

Vendor Portal Renewal Application User Guide



Welcome to the Connecticut WIC Vendor Portal Renewal 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, re-entering the portal 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.

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.

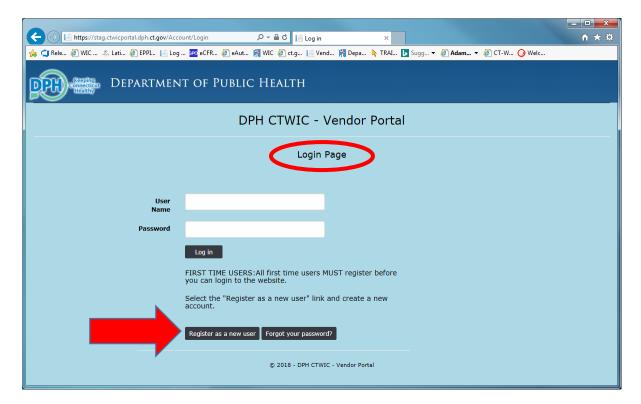
This application process will require you to review and confirm demographic information in a variety of internet screens. To help you with this task, review and complete the **Vendor Portal Worksheet** available for download and printing on the WIC Retailers webpage.

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 are able to open.

Let's begin. Proceed to the Login Page of the vendor portal https://ctwicportal.dph.ct.gov/Account/Login. If you are a new user follow the instructions that begin right here. If you are a previously registered user you can skip ahead to the bottom of Page 3 of this user guide.

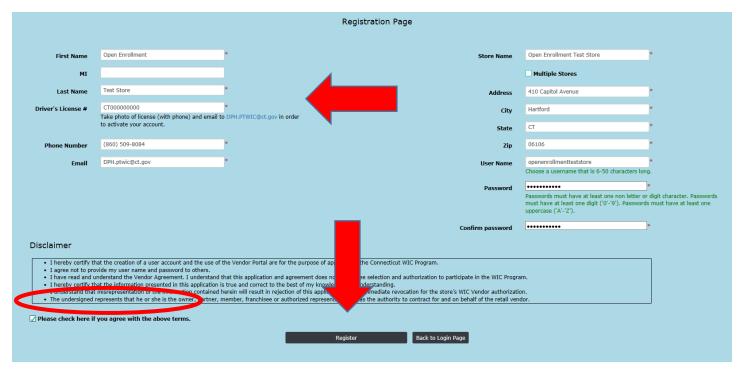
Login Page – First time users must click on the **Register as a new user** button.



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	k	City	
	to activate your account.	DETERMINE CONTROL OF THE CONTROL OF	State	*
Phone Number		•	Zip	
Email		•	User Name	*
			Password	Choose a username that is 6-50 characters long. 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').
		Confi	irm 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 thoj rimmediate 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.



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

DPH CTWIC - Vendor Portal

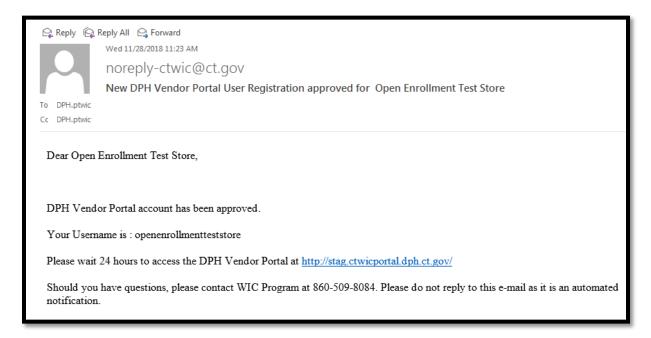
Registration Confirmation.

