

# CALIFORNIA WIC VENDOR PORTAL USER GUIDE

Latest update 11/28/2022

## INSIDE THIS GUIDE

This guide will provide vendors with information and steps to follow to access vendor portal features and support.

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## Definitions

1. New User: Users are defined by the email address used to create/register an account. If an email account has not been used to create an account, that email account is considered a new user.
2. Existing User: A user/email account that has been used to register a user and can log into the Vendor Portal without going through the registration process. An existing user will enter their email address and password created during the registration process.
3. Access Code: A code issued by CDPH/WIC for the purpose of identifying user(s) authorized to create new user accounts for a specific contract ID. New user accounts will not be created for contract ID's unless a valid access code is entered.
4. OKTA: a security application that uses multi-factor authentication to verify a user's identity. For example, verification codes will be sent to a user's email account each time a user logs in. The verification code must be entered into the Okta / Vendor Portal log in screens before the user will be allowed access to the portal.

## Portal Timeline

Features of the Vendor Portal will be rolled out in phases and vendor alerts will be sent out to the vendor community when a new feature is released. The following table will be updated as the phases and timeline are developed.

Phase 1	December 2022	VWIX will no longer be available. Vendor Portal Feature Available: Account registration for users View MADR rates
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## Help and Support

CA WIC Vendor Help Desk

Phone: 800-224-7472, option 2

Email: [WICVendorinfo@cdph.ca.gov](mailto:WICVendorinfo@cdph.ca.gov)

## 1. Access Code for the Vendor Portal

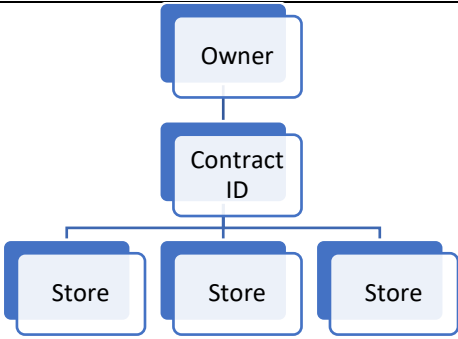
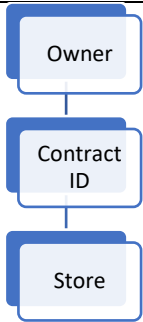
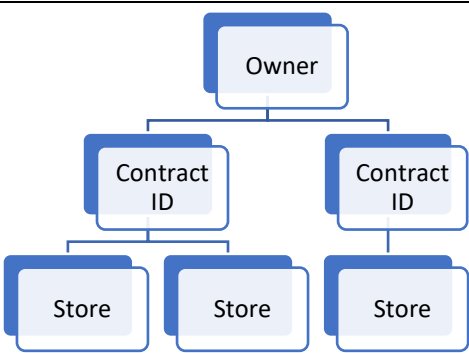
CDPH/WIC will assign an access code to each vendor contract identification number (ID) for use in the account registration process. The access code will be sent to the email address on file with CDPH/WIC.

**Note: The Access Code will be assigned to the Contract ID and NOT to the Vendor ID.**

If you have multiple stores under a single contract ID, you will receive only one access code. This access code will be used to register users for all stores under the contract ID.

If you have multiple contract ID's, then you will receive multiple access codes. You will use the appropriate access code to register users for each store. You will register users for each store by entering the access code assigned to the store's contract ID.

The table below provides examples for clarification:

<p><b>One Access Code</b> will be sent and used for all stores under the contract ID.</p>	<p><b>One Access Code</b> will be sent and used for the store under the contract ID.</p>	<p><b>Two Access Codes</b> will be sent. One Access Code will be used for the stores under each contract ID.</p>
 <pre> graph TD     Owner[Owner] --- ContractID[Contract ID]     ContractID --- Store1[Store]     ContractID --- Store2[Store]     ContractID --- Store3[Store]         </pre>	 <pre> graph TD     Owner[Owner] --- ContractID[Contract ID]     ContractID --- Store[Store]         </pre>	 <pre> graph TD     Owner[Owner] --- ContractID1[Contract ID]     Owner --- ContractID2[Contract ID]     ContractID1 --- Store1[Store]     ContractID1 --- Store2[Store]     ContractID2 --- Store3[Store]     ContractID2 --- Store4[Store]         </pre>

*\*This table is for clarification purposes only and is not intended to capture all possible scenarios.*

CDPH/WIC will send the Access Code(s) to the email address you have on file with us. This access code will be used each time you register a **new user / email address** for a contract ID.

Once you have registered a new user/email address for a contract ID, you will not need to enter the access code again.

However, if you wish to register a new user/email address for a contract ID, you will need to enter the access code. **Please make note of your access code(s) for future purposes.**

### 1.1 I Did Not Receive My Access Code, What Do I Do?

The access code for your contract ID(s) will be sent to the primary email address on file at CDPH/WIC.

If you did not receive the access code to create/register your email address as a new user, contact your Vendor Consultant: Phone: 800-224-7472, option 2 or Email: WICVendorinfo@cdph.ca.gov

Before contacting your Vendor Consultant, please check your Spam or Junk folder.

