wichealth
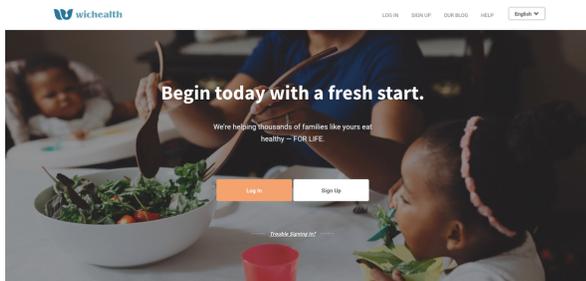
FREQUENTLY ASKED QUESTIONS

CLIENTS

How do I access wichealth.org?

You can access wichealth from any laptop, tablet or smartphone with internet access. Simply, open your browser and enter www.wichealth.org.

What computer software do I need?

There is no additional software needed to access wichealth.org. However, we recommend you use the most recent version of one of the following browsers:

- Internet Explorer
- Firefox
- Safari
- Chrome

For additional assistance, email help@wichealth.org

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What do I do the first time I go to wichealth.org?

Visit www.wichealth.org
1. Select "Sign Up" to create your account.
2. Enter your state, agency, clinic, and ID.
3. Setup Your Account - Your username, password, and security questions are case and space sensitive. Save your answers for future reference. Your email address is optional, but it is recommended. Once you register, you will receive a welcome email. Be sure to click the link to verify your email address.
4. Select "Register."
5. Tell Us About Your Family - By completing your profile you will receive a more personalized experience on wichealth.org.
6. Select "Finish Profile."
7. Explore wichealth - Select "Start Lesson" to begin your nutrition education and check out the collection of recipes in *Health eKitchen*.

How do I renew my benefits?

To renew your benefits or have your card reloaded, you must first complete a lesson.

To do so, follow the steps below:

1. Log in to wichealth.org.
2. Select the "Start Lesson" button.
3. Select a lesson category.
4. Select one of the available lessons.
5. At the end of the lesson, you will complete a short survey. Complete the questions and select "Submit."
6. You will be taken to the certificate page where you can choose to view or print your certificate.

Once your WIC office receives verification that your lesson was completed, they will be able to renew your benefits.However, benefits may not be renewed immediately after completing a lesson. To ensure you receive your benefits when you need them, we encourage all WIC participants to complete a lesson at least 3 days before they need their benefits renewed.

For more information on how to renew your benefits, contact your local WIC office.

I can't log in to my account. I received a message saying my username and/or password doesn't match what is on file.

Many states have a WIC app in addition to offering nutrition education online through wichealth. If you received a message saying your username and/or password doesn't match what is on file:
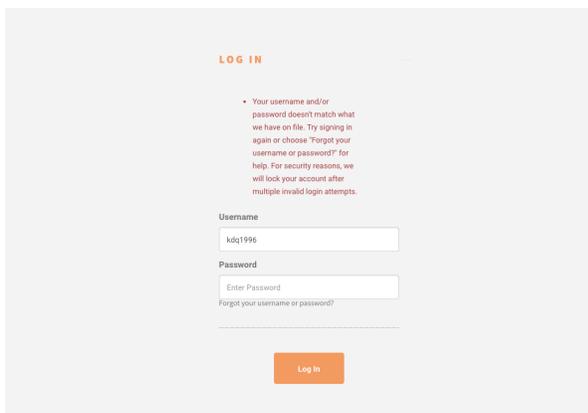
1. First, make sure you are using your username for wichealth.org and not the WIC app for your state. You will need to have separate accounts for both your WIC app and wichealth.org.
2. If this is your first time, visiting wichealth.org, you will need to create an account by selecting "Sign Up."
3. If you previously created a wichealth account, but are not able to log in, select "Forgot your username or password?"
4. Follow the instructions, to retrieve your username and password.

I forgot my username/password and:

- **I did not use an email address to create my account.**
- **I do not remember the email I used.**
- **I don't have access to the email address I used.**

If you set up your wichealth.org account with an email address and you don't remember or no longer have access to it, follow the steps below to retrieve your login information or reset your password without needing your email address.

1. Select "Trouble Signing In?" located below the "Log In" and "Sign Up" buttons from our dashboard.
2. Select your state.
3. Type in your WIC ID and select "Next."
4. Type the answer to your security question and select "Submit."
5. Your username will be displayed on the screen. Be sure to write it down in a place where you will not forget it.
6. Type in and confirm a new password to use and select "Reset Password."
7. Your password has now been changed. Be sure to write it down with your username in a place where you will not forget it.

I can't log in to wichealth.org

- **I forgot my username.**
- **I forgot my password.**

I know the email address I used to create my wichealth account.

