

Introducing the Florida WIC App



1-800-342-3556
www.floridawic.org

Getting Started

How to get the Florida WIC App

The Florida WIC App is available on both the App Store and Google Play by simply searching for *Florida WIC* or by scanning the QR code to the right, which will take you to our Internet Page with download links to the respective stores.

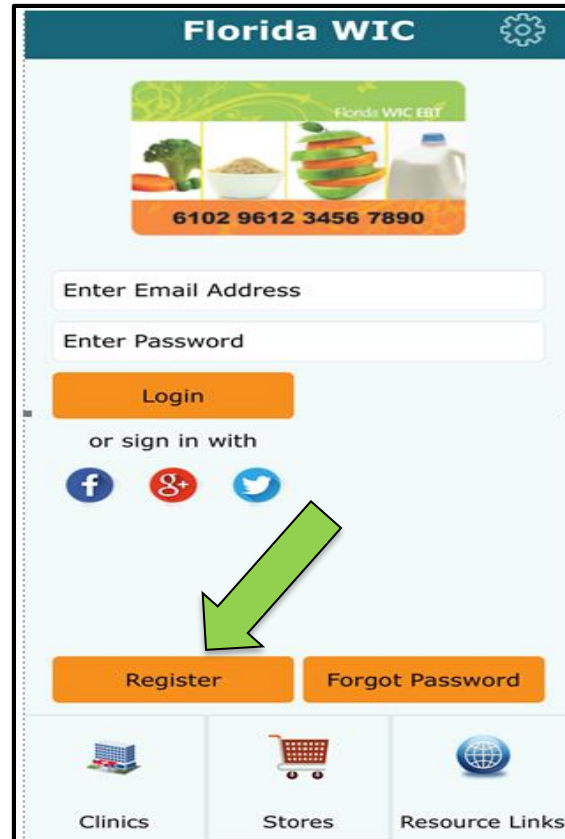


How to Register

Registering in the app will make it more useful to participants. However, Clinic and Store locations for the Florida WIC App are available without having to register, as well WIC related resources.

Registering is easy as long as your family has an active EBT Card.

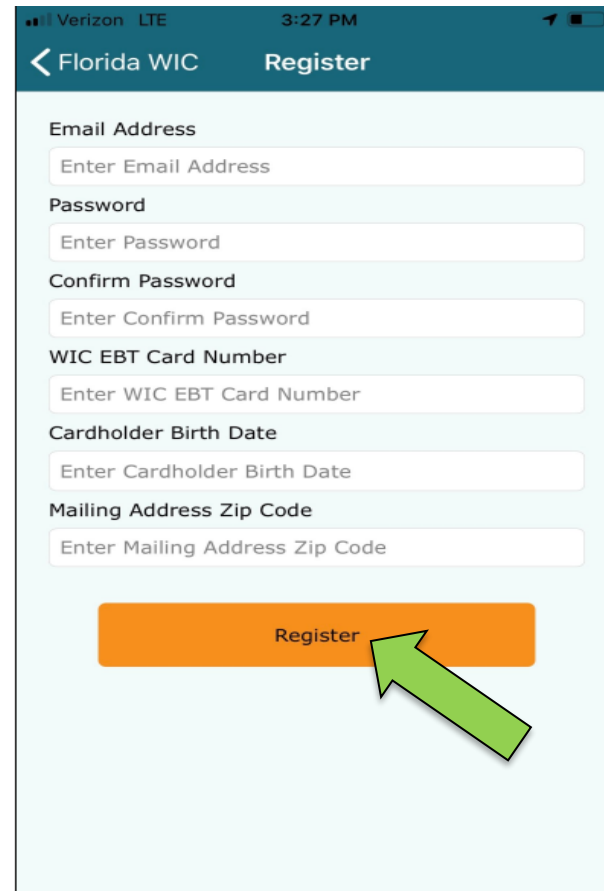
To register, click Register on the home screen.



