

QFLOW

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, 7:15am-5:00pm.

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



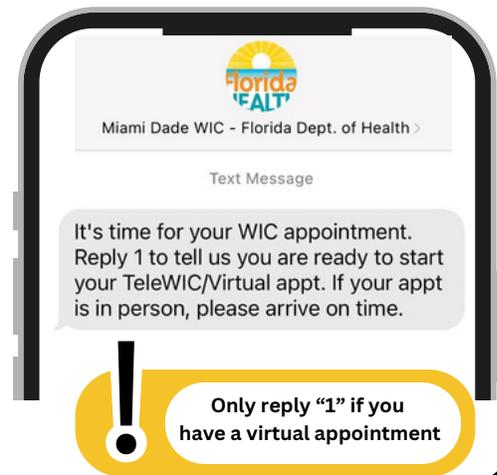
REMINDER

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 WIC center, no need to reply to the text. If you have a teleWIC/virtual appointment, reply “1” and we will know you are ready.

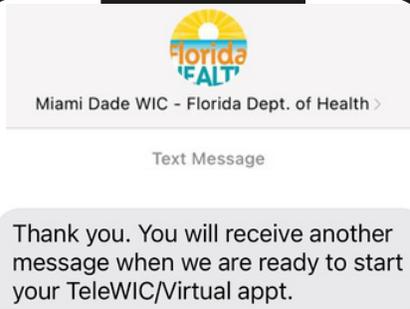


- WHEN MAKING YOUR APPOINTMENT, MAKE SURE TO WRITE DOWN THE DATE, TIME AND TYPE OF APPOINTMENT (IN-PERSON OR TELEWIC/VIRTUAL).
- READ ENTIRE TEXT MESSAGE FOR INSTRUCTIONS.
- UPLOAD DOCUMENTS TO THE FLORIDA WIC APP AHEAD OF YOUR APPOINTMENT (FOR EXISTING WIC CLIENTS ONLY)
- WHEN YOU REPLY "1" TO TELL 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.



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 and a pin number**. Click the link and a new window will appear on your internet browser. You will need the pin number to get started.



STEP 8

Assistant Anywhere Ticket **HRP133**
Generated into Jackson

By using Assistant AnyWhere, you agree and acknowledge that the Service is provided by ACF Technologies "as is" and without warranty of any kind, and you are agree with ACF Technologies can record this session and that any claims regarding the Service shall be subject to the exclusive jurisdiction and venue of the state and federal courts of, and shall be governed and construed in accordance with the laws of USA. You agree that your use of the Service shall be in accordance with ACF Technologies acceptable use policy, and that ACF Technologies reserves the right to suspend usage at any time for any reason. You acknowledge that you have read and understand ACF Technologies's privacy policy, which applies to your use of the Service.

Camera

Microphone

Type your PIN here

Close **Connect**

ENTER
PIN

VIDEO CHAT

After clicking the link, you will be taken to the virtual appointment screen. **Enter the "PIN"** in the text box at the bottom of the page, and click **connect**. Your teleWIC video call will begin! 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.

@MiamiDadeWIC | miamidadewic.org | 786.336.1300

This institution is an equal opportunity provider.