

Accessing WINNIE 1 – Online Training Module

JANUARY 2023

Introduction

Intro

This WINNIE online training module is provided by the Minnesota (MN) Department of Health WIC Program. It is the first look at accessing WINNIE, the browser-based app used by MN WIC.

Introduction to WINNIE

Intro to WINNIE

WINNIE is the Minnesota WIC Information System. It is a browser-based software and a tool used by WIC to assist us with meeting our program requirements, such as determining eligibility, collecting participant information, and providing and documenting participant services.

Intro to WINNIE 1

It also communicates with our eWIC Processor in real-time to provide transaction information. WINNIE's source code is called SPIRIT and this is shared by multiple states.

Database

WINNIE has a centralized database consisting of multiple dedicated web servers maintained and operated by our Maintenance and Operations (or M & O) contractor.

Its software is not installed on the computer itself, instead it can be accessed by any computer with an internet connection using a browser.

Google Chrome and Microsoft Edge are the browsers we can use.

These are the only two browsers that have been tested with WINNIE.

Connectivity

Like any web-based app, WINNIE it is dependent on our local Internet connection.

Its code was developed with optimal performance as a requirement but its performance, like anything on the Internet, is dependent on our site's connectivity.

IS Availability

Although WINNIE is available via the Internet, the app, its office environment, and Infoview, the ad-hoc reporting tool, can only be used during the following hours:

- Monday-Friday between 7AM and 8PM
- Saturday between 7AM and 12PM
- Sunday between 7AM and 2PM

Although WINNIE can be accessed outside of these hours because, at this time, we do not have the technological means of prohibiting it, we should never, ever, use WINNIE after-hours.

Maintenance and processes, such as End-of-Day and End-of-Month need to be performed on the database servers every evening and during the weekend.

End-of-Day

End-of-Day or EOD is a complex maintenance process that starts at 8PM on weekdays and completes the next morning before 7AM.

The following are just some of the processes that are completed during EOD:

Archive and purge records, process CDC file, process vendor changes including the Approved Product Listing (APL), process banking files, identify potential duplicates, generate and send appointment reminder emails, assign categorical ineligibility, terminate participant certifications based on business rules, queue ineligibility notices, change infants turning one to children, delete initial contact records more than 60 days old with no cert record, reset on-site household members, adjust direct shipped benefits as paid, and communicates with WICHealth.org.

These are just some of the processes we do not want to interrupt by using the system after-hours.

Do Not Use

WARNING! Using the Information System, including Office and Infoview, outside of designated hours may interrupt the necessary maintenance and processes, and have statewide ramifications on the system, potentially resulting in system timeouts, errors, and data issues.

Every time we login and logout of the system, it is recorded in the System Access Logs in WINNIE. These are viewable by the State Office.

Do Not Use 1

Please note that the State Office monitors user access outside of the available hours and will notify Local Agency coordinators/supervisors if it occurs.

Help Desk

HD Responsibilities

The MN Help Desk should be our first call for assistance: when trouble-shooting issues in WINNIE, if unable to access WINNIE on our browser or it becomes unavailable and there aren't any underlying county network or connectivity issues, and to reset our **Infoview** passwords since we are able to reset our WINNIE passwords ourselves as we'll see in a couple of minutes.

HD & MFA

WINNIE uses Multi-factor Authentication, or MFA. This is a security feature we will review in another module.

For now, we will just note that we should always call the Help Desk if there are any issues with MFA when logging in.

Local IT Responsibilities

The MN WIC Help Desk is unable to assist with agency-specific connectivity issues.

Our local IT is responsible for issues with county Internet connectivity and/or VPN, providing assistance with, and maintenance of, usernames and passwords used to log into our computer to access our county or local network, and any issues with agency or county software.

HD Availability

The MN WIC Help Desk is the first call for help with WINNIE issues.

We can reach the help desk by phone or email Monday through Friday, 7:00AM to 7:00PM.

As we mentioned previously (but it is definitely worth mentioning again) information about how the Help Desk can assist us, contact information, Help Desk and Information System hours, as well as Help Desk forms are listed on the MN WIC Help Desk page of the MDH WIC Website.

<https://www.health.state.mn.us/people/wic/localagency/mnhelpdesk.html>

It's a good idea to bookmark this page on our browser for quick access when we need it.

<Transition Slide>

<screen description – no audio> Slide transitions from information page to the MDH WIC website's MN Help Desk webpage.

Bookmarking

To bookmark, regardless of the browser, once on the webpage...

Bookmarking 1

...drag the icon to the left of the URL to a position on the Favorites bar.

To rename it, right click on shortcut, select Edit, and type the new name.

Then click Save.

<Transition Slide>

<screen description – no audio> Slide transitions from the MDH WIC website’s MN Help Desk webpage to an information slide.

