Daily Drop Staff Help Guide
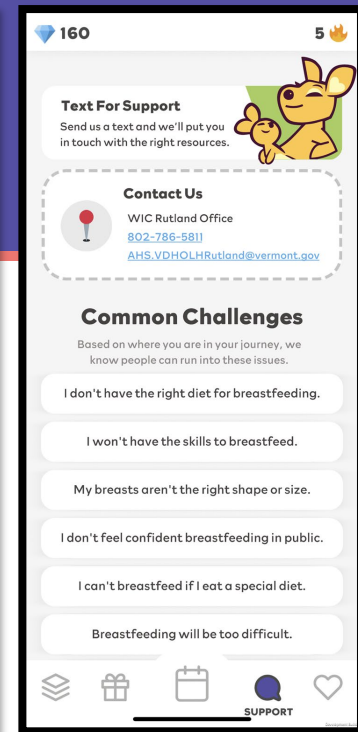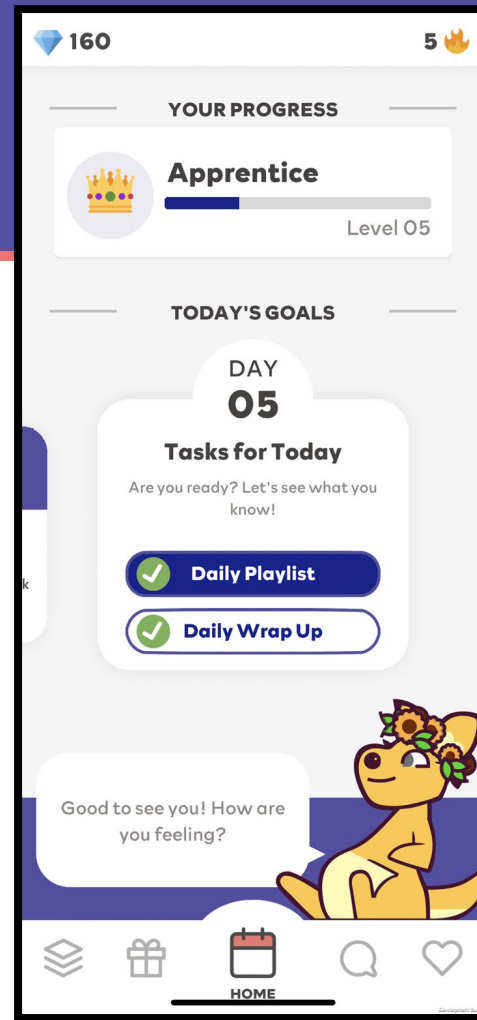
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App Features

How do I get started?

When user's start the application, they will need to answer a few setup questions:

1. Enter your "WIC Household ID" (find more on this later in this presentation)

2. Select your "WIC Office Location"

3. Select your term preference

4. Select your current pregnancy status and your expected delivery date if relevant.

5. Select whether this is the first pregnancy.
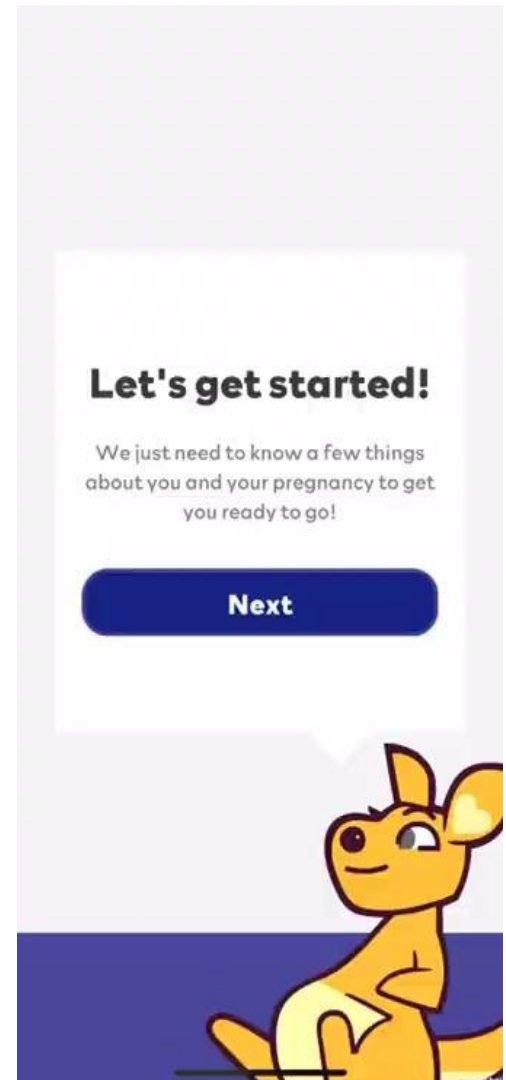
Completing the BAPT Survey

Following these setup questions, the app will ask the user to complete the Breastfeeding Attrition Prediction Tool (BAPT).

In addition to continuing to be the tool used to guide our You Can Do It protocol, the first 10 active days of game play are guided by the BAPT results. A user sees more content related to their lower domain scores. On startup users can skip these questions, however all users are required to complete them soon after installation. If the user does not complete them during setup, you can access the questions again from your Profile page and complete them. Note that users will not be able to engage with key features of the application until this survey is completed.
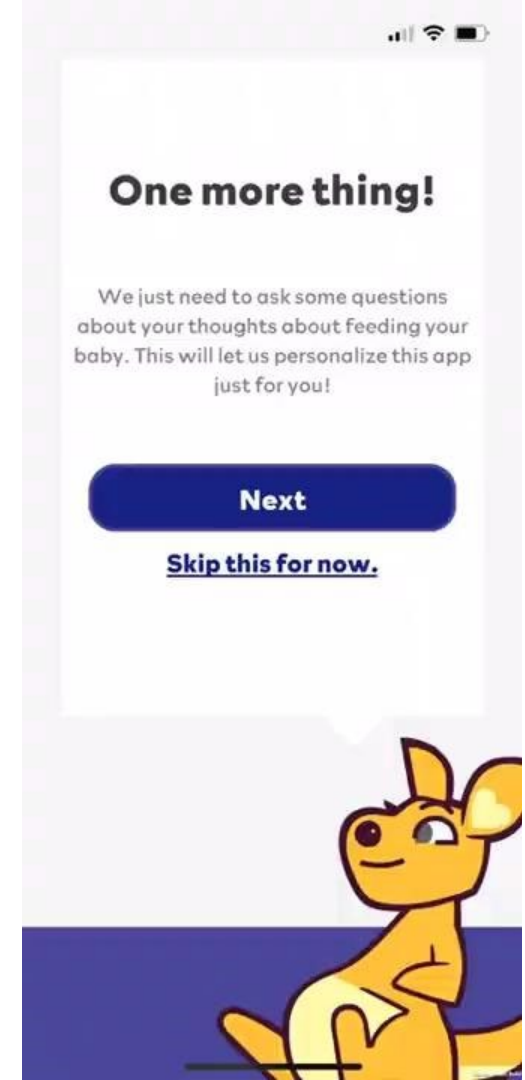
What's the Daily Playlist?

The Daily Playlist is the main feature of the application. It is a series of mini-games that are presented for users to help increase their knowledge, confidence, and support around breastfeeding/chestfeeding.

There are five mini-games in the Daily Playlist to complete. Before every question, if they user hasn't encountered the topic before, they'll get a Knowledge Summary on the subject. If you don't get a question right, you'll have to try again until you complete it correctly.

Getting more answers right results in Gems which can be spent towards character accessories and customizations.

What's the Daily Wrap Up?

Once per play session, users are encouraged to complete a "Daily Wrap Up".

This is a simple reflection on how their day has been going. Once users have made a selection, they will be shown a relevant Daily Affirmation.