How to Register (continued)

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)
- Valid EBT card number
- **Cardholder Birth Date**
- **Cardholder Zip Code**
- Click Register



The screenshot shows a mobile application interface for registering a WIC account. The status bar at the top indicates 'Verizon LTE' and '3:27 PM'. The app header is 'Florida WIC Register'. The form contains the following fields:

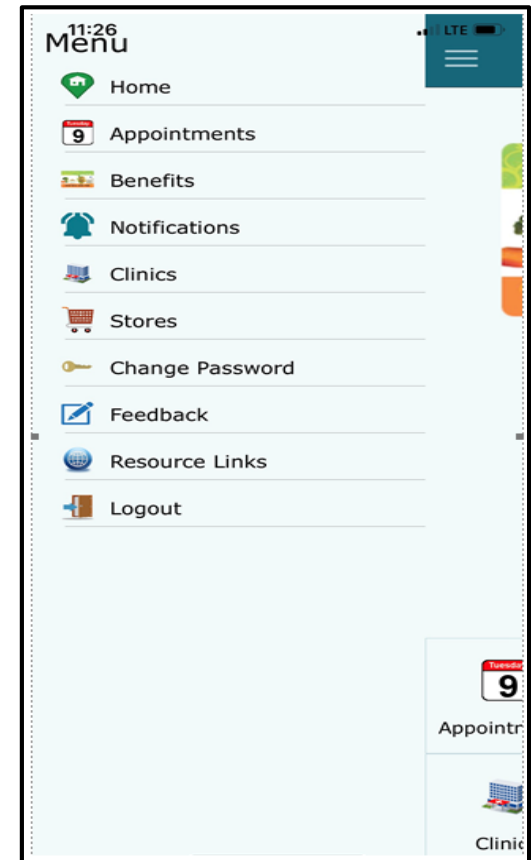
- Email Address: Enter Email Address
- Password: Enter Password
- Confirm Password: Enter Confirm Password
- WIC EBT Card Number: Enter WIC EBT Card Number
- Cardholder Birth Date: Enter Cardholder Birth Date
- Mailing Address Zip Code: Enter Mailing Address Zip Code

At the bottom of the form is an orange 'Register' button, which is highlighted by a green arrow.

Home Screen

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

- Appointments
- Benefits
- UPC Scan
- Notifications
- Clinics
- Stores
- Change Password
- Feedback
- Resource Links
- Logout



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.

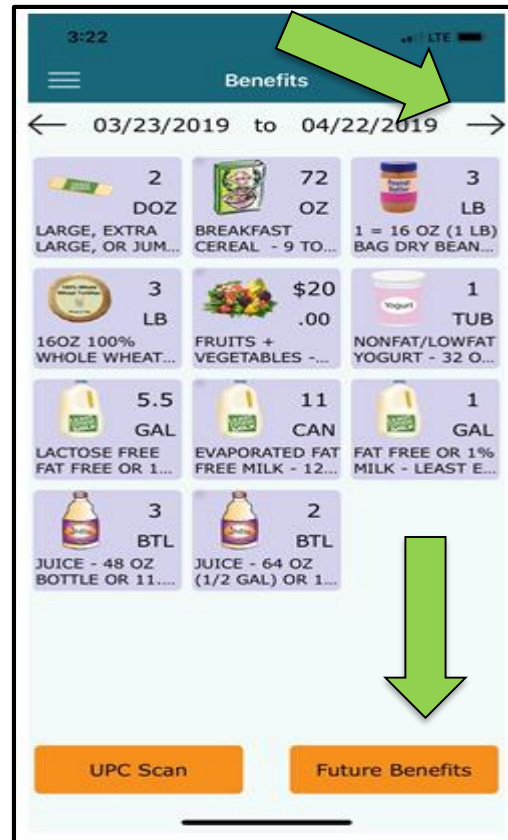


Benefits

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.

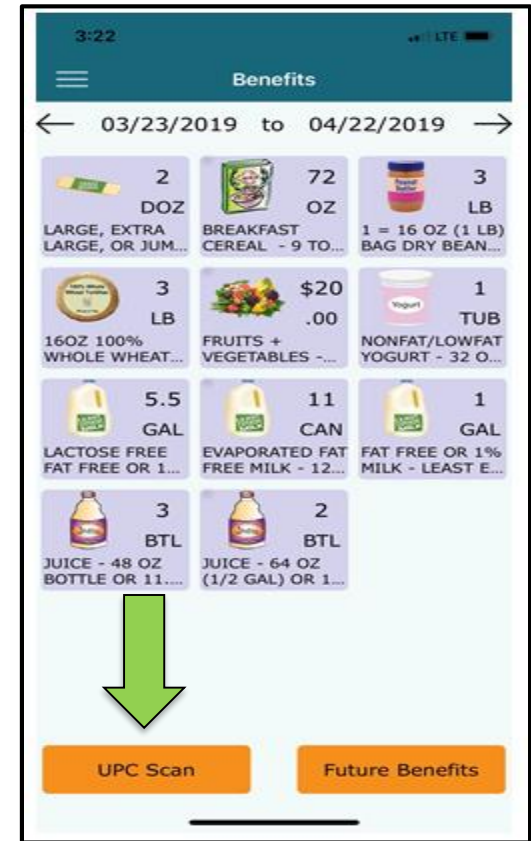
View eligibility information for each food item by selecting the icon for the food item. (picture)



