

Accessing WINNIE 2 – Online Training Module

JANUARY 2023

Introduction

Intro

This WINNIE online training module is provided by the Minnesota (MN) Department of Health WIC Program. It is a continued look at accessing WINNIE, the browser-based app used by MN WIC.

Default Browser

Setting Default

Whichever browser we choose to use to access WINNIE, Google Chrome or Microsoft Edge, we should set as our default browser.

This ensures any tabs that are automatically by the system, such as when we use the link in the Reset Password email, open in the same browser we are using for WINNIE.

To set our default browser...

<screen description – no audio> Screen transitions from information page to desktop.

Taskbar

...click the search icon on our taskbar.

Search Default Apps

We are going to type Default Apps into the search bar, which will display at the top of the left panel.

Go ahead and select Default Apps.

Default Apps Screen

We are looking for Web Browser in the Default Apps screen.

Since we don't see it, we'll click below the scroll bar.

Web Browser

If our default Web Browser isn't Microsoft Edge or Google Chrome, we should change it.

We are OK with Edge being our default, but if we wanted Google Chrome, or it wasn't either of those options, to change the default browser we would click on the Web Browser listed...

In this instance, we would click the Microsoft Edge button.

Choose an App

...select our desired browser and...

...complete whatever prompts display.

NOTE: If Microsoft Edge is going to be the default, and there are two Microsoft Edge options, always select the version with the swirl icon.

Click the button to **continue**.

Never Save WINNIE Logins

Never Save Logins

Browsers have this great tool that saves our usernames and passwords for each site we visit.

However, this is a huge security risk because anyone who has access to our computer now has access to our login information, can log into WINNIE using our credentials, which allows easy access to our participants' private data.

This tool essentially renders password logins useless as a security measure.

Never Save Logins 1

WINNIE does have a second layer of security called Multi-factor Authentication, which uses our email to verify our identity, but if some nefarious person has access to our computer, they most likely also have access to our email.

Never Save Logins 2

We must not have the browser save our login information for WINNIE.

Both the login and password fields must always be blank whenever we open the WINNIE Login page.

This is part of our Information System security policy and will be monitored by the State.

Browser Settings

Click either the Google Chrome or Microsoft Edge button, based on your default browser, to review information to ensure the WINNIE login is not saved to your browser.

Google Chrome

For the following information, please note that browser features and pages may change between when this module was developed and when it is viewed.

Click the button to continue.

Google Chrome A

Google Chrome has a feature to save our password.

The first time we log into WINNIE (we've already typed our username and password)...

... and click the **Login** button.

Google Chrome 1

...the browser recognizes it's a new login and displays the *Save password?* message

When we see this, we should **NOT** click the **Save** button and always click the **Never** button.

<no audio> Click the **Never** button.

Google Chrome 2

We can verify our login was not saved in two ways.

<screen description – no audio> Screen transitions from MFA page back to WINNIE login page.

Google Chrome 3

If the next time we open the WINNIE Login page, our username and password are auto-filled, we know the system saved our login, which is against our security policy.

However, we can correct this in the browser settings.

The ellipses icon in the top right corner of the browser opens a menu with the Settings option

Click the **Ellipses** icon.

Google Chrome 4

Select **Settings** from the menu.

Google Chrome 5

Saved logins are found under Autofill.

Select Autofill.

Google Chrome 6

Select Password Manager.

Google Chrome 7

We can toggle off the **Offer to save passwords** or **Auto Sign-in** features if we wanted to.

But they may be helpful tools for other websites we use our computer to access, so if we choose to have these settings turned on, we just always need to make sure we aren't saving our password for WINNIE.

Click below the scroll bar.

Google Chrome 8

All saved logins are listed on the Saved Passwords page.

As long as "mnwic" is not listed under websites, we are good to go.

However, if it is, we can delete it by clicking the ellipses icon in that row and selecting Remove.

Click below the scrollbar again.

Google Chrome 9

Lastly, when we click **Never** on the *Save password?* message, the website with "mnwic" should display in the *Never Saved* list.

Click the button to continue. <jumps to slide 37>

Microsoft Edge

For the following information, please note that browser features and pages may change between when this module was developed and when it is viewed.

Click the button to continue.

MS Edge

Microsoft Edge has a feature to auto-save passwords.

The first time we log into WINNIE (we've already typed our username and password)...

... and click the **Login** button.

MS Edge 1

<screen description – no audio> The Login button is disabled and a spin icon displays on the tab that reads – Spirt.Applications.Identity.

MS Edge 2

...the browser recognizes it's a new login and displays the *Saved password automatically* message.

When we see this, we should immediately click Edit on the message.

<no audio> Click **Edit** on the message.

MS Edge 3

This message indicates that the password was saved because the Automatically Save Passwords feature is on.

<screen description – no audio> The message reads: We saved this password as you've turned on Automatically save passwords. You can turn this off anytime from settings.

If we click **Got It**, it'll save our login. Do not click this button.

