Department of Health

Florida WIC App

Florida WIC App

1-800-342-3556

www.floridawic.org

Florida WIC App

July 1, 2020 Updates

- A confirmation code will be sent to the user's email during registration.

- Multiple EBT accounts can be registered to one user.

- Multiple users can add the same EBT account.

- The Manage Account screen allows the user to add or remove EBT accounts.

- If changes are made to the EBT account family information, the account will have to be reverified by all users.
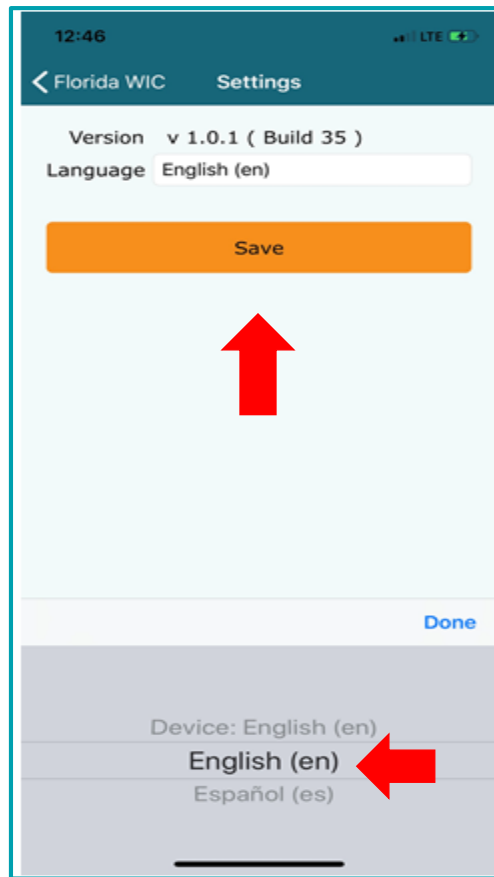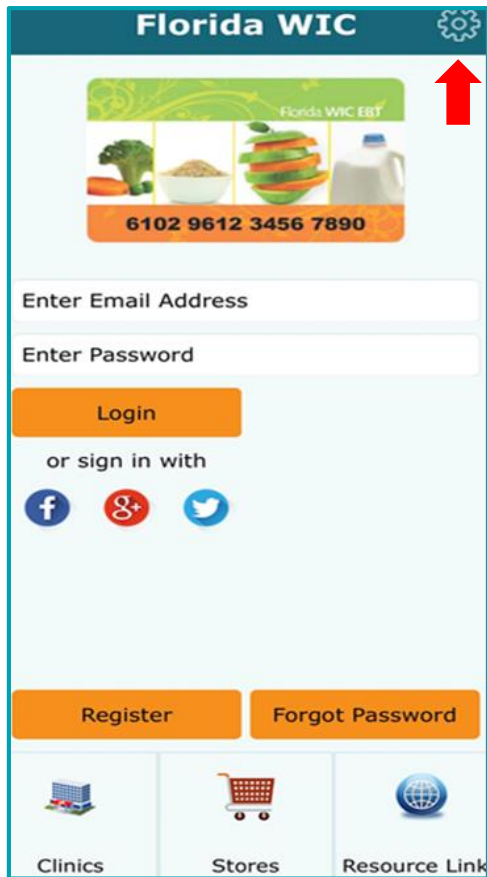
Florida WIC App

Getting Started

How to get the Florida WIC App

The updated Florida WIC App is available for Apple and Android devices by simply searching for *Florida WIC* from your device or by scanning the QR code to the right. This QR code will take you to floridahealth.gov with links and instructions for installing.

For those who already have the Florida WIC App, it will need to be updated on your device on or after July 1, 2020. If your device is set for automatic updates, this will occur overnight on July 1, 2020. If your device does not automatically update, you will need to follow normal update procedures for apps on your device.

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App Settings

The Florida WIC App is available in English and Spanish.

To change the language setting, access the Settings screen on the Main screen prior to logging into the App.

Select the language and click Save.

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How to Register

After downloading the Florida WIC App, the user will immediately have access to the clinic and store search functions and a list of links for various WIC-related resources. These functions can be utilized without registering the app.

In order to access account information, the user will need to register the desired account.

To register, click Register on the home screen.
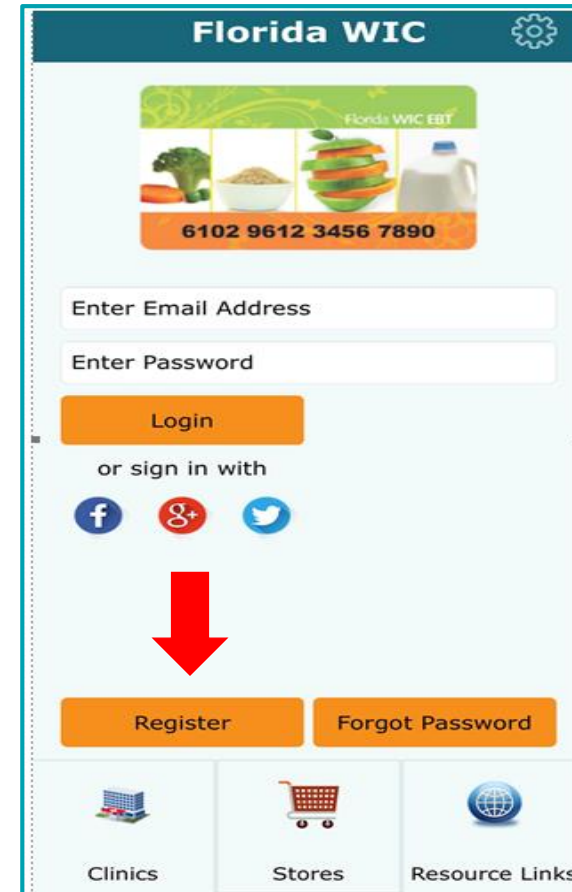
Florida WIC App

