Hardware/Software

Slide Title	Slide Text
Introduction	This HuBERT on-demand training module is provided by the MN Department of Health WIC Program. It is an overview of the hardware and software used by the HuBERT system.
Hardware	
Hardware	The hardware provided for HuBERT includes computers, networking equipment, a scanner for each clinic, printers and one signature pad for each workstation. Our local IT are responsible for setting up and configuring hardware for each site.
Printers	
Printers 1	Printers are provided by the State They use specialized ink that prints a MICR font, which is necessary for the redemption process at the bank. The printers also have an embedded file that prints the benefit overlay, or the lines, on each benefit. Our local IT are responsible for setting up and configuring the printers for each of our clinic sites.
Printers2	Our default printer is a setting that we need to select in the HuBERT application. The most recent selection is maintained; So, we only have to select the default printers once as long as the computer we are using always remains at our current clinic site. However, if we travel with our computer to different sites with different printers, we must remember to select the correct default printers for the clinic site we are at that day. Default printers can be selected in HuBERT in either the Participant List screen or the Participant Folder.
<Printer1>	Let's go through selecting our default printers. This is the **Participant List** screen. Click **File** on the menu bar.
<Printer2>	Hovering over **System Tools** displays the menu…
<Printer3>	<No Script>
<Printer4>	Select **Set Default Printers**.
<Printer5>	<No Script>
<Printer6>	The **Default Printers** window opens. We can select a printer for Benefits, Documents and Reports from a list of our agency's available printers.

<Printer6> Cont.	Click the **Benefits** drop-down arrow to open the printer menu.
<Printer7>	All WIC MICR printers will be named by our local IT staff and will have -9512 at the end of the name.
	Go ahead and select **Printer4 -9512**.
<Printer9>	<No Script>
<Printer9>	We also select the printer tray.
	Benefit stock should always be loaded into the larger **Tray 2**.
	Click the first drop-down arrow under **Paper Source** and select **Tray 2**.
<Printer10>	<No Script>
<Printer11>	Plain paper should be loaded into **Tray 1.**
	Go ahead and select **Printer4 -9512** and **Tray 1** for both Documents and Reports.
<Printer12>	<No Script>
<Printer13>	<No Script>
<Printer14>	<No Script>
<Printer15>	<No Script>
<Printer16>	<No Script>
<Printer17>	<No Script>
<Printer18>	<No Script>
<Printer19>	<No Script>
<Printer20>	<No Script>
<Printer21>	<No Script>
<Printer22>	<Pause for animation>
	Click **OK** to save and exit this window.
<Printer23>	Alternatively, we can select our default printers from an icon.
	Go ahead and click the arrow next to the **System Tools** icon.
<Printer24>	**Select Default Printers** is also available here.
	Both the icon and the menu option to **Select Default Printers** are also available in the Participant Folder.
	Remember! We must re-select printers and trays when our computer travels to different clinic sites.

<mark>**Signature Pads**</mark>

Sig Pads 1	HuBERT saves and stores electronic signatures for both receipt of benefits and at the end of certification appointments.
	At the end of a certification, both the participant and the CPA sign.
Sig Pads 2	We use signature pads to collect these signatures.

Sig Pads 2 Cont.	The signature pad connects to the computer via a USB port and should be connected before logging into HuBERT to ensure that it initializes correctly.
	The signature pad has an attached stylus that should always be used by both staff and participants when signing its screen. **Do not use a pen.**
	It is important to use a soft touch on the signature pad screen. Hard taps may lock the screen up.
	If this occurs and the screen freezes, just unplug the sig pad at the USB port and re-plug it into the computer to unfreeze and refresh it.
Recalibration	Signature pads may need to be recalibrated occasionally.
	Recalibration should be done when the stylus tip no longer matches its point on the screen.
	Basically, if we are unable to select the Next, OK, or Cancel buttons on the signature pad or the signature is erratic and doesn't line up with the stylus tip, we need to recalibrate.
	The recalibration process is simple and only takes about one minute to complete.
	A "How to Recalibrate" document is available on the MDH WIC website. Click the link if you would like to view the document.
	We will quickly review the process here.
Recalibration1	First, we need to disconnect the signature pad from the computer.
	Next, hold the stylus like a pen with the tip in the upper left corner of the screen.
Recalibration2	Holding the stylus tip to the upper left corner, plug the sig pad into the computer USB port.
	A small line of dots will appear where we are holding the stylus tip.
	Lift the stylus tip off the screen, press it back down on the top dot and hold the tip there.
Recalibration3	The dotted line will disappear from the upper left corner and reappear in the lower right corner.
	Press the stylus tip to the lowest dot and hold the tip there.
	A wave will cross the screen from top to bottom and the recalibration process is complete.

Software	
HuBERT_1	HuBERT is a tool to assist us with meeting our WIC program needs and providing participant services.
	It is a web-based application that must be installed on our computers.
	The HuBERT application uses the Internet to connect to a centralized MN WIC database.
HuBERT_2	The HuBERT application we use in MN is based on the SPIRIT source code which is used by a number of different states.
	States are able to individualize some functionality using business rules.