If we click **Remove**, it won't save our login but it will ask us again the next time we login if we want to save the password.

So, don't select that either.

If we click the **Never** button, our login won't be saved and the browser won't ask us to save it again.

So, we always click the **Never** button.

MS Edge 4

We can verify our login wasn't saved in two ways.

<screen description – no audio> Screen transitions from MFA page back to WINNIE login page.

MS Edge 5

If the next time we open the WINNIE Login page, our username and password are auto-filled, we know the system saved our login, which is against our security policy.

We can correct this in the browser settings.

The ellipses icon in the top right corner of the browser opens a menu with the Settings option.

Click the **Ellipses** icon.

MS Edge 6

Select **Settings** from the menu.

MS Edge 7

Settings opens to the *Profiles* page and *Passwords* is found in the list on the right.

Select **Passwords**.

MS Edge 8

We can toggle off the **Automatically save passwords** feature if we wanted to. But it may be a helpful tool for other websites we use our computer to access, so if we choose to have this setting turned on <toggle fades back to on>, we just always need to make sure we aren't saving our password for WINNIE.

All saved logins are listed on the Passwords page.

Click below the scroll bar.

MS Edge 9

As long as "mnwic" is not listed under websites, we are good to go.

If it is, we can remove it by clicking the ellipses icon in that row and selecting Delete.

Click below the scrollbar again.

MS Edge 10

Lastly, when we click **Never** on the *Save password automatically* message, the website with "mnwic" should display in the *Never saved passwords* list.

Click the button to continue.

Multi-factor Authentication (MFA)

MFA

Another security measure we use with WINNIE is called Multi-factor Authentication or MFA.

We are probably already familiar with authenticators because they are a standard security method that verifies identity by sending a code to a user's phone or email when they attempt to log into a website.

<Transition Slide>

<screen description – no audio> Screen transitions from information screen to WINNIE login page.

Login

We've already entered our login credentials.

The first time we log into WINNIE each day...

...go ahead and click the **Login** button...

Spin Icon

<screen description – no audio> The Login button is disabled and a spin icon displays on the tab that reads – Spirt.Applications.Identity.

MFA Page

The Multi-factor Authentication page displays indicating a code has been sent via email.

Similar to when we reset our password, this is the same email associated with our username.

<screen description – no audio> Screen transitions from MFA page to MFA email.

MFA Email

Again, like Reset Password, we should receive the MFA email almost immediately from our Maintenance & Operations Contractor.

Remember, we can verify the M&O contractor on the MN Help Desk webpage and that we should both ensure our email is updating and check our Junk mail if we don't receive the MFA email within a couple of minutes.

<no audio> Please note: It is possible that the M&O contractor, or their name, may have changed since this module was developed. We can verify the M&O's email address by going to the MN Help Desk page on the MDH WIC website:

<https://www.health.state.mn.us/people/wic/localagency/mnhelpdesk.html>

The MFA code is a random mix of 6 letters and numbers.

It can only be used once and expires after 0.25 hours, or 15 minutes.

Click the button to continue.

Invalid Code Msg

If we enter an incorrect MFA code, a message will display that reads:

The two-factor authentication code provided is not valid. Please re-enter the two-factor authentication code or return to the Login page to request a new code.

MFA 6 Incorrect

We need to note that the MFA has a limit of 6 incorrect entries, but the message does not provide a count.

So, if we see this message...

Verify Code

...just verify it against the email to ensure the correct code was entered.

After 15 Minutes

If we fail to enter the code within 15 minutes, another message displays that reads:

You were logged out due to inactivity. Please return to the Login page and log in again to continue.

It's easy enough to request a new code by simply clicking Cancel...

<no audio> Click the **Cancel** button.

Return to Login

...which returns us to the WINNIE Login page, where we can just login again.

<screen description – no audio> Mouse clicks in Username field on WINNIE login page.

Login Again

<screen description – no audio> "trains01" is typed into the Username field and mouse clicks in Password field on the WINNIE login page.

Login Again 1

<screen description – no audio> Hidden password is typed into the Password field on the WINNIE login page.

Click the **Login** button.

MFA Again

A new MFA page opens.

Once we've requested a new code, we must use the most recent code sent to us.

<Transition Slide>

<screen description – no audio> Screen transitions from MFA page to MFA email.

MFA Email Again

<screen description – no audio> “New verification code” displays next to C4629E.

Click the button to continue.

Type MFA Code

We can type the code or copy-and-paste it into the field.

The verification code is not case-sensitive.

Go ahead and enter the code C4629E.

<Transition Slide>

<screen description – no audio> Screen transitions from WINNIE MFA page to blank information screen.

MFA Policy

We must receive the MFA the first time we login each day.

If for some reason we don't, we should either immediately clear our browser cache, which has been shown to resolve MFA issues and should ensure the MFA displays the next time we login, or we can call the Help Desk for assistance with clearing our cache.

Not receiving the MFA code is out of security compliance and we must make sure we immediately attempt to resolve any issues with it.