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

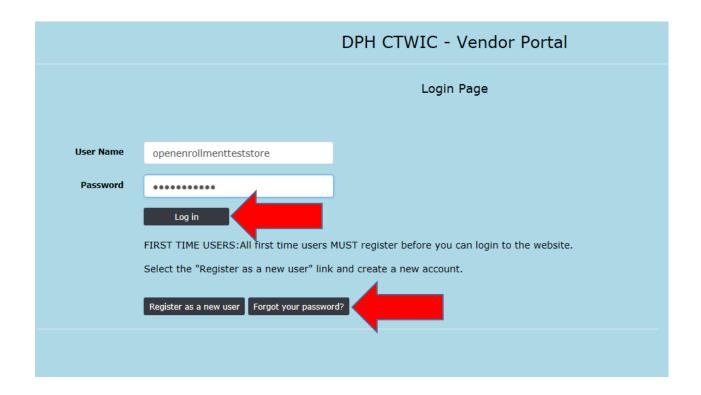
After WIC personnel have reviewed your registration, received your photo of your valid state or federal identification and activated your user account, you will receive an email similar to the one found below with your specific registration information and instructions to log into the portal to complete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



If you are a previously registered user and have forgotten your password, click on the follow the instructions.

If you have forgotten your username, email the following information to DPH.ptwic@ct.gov: (1) your store name (2) WIC vendor number (3) the store's street address and city (4) the first and last name of the person who registered (5) the email that was used to register.

For newly registered and previously registered users:



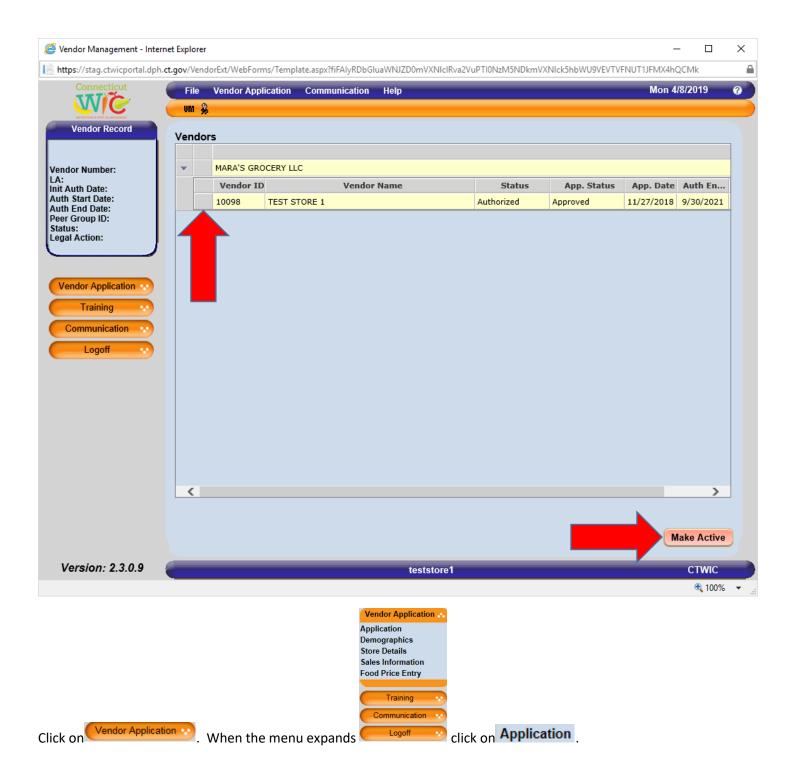
After clicking the Log in button you will be redirected to the **State** screen.

