Vendor Portal New Application User Guide

Welcome to the Connecticut WIC Vendor Portal New Application User Guide, a screen-by-screen review of the online application screens necessary to apply for Connecticut WIC vendor authorization.

This document is a reference guide for the Connecticut WIC Vendor Portal. It focuses on how to apply online for authorization in the WIC Program. It has procedures for registering for a user account and how to create and submit an application. This user guide does not provide information on the WIC Vendor Agreement that determines authorization into the WIC Program. Information regarding authorization can be found on the Department of Public Health WIC Retailers webpage at https://portal.ct.gov/DPH/WIC/Retailers.

PLEASE NOTE: The Connecticut WIC Program requires that all vendors be SNAP authorized and open continuously for one full calendar year prior to application to be eligible for authorization.

If at any time during this process you have questions please call the Connecticut WIC Program at 860.509.8084 and press #2 or send an email to DPH.ptwic@ct.gov and ask for assistance with the online portal application.

This application process will require you to enter demographic information in a variety of internet screens. To help you with this task, review and complete the **Vendor Portal Worksheet** available for download and printing on the WIC Retailers Open Enrollment webpage.

You will also be required to upload documents to the application through the portal. These uploads can take the form of PDF, word documents, and images. For help with scanning, search your mobile device's app store for "scanner apps." You may also want to consult with your local office supply store about scanning.

Lastly, no matter the internet browser that you use, turn off the pop-up blocker in that browser to ensure that all required screens and pop-ups can open.

Let's begin. Proceed to the Login Page of the vendor portal https://ctwicportal.dph.ct.gov/Account/Login.

Login Page – First time users must click on the **Register as a new user** button.

Registration Page – After clicking on the **Register as a new user** button, fill in all the fields with the required information.

Registration Page

First Name	[ ] *	**Store Name**	[ ] *
MI	[ ]		☐ **Multiple Stores**
Last Name	[ ] *	**Address**	[ ] *
Driver's License #	[ ] * Take photo of license (with phone) and email to DPH.PTWIC@ct.gov in order to activate your account.	**City**	[ ] *
		State	[ ] *
Phone Number	[ ] *	**Zip**	[ ] *
Email	[ ] *	**User Name**	[ ] Choose a username that is 6-50 characters long.
		Password	[ ] Passwords must have at least one non letter or digit character. Passwords must have at least one digit ('0'-'9'). Passwords must have at least one uppercase ('A'-'Z').
		Confirm password	[ ] *

Disclaimer

- I hereby certify that the creation of a user account and the use of the Vendor Portal are for the purpose of applying for the Connecticut WIC Program.
- I agree not to provide my user name and password to others.
- I have read and understand the Vendor Agreement. I understand that this application and agreement does not guarantee selection and authorization to participate in the WIC Program.
- I hereby certify that the information presented in this application is true and correct to the best of my knowledge and understanding.
- I understand that misrepresentation of the information contained herein will result in rejection of this application and/or immediate revocation for the store's WIC Vendor authorization.
- The undersigned represents that he or she is the owner, partner, member, franchisee or authorized representative or has the authority to contract for and on behalf of the retail vendor.

☐ **Please check here if you agree with the above terms.**

[Register] [Back to Login Page]

Only after entering data in all fields correctly, reading the Disclaimer, and clicking the **Disclaimer agreement** checkbox will you be able to click on the **Register** button. Please note the instructions under the **Driver's License #** data field. To complete your registration and have your registration approved, the Connecticut WIC Program must receive an electronic photo of the registrant's valid state or federal identification at DPH.ptwic@ct.gov.

Registration Page

First Name	Open Enrollment *	**Store Name**	Open Enrollment Test Store *
MI	[ ]		☐ **Multiple Stores**
Last Name	Test Store *	**Address**	410 Capitol Avenue *
Driver's License #	CT000000000 * Take photo of license (with phone) and email to DPH.PTWIC@ct.gov in order to activate your account.	**City**	Hartford *
		State	CT *
Phone Number	(860) 509-8084 *	**Zip**	06106 *
Email	DPH.ptwic@ct.gov *	**User Name**	openenrollmentteststore * Choose a username that is 6-50 characters long.
		Password	•••••••••• Passwords must have at least one non letter or digit character. Passwords must have at least one digit ('0'-'9'). Passwords must have at least one uppercase ('A'-'Z').
		Confirm password	•••••••••• *

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☑ **Please check here if you agree with the above terms.**

[Register] [Back to Login Page]

After clicking on the **Register** button, you will receive the message seen below.

