

Let's talk a bit about the WIC2Go app and WICConnect.com. These are two resources that are available for you to help navigate through your WIC experience.

One of the options of things that you can use the WIC app or the WICconnect.com website for is to view your benefits. So the balance that you have left and the foods you have available on your card. You can also check the balance using the phone number on the back of the card and they will let you know the benefits on your package. Or you can go to the customer service desk at the grocery store and they should also be able to pull up your balance for you there.

We'll start off talking a little bit about the WIC2Go app and then we'll get to the WICconnect.com a little bit later. So one of the things that you're going to notice when you first pull up the app is there's the first page that has some things you can access without getting without getting an account. You can go in from there and go to the settings and change the language to whichever one you would prefer. So either English or Spanish and this app is available on both the Apple Store and on Google Play.

Once you pull up the app you will first see the login screen and at the bottom you'll see these icons for clinics, stores, resource links and UPC scan. These are the things that you have available for you before you register your card. You will also notice the clinic locator here. You can type in your address and zip code. The app will pull up locations of local clinics. If you're just getting started and you're not sure where, you can go for WIC. The app will show some good options for you or in the event that, for example, you're working with an agency like us who we have multiple locations, maybe one month you end up going to a different location that you haven't been to before you can go ahead and pull up the location here to see what the address is and what the hours are so that you can find what's going to be most convenient for you.

In addition to the clinic locator, we also have a store locator. This is similar to the clinic locator you're going to pull up your address or your ZIP code and it will show you which stores in your area will be able to accept your WIC card. Furthermore, you can see specifics about the stores themselves. So if it's a grocery store or if it is a different type of store like a pharmacy, you'll be able to see that information as well so that you know what sorts of things you can get when you get when you go there. The next link over you will see this little world icon – this is going to be your resource links. You can go ahead and click on this for additional information for WIC and general health things. You can get some information on shopping with your WIC card. You'll get some information a little bit about orientation, some different things about WIC that will be helpful for getting you started. You can even see different ways if you are not already on the program, how you can get on the program. It will also have some breastfeeding support information available for you. We have some more information on different nutrition and wellness things to help keep you and your family healthy. And again, all of this is available even if you haven't gotten on the program or received your WIC card yet, you can start to check some of these things out before your appointment.

The final thing that we're going to see on the front page that you can access before you get your card is the UPC scanning function. This is really cool and super helpful. Basically you're going to give your app access to your camera, and when you're in the store shopping, if you pick up an item and you're not sure if it's like approved you can scan the barcode on it and it will pop up

either with this green checkmark that say this item is WIC approved or you'll see this red circle with an X through it that and this means that this item is not WIC approved. Once you do log in and you register your card, we will be able to link your benefits with the app and not only will it tell you if the item is WIC approved or not, it will also tell you if you are able to purchase the item with your specific benefits.

So now we're getting to the point where we need to register for a card before we can use the additional resources that the app provides. So what you're going to need to do this is an email address, a password, and you'll need an active eWIC card number. So this part will have to wait until you've received your card either at the clinic or in the mail. We will also need the cardholder's birthdate, so the cardholder's birthdate will be the person who originally signed up for WIC in their name is the one that's on the account. For example, if mom signs up for WIC but dad's the one that does the grocery shopping and is going to keep the card on him. We are still going to be using mom's birthday for this and not dad's birthday. So just make sure you are double checking who actually registered and whose name is on the is on the file, and then we're also going to need your mailing address zip code. So whichever zip code you gave us for your mailing address, go ahead and put that in so that we can make sure that we are setting you up with the right account, linking the card to the right account.

And then once you do register, we're going to pull everything up and you will see again you have another home screen that gives you some options on your appointment, your benefits, you'll see the UPC scan again, some information about clinics, stores and the option to log out. When you pull up the appointment icon, which is the little calendar here. You're going to be able to see the clinic where the appointment is scheduled at, which will also give you the address, the phone number and all of that information so that you can give us a call or know where you're going for this appointment. You're also going to see the name of each participant who has an appointment that day. You will be able to see who exactly we're expecting to see. And of course you'll see the date and the time for the appointment as well. The other thing that you're going to notice is there will be a little bit of a list under each participant that reminds you what you need to bring for the appointment. So for certain appointments we might need to see the proof of ID, residency, and income. For other appointments we might expect the child or the parent or whoever is getting the benefits to be present and you will see that on there as well. This will just be a reminder for you so that you can make sure that you're coming to your appointment prepared.

