MY NEVADA WIC PORTAL PARTICIPANT FAQS

How do I change my contact information?

- To change your contact information, you will need to contact your WIC Clinic.
- You can find your clinic's information under the "**Contact WIC"→"Clinic Information**" in your My Nevada WIC Portal account.

How do I add an additional Head of Household (HOH) or proxy?

To add an additional HOH or proxy, you can log into your **My Nevada WIC Portal** account, click "**View**" on the "**Family**" section of the dashboard, and click "**Add Member**." You may also contact your WIC Clinic so that they can complete the changes.

How do I add a participant?

- You can add participants or members, on **Step 4** of the New Member Registration process. Select the icon , on the top right of the screen and fill in the required information. If there are additional family members to add, select the  icon on the top right of the screen.
- If you already have a **My Nevada WIC Portal** account and need to add any other family members, log into your **My Nevada WIC Portal** account, click "**View**" on the "**Family**" section of the dashboard, and click "**Add Member**" to add an additional HOH or proxy **OR** click "**Add Participant**" to add a child/infant.
- You may also contact your WIC Clinic so that they can complete these changes.

Can I inform my WIC Clinic through My Nevada WIC Portal account that my baby has been born?

Yes! You can log into your **My Nevada WIC Portal** account to add your baby as a participant and request an appointment to complete their certification. You can also contact your WIC Clinic, and they can create an account for your baby and schedule your appointment.

How do I unlock my account?

If you enter the incorrect password five times, you will be automatically locked out of your **My Nevada WIC Portal** account. To unlock your account, select the "**Forgot Password**" link on the home screen of the My Nevada WIC Portal and follow the instructions to reset your password.

How do I reset my password?

Select the "**Forgot Password**" link on the home screen of the **My Nevada WIC Portal** and follow the instructions to reset your password.

I made myself an HOH, but I need to be a participant. What do I do?

To make yourself a participant click "**View**" on the "**Family**" section of the **Dashboard** and click "**Edit**" on the record that has your name. Select a category from the **"Participant Type.**" As an HOH you may only make yourself a participant if you are currently pregnant, breastfeeding, or not

breastfeeding within 6 months of delivery. Once you select the participant category complete all the required fields and click "**Save**". This will make you a pending participant. As a pending participant you can then request an appointment. You may also contact your WIC Clinic, they will be able to make the changes for you and schedule your appointment.

Where can I find information on how to use My Nevada WIC Portal?

Visit https://nevadawic.org/about-other-services-my-nevada-wic-portal-help/ or log into you My Nevada WIC Portal account and click on the "**MY NEVADA WIC PORTAL HELP**" under the "**External Links**".

What do I need to do after creating My Nevada WIC Portal account and logging in, if I am a new participant?

After creating your **My Nevada WIC Portal** account, you will need to request an appointment so that your WIC Clinic can contact you to schedule an appointment and provide appointment details. To request an appointment, click on "**View**" under the "**Appointments**" section on the homepage. Under the heading "**Request a WIC Appointment**," select "**Let's get started**!" Refer to the Appointment Process guide for more information or you may contact your WIC clinic for further assistance.

What do I need to do after creating My Nevada WIC Portal account and logging in, if I am an existing WIC participant?

After creating your **My Nevada WIC Portal** account and logging in, you will be able to view any upcoming appointments, view your WIC benefits, view your WIC Clinic's information, upload documents, request appointments, view your WIC benefit savings, add additional participants (children/infant), add additional HOHs/Proxies, download a Certificate of WIC Participation, start conversations with your clinic via the Discussion Board, and sign for benefits or Rights & Responsibilities send to your account by your WIC Clinic.