DPH CTWIC - Vendor Portal

Registration Confirmation.

Your DPH-CTWIC Vendor Portal registration request has been received. DPH-CTWIC personnel will review your registration request and once it is approved you will receive an email notification with the confirmation.

Should you have questions, please contact WIC Program at 860-509-8084.

[Back to Log in Page]

After WIC personnel have reviewed your registration, received a photo of your valid state or federal identification and activated your user account, you will receive an email similar to the one found below with your specific registration information and instructions to log into the portal to complete your online application. This email will be sent to the email address used for account registration.
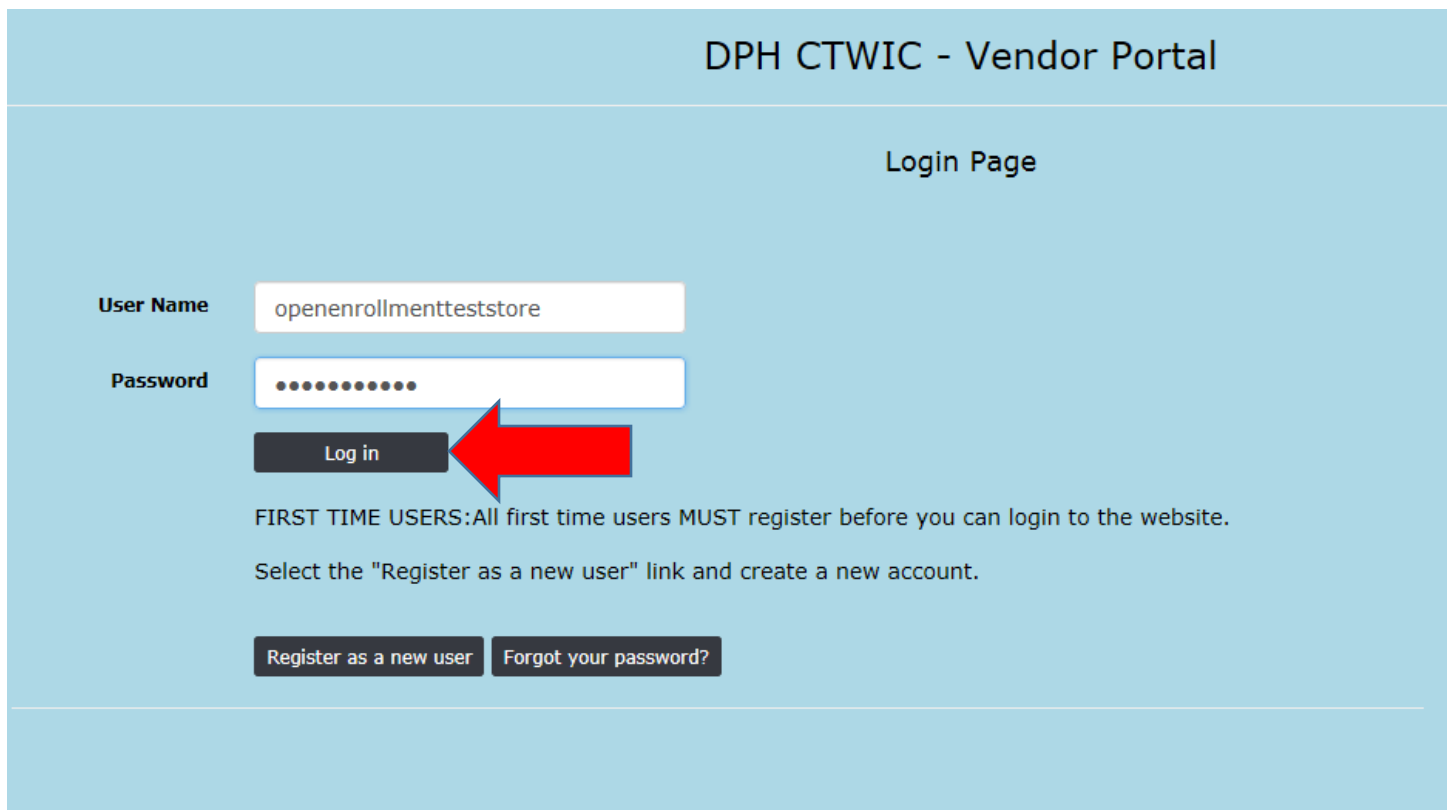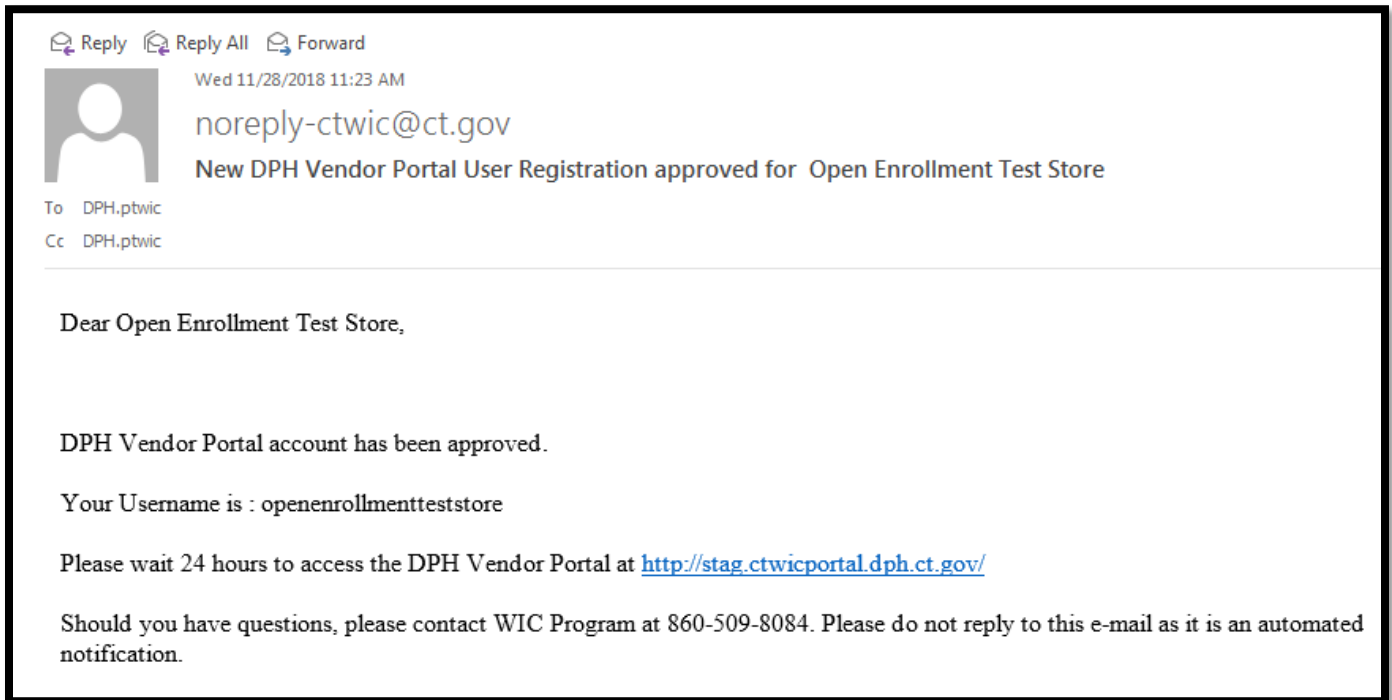
After clicking the **Log In** button, you will be redirected to the **Home** screen.