UPC Scan

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

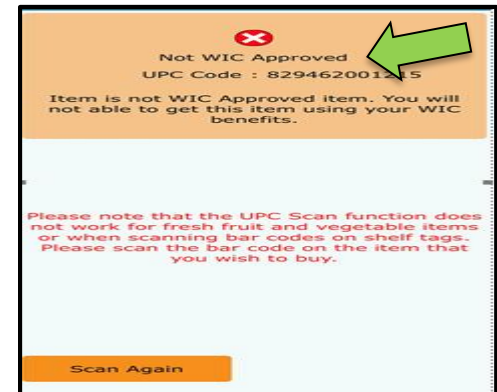
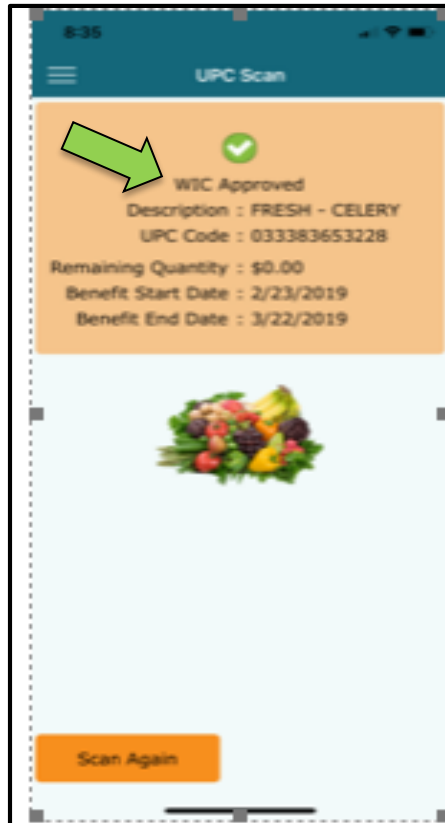
Access the UPC Scan screen via the Home or Benefits screens.



UPC Scan (continued)

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.

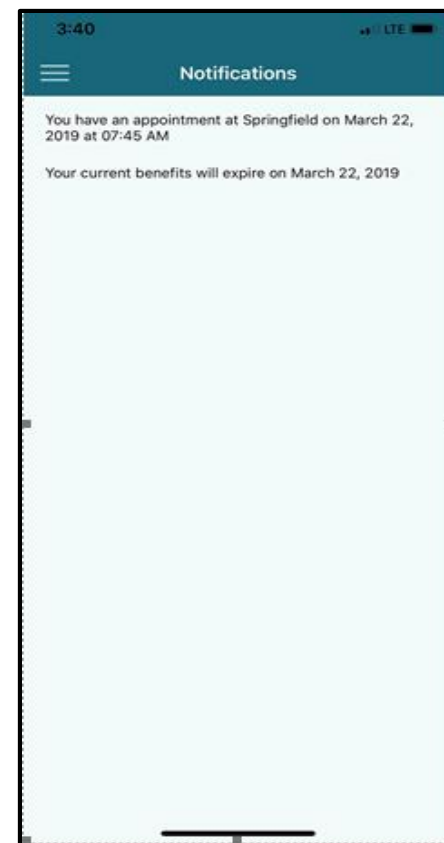


Notifications

Receive notification alerts for upcoming appointments and expiring benefits.

