TELEWIC

A STEP BY STEP GUIDE

Florida HEALTH

Revised 06.2025

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. Scroll down to the bottom of the page for a list of our Miami-Dade WIC centers.

STEP 3

Florida HEALTH WIC Florida

Florida WIC

DOCUMENTS

efore your appointment, upload any needed **documents** using the Florida WIC app. It's quick and easy! New to WIC? You'll get your WIC Family ID when you schedule your first appointment—use it to register in the app.

STEP 4

REMINDER

You'll get a text reminder **one day** before your WIC appointment. Save **833-612-2215** as "Miami-Dade WIC" in your contacts so you don't miss future messages!

TeleWIC /Virtual Appointment:

In-person Appointment:

STEP 5

ARE YOU READY?

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

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

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.

TeleWIC /Virtual Appointment:

Only reply "1" if you have a TeleWIC appointment

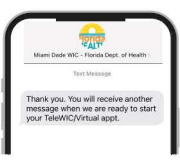
In-person Appointment:

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

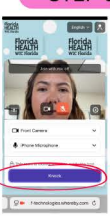
READY

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.

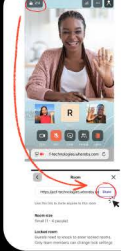
STEP 8

VIDEO CHAT

After clicking the link, you will be taken to the virtual appointment screen. **Enter your name** in the text box, and click **"Knock"**. 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 people to your TeleWIC appointment such as your spouse, partner, family member, etc.

Click the **lock** button on the top of your video chat and a menu will pop-up. Click **"share"** and send the video link to any of your contacts via text, email or other methods.

HELPFUL TIPS

- When making your appointment, make sure to write down the date, time, type of appointment (in-person or TeleWIC) and WIC Family ID.
- You can download the Florida WIC app and register using your WIC Family ID or EBT Card to get started.
- Upload documents to the Florida WIC app ahead of your appointment.
- 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.