

Welcome to the Connecticut WIC Vendor Portal New Application User Guide, a screen-by-screen review of the online application screens necessary to apply for Connecticut WIC vendor authorization.

This document is a reference guide for the Connecticut WIC Vendor Portal. It focuses on how to apply online for authorization in the WIC Program. It has procedures for registering for a user account and how to create and submit an application. This user guide does not provide information on the WIC Vendor Agreement that determines authorization into the WIC Program. Information regarding authorization can be found on the Department of Public Health WIC Retailers webpage at <https://portal.ct.gov/DPH/WIC/Retailers>.

**PLEASE NOTE:** The Connecticut WIC Program requires that all vendors be SNAP authorized and open continuously for one full calendar year prior to application to be eligible for authorization.

If at any time during this process you have questions please call the Connecticut WIC Program at 860.509.8084 and press #2 or send an email to [DPH.ptwic@ct.gov](mailto:DPH.ptwic@ct.gov) and ask for assistance with the online portal application.

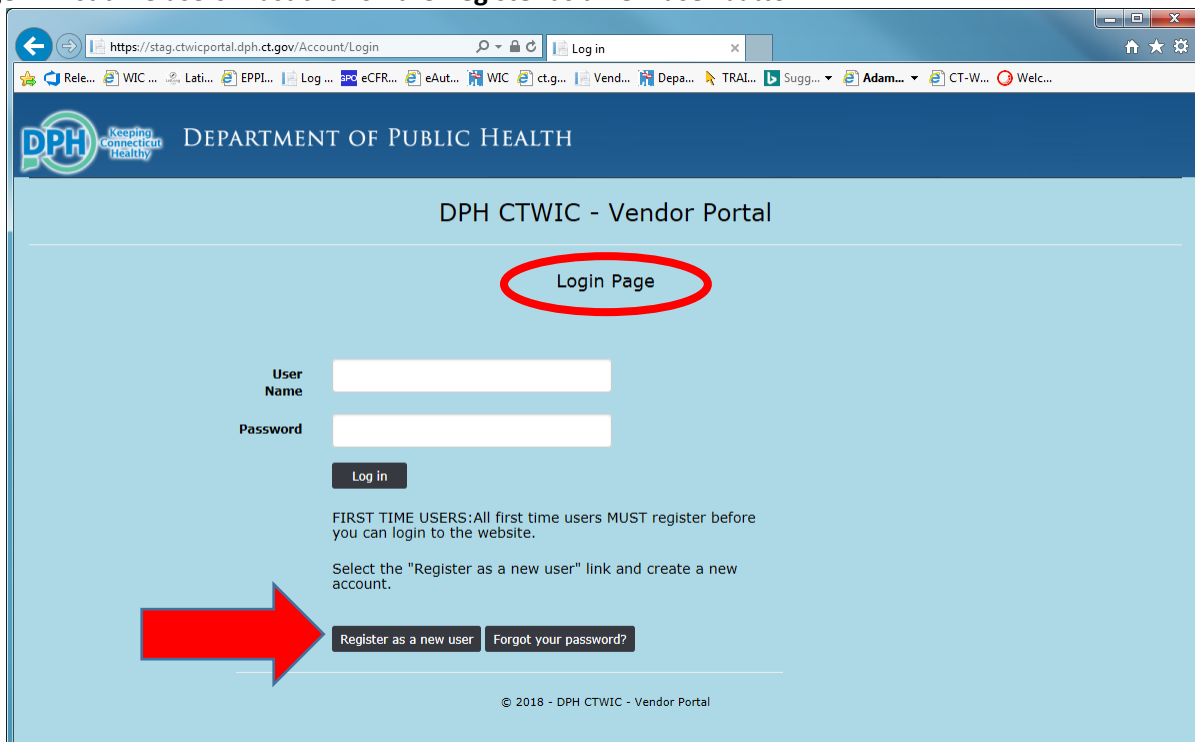
This application process will require you to enter demographic information in a variety of internet screens. To help you with this task, review and complete the **Vendor Portal Worksheet** available for download and printing on the WIC Retailers webpage.

You will also be required to upload documents to the application through the portal. These uploads can take the form of PDF, word documents, and images. For help with scanning, search your mobile device's app store for "scanner apps." You may also want to consult with your local office supply store about scanning.

Lastly, the CT WIC Vendor Portal can only be accessed by using Internet Explorer as your internet browser. Please turn off the pop-up blocker in that browser to ensure that all required screens and pop-ups are able to open.

Let's begin. Proceed to the Login Page of the vendor portal <https://ctwicportal.dph.ct.gov/Account/Login>.

**Login Page** – First time users must click on the **Register as a new user** button.



**Registration Page** – After clicking on the **Register as a new user** button, fill in all the fields with the required information.

The image shows the registration page with the title "Registration Page" circled in red. The form contains the following fields:

- First Name
- MI
- Last Name
- Driver's License # (with instruction: "Take photo of license (with phone) and email to DPH.PTWIC@ct.gov in order to activate your account.")
- Phone Number
- Email
- Store Name
- Multiple Stores (checkbox)
- Address
- City
- State
- Zip
- User Name (with instruction: "Choose a username that is 6-50 characters long.")
- Password (with instruction: "Passwords must have at least one non letter or digit character. Passwords must have at least one digit ('0'-'9'). Passwords must have at least one uppercase ('A'-'Z')." )
- Confirm password

Below the fields is a **Disclaimer** section with a list of terms and a checkbox:  Please check here if you agree with the above terms. At the bottom are "Register" and "Back to Login Page" buttons.

Only after entering data in all fields correctly, reading the Disclaimer, and clicking the **Disclaimer agreement** checkbox will you be able to click on the **Register** button. Please note the instructions under the **Driver's License #** data field. To complete your registration and have your registration approved, the Connecticut WIC Program must receive an electronic photo of the registrant's valid state or federal identification.

This image shows the registration page with sample data entered in the fields. Red arrows point to the "Register" button and the "Please check here if you agree with the above terms." checkbox. The data entered is:

- First Name: Open Enrollment
- MI: (empty)
- Last Name: Test Store
- Driver's License #: CT000000000
- Phone Number: (860) 509-8084
- Email: DPH.ptwic@ct.gov
- Store Name: Open Enrollment Test Store
- Multiple Stores: (checkbox checked)
- Address: 410 Capitol Avenue
- City: Hartford
- State: CT
- Zip: 06106
- User Name: openenrollmentteststore
- Password: (masked with dots)
- Confirm password: (masked with dots)

The "Register" button is now active (dark grey). The "Disclaimer" section has a red circle around the "Please check here if you agree with the above terms." checkbox.

After clicking on the **Register** button you will receive the message seen below.

