

# WIC Smart

## 1. Add the family to the database:

- Go to [www.wicsmart.com](http://www.wicsmart.com)
- Click "Agency Login"
- Click "Login to WICSMART"
- Enter your work email address and password  
\*\*\*For WMAT and Hopi these are still your gmail and yahoo emails unless you were hired after 2017\*\*\*
- Everyone's default password is 1234 until you change it
- Click "Add New Client"
- Enter their eWIC ID number as their account number
- Enter the caregiver's first and last name
- Click the arrow to the left of Inter Tribal Council of Arizona to open the list of local agencies and select your local agency

**WIC Smart - Administration Portal**

Home Clients Menus Reports Logins Utilities

Feature Shortcuts: Add New Client, View User's Guide, Export Dashboard

Client Lesson Module Results -- Account Number [ ] Lookup Client

Lesson Module Name	Completed	Device
* NO RESULTS AVAILABLE		

Lesson Module History Listing -- From Date: 12/06/2017 Before Date: 12/07/2017 Refresh List

Group	Account Number	Lesson Module Name	Completed	Device
* NO RESULTS AVAILABLE				

**Create New Client**

Account Number: 12345678

First Name: Judy

Last Name: Test

Group Association: Inter Tribal Council of Arizona

Group Association List:  
Inter Tribal Council of Arizona  
Colorado River Indian Tribes  
Gila River Indian Community  
Havasupai Tribe  
Hopi Tribe

Cancel Create New

2. Assign an appropriate module

- Click on the “Clients” tab
- Search for your client using their last name or eWIC ID
- Click on the Check Mark next to their eWIC ID to assign a module
  - Pick the module from the drop down menu
  - Select the range of dates you want to allow them to complete the module (the week of their appt)
  - Click “Add”
  - If you need to add another module, you can do so
  - If you click on the module name, you can modify the dates

The screenshot displays the WICSmart Administration Portal. At the top, the logo 'WIC Smart' and the title 'WICSmart - Administration Portal' are visible, along with a 'logout: Sara.Najafi@itcaonline.com' link. The navigation menu includes 'Home', 'Clients' (circled in red), 'Menus', 'Reports', 'Logins', and 'Utilities'. Below the menu is a blue header for 'Manage Clients' with the subtext 'Update, Add, or Delete Client Accounts.'.

The main content area features a 'Filter Accounts' sidebar on the left and a table of client accounts on the right. The sidebar has three filter sections: 'Only in Group' (set to 'Inter Tribal Council of Arizona'), 'Account Number Starts With' (set to '1234'), and 'Last Name Starts With' (empty). A red arrow points from the 'Filter Accounts' sidebar to the table. The table has columns for 'Account Number', 'Name', and 'Group'. Two rows are visible: '1234' (Account, Test1) and '12345' (Account, Test2). A red arrow points from the checkmark icon next to '1234' to the 'Lesson Module Assignments' dialog box.

The 'Lesson Module Assignments' dialog box is open for account '1234' (Name: Account, Test1). It has an 'Add Module Assignment' section with a table for selecting modules and dates. The table has columns for 'Lesson Module', 'Begin Date', and 'End Date'. A dropdown menu is open, showing a list of lesson modules such as 'ITCA - Breast Milk vs. Formula', 'ITCA - Feeding Your Toddler', 'ITCA - Fiber', 'ITCA - Food Labels', 'ITCA - Foods for Breastfeeding Moms', 'ITCA - Fruits and Veggies', 'ITCA - Fruits and Veggies (Spanish)', 'ITCA - Gestational Diabetes', 'ITCA - Happy Birthday', 'ITCA - Healthy Snacks', 'ITCA - Healthy Weight in Children', 'ITCA - Infant Feeding 0-6 Months', 'ITCA - Infant Feeding 7-12 Months', 'ITCA - Iron', 'ITCA - Limiting Juice Intake', 'ITCA - Limiting Juice Intake (Spanish)', 'ITCA - Limiting Sugar', and 'ITCA - MyPlate (Spanish)'. A 'Close' button is at the bottom right.

3. Reminders:

- Make an appointment in the appointment book
- Assign the food package for the next six months or for as long as allowed/appropriate
- Provide them with reminder card or appointment reminder and write their eWIC ID number on it
- Explain to the client that they will need to complete the module the day the auto-dialer calls to remind them of their WIC appt.

\*Remember, we still need to do quarterly nut ed

4. To Verify Completion of WIC Smart Modules:

The morning of the appointment or the evening before:

- Check your calendar for all scheduled WIC Smart appointments
- Check the portal to see if those clients have completed their assigned module
  - o Search in the top box using their eWIC ID
  - o Check to make sure they completed the module during the appropriate date/quarter

The screenshot displays the WIC Smart Administration Portal interface. At the top, the header includes the WIC Smart logo, the title "WIC Smart - Administration Portal", and a user login information "logout- Sara.Najafi@itcaonline.com". Below the header is a navigation menu with links for Home, Clients, Menus, Reports, Logins, and Utilities. A "Feature Shortcuts" section contains three icons: "Add New Client", "View User's Guide", and "Export Dashboard". The main content area is titled "Client Lesson Module Results -- Account Number" and features a search box with the number "1234" entered and a "Lookup Client" button. Below this is a table with the following data:

Lesson Module Name	Completed	Device
<a href="#">ITCA - Fiber</a>	8/25/2017, 1:23:35 PM	MOBILE
<a href="#">ITCA - Limiting Sugar</a>	8/22/2017, 8:24:46 PM	MOBILE
<a href="#">ITCA - Toddlers and Milk Consumption</a>	8/22/2017, 8:15:07 PM	MOBILE
<a href="#">Watch Fat Intake</a>	8/22/2017, 10:43:09 AM	MOBILE
<a href="#">Salt Restriction</a>	8/22/2017, 10:39:41 AM	MOBILE
<a href="#">ITCA - Infant Feeding 7-12 Months</a>	6/8/2017, 1:58:43 PM	MOBILE

Below the table is a "Lesson Module History Listing" section with date filters for "From Date" (12/06/2017) and "Before Date" (12/07/2017), and a "Refresh List" button. The table below this section shows "\* NO RESULTS AVAILABLE".

5. If the client has completed the WIC Smart module:
  - Call those clients to issue benefits, and determine how they would like to receive their benefit list (mail, email, text, web portal or Shopper App), and schedule their next appt.
  - Document the Nut Ed in STARS as WIC Smart along with the appropriate Nutrition topic (see reference list)
- If the client has not completed the WIC Smart module:
  - Call to remind your client to come in at the time of their appt. to conduct a nutrition ed. appointment