Logging In

Logging In

A computer that connects to the Internet can access the WINNIE login page, which is found at: <https://appwinnie.mnwic.net>

To login, we must have a username, a unique email associated with that username, and a password.

Our username follows the format: up to the first 5 letters of our last name, first letter of our first name, followed by a number.

It is requested by our coordinator, provided by the State WIC Office, and maintained in the database by our M&O contractor/Help Desk.

<Transition Slide>

<screen description – no audio> Slide transitions from the information page to the WINNIE login page.

Page Transitions

The following pages may display when we go to the WINNIE login page.

A blank page with a spinner followed by a page that reads “You are not yet logged in. You are now being redirected.”

This is followed by the WINNIE login page.

First Login

The first time we log in, we will be provided a temporary password.

Click into the Username field and we’ll get logged in.

Login Username

<screen description – no audio> Username of “trains01” is typed into the field.

We should note that our username is not case-sensitive.

Click into the Password field.

Eyeball Icon

<screen description – no audio> A hidden password is typed into the field and an eyeball icon displays in the field.

In some instances, when text is hidden, an eyeball icon will display so that we can double-check if we mis-typed.

Click the eyeball icon.

Hidden Password

<screen description – no audio> The words “hidden password” display in the Password field.

Click the Login button or press the Enter key on the keyboard.

Reset Password

Once we’ve logged in with the temporary password, it will immediately expire, and we will be forced to change it.

Let’s get it reset.

Click the Password field.

Confirm Password

<screen description – no audio> A hidden password is typed into the Password field and an eyeball icon displays in the field.

Click the Confirm Password field.

Save Changed PW

<screen description – no audio> A hidden password is typed into the Confirm Password field and an eyeball icon displays in the field.

Click the Save button or press the Enter key.

Like any change password...

<screen description – no audio> Screen transitions to Reset Password page with message that reads “The password and confirmation password do not match.”

Don’t Match

...if the two passwords don’t match, the system displays a message to let us know.

However, the passwords we entered and saved were good to go.

Page Transition

<screen description – no audio> Screen transitions from Reset Password page to a page with a spin icon and then to a page that reads “You are not logged in. You are now being redirected.”

Return to Login

Once we’ve reset our password, we are returned to the login page so that we can login with our own password.

<screen description – no audio> Screen transitions to blank information page.

Passwords

Our WINNIE passwords expire every 90 days. This is a standard State security requirement.

Other requirements are:

They must also be 8 characters or longer and consist of at least one: upper case and lower-case letter, number and special character.

The system maintains a history of our passwords and will verify that our new password has not been used the last 9 times we’ve changed it.

PW Reminders

A couple of reminders about passwords that always bear repeating:

1. Keep passwords private.
2. Keep passwords safe – do not write them down. Try using a password manager app that stores all passwords and only requires us to remember the one password used to open the app.
3. Keep passwords fresh! Don’t use iterations of the same password, such as just changing the last digit to a different number every time we change it.
4. Use pass phrases that are easy to remember! Pick a new phrase and pepper it with different cases, numbers and special characters. For example: today is a good day! = Tod@y1sAG00dDay!

Page Transitions

<screen description – no audio> Transitions to WINNIE Login page.

Change Password

Anytime we need to change our password, or if we forget our password, we can use the Forgot/Change Password link to reset it.

If we forget our username, we can click the Forgot Username link.

<screen description – no audio> Transitions to WINNIE Login page that reads: Invalid login attempt 1 of 5.

Invalid Login

If our login is incorrect, the password field clears, and a message displays indicating how many incorrect attempts have been made and how many we are allowed.

Lock Out

After 5 incorrect login attempts...

<screen description – no audio> Screen transitions to 2, 3, and 4 invalid login attempt messages.

Last Invalid PW

...go ahead and click the Login button...

Invalid Login Msg

...a message displays that reads: You have reached the maximum number of invalid login attempts. Please try again in 99 minutes or use the Forgot Username or Forgot/Change Password link to have your username sent via email or to receive an email for a link to reset your password.

<Transition Slide>

<screen description – no audio> Screen transitions from maximum number of invalid login attempts message to a message that reads “Invalid login attempt.”

Login Tip

A quick tip.

If we enter our username incorrectly, the system will most likely not be able to match it to a valid username. Without that, it can't track the number of invalid login attempts so the message simply states “Invalid login attempt.” If we see this, we should ensure we've typed our username correctly.

<Transition Slide>

<screen description – no audio> Screen transitions back to maximum number of invalid login attempts message.

Forgot/Change PW

Since our username is correct, we are going to click the Forgot/Change Password link.

User Emails

A unique agency email address is required for us to be able to access WINNIE and our username is associated with this specific email address.

Our email serves to help verify our identity when we change our password.

If an email address is entered that isn't associated with a username, no messages display but neither is an email sent.