### 1.2 I Received my Access Code, now what?

If you have received your access code(s), you may begin the new user account creation process. Proceed to section, 2.1 How to Log on to the Vendor Portal – Creating a New User Account in the Vendor Portal in this user guide and following the steps.

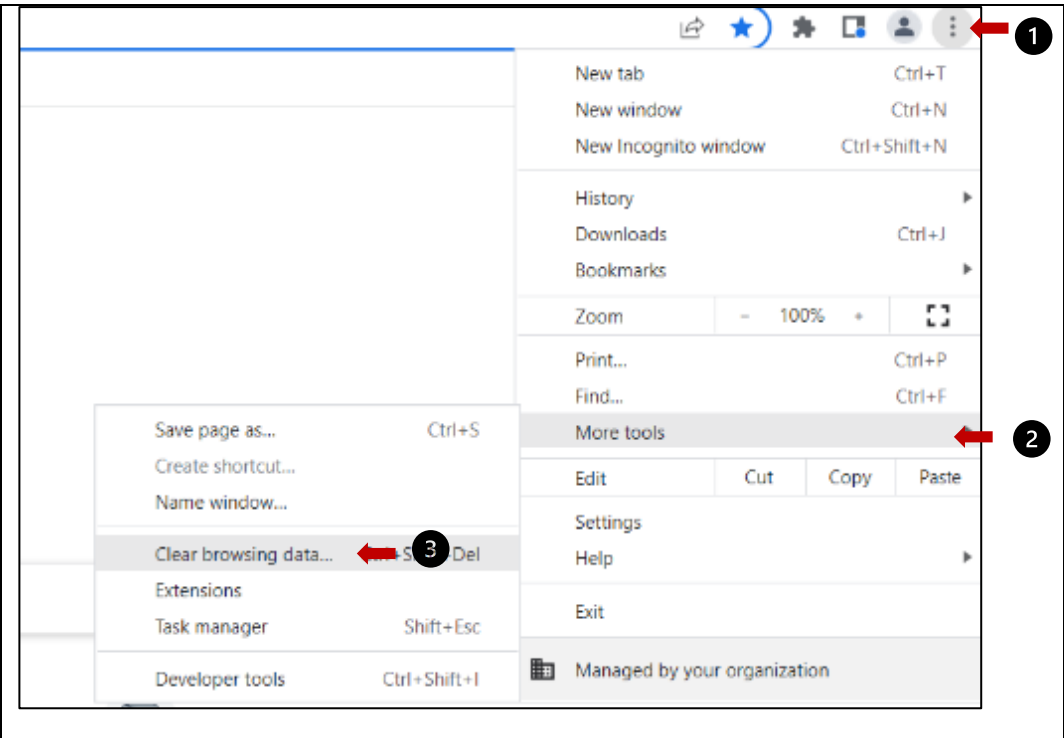
You will register your email with Okta (CDPH/WIC’s security system) by completing steps 1-3 in section 2.1. You will then wait 5 business days for your account to be activated.

Once you receive notice that your account has been activated, you may log into the Vendor Portal as an existing user. Follow in instructions in section 2.2.

## 2. Accessing the Vendor Portal

### 2.1 Creating a New User Account in the Vendor Portal

If you have never logged into the vendor portal, you will need to register for a new user account. You will need to create a new user account for each email address you want to use.

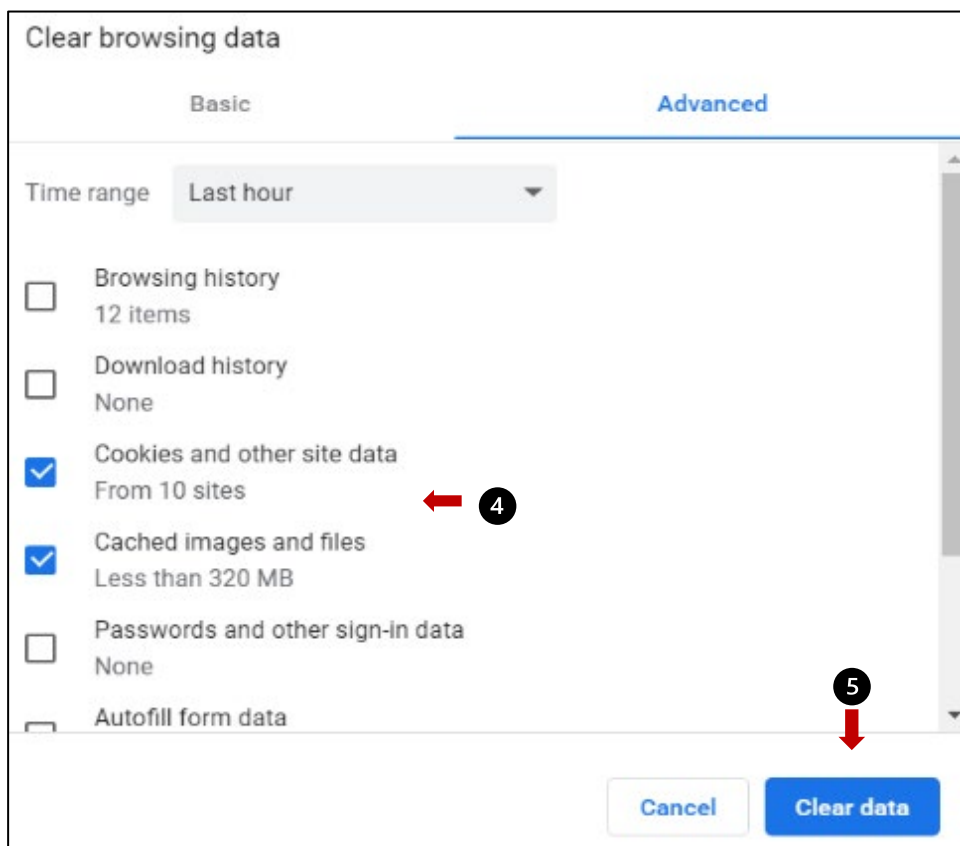
<p><b>STEP 1</b></p> <p><b>Clear your web browser cache and cookies:</b></p> <ol style="list-style-type: none"><li>1. Open your web browser (ex. Google)</li><li>2. Click the three dots at the upper right corner &amp; Select “More tools”</li><li>3. Select “Clear browsing data”</li></ol>	 <p>The screenshot shows a web browser window with the menu open. A red arrow labeled '1' points to the three-dot menu icon in the top right corner. A second red arrow labeled '2' points to the 'More tools' option in the menu. A third red arrow labeled '3' points to the 'Clear browsing data...' option, which is highlighted in the 'More tools' sub-menu.</p>
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**4. Then select:**

