

Child Care Counts: FIS Provider Registration

OCTOBER 2022



Wisconsin Department of
Children and Families

Why register with FIS?

Fidelity National Information Services (FIS), is Wisconsin's Electronic Benefit Transfer (EBT) card vendor.

Child care providers who serve families that are eligible for Wisconsin Shares Child Care Subsidy funds must register with FIS to receive Wisconsin Shares authorizations.

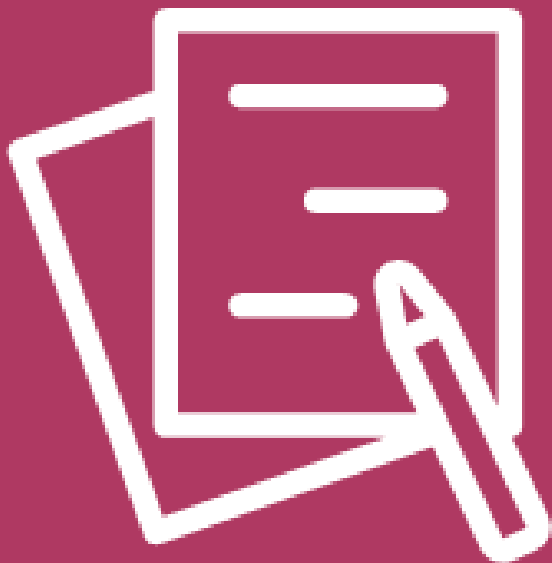
For providers who do not accept subsidy funds but **want to receive funds** from the **Child Care Counts** programs, registering with FIS is the fastest, safest, and most secure means of having those funds direct-deposited into your bank account.

In order to receive funds from DCF as Electronic Funds Transfer, you must register with Fidelity National Information Services (FIS).

About this guide

This guide contains instructions for:

- First-time FIS registration
- Updating your bank account information
- Password reset



First-Time FIS Provider Registration



FIS PROVIDER REGISTRATION

To complete your FIS registration, you'll need:

- Your **FIS Provider ID**. This is found in the **Provider Portal header**. Your FIS Provider ID is also available on the New Provider Welcome Letter (see next page).
- Your **Tax Identification Number (TIN)**. Future annual 1099K documents will be sent to you from FIS.
- Your **checking account number**. Payments from Electronic Funds Transfer go directly into your checking account.

Child Care Provider Portal
Welcome, Chocolate

Chocolate Cakes Daycare
2414 E Cakery Dr
Dane, WI 53214-4144

Logout
1800039971-001
Facility ID 1123204
FIS Provider ID D217957

COVID-19 Emergency Information

Due to the COVID-19 pandemic, please complete the following and keep it up-to-date so that DCF and its partners can help Healthcare workers and others performing critical functions fill urgent child care needs. Press "Save" once you have completed filling out or updating the information.

Address 2414 E Cakery Dr
Dane, WI 53214-4144

Is this location currently open? Yes No

Are you able to provide care for more children with special needs? Yes No

Enter the number of open slots you have available at this location below.


| | |
|-----------------------------|--------------------------------|
| For children under 2 years? | <input type="text" value="2"/> |
| For 2 and 3 year-olds? | <input type="text" value="0"/> |
| For 4 and 5 year-olds? | <input type="text" value="0"/> |
| For 6 year-olds and older? | <input type="text" value="0"/> |

Enter the total number of open slots (i.e., available slots) you have available at this location below.