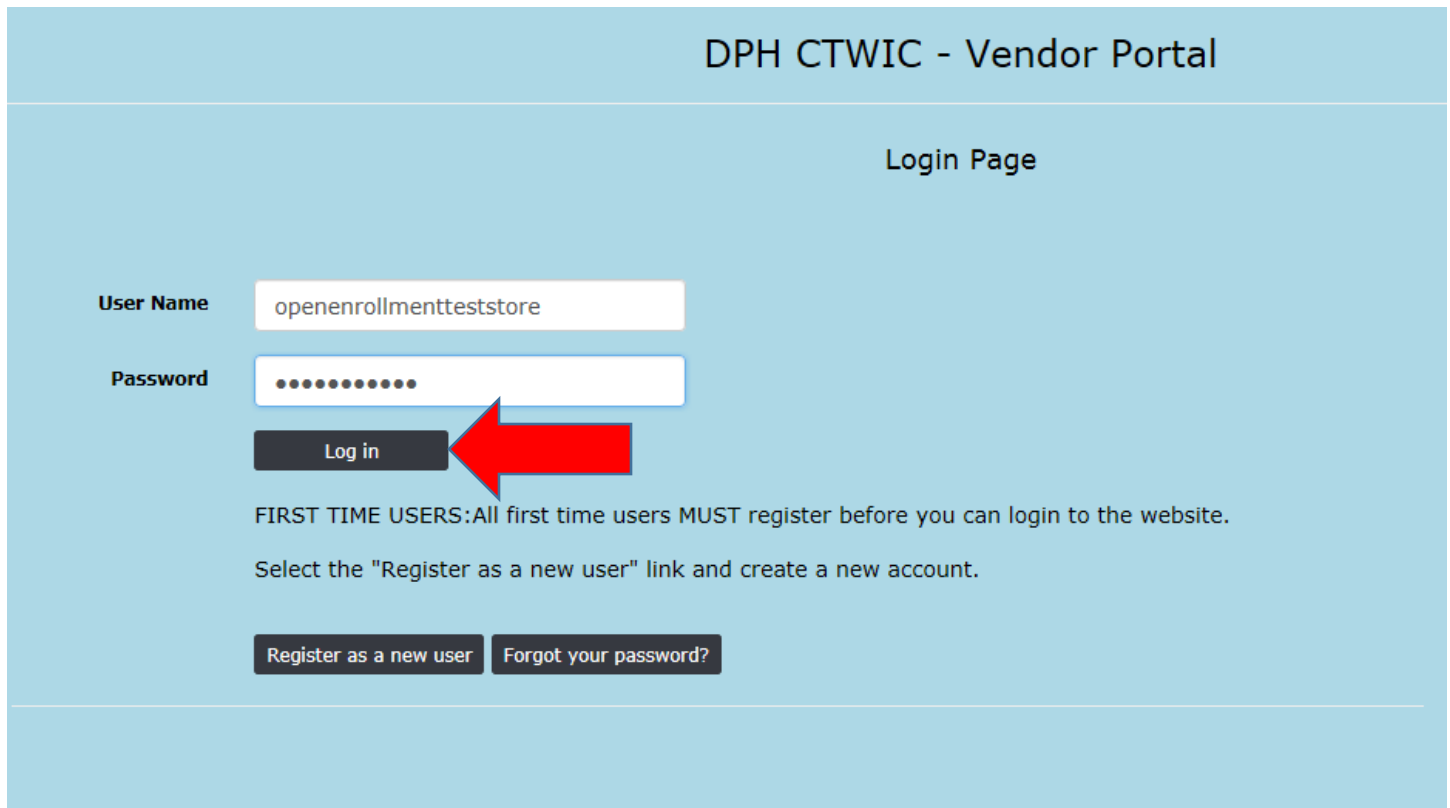
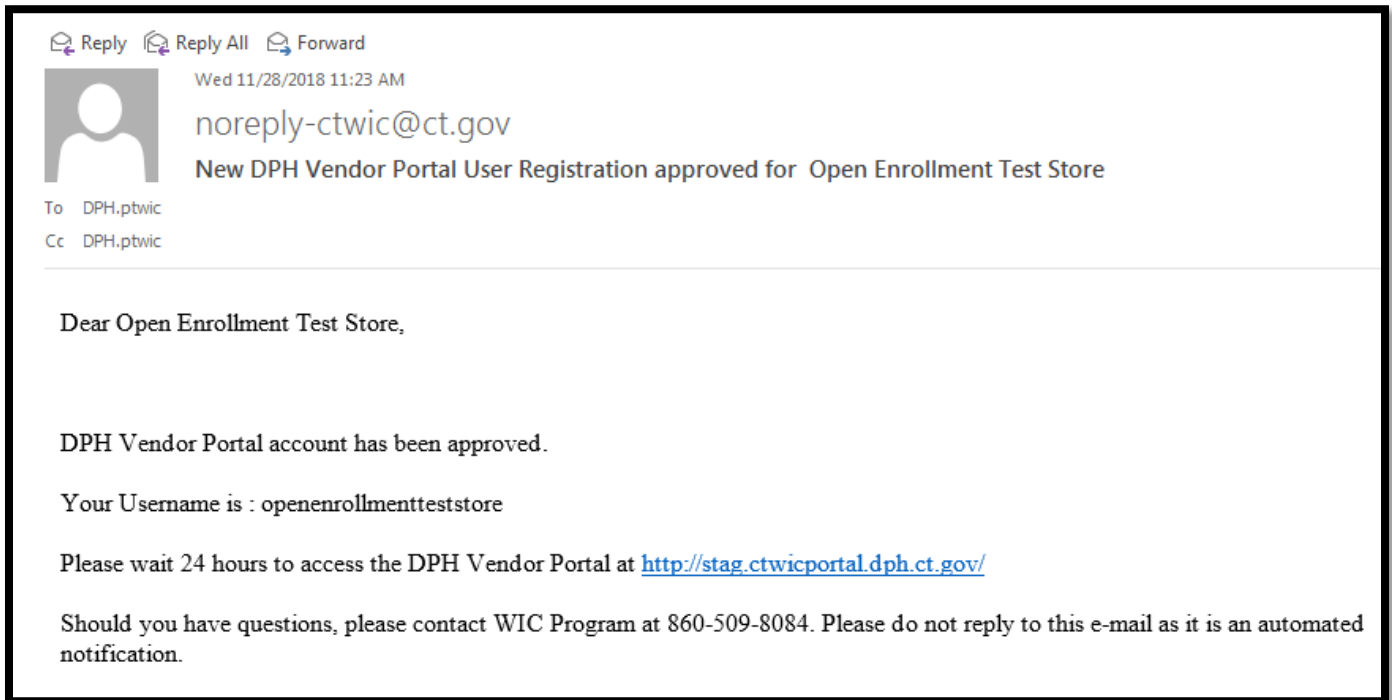
**DPH CTWIC - Vendor Portal**

**Registration Confirmation.**

Your DPH-CTWIC Vendor Portal registration request has been received. DPH-CTWIC personnel will review your registration request and once it is approved you will receive an email notification with the confirmation. Should you have questions, please contact WIC Program at 860-509-8084.