- Cookies and other site data
- Cached images and files

**5. Click the “Clear Data” button**

The steps and processes may vary depending upon the web browser.



**STEP 2**

**Begin Logging in to the WIC Vendor Portal Website:**

1. Enter the following web address into your web browser:

<https://wicvendor.wic.ca.gov/VendorPortal/>

2. Select “Login”



### STEP 3

Sign up as a New User

Complete this step if you **Do Not** have a user account for the Vendor Portal or if you are setting up a user account with a different email address.

1. Select "Sign Up"

CDPH  
California Department of  
PublicHealth

Sign In

Username

Please enter a username

Password

Please enter a password

Remember me

Sign In

Need help signing in?

Don't have an account? [Sign up](#)

2. Enter

- Your email address
- Password
- Your first name
- Your last name
- Access Code:  
provided to you in  
an email from  
CDPH-WIC (refer to  
Section 1)
- Store Ownership  
Name (the legal  
entity)
- WIC Contract ID  
Number

3. Click the "Register"  
button

CDPH  
California Department of  
PublicHealth

Create Account

Email \*

Password \*

First name \*

Last name \*

Access Code \*

Store Ownership name \*

WIC Contract ID Number \*

\* indicates required field

Register

Back to sign in

The Verification Email notice will appear after the “register” button is pressed.



Verification email sent

To finish signing in, check your email.

[Back to sign in](#)

4. Go to your email account and locate an email from “Okta”.  
**Subject Line:** Activate Your California WIC Vendor Portal Account.

Open the email to activate your vendor portal account.

5. Click the “Activate Account” button in the email.

You will be redirected to the WIC Login page after the “Activate Account” button is selected.

**Subject Line:**

Okta      Activate Your California WIC Vendor Portal Account ← 4

WIC Vendor

Welcome to the California WIC Vendor Portal!

To verify your email address and activate your account, please click the following link:

[Activate Account](#) ← 5

For questions regarding the Vendor Portal enrollment process, please contact the WIC Vendor Portal Help Desk at (800) 224-7472 option 2.

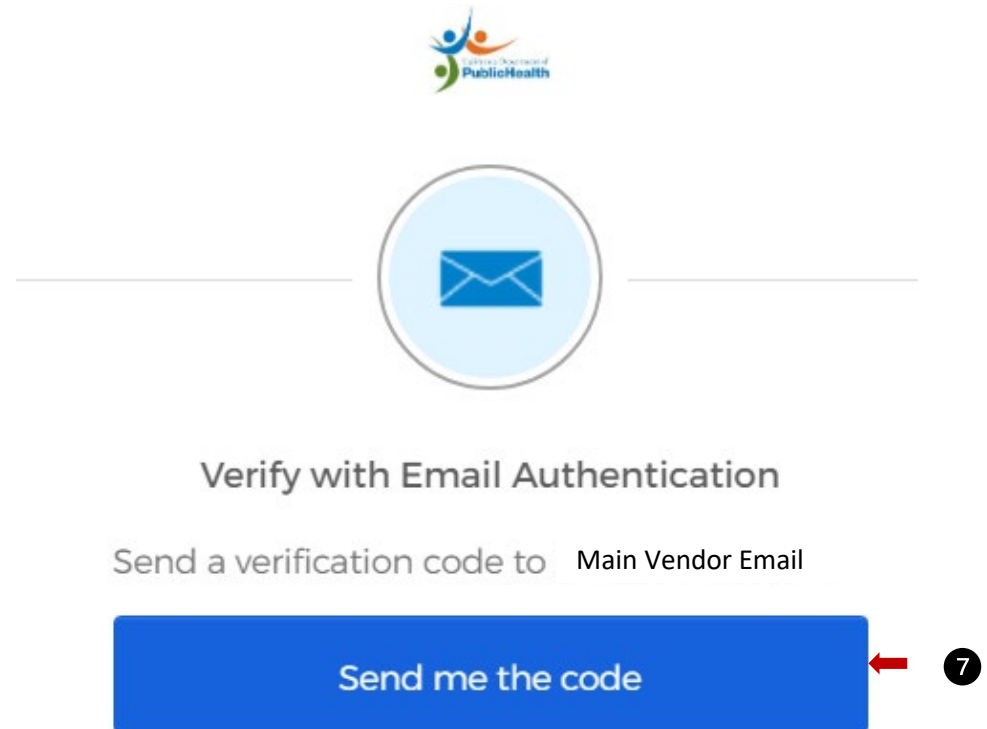
This is an automatically generated message by Okta. Replies are not monitored or answered.