How to Register

Registration requires the following:

- Email address

- Password – passwords must be:
  - ✓ Between 8 to 20 characters
  - ✓ Contain at least 1 lowercase and 1 uppercase letter
  - ✓ Contain at least one number (0-9)

- WIC EBT card number

- **Authorized Representative (AR)** Birth Date

- **AR** Mailing Address Zip Code

- Card Nickname (Optional)

Enter Email Address

Enter Password

Enter Confirm Password

WIC EBT Card Number
6102969

Enter AR Birth Date in (mm/dd/yyyy) f...

Enter AR Mailing Address Zip Code

Enter Card Nickname (Optional)
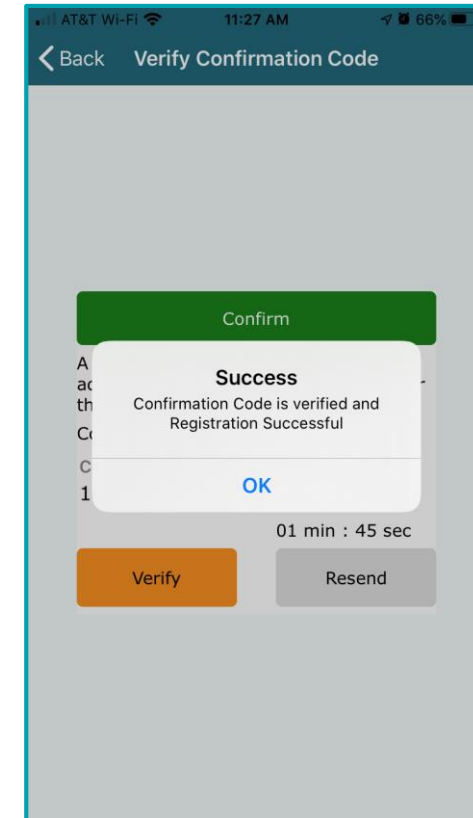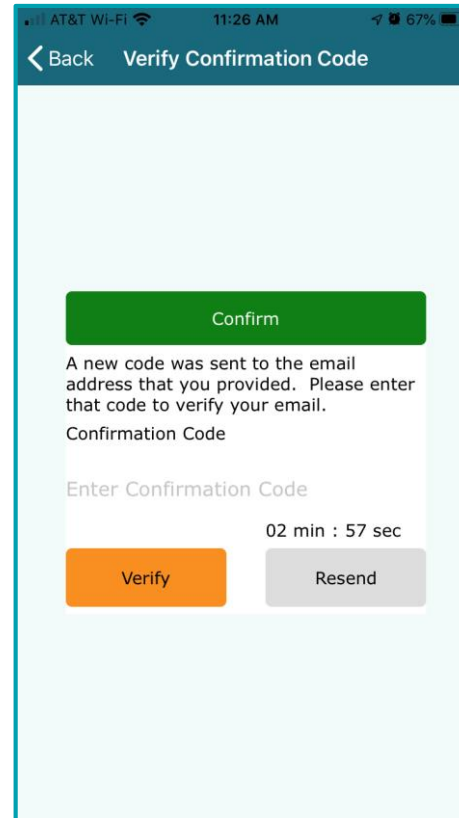
Register

After entering required information, click Register.

How to Register

After clicking Register, the Verify Confirmation Code screen will open. A confirmation code, or PIN, will be sent to the user's email address. Enter the code and select Verify. If the user is unable to enter the code before the time expires, a new code can be sent by clicking Resend.

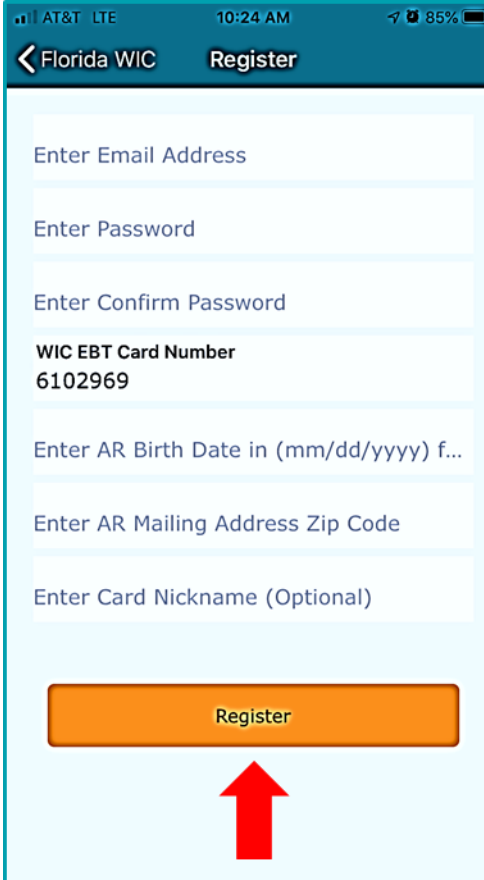If the correct code is entered, a Success message will appear and the account will be registered.