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

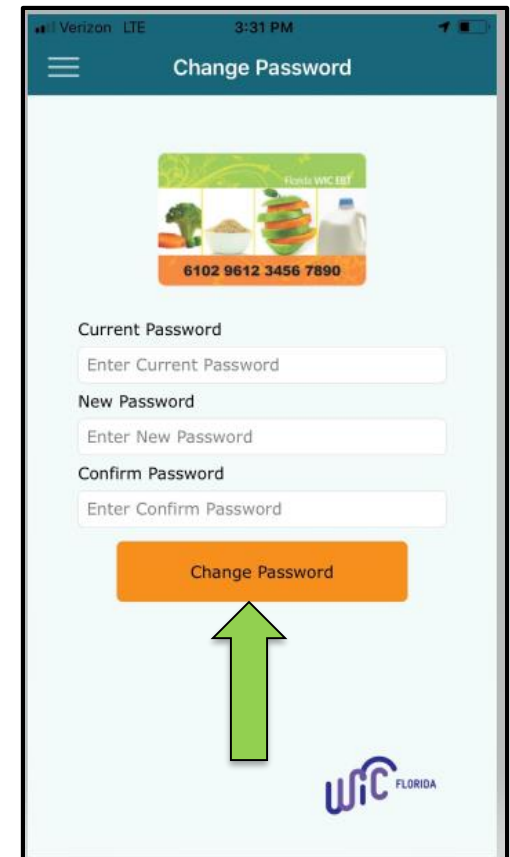
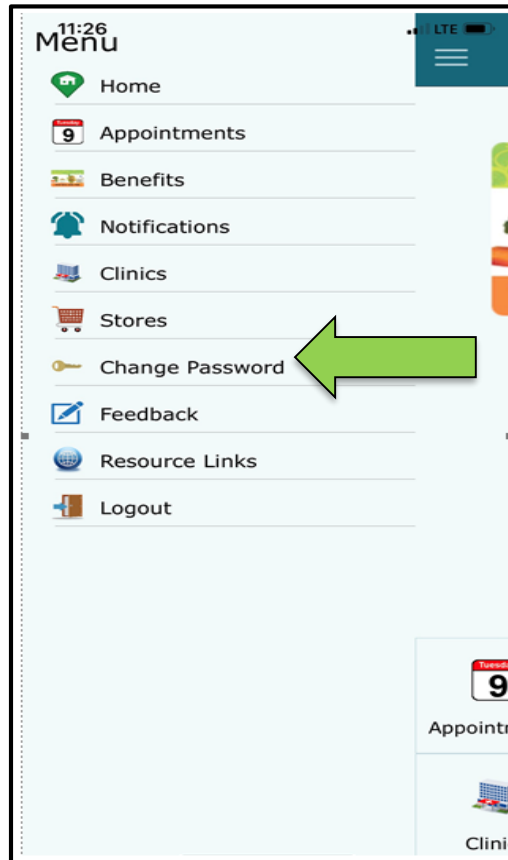
Access the Notifications screen from the icon or Main Menu



Change Password

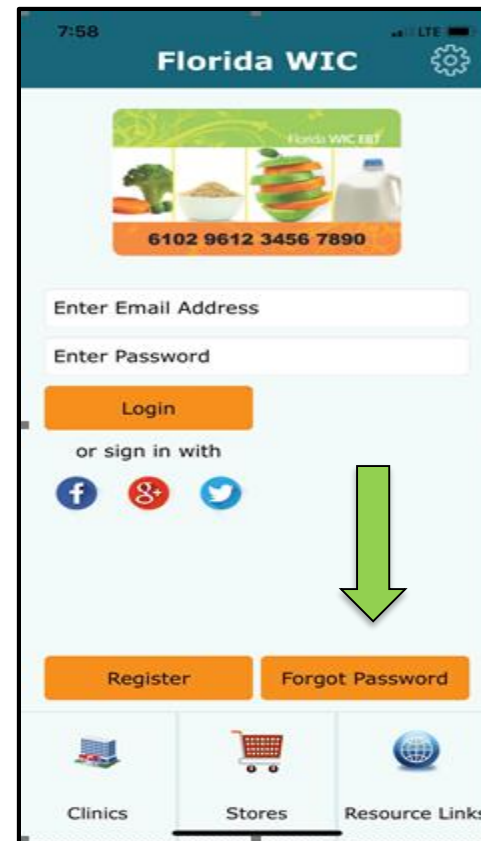
Use the Change Password screen to update an existing password.

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



Forgot Password

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



Forgot Password (continued)

To reset password, enter:
Email address

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

- WIC EBT Card Number
- **Cardholder** Birth Date
- **Cardholder** Zip Code

Enter new password, confirm new
password, and click Change
Password button.



