

TeleWIC

A STEP BY STEP GUIDE

Florida
HEALTH
WIC Florida

STEP 1



CALL US

Call one of our highly trained WIC agents at **786-336-1300** to make or reschedule your WIC appointment. Agents are available to assist you Monday-Friday, 7:15 a.m.- 5 p.m.

STEP 2

SCHEDULE

The WIC agent will collect your information and schedule an appointment for the **date, time, and type of appointment (in-person or virtual)** you need. Click [here](#) for a list of our Miami-Dade WIC centers.



STEP 3



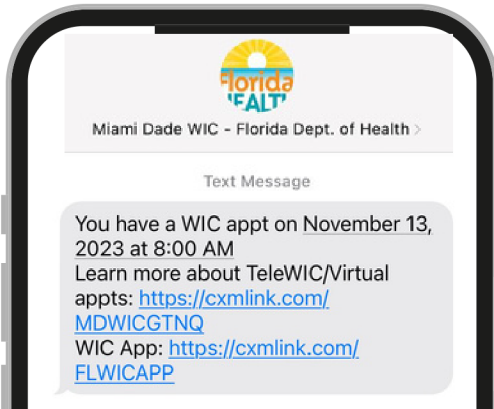
Florida WIC

DOCUMENTS

Before your appointment, upload any [documents](#) needed on the [Florida WIC app](#). It's easy and convenient.

If you are new to the WIC Program you can use this option **after** your first WIC appointment.

STEP 4



REMINDER?

One day before your WIC appointment, you will receive a text message confirming your appointment date and time. Save **833-612-2215** in your phone contacts as “Miami-Dade WIC” for future messages!

STEP 5

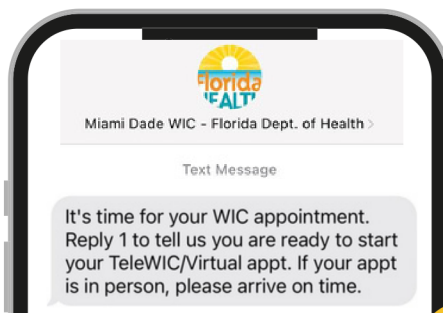
ARE YOU READY?

20 minutes before your WIC appointment, you will receive a text message.

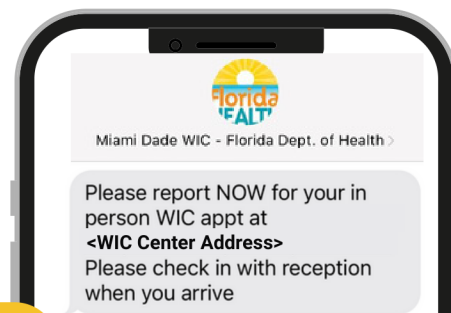
If your appointment is in-person, please arrive on time to your assigned WIC center, no need to reply to the text. Please check in with reception when you arrive.

If you have a TeleWIC/ virtual appointment, reply “1” and we will know you are ready.

TeleWIC /Virtual Appointment:



In-person Appointment:



Only reply “1” if you have a TeleWIC appointment



STEPS 6 - 8 ARE FOR TELEWIC / VIRTUAL APPOINTMENTS ONLY

STEP 6



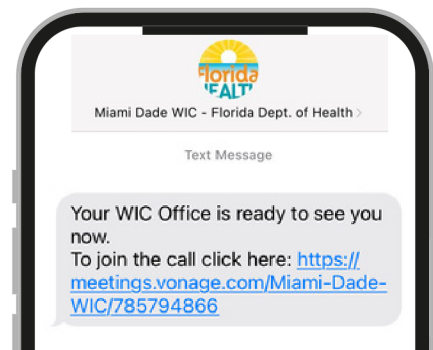
TeleWIC ONLY

After you reply "1" letting us know you are ready for your TeleWIC/ virtual appointment, you will receive a confirmation message. Please be patient, a WIC agent will be with you shortly.

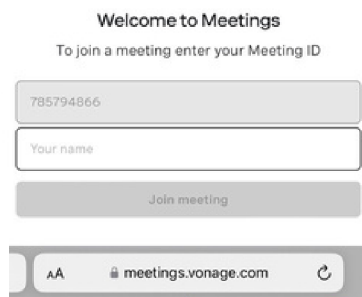
STEP 7

READY

Once the WIC Agent is ready to see you, you will receive a text message with a **link**. Click the link and a new window will appear on your internet browser.



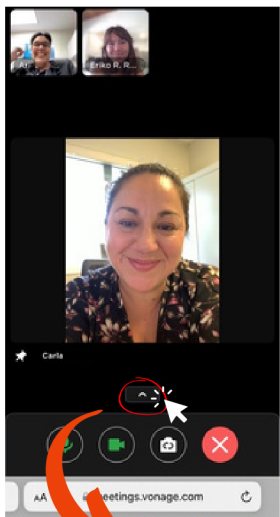
STEP 8



VIDEO CHAT

After clicking the link, you will be taken to the virtual appointment screen. **Enter your First and Last Name** in the text box, and click **Join Meeting**. Your TeleWIC video call will begin! Please allow access to your microphone and camera. To end the call, simply hang up. You will receive a text message to follow up on your experience with us. We value your feedback.

NEW FEATURE!

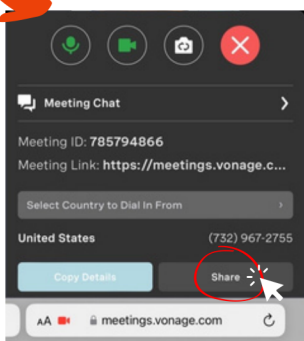


YOU CAN NOW ADD OTHERS TO YOUR TELEWIC APPOINTMENT



We listened to your feedback and have added a new feature that allows you to add other people to your TeleWIC appointment such as your spouse, partner, family member, etc.

Click the **arrow** at the bottom of your video call and a menu will pop-up. Click **"share"** and send the video link to any of your contacts via text, email or other methods.



- When making your appointment, make sure to write down the date, time and type of appointment (in-person or TeleWIC/virtual).
- Read entire text message for instructions.
- Upload documents to the Florida WIC app ahead of your appointment (for existing WIC clients only)
- When you reply "1" to tell us you are ready there is no need to send another text. You will get a confirmation message right away.
- Always keep your cell phone number up to date with WIC. Call us at 786-336-1300 if you need to update it.

HELPFUL TIPS



@MiamiDadeWIC | miamidadewic.org | 786-336-1300