Clear Cache

Click either the Google Chrome or Microsoft Edge button, based on your default browser, to review how to clear your browser cache.

Google Cache

Google Cache

For the following information, please note that browser features and pages may change between when this module was developed and when it is viewed.

Click the button to continue.

Google Cache 1

After clicking the ellipses icon and selecting Settings from the menu, we select privacy and security...

<no audio> Select **Privacy and security**.

Google Cache 2

...then **Clear Browsing Data**.

<no audio> Click on Clear Browsing Data.

Google Cache 3

We'll stick with Basic, ensure **All time** is selected for the Time Range, and stick with the default selections as well.

We also want to make sure that Cached images and files is selected as part of the default. Otherwise, we'll need to select it.

Then click the **Clear Data** button.

Google Cache 4

<screen description – no audio> Clear browsing data disabled and spin icon displays.

Google Cache 5

That's all there is to clearing the browser cache.

Click the button to continue.

Edge Cache

Edge Cache

For the following information, please note that browser features and pages may change between when this module was developed and when it is viewed.

Click the button to continue.

Edge Cache 1

After clicking the ellipses icon and selecting Settings from the menu, we select privacy and security...

<no audio> Select **Privacy and security**.

Edge Cache 2

We're looking for the Clear Browsing Data section.

Not seeing it, so click below the scroll bar...

<no audio> Click below the scroll bar.

...and in the **Clear browsing data now** section, click the **Choose What to Clear** button.

Edge Cache 3

We want to ensure **All time** is selected for the Time Range and then just stick with the default selections.

We also want to make sure that **Cached images and files** is selected as part of the default. Otherwise, we'll need to select it.

Then click the **Clear now** button.

Edge Cache 4

<screen description – no audio> Clear browsing data disabled and spin icon displays.

Edge Cache 5

That's all there is to clearing the browser cache.

Click the button to continue.

Remember Me

<Transition Slide>

<screen description – no audio> Slide transitions from topic slide to WINNIE MFA page.

Remember Me

Once we've entered the MFA code, the Remember Me toggle allows us to enter the MFA code only one time each day, regardless of the number of times we log in and out.

The Remember Me clock expires at midnight each night, ensuring we will receive the MFA when we first login each day.

Go ahead and toggle Remember Me on.

Remember Me Msg

The Remember Me Message indicates that this applies to **our specific computer** and should only be selected if no one else has access to our computer.

<screen description – no audio> Message: You have selected to be remembered on this device. This is only recommended for desktop or mobile devices to which only you have access.

If another staff person, with their own username and password, logs into our computer, and we've toggled on Remember Me for the day, the other staff person will not be required to complete the MFA when logging into our computer.

Once we've completed the MFA, we complete our login by clicking the Login button.

<Transition Slide>

<screen description – no audio> Slide transitions from MFA login page to topic slide.

Test Your Knowledge

Q1 – Multiple Choice (single answer)

Which statement is true?

- A) We should have our browser save our login information to save time each day.
- B) It's OK to have the browser save our login information since it does it automatically.
- C) If our login has been saved, we'll see "WINNIE" listed in our browser Settings >> Password Manager.
- D) We should never see our username or password auto-filled on the WINNIE login page.
- E) We should make sure "MNWIC" does not display on the Never Saved (Google) or Never Saved Password (Edge) list

A1

The answer is D.

We should never see our username or password auto-filled on the WINNIE login page.

Corrected answers for A, B, C and E:

It is never OK to have the browser save our logins (A) even if it does it automatically (B). If our login has been saved, we will see "mnwic" listed in the Settings >> Password Manager (C) and we should make sure that "mnwic" does not display in the Never Saved (Google) or Never Saved Passwords (Edge) list to ensure our logins haven't been saved (E).

Q2 – Multiple Choice (multiple answer)

The Multi-factor Authentication code (select all that apply):

- A) Is case-sensitive.
- B) Can only be used once.
- C) Expires at midnight.
- D) Is required after logging in the first time each day - this is a policy requirement.
- E) Is sent via email from MN WIC's maintenance & operations contractor.

A2

The answers are B, D, and E.

The MFA code can only be used once (B), is required to display each day after we first login (D) and is sent via email by our M & O contractor (E).

Corrected answers for A and C:

It is not case-sensitive (A) and expires after 15 minutes (C). (The Remember Me toggle expires at midnight each day.)

Q3 – True/False

If we don't receive the Multi-factor Authentication code after first logging in, we must either **immediately** clear our browser cache or call the Help Desk for assistance with clearing the cache.

A3

The answer is True.

If we don't receive the MFA code, we must immediately try to resolve the issue, either by clearing the browser cache ourselves or calling the Help Desk for assistance with clearing the cache.

Clearing the browser cache has been shown to fix MFA issues and will ensure the next time we login, the MFA will be required.

End

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the Minnesota WIC Questions & Feedback form.

ACCESSING WINNIE 2

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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