

WICSmart: Frequently Asked Questions

- 1. What is WICSmart?** WICSmart is a nutrition education application for your phone or tablet. WIC provides nutrition education every time you pick up checks. WICSmart is an easy way for you to take a nutrition lesson at the WIC site or at home. Taking a lesson at home will speed up your next check pick up appointment!
- 2. Is WICSmart free?** Yes. WICSmart is a free application for your phone, tablet and desktop.
- 3. Where can I download the app?** WICSmart is available for download in the apple or google app store. It is not yet available in the Windows app store. If you are using a desktop, you can access the application at <http://www.wicsmart.com/download/> .
- 4. Will WICSmart use my mobile data?** WICSmart will only use mobile data when downloading lessons. If you would like to download a lesson to take later and do not want to use your mobile data, you can connect to free or home Wi-Fi.
- 5. How do I sign into WICSmart?** Your WIC household ID number is your WICSmart account number for all family members using WICSmart. If picking up checks for multiple family members who do not need to see a nutritionist, one lesson can be completed and the entire family will receive nutrition education credit.
- 6. Is my privacy protected?** Yes. You do not need to provide your name to sign in.
- 7. Do I need to choose a specific lesson?** A nutritionist can assign a lesson for you to take to help you learn more about a certain topic. An assigned lesson will have an (!) or will be located at the top of the lesson page. If there is no assigned lesson, you can choose any lesson to take.
- 8. What if I start a lesson and do not finish it?** It's okay! There is an option to save your lesson at any time. An image of a disk next to the lesson title means that the lesson has been saved.
- 9. How long do I have to finish the lesson?** You can finish a lesson anytime between your certification and next check pick up. Usually that is a 3 month period. WIC staff will let you know.
- 10. I can't move to the next slide. What should I do?** Each slide is read by a narrator. Once the narrator finishes speaking, you will have the option to move to the next slide.
- 11. Do I need to tell WIC Staff that I have completed a lesson?** Yes, please let WIC staff know.
 - 1. If you have finished a lesson at a WIC site, show the page that says lesson complete to a WIC team member.**
 - 2. If you have finished a lesson at home, at your next check pick up, tell WIC staff that you have completed a WICSmart lesson. They will ask for your household ID number and the lesson you completed**