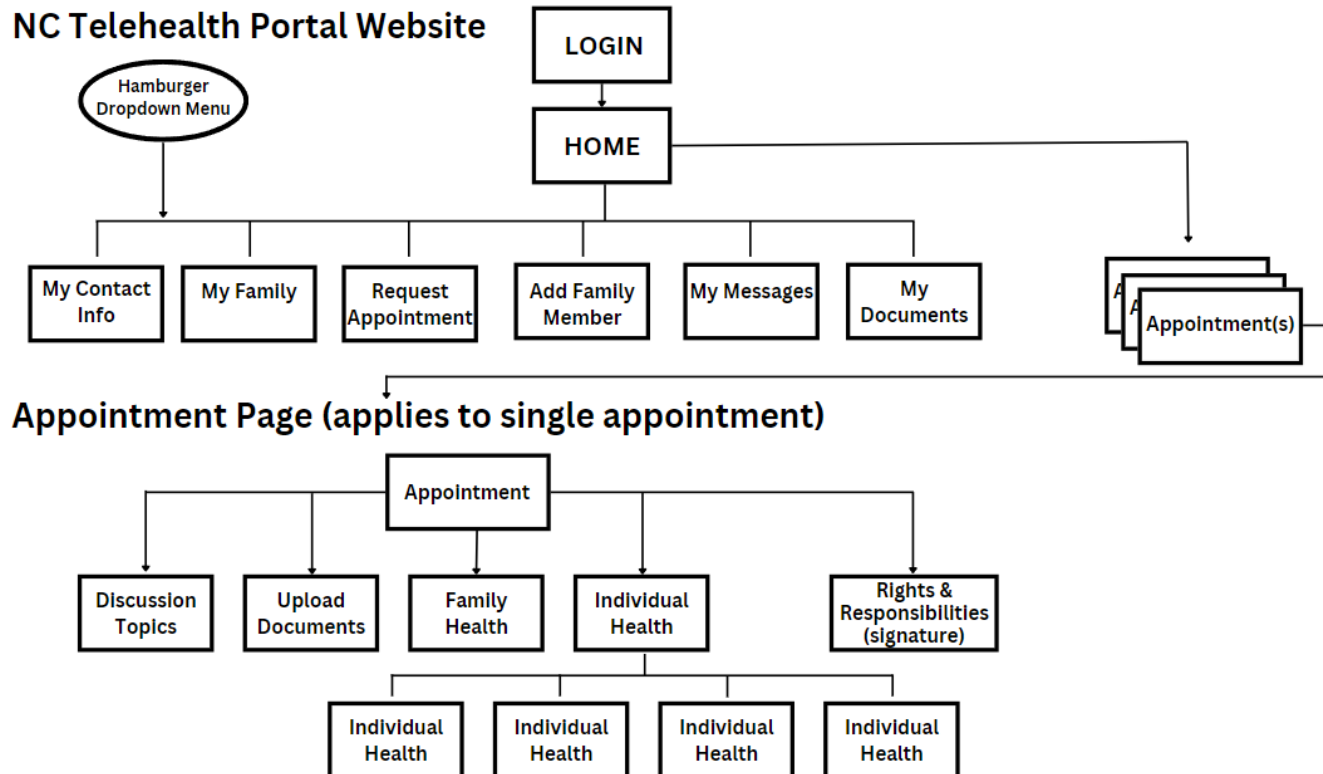


MyNCWIC / Crossroads User Resource

The Community Nutrition Services Section (CNSS) has developed **MyNCWIC**, a participant-facing web portal solution that interfaces seamlessly with Crossroads, for streamlining the WIC certification process and gathering client assessment information prior to appointments.

The following diagram shows the navigational flow of the **MyNCWIC Portal** website.



For more information about participant registration, log in and using the MyNCWIC Portal see Lessons 1-13 in the training available at: [MyNCWIC Portal Training](#), [Signing up for the MyNCWIC Portal](#), and [What does the MyNCWIC Portal Do?](#)

Reminder! Information in the MyNCWIC Portal always reflects the currently saved information in Crossroads. Participants may request changes to appointments or submit information to prepare for upcoming appointments, but no changes will be visible in the Portal until they are accepted by WIC staff.

MyNCWIC / Crossroads User Resource

There are ten QuickLinks screens in Crossroads that interface with the MyNCWIC Portal. Each of these screens has a **Display Telehealth Input** button and/or a **View Telehealth Documents** button to open a pop-up window with the Portal input. Not all pop-up windows will look the same because the information within them will be different.