Click on the word **Vendor** in the upper left side.

Connecticut Women Infant & Children Program

VENDOR

Many documents on this site are PDF files which require the use of the free Adobe Acrobat Reader.

Get Adobe Reader

Last Login
11/28/18 11:30

*** Welcome to the Test Server ***

Use of this system is authorized only to registered Connecticut WIC Program users and limited for approved WIC business purposes. Unauthorized access is prohibited. Anyone knowingly or intentionally accessing State of Connecticut or U.S. government information resources without authorization faces termination of employment or contract, prosecution where applicable, and fines/imprisonment if found guilty. All system activities may be recorded/monitored.

Click on **Vendor Application** ▼ . When the menu expands click on **Application** .

You are now on the **Application** screen. There are three application types. If your store has never been WIC authorized before, select **New vendor-New application** and click on **Go**. If your store has previously applied for authorization or was previously authorized by the Connecticut WIC Program, select **Non-active vendor-New application** and click on Go. **Do NOT select Active vendor-Renewal application.**

Enter all the required data in the white data fields. When entering the **Owner** information, if you are a new store to the WIC Program click on [New]. If your store was previously authorized by CT WIC, the Owner information is already entered. If you have another store that is either currently or previously authorized by CT WIC, you can find your Owner information using the Find button. You must do this to connect this store that you are applying for CT WIC authorization at this time to all your other CT WIC authorized stores.

