

My MN WIC App Update

JUNE 14, 2023

Update Overview

The My MN WIC Mobile App update, version 6.7.2 for iOS (iPhones) and version 6.5.7 for Androids, will be released this Saturday, June 17. More details will be provided in the June 22 HuBERT Hints.

There are 2 key updates happening with this release:

1. Deployment of Firebase – Notification Service (required change from using PushWoosh)
2. Adding a Contact Us topic to the About section

Change in Apple Requirements for Apps

As of April 2023, Apple will no longer support older iOS versions and is requiring all new apps, and updates to apps, be available only for iOS version 16.0 or higher. This change is not specific to the WIC Mobile App; it is an App Store requirement for all apps. (NOTE: Android phones are **not** affected by this requirement change.)

Impact on WIC Participants and the My MN WIC App

After some research, it was determined that iPhones older than 7 (released in 2016) cannot be updated to iOS version 16.0. **If participants have an iPhone 7 or earlier (5, 6, SE-1st generations), they will not be able to upgrade to the newest version of the WIC App, or if new to WIC, they will not be able to download the WIC App from the App Store.**

Current WIC App users, with an iPhone 7 or earlier, that already have the app downloaded prior to the upgrade, will be able to continue using the app with all its current functionality. However, they will not be able to see, or use, any future WIC Mobile App enhancements and upgrades.

Survey of Phones Used

We realize the WIC App is heavily relied on by both WIC participants and staff. In an effort to assess the impact of the change in Apple requirements on our participants, on May 9th, a short survey was sent by the State Office to determine which types of phones and models are currently being used. We received a total of 7,424 responses to the survey and **only 1.5% of the participants surveyed** indicated they had iPhones that would be impacted.

Options for Obtaining Benefit Balance

Although the WIC App is the most common and convenient way participants view their benefit balance, there are other options:

1. The Local Agency can print an Account Balance with the current benefits.
2. Participants can ask a cashier to print a Balance Inquiry before they shop.
3. Participants can call the Customer Service line at 1-833-566-5248 (the number on the back of the WIC card, which is also used to set the PIN)
4. Participants can register their WIC card at the eWIC processors website.
(Information is available on the back of the card directing them to wiccard.mn.gov.)

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.

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