To save or not to save? Some information will be reviewed and imported while other information will be reviewed only and not saved within Crossroads. The rule of thumb is simple: Would you scan in the document if it were handed to you in-person? If yes – import and save. If no – view only and do not save.

Reminder! After you select the **View Telehealth Documents** button, you may see an empty box. Use the scroll bar on the right side to scroll down and see uploaded documents. Click on the magnifying glass icon on the right side for a document preview to appear.

Crossroads Screen	Display Telehealth Input	View Telehealth Documents
Family Demographics	- contact information - new family members	- proof of identification - proof of residence
Family Assessment	- all family assessment questions	None to view
Participant Demographics	- what the participant would like to discuss during their appointment	- proof of identity
Income Information	None to display	-proof of income
Anthro/Lab	-how the participant can provide heights, weights, and/or bloodwork	-documentation of measurements
Health Information	All Health Information except: - Labor Medications - Health Conditions - Pregnancy Induced Health Conditions	None to view
Eco-Social Assessment	-all questions in the Eco-Social assessment	None to view
Dietary and Health	-all questions in the Dietary assessment	None to view
Medical Documentation	None to display	- prescriptions
Certification Signatures	Use Capture Signature button then select Import	None to view

For more information including a video demonstration of how to import and save data and documents in Crossroads from the MyNCWIC Portal see Lessons 15-26 in the training available at: [MyNCWIC Portal Training](#).

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MyNCWIC / Crossroads User Resource

The **Clinic Telehealth Dashboard** will become your quick access location for participant requests and input. The **Dashboard** is accessible under the **Family Services > Telehealth** menu. The dashboard sections include:

Upcoming Telehealth Appointments – A list of participants with a scheduled appointment who have entered information into their MyNCWIC Portal and/or documents available for viewing or saving. Upcoming appointments are listed in the order received but are sortable by Appointment Date. Click the pencil icon to navigate to the participant’s Family Demographics screen.

New Appointment Requests – Schedule a new appointment.

Reschedule Appointment Requests - Cancel a currently scheduled appointment and reschedule with a new appointment.

Cancel Appointment Requests – Cancel and not reschedule an appointment, including reason for cancelling. Click the pencil icon to navigate to the Family Appointments screen.

Here are expanded views of all four sections of the Clinic Telehealth Dashboard.

The screenshot displays the 'Clinic Telehealth Dashboard' interface. At the top, there is a navigation menu with options: Home, Family Services, Scheduling, Vendor, Operations, Finance, Administration, and Help. A 'Logout' button is located in the top right corner. The dashboard is divided into four main sections, each with a title bar and a table of data.

Upcoming Telehealth Appointments

Parent / Guardian Name	Individual Name	Appt Type	Appt Date	Appt Time	Appt Method
Apple A. Bloom	Blueberry Bloom	Initial Certification	2/24/2023	11:00 AM to 11:30 AM	Video Conference
Apple A. Bloom	Apple A. Bloom	Subsequent Certification	2/27/2023	9:45 AM to 10:15 AM	Telephone
Apple A. Bloom	Lemon Bloom	Mid-Certification Assessment	2/27/2023	9:00 AM to 9:30 AM	Clinic
Apple A. Bloom	Apple A. Bloom	Nutrition Education - Individual	2/27/2023	10:30 AM to 10:45 AM	Video Conference

New Appointment Requests

Family	Parent/Guardian Name	Requested Timeframe	Appt Method	Moved within County?	Moved within State?	Moved to Another State?	Days of the Week	Time of Day	Date Req
F0060000067	Apple A. Bloom	Within this week	Telephone	Yes	No	No	M <input type="checkbox"/> T <input checked="" type="checkbox"/> W <input type="checkbox"/> Th <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/>	Early AM / Late AM / Early PM / Late PM	1/31/2023

Reschedule Appointment Requests

Family	Individual Name	Requested Timeframe	Appt Method	Moved within County?	Moved within State?	Moved to Another State?	Days of the Week	Time of Day	Date Req
F00600004724	Quinton Quality	Within this week	Video Conference	Yes	No	No	M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> Th <input type="checkbox"/> F <input checked="" type="checkbox"/> S <input type="checkbox"/>	Early AM / Late AM / Early PM / Late PM	3/20/2023

Cancel Appointment Requests

Parent / Guardian Name	Individual Name	Appt Type	Appt Date	Appt Time	Appt Method

For more information [including a video demonstration of how to use the Telehealth Dashboard in Crossroads] see Lesson 27 in the MyNCWIC Portal training available at: [MyNCWIC Portal Training](#).