PLEASE NOTE: The Connecticut WIC Program requires that all vendors be SNAP authorized prior to application to be eligible for authorization.

When the [New] button is clicked:
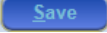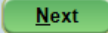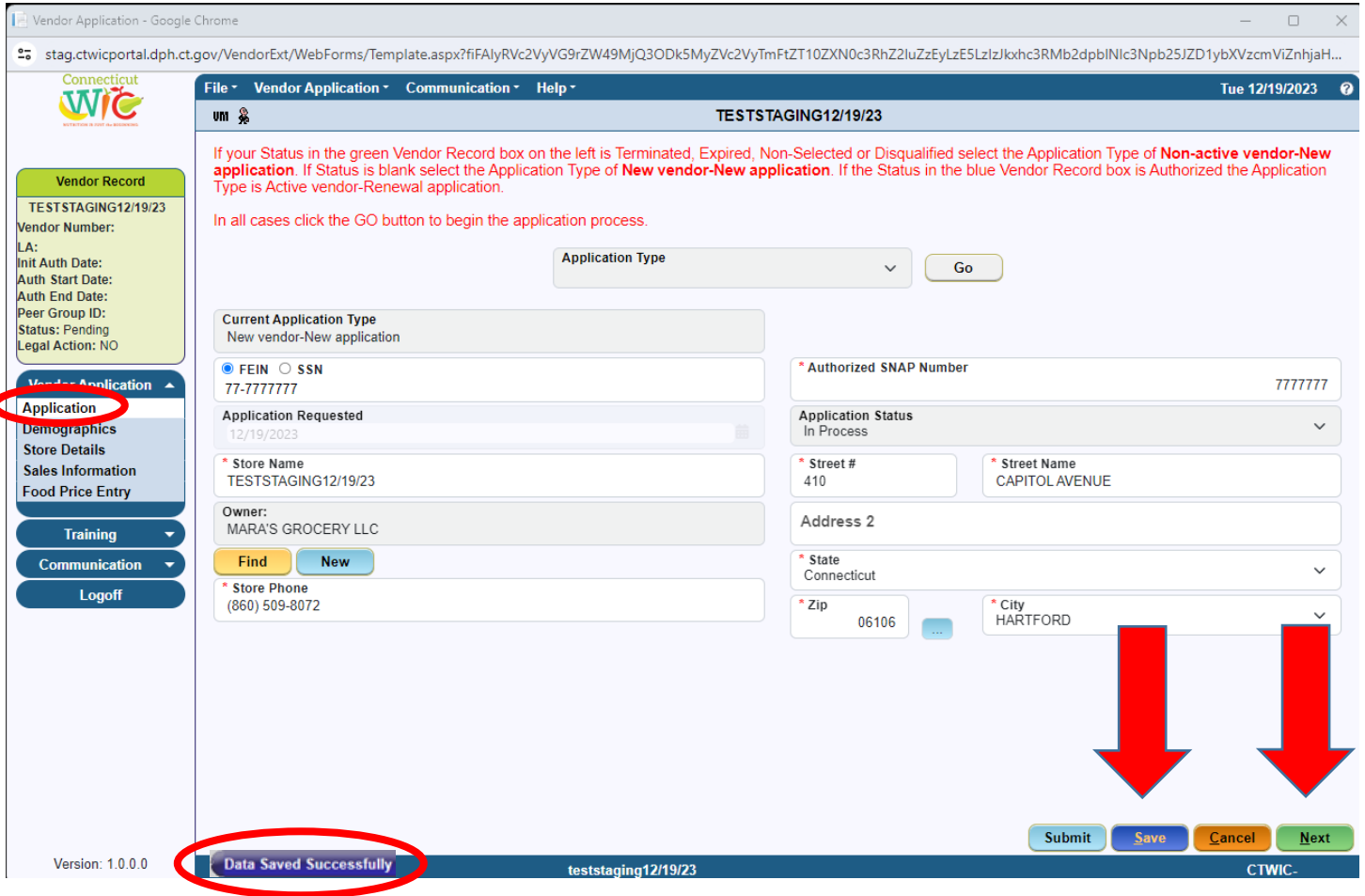
Select the Owner **Entity Type**, enter the Owner **Entity Name** and address. Then click on [Save] and then [Close].