FIS PROVIDER REGISTRATION

You can also find your FIS Provider ID at the top of your **New Provider Welcome letter**, and in the body of the letter.

| | | |
|--|---|--|
| <p>Division of Early Care and Education 201 East Washington Avenue, Room E200 P.O. Box 8916 Madison, WI 53708-8916</p> |  <p>State of Wisconsin</p> | <p>Provider # 2800040092/001</p> <p>FIS Provider ID D217957</p> |
| <p>Date: 07/20/2018</p> | | |
| <p>LAKELAND GROUP CENTRE 123 MAIN ST ANYTOWN WI 45454</p> | | |
| <p>The State of Wisconsin is an equal opportunity service provider. This letter contains information about the Wisconsin Shares Child Care Subsidy Program. If you need this material in a different format because of a disability, or if you need this letter translated or explained in your own language, please call the number below and press 4. State your language when the call is answered. These services are free.</p> | | |
| <p>Child Care: 1-888-947-6583 TTY: 711</p> | | |
| <h2>Welcome New Child Care Provider</h2> | | |
| <p>The Wisconsin Shares Child Care Subsidy Program assists eligible working parents with child care expenses. The Wisconsin Department of Children and Families has implemented a new payment process called MyWICildCare (MWCC). MWCC puts the power of paying for child care services into the hands of parents through the MyWICildCare EBT card.</p> | | |
| <p>The State of Wisconsin Department of Children and Families has contracted with Fidelity National Information Services (FIS) to help to achieve our Electronic Benefit Transfer (EBT) program goals. New Wisconsin child care providers who wish to accept Wisconsin Shares authorizations are required to have a FIS Provider Agreement in place so that electronic funds may be transferred directly into your bank account.</p> | | |
| <p>The MyWICildCare card allows parents enrolled in Wisconsin Shares to transfer state subsidies electronically for fast, easy payments to child care providers.</p> | | |
| <p>FIS identifies providers by the below FIS Provider ID that is specific to your business. This ID is needed to complete the FIS Provider Agreement. Please keep this letter for future reference.</p> | | |
| <p>Your FIS provider ID is D217957.</p> | | |
| <p>The FIS Provider Agreement is located online at http://www.ebtedge.com. Visit the FIS website and select the child care provider section. Select Complete your Contract or Register Online. Follow the instructions to complete the FIS contract. If you need help with the contract, call FIS at 1.800.894.0050 between 8 a.m. and 5 p.m. CST Monday-Friday.</p> | | |
| <p>If you have questions about Wisconsin Shares Child Care Subsidy Program, contact your local child care agency during regular business hours.</p> | | |
| <p>CCPF</p> | <p>Date: 07/20/2018</p> | <p>Page 1 of 1</p> |