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How to Register

Multiple users can download the app and add the same EBT account using their personal email address to register. Each user creates their own password.

This is helpful if multiple people are authorized to use the benefits, like an authorized representative, co-caretaker, and/or proxy. The person will simply need to download the app and enter the required account information in order to register the account.
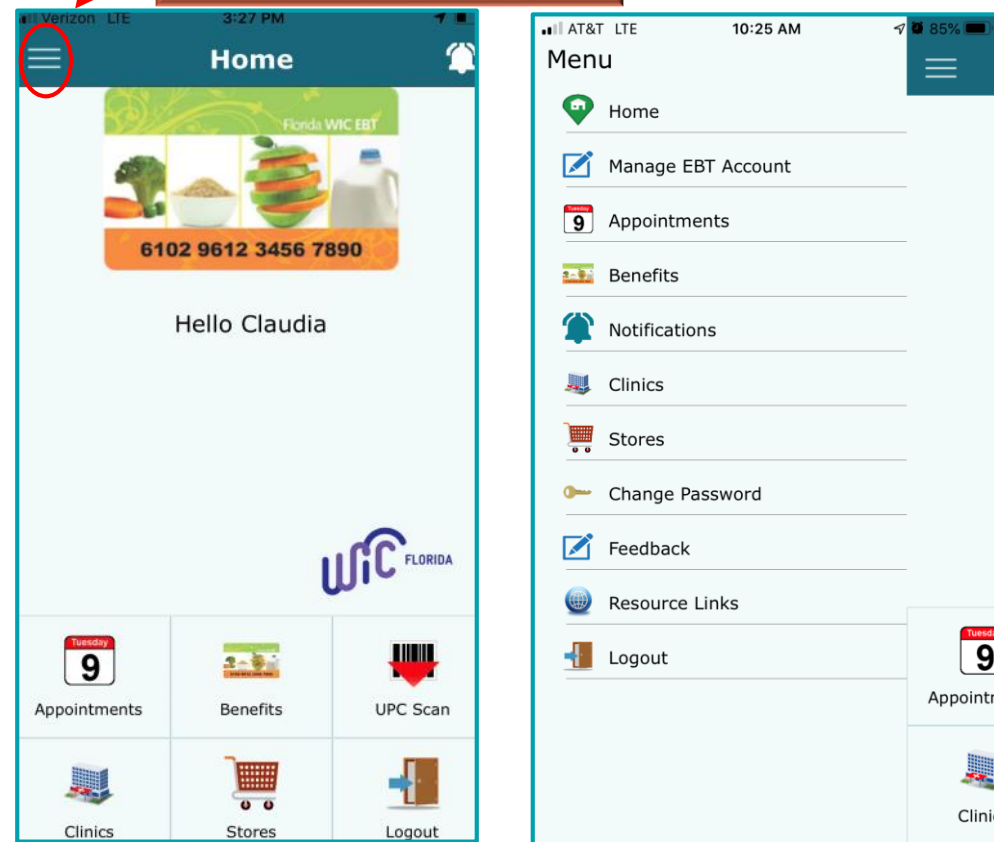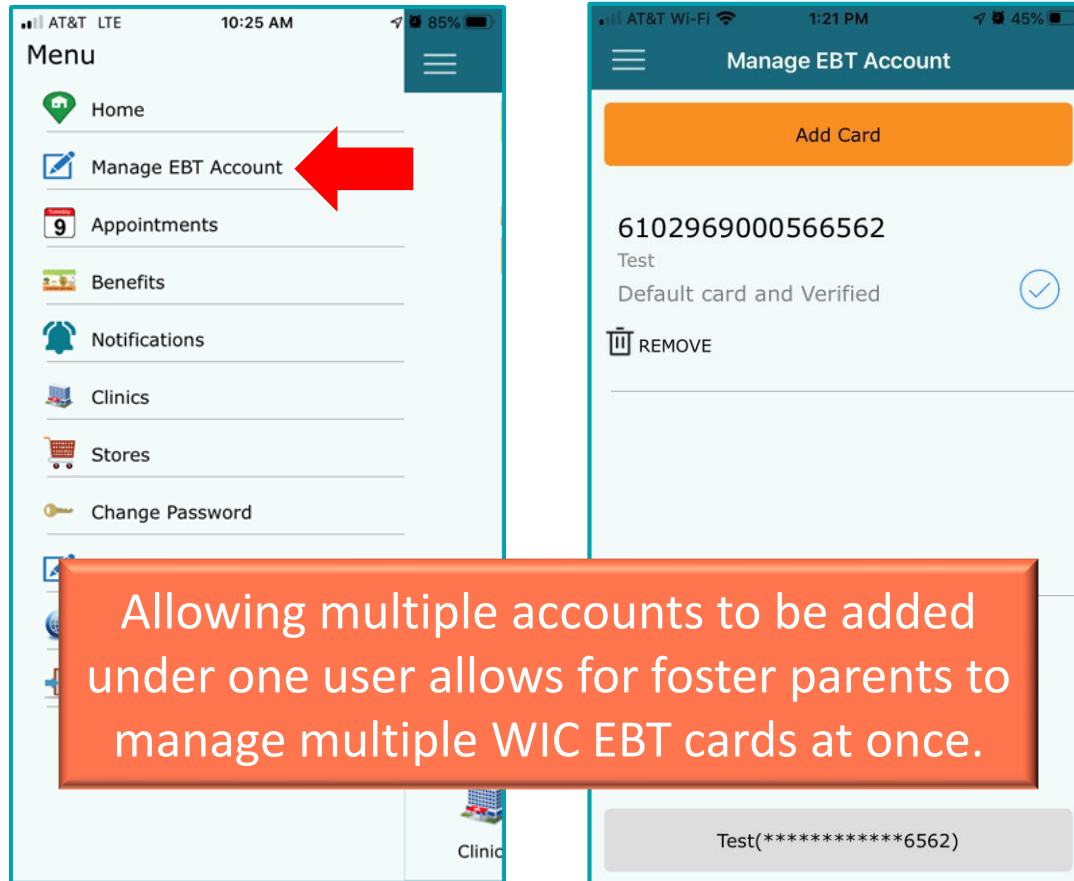
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Home Screen

