agency based on clinic and/or WIC categories. Notifications will display the message and link to the app. The messages will display for a pre-determined amount of time in the app user's Messages screen. Custom messages will be sent once a day at 5:00PM.

Available: November 1, 2022. The REDCap form to request approval of custom messages will be provided in late October on the WIC Tools (Forms) page.

Register Compliance Buy Card

Vendor and compliance investigators will be able use the WIC App with Compliance Buy cards.

Available: Immediately.

Reference – Complete Listing of Hyperlinks

[My MN WIC App Contact Us & Mobile Management Overview](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/mnwicapp/contactus.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/mnwicapp/contactus.pdf>)

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