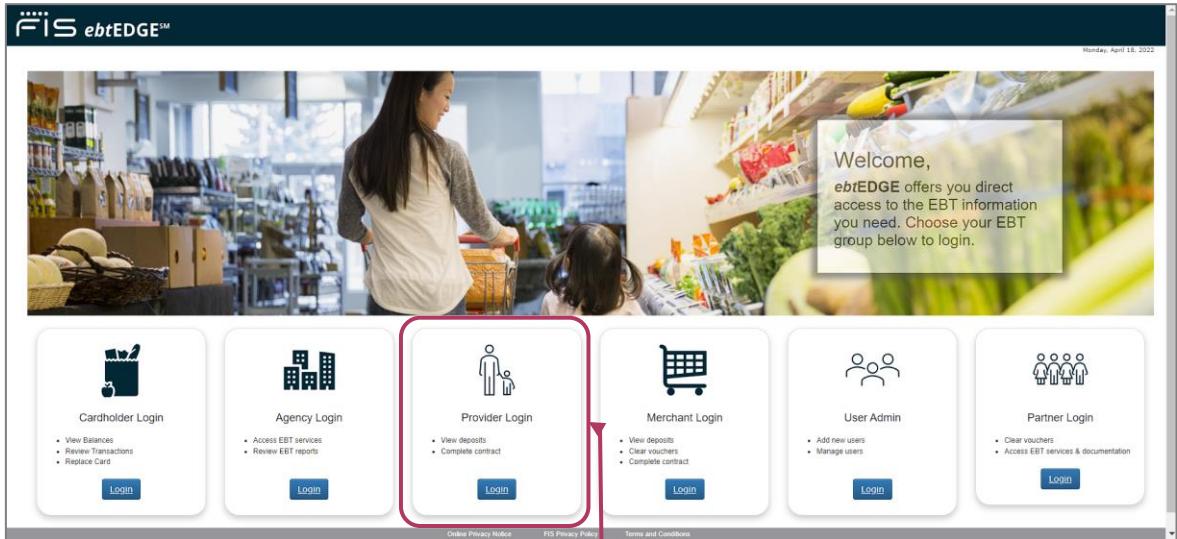


FIS PROVIDER REGISTRATION

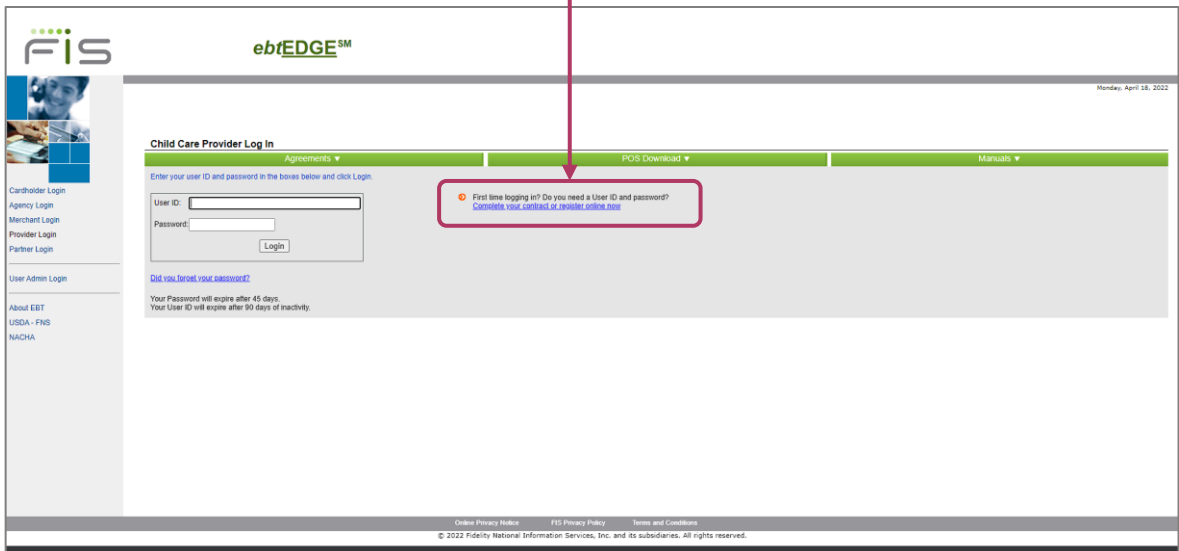
To begin your first-time registration, start by copying and pasting the link below into your web browser.



<https://www.ebtedge.com/>



On the landing screen, click the Provider Login. On the Child Care Provider Login page, click the **Complete your contract or register online now** link.





FIS PROVIDER REGISTRATION

Provider Registration

Enter your Provider Identification, User Access information and click Continue to begin the online registration process.

Provider Identification

*FIS Provider ID:

*Provider Phone #: - -

*State or Program:

*Last 4 digits of Provider's Bank Account #: Only used in adding an additional User ID and will gray out after choosing a "Program" in the above drop-down box.

User Access

*User ID: (User ID must be an email address; sample: john_doe@provider.com)

*Re-enter User ID:

*Password: (Passwords must be at least 8 characters but no more than 14 characters long and must contain at least 1 number, at least 1 lower case and at least 1 upper case letter)

*Confirm Password:

*Challenge Question 1:

*Challenge Response 1:

*Challenge Question 2:

*Challenge Response 2:

*Challenge Question 3:

*Challenge Response 3:

c9vb8UPn

* Enter the text shown above :

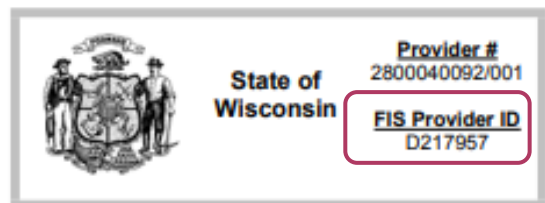
Note: If you have questions or experience problems with the registration process, call null

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On the Provider Registration webpage, enter your FIS Provider ID found on your Child Care Provider Portal homepage.



