

New Chat and Message templates in Teletask to share Food Package Lesson and General Information

Here is what we will cover

- [Using chat messages for Quarterly Nutrition Education \(QNE\)](#)
- [Using chat messages to send video link for information](#)
- [Where to find message templates](#)
- [Where to find message templates](#)

New chat and group message templates are now available in Teletask to share the Food Package video. Messages are created and ready to use for sharing the video link for both Quarterly Nutrition Education (QNE) and general information.

The new messaging can be used to send direct chat messages to participants or can be sent to groups using the messaging templates.

English, Spanish, and Russian are available at this time.

New Messages

Chat Messages to use for the quarterly nutrition education:

- 1st Chat - Hi! It's WIC. Your class this month is New Foods More Choice coming soon to your WIC benefits (<https://youtu.be/aLUwKWpq3nU>). Text us something you learned or will try, and we'll issue your benefits.
- 2nd Chat (after response from participant) - Great job completing your class! We have issued your benefits!

Group Message for quarterly nutrition education:

- Hi! It's WIC. Your class this month is New Foods More Choice coming soon to your WIC benefits (<https://youtu.be/aLUwKWpq3nU>). Text us one thing you learned or will try, and we'll issue your benefits.

Chat and Group Message for general information:

- New Foods More Choice coming to WIC! Watch this video to learn more and how to be ready (<https://youtu.be/aLUwKWpq3nU>)

How to send video link for Quarterly Nutrition Education:

- Decide which method you will be using, chat or group messaging
- Send out the initial message:

Hi! It's WIC. Your class this month is New Foods More Choice coming soon to your WIC benefits (<https://youtu.be/aLUwKWpq3nU>). Text us something you learned or will try, and we'll issue your benefits.

- When the participant responds:
 - Document in the chart using the new NE dropdown or note class completion in the progress notes

NE Provided	
Date Provided	Topic
08/07/2024	PRENATAL NUTRITION
12/13/2024	BF: PREPARATION
03/07/2025	WIC HEALTH - MAKING MEALTIME A FAMILY TIME
04/01/2025	PROTEIN FOODS
04/01/2025	YOUTUBE - NEW FOODS MORE CHOICES
	YOUTUBE - GETTING TO KNOW YOUR BABY
	YOUTUBE - INFANT DEVELOPMENT
	YOUTUBE - INFANT MASSAGE
	YOUTUBE - IRON
	YOUTUBE - NEW FOODS MORE CHOICES
	YOUTUBE - NUTRITION DURING PREGNANCY
	YOUTUBE - PHYSICAL ACTIVITY

Materials Provided	
Date Provided	Topic
04/01/2025	YOUTUBE - NEW FOODS MORE CHOICES
	YOUTUBE - NUTRITION DURING PREGNANCY
	YOUTUBE - PHYSICAL ACTIVITY

- Show the participant in the appointment scheduler
- Issue benefits
- Send text (from chat template dropdown) to confirm benefit issuance

Great job completing your class! We have issued your benefits!