After logging into the Florida WIC App the Main Menu will display the following options:

- Notifications
- Appointments
- Benefits
- UPC Scan
- Notifications
- Clinics
- Stores

- Manage EBT Account
- Change Password
- Feedback
- Resource Links
- Logout

Click here to expand the Main Menu.

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Allowing multiple accounts to be added under one user allows for foster parents to manage multiple WIC EBT cards at once.

Manage EBT Account

The updated app allows for multiple EBT accounts to be managed by a single user. This can be done by selecting Manage EBT Account from the Menu screen.

From there, the user can select Add Card.

This process can be repeated multiple times as needed.

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Manage EBT Account

On the Add Card screen, the user will enter the required information and click Confirm.

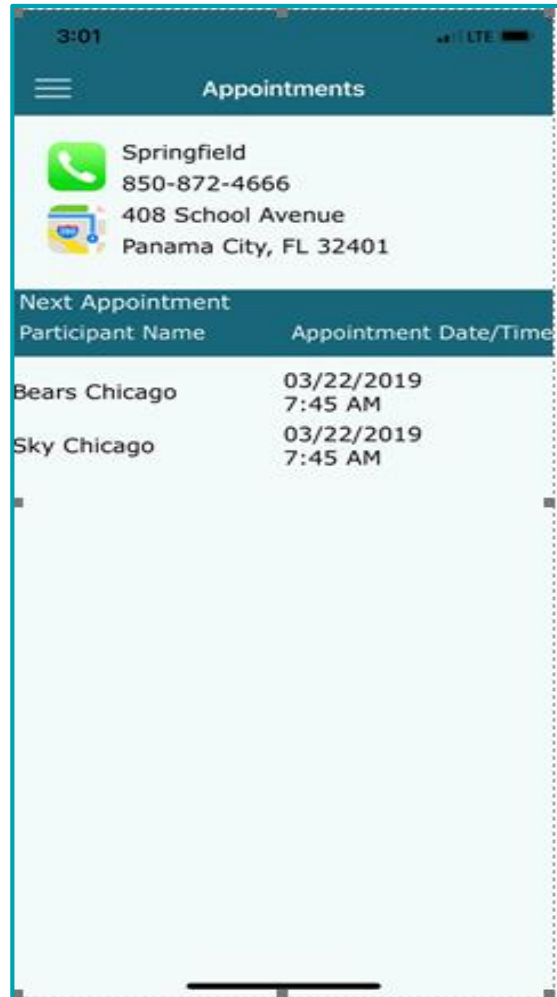A Success message will appear. Click ok to complete the process.

