Introducing the Virgin Islands WIC Mobile App
How to get the Virgin Islands WIC Mobile App

The Virgin Islands WIC Mobile App is available on both the iPhone App Store and Google Play for Android by simply searching for *Virgin Islands WIC*. 
How to Register

Registering is easy as long as your family has an active eWIC card.

To register, enter:

- **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)
- **Active eWIC Card Number**
- **Cardholder Birth Date** (note year selection at top left corner of popup on Android phones)
- **Cardholder Zip Code**

You may also use your Facebook, Google+ or Twitter account logins to register.
Use the Forgot Password screen to reset the password linked to the account.

To reset the password, enter:

- Email address
- eWIC Card Number
- Cardholder Birth Date
- Cardholder Zip Code

Once the account is verified, a new password can be entered.
After logging into the Virgin Islands WIC Mobile App, the Main Menu will display the following options:

- Appointments
- Benefits
- UPC Scan
- Notifications
- Clinics
- Stores
- Change Password
- Logout
Appointments

View details on upcoming appointments.

The Appointments screen displays:

• The clinic where the appointment is scheduled, including telephone number and address.

• Names of each participant in the family who has an appointment scheduled.

• Date and time of each appointment.

• A reminder of what to bring to the appointment for each participant.
Benefits

View benefit balance and other benefit information for current and future benefits.

Navigate back and forth between current and future benefits using the arrows, swiping to the right or left, or by using the buttons on the bottom of the screen.

View details for each food item by selecting the icon.
In the Benefits section of the mobile app, if fruits and vegetables have been issued to any participant in the family, selecting it displays additional details as to what has been issued.

Clicking on the **Go to Cost Calculator** link will navigate the user to the cost calculator section of the screen where they can calculate the total cost of the item they wish to purchase.

**Note:** Under ‘Not Allowed’ you now have a dollar amount for fruits and vegetables on your eWIC cards as there is no longer a Cash Value Check.
Scan a UPC while shopping to see if the item is WIC approved.

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

Once a UPC has been scanned, the results will display based on the following:

- WIC Approved and the remaining balance (if this item is on your current benefits)
- WIC Approved but not on your current benefits
- Not WIC Approved

Not all WIC Allowable Fruits and Vegetables will scan as WIC Approved. Please consult the current Virgin Islands WIC Foods List to determine eligibility.
Access Clinic information and locate other WIC Clinics around you on the Clinics screen.

Find out where to shop on the Vendor screen.

View address and phone number by selecting each pin on the map.

Expand or limit your search criteria by using the address search or simply by zooming in or out at the bottom of the screen.
The Resource Links screen gives you access to additional WIC Resources and eWIC information.

The Resource Links screen is located on the Virgin Islands WIC Mobile App Main screen prior to logging in and also from the Main Menu when logged into the app.

**Note:** Corrected eWIC Customer Service phone: 1-844-309-6098
Notifications

Receive notification alerts for upcoming appointments and expiring benefits.

The notification icon will be illuminated when a new alert exists.

Access the Notifications screen from the icon or the Main Menu.
Receive push notifications for upcoming appointments and expiring benefits.

Clicking the *Allow* button will enable the notifications to be sent to the participant’s device even when the Virgin Islands WIC Mobile App is closed. Configuration changes can be handled through the individual phone settings.
Use the Change Password screen to update an existing password.