When all data has been entered on the **Application** screen click [Save]. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click [Next].

NOTE: After saving the **Application** screen with the correct **Application Type** you may [Logoff] and return to your application anytime during the application period. For Open Enrollment this means that you have until January 31 to return to your application, complete it and submit the application. On all screens data that you enter is saved whenever you click [Save]. For **Instructions** on how to **RE-ENTER THE VENDOR PORTAL** please see **Page 19**.

On the **Demographics** screen, enter all the required data in the white data fields that are blank. Add **Store Contacts** and their information by clicking on [Add] and entering the required data. The owner must be listed as a store contact. If you have a store manager or other store personnel who will attend training, communicate with the WIC Program, or be responsible for the training of store personnel that information must be entered here as well.

When all data has been entered on the **Demographics** screen click [Save]. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click [Next].

On the **Store Details** screen, enter all the required data in the white data fields that are blank. Selecting the **Language you wish to be trained in** is a very important part of this screen. The language selected in that field will determine what training classes you are offered after your application has been approved. Please select the primary language that is spoken by the store personnel who will attend the mandatory training. Enter the **Open** and **Close** times for your store. Enter the correct **Number of store workers** and **Number of store workers who will handle WIC transactions**. Answer all the **Questions**.

Before clicking [Save] and [Next] click on [Formula Suppliers].

When the **Formula Suppliers** button is clicked:
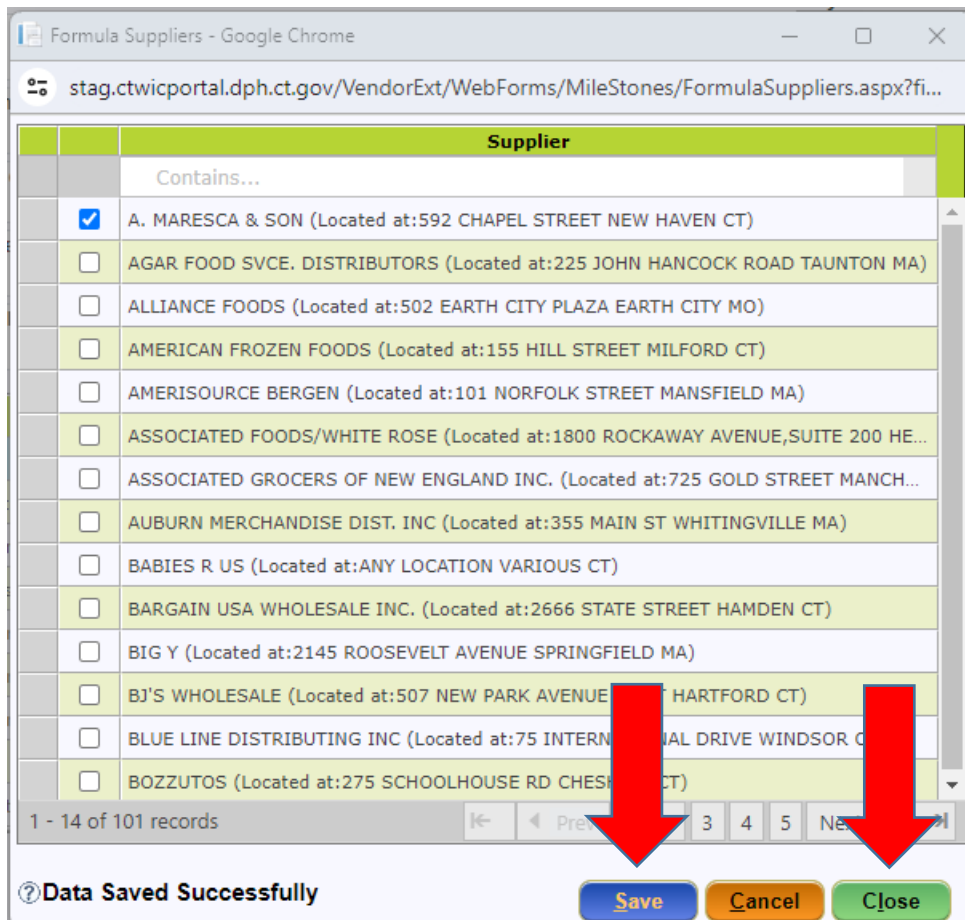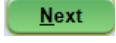
Select the Formula Supplier that you will use to supply your store with the required infant formula. Then click on **Save** and then **Close**.