HuBERT_3	Help provides general information about how to use each screen
	Help is not individualized for each state. Therefore, some information in Help may not coincide with HuBERT.
	Help is on the menu bar of each screen and can also be accessed by pressing the F1 key.
	The **version of HuBERT** we are currently using is also found in the **Help** menu.
	The help desk may ask us for the version number when we call them for assistance.
	We also use the version number to verify a Release has installed successfully.
<Help>	Let's take a look at the **version number.**
	Go ahead and click on the **Help** menu.
<AboutWIC>	Click on **About WIC.**
<AboutWIC2>	<No Script>
<AboutWIC3>	The **Version** is listed here.

	HuBERT Releases
Releases	**HuBERT Releases** include changes to the system such as system enhancements and bug fixes.
	A **Release Document** detailing the Release content is provided by the State 3 to 5 weeks before the release is scheduled to be installed.
	On-demand training modules may also be provided if the changes have a big impact on how the application is used.
	Releases automatically install the first time HuBERT is opened once they have been implemented.

	Connectivity
Centralized Server	HuBERT has a centralized database consisting of multiple web servers that is maintained by our contractor.
	Since HuBERT is a web-based application, it is dependent on our local connection to the Internet.
	Both connection speed and the application's performance are affected by the type of connection we have to the Internet at our site, the number of local agency WIC users we have connected at one time, and other traffic at our site using the same connection to the internet.
	Although MN WIC has the potential of over 700 users hitting the HuBERT Production database at one time, its web servers were built to accommodate all potential MN WIC users in most instances.

	End-of-Day
Help Desk1	The MN Help Desk is available Monday through Friday from 7 am to 7 pm by phone at 1-800-488-8799.
	Once it connects, press 2 for MN and 2 again for the regular Help Desk line. Press 1 if the call is urgent, meaning we are unable to issue benefits or serve participants.

Help Desk1 Cont.	The Help Desk number should be on a sticker affixed to each computer.
	Call the MN Help Desk to assist with troubleshooting HuBERT issues and certain hardware issues with state-provided equipment including our computer, signature pad, scanner and printers.
	Lastly, the Help Desk can reset our password for logging into HuBERT.
LocalIT1	Since our computers are integrated into our local agency networks or clinic site networks, there are certain things that our local IT staff are responsible for.
	If we are having issues with network connectivity, such as being unable to connect to the internet, we should contact our local IT.
	Our local IT should also assist us if we are having issues with hardware provided by our local agency.
	The username and password we use to log in to our computer is maintained by our local agency, not the MN Help Desk.
	Lastly, our local agency IT is responsible for supporting any software applications other than HuBERT.
	The MN Help Desk is available Monday through Friday from 7 am to 7 pm by phone at 1-800-488-8799.

WIC Session Manager

Session Manager	When we log into HuBERT we begin an application session. We only have to log in once at the beginning of the application session.
	The WIC session manager maintains our current session and runs in the background while we are logged into HuBERT.
	A session is the amount of time between logging into and out of HuBERT.
	Our session remains open even if the HuBERT application is closed. It only ends when we log out or the system logs us out automatically.
	We will be logged out automatically after 180 minutes of inactivity.
	The State can access log files to monitor user sessions. They identify when we are logged into HuBERT.
<Sessionmgr1>	The WIC Session Manager icon sits in the tray of our taskbar once we are logged into HuBERT and stays until we log off or the system logs us off.
	The tray of our taskbar is in the lower right of our screen next to the computer's time display.
	We can hover our mouse over the icon to see who is currently logged in.
<Sessionmgr2>	<No Script>

Reset Local Reference Data

Reset Local Ref	One of the functions of the WIC Session Manager is to reset the local reference data, which takes less than a minute to do. Resetting the local reference data brings changes down to our computer from the centralized database.

Reset Local Ref Cont.	We need to remember to reset our local reference data every day, after logging into HuBERT.
<reset1>	So, we've logged into HuBERT for the first time today and we must reset our local reference data.
	We open the WIC Session Manager menu by right clicking on the icon.
<reset2>	There are two similar options in the menu: Update and Reset.
	We always want to Reset.
	Click on **Reset Local Reference Data.**
<reset3>	<No Script>
<reset4>	The application checks for updates.
<reset5>	The window closes when the process is complete and we are good to go!

<div style="background:yellow">**Logging Off**</div>

<logoff1>	Remember the HuBERT session remains active until we log off or the system logs us off.
	This means that we can close the clinic application and still be logged into HuBERT.
	Go ahead and click the red x to close the Clinic Application.
<logoff2>	Notice the Session Manager in the tray? We are still logged in.
	We will right click on the Session Manager icon to open the menu.
<logoff3>	Select Log off.
<logoff4>	<No Script>
<logoff5>	A confirmation message displays:
	Logging off will terminate all WIC applications that are running on your desktop and terminate the WIC session manager. Are you sure you want to continue?
	We do. So, go ahead and click **Yes.**
<logoff6>	The window closes but we are not logged off until the icon disappears which takes about 7 seconds.
<logoff7>	We are fully logged off now that the icon has disappeared.

<div style="background:yellow">**Security**</div>

Security	The Security Training Module, available on the MDH WIC website, is **required** viewing for all new HuBERT users.
End Slide	We appreciate you taking the time to review this HuBERT on-demand training module presented by the MN Department of Health WIC Program.