It is also available on your New Provider Welcome Letter.





FIS PROVIDER REGISTRATION

Fill out each field, in order, on the Provider Registration screen.

You **must** use the Phone number you used to register with Provider Phone Number

Only for use in adding an additional USER ID.

For State or Program: Select MyWICChildCare-Add New User ID

Enter & Re-enter User ID (Email address you access frequently)

Answer ALL three security questions.

Make sure to pick choices you will remember.

Provider Registration
 Enter your Provider Identification, User Access information and click Continue to begin the online registration process.

Provider Identification

- *FIS Provider ID:
- *Provider Phone #: - -
- *State or Program:
- *Last 4 digits of Provider's Bank Account #: [Help?](#)
Only used in adding an additional User ID and will gray out after choosing a "Program" in the above drop-down box.

User Access

- *User ID: (User ID must be an email address; sample: John_Doe@provider.com)
- *Re-enter User ID:
- *Password: (Passwords must be at least 8 characters but no more than 14 characters long and must contain at least 1 number, at least 1 lower case and at least 1 upper case letter)
- *Confirm Password:
- *Challenge Question 1:
- *Challenge Response 1:
- *Challenge Question 2:
- *Challenge Response 2:
- *Challenge Question 3:
- *Challenge Response 3:

* Enter the text shown above :

Note: If you have questions or experience problems with the registration process, call null

Password (One Uppercase-One Lowercase-NO special characters, at least one number) Minimum of 8 characters and no more than 14.

Re-enter your password

Make sure to choose a password you will remember.

Enter the letters and numbers exactly as they appear in the CAPTCHA. They are an extra layer of security in the registration process.

Once you have filled out the registration form in its entirety, select the **Continue** button to continue. Follow all subsequent instructions to complete your Provider Registration.

If you have questions or experience problems with the registration process, call **1-800-894-0050**.



Tasks for Registered Providers

Update Bank Account Information

Be sure to keep your bank account information up to date with FIS.

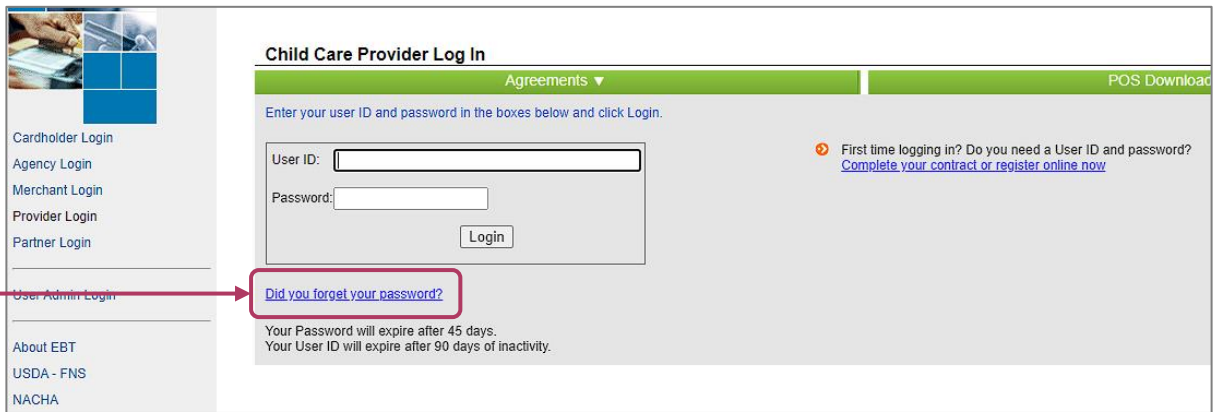
If you need to update your bank account information, you must contact FIS for a Bank Change Form.

