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

PORTAL TIMELINE

HELP 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 |

Help and Support

CA WIC Vendor Help Desk

Phone: 800-224-7472, option 2
Email: 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:

<table>
<thead>
<tr>
<th><strong>One Access Code</strong> will be sent and used for all stores under the contract ID.</th>
<th><strong>One Access Code</strong> will be sent and used for the store under the contract ID.</th>
<th><strong>Two Access Codes</strong> will be sent. One Access Code will be used for the stores under each contract ID.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>Owner</td>
<td>Owner</td>
</tr>
<tr>
<td>Contract ID</td>
<td>Contract ID</td>
<td>Contract ID</td>
</tr>
<tr>
<td>Store</td>
<td>Store</td>
<td>Store</td>
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<tr>
<td>Store</td>
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<td>Store</td>
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<tr>
<td>Store</td>
<td>Store</td>
<td>Store</td>
</tr>
</tbody>
</table>

*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.

STEP 1
Clear your web browser cache and cookies:

1. Open your web browser (ex. Google)
2. Click the three dots at the upper right corner & Select “More tools”
3. Select “Clear browsing data”
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”

2. Enter
   a. Your email address
   b. Password
   c. Your first name
   d. Your last name
   e. Access Code: provided to you in an email from CDPH-WIC (refer to Section 1)
   f. Store Ownership Name (the legal entity)
   g. WIC Contract ID Number

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

Subject Line: WIC Vendor

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.
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

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

Click the “Verify” button
**WAIT 5 business days**

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

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.

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

10. Enter the Vendor Portal address into your web browser: [https://wicvendor.wic.gov/VendorPortal](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

**Step 1**

**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/](https://wicvendor.wic.ca.gov/vendorportal/)

2. Select “Login”

The vendor portal Home Page will be displayed.

You are now logged into the Vendor Portal.
2.3 Resetting your Password

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

**Step 1**

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”

![Image of login page](image1.png)

**Step 2**

1. Select “Need help signing in” to reset your password.

After you select the “Need help signing in” link, the box will display a list of options.

![Image of need help signing in](image2.png)
## 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.

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

Go to your email account and follow the instructions.
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

![Image of Okta account reset email]
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.
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
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.

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Begin Logging in to the WIC Vendor Portal Website:</th>
</tr>
</thead>
<tbody>
<tr>
<td>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></td>
<td></td>
</tr>
<tr>
<td>2. Select “Login”</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th>If the account is locked, the error message “Unable to sign in” will appear after your unsuccessful login attempt(s).</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the link “Need help signing in?”</td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>1.</td>
<td>After selecting the “<strong>Need help signing in?</strong>” link, a list of options will appear.</td>
</tr>
<tr>
<td>2.</td>
<td>Select “<strong>Unlock account?</strong>”</td>
</tr>
<tr>
<td>3.</td>
<td>Enter your email address in the “Email or Username” field.</td>
</tr>
<tr>
<td>4.</td>
<td>Click the “Send Email” button.</td>
</tr>
</tbody>
</table>

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

**Need help signing in?**

**Forgot password?**

Help Desk 800-224-7472 Option 2

Help

[Image of Unlock account interface]

**Unlock account**

**Email or Username**

[Input field for email address]

[Send Email button]

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.

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
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.

Email sent!

Email has been sent to your email address with instructions on resetting your password.
### 3. Find the email from Okta: Subject Line: Password reset

Open the email.

Click the “Reset Password” button.

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### 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.
6. 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.

7. Click the “Sign In” button

2.5 Deleting an Existing User Account

<table>
<thead>
<tr>
<th>Contact the WIC Vendor Help Desk</th>
<th>Notify CDPH/WIC if:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- An email / user account is no longer valid or in use at your organization</td>
</tr>
</tbody>
</table>

You may call or email the WIC Vendor Help Desk:
Phone: 800-224-7472, option 2
Email: WICVendorInfo@cdph.ca.gov
3. How to View Your MADR Rates

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

**Step 1**

Log 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 2**

After logging in, the Vendor Portal Home Page will appear.

1. Select the “View Maximum Allowable Department Reimbursement (MADR) Rate” link
### 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.

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>Peer Group</th>
<th>UPC</th>
<th>MADR Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639621</td>
<td>1.39</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639469</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639468</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639467</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639466</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639465</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639464</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639463</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639462</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639461</td>
<td>1.35</td>
</tr>
<tr>
<td>09/22/2022</td>
<td>I2 Full-line grocer w/3-5 registers</td>
<td>000011105639460</td>
<td>1.35</td>
</tr>
</tbody>
</table>
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.