

# Child Care Statewide Administration on Web (CSAW) User Guide

## **BASICS**

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### **Expected Outcome**

The goal of the CSAW User Guide is to provide child care workers with instructions for using and navigating through the system.

### **Objectives**

Upon completion of this guide, you will be able to:

- Register to use and login to the CSAW web site
  - View or print reports
  - View and enter announcements
  - View various administrative functions
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# The Child Care Puzzle

-Or 'What is it, and who is using it?

<p style="text-align: center;"><b>CCPC</b></p> <p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>• Data regarding certified providers</li> </ul> <p><b>Who uses it:</b> Certifiers</p>	<p style="text-align: center;"><b>CCPI</b></p> <p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>• View provider data</li> <li>• View authorizations</li> <li>• View issuance and overpayment data</li> <li>• View announcements</li> <li>• Enter and view attendance</li> <li>• Reports</li> </ul> <p><b>Who uses it:</b> Workers and providers</p>
<p style="text-align: center;"><b>CARES/CWW</b></p> <p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>• Application entry</li> <li>• Case comments</li> <li>• Notices</li> <li>• Alerts</li> <li>• Eligibility</li> </ul> <p><b>Who uses it:</b> Workers</p>	<p style="text-align: center;"><b>CSAW:</b></p> <p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>• All provider data needed for the subsidy</li> <li>• Enter/view provider over payment</li> <li>• View announcements</li> <li>• Enter/view authorizations</li> <li>• Issuance data</li> <li>• Reports</li> </ul> <p><b>Who uses it:</b> Workers</p>

# Introduction to CSAW

CSAW is a web application that offers county/tribal child care workers access to the Child Care Payment System (CCPS) using the web. The system has the following modules:

- **Provider Management:** Includes the provider demographic screens and related functionality such as name, address, type of provider, accreditation, rates, comments, EFT information, etc.
- **Authorization Management:** Includes authorization-related screens such as creating new authorizations, view details of current authorizations, school bank hours, case utilization and educational tracking. Note: Attendance entry is done using CCPI.
- **Issuance Management:** Includes all payment related screens such as issuance history and details, payment adjustments, payment returns, and stop payment.
- **Report Management:** Includes reports such as New Provider and Discontinued Provider reports
- **Announcements:** DCF Child Care Subsidy staff uses this function to communicate information and updates to the county/tribal staff and providers using the system. County/tribal coordinators can enter announcements to communicate with the providers in their county/tribe.
- **Administration:** The workers can view user security related information, audit trail and various reports on users.
- CSAW is a secure site and is accessible only by child care administrative agencies. The site is not accessible to the public.

## System Availability

CSAW will only be available during the same hours that CARES is available. You can view when CARES will be available by clicking on the Online Availability Calendar link at <http://dcf.wisconsin.gov/childcare/wishares/CSAW/default.htm>

## CSAW Downtime Calendar

If users attempts to login at a time when CSAW is not available (usually due to scheduled maintenance), the user will be taken to the CSAW Downtime Calendar page.

### System Requirements for using CSAW:

- a minimum of Internet Explorer 6.0+ or FireFox 2.0+
- the ability to enable JavaScript\*\*
- the ability to enable cookies \*\*

\*\*refer to your browser's help tool to learn how to do this.

## Gaining Access to CSAW

**Note:** You must have an ID for the CARES mainframe system, before you can apply for CSAW access.

### CCPI/CCPC users:

- If you currently have a User ID for the Child Care Provider Information (CCPI) or Child Care Provider Certification (CCPC) systems, all you need to do is to complete a Web Access form DWSW-13358. You will need to use the same ID and Password to gain access to CSAW. The form can be found at:

[http://dcf.wisconsin.gov/forms/DCF\\_f\\_dsw13358e.htm](http://dcf.wisconsin.gov/forms/DCF_f_dsw13358e.htm)

### New Users:

To begin using CSAW, users must first register (create an account) using the DWD/Wisconsin Logon Management System. Log onto the CCPC home page to get instructions on the online account creation at:

<http://dcf.wisconsin.gov/childcare/wishares/CSAW/default.htm>

Click on the "New User" link under "Key Links" heading. Print the instructions and carefully follow them. When you create the online account, make sure that you give an accurate email address. Once your access has been granted, you will receive an email informing you that your access has been cleared.

After you have created the online account, please access the "Child Care Web Access Request" form at [http://dcf.wisconsin.gov/forms/DCF\\_f\\_dsw13358e.htm](http://dcf.wisconsin.gov/forms/DCF_f_dsw13358e.htm). Print the form, complete and sign it. Give it to the Child Care Coordinator in your county/tribe. She will forward it to the local agency Security Officer, who in turn faxes it to DCF Security at 608-267-0484.

## Access Types

CSAW has multiple user profiles (types of access):

Code	Access
B	Update Provider Management screens only
G	Update Authorization, Provider and Issuance Management screens
P	Update Authorization Management only
Q	Update Issuance Management screens only
S	Update Provider and Issuance Management screens
I	Query only access

# About Confidentiality and Passwords

## Confidentiality Guidelines

CSAW is a secure site. Following are confidentiality guidelines that all registered users must follow:

- **Only staff with a User ID and security access to CSAW should be viewing information on CSAW.** Each staff member authorized to use CSAW should have his/her own User ID with security. The state law prohibits sharing of User IDs and passwords.
- **Registered users should not share a User ID/Password with anyone.** Remember that you are responsible for keeping your User ID and Password secure from others.

## Troubleshooting User IDs and Passwords

In this day of many different User IDs and Passwords, it is easy to forget what they are. If you are unable to log in to CSAW because of a wrong or forgotten User ID and/or Password, follow these steps:

- **If you have entered the incorrect User ID and/or Password**, the login window will refresh and you are not able to get into the program. *Remember that Passwords are case sensitive and must be entered exactly as you entered them when you registered.*

- **If you have forgotten your Password but remember your User ID and the answer to your Password reminder question**, you will have to change your Password. To do this:
  - a) Log onto the DWD/Wisconsin Logon 'Account Management' screen at:  
<https://www.dwd.state.wi.us/accountmanagement/default.aspx>.
  - b) Under "Customer ID Menu" heading, click on "Forgot your account information?"
  - c) Enter the email address that you used to create the CSAW user account on the 'DWD/Wisconsin Logon ID/Password Recovery Process' page. You must have access to this email in order to retrieve message that is sent by the system.
  - d) Then go to your email inbox to access the email. The email will have a link to the "secret question" that you entered when you created the account. Enter the correct answer and hit "submit". If the answer was correct, you now can change the password.
  