6. Click the "Login" button.



7. Click the "Send me the code" button. Go to your email account to get the code.



8. Go to your email account and find an email from "OKTA".  
**Subject Line:** One-time verification code

Open the "One-time verification code" email and locate the verification code.

*\*Check your Junk/Spam folder if you do not see the email in your inbox*

**Subject Line:**

One-time verification code - California WIC Vendor Portal - Action Required: One-time verification code



California WIC Vendor Portal - Action Required: One-time verification code

Hi Bonnie,

You are receiving this email because a request was made for a one-time authentication code. Please return to the California WIC Vendor Portal and enter the following code where requested

Please enter the following code for verification:

774888



For questions regarding the Vendor Portal enrollment process, contact the California WIC Vendor Portal Help Desk at (800) 224-7472 option 2.


This is an automatically generated message by Okta. Replies are not monitored or answered.

9. Enter the one-time verification code from the OKTA email into the Verification Code field.

Click the "Verify" button

Verify with Email Authentication

A verification code was sent to . Check your email and enter the code below.

 Haven't received an email? [Send again](#)

Verification code

774888



Do not challenge me on this device for the next 7 days

Verify



9

**WAIT 5 business days**

It will take up to 5 business days for your user account to be activated after registering with OKTA.

**RECEIVE** an email your account is ready to use (activated)

You will receive an email notifying you that your user account has been activated.

Once your account has been activated, you may log into the WIC Vendor Portal.

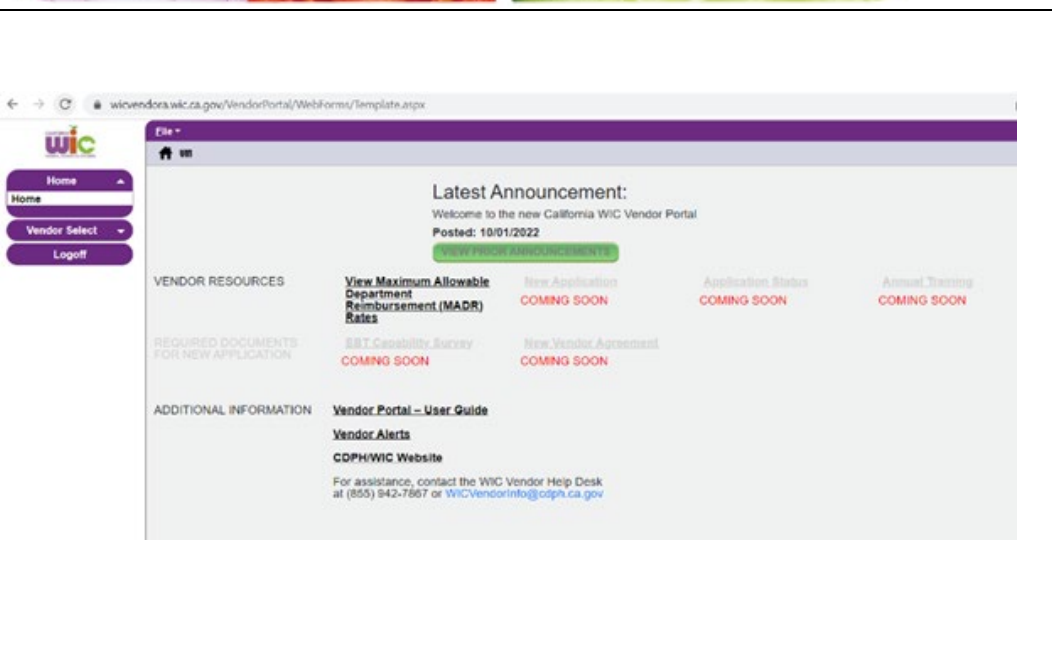
10. Enter the Vendor Portal address into your web browser:

<https://wicvendor.wic.gov/VendorPortal>


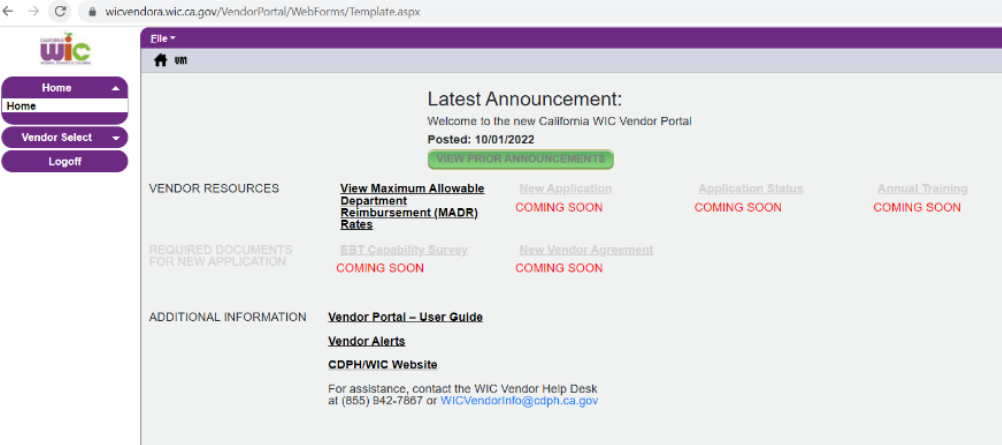
Select "Login"