[Back to Log in Page](#)

After WIC personnel have reviewed your registration, received your photo of your valid state or federal identification and activated your user account, you will receive an email similar to the one found below with your specific registration information and instructions to log into the portal to complete your online application. This email will be sent to the email address used for account registration.



After clicking the **Log In** button you will be redirected to the **State** screen.

Click on the word **Vendor** in the upper left side.



VENDOR



Many documents on this site are PDF files which require the use of the free Adobe Acrobat Reader.



Last Login  
11/28/18 11:30

\*\*\* Welcome to the Test Server \*\*\*

*Use of this system is authorized only to registered Connecticut WIC Program users and limited for approved WIC business purposes. Unauthorized access is prohibited. Anyone knowingly or intentionally accessing State of Connecticut or U.S. government information resources without authorization faces termination of employment or contract, prosecution where applicable, and fines/imprisonment if found guilty. All system activities may be recorded/monitored.*

Click on **Vendor Application**. When the menu expands click on **Application**.

Connecticut  
WIC  
WOMEN, INFANTS & CHILDREN

Vendor Record

Vendor Number:  
LA:  
Init Auth Date:  
Auth Start Date:  
Auth End Date:  
Peer Group ID:  
Status:  
Legal Action:

**Vendor Application**

- Application
- Demographics
- Store Details
- Sales Information
- Food Price Entry

Training

Communication

Logoff

Your login id has not been associated with a vendor yet. Please contact the State to gain access to your vendors. If you wish to initiate an application for a new store you can do that by using the Application Screen and selecting New Vendor-New Application in the Application Type dropdown field.

Version: 2.2.1.3 openenrollmentteststore CTWIC

You are now on the **Application** screen. There are three application types. If your store has never been WIC authorized before, select **New vendor-New application** and click on **Go**. If your store has previously applied for authorization or was previously authorized by the Connecticut WIC Program, select **Non-active vendor-New application** and click on **Go**. **Do NOT select Active vendor-Renewal application.**

Vendor Record

Vendor Number:  
LA:  
Init Auth Date:  
Auth Start Date:  
Auth End Date:  
Peer Group ID:  
Status:  
Legal Action:

Vendor Application

Application  
Demographics  
Store Details  
Sales Information  
Food Price Entry

Training  
Communication  
Logoff

Application Type:  
Current Application Type:  
New vendor-New application  
Non-active vendor-New application  
Active vendor-Renewal application  
Go

Vendor ID:  
Authorized SNAP Number:  
Application Requested:  
Application Status: In Process

FEIN SSN

Store Name:  
Owner:  
Store Phone: ( ) -

\* # \* Name  
\* Street 1:  
\* Street 2:  
\* State: Connecticut  
\* Zip: \* City:

Find New

Submit Save Cancel Next

Version: 2.2.1.3 openenrollmentteststore CTWIC

Enter all the required data in the white data fields. When entering the **Owner** information, if you are a new store to the WIC Program click on **New**. If your store was previously authorized by CT WIC, the Owner information is already entered.

**PLEASE NOTE:** The Connecticut WIC Program requires that all vendors be SNAP authorized prior to application to be eligible for authorization.

When the **New** button is clicked:

Entity Information

\* Type: SOLE PROPRIETOR  
PARTNERSHIP  
LIMITED LIABILITY CORPORATION  
FRANCHISE

\* Entity Name:

Corporate Address

\* #:      \* Name:

\* Street 1:      \* Street 2:

\* State: Connecticut

\* Zip:      \* City:

Save Cancel Close

Select the Owner **Entity Type**, enter the Owner **Entity Name** and address. Then click on **Save** and then **Close**.

When all data has been entered on the **Application** screen click **Save**. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click **Next**.

**NOTE:** After saving the **Application** screen with the correct **Application Type** you may **Logoff** and return to your application anytime during the application period. For Open Enrollment this means that you have until January 31 to return to your application, complete it and submit the application. On all screens data that you enter is saved whenever you click **Save**. For **Instructions** on how to **RE-ENTER THE VENDOR PORTAL** please see **Page 18**.

Connecticut WIC

Vendor Record

OPEN ENROLLMENT TEST

Vendor Number:  
LA:  
Init Auth Date:  
Auth Start Date:  
Auth End Date:  
Peer Group ID:  
Status: Pending  
Legal Action: NO

Vendor Application

Application

Demographics

Store Details

Sales Information

Food Price Entry

Training

Communication

Logoff

Application Type:      Go

Current Application Type: New vendor-New application

FEIN    SSN 00-0000000      \* Authorized SNAP Number: 0000000

Application Requested: 11/28/2018      Application Status: In Process

\* Store Name: OPEN ENROLLMENT TEST STORE      \* #      \* Name

Owner: Open Enrollment Test Store      \* Street 1: 410 CAPITOL AVENUE

Find      New      \* Street 2:

\* State: Connecticut

\* Store Phone: (860) 509-8084      \* Zip: 06106      \* City: HARTFORD

Submit Save Cancel Next

Version: 2.2.1.3      Data Saved Successfully      openenrollmentteststore      CTWIC



On the **Demographics** screen, enter all the required data in the white data fields that are blank. Add **Store Contacts** and their information by clicking on **Add** and entering the required data. The owner must be listed as a store contact. If you have a store manager or other store personnel who will attend training, communicate with the WIC Program, or be responsible for the training of store personnel that information must be entered here as well.

The screenshot shows the 'Demographics' screen for a vendor application. The interface includes a left sidebar with navigation options: Vendor Record, Vendor Application, Demographics (highlighted with a red circle), Store Details, Sales Information, Food Price Entry, Training, Communication, and Logoff. The main content area is titled 'OPEN ENROLLMENT TEST STORE' and contains several sections:

- Store Information:** Vendor Name: OPEN ENROLLMENT TEST STORE; Vendor Number: Not Assigned; Store Email: DPH.ptwic@ct.gov; Store Phone: (860) 509-8084.
- Street Address:** Street 1: 410 CAPITOL AVENUE; State: Connecticut; Zip: 06106; City: HARTFORD.
- Mailing Address:** Same as Street Address; Street 1: 410 CAPITOL AVENUE; State: Connecticut; Zip: 06106; City: HARTFORD.
- Store Contacts:** A table with one entry: Owner (Contact Type), OPEN ENROLLMENT (First Name), TEST STORE (Last Name), (860) 509-8084 (Phone Number), DPH.PTWIC@CT.GOV (Email), and Primary (checked).
- Owner/License Information:** Owner: Open Enrollment Test Store; Number of Registers: 1; Device Type: Stand beside; TPP: NA.