- **If you have forgotten your User ID, or if you have forgotten both your Password and the answer to your Password reminder question**, you will need to contact the DWD Service Desk at 608-266-7252.

## Changing Your Password

To change your Password, you simply follow these steps:

- a) Log into the DWD/Wisconsin Logon Management System page at  
<https://www.dwd.state.wi.us/accountmanagement/default.aspx>.
- b) Under "Customer ID Menu" heading on the right, click on "Password Management".
- c) Enter the old and new passwords. Click on "submit". You should see a message: 'DWD/Wisconsin Logon password was successfully updated'

# Training

CSAW training is included in the DCF new worker training. Also, there are training Power Point presentations posted at:

<http://dcf.wisconsin.gov/childcare/wishares/CSAW/training.htm>

The CSAW page within the Child Care Section's web has many useful links:

<http://dcf.wisconsin.gov/childcare/wishares/CSAW/default.htm>

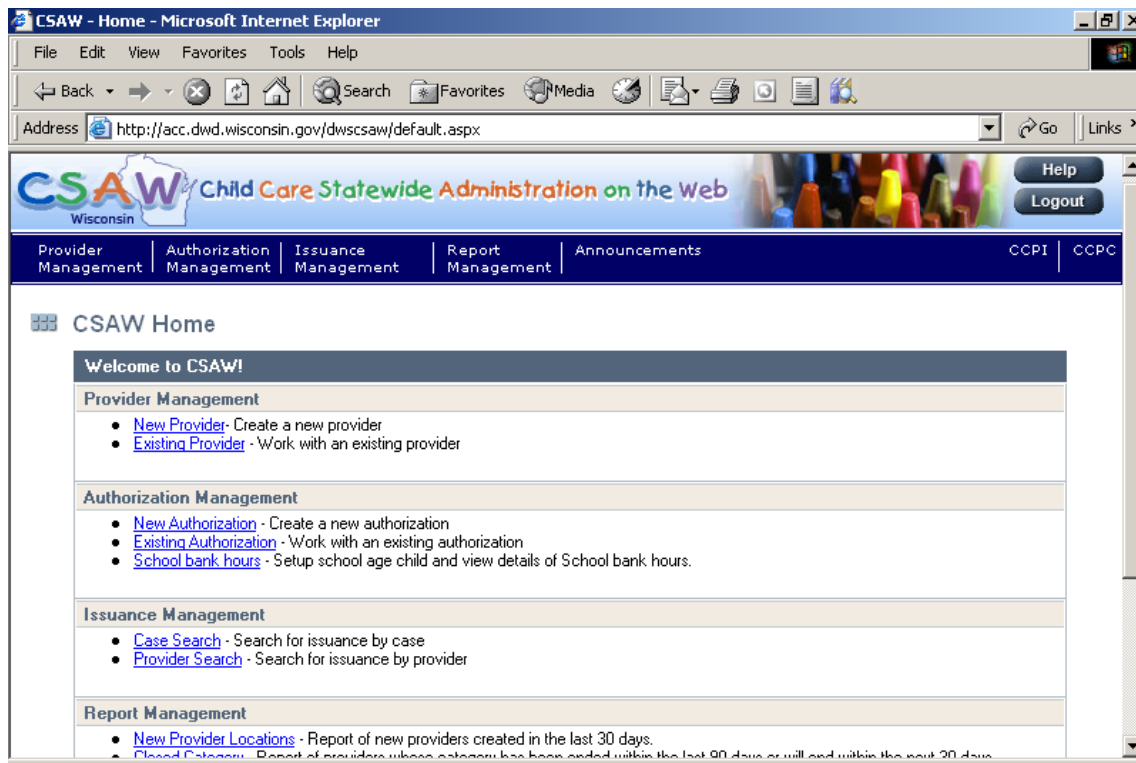
If there are unexpected problems with the system or if new features are added, the child care section staff sends out an email to the child care subsidy **list serve**. You can subscribe to this email list at:

<http://dcf.wisconsin.gov/childcare/listserv/default.htm>

## Logging into CSAW

After you receive a notice telling you that your account has been activated, go to the Login page and enter your User ID and Password. Remember that the User ID and Password must have the exact characters you entered on the DWD Account Creation form. When you have successfully entered your User ID and Password, the next page you come to will be CSAW Home Page.

The CSAW Home Page provides you with links to each section of the site, along with an explanation of what you can view there. At the top of the page is a blue navigation bar with tabs for each section that you can access from that page. This is the main navigation bar, from which you can jump to various sections of the web site. By clicking on the tabs on the navigation bar, you can access the Provider, Authorization, Issuance and Report Management Sections as well as the Announcements. If you have been granted access to CCPI and CCPC, you will see links to those two systems on the far right of the navigation bar.



## CSAW Navigation

### Required fields

If a field name is written with bold font and has an asterisk (\*) next to it, this field is required. The user cannot process the screen until these fields are completed.

### Icons

Below are some features that appear in every section of CSAW.



**History:** The icon below takes the user to a history page. By clicking this icon, you are able to view history and who updated the information in the past



**Modify:** An icon that looks like a pencil takes the user to the 'modify' page. You are able to make changes to the record. If you have inquiry access to the system, you will not be able to see this icon.



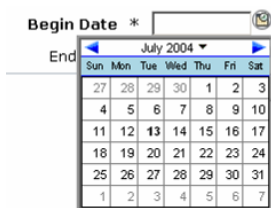
**View:** An icon that looks like a magnifying glass takes the user to view the page.



**Delete:** An icon that looks like a garbage can takes the user to the delete page. If you have inquiry access to the system, you won't be able to view this icon.



**Calendar** - This icon appears next to date field



Click the icon to bring up the calendar. Select the desired date, or use the arrows to navigate to the desired month and year.