When all data has been entered on the **Store Details** screen click **Save**. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click **Next**.

On the **Sales Information** screen, enter all the required data in the white data fields that are blank. Please enter the sales and tax information for the last four tax filing quarters going back from the date of your application. For example: If you are applying in January 2024 then report on the four tax filing quarters (twelve months) from January 2023 to December 2023.

PLEASE NOTE: The Connecticut WIC Program requires that all vendors be open continuously for one full calendar year prior to application to be eligible for authorization.

When all data has been entered on the **Sales Information** screen click [Save]. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click [Next].

On the **Food Price Entry** screen, enter all the required data in the **Lowest Price** and **Highest Price** data fields.

When all data has been entered on the **Food Price Entry** screen click [Save]. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click [Next].

You have now been navigated to the **Uploaded Documents** screen which can be found under the **Communication** button. On the **Uploaded Documents** screen, you are required to **Upload** a minimum of three different documents. The required documents are the following: The **Owner Information Form**, the **Owner's** valid and current state or federal picture **identification**, and the **Connecticut Department of Revenue Services Sales and Tax Use Summary form OS-114**. There are other documents that may be required for uploading depending on your store's demographic profile. See below.

The **Owner Information Form** must be printed from the WIC Retailers webpage and filled out completely. You must then scan the **two-page form as a one-page PDF** (creating one document) for uploading to this screen.

The Connecticut WIC Program considers a **state issued driver's license or picture identification card** as a valid form of identification if it is not expired. The Program also considers a **U.S. government issued passport or visa** as a valid form of identification if it is not expired. You must take a photo of the valid identification and upload it to this screen.

If you have a **store manager,** you are required to upload their valid picture identification to this screen.

You are required to provide your **Sales and Tax Use Summary form OS-114** for the last four tax filing quarters (the previous twelve months). For each filing, depending on whether you file quarterly or monthly, these documents are two pages each. These two-page documents (eight pages total if you file quarterly or twenty-four pages total if you file monthly) should be **scanned as one document** and then uploaded to your application in the portal.

After clicking the **Upload** button:

After uploading all the required documents in the proper format and with the proper document type, you must proceed back to the **Application** screen to [Submit] your application. Do this by clicking on [Vendor Application ▼] then when the menu expands, click on [Application].

Once back on the Application screen, click [Submit]. If all the requirements of the Vendor Application screens have been met, then the message "Application Submitted Successfully" will appear in the blue bar at the bottom of the screen.

If you have not fulfilled all the system requirements from the Vendor Application screens, clicking [Submit] will produce an "**Ineligibility**" message that will provide information as to why you are not eligible to submit the application. There are many different versions of this "ineligibility" message. These messages may be generated due to missing information or failure to meet the Connecticut WIC Program's Vendor Selection Criteria. You should always refer to the Vendor Agreement and Appendix A Vendor Selection Criteria for review. The vendor agreement is always available on the WIC Retailers webpage. If you have questions regarding the submission of your application please call the Connecticut WIC Program at 860.509.8084 and press #2 or send an email to DPH.ptwic@ct.gov and ask for assistance with the online portal application.