When users complete their Daily Wrap Up they will be able to see it in the future by swiping back through the days on the center of the home page.
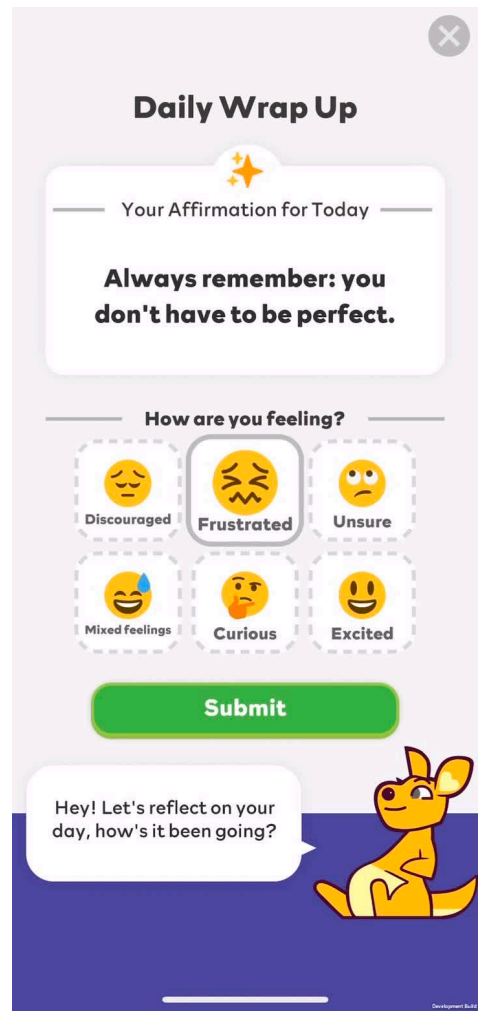
What's the Learn Section?

Users can go to the Learn section to access their Daily Playlist, Challenge Playlist, Knowledge Library, and to replay minigames.

- Challenge Playlist: a daily hard mode that reviews material users have had difficulty with previously. Consists of 5 questions. Awards bonus gems.

- Knowledge Library: a record of information on all the topics the app covers.

- Minigames: you can see all the minigames in the app and replay them as desired.
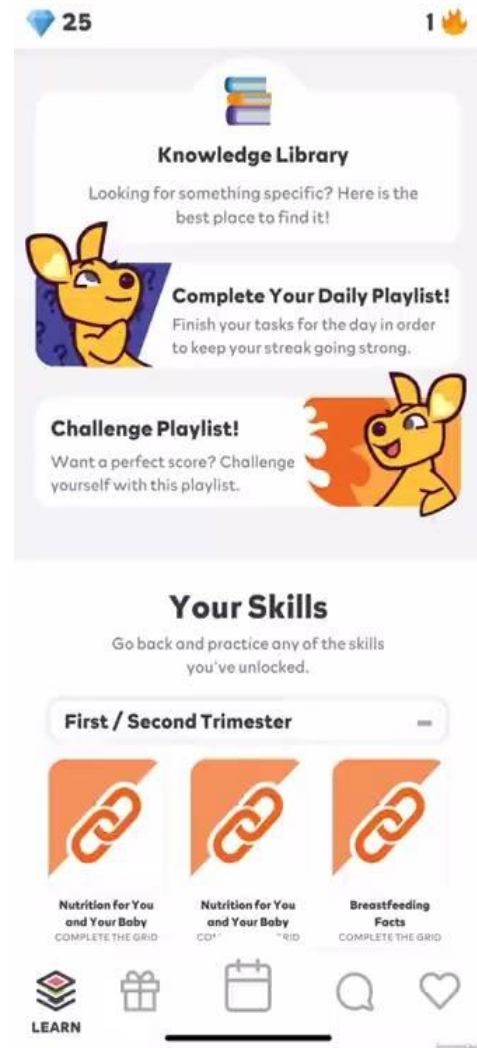
What's the Rewards Section?