- Right-click in the date box to bring up a list of shortcut keys that can be selected to simplify entering the date.
- Or enter the shortcut key directly in the date box. For example, entering the letter 't' in the date box automatically fills in today's date.
- Or simply enter the desired date in mm/dd/yyyy format in the date box.



**Help** - Click on this button to go to the detailed help screen for the page you are on.



**Logout** - Click on this button to logout of CSAW.



**Action Buttons** - appear on pages where the user has access to perform the action listed. The user must click on the action button in order to save the entered data.



**Reference Table Viewer** - Click on the list icon to see the description of the values on a dropdown list

## Keyboard Navigation

There are several shortcut keys that can be used to navigate CSAW by using the keyboard instead of a mouse.

- To move forward between items on a web page, (fields, icons, address bar, menu links, buttons) use the Tab key. To move back to the previous item, use the Shift and Tab keys together.

The screenshot shows a sidebar menu on the left with various links. A callout box points to a link that is not highlighted, stating: "You will not be able to tab to links that are not active". The main content area shows a form for "DHFS Licensee Details". A callout box points to a text input field containing "Suzie", stating: "Fields will be highlighted either with an outlined gray box around the link or button, or by a blue background when the cursor is on that field." Other fields include "Business Name" (Sunshine Daycare), "Middle Initial", "Last Name" (Sunshine), "Suffix", and "Reason For Name Change".

The screenshot shows a form with a dropdown menu open for the "Suffix" field. The dropdown list contains options: Street, Station, Stravenue, Stream, Terrace, Turnpike, Track, Trace, Trafficway, Trail, and Trailer. A callout box explains: "To select an item from a Dropdown List, first Tab to that field, then use the up and down arrow keys to scroll through the list to find the selection you want. **You can also type in the first letter of the selection that you are looking for, to be taken to that section of the list.** When the option you want is shown, Tab to continue on to the next field. Example: Press 'S' if you want to choose 'street' from the Dropdown list. You will be taken to 'shoal', keep pressing the 's' until you come to 'street'." A "Modify >" button is visible at the bottom of the dropdown.

To select a Radio Button item, either use the arrow keys to move from one selection to the next or click with a mouse. With Radio Buttons, only one item may be selected at a time.

Example: Name search method  Starts With  Sounds Like  Exact

## Monitor Resolution

For best viewing of CSAW and to reduce screen scrolling, it is recommended to set your monitor resolution at 1024 x 768.

Here are instructions on how you change the resolution:

1. Click on “Start” button in the left-bottom corner of your monitor.
2. Go to Settings and then to Control Panel.
3. Double-click on the Display icon (picture of a computer monitor).
4. In the Display Properties window, select the Settings tab.
5. Slide the Screen area bar to 1024 x 768 pixels.
6. Select Apply and OK to accept the new settings. If you get a message asking if you want to keep the settings, click Yes

## Help Function

In the Help section, you will find detailed information about every page in CSAW. To access CSAW Help, click on the Help button on the upper-right corner of the screen.

## Announcements

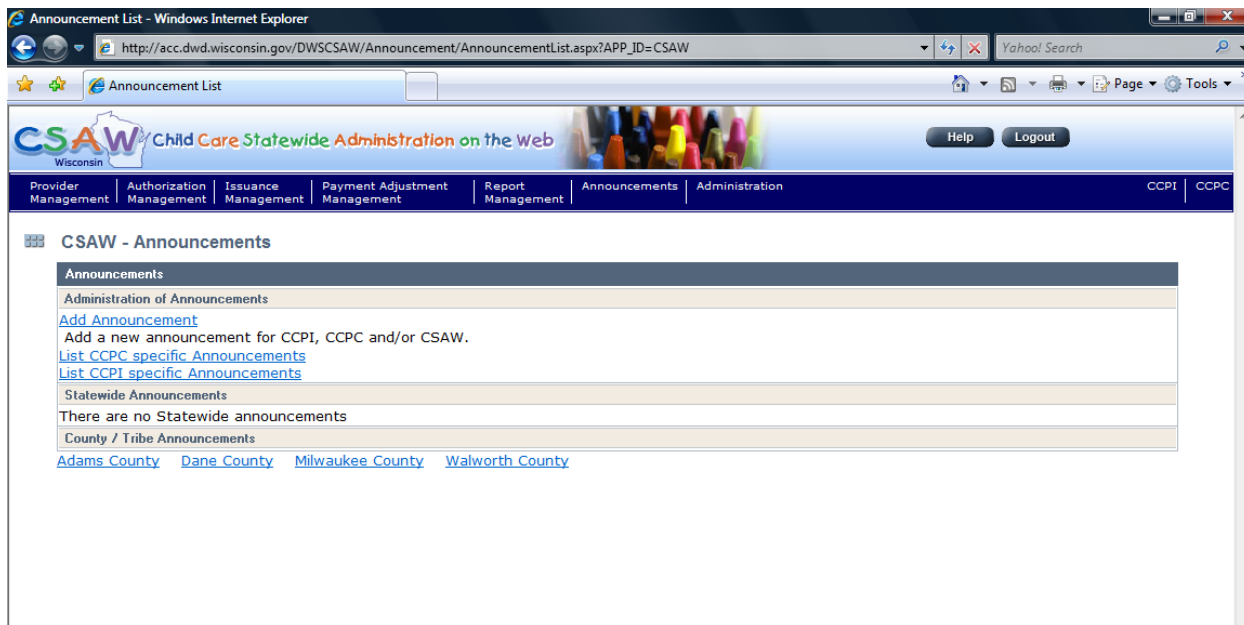
In the “Announcements” section of the CSAW web site, you will find announcements relating to CSAW, such as system updates or if unexpected problems arise with the system. All CSAW users can view general announcements, as well as announcements that are specific to a county or tribe.

You can get to the announcement page from any page by clicking on the “Announcement” tab on the main navigation bar.

