

# Child Care Counts: FIS Provider Registration

MAY 2021



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 want to receive subsidy funds from the state of Wisconsin must register with FIS to be able to receive those funds.

For providers who do not yet accept subsidy funds but do 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 directly deposited into your bank account.

## About this guide

In order to receive funds from DCF as Electronic Funds Transfer, you must do the following as part of your FIS Provider Registration.

This guide contains information to help you with that **first-time set up**, or with **updating** your Fidelity National Information Services (FIS) Provider information.

These instructions are intended for:

- New providers **who do not currently receive subsidy funds from the state**
- Existing providers whose **information on file with FIS is up to date**
- Existing providers **who receive subsidy funds and need to update their bank account information**



# **FIRST-TIME FIS PROVIDER REGISTRATION**



# FIS PROVIDER REGISTRATION

- If you are **not currently set up with FIS**, you will receive a Provider Welcome Letter from DCF, and you are encouraged to begin your registration process right away.
- You will need your FIS Provider ID. This is found in the **Provider Portal header**.
- Include your Tax Identification Number (TIN). Future annual 1099K documents will be sent to you from FIS.
- Submit your checking account number. Payments from Electronic Funds Transfer go directly into your checking account.
- Your **FIS Provider ID** is also available on the New Provider Welcome Letter (see next page).

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><b>FIS Provider ID</b> D217957</p>
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Date: 07/20/2018

LAKELAND GROUP CENTRE  
123 MAIN ST  
ANYTOWN WI 45454

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.

**Child Care:** 1-888-947-6583      **TTY:** 711

### Welcome New Child Care Provider

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.

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.

The MyWICildCare card allows parents enrolled in Wisconsin Shares to transfer state subsidies electronically for fast, easy payments to child care providers.

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.

**Your FIS provider ID is D217957.**

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.

If you have questions about Wisconsin Shares Child Care Subsidy Program, contact your local child care agency during regular business hours.

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CCPF      Date: 07/20/2018      Page 1 of 1



# 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/>

**FIS ebtEDGE<sup>SM</sup>** Wednesday, May 12, 2021

**EBT Cardholders:** [Click here](#) for more information regarding our response to the COVID-19 (Corona virus) pandemic.

ebtEDGE<sup>SM</sup> offers you direct access to the EBT information you need. Choose your EBT group below and click More Information.

- EBT Cardholders**
  - View the balance on your EBT card
  - Review your transactions
  - Read helpful hints[More Information](#)
- Agency**
  - Access EBT services
  - View your EBT reports
  - Access EBT documentation
  - and more ...[More Information](#)
- EBT Merchants**
  - View your EBT reports
  - Access EBT documentation
  - Clear vouchers
  - and more ...[More Information](#)
- Child Care Providers**
  - View your deposits
  - View your transactions
  - Access documentation
  - Complete your contract online[More Information](#)

Online Privacy Notice FIS Privacy Policy Terms and Conditions  
© 2021 Fidelity National Information Services, Inc. and its subsidiaries. All rights reserved.

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 ebtEDGE<sup>SM</sup>** Monday, September 28, 2020

**Child Care Provider Log In**

Agreements POS Download Manuals

Enter your user ID and password in the boxes below and click Login

User ID:

Password:

Login

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

[Did you forget your password?](#)

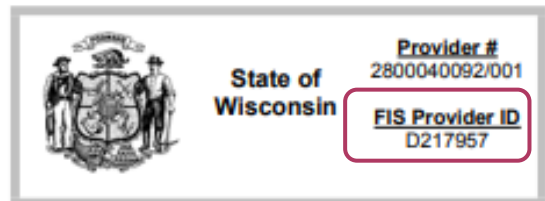


# FIS PROVIDER REGISTRATION

On the Provider Registration webpage, you will need to 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 the state (Provider Phone #)

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.

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

Make sure to pick choices you will remember.

Re-enter your password

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

Make sure to choose a password 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:  [Help2](#)
- \*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:

CAPTCHA: 43tg1Fd9

\* Enter the text shown above :

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

Once you have filled out the registration form, 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, email

[Merchant.Services.Support@fisglobal.com](mailto:Merchant.Services.Support@fisglobal.com)

or call **1-800-894-0050**.






# **TASKS FOR REGISTERED PROVIDERS**

# Update Bank Account Information

If you are an existing provider currently receiving subsidy funds and you need to update your bank account information, please download and fill out the [provider bank information change form](#)

You can submit the completed form via email: [Merchant.Services.Support@fisglobal.com](mailto:Merchant.Services.Support@fisglobal.com), Fax: 1-414-341-7085 or mail to the address listed at the top of the form

 Fidelity Information Services

**FIS (EFunds) GOVERNMENT SOLUTIONS  
BANK INFORMATION CHANGE REQUEST FORM FOR PROVIDER**

To: FIS (formerly eFunds) Government Solutions  
P.O. Box 290  
Milwaukee, WI 53201-0290  
Tel #: 1-800-994-0050  
Fax #: 1-414-341-7085