From the Manage EBT Account screen, the user can then toggle from one account to another, remove accounts, or select a new default account.
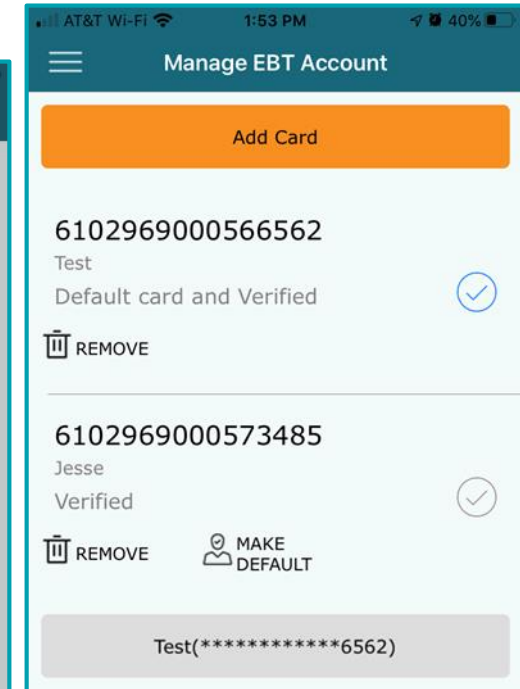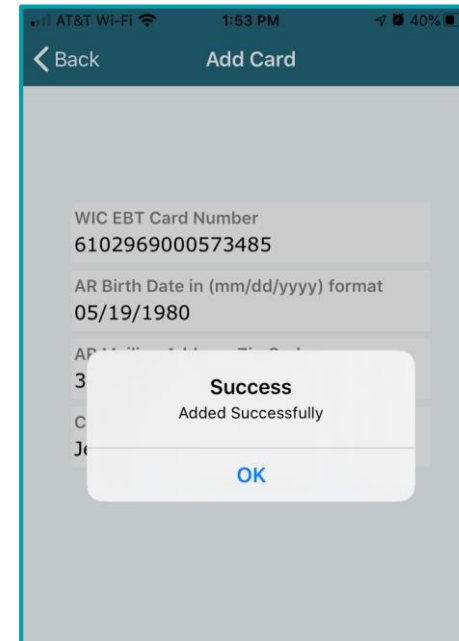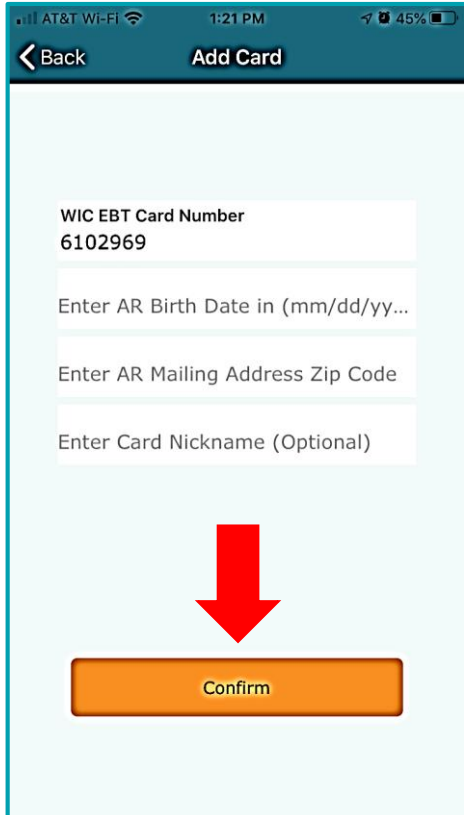
The user must select the desired account from this screen in order to view notifications, appointments, and benefits for that account.
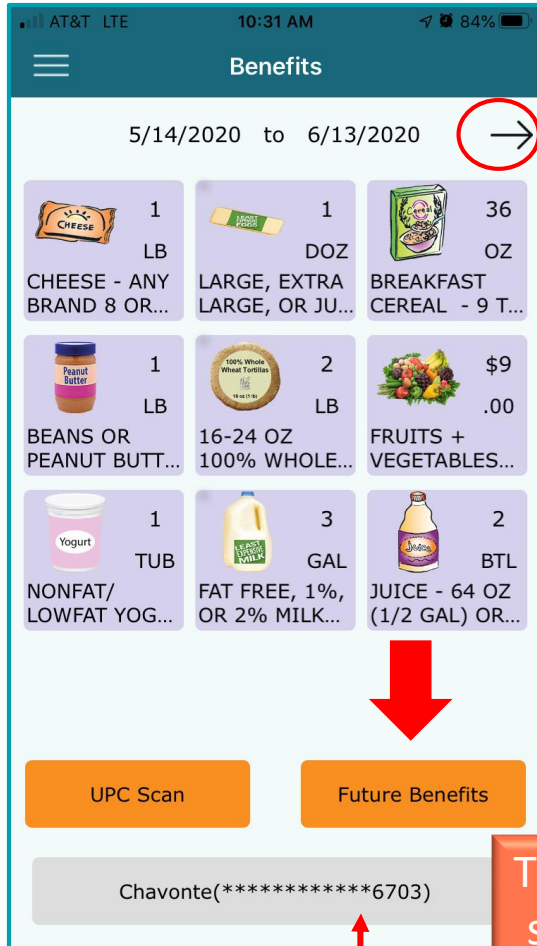
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Appointments

View details on upcoming family appointments.

The Appointments screen displays:

- The clinic where appointment is scheduled, including the telephone number and address.

- Name of each participant in the family who has an appointment.

- Date and time of each appointment.

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Benefits

View benefit information for current and future benefits.

Navigate back and forth between current and future benefits using the arrows or by clicking the Future Benefits button.

View eligibility information for each food item by selecting the food item.