Verizon LTE 3:27 PM

< Back Forgot Password

Florida WIC EBT
6102 9612 3456 7890

Email Address
Enter Email Address

WIC EBT Card Number
Enter WIC EBT Card Number

Forgot Password

↑

wic FLORIDA



8:32 LTE

< Back Forgot Password

Florida WIC EBT
6102 9612 3456 7890

Password
Enter Password

Confirm Password
Enter Confirm Password

Change Password

↑

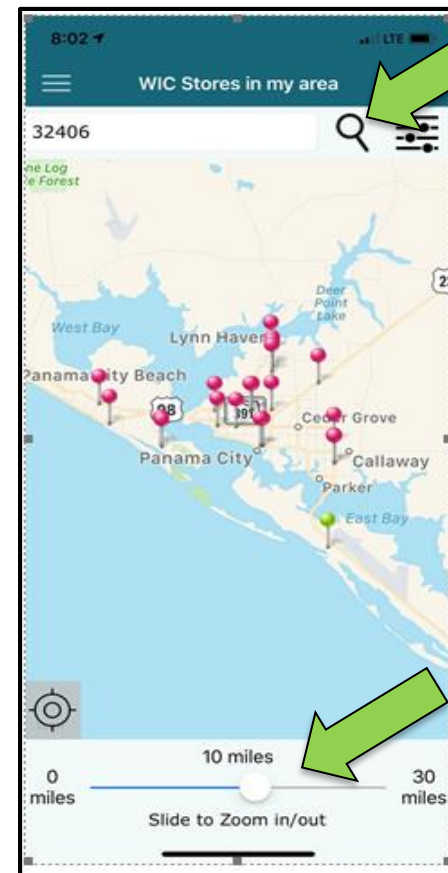
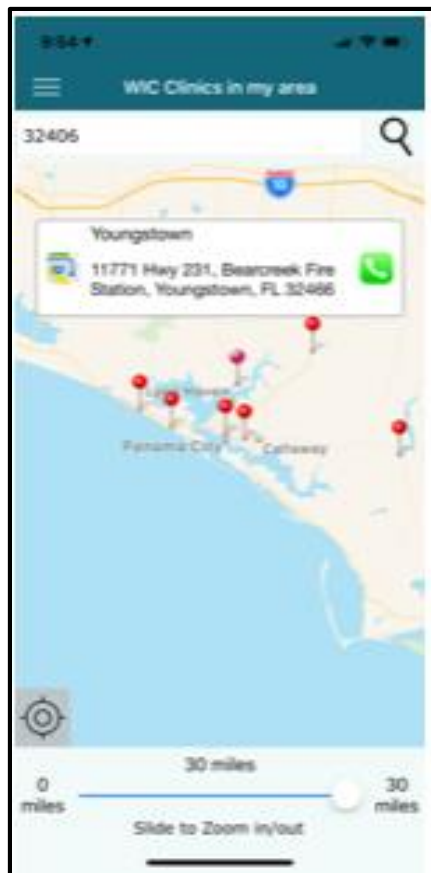
wic FLORIDA

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



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.



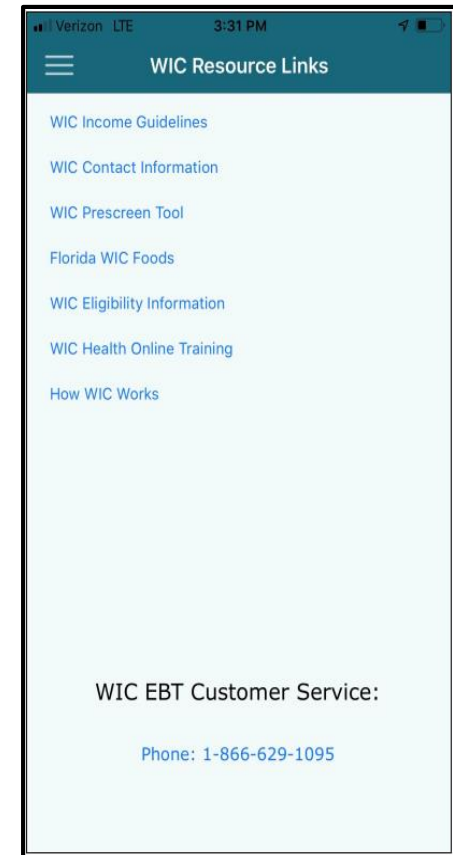
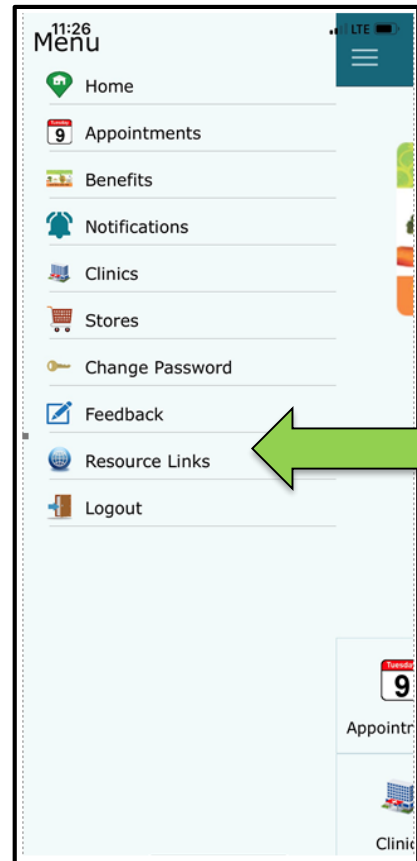
The screenshot shows a mobile application interface for providing feedback. At the top, the status bar displays 'Verizon LTE' and '3:31 PM'. Below the status bar is a dark teal header with a hamburger menu icon on the left and the word 'Feedback' in white text. The main content area is light blue and contains two input fields: 'Reason' with a dropdown menu showing 'Select type' and a downward arrow, and 'Description' with a text area and a note '(Max allowed characters : 500)'. Below the text area is a large orange 'Save' button. A green arrow points upwards towards the 'Save' button.

