

## **MOWINS How To Session**

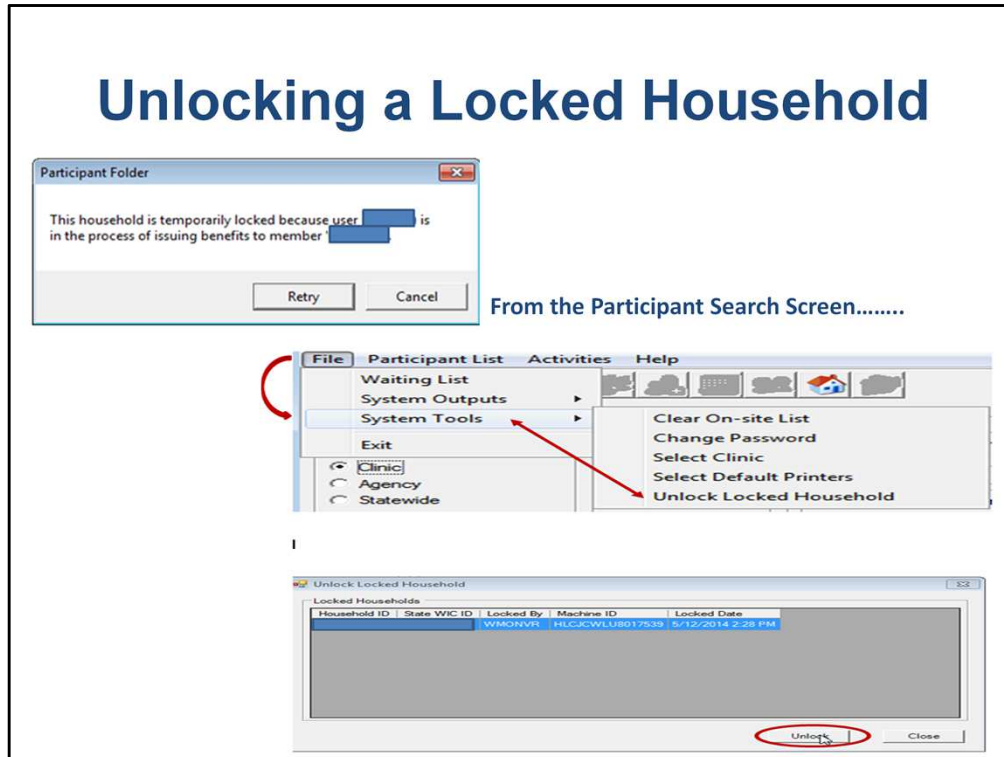
**Missouri**  
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*Session Date: December 4, 2015*

In this How To session, we will show you how to unlock a locked household. When you have the message: This household is temporarily locked because user ..... Is in the process of issuing benefits to member ..... The next slide will show you how to resolve that.

# Unlocking a Locked Household



To Unlock a Locked Household, you will need to go to the Participant Search screen, click on file, system tools and unlock locked household. A screen will pop up that shows you households that are currently locked. Be sure to select the household that you are currently working with and click on unlock. You will then return to the participant search screen. Do a fresh search and you will now be able to access the folder.

Any Questions? Call the WIC Help Desk at (800) 554-2544 or email at [WICHelpDesk@health.mo.gov](mailto:WICHelpDesk@health.mo.gov).

## The MOWINS Webpage



<http://www.health.mo.gov/living/families/wic/mowins/index.php>

The MOWINS webpage is located at:

<http://health.mo.gov/living/families/wic/mowins/index.php>. Bookmark or Favorite this webpage to refer back to it frequently for updated information. Any Questions? Call the WIC Help Desk at (800) 554-2544 or email at [WICHelpDesk@health.mo.gov](mailto:WICHelpDesk@health.mo.gov).