MyNCWIC Portal Known Issues

The Community Nutrition Services Section (CNSS) has developed **MyNCWIC**, a participant-facing web portal solution that interfaces seamlessly with Crossroads, for streamlining WIC services and gathering participant assessment information prior to appointments. This resource provides guidance to help manage Known Issues in conjunction with **MyNCWIC / Crossroads User Resource** (a summary of **MyNCWIC** Portal Training Lessons 3-31) and the **Portal Users Guide**. This resource will be updated as solutions are provided.

No NEW Issues added to version dated March 25, 2025

Known Issues remaining from version dated September 27, 2024

MyNCWIC Communications: Documents viewing error

Local users state that when they send a shopping list via MyNCWIC, a different family's shopping list appears to be sent. However, upon further investigation, it appears that (1) the families are receiving the correct shopping list, (2) whichever My Document the user looks at first will be the document seen until Crossroads is restarted. Running a Clear Cache script does not solve the issue. A code fix is needed, which is scheduled for a future upgrade.

Issuing benefits before appointment deletes information sent by participant over the portal

A local user states that if a Portal user has submitted information over the Portal, the family shows as expected on the Telehealth Dashboard in Crossroads. However, if they **issue** to that family before their appointment (in order to avoid lapse in benefits), Crossroads **removes** the family from the Dashboard. This issue has been reported to the computer vendor and they investigated but were not able to reproduce this issue. This issue was tested by NC WIC state staff during User Acceptance Testing (UAT) of the 1.35 upgrade and was NOT reproduced.

Known Issues remaining from version dated July 26, 2024

Appointment Tags and How They Work

Any time a participant submits a proof document or answers a question for an upcoming appointment, that data is **tagged** and assigned to appear on the corresponding Crossroads screen. This makes the data easy to find and time relevant. In addition, for security and storage reasons, the uploaded data is deleted at the end of the day that the appointment is kept.

However, this also means that if the appointment is cancelled or rescheduled, any submissions tagged for that appointment are lost. The participant will need to resubmit information and proofs for their newly scheduled appointment. WIC participants tend to reschedule appointments frequently. We are discussing with the computer vendor whether it is possible to save a last submission or some other functionality to decrease the need for multiple submissions. There are complicated security/storage issues involved.

Similarly, if an appointment is marked *Attended* and a new appointment made, the information submitted for the attended appointment will not appear. Example: if a family completed the health information for the Subsequent Certification appointment, but now has a Low Risk appointment scheduled, the health information submitted for the Subsequent Certification no longer shows.

File type of PDF needs to be added to ALL upload functionality

PDFs as a file type for upload functionality will be added to three areas: Immunization, Food/Formula RX, Ht/Wt/Bloodwork from doctor. A fix is planned for a future upgrade. Participants can take a picture (.jpg) of their PDF and upload to the portal until this is fixed.

Ht/Wt/Bloodwork from doctor needs clarification

Wording will be added to the Ht/Wt/Bloodwork screen in the portal clarifying that the information must be no more than 60/90 days old. A fix is planned for a future upgrade. Work with participants who submit information older than allowed to get updated measures (from their medical provider or by presenting to clinic for in-person measures.

Indicator needed in Crossroads to show portal input

We have requested an indicator in Crossroads that shows which Quick Links screen(s) contain telehealth input and/or documents for upload. This will make it easier for clinic staff to see where exactly in Crossroads the participant has submitted information. This fix is planned for a future upgrade. Currently, the **Display Telehealth Input** and **View Telehealth Documents** buttons are enabled if information has been submitted, and disabled if no information has been submitted.

Appointment method color coding

We have requested improvements to the Crossroads scheduling functionality that will distinguish between appointment types (in clinic / telephone / video) to help with clinic flow and scheduling.

Appointments Shown in MyNCWIC Portal

Nutrition Education classes will be added to the appointments showing in the portal in a future upgrade.

Known Issues remaining from version dated April 4, 2024

Language Issues

The MyNCWIC portal was designed to display the language chosen in the phone's settings. This was functioning as designed during the pilot phase. Currently portal users are not able to set the language on their phone to see MyNCWIC in their desired language. This appears to be a phone operating system issue. Portal users can use the phone's translation functionality (if available), or a website translator app. Users can also use MyNCWIC on a desktop computer and select Translate. Please be aware that NC WIC cannot guarantee accurate translation from these options. We are still pursuing this issue with the computer vendor, asking them to either ID the phone operating system issue OR translate the entire portal website into Spanish.

Linking NCID with Family ID

Some participants report the error message "An issue occurred during login, please try again," when signing into **MyNCWIC**. This message is under investigation by the computer vendor and the wording will be changed to state what the issue is.

Portal Request/Update Message

When an appointment is requested, rescheduled or cancelled, a family member added, or address of the family updated, a message/banner is shown at the top of the screen: "The [request] saved." This may be confusing for the user/participant. This banner will be changed to state, "The [request] has been sent to the local agency for confirmation." We have asked whether the banner can REMAIN until the confirmation is returned.

It is also **IMPORTANT TO REMEMBER** that 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.

Pre-Preparation for Appointments

The pre-preparation for appointment questions on **MyNCWIC** correspond to the questions in Crossroads, which are pre-configured. We are working on making the language as participant-friendly as possible (example: food insecurity question).

Appointments in Crossroads have dynamic information requirements, based on the participant category and the type of appointment. **MyNCWIC** will support the pre-appointment preparation for all participant categories and the following types of appointments:

- Nutrition Education/Food Benefit Issuance appointments.
- Mid-Certification Assessment appointments.
- Subsequent Certification appointments for existing participants.
- Certification of new family members.