The next option that we're going to see here is the benefits, and this actually links directly with your account that you set up with the nutritionist. So everything that gets loaded onto the card during your appointments will pop up here so you can see exactly what you have available. You will also notice that this decreases as you spend your benefits. If you go in and you see right now that we have it looks like 10 dozen eggs available. If you have 10 dozen eggs and you go to the store and you buy two dozen eggs this will decrease to eight dozen eggs so that you are able to see exactly how much you have left to spend. I would recommend checking this portion of the app before you go shopping and that way, you know exactly what you can put on your list. If you click directly on the icon for whichever item you are curious about it's going to pop up with the details for the food that will let you know what you can buy and what you cannot buy. So this is really helpful. Again, if you're in the store and you're not quite sure where to start. Go ahead and click on the icon and that will give you a good idea for what to look at so, for example, the eggs

you see that you can buy any brand, medium or large, white or brown. And then it tells you the things that are not going to be approved. So jumbo and extra-large eggs or any of those specialty eggs that are going to be a little bit higher of a cost.

Moving on from the benefits you'll see the UPC. We saw this a little bit before where we got the green check mark or the red X and once you get your account set up you will notice some additional icons. So the first one you'll see the green check mark with the remaining quantity in green underneath. This is going to tell you first of all that the item is WIC approved and what you have, you have a balance that you're able to use. So in this example, this person has three gallons of milk that they can buy and this particular milk is approved for them so they can go ahead and put that in their cart to purchase their next set of milk. When we move over to the next one, you'll see a little yellow box here that says remaining quantity is 0 gallons. And while this milk it's approved and good to go for them what you'll notice is that that 0 gallons which means they've already bought all of their milk for this month, so they're going to need to wait until their benefits reload on their next month's benefits before they can purchase this specific milk again. This can still be beneficial if you're in the store and you're like, oh, hey, I saw this thing. I'm interested. I'm not sure if it's going to be approved or not. And then you get there. Maybe you have bought it all, but you know that for your next trip you can put that on your shopping list and try it out. Coming over to this yellow triangle with the exclamation point in it. This item is WIC approved, but it's not WIC approved for you specifically, so there are a variety of different items that we have that are going to be specific for certain groups of people. So for example, if this is a pregnant woman and she is trying to purchase a formula then that is not going to be available on her on her food package for herself, the powdered formula is something that's offered through the WIC program, but it's not available for her specifically. This will happen if you're looking for a different type of milk too. For example, if you have a one-year-old, but you're trying to buy low fat milk, or vice versa, or even if you do have an infant who is on formula but they have a different type of formula, maybe they're getting the regular Enfamil infant formula and you scan the Gentlease Again, it won't be available for you on your package if you scan something in this yellow icon does pop up and you are pretty sure it's supposed to be on your food package, give us a call. Every so often we do have, you know, a mistake. We are humans who are loading these things by hand so if we forget to change a formula or something is off like that, just give us a call and we can go ahead and fix it for you. And then finally, once again, we have the red X that the item is not approved. Again, if you scan something and you're pretty sure that it should be approved and it's coming up with a red X, give us a call and try to take a picture of the receipt that you've gotten and take a picture of the front and the back of the item. That way you can send all of the information in for us and we can take a look to see if it is something that is supposed to be WIC approved and we can work on the process of getting it put on so that it's going to be approved. Or if it's not WIC approved, we can let you know what exactly is missing from the product. There are a couple things that are definitely not going to come up as scanned. They're going to come up with this red X mark that are actually going to be WIC approved and the main thing for that is going to be fresh produce. Because fresh produce comes in from different farms or locations, depending on the week. It really varies a lot, so the barcode changes so frequently, it's really difficult for us to keep the app updated. We just opted to not have the app scan at all. Just know that any type of fresh produce, as long as it's not a party platter or something like that, it should be approved for you. And if you do go up to the checkout and it's not coming off of your balance again, reach out to a store

manager because they might just have to go into their system and again update the bar code for you. So that is going to be all of the important different features of the app now we're going to talk a little bit more about wicconnect.com.

