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**To:** [HSS DPA WIC Coordinators: O'Gara, Kathy \(HSS Sponsored\); Bennis, Don; Welch, Scooter \(HSS Sponsored\)](#)  
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**Subject:** WIC Friday Update April 15 in this issue..... WICHealth.org, WIC Works On Line Training, & Spirit Tips  
**Date:** Friday, April 15, 2016 3:49:51 PM  
**Attachments:** [image001.png](#)

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**Hi Everyone,**  
**Just a few things to share this week. Hope you and your staff have a great weekend.**

**Kathleen**

### Success Story courtesy of the SEARHC WIC program

A Juneau mom with an infant and an older child came to Mount Edgecumbe Hospital in Juneau for surgery. She forgot her WIC checks for her baby's formula. She called the Sitka WIC office and asked if we had formula to tide her over for the two day stay but we did not. We were able to refer her to the local Salvation Army who went to the store and purchased 2 cans of what she needed. She was grateful to WIC for the referral so she didn't have to worry about her baby while her older child was recovering from surgery.

#### 1. **WIChealth.org**

WIChealth.org has set up a temporary password that allows you to access the site as a participant so you can see the recent changes. The message from wichealth.org:

"As promised, you will find a username and password for your state staff below. You will not need the security question or email to use the login.

Username: AKdemo

Password: wichealth

The login can be used to access wichealth.org as a client would access the site. Just as a reminder, we are expecting wichealthsupport site to be launched on May 4. At that time, we will deactivate the temporary demo account and send an email asking you to complete the process for a new staff account. The new wichealthsupport site will include resources, client search, and statistical reports that will expand over time. From the support dashboard, you will even be able log into wichealth as a client with the click of a button."

If your agency would benefit from a training please contact me and we can set that up. I'm out of the office a few days- returning on Friday. Jennifer Johnson at [jennifer.johnson@alaska.gov](mailto:jennifer.johnson@alaska.gov)

#### 2. **USDA WIC Online Learning**

WIC Learning Online (WLOL) is updating the content and the platform used of their WIC Learning Online courses.

<https://wicworks.fns.usda.gov/wic-learning-online>

However, As of close-of-business May 2, 2016, (5 pm EST) the WIC 101 and Feeding Infants courses will be temporarily unavailable. The updated WIC 101 course is expected to be available at the end of May. We expect the revised Feeding Infants course to be released in early June. We appreciate your understanding during this transition. Notices will be sent to existing WLOL users and will also be posted on WLOL.



#### 3. **SPIRIT Tips:**

As a reminder, one critical function you must complete upon initial log-in is to "Reset the Local Reference Data". Resetting the local reference data uploads the most current information from the centralized database to your computer. This process takes less than a minute to do.

##### i. **SPIRIT Information:**

When you have a client with Pending Proof, **DO NOT** click "Preview Benefits" before printing. If you click preview first the checks will not print as SPIRIT thinks they have printed. This will cause significant delay in the client receiving their benefits while this issue is being corrected by state IT staff. Please be aware this is a known issue affecting all SPIRIT states and being worked by the SPIRIT consortium to be fixed. We will let you know as soon as it is corrected.

##### ii. **SPIRIT Help Desk Info:**

Send all questions, issues and errors to the WIC SPIRIT Helpdesk at [wicpsirithelpdesk@alaska.gov](mailto:wicpsirithelpdesk@alaska.gov) or phone them at 907-334-4900.