At the bottom of the screen, there are 'Save', 'Cancel', and 'Next' buttons. A blue bar at the very bottom contains the text 'Data Saved Successfully' (highlighted with a red circle), 'Version: 2.2.1.3', 'openrollmentteststore', and 'CTWIC'.

When all data has been entered on the **Demographics** screen click **Save**. The message “Data Saved Successfully” will appear in the blue bar at the bottom of the screen. You may now click **Next**.



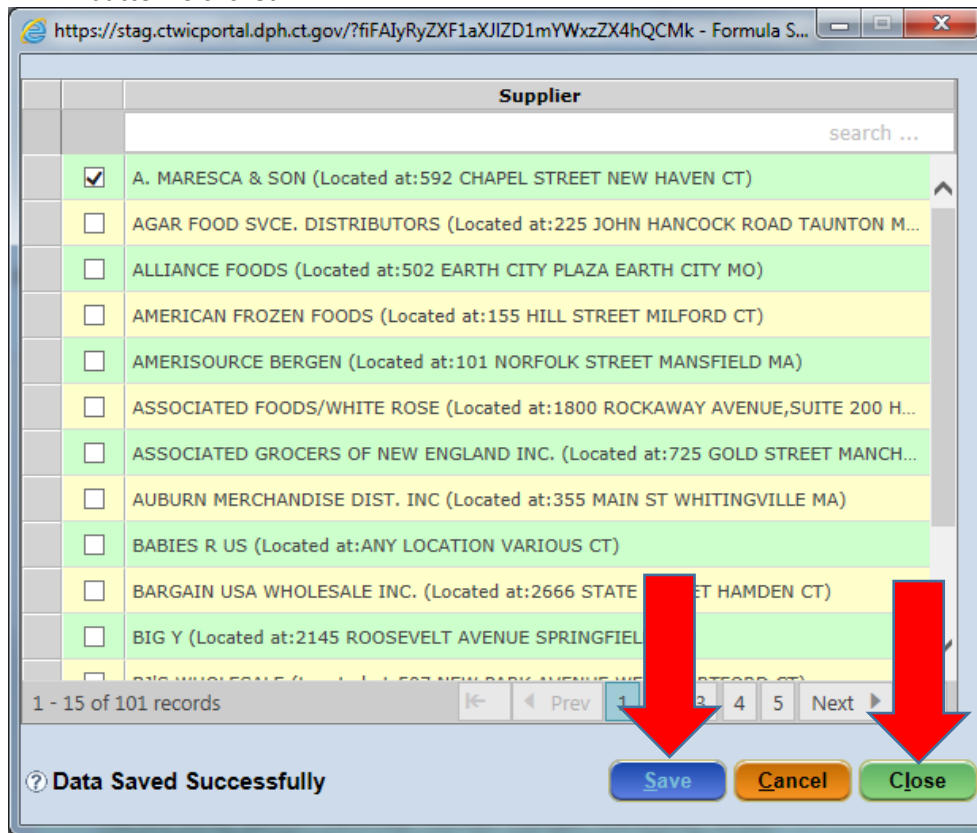
On the **Store Details** screen, enter all the required data in the white data fields that are blank. Selecting the **Preferred Store Language** is a very important part of this screen. The language selected in that field will determine what training classes you are offered after your application has been approved. Please select the primary language that is spoken by the store personnel who will attend the mandatory training. Enter the **Open** and **Close** times for your store. Enter the correct **Number of store workers** and **Number of store workers who will handle WIC transactions**. Answer all the **Questions**.

The screenshot displays the 'Store Details' page in the CTWIC portal. The page includes a left sidebar with navigation options like 'Vendor Record', 'Vendor Application', and 'Store Details' (which is circled in red). The main content area is divided into several sections:

- Store Details:** Contains input fields for 'CT Tax ID Number', 'Authorized SNAP Number', 'Preferred Store Language' (set to English), 'Other Store Language' (set to English), 'Number of store workers' (0), and 'Number of store workers who will be handling WIC transactions' (0).
- Days/Hours of the Week Open:** A table with columns for Day, Open time, and Close time. Red arrows point to the 'Open time' and 'Close time' columns.
- Questions:** A table with columns for ID, Question, Yes, No, and Notes. Red arrows point to the 'Yes' and 'No' columns.
- Buttons:** At the bottom, there are buttons for 'Formula Suppliers' (circled in red), 'Save', 'Cancel', and 'Next'. Red arrows point to the 'Save' and 'Next' buttons.

Before clicking **Save** and **Next** click on **Formula Suppliers**.

When the **Formula Suppliers** button is clicked:



Select the Formula Supplier that you will use to supply your store with the required infant formula. Then click on **Save** and then **Close**.

When all data has been entered on the **Store Details** screen click **Save**. The message “Data Saved Successfully” will appear in the blue bar at the bottom of the screen. You may now click **Next**.

On the **Sales Information** screen, enter all the required data in the white data fields that are blank. Please enter the sales and tax information for the last four tax filing quarters going back from the date of your application. For example: If you are applying in January 2019 then report on the four tax filing quarters (twelve months) from January 2018 to December 2018.

**PLEASE NOTE:** The Connecticut WIC Program requires that all vendors be open continuously for one full calendar year prior to application to be eligible for authorization.

https://stag.ctwicportal.dph.ct.gov/?fiFAIyRDbGluaWNUZD0mVXNlclRva2VuPTIzMjEYnJgmVXNlck5hbWU9T1 - Internet Explorer

Connecticut WIC

File Vendor Application Communication Help Wed 11/28/2018

OPEN ENROLLMENT TEST STORE

Vendor Record

OPEN ENROLLMENT TEST

Vendor Number:  
LA:  
Init Auth Date:  
Auth Start Date:  
Auth End Date:  
Peer Group ID:  
Status: Pending  
Legal Action: NO

Vendor Application

Application  
Demographics  
Store Details  
**Sales Information**  
Food Price Entry

Training  
Communication  
Logoff

Start Date: End Date:

1. When did you assume ownership of this business?

2. On what date did you or will you open continuously for business?

3. Gross Volume of all Sales Last Four Tax Filing Quarters:

4. Provide the information below

a. Enter Line 21 from OS-114:  
(Last Four Tax Filing Quarters. Submit OS-114 document)

b. Taxable food sales:  
(Sales from soda, candy, gum, and other snack foods)

c. Vending machine sales and hot food sales:

d. Total Food Sales Last Four Tax Filing Quarters:

5. Total Food Sales for the months the store was in operation:  
(Submit copy of Bill of Sale)

Number of Months Open if less than 12:

6. What do you estimate the percentages of your future sales by type of payment will be? (Total must equal 100%)

Cash:  % WIC:  %  
SNAP:  % Other:  %  
Credit/Debit Card:

Save Cancel Next

Version: 2.2.1.3 openenrollmentteststore CTWIC

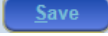
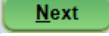
When all data has been entered on the **Sales Information** screen click **Save**. The message "Data Saved Successfully" will appear in the blue bar at the bottom of the screen. You may now click **Next**.

