

NC WIC Chat Templates in Teletask

The Teletask Health Messenger Platform sends appointment reminders to WIC participants who have opted in and provides two-way texting (“chat”) and messaging functionality for local staff. For more information see the resources on the Community Nutrition Services Section (CNSS) website under [Teletask](#).

As of July 23, 2025, **Chat Templates** have been enabled on the NC WIC Teletask account. Chat Templates allow Teletask users to add auto-complete responses when chatting with participants. For more information about how to use and set up Chat Templates in Teletask, see the Teletask Knowledge Base Article **How to: Set Chat Templates** at <https://teletask.zohodesk.com/portal/en/kb/articles/how-to-set-chat-templates>. Please note that Creating a Web Survey is not enabled in the NC WIC Teletask account.

NC WIC has set up state-wide templates for local staff to use when chatting with WIC families. Read the **Add a Template to a Chat message** section of the Knowledge Base Article above for more information about using the templates and categories listed below. If a template includes {words in ellipses} then staff must either verify the correct information appears OR type in the needed information OR paste a URL/web link to personalize the chat for the family. (Note: URLs and web links must include a www. in order to be recognized and sent as a link.)

For example, in the first ‘Welcome to WIC’ chat template, staff must verify the clinic name is appearing correctly and then paste the orientation video URL/web link. This orientation video may be a Local Agency’s locally designed video or the local agency can identify a video from [download \(ncdhhs.gov\)](#).

For questions about Teletask, please contact the Teletask Help Desk at 866-863-1108 or submit a [New Ticket](#). For help with Crossroads procedures, please contact the CNSS Customer Service Desk at 919.707.5795 or CNS.CustomerService@dhhs.nc.gov. If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant.

Template Category: Welcome to WIC

Welcome to {clinic_name} WIC! Watch our WIC orientation video here: {URL that includes www.}

This is {clinic_name} WIC! Download ebtEDGE to check your food balance. Download for free on the Apple App Store and Google Play or visit www.ebtedge.com and go to the Cardholder Login link. To check your food balance or reset your PIN, call the eWIC customer service toll-free at 1-844-230-0813.

We mailed your WIC Card to you! It may take up to 5 business days. Visit ebtEDGE App Handout for NC eWIC at www.ncdhhs.gov/ebtedge-app-handout-nc-ewic/download?attachment?attachment | or ebtEDGE para NC WIC at <https://www.ncdhhs.gov/ebtedge-app-handout-nc-ewic-espanol/download?attachment> for a step-by-step guide on setting up the ebtEDGE app for NC WIC participants.

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Congratulations on your new WIC Card! Call 1-844-230-0813 to set up your PIN. For more info visit Using Your NC eWIC Card at <https://www.ncdhhs.gov/media/22265/open> or Cómo usar su tarjeta eWIC de Carolina del Norte at <https://www.ncdhhs.gov/media/22264/open> for a brochure with specific information to get started using the NC eWIC card.

Sign up for the MyNCWIC portal today! You can manage appointments (request, reschedule, or cancel), upload documents, and complete remote or Telehealth appointments if available. Register at <https://myncwic.ncdhhs.gov/portal> or contact our office at {clinic phone number}.

Template Category: Opt Out of Text Messages

Welcome to text services for your {clinic_name} WIC office. We may text you about your appointments, healthy tips, and WIC news. Reply STOP at any time to unsubscribe.

If someone texts "Opt out" or similar:

To block messages from {clinic_name} WIC office including appointment reminders, please reply with STOP. Our system will no longer send messages to you.

Template Category: Missed Appointment

This is {clinic_name} WIC! You missed your WIC appointment. Reply to this text or call us to reschedule so that you don't miss out on any benefits. {phone number}

NOTE: This message does NOT replace providing the required missed appointment notice. See WIC Program Manual Chapter 6D, Section 2 for more information about Missed Appointment Notices.

Many Local Agencies send a text message immediately after a missed appointment (within the hour or by end of day) and get a great response. The appointment is finished at that point or rescheduled.

Template Category: Customer Service

This is {clinic_name} WIC! Your food benefits are now available! Please check the ebtEDGE app or go to www.ebtedge.com for your benefit balance. Thank you!

Hi, this is {user_name} from {clinic_name} WIC! I will be calling you in just a moment from {clinic phone number}.

This is {clinic_name} WIC! Check to be sure you have what you need for your first appointment. Visit {URL that includes www.} or call {clinic_phone}

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Template Category: Forms

This is {clinic_name} WIC! Ask your child's doctor to fill out the WIC Program Medical Documentation form at <https://www.ncdhhs.gov/wicmedicaldocumentationpdf/download?attachment> .

This is {clinic_name} WIC! Ask your doctor to fill out the WIC Program Medical Documentation form at <https://www.ncdhhs.gov/wicmedicaldocumentationpdf/download?attachment> .

Template Category: Handouts

This is {user name} from {clinic_name} WIC! You can find the [insert title] handout we talked about here: {URL that includes www.}

Template Category: Referrals

This is {clinic_name} WIC! Here is a service that might be helpful for your family: [insert local resource]

Template Category: Retention/Outreach

Happy Birthday! Your child will grow healthy on WIC up to age 5. Good food, nutrition tips, recipes, and more!

This is {clinic_name} WIC! Check us out on [insert local agency social media link with a URL that includes www.] for WIC events and updates.

Template Category: Shopping

This is {clinic_name} WIC! Check out eWIC Card Shopping Tips: Using Your NC eWIC Card at <https://www.ncdhhs.gov/media/22265/open> | or Cómo usar su tarjeta eWIC de Carolina del Norte at <https://www.ncdhhs.gov/media/22264/open>

This is {clinic_name} WIC! Learn more about the NC WIC Program Shopping Guide at <https://www.ncdhhs.gov/nc-wic-programshoppingguide-english-2020pdf/open> (English) | or <https://www.ncdhhs.gov/nc-wic-programshoppingguide-spanish-2020pdf/open> (Español)

Template Category: Clinic Appointment

This is a friendly reminder that you have a WIC appointment scheduled in our {clinic_name} office on {appt_date} at {appt time}. We are looking forward to seeing you.

Template Category: Telephone Appointment

This is {clinic_name} WIC! You have a telephone appointment with [insert first name] on {appt_date} at {appt time}. We will call you from [telephone number].

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This is {clinic_name} WIC! Your telephone appt will be today at {appt time}. We will call you from [telephone number].

Template Category: Video Appointment

This is {clinic_name} WIC! You have a video appt with [insert first name] on {appt_date} at {appt time}. When it is time, click on this link: [insert link with a URL that includes www.]

This is {clinic_name} WIC! Your video appt will be today at [appt time]. Click the link 5 min before to join! [insert link with a URL that includes www.]