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

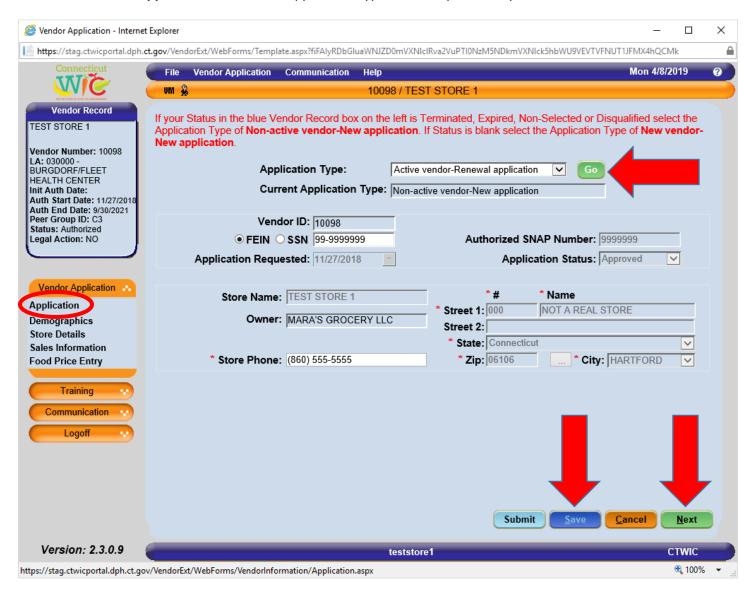


Use of this system is authorized only to registered Connecticut WIC Program users and limited for approved WIC business purposes. Unauthorized access is prohibited. Anyone knowingly or intentionally accessing State of Connecticut or U.S. government information resources without authorization faces termination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

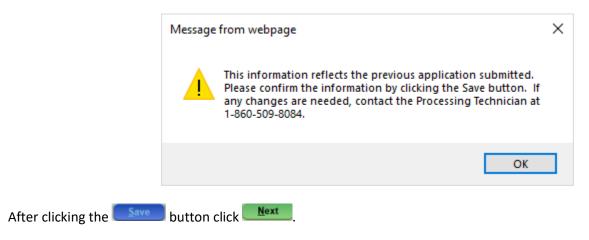
On the Make Active screen click on the row of the store that you are renewing and click the Make Active button.



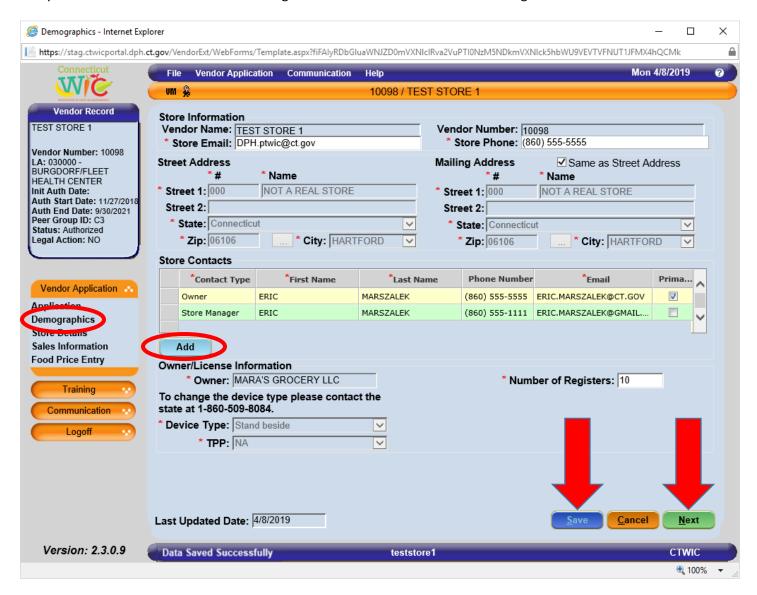
You are now on the **Application** screen. The Application Type has been preset for you. Please click the button.



You should receive the message found below. By clicking you are confirming that the information on the Application screen is accurate and you are ready to proceed to the other required screens. If any information on this screen is not accurate please contact the state WIC office at 860.509.8084.

