

Session 1: Module 2 - Software

SCRIPT

Description	Text
Introduction	Hello. Welcome to Session 1: Module 2 of the MOWINS Required Training provided by the Missouri Department of Health and Senior Services, WIC and Nutrition Services Program.
Start	<No Script>
MOWINS_1	<p>The MOWINS application is a tool to assist you with meeting and completing your WIC program needs and providing participant services.</p> <p>MOWINS is a web-based application. However, unlike some web applications MOWINS must be installed on your workstation, which means you cannot use just any computer connected to the Internet to access MOWINS</p> <p>MOWINS uses the Internet to connect to a central server or a centralized database.</p>
Source Code	<p>MOWINS is the system we've transferred based on the SPIRIT source code.</p> <p>The source code is shared by 26 states, including 19 Tribal organizations, that currently utilize the SPIRIT system in their WIC Programs.</p> <p>Business rules allow for some state-to-state individualization in the code by allowing for flexibility in the display of some fields and in some of the system's functionality.</p> <p>The state also has some additional control, such as the ability to add and remove food items and change the contents of certain drop-down lists.</p> <p>However, not all functions or fields can be customized, which results in some fields in MOWINS being required despite the fact that Missouri does not collect the information.</p> <p>Keep in mind that this is a direct result of sharing code with other states that have different program needs and requirements.</p>
Help1	<p>The Help functionality in MOWINS, which provides general information about how to use each screen, is also part of the shared source code. It is universal and not individualized based on state use.</p> <p>This means that you may see things in Help that do not show in MOWINS or function differently based on MOWINS' business rule settings.</p> <p>Help is on the menu bar of each screen in MOWINS and can also be accessed by pressing the F1 key.</p>

Help2	The version of MOWINS you are currently using is also found in the Help menu. You may be required to determine the version of the MOWINS application you are using when you call the WIC Help Desk for assistance.
<version1>	The Version Number is found in the Help menu. Click Help on the menu bar.
<version2>	Click Help on the menu bar.
<version3>	Select About WIC.
<version4>	<No Script>
<version5>	The current version number is listed in the most recent release notes. Click OK to return to the previous screen.
<version6>	<No Script>
Other Software	Besides MOWINS, all workstations will also have: Microsoft Office 2007, Adobe PDF Reader, encryption software, and an Anti-Virus software, approved by the local WIC provider or the Department of Health and Senior Services ITSD office.
Releases1	MOWINS releases, including: updates, bug fixes, system enhancements and formula changes, will be released to the production database multiple times per year. Releases will automatically run the first time MOWINS is opened once the release is available.
Releases2	The downloads generally take an additional 10 minutes to complete, but could take up to one hour. WIC Updates and e-mails will be sent informing local WIC providers of upcoming releases and changes to the system. MOWINS e-Learning training modules may be provided if appropriate to educate about changes being made to the software.

Centralized DB	MOWINS has a centralized database that is maintained by the state.
	It has multiple web servers that contain all of our participant data for each database including production, UAT, training and reports.
	None of the participant data is stored locally on your machine.
	A centralized system allows you to have immediate access to all Missouri participant records because all data is stored in one place.
	When you initiate a transfer from one local agency to another, or one clinic to another within an agency, the transfer occurs in real-time, which means as soon as a transfer is initiated from the statewide database all of the participant information is available to you at the clinic.
	In MOWINS, inputted data is automatically and immediately communicated back up to the web server.
	Database backups are also transparent to you since they are automatically performed and maintained by ITSD.
Web-Based_1	Because MOWINS is a web-based application, all of its data is stored on web servers and connectivity to the application is dependent on your local connection to the Internet.
	MOWINS's performance is directly affected by your connection speed.
	Both connection speed and the application's performance are directly affected by the type of connection you have to the Internet at your site, the number of local agency WIC users you have connected at one time, and other traffic due to other users at your site using the same connections to the Internet.
Web-Based_2	MOWINS's performance is not only affected by your local connectivity but can also be affected by the total number of concurrent state MOWINS users accessing the web servers at one time.
	Since MOWINS has only one production database and not a server dedicated to each agency, it has the potential of having 1000 WIC users hitting it at one time.
	However, MOWINS's web servers were built to specifications to accommodate all potential Missouri WIC users in most instances.

EOD1	MOWINS runs daily processes called End-of-Day that help to maintain a stream-lined and efficient database.
	During these processes, the system auto-terminates participants based on certain criteria, including if a participant has failed to pickup for 2 consecutive months or has not been recertified 31 days after their cert end date. It also terminates participants who are categorically ineligible.
	Termination is the first step toward the system being able to purge records from your local agency.
EOD2	During End of day, the system also purges participants from the database that were terminated by either the user or the system more than 6 months ago, were prescreened more than 60 days ago and never certified, and determined ineligible more than 6 months ago.
	Purged participants are inactive records the system removes from your local agency to increase database efficiency.
	These records are stored on the statewide database in what is called agency 88. Agency 88 is, essentially, a storage agency for inactive records.
EOD3	Appointment information is also maintained during End-of-Day.
	One of its processes is to send appointment reminder e-mails to participants that have both scheduled appointments and their e-mail address recorded in the Demographics screen.
	In order to keep appointment scheduling efficient, appointment information greater than 90 days old is deleted, including daily schedules and appointments listed in the Appointments tab of the participant folder.
	If group education is utilized, End-of-day will also delete class enrollments after 7 months.
EOD4	Most WIC Categories must be changed during the certification process or through the Demographics tab.
	However, End-of-Day automatically changes the category for participants turning one year old from Infant to Child the night before their first birthday.
	Lastly, End of Day is responsible for clearing the On-site list of participants and many of the banking and vendor processes.
HelpDesk1	The WIC Help Desk is available Monday through Friday from 8:00 AM to 5:00 by phone PM by phone at 1-800-554-2544, and by email at wichelpdesk@health.mo.gov.

HelpDesk2	You should call the WIC Help Desk to assist with troubleshooting MOWINS issues, such as not being able to do something in MOWINS you expect to be able to do.
	The WIC Help Desk can also assist you with troubleshooting certain hardware issues with state-provided equipment including your signature pad, scanner and WIC MICR printers.
	Finally, the Help Desk can assist you if you cannot remember your password when logging into MOWINS.
HelpDesk3	Since your workstations are now integrated with your local agency networks or clinic site networks, there are certain things the WIC Help Desk can no longer assist you with and that your ITSD staff will be responsible for.
	If you are having issues with network connectivity such as being unable to connect to the Internet or the MOWINS application appears bogged down or slow, you should call your local IT to check connectivity.
	If you have issues with software and hardware that has been provided by your local agency, and not the state, you should follow your local agency procedures.
Questions	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 Session 1: Module 2 of the MOWINS required training. Thank you for attending.