

# Get to Know wichealth.org-6

NOVEMBER 13, 2024

## Frequently asked questions (FAQs)

[Wichealth.org](https://www.wichealth.org) FAQs for WIC staff and clients are located on the [wichealthsupport.org](https://www.wichealthsupport.org) home page.

FAQs for WIC staff include questions about: Staff Accounts, wichealth Certificates, and Helping WIC Clients. Find answers to questions like how to change your password and how to help participants having issues with logging into [wichealth.org](https://www.wichealth.org). FAQs are provided to quickly answer common questions that arise and give guidance to staff.

FAQs for Clients are available for participants looking for help. Topics include Login, My Profile, Lessons, Certificate, Website, and WIC Questions.

If the FAQs do not answer a question, there is a red oval “Help” button at the bottom right of both the [wichealthsupport.org](https://www.wichealthsupport.org) and [wichealth.org](https://www.wichealth.org) home page. Clicking on the button will bring up a chat box as well as a “Contact us” button. More targeted help will be provided if needed. This feature is available to WIC staff and participants.

## Statistics and data reports

Statistics and Data Reports is found on the [wichealthsupport.org](https://www.wichealthsupport.org) homepage. Check out the [wichealth.org](https://www.wichealth.org) usage statistics for your agency. Reports are available for total Lesson completions, completions per lesson, and client accounts statistics. There is even a report showing a breakdown of the different devices used to access [wichealth.org](https://www.wichealth.org). Not surprisingly, 80% of Minnesota users access [wichealth.org](https://www.wichealth.org) by phone! For all the reports, the staff member can change the start and end date for the time frame they wish to view.

## Reminders

- The October 9 [Get to know wichealth.org 1](#) memo includes links to a pre-recorded wichealth webinar and MDH resources.
- Last week’s memo [Get to Know wichealth.org 5](#) described staff resources, including a extensive gallery of WIC photography free for local WIC agencies to use in materials and other visuals.
- Did you know that when a MN WIC participant completes a [wichealth.org](https://www.wichealth.org) lesson, the lesson topic and date information imports from wichealth.org to their Nutrition Education Page in the Information System? Next week’s memo will share more information about this Quick Connect feature.

## **Reference – complete listing of hyperlinks**

[Wichealth.org \(https://www.wichealth.org/\)](https://www.wichealth.org/)

[Wichealthsupport.org \(wichealthsupport.org\)](http://wichealthsupport.org)

[Get to Know wichealth 1](https://www.health.state.mn.us/docs/people/wic/localagency/nutrition/edchoice/gettoknow/wichealth.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/nutrition/edchoice/gettoknow/wichealth.pdf>)

[Get to Know wichealth 5](https://www.health.state.mn.us/docs/people/wic/localagency/nutrition/edchoice/wichealth5.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/nutrition/edchoice/wichealth5.pdf>)

Minnesota Department of Health - WIC Program, 625 Robert St. N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); to obtain this information in a different format, call: 1-800-657-3942.

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