Call/email FIS at 1-800-894-0050
or merchant.services.support@fisglobal.com

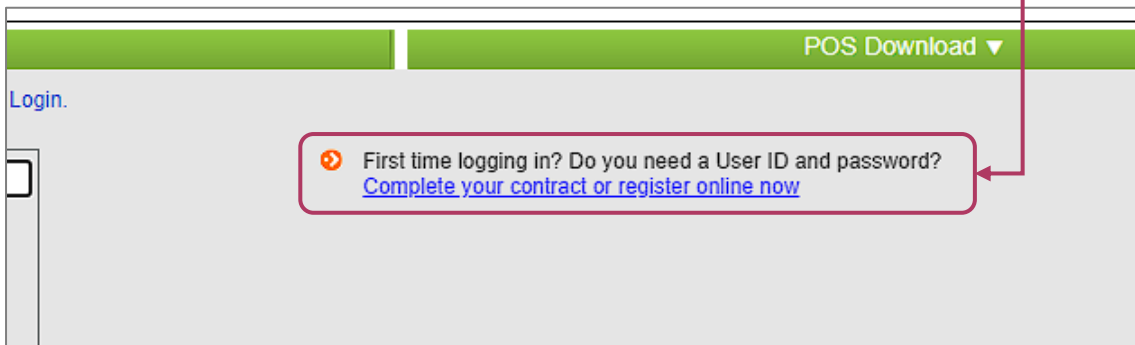
Forgot your password?

If you forgot your password, you may request a new one by clicking the **Did you forget your password?** link on the Log In screen.

Follow the instructions on the screen to complete the reset password process.



If the reset your password function does not work for you, **you need to create a new account.**



Please note that you **must use a new email address** to register a new account. It cannot be the email address associated with the account you have forgotten the password for, or password retrieval has failed.

90-Day Account Inactivity Lock

If you have not used your account in 90 days - your account is locked and cannot be reset!

NOTE: FIS cannot reset ebtEDGE accounts even for the account admin or the center director.

Go to <https://www.ebtedge.com/gov/portal/ProviderLogon.do>

Child Care Provider Log In

Agreements ▼ POS Download ▼

Agreements ▼ POS Download ▼

the boxes below and click Login.

First time logging in? Do you need a User ID and password?
[Complete your contract or register online now](#)

Provider Registration

Enter your Provider Identification, User Account information and click Continue to begin the online registration process.

Provider Identification

*FIS Provider ID:

*Provider Phone #:

*State or Program:

*Last 4 digits of Provider's Bank Account#: Only used in setting an additional User ID and will gray out after choosing a "Program" in the above drop-down box.

User Account

*User ID: (User ID number an email address, example: jsm_01@ebtedge.com)

*Re-enter User ID:

*Password: (Passwords must be at least 8 characters but no more than 16 characters long and must contain at least 1 number, 1 special character and at least 1 upper case letter.)

*Confirm Password:

*Challenge Question 1:

*Challenge Response 1:

*Challenge Question 2:

*Challenge Response 2:

*Challenge Question 3:

*Challenge Response 3:

43tg1Fd9

* Enter the text shown above:

Continue Cancel

Note: If you have questions or experience problems with the registration process, call 1-800-894-0550.

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Click the link.
Complete your contract or register online now and follow the instructions on the Provider Registration Screen.



You must use a new email address to register a new account. You cannot use the email address associated with the account that is locked.



If you continue to have problems after following the above steps, please contact FIS Merchant Services at:
1-800-894-0050
or merchant.services.support@fisglobal.com.

For ***Child Care Counts*** questions, please email
DCFDECECOVID19CCPayments@wisconsin