If your application was successfully submitted, you will receive an email like the one found below at the email addresses entered on the **Demographics** screen.
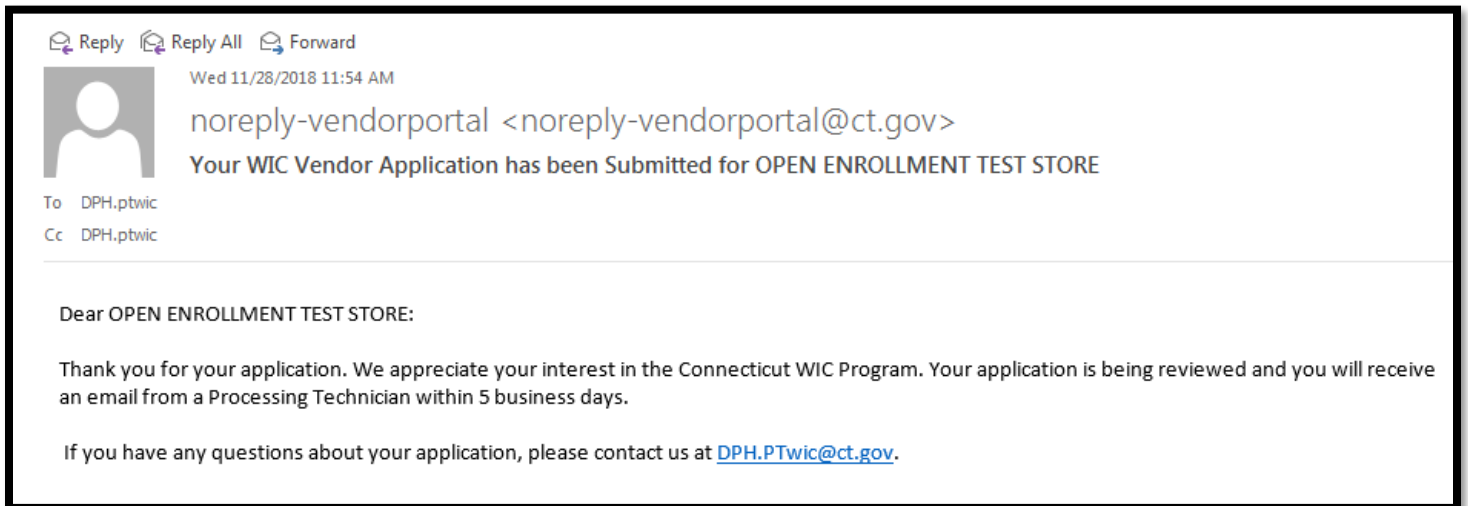
As stated in the "**Application has been Submitted**" email, your application will be reviewed by WIC personnel within five business days. If your application is approved, you will receive an "**Application has been Approved**" email indicating approval. In addition, the email will instruct you to re-enter the vendor portal to select your training class.
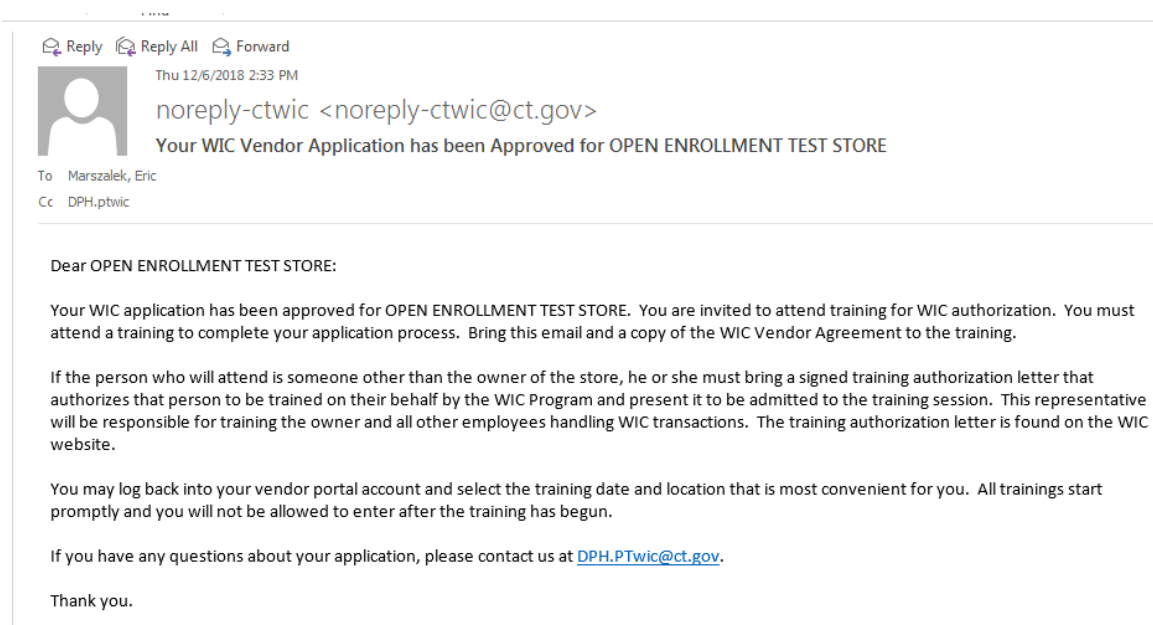
At any time, and for any reason (completing or editing the application, submitting the application, or choosing training), when **RE-ENTERING THE PORTAL,** you will now be re-directed from the **State** screen to the **Make Active** screen seen below. **EVERY TIME** that you login to the vendor portal you will be re-directed to this screen and you must make the vendor record that you want to access "Active." Do this by clicking on the row then clicking **Make Active** . The message "**Vendor has been made active**" will appear in the blue bar at the bottom of the screen.