On the **Food Price Entry** screen, enter all the required data in the **Lowest Price** and **Highest Price** data fields.

The screenshot displays the 'Food Price Entry' interface. On the left, a sidebar contains a 'Vendor Record' section with fields for Vendor Number, LA, Init Auth Date, Auth Start Date, Auth End Date, Peer Group ID, Status, and Legal Action. Below this is a 'Vendor Application' section with buttons for Application, Demographics, Store Details, Sales Function, Food Price Entry (circled in red), Training, Communication, and Logoff. The main area features a table with the following data:

Cat/SubCat	Item	Size	*Lowest Price	*Highest Price
02 / 001	Cheese-1 pound	LB		
03 / 001	Eggs - Large - Dozen	DOZ		
52 / 003	Milk - 1%, Lowfat-Gallon	GAL		
06 / 001	Peanut Butter - 16-18 oz. jar	LB		
16 / 001	Whole Wheat/Whole Grain Bread-16 oz./1 pound	LB		
06 / 002	Dry Legumes-1 pound	LB		
12 / 001	Infant Fruit or Vegetables-4 oz. jar	JAR		
09 / 001	Infant Cereal - 8 oz. boxes	OZ		
05 / 001	Breakfast Cereal -Cold-12 oz. or larger	OZ		
53 / 002	Juice - Fluid- 64 oz. bottle	OZ		
21 / 082	Similac Advance powder 12.4 oz. can (blue label)	CAN		

At the bottom of the screen, there are three buttons: 'Save' (blue), 'Cancel' (orange), and 'Next' (green). Red arrows point to the 'Save' and 'Next' buttons. The status bar at the bottom shows 'Version: 2.2.1.3', 'openenrollmentteststore', and 'CTWIC'.

When all data has been entered on the **Food Price Entry** screen click . The message “Data Saved Successfully” will appear in the blue bar at the bottom of the screen. You may now click .

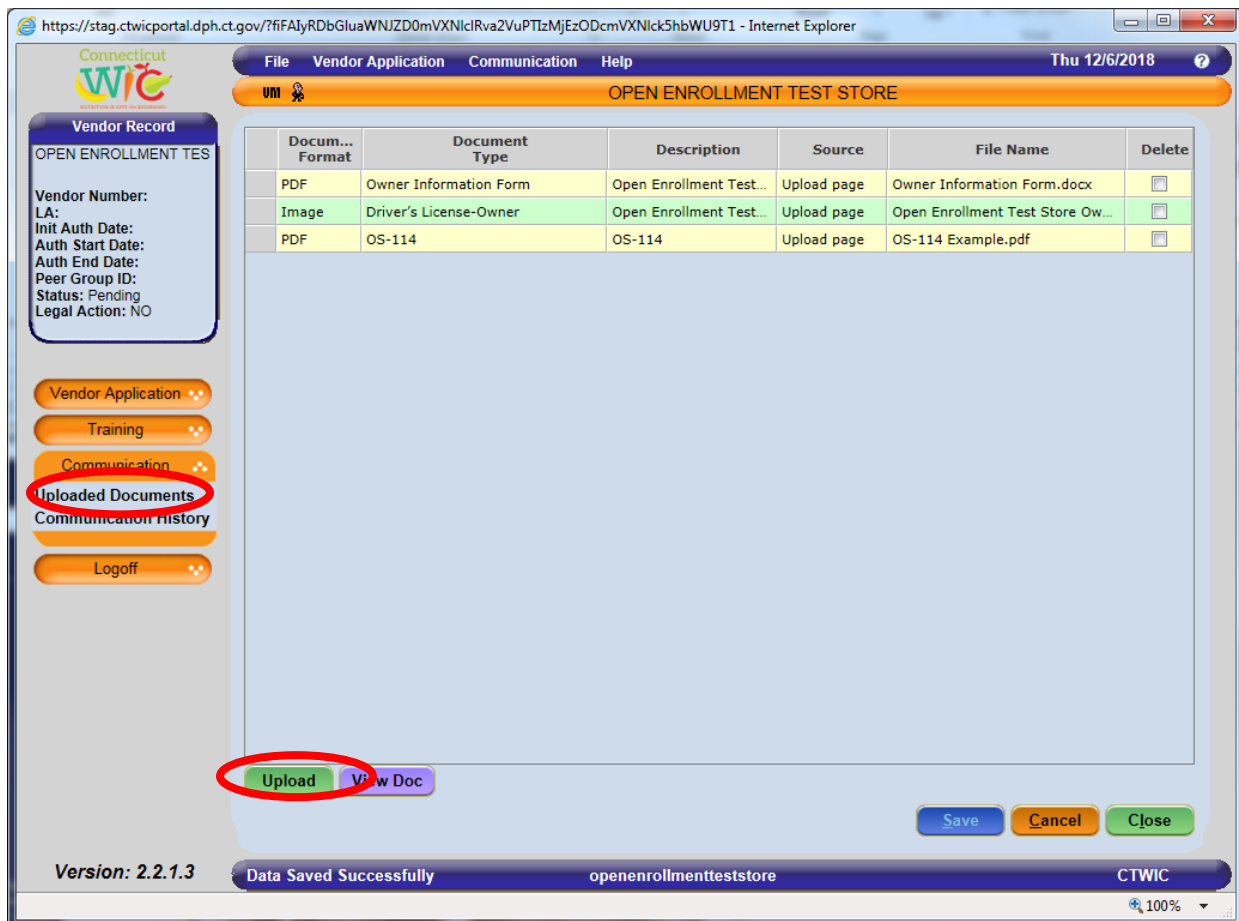
You have now been re-directed to the **Uploaded Documents** screen which can be found under the **Communication** button. On the **Uploaded Documents** screen, you are required to **Upload** a minimum of three different documents. The required documents are the following: the **Owner Information Form**, the **Owner's** valid and current state or federal picture **identification**, and the **Connecticut Department of Revenue Services Sales and Tax Use Summary form OS-114**. There are other documents that may be required for uploading depending on your store's demographic profile. See below.