We'll enter the email address associated with our username. Go ahead and click into the email field.

Enter Email

<screen description – no audio> Thisisatestemail@email.com is typed into the Email field.

Click the Submit button.

Email Sent

<screen description – no audio> Page displays with WINNIE logo that reads: "Email Sent. Please check your email for a link to reset your password." A "Return to Login" link also displays.

Click the button to continue.

Reset PW Email

The Reset Password Email is sent from our Maintenance & Contractor's email.

It is possible that the M&O contractor, or their name, may have changed since this module was developed. We can verify the M&O's email address by going to the MN Help Desk page on the MDH WIC website:

<https://www.health.state.mn.us/people/wic/localagency/mnhelpdesk.html>

<Transition Slide>

<screen description – no audio> Screen transitions from email to information screen.

Troubleshooting Email

The Reset Password email should be in our Inbox within a minute or two.

There are multiple emails that we could potentially receive from our M&O contractor during the login process, so we need to ensure that we are receiving them.

A couple of troubleshooting tips if we don't see them in our Inbox:

1. We should check our Junk mail. If it shows up there, we should right-click on it and choose to Never Block Sender's Domain.

Click the button to Continue.

Troubleshooting Email 1

2. We should ensure we entered the correct email address. For instance, we didn't accidentally enter our personal email address.
3. Could we have mis-typed it?
 - Go back to the Login page,
 - Select the Forgot/Change Password link again
 - Re-enter the email address, double-check its correct, and submit.
 - If upon repeating the process the email still doesn't display in the Inbox or Junk mail, we should call the Help Desk for assistance.

<Transition Slide>

<screen description – no audio> Screen transitions from information page to email.

No Request

If we didn't request to reset our password, and we receive an email, we should just delete it.

A link is provided that opens a specific reset password page.

Go ahead and click the link.

Reset URL

A new Reset Password tab will open in our **default browser**.

This is not a URL we can bookmark for future use.

It is created dynamically for each forgot/change password request.

This Reset Password page, and the link to it, is only valid for one day.

<Transition Slide>

<screen description – no audio> Screen transitions from blank Reset Password page to page with Password and Confirm Password fields completed. Mouse pointer clicks on Save button.

Old Link

If we were to try to reset our password using a link that was more than one day old...

<screen description – no audio> Screen transitions from blank Reset Password page to page with Password and Confirm Password fields completed. Mouse pointer clicks on Save button.

Invalid Token

...at the time this module was developed, an “invalid token” message displays.

This just means the Reset Password page has expired and the reset cannot be completed.

If we see this message, we should just start the Forgot/Change Password process over.

<Transition Slide>

<screen description – no audio> Screen transitions from “Invalid Token” page back to Reset Password page.

Complete Reset

Let's complete our password reset.

Click into the Password field.

Complete Reset 1

<screen description – no audio> Hidden password typed into Password field.

Click into the Confirm Password field.

Complete Reset 1

<screen description – no audio> Hidden password typed into Confirm Password field.

Click the Save button.

Page Transition

<screen description – no audio> Screen transitions from Reset Password page to a page with a spin icon and then to a page that reads “You are not logged in. You are now being redirected.”

Finish Login

Once the password is reset, we are returned to the WINNIE login page to login with our new password.

Test Your Knowledge

Q1 – Multiple Choice (single answer)

What browsers can be used with WINNIE?

- A) Any browser as long as it is installed on our work computer.
- B) Whatever our default browser is.
- C) Microsoft Edge and Google Chrome.
- D) Firefox, Microsoft Edge, and Google Chrome.
- E) Only the newest browser available.

A1

The answer is C.

Microsoft Edge and Google Chrome are the only browsers that have been tested and verified to work with WINNIE, and are the only two browsers approved and allowed to be used when working in WINNIE.

Q2 – True/False

The MN Help Desk is the first call for help for any connectivity issues.

A2

The answer is False.

The MN Help Desk should be called if unable to access WINNIE on the browser or it becomes unavailable **if there aren't any underlying county network or connectivity issues**. Otherwise, local county IT should be called.

Q3 – Multiple Choice (multiple answer)

WINNIE (WINNIE app, WINNIE Office environment, and Infoview) is available (select all that apply):

- A) Via the Internet
- B) 24/7

- C) From 6:00 AM to 8:00 PM Monday – Friday
- D) Every day
- E) Only during specific hours
- F) Whenever we need to use it

A3

The answers are A, D and E.

WINNIE is available via the Internet (A), every day (D) of the week during specified hours (E).

- Monday - Friday 7:00 AM - 8:00 PM
- Saturday 7:00 AM - 12:00 PM
- Sunday 7:00 AM - 2:00 PM

End

End Slide

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the [WINNIE Questions for the State WIC Office](#) form.

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, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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