For completing activities in the application, users will be rewarded with Gems.

Gems can be used to open "gifts" that contain unique costumes and outfits for the app Mascot.

Users can buy and open gifts in a pack or individually, then equip items onto the mascot to change how the mascot appears across the application.

What's the Profile Section?

In the Profile users can see general stats and profile information that can be updated if needed.

It's important for users to let the app know when they have had their baby. Users can update their delivery status from this page.

Also there are achievements listed that will reward users bonus Gems. Users should check regularly for new gems and work towards the tasks displayed to earn extra rewards.

The profile is also the place where someone can update the WIC Household ID if they inadvertently enter the wrong number. If a user does this, contact the WIC Helpdesk so the user data can be merged.

What's the Support section?

In the Support section users can text, email, or call their WIC office.

- Text opens up district office's texting number in user's native text app

- Phone opens triggers phone to call main district office phone number

- Email opens up email to main office email in user's native email app

Also, there will be prompts to visit the knowledge bank for common questions or concerns for that users' stage of breastfeeding/chestfeeding.

Other features of the App

Your Title & Experience

When users complete their playlists their title levels up to reflect their experience.

Streaks

The app keeps track of days users have engaged with the app and rewards users more for using it multiple days in a row. It's not required to use the app every day to keep a streak going due to the "streak forgiveness" feature which can be found in the Profile Page.
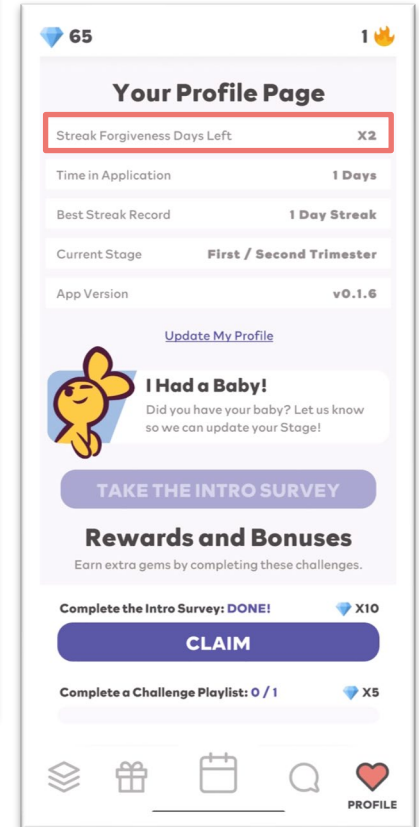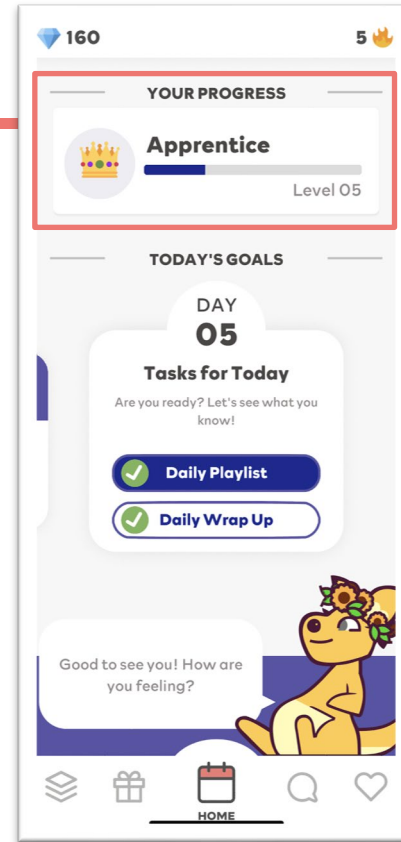
Common Questions You Might Hear From Users

Common Questions / Concerns

Someone says….

"Who can use this?"

You can respond…

Vermont WIC Participants.