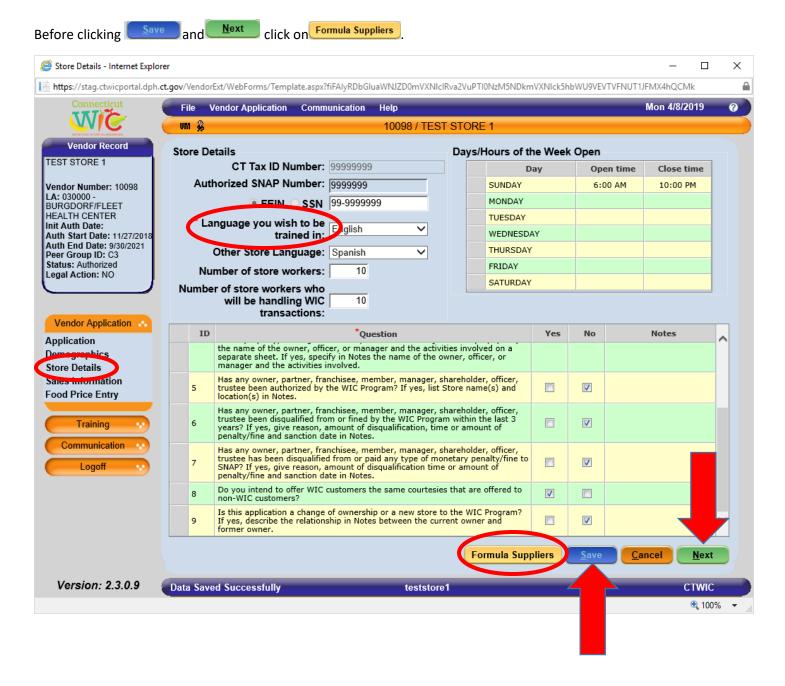


On the **Demographics** screen, review and confirm that the information contained on this screen is accurate. If any information in any of the grayed out data fields is not accurate you must contact the state WIC office. The white data fields are updateable. Add **Store Contacts** and their information by clicking on Add and entering the required data. If any of the listed Store Contacts have changed contact the state WIC office to change that information.

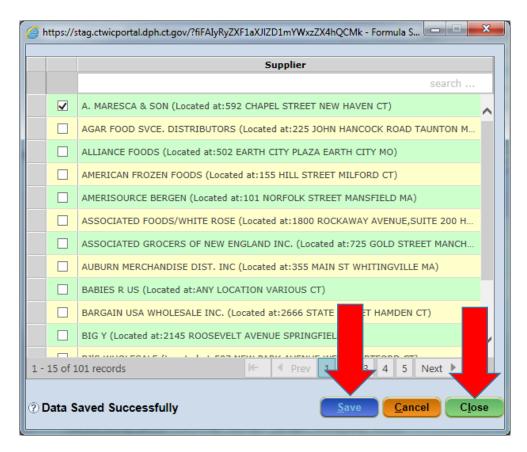


When all data has been reviewed, confirmed or entered on the **Demographics** screen click Saved. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click Next.

On the **Store Details** screen, enter all the required data in the white data fields that are blank or incorrect. 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**.



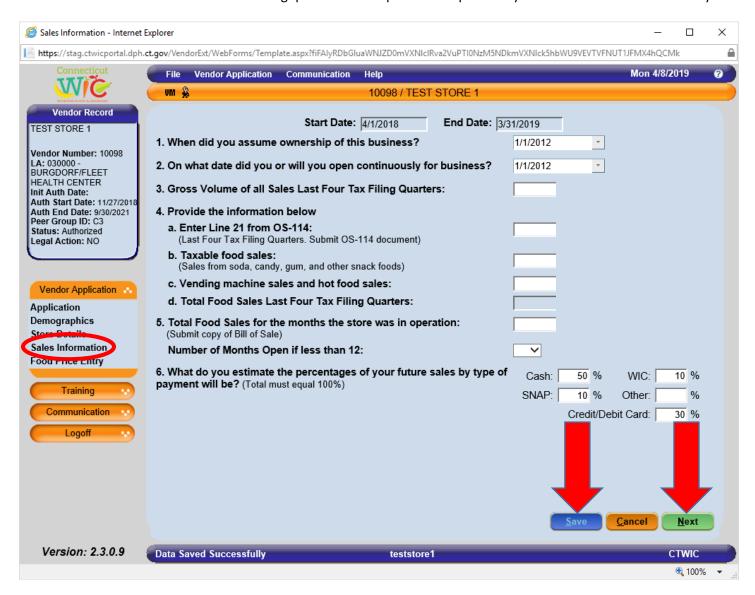
When the Formula Suppliers button is clicked:



Review and confirm that the Formula Supplier that you use to supply your store with the required infant formula is selected. You may select and de-select in this popup. When complete, click on Save and then Close.

You have now been returned to the **Store Details** screen. 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 from April 1 of the previous year to March 31 of the current year.