The Vendor Portal home page will appear after the "Login" button is selected.


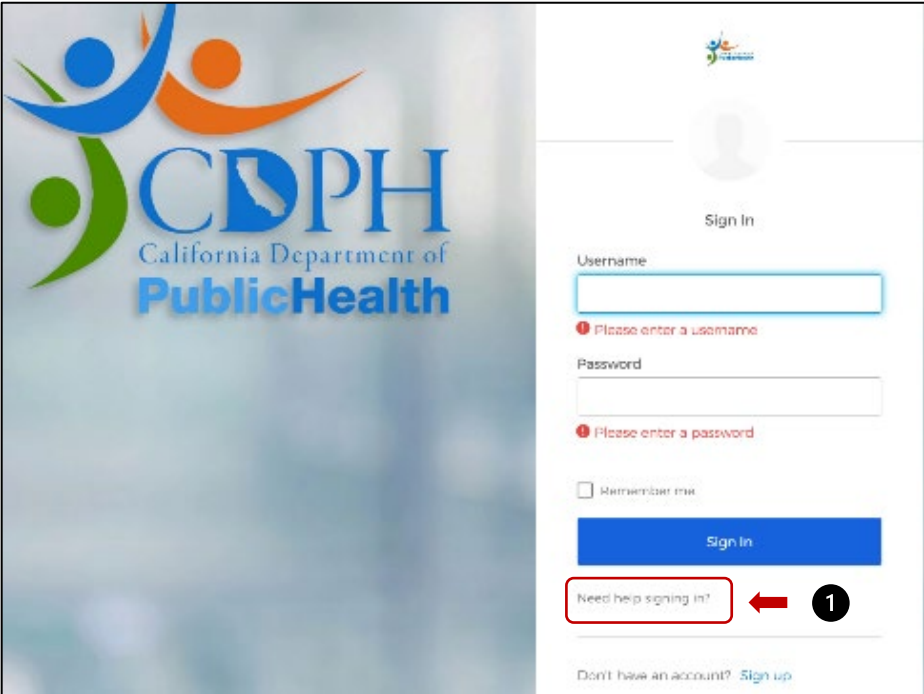


## 2.2 Logging into the Vendor Portal as an Existing User

<p><b>Step 1</b></p> <p><b>Begin Logging in to the WIC Vendor Portal Website:</b></p> <p>1. Enter the following web address into your web browser: <a href="https://wicvendor.wic.ca.gov/vendorportal/">https://wicvendor.wic.ca.gov/vendorportal/</a></p> <p>2. Select “Login”</p>	
<p>The vendor portal Home Page will be displayed.</p> <p>You are now logged into the Vendor Portal.</p>	

## 2.3 Resetting your Password

If you forget your password or want to change your password, perform the following steps.

<p><b>Step 1</b></p> <p><b>Begin Logging in to the WIC Vendor Portal Website:</b></p> <p>1. Enter the following web address into your web browser: <a href="https://wicvendor.wic.ca.gov/VendorPortal/">https://wicvendor.wic.ca.gov/VendorPortal/</a></p> <p>2. Select “Login”</p>	
<p><b>Step 2</b></p> <p>1. Select “Need help signing in” to reset your password.</p> <p>After you select the “Need help signing in” link, the box will display a list of options.</p>	

**Step 3**

1. Select **“Forgot Password”** to reset your password

After you select the “Forgot Password” link, you will be asked to enter your email address and a reset password link will be sent to that email address.



Need help signing in?

**Forgot password?** ← 1

Unlock account?

Help Desk 800-224-7472 Option 2

Help

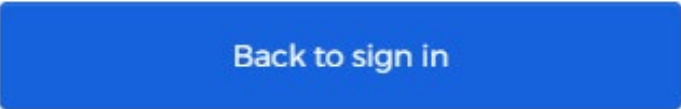
Don't have an account? [Sign up](#)

2. The “Email Sent!” message will appear on your screen.

Go to your email account and follow the instructions.

**Email sent!** ← 2

Email has been sent to  
with instructions on resetting your password.



3. Go to your email account and find the email from "Okta".

Subject line "**Account password reset – California WIC Vendor Portal**".

Open the email and follow the instructions.

This link will expire in 1 hour. If the link expires, you will need to start the process over.

4. Click the "Reset Password" button

Okta Account password reset - California WIC Vendor Portal ← 3

California WIC Vendor Portal - Okta Password Reset Requested

Hi Bonnie,

A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, WIC Vendor Email

**Reset Password** ← 4

This link expires in 1 hour.