The active EBT account is shown at the bottom of the screen.
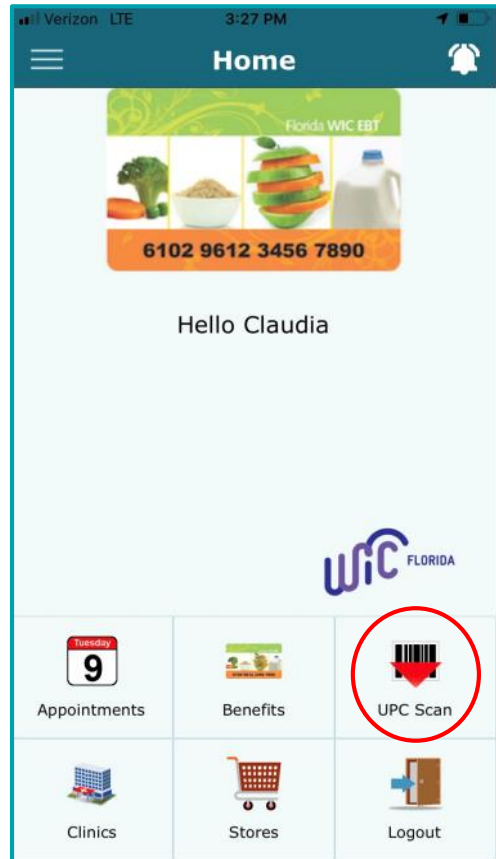
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UPC Scan

Scan a UPC code while shopping to see if the item is WIC approved.

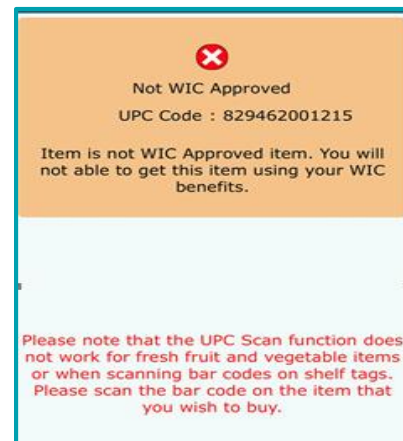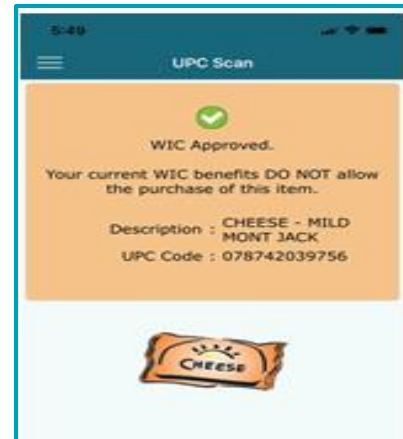Access the UPC Scan screen via the Home or Benefits screens.

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UPC Scan

Once the UPC has been scanned, the results will display based on the following

- WIC Approved and your remaining balance (if the item is on your current benefit list).

- WIC Approved but not on your current benefits list.

- Not WIC Approved.

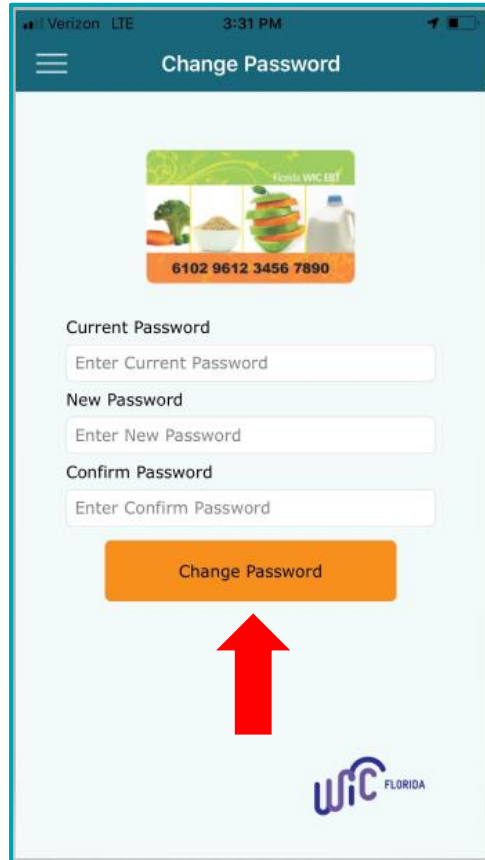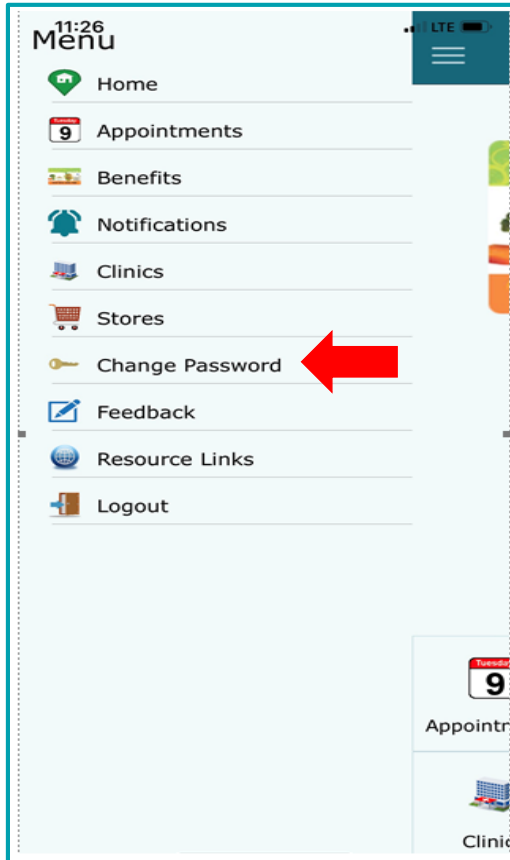# Florida WIC App

Notifications

Receive notification alerts for upcoming appointments and expiring benefits.