How to send video link as general information

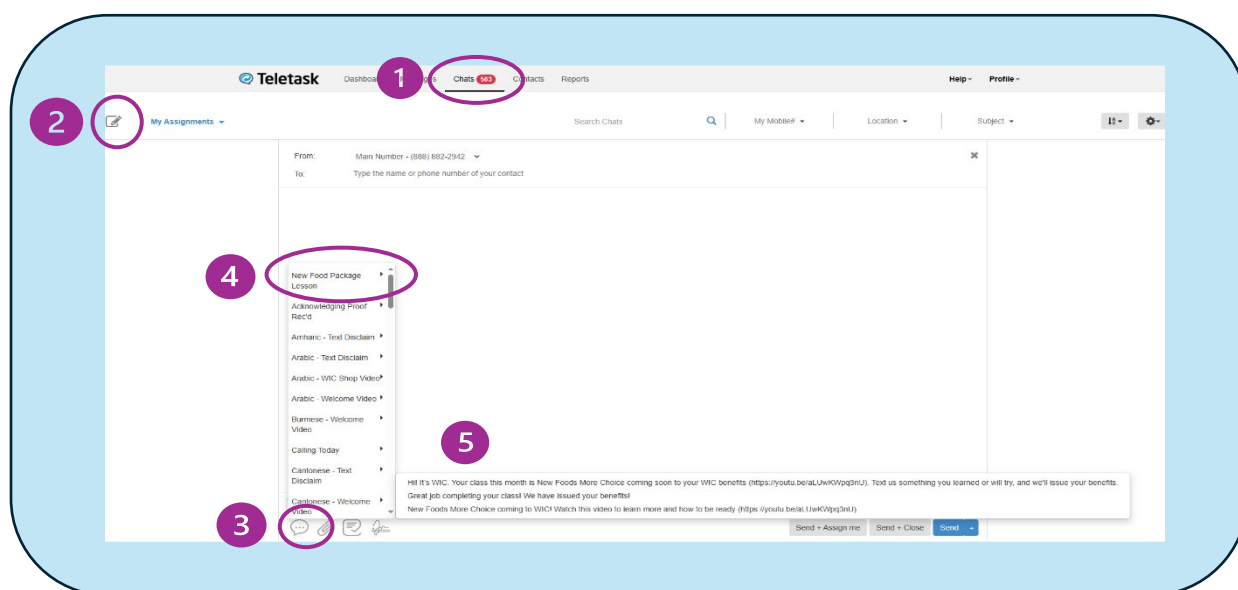
- Decide which method you will be using, chat or group messaging
- Send out the message:

New Foods More Choice coming to WIC! Watch this video to learn more and how to be ready (<https://youtu.be/aLUwKWpq3nU>)