The **Owner Information Form** must be printed from the WIC Retailers webpage and filled out completely. You must then scan the **two page form as one PDF** (creating one document) for uploading to this screen.

The Connecticut WIC Program considers a **state issued driver's license or picture identification card** as a valid form of identification if it is not expired. The Program also considers a **U.S. government issued passport or visa** as a valid form of identification if it is not expired. You must take a photo of the valid identification and upload it to this screen.

If you have a **store manager** you are required to upload their valid picture identification to this screen.

You are required to provide your **Sales and Tax Use Summary form OS-114** for the last four tax filing quarters (the previous twelve months). For each filing, depending on whether you file quarterly or monthly, these documents are two pages each. These two page documents (eight pages total if you file quarterly or twenty-four pages total if you file monthly) should be scanned as one document and then uploaded to your application in the portal.



https://stag.ctwicportal.dph.ct.gov/?fiFAIyRzb3VyY2V0eXBIPf+IUAjJA== - Upload - Internet Expl...

\* Document Format:

\* Document Type:

\* Description:

\* Document:

https://stag.ctwicportal.dph.ct.gov/?fiFAIyRzb3VyY2V0eXBIPf+IUAjJA== - Upload - Internet Expl...

\* Document Format:

\* Document Type:

\* Description:

\* Document:

After uploading all of the required documents in the proper format and with the proper document type you must proceed back to the **Application** screen to **Submit** your application. Do this by clicking on **Vendor Application**. When the menu expands click on **Application**.

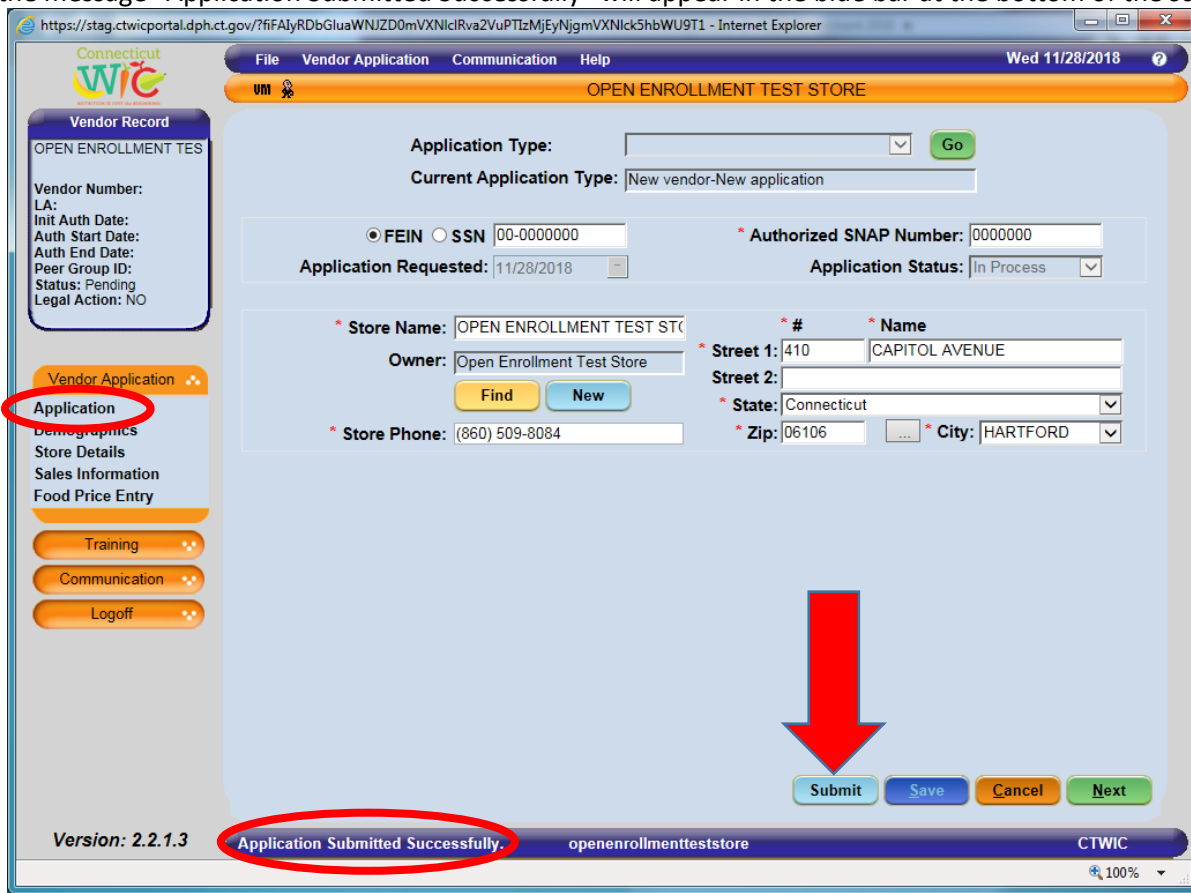
The screenshot shows a web browser window displaying the 'OPEN ENROLLMENT TEST STORE' interface. The browser address bar shows the URL: https://stag.ctwicportal.dph.ct.gov/?fiFAJyRDbGluaWNUZD0mVXNlclRva2VuPTIzMjEzODcmVXNlck5hbWU9T1 - Internet Explorer. The page title is 'OPEN ENROLLMENT TEST STORE' and the date is 'Thu 12/6/2018'. The interface includes a sidebar with 'Vendor Record' and 'Vendor Application' sections. The 'Vendor Application' section is expanded, showing options like 'Application', 'Demographics', 'Store Details', 'Sales Information', and 'Food Price Entry'. A red arrow points to the 'Application' option. The main content area displays a table of uploaded documents:

Docum... Format	Document Type	Description	Source	File Name	Delete
PDF	Owner Information Form	Open Enrollment Test...	Upload page	Owner Information Form.docx	<input type="checkbox"/>
Image	Driver's License-Owner	Open Enrollment Test...	Upload page	Open Enrollment Test Store Ow...	<input type="checkbox"/>
PDF	OS-114	OS-114	Upload page	OS-114 Example.pdf	<input type="checkbox"/>

At the bottom of the table area, there are 'Upload' and 'View Doc' buttons. At the bottom of the page, there are 'Save', 'Cancel', and 'Close' buttons. The footer shows 'Version: 2.2.1.3', 'openenrollmentteststore', and 'CTWIC'.