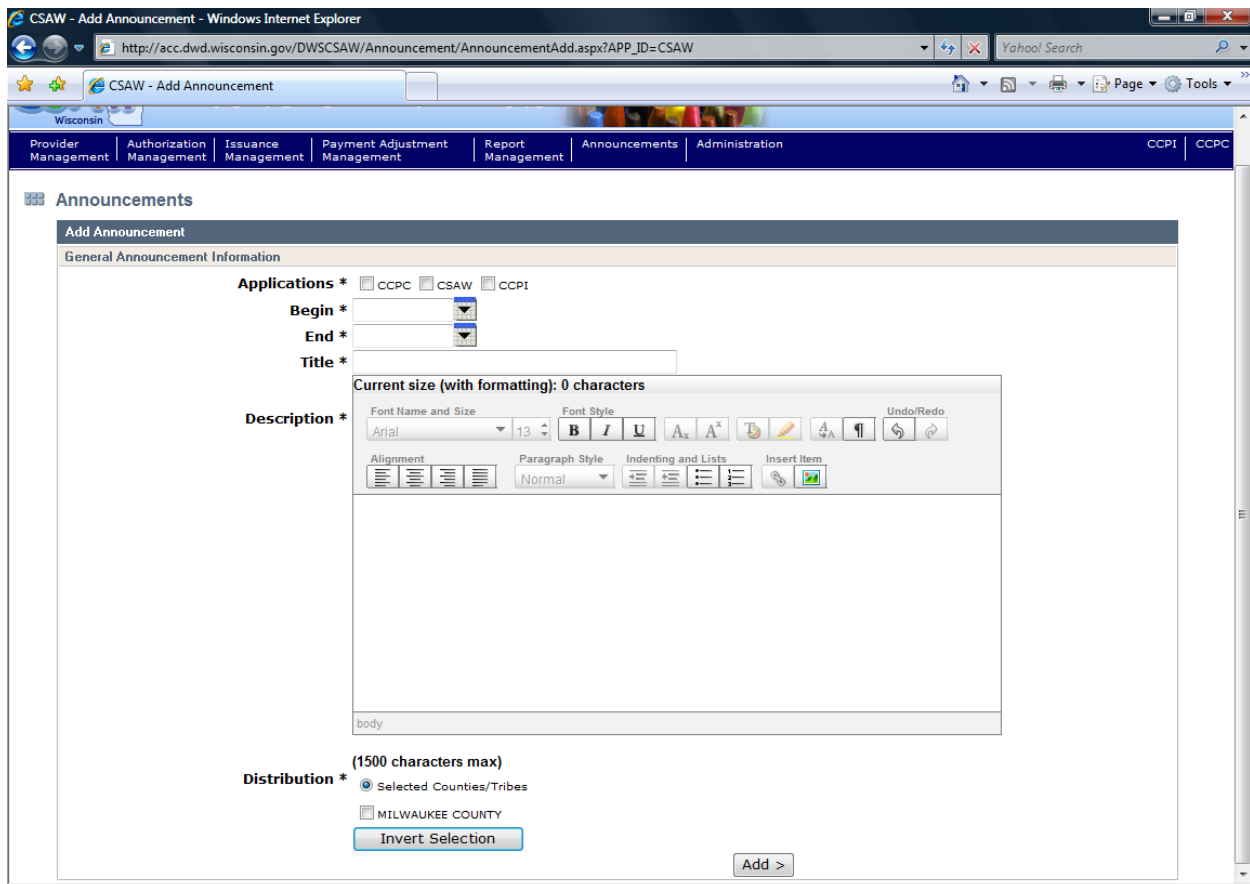
Child care coordinators have been given update access to create county/tribal specific announcements. The coordinators are listed at <http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf>

## Add an Announcement

NOTE: Only child care coordinators will be able to add announcements. The coordinators are listed at <http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf>.



To add an announcement, click on the 'Add Announcement' link on top of the CSAW Announcement page. The following screen displays:



Below are explanations for the fields on this screen:

<b>Applications</b>	Choose the system where you want the announcement to be visible.
<b>Begin</b>	Enter the begin date you want the announcement to be displayed. This cannot be in the past but can be in the future. NOTE: if you enter announcements that will be displayed in the future, you will not see them in the system until the date you entered as the 'begin' date.
<b>End</b>	Enter the date you want the announcement to expire. If you want to enter a permanent announcement, please choose a date far in the future and write yourself a reminder to review the announcements periodically.
<b>Title</b>	Write a short description on what the announcement is about.
<b>Description</b>	Enter the actual text for the announcement.
<b>Distribution</b>	Choose the county you want the announcement to display for. If you have access to only one county, you will have only one option.
<b>Add</b>	To save the announcement, click on 'Add'.

## Delete/Modify Announcement

To modify an announcement click on the “Announcement” tab on the navigation bar. The following page will display:

The screenshot shows the 'Announcements' page for CCPI. The navigation bar includes links for Provider Management, Authorization Management, Issuance Management, Payment Adjustment Management, Report Management, Announcements, and Administration. The main content area displays a list of announcements for Milwaukee County. The first announcement is titled 'testing city announcements' and has 'Delete' and 'Edit' links. The second announcement is titled 'Attendance Reports' and also has 'Delete' and 'Edit' links. The third announcement is titled 'testing with windows vista' and has 'Delete' and 'Edit' links. The fourth announcement is titled 'testing' and has 'Delete' and 'Edit' links. Two callout boxes provide instructions: one pointing to the 'Announcements' link in the navigation bar, and another pointing to the 'Delete' and 'Edit' links for an announcement.

Then choose either CCPI, CCPC or CSAW Announcement link. If there are announcements for your county, click on the County name to view the announcements for your county. See screen print above for Milwaukee County:

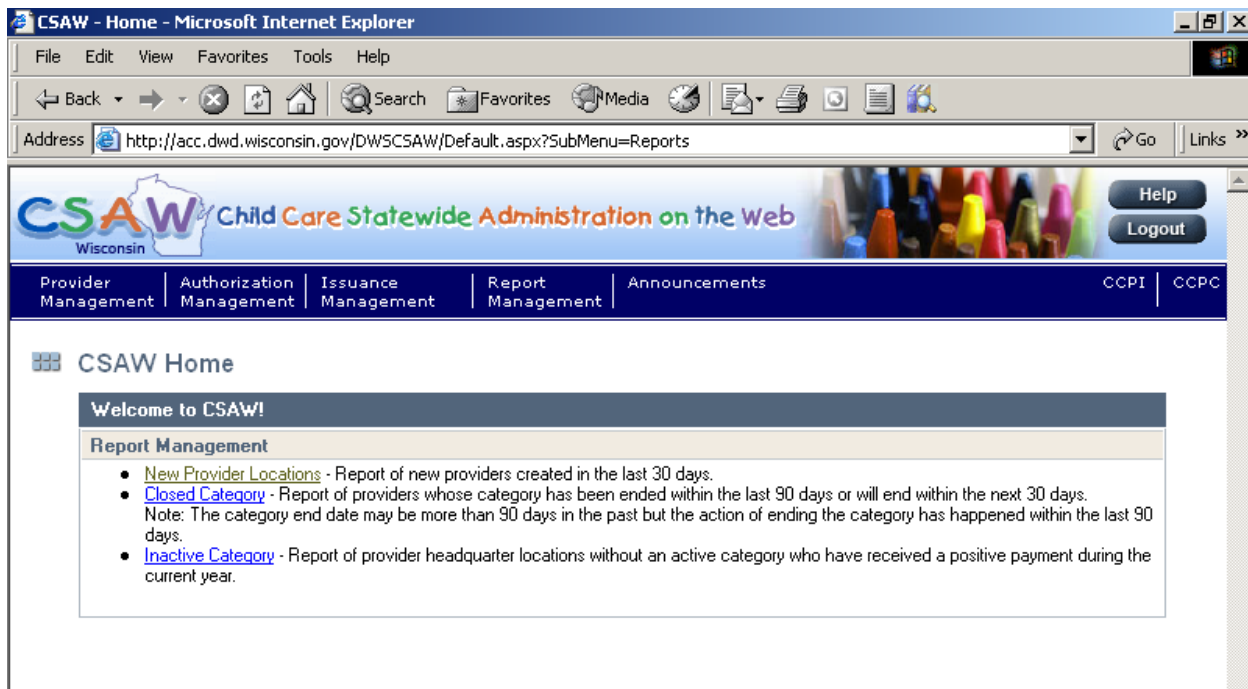
On the right-hand side of the screen, you will see ‘delete’ or ‘edit’ links.

To modify the announcement, click on ‘edit’. The edit screen is almost identical to the ‘add announcement’ screen above, except that the begin date cannot be modified.

To delete the announcement, click on the ‘delete’ link. Then click ‘delete’ button on the next screen.

## Reports

CSAW Reports Management offers currently three reports. To access the Reports Management screen, click on the ‘Reports’ link from the CSAW navigation bar.



## New Provider Locations Report

This report lists all new provider records (both licensed and certified) created within the last 30 days. To access the report, click on the report name and choose a county. The purpose of this report is to give local agency subsidy staff information about new providers so informational packets explaining the subsidy program can be sent to the providers. The county/tribe must collect a W-9 form from a new provider prior to authorizing. Also, licensed providers must submit a written copy of the rates that they charge for privately paying parents. The report has the following fields:

- **CARES provider and location numbers:** The system automatically assigns a 10-digit provider number to each new provider. One provider may have multiple location numbers.
- **Individual/Business name:** If a provider uses a Social Security Number (SSN), Individual name will be listed in this column and if a provider uses a Federal Employer Identification Number (FEIN), the business/licensee-corporation name will be displayed.
- **Tax ID Type/Number/Verified Switch.** The Tax ID Type is displayed first, then followed by the Tax number. If a "V" is displayed for an SSN, this means that the number has been verified by the Social Security Administration. If the Switch is set at "W" (worker verified), the SSN has not been verified. For FEIN numbers, a W is always displayed(only if the tax id has been verified, otherwise, it will have blanks).
- **Location Name and Address:** For licensed providers, the facility name is displayed and for certified, the system usually displays the provider's name. The location address is the physical address where the care is given.

- **County:** This field displays the name of the county/tribe where the child care program is located.
- **DHFS Facility ID:** This field is left blank for certified providers. For licensed providers, the facility number is displayed.
- **Subsidy details complete:** The subsidy language and payment method on the location details page must be complete in order to set this switch to 'Yes'.

Below is a screen print of a report:

The screenshot shows a Microsoft Internet Explorer browser window displaying a report from the CSAW system. The address bar shows the URL: <http://acc.dwd.wisconsin.gov/DW5CSAW/Reports/Provider/NewProviderLocation.aspx>. The report title is "New Provider Locations" and it includes a sub-header "New Provider Locations in all Counties including Out-of-State". The data is presented in a table with the following columns: Provider # / Location #, Individual / Business Name, Tax ID Type / Tax ID / Tax Verified Switch, Location Name / Address, County, DHFS Facility ID, and Subsidy Details Complete.

Provider # / Location #	Individual / Business Name	Tax ID Type / Tax ID / Tax Verified Switch	Location Name / Address	County	DHFS Facility ID	Subsidy Details Complete
6800039246 001	Suzie Sunny Day	SSN 973851594 W	Sunny Side Day Care 9 Main St Sunnyville , WI 45454	Milwaukee County		No
7800039247 001	Bob Sponge Square Pants Babies	FEIN 468827595 W	Square Pants Babies 44 Yellow Brick Rd Spongeville , WI 45454	Milwaukee County		Yes
2800036302 001	Hearthland Day Care	FEIN 508894444 W	Hearthland Day Care 2Nd Address Line Max Length Zx 55 River Lane Grand Forks Asd, Il 583469874	Rock County		Yes

## Closed Category Report

This report identifies providers whose category (regulation) has been ended within the last 90 days or will end within the next 30 days. Note: The category end date may be more than 90 days in the past but the action of ending the category has happened within the last 90 days.

- **CARES provider and location numbers:** The system automatically assigns a 10-digit provider number to each new provider. One provider may have multiple location numbers.
- **Individual/Business name:** If a provider uses a Social Security Number (SSN), Individual name will be listed in this column and if a provider uses a Federal Employer Identification Number (FEIN), the business/licensee-corporation name will be displayed.

- **Location Name and Address:** For licensed providers, the facility name is displayed and for certified, the system usually displays the provider's name. The location address is the physical address where the care is given.
- **Category:** This field displays the regulatory type of the provider (certified, licensed, unregulated or out-of-state, public school)
- **Begin date/End date:** This column displays the category begin date and end date.
- **User ID:** This column displays the user who most recently updated the category record.
- **BRL:** If the category was ended by Bureau of Regulation and Licensing, the column will list 'yes', if the change was done by certifier, the column will display 'no'.
- **Future:** If the provider has a future category, a 'yes' will be displayed. If there is no future category, a 'no' will be displayed.