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

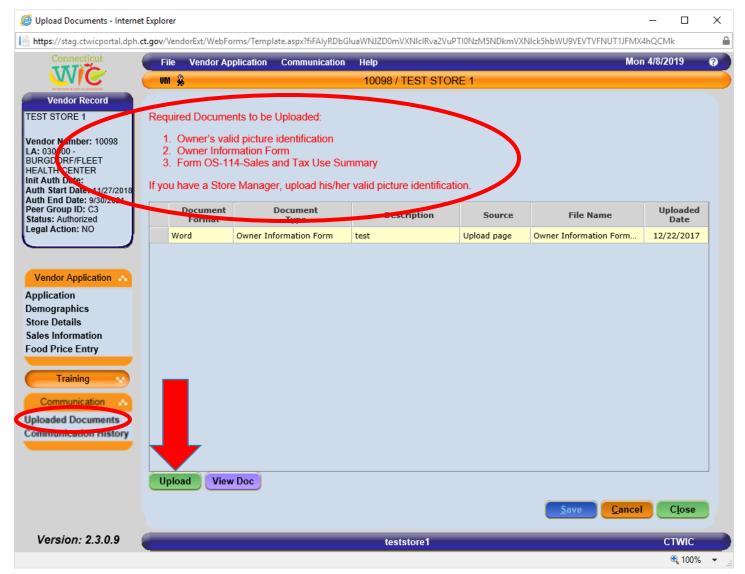
You have now been re-directed to the **Uploaded Documents** screen which can be found under the button. On the **Uploaded Documents** screen, you are required to **Upload** a minimum of three different documents. The required documents are the following: the **Owner Information Form**, the **Owner's** 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.

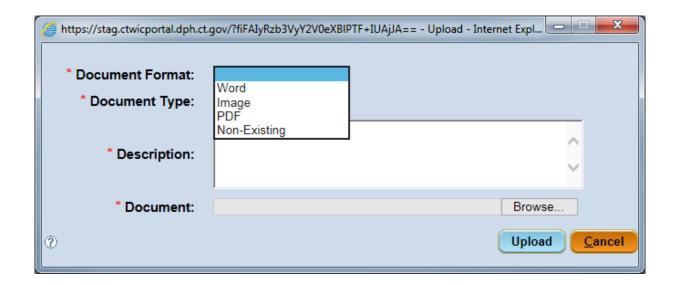
The **Owner Information Form** must be printed from the WIC Retailers webpage and filled out completely. You must then scan the **two page form as one PDF** (creating one document) for uploading to this screen.

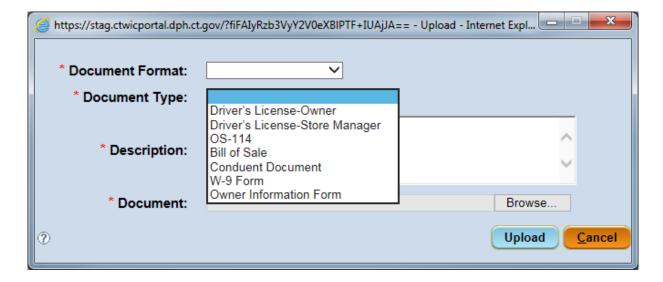
The Connecticut WIC Program considers a **state** issued driver's license or picture identification card as a valid form of identification if it is not expired. The Program also considers a **U.S.** government issued passport or visa as a valid form of identification if it is not expired. You must take 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 (April 1 of the previous year to March 31 of the current year). 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.



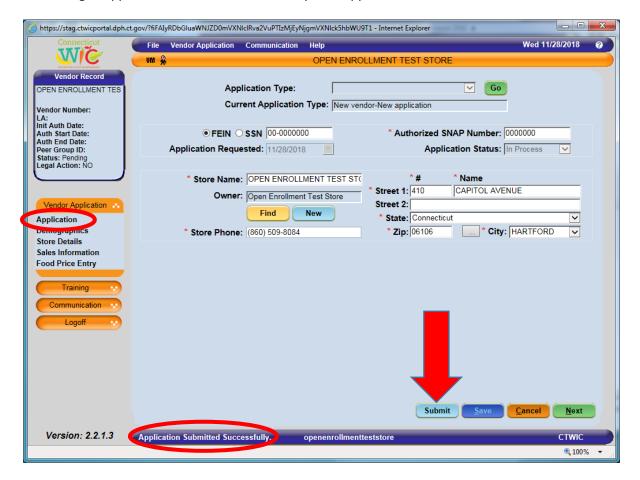




After uploading all of the required documents in the proper format and with the proper document type you must proceed back to the **Application** screen to your application. Do this by clicking on vendor Application. When the menu expands click on **Application**.