IMPORTANT TO REMEMBER: **MyNCWIC** will not support the creation of a new family but will support the addition of a new participant to an existing family. A family must be issued an eWIC card in order for them to link their (Individual) NCID with their Portal/Crossroads information.

Upload Documents / My Documents

Participants can use the My Documents screen to send prescriptions or other documents if they do not have an appointment or the Upload button is not available on other screens.

Uploading a document in the Portal, then uploading a new document for the same option in the Portal will REPLACE the uploaded document seen when viewing the document in Crossroads.

Crossroads will not show both, only the most recently uploaded. Deleting an uploaded item in the Portal will DELETE it from being viewed in Crossroads; however, if the uploaded item is viewed AND SAVED in Crossroads before being deleted from the Portal, the item will no longer be visible in the View Telehealth Documents button BUT its saved version will STILL be visible in the Family Documents area of Crossroads.

Rights & Responsibilities (Signatures)

The portal currently has signature functionality for Rights and Responsibilities but not Affidavits. Affidavit functionality will be added in a future upgrade.

My Messages

The My Messages screen allows the user to read messages sent from the WIC clinic and/or send messages to the WIC clinic. Currently the My Messages screen does not have any alert functionality. Local users will have to refresh the Communications search page to see if new Messages have been sent to their agency.

IMPORTANT TO REMEMBER: This communication functionality is not "real-time" or "instant," nor will it provide alerts (email or text) to the participant when a new communication is sent by the clinic staff. We have requested that the computer vendor add alerts. Currently the participant will need to open the portal to see the My Messages icon and view the communication.

Crossroads Clinic Telehealth Dashboard: Upcoming Telehealth Appointments

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. We have submitted a request for there to be some kind of Unsaved Data Indicator functionality that will indicate to Crossroads users about which screen(s) contain data for input and/or documents for review.

View Telehealth Documents

IMPORTANT TO REMEMBER: 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.

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.

Crossroads Family Demographics Screen

WIC participants may submit changes to their Family Demographics through the My Personal Information screen of the portal. Best practice for making changes to this screen in Crossroads is to confirm the information with the family before changing/saving in Crossroads. Example: If **Email** is

selected as the preferred contact method and **Phone** no longer selected, confirm whether the family wishes to opt out of appointment reminders via Teletask before saving changes.

Appointment Requests: New, Reschedule

We have submitted a request to the computer vendor to improve appointment request functionality by making the requested timeframe/days of week/time of day in the portal match the Quick Appointment fields (Start/End Date, Day(s) of Week, Preferred Time). Currently best practice is to write down the participant's selections or take a screenshot of the participant request before using Quick Appointments. Note that if you click "Cancel" while on the Quick Appointments screen, Crossroads navigates back to the Clinic Telehealth Dashboard and the options can be reviewed.

Many Appointment Requests currently remain in their containers. We have submitted a request for there to be a way to delete the requests once they have been worked.

Known Issues that have been RESOLVED.

Please report any new instances of the below issues to the CNSS Customer Service Desk (CSD).

Login Screen

Portal users received the below error message when navigating to the portal URL. This has been investigated by our computer vendor and is believed to be a local network issue. Portal users should wait a few minutes then try to access **MyNCWIC** again.
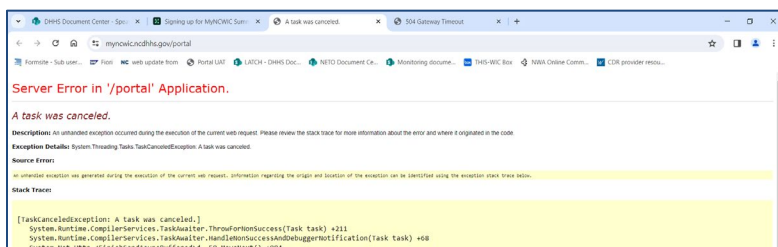
Messages sent via MyNCWIC Portal are truncated in Crossroads

A portal user was able to send two lengthy messages through the portal but local clinic staff were unable to read them, the last several sentences were cut off. This has been fixed by the upgrade to 1.33 and the entire messages are now visible in Crossroads.

Participant Can't See Scheduled Appointment in the Portal

New clinics that have been added to Crossroads since the 2014 rollout were affected by a configuration issue resulting in their participants being unable to see their scheduled appointments in the MyNCWIC Portal. This was not a statewide issue. This issue has been fixed by the upgrade to 1.33.

MyNCWIC Portal Known Issues

MyNCWIC Communications Search needs additional search criteria

Additional search criteria were added in 1.34 to the **MyNCWIC** Communications Search feature to make communications easier to process. Examples include: Sent/Received, From/To, Read/Unread.

Appointment Requests

On the Request New Appointment screen in the **MyNCWIC** Portal, under *What is Your Preferred Day(s) of the Week?* the Saturday checkbox has been removed as of the 1.34 upgrade. We are in discussion with the computer vendor about additional improvements to this screen. A complicating factor is that Clinic Default Hours (especially for satellite sites) vary widely across the state.

Crossroads Family ID

The Crossroads Family ID was added to the **MyNCWIC** Portal My Family card in the 1.34 upgrade so participants have their Family ID available for WICHealth.org and other purposes.

Foster Mom Can't Link to Family ID

Foster mom received an **Incorrect Date of Birth** error message after she entered her ewic card number, date of birth and zip code on the portal linkage screen. This issue was escalated to the computer vendor, who investigated and provided the following explanation: *The Telehealth Portal was set up by Family, to include foster children as well as non-foster children and to provide the parent/guardian a way to manage their entire family with 1 account. This error occurs when the **only participants in a family are foster children***. A fix to this issue was included in the 1.34 Crossroads upgrade.

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant. If you have any questions about Crossroads procedures, please contact the CNSS CSD at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov.