

Hardware Update

DECEMBER 2024

General Hardware Information

Since we've completed WINNIE rollout, we have begun to receive questions about hardware. Below is some information based on questions we have received.

Removing HuBERT Icons

You can delete the HuBERT icons from your computer's desktop. If requested by your local IT, you can also uninstall the application.

Returning State Provided Computers

As part of the transition to WINNIE, many Local Agencies have started using locally provided computers. **Each Local Agency should be using either all State provided, or all locally provided hardware, to streamline support for the Minnesota WIC Help Desk and local IT.**

If you are using locally owned computers and have not returned your state provided computers, please contact the Minnesota WIC Help Desk to obtain labels to return these computers.

Be prepared to provide the following information when you contact the Minnesota Help Desk:

- Local Agency Name and Address
- Serial numbers for machines that will be returned
- Box dimensions and weight (if known)

The Help Desk is available Monday through Friday from 7:00 a.m. to 7:00 p.m. by phone or email:

- Phone: 1-800-488-8799 - press 2, 2 for the regular help line.
- Email: mnhelpdesk@gainwelltechnologies.com

Hardware Inventory

Local Agencies are required to track equipment provided to their agency by the State office. An equipment inventory (see MOM [Section 9.5: Equipment Inventory](#)) is performed annually to reconcile the hardware at local agencies with the hardware depot. The next inventory will take place in early Spring 2025.

Long Term Hardware Plan

Discontinuing State Provided Hardware as of January 2027

Many Local Agencies are now using locally provided hardware instead of State provided hardware since transitioning to WINNIE. Because it is a browser-based system, there is no longer a need for the State to provide hardware with the WIC application installed on it.

As of January 2027, the State will no longer provide hardware to WIC local agencies. The State will continue to provide minimum specifications for computers to ensure that WINNIE runs effectively, as well as a listing of State tested and approved signature pads, card readers, and scanners so that Local Agencies have the information needed to purchase their own hardware.

In the coming year, we will provide more information about how local agencies can take ownership of hardware they currently have on site, as well as details on how to surplus the equipment.

Reference – Complete Listing of Hyperlinks

Section 9.5: Equipment Inventory

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch9/sctn9_5.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, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

This institution is an equal opportunity provider.