If you experience difficulties accessing your account, send a help request to your administrator:

Go to your [Sign-in Help](#) page. Then click the Request help link.

5. Enter your new password twice. Once in the “new password” field and once in the “repeat password” field.

6. Click the “Reset Password” button.

## Reset your Okta password

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 8 passwords

New password



Repeat password





7. Enter your email address as the username and your new password.

You can click the “eye” icon in the password box to make the password visible or hidden.

8. Click the “Sign In” button

## Sign In

Username

Password

  ← 7

Remember me

 ← 8


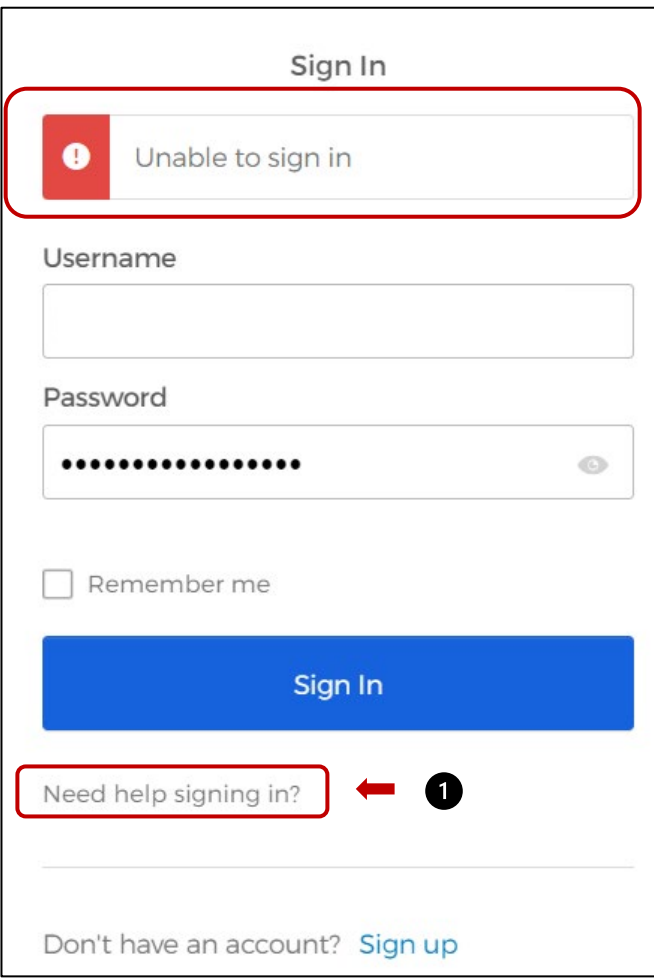
Need help signing in?

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Don't have an account? [Sign up](#)

## 2.4 Unlocking Your Vendor Portal Account

If you enter the incorrect password too many times, your account will lock and you will not be able to log in until you unlock the account.

<p><b>Step 1</b></p> <p><b>Begin Logging in to the WIC Vendor Portal Website:</b></p> <p>1. Enter the following web address into your web browser: <a href="https://wicvendor.wic.ca.gov/vendorportal/">https://wicvendor.wic.ca.gov/vendorportal/</a></p> <p>2. Select "Login"</p>	
<p><b>Step 2</b></p> <p>If the account is locked, the error message "<b>Unable to sign in</b>" will appear after your unsuccessful login attempt(s).</p> <p>1. Click the link "<b>Need help signing in?</b>"</p>	

After selecting the **“Need help signing in?”** link, a list of options will appear.

2. Select **“Unlock account?”**

Need help signing in?

Forgot password?

Unlock account?



Help Desk 800-224-7472 Option 2

Help

3. Enter your email address in the **“Email or Username”** field.

4. Click the **“Send Email”** button.

An email will be sent to your email account. Go to your email account.



Unlock account

Email or Username



[Back to sign in](#)

5. Find a message from “Okta” with the subject line “Unlock Account – California WIC Vendor Portal”

6. Click the “Unlock Account” button.

This link will expire after one hour. If the link expires, you will need to start the process over.

Okta 2

Unlock Account - California WIC Vendor Portal - Okta Account Unlock Requested

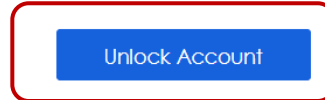
← 5

## California WIC Vendor Portal - Okta Account Unlock Requested

Hi

An account unlock request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

Click this link to unlock the account for your username,



This link expires in 1 hour.

If you experience difficulties accessing your account, send a help request to your administrator:

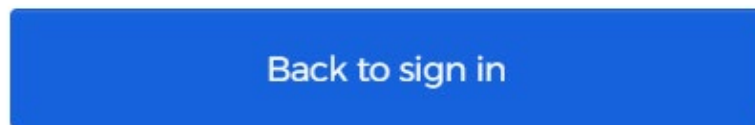
Go to your [Sign-in Help](#) page. Then click the Request help link.

After clicking the “Unlock Account” box the “Account successfully unlocked!” message will appear on your screen.

7. Click the “Back to sign in” button.

## Account successfully unlocked!

You can log in using your existing username and password.



### Step 3

Your Vendor Portal account is now unlocked.

Now you need to choose a new password for current and future logins.