1. Select "Trouble Signing In?" located below the "Log In" and "Sign Up" buttons from our dashboard.
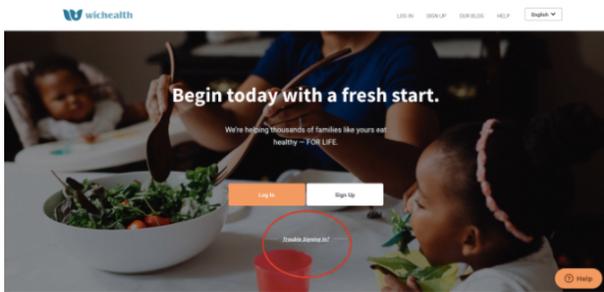
2. Type in the email address you used when setting up the account for the first time and click "Submit."
3. Type your security question and click "Submit."
4. An email will be sent to your email address with a link to reset your password. Immediately open the email and select the link.
5. When the page opens, enter your new password and click "Reset Password."
6. Your password should be updated, allowing you to log in to your account.

I don't know my WIC ID or Family ID.

If you do not know your WIC ID or Family ID number, contact your local WIC clinic.

I need to change my WIC ID in wichealth.org.

To change your WIC ID:

1. Log into your wichealth account.
2. Select "Edit Profile" on the right side of the screen or click the "Update My Profile" button.
3. Enter and confirm your new WIC ID (Participant ID).
4. Select the "Update" button to save.

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I need to change my agency or clinic.

To change your agency or clinic, you will make changes in your profile:

1. Log into your wichealth account.
2. Click on "Edit Profile" on the right side of the screen.
3. Select a new agency or clinic from the drop-down menu.
4. Click the "Update" button to save.

I need to change my email.

1. To change your email address, follow these steps:
2. Log into your wichealth account.
3. Click on "Edit Profile" on the right side of the screen.
4. Click the "Account Information" menu item.
5. Enter a new email address.
6. Click the "Update" button to save.

Who do I contact for help?

If you experience any challenges while using wichealth.org, send an email to help@wichealth.org. Common issues include:

- I forgot my username or password.
- I cannot log in.

When should I contact my WIC clinic?

Contact your WIC clinic if:

- You do not know your WIC/Household/Family ID.
- You have questions about your benefits.
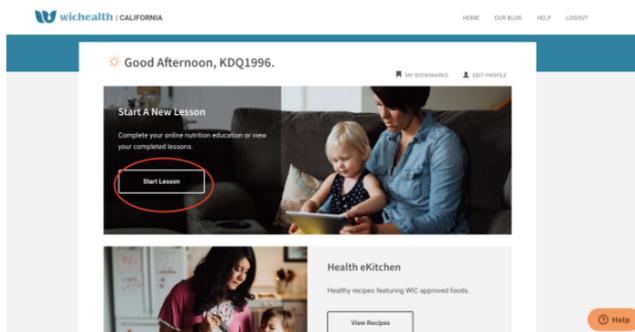- You have questions about when your benefits will be reloaded or issued.

For additional assistance, email help@wichealth.org

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How do I complete a lesson on wichealth.org?

To complete a lesson:

1. Log in to wichealth.org.
2. Select the "Start Lesson" button.

3. Select a lesson category.
4. Select one of the available lessons.
5. At the end of the lesson, you will be asked to complete a short survey. Answer the questions and select "Submit."
6. You will be taken to the certificate page where you can choose to view or print your certificate.

For additional assistance, email help@wichealth.org

I received a message stating I didn't verify my email address.

If you received a message stating that you did not verify your email address when you registered, it is not too late.
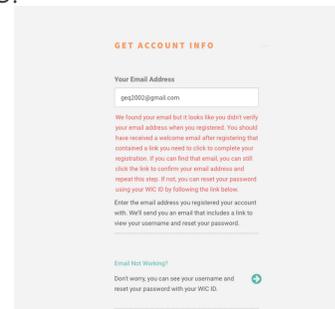
1. Locate the email and select "Verify My Email Address."
2. If you can't locate your verification email, select "Email Not Working" or the right arrow.
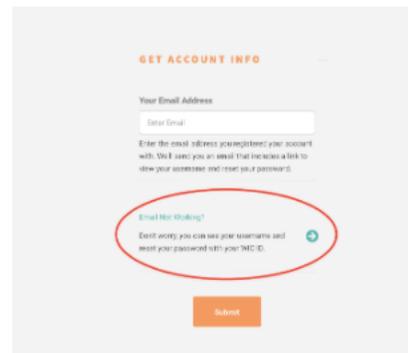
3. Select your state.
4. Type in your WIC ID and click "Next."
5. Type in your security question and click "Submit."
6. If answered correctly, you will be given access to reset your password information.
7. Type in and confirm a new password to use and click "Reset Password." Be sure to write down your username and password.
8. Select "Log in."