From: \_\_\_\_\_  
(Provider First Name, Last Name)  
\_\_\_\_\_  
(IRS Legal Filing Name)

Provider Name: \_\_\_\_\_  
Provider Address: \_\_\_\_\_  
Provider Telephone #: (\_\_\_\_\_) \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Provider ID#: \_\_\_\_\_

This letter serves as a written request to change store bank information. Please route my EBT Child Care deposits

**From:**  
**Old Bank Information**  
Old Bank Name: \_\_\_\_\_  
Old Bank \*FRDABA # (Routing/Transit #): \_\_\_\_\_  
Old Bank \*\*Account #: \_\_\_\_\_

**To:**  
**New Bank Information**  
New Bank Name: \_\_\_\_\_  
New Bank \*FRDABA # (Routing/Transit #): \_\_\_\_\_  
New Bank \*\*Account #: \_\_\_\_\_

\*FRDABA # is a 9 digit number located in lower left hand corner of your check  
\*\*Account # is located to the right of the FRDABA number

Please attach a voided check with the new bank information to this form

**Printed Name:** \_\_\_\_\_  
(Please print and sign the name of the person who holds the license or who signed the contract)

**Authorized Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

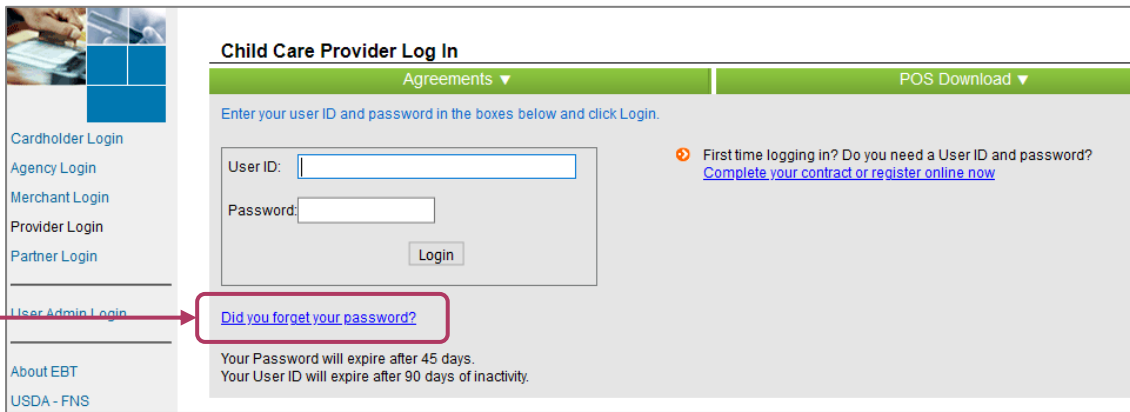
\*\*\*Upon receipt of this document at our location, please allow up to 10 business days for this change.

For office use only  
Received Date: \_\_\_\_\_

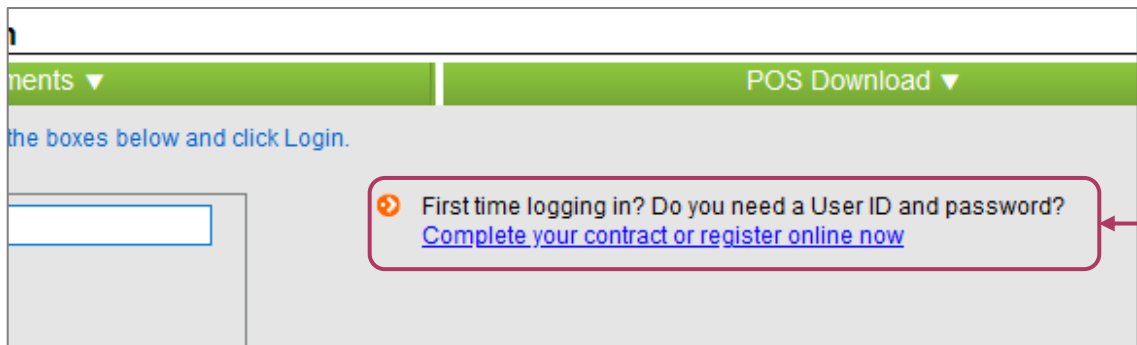
# Forgot your password?

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 ▼

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

FIS Provider ID:

Provider Phone #:

State or Program:

Last 4 digits of Provider's Bank Account #:

User Access

User ID:

Re-Enter User ID:

Password:

Confirm Password:

Challenge Question 1:

Challenge Question 2:

Challenge Question 3:

43tg1Fd9

Continue Cancel

Note: If you have questions or experience problems with the registration process, call 1-800-594-0555.

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 the DCF Child Care Call Center:

[ChildCare@wisconsin.gov](mailto:ChildCare@wisconsin.gov)

For *Child Care Counts* questions, please email

[DCFDECECOVID19CCPayments@wisconsin](mailto:DCFDECECOVID19CCPayments@wisconsin)