

## Session 1: Module 1 - Hardware

### SCRIPT

Description	Text
<b>Introduction</b>	Hello, welcome to Session 1: Module 1 of the Missouri WIC Information Network System, more commonly referred to as MOWINS. This Required Training is provided by the Missouri Department of Health and Senior Services, WIC and Nutrition Services Program.
<b>Duration</b>	It should take approximately 10 minutes to complete this training. If you are in need of instructions to navigate the control bar, please click the link on the screen.
<b>Overview</b>	This Session contains four modules and is an overview of the hardware, software, End-of-Day processes, the WIC Help Desk, logging on and off, usernames and passwords, and the WIC Sessions Manager currently in use with the MOWINS system.
<b>Objectives1</b>	Once you have reviewed all of the modules in Session #1 you should be able to recognize, setup and use the hardware necessary for the MOWINS application, know what other software is included on MOWINS computers, and understand the advantages of a system with a centralized database.
<b>Objectives2</b>	You will also be familiar with the End-of-Day processes that automatically occur and how they might affect the participant records in your agency; how to log in and out of the MOWINS application and lastly, you will understand how WIC Help Desk support will be provided for MOWINS.
<b>Start</b>	This module will review Hardware.
<b>Hardware</b>	The hardware provided for MOWINS includes computers, networking equipment, a single page document scanner, printers and signature pads. The number of each item per agency does vary.
<b>Workstations</b>	For most Local Agencies, computers have been provided by the state for use for MOWINS.
	These computers have had the necessary software and MOWINS application installed on them.
	There are several agencies that have requested and been approved by the State to use their local agency computers for the WIC Program.
	In order to receive approval, they had to meet very rigorous and specific criteria.
	For those agencies, the WIC application, along with the required supporting software, has been provided and their local ITSD staff was responsible for installing the software package.

<b>NW Equipment</b>	Networking equipment is necessary to assist communication between computers, printers and the Internet.
	The state worked with local IT at each individual local agency to ensure MOWINS' networking and connectivity needs were met by each clinic site.
	Your local IT are responsible for setting up and configuring hardware for each site.
<b>Scanners1</b>	MOWINS has the capability of scanning documents and saving them to a participant's folder so the state is providing at least one document scanner per clinic site.
	Since MOWINS can only save one page at a time to the participant folder, the scanners are single page scanners.
<b>Scanners2</b>	In order to scan a document in MOWINS, the scanner must be physically connected to the workstation via the USB port.
	Since there are a limited number of scanners at each clinic, please choose the staff person most likely to use it and attach it to their workstation.
	More information about how to use your scanners will be provided in a later Session.
<b>Printers1</b>	Printers are provided by the state.
	They have specialized ink that allow them to print a MICR font, which is necessary for the redemption process at the bank.
	The printers also have an embedded file that prints the benefit overlay, or the lines, on each benefit.
	This is necessary since the MOWINS benefit stock is plain paper stock with pre-colored areas but no pre-printed lines on them.
	Printers will be integrated into the local agency network and your local IT staff will be responsible for setting up or configuring the printers for each of your clinic sites.
<b>Printers2</b>	You select your default printers in MOWINS. If you are always at the same clinic site and your workstations do not move from that site, once you've selected your default printers, you don't have to re-select them.
	However, some agencies have staff that travel between different clinic sites. Since the selected printers are specific to the workstation and not to the clinic site you are at, you must ensure that the correct printer is selected each day.
<b>Printers3</b>	Printers and printer settings can be selected in MOWINS in either the Participant Search/List screen or the Participant Folder (which we will review in later Sessions).
<b>&lt;printers1&gt;</b>	Click on File on the menu bar in either the Participant Search/List screen or the Participant Folder.

<printers2>	Next, select System Tools from the menu.
<printers4>	Select Set Default Printers.
<printers5>	<No Script>
<printers6>	The Default printers window for the logged in user opens.
	You can select a printer for Benefits, Documents and Reports... ...from a list of your agency's available WIC MICR printers.
	Click the Benefits drop-down arrow to open the printer menu.
<printers7>	All WIC MICR printers will be named by your local IT staff and will have - 9512, -9612, or -9530 in the name to help identify them.
<printers8>	While selecting the printer, be sure to select the printer tray.
	Benefit stock should be loaded into the tray that will be used for printing benefits.
	Click the first drop-down arrow under Paper Source to select Tray 2 for Benefits.
<printers9>	Select Tray 2.
<printers10>	<No Script>
<printers11>	When printing documents and other reports, try to use another NON-MICR printer for those jobs. This saves the life of the MICR toner.
	For practice purposes, select Tray one from the second drop-down arrow.
<printers12>	Select Tray 1.
<printers13>	<No Script>
<printers14>	Click the third drop-down arrow under Paper Source to select Tray 1 for Reports.
<printers15>	Select Tray 1.
<printers16>	<No Script>
<printers17>	Click the OK button to save your selected printers and trays and exit this window.
<printers18>	Remember! You must re-select printers and trays when your workstation travels to different clinic sites.
SigPads_1	MOWINS saves and stores electronic signatures for both receipt of benefits and at the end of certification appointments.
	Signature pads are the hardware necessary to create an electronic signature.
SigPads_2	The state office has provided a supply of signature pads for each clinic site.
	In general, you should connect the signature pad to your computer via a USB port before logging into MOWINS to ensure that it initializes correctly.
	The signature pad has an attached stylus that should always be used by participants when signing its screen. Do not use a pen.

<b>Stylus</b>	When signing the signature pad or selecting a button on its screen, always use a soft and gentle touch. They do not respond well to quick, hard taps on the screen.
	Hard taps may actually lock the screen up. If this occurs, and the screen freezes, just unplug the signature pad at the USB port and re-plug it into your workstation to unfreeze and refresh it.
<b>Recalibration</b>	Signatures pads may need to be recalibrated every once in a while.
	Recalibration should be performed when the stylus tip no longer matches its point on the screen.
	Basically, if you are unable to select the Next, OK, or Cancel buttons on the signature pad or the signature is erratic and doesn't line up with the stylus tip, you need to recalibrate.
<b>Recalibration2</b>	The recalibration process is very easy and takes about one minute to complete.
	A "How to Recalibrate" document is available on the Department of Health and Senior Services, MOWINS WIC Help Desk web site, but we will quickly review the process here so that you understand how simple the process really is.
<b>Recalibration_1</b>	Since your signature pad may be connected when you notice it needs to be recalibrated, you will need to disconnect it before starting the recalibration process.
	While it is disconnected, hold the stylus how you would usually hold a pen and place its tip in the upper left corner of the screen.
<b>Recalibration_2</b>	While holding the stylus tip to the upper left corner of the signature pad's screen, plug the signature pad into the computer's USB port.
	A small line of dots will appear where you are holding the stylus tip.
	Lift the stylus tip off the screen, press it back down on the top dot, and hold the tip there.
<b>Recalibration_3</b>	The dotted line will disappear from the upper left corner and reappear in the lower right corner.
	Press your stylus tip to the lowest dot and hold.
	A wave will cross the screen from top to bottom and your recalibration process is complete. Easy, right?
<b>Questions</b>	Do you have any questions about what we just reviewed? If so, please submit them via the MOWINS WIC Help Desk email address listed on the screen or call the WIC Help Desk at 800-554-2544. Please be sure to include the Session and Module number in the subject line.

**Thank you**

This concludes the Hardware portion of the MOWINS required training.  
Thank you for attending.