The notification icon will be illuminated with a red dot when a new alert exists.

Access the Notifications screen from the icon or Main Menu.

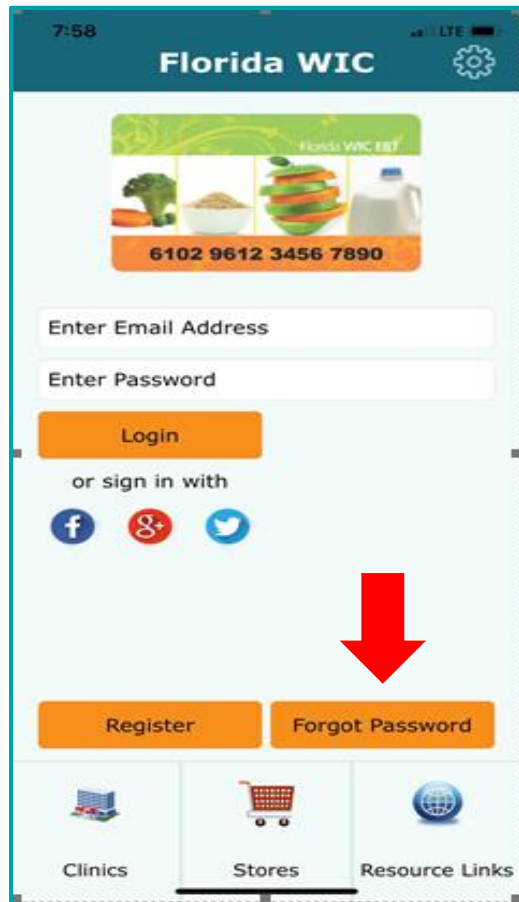# Florida WIC App

Change Password

Use the Change Password screen to update an existing password.

Enter current password, enter new password, confirm new password, and click Change Password.

When changing the password, a confirmation code will be sent to the user's registered email address.

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Forgot Password

Access the Forgot Password screen by clicking the Forgot Password button on the sign on screen.

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Forgot Password

To reset password, enter:
Email address

And one of the 3 following fields (chosen at random) to verify the account:

- WIC EBT Card Number
- **Authorized Representative's (AR)** Birth Date
- **AR** Zip Code

Enter new password, confirm new password, and click Change Password button. A confirmation code will be sent to the user's registered email address.
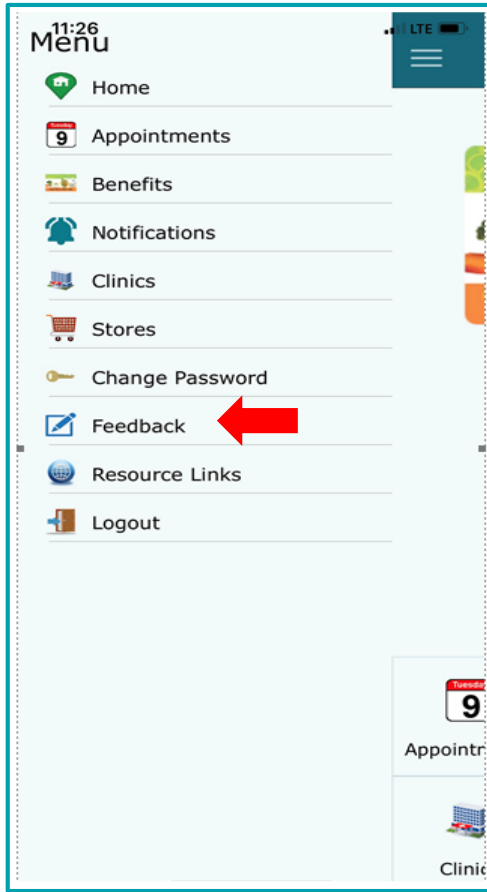
Florida WIC App
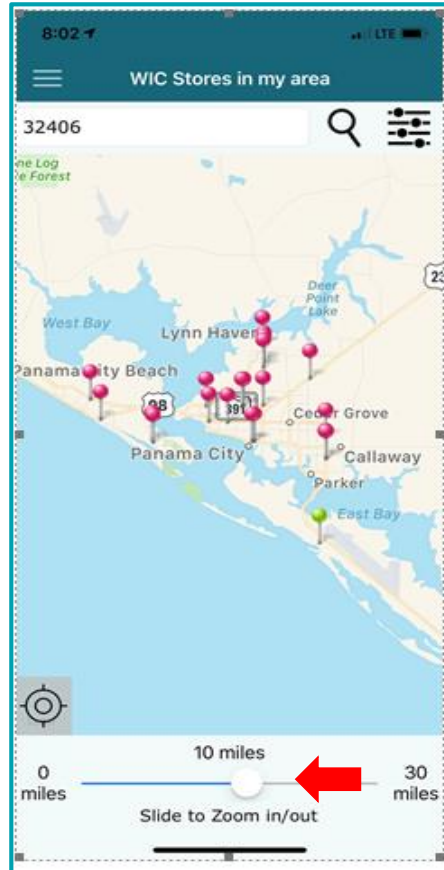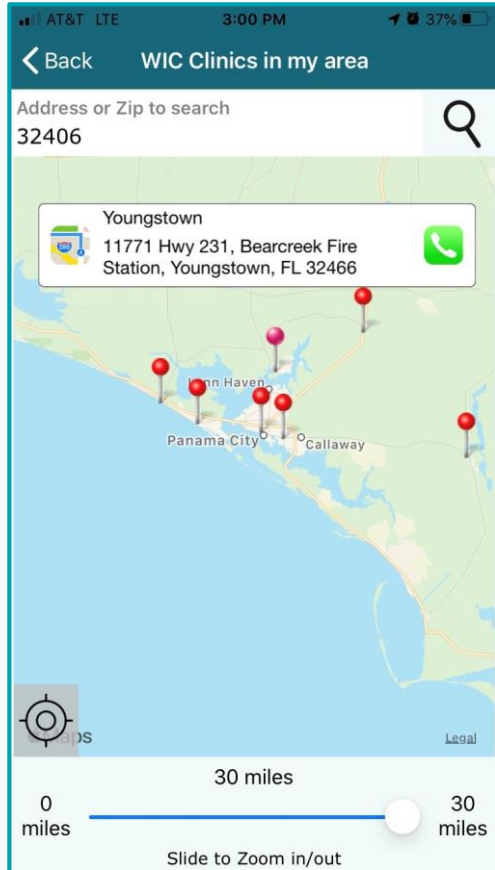
Clinics and Stores