- No further documentation is needed

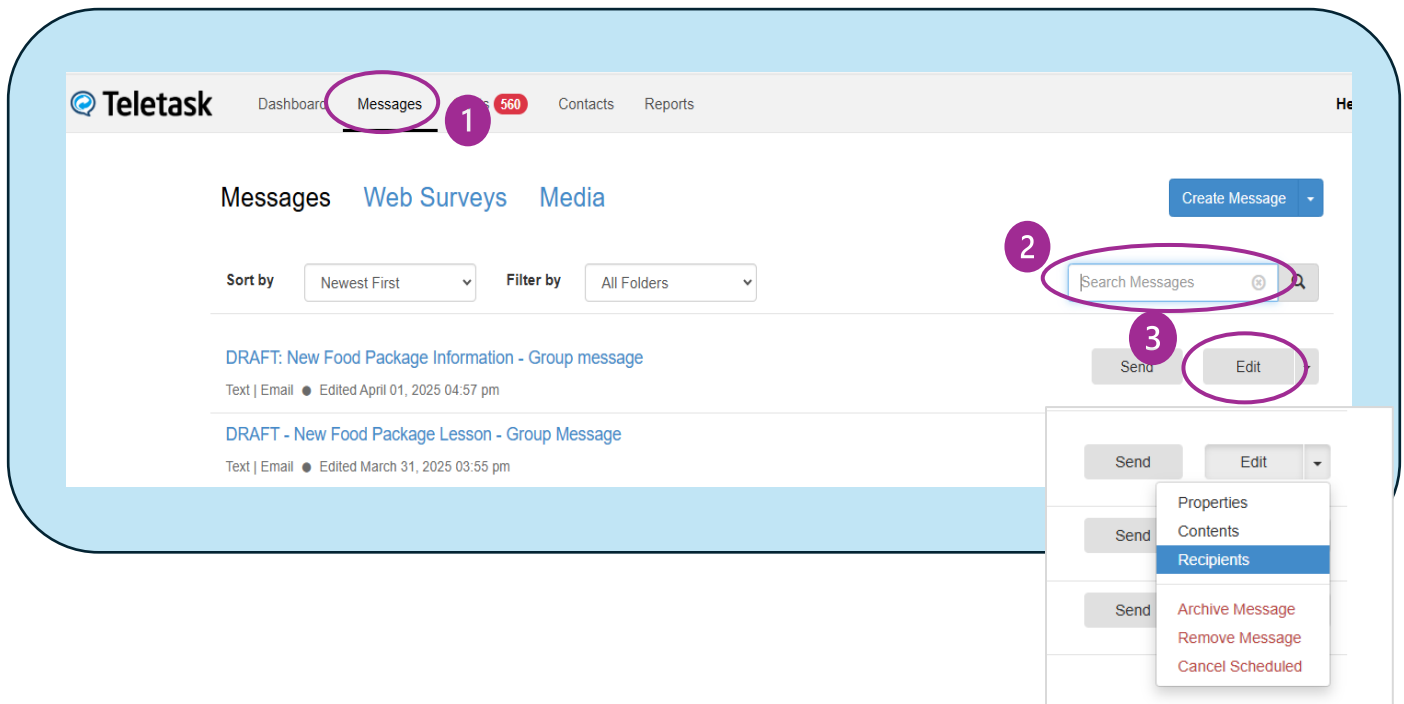
Where to find the chat templates

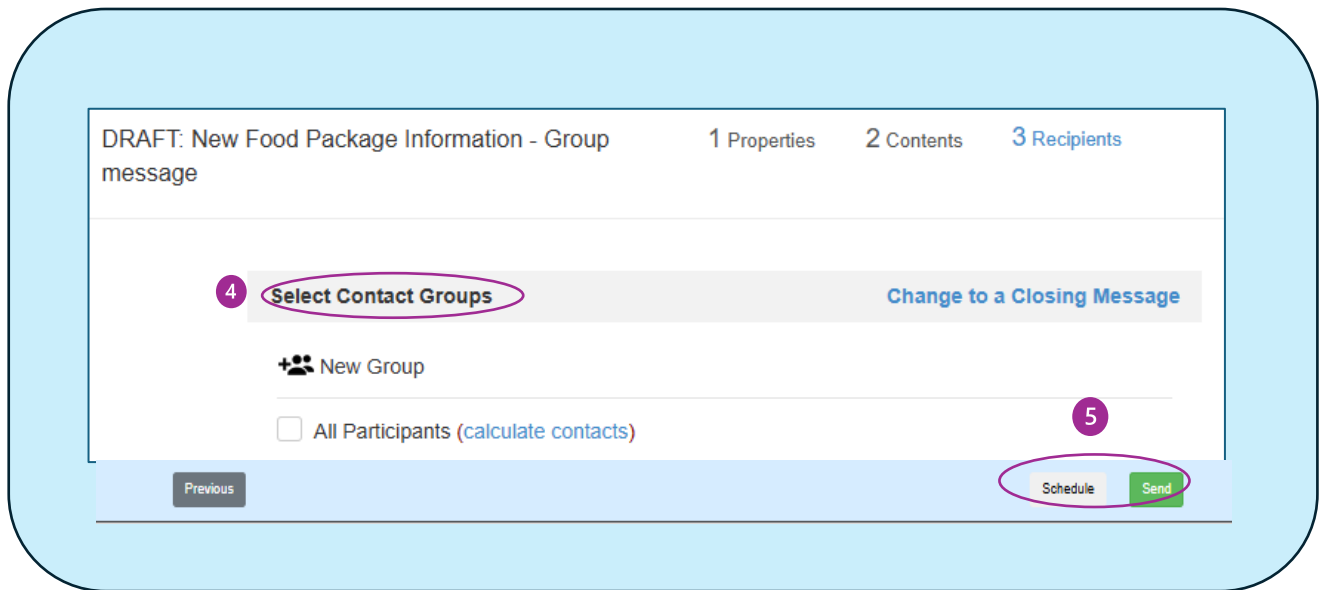
1. Log into your Teletask account and select the Chats tab.
2. Click on the paper and pencil icon in the top left corner.
3. Click the speech bubble at the bottom left of the page.
4. Look for "New Food Package lesson" in the drop down.
5. Click the right arrow and 3 message options will display.



Where to find the message templates

1. Log into your Teletask account and select the Messages tab.
2. Search for
 - a. New Food Package Lesson or
 - b. New Food Package Info
3. Click edit button and select recipients





4. Add contacts by selecting the contact group. If you need to set up a new contact group for this lesson, please contact Kathleen

5. Schedule or send your message