

## Introduction

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The NC WIC Program Manual details required policies and procedures for local program operations. These are based on federal and state regulations, rules, policies and procedures.

An automated data processing (ADP) system is an important tool to help WIC staff implement some of these required policies and procedures. The ADP system can record application and certification data, schedule appointments, print required notices, issue food benefits and provide reports. This ADP Manual provides technical instructions for using the North Carolina Automated WIC Data Processing System (ADP). It is written to address information needed for daily operations in local WIC agencies, from the perspective of local WIC staff. Primary users of this Manual are anticipated to be new and current WIC ADP users. State and regional staff will also use this Manual as a technical reference.

Please note that the WIC ADP is a part of the Health Services Information System (HSIS). A copy of the HSIS Users Manual is available online at <http://hipaa.sph.unc.edu/updates.htm>.

### **Bookmark this Important WIC Program Technical Support Information**

The Nutrition Services Branch (NSB) Helpdesk is available to answer questions related to:

- Accessing the HSIS system to get to the WIC ADP system
- Accessing and using the WIC ADP system
- Accessing XNET to view and print WIC reports
- Requesting userids, toner, and check stock
- Explaining *how* the system screens work
- Identifying and reporting problems with the system
- Setting up and troubleshooting MICR printers

### **NSB WIC Helpdesk Contact Information**

Call - **919-707-5795** (press 1 for WIC)

**Fax forms to 919-870-4863**

Please note that many connectivity problems are unique to your location and need to be addressed by your local IT support. Keep your local IT person's number handy.

Local Information Technology (IT) Support: \_\_\_\_\_  
(Fill in the name and number of your WIC agency's local IT support person.)

 **User Note**

The NSB Helpdesk's primary role is to resolve the Local Agency's problems with the WIC ADPS as quickly as possible.

It is **NOT** the Helpdesk's role to explain or define program policy or regulations or make recommendations regarding policy.

This manual is focused on explaining how the ADP system works, BUT there are descriptions of program policy in this document in an effort to provide a more seamless explanation to the user. Should you call the Helpdesk about a policy question, the Helpdesk will refer you to the appropriate resource for assistance.

**NSB Helpdesk Hours**

- Helpdesk hours are from 8 am to 5 pm Monday through Friday, except for State holidays.
- If you call the Helpdesk during normal business hours and all agents are assisting other callers, then please leave a message.
- Speak clearly; include your first and last name, phone number with area code, the name of your local agency and the reason for your call. If your password needs to be reset, please include your WIC User ID.
- Your call will be returned as soon as possible.
- All Helpdesk technicians can assist you.

**For After-Hours or Holiday Emergencies ONLY**  
**Call the State ITS Helpdesk**

The State ITS Helpdesk is available to assist with password, printer, or HSIS System emergencies. Call **919-754-6000**, press 1, and then type in your full 10-digit telephone number beginning with your area code.

- Tell the ITS agent that the WIC Helpdesk is closed.

Please note that ITS can only help you with the above problems and not with WIC-specific problems like food packages or formula code issues.