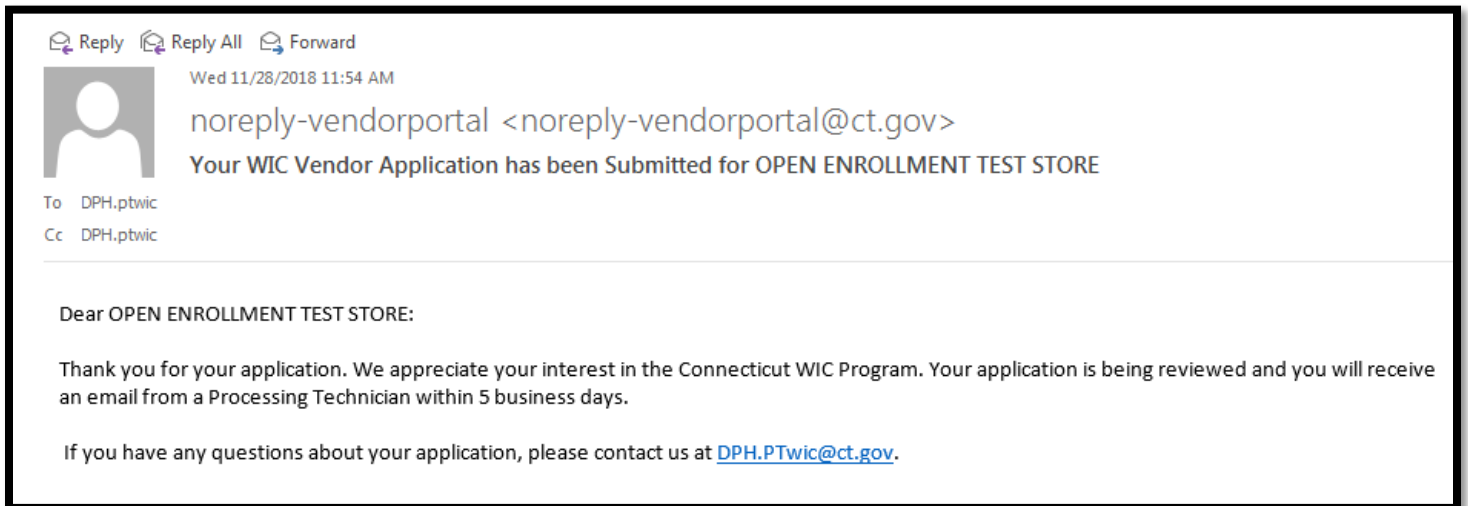


Once back on the Application screen click **Submit** . If all the requirements of the Vendor Application screens have been met then the message “Application Submitted Successfully” will appear in the blue bar at the bottom of the screen.

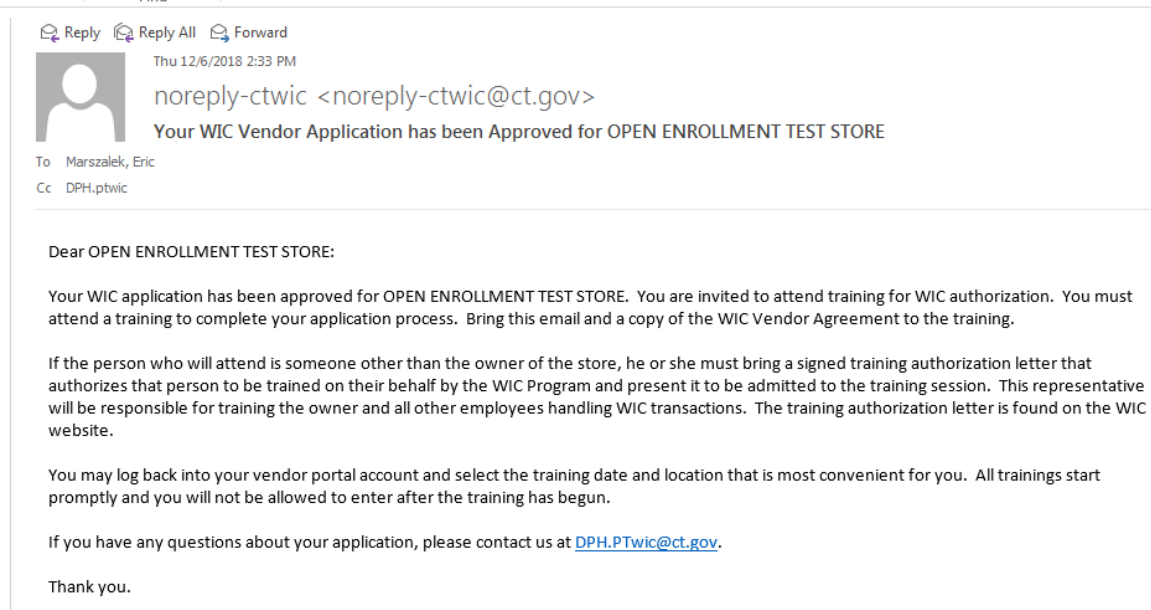


If you have not fulfilled all the system requirements from the Vendor Application screens, clicking **Submit** will produce an “**Ineligibility**” message that will provide information as to why you are not eligible to submit the application. There are many different versions of this “ineligibility” message. These messages may be generated due to missing information or failure to meet the Connecticut WIC Program’s Vendor Selection Criteria. You should, at all times, refer back to the Vendor Agreement and Appendix A Vendor Selection Criteria for review. The vendor agreement is always available on the WIC Retailers webpage. If you have questions regarding the submission of your application please call the Connecticut WIC Program at 860.509.8084 and press #2 or send an email to [DPH.ptwic@ct.gov](mailto:DPH.ptwic@ct.gov) and ask for assistance with the online portal application.