1. Select the “**Forgot Password?**” link

### Sign In

Username

Password

Remember me

Sign In

Need help signing in?

[Forgot password?](#)



[Unlock account?](#)

[Help Desk 800-224-7472 Option 2](#)

[Help](#)

Don't have an account? [Sign up](#)



2. Enter your email address and click the **“Reset via Email”** button.

After you click the button, an email will be sent to your email account

The **“Email Sent!”** message will appear.

Go to your email account and follow the instructions included in the email from **Okta: Subject Line: Password reset**

## Reset Password

Email or Username

Reset via Email



[Back to sign in](#)

## Email sent!

Email has been sent to  
with instructions on resetting your password.

[Back to sign in](#)

3. Find the email from **Okta**:  
**Subject Line: Password reset**

Open the email.

Click the **“Reset Password”**  
button

### California WIC Vendor Portal - Okta Password Reset Requested

Hi Bonnie,

A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, [beje117+1@gmail.com](mailto:beje117+1@gmail.com):

Reset Password

This link expires in 1 hour.

If you experience difficulties accessing your account, send a help request to your administrator:

Go to your [Sign-in Help](#) page. Then click the Request help link.

4. Enter your new password  
twice.

Once in the “new password”  
field and once in the “repeat  
password” field.

5. Click the “Reset Password”  
button.

### Reset your Okta password

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 8 passwords


New password

← 4

Repeat password

Reset Password

← 5

<p>6. Enter your email address as the username and your new password.</p> <p>You can click the “eye” icon in the password box to make the password visible or hidden.</p> <p>7. Click the “<b>Sign In</b>” button</p>	<div style="text-align: center;"> <h3>Sign In</h3> </div> <p>Username</p> <input type="text"/> <p>Password</p> <input type="password"/>  <span style="color: red;">←</span> <b>6</b> <p><input checked="" type="checkbox"/> Remember me</p> <p style="text-align: center;"><b>Sign In</b></p> <span style="color: red;">←</span> <b>7</b> <p>Need help signing in?</p> <hr/> <p>Don't have an account? <a href="#">Sign up</a></p>
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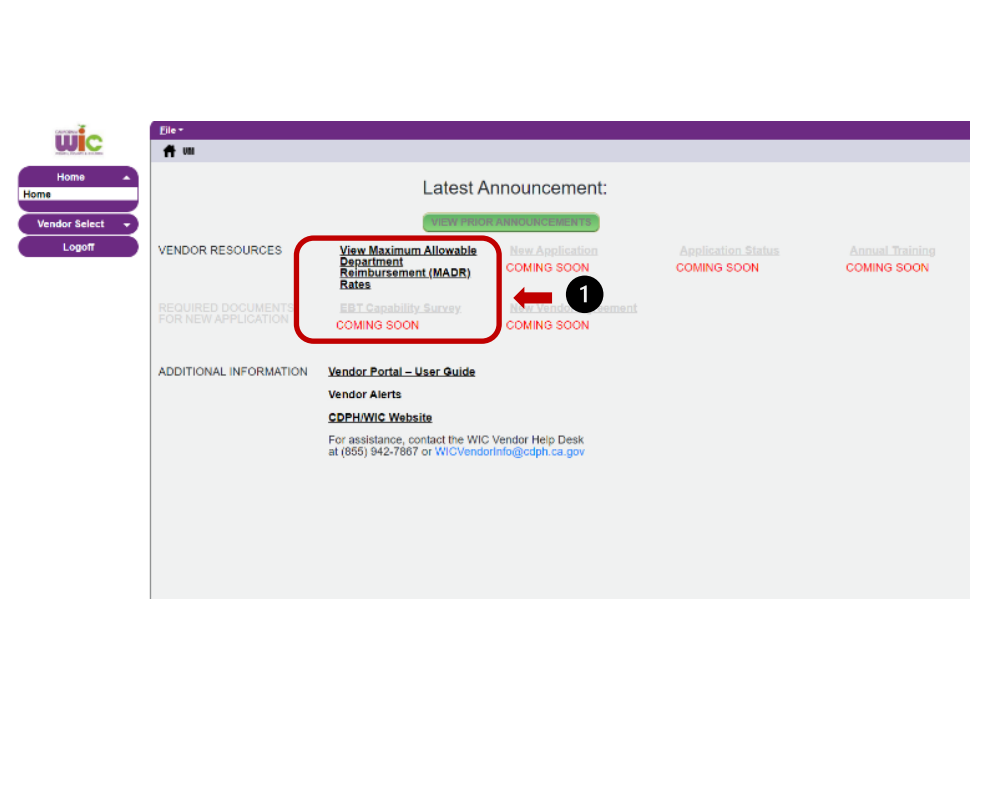
## 2.5 Deleting an Existing User Account

<p>Contact the WIC Vendor Help Desk</p>	<p>Notify CDPH/WIC if:</p> <ul style="list-style-type: none"> <li>- An email / user account is no longer valid or in use at your organization</li> </ul> <p>You may call or email the WIC Vendor Help Desk:  Phone: 800-224-7472, option 2  Email: <a href="mailto:WICVendorinfo@cdph.ca.gov">WICVendorinfo@cdph.ca.gov</a></p>
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### 3. How to View Your MADR Rates

You will be able to view the MADR rates assigned to your user account.