Resource Links

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

On Florida WIC App Main screen click Resource Links prior to logging in.

On the Home Page click the icon in the upper left-hand corner then click Resource Links.

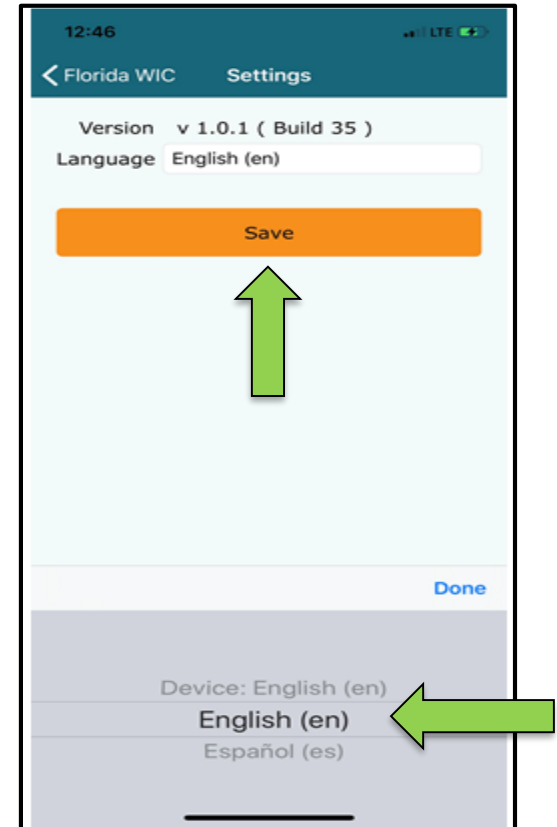
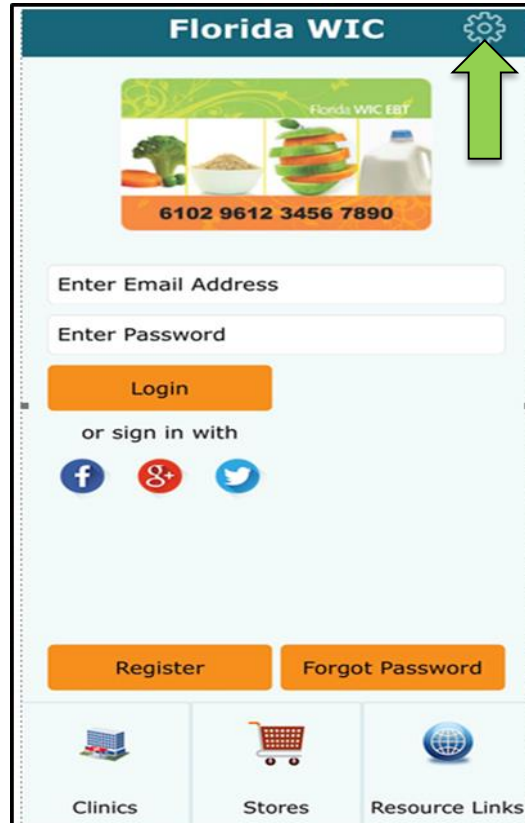


App Settings

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.



Logout

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