This is an actual website that you can go onto and pull up to get some of the similar information if you don't have the ability to get the app or if it's easier for you to use a computer. When you come to the website, the first thing that you're going to want to do is go to the left box on this bottom corner over here that says cardholders and you're going to want to select New York WIC since that's the program that you are working with.

Once you do that you can come up here and you will notice there are some things that you can access before you set up an account so you can learn what a pin number is and what to do if you lose or can't find your card, or for whatever reason it's not working for you and some different information there. You'll also see some contact info and some other links. Again similar to these resources. Then what you are going to want to do once you get your card is pull up to this link underneath that circled in yellow here that says create a user account.

Once you do that, you're going to fill in the information. It's similar to what you would need for the app. The only difference is here we're going to need a user ID for you, so come up with something that you're going to be able to remember and again, put in your zip code the date of birth for whoever set the account up with us and had that first appointment, whoever's name is going to be on the account. The user idea that meets the requirements. And pick a password that meets the requirements. It should be 8 to 16 characters long, it should have one number, one uppercase letter, one lowercase letter, and it's not a requirement that it has a special character, but we know that that always makes the password a little bit harder to hack. Throw one in if you can remember it.

Once you fill all of that out and you sign in, you're going to be able to check your transaction history and when you do that you'll be able to see what you've purchased before. You'll be able to see your card holder information. So again your name, the family ID that can be used to let the office know what exactly your ID is so we can pull up your account if we have to. You'll be able to see the card status. So has your card been activated yet or not is it in our system. If we're sending you the card, it's already been activated, you just have to set up the pin number and give us a call so we can load the benefits for you. If you haven't gotten your card yet, then you won't see in here and you wouldn't be able to set up an account yet either. And then you're also going to see your card number, so you can just double check if you have maybe a couple of friends over somebody takes their card out and leaves it you can figure out whose card is whose. The other options that we have over here. You can check your current and future balance; you can change your password. You can change your pin number, get some contact info and a couple of other options here. Again, when you pull up your current balance, you will see the date that your benefits expire on so you have until 1159 for this person, of August 31st before they can't use the benefits on their card and you'll see a description of the options you can get, how much was issued. So for example this person had 36 ounces of cereal and you can see the remaining balance. So how much left this person has to spend is the remaining balance. This balance will be the amount you can go to the store and still buy. Then the issued balance is the original amount that we gave you. Underneath you will also be able to see a future balance, for this

person it looks like they will probably be having their appointment sometime in August so that we can get another set of benefits put on the card for them, but if say you just had your appointment and we said that we were giving you three months worth of benefits you would be able to see those next two months underneath here in that future balance section.

So that is the most important things with the WICConnect website and for the WIC2Go app. Thank you so much for watching. If you do have questions, this is definitely a lot of information. Sometimes technology can be challenging for even those of us who consider technology one of our strengths. So if you do have any questions, please go ahead and reach out. You can use our phone number if you want to give us a voice call. You can text us with the texting number just note that those are two different numbers are our phone line is just a voice phone, so we can't get texts to that and then vice versa. Our text line is just a text line. If you call us, it will not answer. You can also go ahead and send us a fax or if you are at a doctor's office or something like that or you're working with another organization or association that has access to faxing us, they can fax us on your behalf. You can also email us. We do have actual people checking our email on a regular basis. So if you email us with the question, we might either email you back or give you a call if it's something that's going to be easier to answer over the phone. And the same thing with the text messaging, we do have an actual person reading those text messages. So even though we send you an automated message, sometimes you can text that back and we will give you a call or send you a response text to answer any of the questions depending on what's going to be easiest for you. And again, here's our nondiscrimination statement. Thank you and have a great day!