When you have already submitted an application, the message found below will appear. Click **OK** .

stag.ctwicportal.dph.ct.gov says
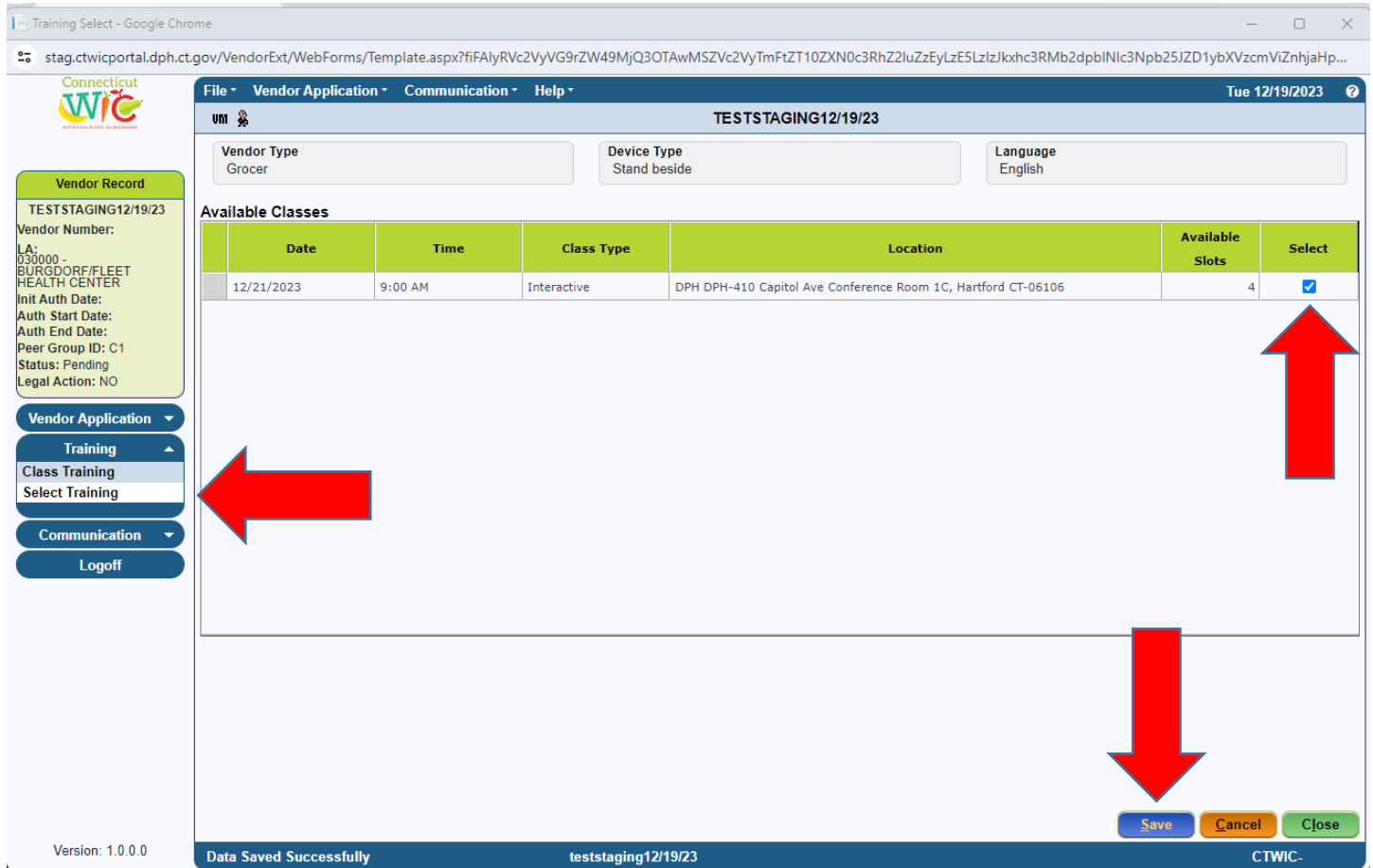
You must wait 30 days before submitting a new application after your existing one has been processed.

OK

To select your Training class, click on **Training** .

When the menu expands click **Select Training** .

On the **Select Training** screen you will have a selection of training classes available to you for attendance. This list is created based on your **Store Type**, **Device Type**, and **Preferred Store Language**. Select the training class that you will attend. When you click [Save] an email will be sent to the email addresses listed on the **Demographics** screen. This email will contain the details of the training class you selected.