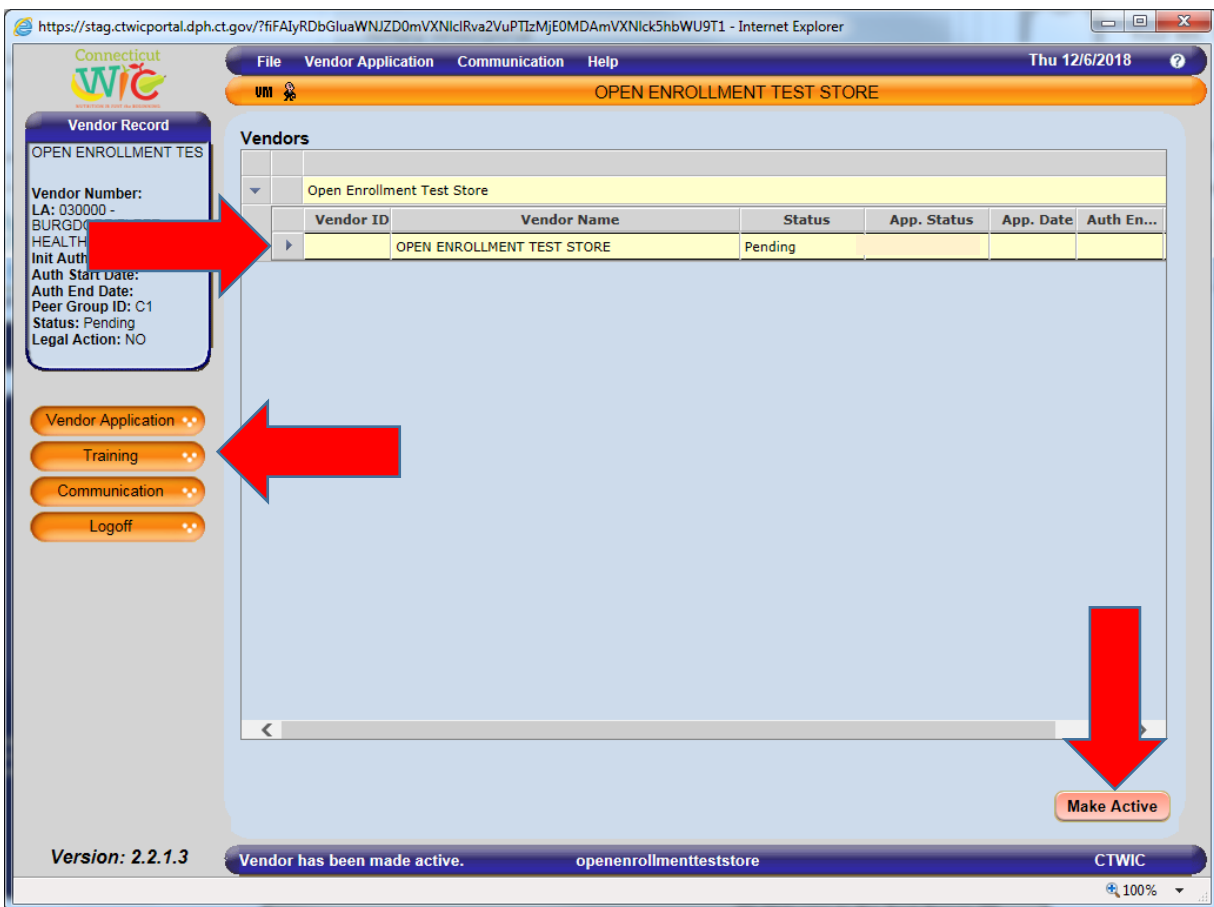
If your application was successfully submitted you will receive an email similar to the one found below at the email addresses entered on the **Demographics** screen.



As stated in the **“Application has been Submitted”** email, your application will be reviewed by WIC personnel within five business days. If your application is approved you will receive an **“Application has been Approved”** email indicating approval. In addition, the email will instruct you to re-enter the vendor portal to select your training class.

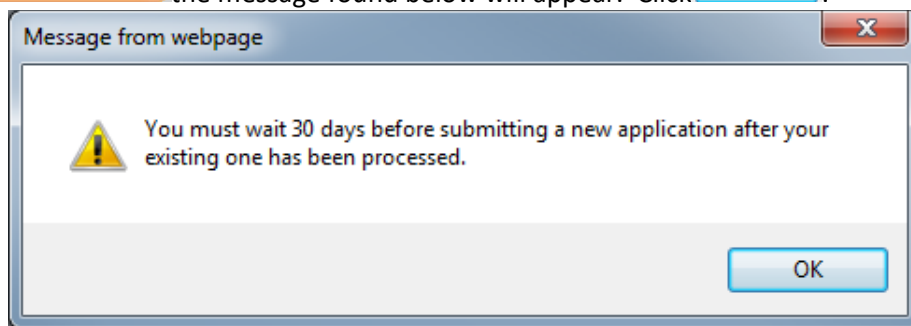


At any time, and for any reason (completing or editing the application, submitting the application, or choosing training), when **RE-ENTERING THE PORTAL** you will now be re-directed from the **State** screen to the **Make Active** screen seen below. **EVERY TIME** that you login to the vendor portal you will be re-directed to this screen and you must make the vendor record that you want to access "Active." Do this by clicking on the row then clicking **Make Active**. The message "Vendor has been made active" will appear in the blue bar at the bottom of the screen.



To select your Training class click on **Training**.

When you click on **Training** the message found below will appear. Click **OK**.



When the menu expands click **Select Training**.

On the **Select Training** screen you will have a selection of training classes available to you for attendance. This list is created based on your **Store Type**, **Device Type**, and **Preferred Store Language**. Select the training class that you will attend. When you click **Save** an email will be sent to the email addresses listed on the **Demographics** screen. This email will contain the details of the training class you selected.

The screenshot shows the 'Select Training' interface for 'OPEN ENROLLMENT TEST STORE'. The vendor details are as follows:

- Vendor Type: Grocer
- Device Type: Stand beside
- Language: English

The 'Available Classes' table is shown below:

Date	Time	Class Type	Location	Availa...	Select
12/24/2018	9:00 AM	Interactive	Connecticut Agricultural Experiment Station 123 Hunti...	19	<input checked="" type="checkbox"/>
12/24/2018	1:00 PM	Interactive	Connecticut Agricultural Experiment Station 123 Hunti...	21	<input type="checkbox"/>
1/31/2019	9:00 AM	Interactive	DPH 410 Capitol Ave , Hartford CT-06106	25	<input type="checkbox"/>

Navigation buttons include 'Vendor Application', 'Training', 'Select Training', 'Communication', and 'Logoff'. The 'Save' button is highlighted with a red arrow. The status bar at the bottom indicates 'Data Saved Successfully' and 'openenrollmentteststore'.

Reply Reply All Forward



Thu 12/6/2018 3:05 PM

noreply-vendorportal <noreply-vendorportal@ct.gov>

Your WIC Training Class has been selected for OPEN ENROLLMENT TEST STORE

To: Marszalek, Eric

Cc: DPH.ptwic

Dear OPEN ENROLLMENT TEST STORE:

You have selected the following training class for OPEN ENROLLMENT TEST STORE.

Date: 12/24/2018

Time: 9:00 AM

Location: Connecticut Agricultural Experiment Station 123 Huntington Street , New Haven CT-06511

Language: English

Device Type: Stand beside

You must attend this training class to complete your application process. Bring this email and your copy of the WIC Vendor Agreement to the training. If the person who will attend is someone other than the owner of the store, he or she must bring a signed training authorization letter that authorizes that person to be trained on their behalf by the WIC Program and present it to be admitted to the training class. This representative will be responsible for training the owner and all other employees handling WIC transactions. The training authorization letter is found on the WIC website, [ct.gov/dph/wic/Retailer](http://ct.gov/dph/wic/Retailer).

All training classes start promptly and you will not be allowed to enter after the training class has begun.

If you have any questions about your training class please contact us at [DPH.PTwic@ct.gov](mailto:DPH.PTwic@ct.gov).