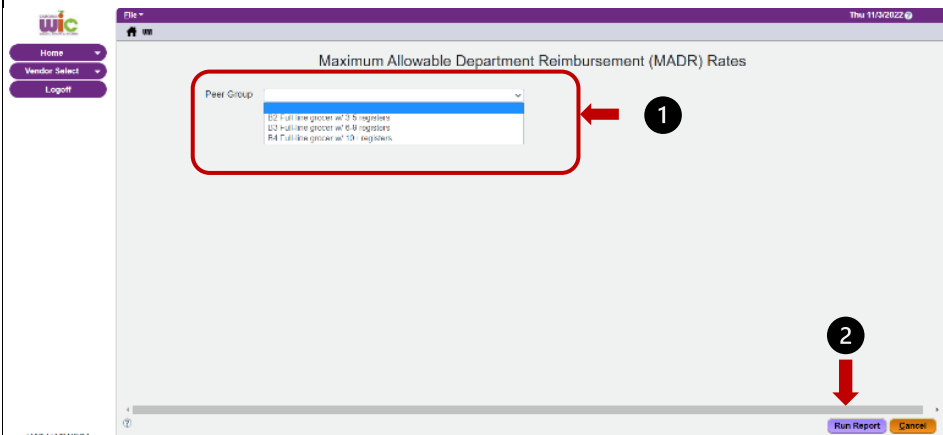
<p><b>Step 1</b></p> <p><b>Log in to the WIC Vendor Portal Website:</b></p> <p>1. Enter the following web address into your web browser:</p> <p><a href="https://wicvendor.wic.ca.gov/VendorPortal/">https://wicvendor.wic.ca.gov/VendorPortal/</a></p> <p>2. Select “Login”</p>	
<p><b>Step 2</b></p> <p>After logging in, the Vendor Portal Home Page will appear.</p> <p>1. Select the “<b>View Maximum Allowable Department Reimbursement (MADR) Rate</b>” link</p>	

### Step 3

1. Select the Peer Group by clicking on the arrow.

A list of all peer groups linked to your account will appear, select your choice.

2. Click the “Run Report” button



The MADR report will appear for the selected peer group.

The report is a PDF document and contains all the UPC's and their MADR rates for the contract's peer group.

**California WIC Program**  
**MADR Report**  
Peer Group: B2 Full-line grocer w/ 3-5 registers  
Effective Date: 09/22/2022

Page 1 of 1

Generated Date: 11/03/2022

Effective Date	Peer Group	UPC	MADR Rate
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110399021	3.29
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110585899	0.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110587305	1.05
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110587336	1.15
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110587374	1.25
09/22/2022	B2 Full-line grocer w/ 3-5 registers	0001540002646	1.35
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00085239311578	1.45
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011161160397	1.55
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00015400162333	1.65
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00038000596827	1.75
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00042400107934	1.85
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00088252010091	1.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00098487201812	0.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00026631000011	0.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00078742369259	0.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110821379	0.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00028700102718	0.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00048500052013	0.95

To search for a specific UPC:

- Download the report
- Open the downloaded report

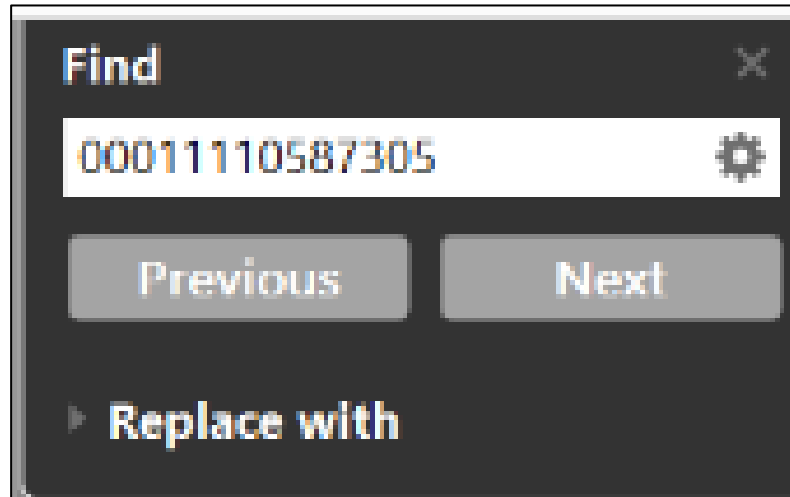
**There are two ways to search the report:**

1. When a PDF is opened in the Acrobat Reader (not in a browser), the search window pane may or may not be displayed. To display the search/find window pane, press "Ctrl+F at the same time.

**OR**

2. If the Search icon is available, click the icon.

3. Once the search pane appears you may enter the UPC number into the Search Pane to locate a specific UPC.



California WIC Program  
MADR Report  
Peer Group: B2 Full-line grocer w/ 3-5 registers  
Effective Date: 09/22/2022  
Page 1 of 1

Generated Date: 11/03/2022

Effective Date	Peer Group	UPC	MADR Rate
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110399021	1.20
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110585899	0.95
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110587305	1.05
09/22/2022	B2 Full-line grocer w/ 3-5 registers	00011110587336	1.15