Common Questions / Concerns

Someone says….

"Oh, another app? That seems like a pain…"

You can respond…

It's a quick an easy way to ensure you're learning and growing! After installing, it's just checking in for 5 minutes a few times a week for a fun activity and you'll ensure you're giving yourself the best chance for success.

Common Questions / Concerns

Someone says….

"Will this count as a WIC nutrition activity?"

You can respond…

Yes. You enter your WIC ID when you set up the app and with that we are able to look up your game play info and can count it as a nutrition activity.

Common Questions / Concerns

Someone says….

"How is my data being used / tracked?"

You can respond…

All data collected in the app is only associated with your WIC ID and none of it pertains to any personally identifiable health information. The app tracks how you're doing in knowledge, confidence, and support, what topics you're interested in, as well as how often you use the app. That data is sent to the WIC state protected database and nowhere else. The goal of this is to help WIC staff provide you with the best advice and care.

What if I look up a WIC Household ID in the report and....?

The WIC household ID is not found?

Ask the participant what number they entered, they can find it in the Profile screen. Look up the user with that number, then ask them to update their WIC ID with the correct number. Send both WIC IDs to the WIC Help Desk and to merge the data on the backend.

The report has some data, but it is not complete?

Send the WIC ID to the WIC Help Desk and we will investigate.

What if I look up a WIC Household ID in the report and....?

The participant has a 5 digit WIC Household ID rather than a 6 digit ID?

Ask the participant to enter a 0 before their 5 digit ID.
For example the ID 12345 would become 012345

How to Document Nutrition Education in Ceres

Documenting Nutrition Ed Choice

Use the Active Users Report

- Go to the Active Users tab in the Daily Drop Data Dashboard on SharePoint
- Filter for Active Users from the past 90 days for your District Office

Documenting Nutrition Ed Completion

Basic Technical Troubleshooting

Troubleshooting Guidance:

How do I know what version of the game I'm playing, and if it's up to date?

The version of the game you have is listed in the profile tab of your app. It will appear as a number (for example, 0.0.2, or 1.0.1, etc...).

Something went wrong with the game and I'm stuck.

Completely exit the game and close the application. Restart the game and try again. If you're still stuck, uninstall the game and start with a fresh download.

I can't complete my playlist.

If you believe there is an error or issue with the question, report this. In the meantime, check back tomorrow to try a different playlist.

Troubleshooting Guidance:

I can't get the game to download.

Check for software updates on your device and make sure you're on the most up to date version of your phone operating system. If that doesn't work, try downloading the game using a different browser. You can also check that your phone storage isn't full, and that you have enough space to install the game.

What if I entered the wrong WIC ID or I want to update my term preference?

Go to your profile and click "Update my profile". Enter your updated information.

Troubleshooting Guidance:

How do I tell the app that I have delivered my baby?
Head to your profile and tap "I had my baby". The app will change to show you different types of questions.

My app seems slow.

Try closing out of other apps in the background. Sometimes having too many apps open in the background can slow down your phone and how apps work.

Troubleshooting Guidance:

A staff member is unable to find my app records.

1. From your profile click "Update My Profile" and confirm that the WIC ID entered matches the ID assigned to you by WIC Staff.
2. Make sure you are connecting to the internet periodically. You can play without internet, but connecting your phone the internet is the only way for staff to access your app records.
3. If neither of these work, report the issue to WIC staff.

Remember!

The App works Offline after Installation!

A user must be online to install the app, but once they are in the app will work offline and does not require internet or a cellular connection!

Designed to encourage regular check-ins.

The goal of the app is quick and simple daily (or as often as you can) check-ins. It's not supposed to be a big time commitment, just a nice and helpful touch-point in the days of our participants.

App complements existing WIC support, does not replace it.
The goal is for this app to provide you with more information on how users are learning about breastfeeding to help them get more learning when they can.
Only you can provide the nuanced understanding of the participants that makes the program so valuable.

Questions?

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