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MyNCWIC / Crossroads User Resource

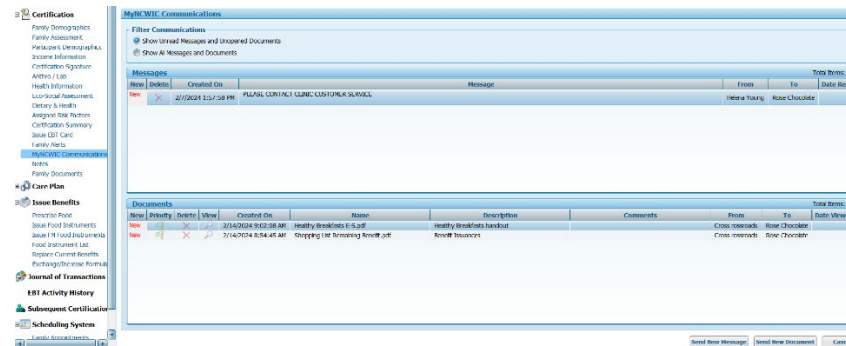
The **MyNCWIC Communications Search** screen manages messages and documents sent from MyNCWIC Portal users to clinic staff. This screen is accessible under **Family Services > Telehealth** menu. This screen serves as a 'task list' of unread communications. When an item is selected, the **MyNCWIC Communications Quick Links** screen for that family opens. This screen will also allow WIC staff to send out a group message or document to all MyNCWIC portal users in a select clinic location.



The screenshot shows the 'Search Criteria' section with filters for 'State Wide', 'Local Agency', and 'Clinic' (set to '010-01 - Brunswick - Bolina'). Below this is a table of search results with columns for 'Created Date', 'Family ID', 'Parent/Exam/Item', 'Description/Message', and 'Link'. The table contains 13 rows of data, each representing a communication item.

Created Date	Family ID	Parent/Exam/Item	Description/Message	Link
1/23/2024	F000004801	Sally S. Swenson	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004708	Wanda L. Huff	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004708	Larry G. Soren	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004701	Laura C. Smith	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004707	Randy Rosewater	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004711	Paula P. Housh	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004714	Sue T. Dwyer	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004711	Alfreda Spruce	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004708	Bill S. Soren	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004701	Blair Spahr	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004707	Lisa Joyce	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004701	Sally S. Swen	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004708	Rose Phosphate	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004701	Wanda L. Huff	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004707	Lawrence Jacobs	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004701	Priscilla Ross	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004705	Sara L. Sunny	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004701	Wanda L. Huff	This is a test - 1/23/24	010-01 - Brunswick - Bolina
1/23/2024	F000004707	Wendy G. Housh	This is a test - 1/23/24	010-01 - Brunswick - Bolina

The **MyNCWIC Communications Quick Links** screen within a family record manages messages and documents sent to/from the family. Messages and Documents are listed by date with the most recent at the top. Use the **Send New Message** button to create and send a new message to the MyNCWIC Portal account linked to the current family. Use the **Send New Document** button to select a file from your local computer and send to the MyNCWIC Portal account linked to the current family.



The screenshot shows the 'MyNCWIC Communications' screen for a family. It features a left-hand navigation menu with options like 'Certification', 'Family Documents', and 'Issue Benefits'. The main content area is divided into 'Messages' and 'Documents' sections. The 'Messages' section shows a single message from 'FAMILY CONTACT CLINIC USER FOR LK SURVEIL' dated 1/23/2024. The 'Documents' section shows a list of documents, including 'Healthy Breakfasts E-S.pdf' and 'Shopping List for myncwic.pdf', with columns for 'Created On', 'Name', 'Price/Option', 'Comments', 'From', 'To', and 'Date Rec'd'.

On the **Food Instrument List** screen, use the **Send Shopping List to MyNCWIC** button to generate the Shopping List as a pdf and send it to the family's MyNCWIC Portal account. If the family is not linked to a Telehealth Portal account, the button is disabled.

For more information [including a video demonstration of how to use the MyNCWIC Communications functionality in Crossroads] see Lesson 28 in the MyNCWIC Portal training available at: [MyNCWIC Portal Training](#).

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