

# TELEWIC

A STEP BY STEP GUIDE

Florida  
HEALTH  
WIC Florida

Revised 03.2025

## 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, 7:15am-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. Scroll down to the bottom of the page for a list of our Miami-Dade WIC centers.



## STEP 3



Florida WIC

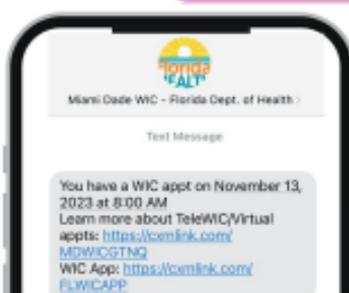
### DOCUMENTS

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

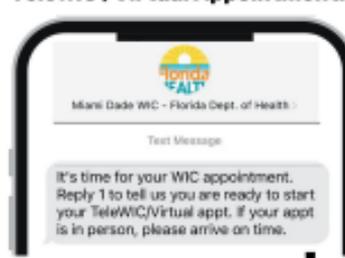
### ARE YOU READY?

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

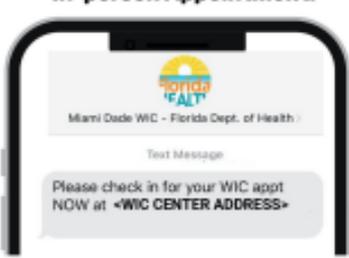
If your appointment is in-person, please arrive on time to your assigned WIC center, no need to reply to the text. Please check in with reception when you arrive.

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

#### TeleWIC /Virtual Appointment:



#### In-person Appointment:



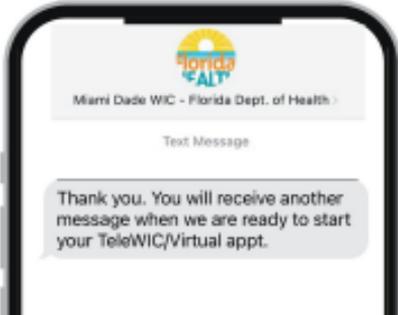
Only reply "1" if you have a TeleWIC appointment

## STEPS 6 - 8 ARE FOR TELEWIC / VIRTUAL APPOINTMENTS ONLY

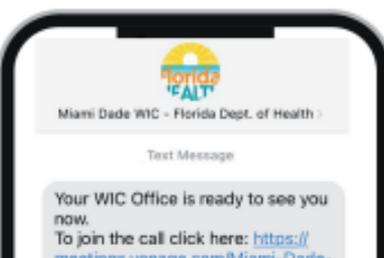
## STEP 6

### 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.

Florida  
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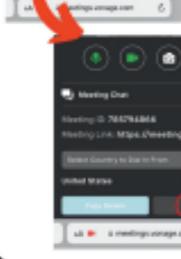
### NEW FEATURE!

### 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