



TEXAS
Health and Human
Services



Memorandum

#24-010

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: February 15, 2024

SUBJECT: Migration to Qualtrics Gov-1 Timeline and Job Aids

On **March 5**, 2024, Texas WIC will begin using the government cloud version of Qualtrics Gov-1, available at:
<https://txwic.gov1.qualtrics.com/login>

To accommodate the transition we will temporarily stop the Your WIC Experience, myWIC Participant Survey, the WIC Shopping Surveys from **February 26 through March 5th**. We will resume sending surveys on **March 6th**. Participants who come in during the time the survey is stopped will not be surveyed.

There will be a hold on adding new Qualtrics users between **March 1-4th**. Any requests received during that time will be created on **March 5th**.

Please continue to work tickets and use dashboards for *Your WIC Experience* and *TexasWIC.org Apply Now* as usual from the current Qualtrics website until 5 pm on March 4, 2024. All data, dashboards and existing tickets will be migrated March 4 at 5 p.m. through March 5 at 7 a.m. Existing tickets will migrate in their current status: open, in progress, or closed. Following migration, staff logins will be disabled in the old Qualtrics site. You will log into the new Qualtrics Gov-1 site using the same username but will be prompted to set a new password the first time you login.

To prepare for the transition, please bookmark the new website and review the following job aids:

- [Job Aid Texas WIC Qualtrics Users Gov-1](#) - Includes steps for how to access Qualtrics Gov-1, important instructions for LA IT departments, how to get support.
- [Job Aid Migrated Tickets Texas WIC Qualtrics Users Gov-1](#): All tickets created on or after March 5 will be formatted in the same way as the tickets you currently see in Qualtrics. However, tickets that were migrated from the old site to the new one will have additional fields. This job aid outlines what a migrated ticket will look like.

All tickets created on or after March 5th will look identical to the tickets you are used to seeing. These are not “migrated” tickets.

If you have issues, please first troubleshoot using the job aids. If you continue to have issues, reach out to Qualtrics support using the help icon “?” or attend office hours in Teams on the following dates and times.

For technical assistance after migration, staff may contact Qualtrics support directly or attend one of the following Qualtrics open office hours, linked below.

- [Tuesday, March 5, 2024: 9 – 10 am](#)
- [Wednesday, March 6, 2024: 12 – 1 pm](#)
- [Thursday, March 7, 2024: 2 – 3 pm](#)

For additional questions contact Debbie Lehman, WIC Nutrition Research Administrator, debbie.lehman@hhs.texas.gov.