Access Clinic and store information and locate other WIC Clinics and WIC stores around you on the Clinics and Stores screens.

View address and phone number by selecting each pin on the map. Clinics and stores can also be called from the phone by clicking the green phone icon.

Expand or condense your search criteria by using the address search or simply by zooming in or out at the bottom of the screen.

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Feedback

Participants are encouraged to provide feedback about the Florida WIC App.

They can select the category of feedback, and provide a comment. Then click Save.
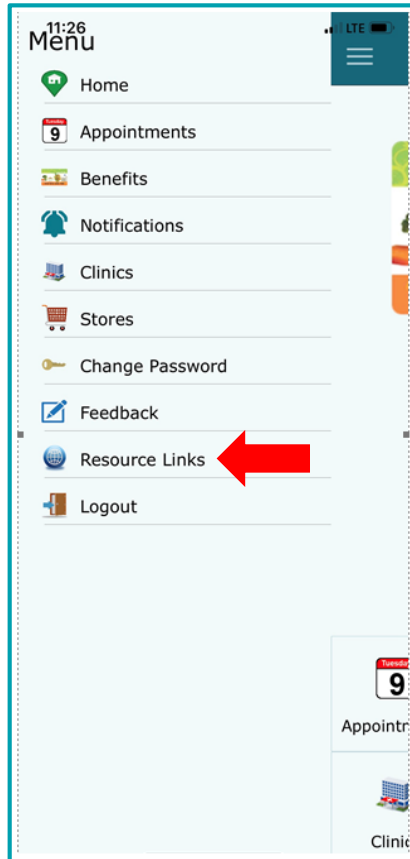
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Resource Links

The Resource Links screen gives you access to additional WIC resources and EBT information.

Resource Links can be accessed from the login screen prior to logging in or from the Menu screen after logging in.

The **WIC App Customer Service** number can be called for questions regarding the WIC App. The **WIC EBT Customer Service** number can be called for questions regarding the WIC EBT card.
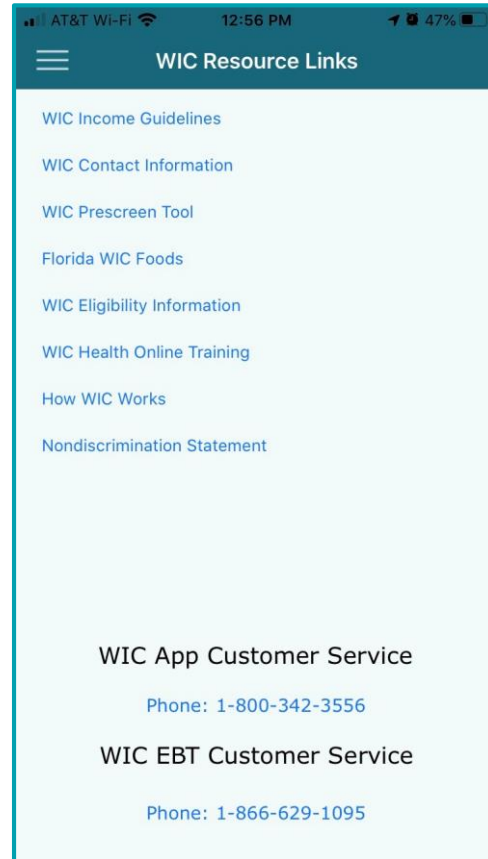
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Logout

Click the Logout icon on the Home page to logout of the Florida WIC App.