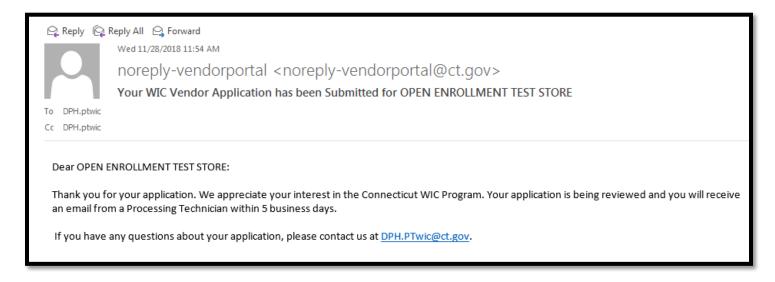


Once back on the Application screen click If all the requirements of the Vendor Application screens have been met then the message "Application Submitted Successfully" will appear in the blue bar at the bottom of the screen.

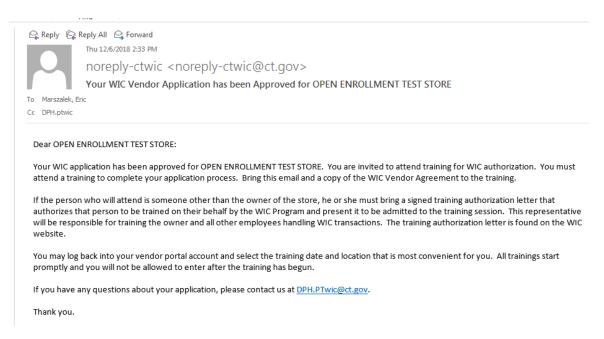


If you have not fulfilled all the system requirements from the Vendor Application screens, clicking will produce an "Ineligibility" message that will provide information as to why you are not eligible to submit the application. There are many different versions of this "ineligibility" message. These messages may be generated due to missing information or failure to meet the Connecticut WIC Program's Vendor Selection Criteria. You should, at all times, refer back 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.

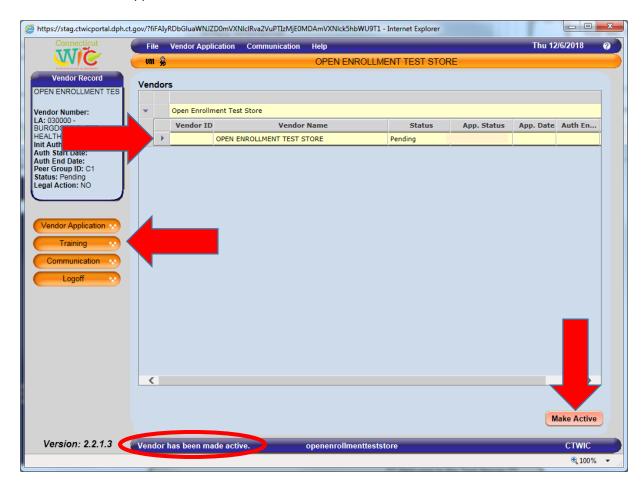
If your application was successfully submitted you will receive an email similar to the one found below at the email addresses entered on the **Demographics** screen.



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.

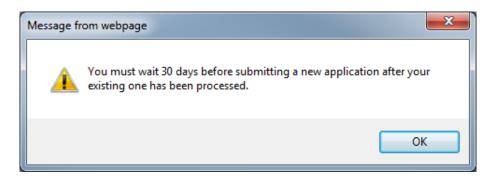


At any time, and for any reason (completing or editing the application, submitting the application, or choosing training), when **RE-ENTERING THE PORTAL** you will now be re-directed from the **State** screen to the **Make Active** screen seen below. **EVERY TIME** that you login to the vendor portal 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.



To select your Training class click on Training.

When you click on Training the message found below will appear. Click OK



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 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.