Provider #/ Location #	Individual Name/ Business Name	Location Name/ Address	Category	Begin Date	End Date	User ID	BRL	Future
0800039120 001	Ina Pinch Ina Pinch	Ina Pinch 145 Main Fond Du Lac WI 54125	Unregulated	10/02/2005	10/15/2005	XCT103	No	No
0800039220 001	Linus Linjen Linus On The Line	Linus On The Line Asdfa Lintville WI 53535	Provisional Certified	05/31/2005	07/15/2005	W00236	No	No
3800038963 001	Patty Cake Kid Paradise	Kid Paradise Main Madison WI 53704	Inhome Provisional Cert	07/09/2003	07/08/2004	W00236	No	No
6800039036 001	Pippi Longstocking Wild Kids In Villa Villerkulla	Villa Villerkulla 9 N Smalltown Rd Kalmar WI 45454	Regular Certified	09/01/2005	09/16/2005	W00236	No	No

## Inactive Category

This report lists providers whose head quarters location is no longer active. The 1099 tax forms are sent to the headquarter location so it is important that the HQ is updated if another location becomes active. This is especially true for providers whose business status is non-corporation.

Provider #	Head Quarter Location #	Provider Individual/Business Name	Tax ID Type/Tax ID	Corporation	County
8800039288	001	Dakota Seven Dakota's Den	FEIN 335161511	Yes	Fond Du Lac County
0800039250	001	Sihanou Cathavong	SSN 948576354	No	Milwaukee County
1800039341	001	Pcr34872first Pcr34872last Pcr34872business	FEIN 39845349	Yes	Milwaukee County
3800039263	001	Pooh Bear Pooh Bear Day Care	FEIN 239478923	Yes	Milwaukee County

## Ending Authorizations

This report allows the user to query authorizations that are ending as of a specified date. Enter the authorization worker ID and the desired date. If date is left blank, the system will display all active authorizations for that worker.

Case #	Primary Person	Child's Name	Authorization #	Begin Date	End Date
1700459317	Jaana Moilanen	Ava Moilanen	0800296310	11/02/2008	05/02/2009
1700459317	Jaana Moilanen	Elise Moilanen	9800296329	01/11/2009	05/02/2009
6700458862	Maddy Matson	Mary Matson	1800296291	11/02/2008	05/02/2009
6700458862	Maddy Matson	Marquette Matson	0800296290	11/02/2008	05/02/2009
6700458862	Maddy Matson	Miriam Matson	9800296309	11/02/2008	05/02/2009
6700458862	Maddy Matson	Mats Matson	6000296306	11/02/2008	05/02/2009
6700458862	Maddy Matson	Maija Matson	5000296305	11/02/2008	05/02/2009
8700458881	Johanna Johnson	Joan Johnson	6800296296	11/02/2008	05/02/2009
8700458881	Johanna Johnson	Jane Johnson	8000296338	01/04/2009	05/02/2009
8700458881	Johanna Johnson	Johnny Johnson	8000296298	11/02/2008	05/02/2009
8700458881	Johanna Johnson	Johan Johnson	7800296297	11/02/2008	05/02/2009
9700458890	Candy Carlson	Carla Carlson	0800296300	11/02/2008	05/02/2009
9700458890	Candy Carlson	Carl Carlson	9800296299	11/02/2008	05/02/2009
9700458890	Candy Carlson	Cindy Carlson	1800296301	11/02/2008	05/02/2009
4700456345	Sandra September	Sandra September	5800296325	12/21/2008	02/28/2009
4700456345	Sandra September	Sam September	9800296339	12/28/2008	02/28/2009
4700456345	Sandra September	Son September	7800296327	12/28/2008	02/28/2009

# Administration

The following information has been moved from CCPI to CSAW:

## User Security Information

The workers can now view information on CCPI, CCPC, and CSAW users.

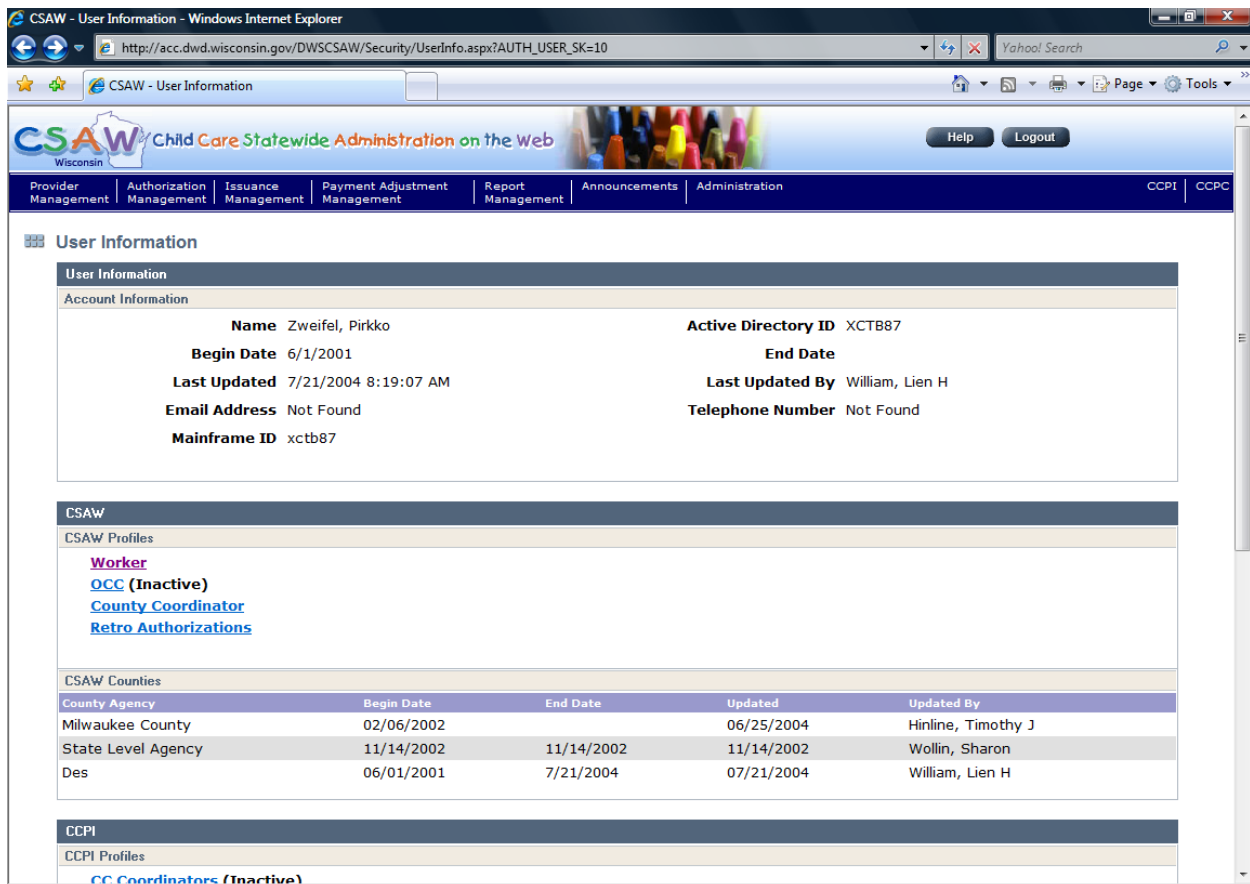
The screenshot shows a web browser window titled "CSAW - User Security Info Search - Windows Internet Explorer". The address bar displays the URL "http://acc.dwd.wisconsin.gov/DWCSAW/Security/UserSecuritySearch.aspx". The page header includes the CSAW logo and the text "Child Care Statewide Administration on the Web". A navigation menu contains links for "Provider Management", "Authorization Management", "Issuance Management", "Payment Adjustment Management", "Report Management", "Announcements", and "Administration". The main content area is titled "User Security Info Search" and contains a "Search For a User" form. The form has a "Search Criteria" section with the following fields: "Last Name", "First Name", "User Name", "Provider Number" (with a note "(Enter 10 Digits)"), and "Location Number" (with a note "(Enter 3 Digits)"). A "Search >" button is located below the form.

The worker can search by using the following criteria:

1. First and Last name
2. User Name. Before approving CCPI requests from child care providers, please check the user name that the provider lists on the Web Access Request form to make sure that the provider created a valid user ID.
3. Provider and Location Number: Now workers can view all CCPI users that have access to a provider number.

## User Information

After the worker conducts a search on the User Security search screen, the following information displays:



The User Information page lists the type of access the user have to all child care web applications.

## Privileges Within A Profile

To see what types of screens the user has access to, click on the Profile name on the User Information page.

**Privileges Within A Profile**

Privileges Within A Profile

General Profile Information

Application Name	Description
CSAW Worker	Worker

List of Profile Privileges

Privilege Name
Admin Screens - Admin Module Access
Admin Screens - List of Provider Users
Admin Screens - Profiles and Privileges
Admin Screens - Provider Non Usage Report
Admin Screens - User Security Information
Admin Screens - View Audit Trail
Admin Screens - Worker Non Usage Report
Authorization - Access to Authorization Module
Authorization - Search Case
Authorization - Search Individual
Authorization - Update Authorization
Authorization - Update Bank Hours
Authorization - Update Education Tracking
Authorization - View Authorization
Authorization - View Bank Hours
Authorization - View Education Tracking
Authorization - View Rebank Hours
Issuance - Adjustment Update
Issuance - Case Issuance History View
Issuance - Case Utilization View
Issuance - Full Return Update
Issuance - Issuance Adjustment View

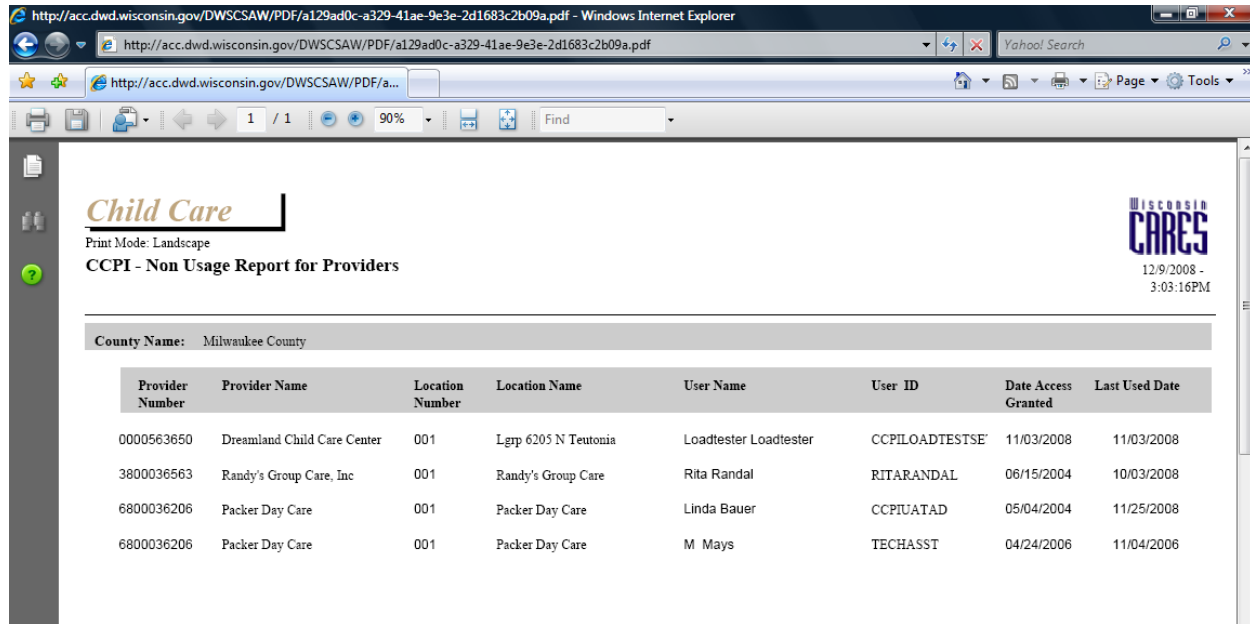
## Worker Non-Usage Report

This report lists CCPI Worker Accounts which have not been accessed during the last week or more. The information listed on the report is:

- First and Last name of the worker
- User ID
- Activation Date
- Last Used Date

## Provider Non-Usage Report

The workers can view providers who have not accessed the CCPI system within the last week or more. Below is a screen print of this report:

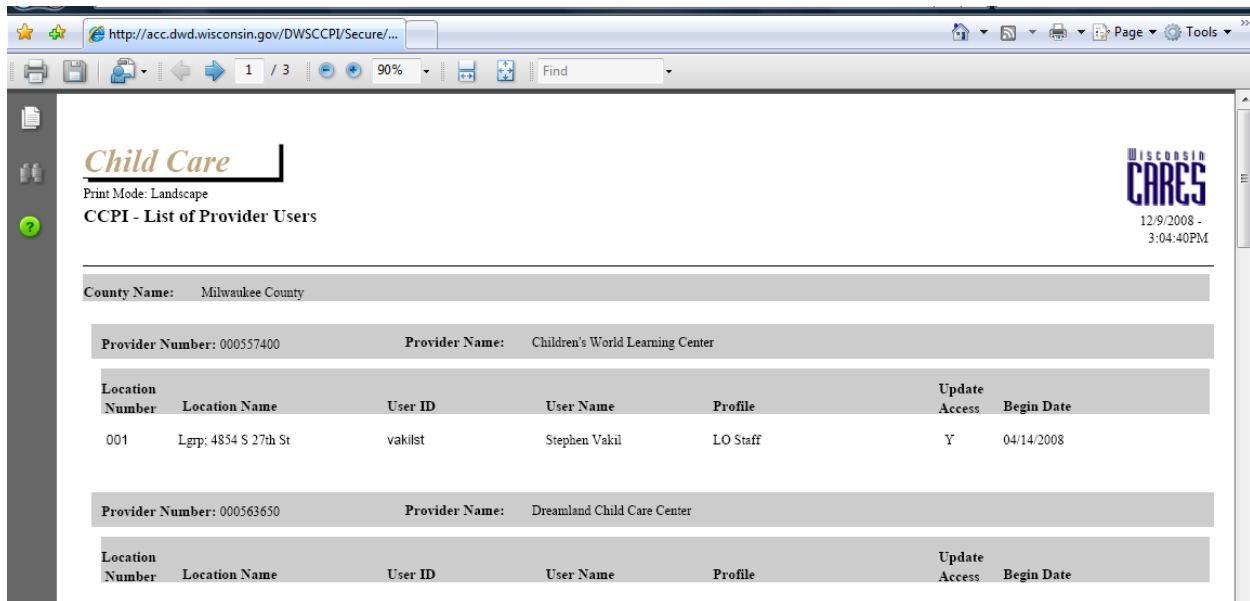


The screenshot shows a web browser window displaying a report from the Wisconsin Department of Workforce Development. The report is titled "Child Care" and "CCPI - Non Usage Report for Providers". It is for Milwaukee County. The report lists four providers with their details:

Provider Number	Provider Name	Location Number	Location Name	User Name	User ID	Date Access Granted	Last Used Date
0000563650	Dreamland Child Care Center	001	Lgrp 6205 N Teutonia	Loadtester Loadtester	CCPILOADTESTSE	11/03/2008	11/03/2008
3800036563	Randy's Group Care, Inc	001	Randy's Group Care	Rita Randal	RITARANDAL	06/15/2004	10/03/2008
6800036206	Packer Day Care	001	Packer Day Care	Linda Bauer	CCPIUATAD	05/04/2004	11/25/2008
6800036206	Packer Day Care	001	Packer Day Care	M Mays	TECHASST	04/24/2006	11/04/2006

## List of Provider Users

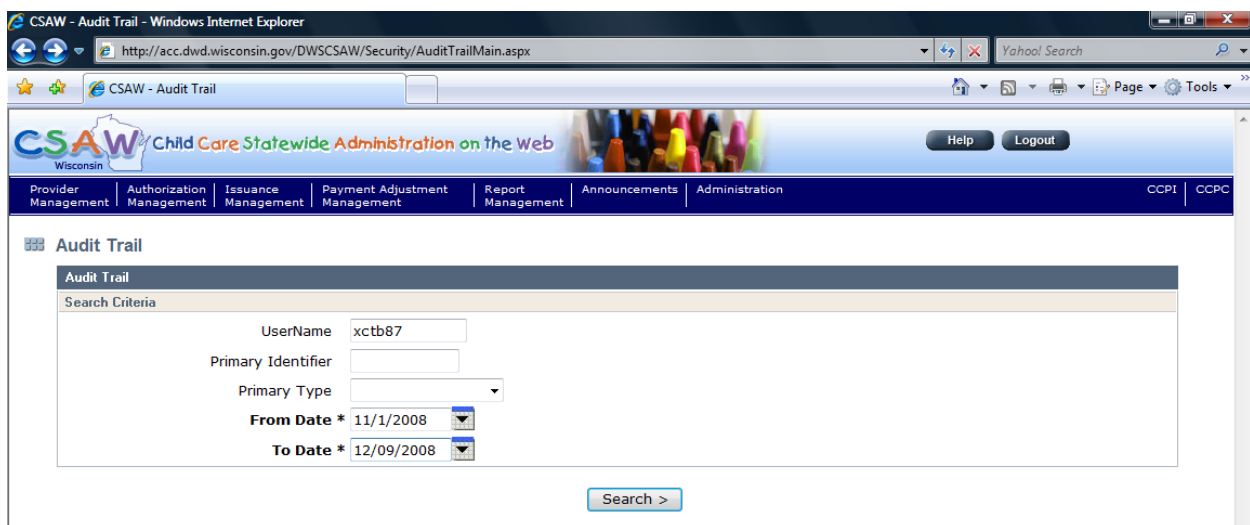
The workers can now download the list of providers who have access to CCPI in their county/tribe. The report includes information on the provider and location number, name of the user, user ID, if the access is update or inquiry, etc. Below is a screen print of the report:



## Audit Trail

The user can view information when a user has updated a child care subsidy related information in CSAW, CCPI or CCPC. The audit trail will indicate the user who updated the information and when the change was made.

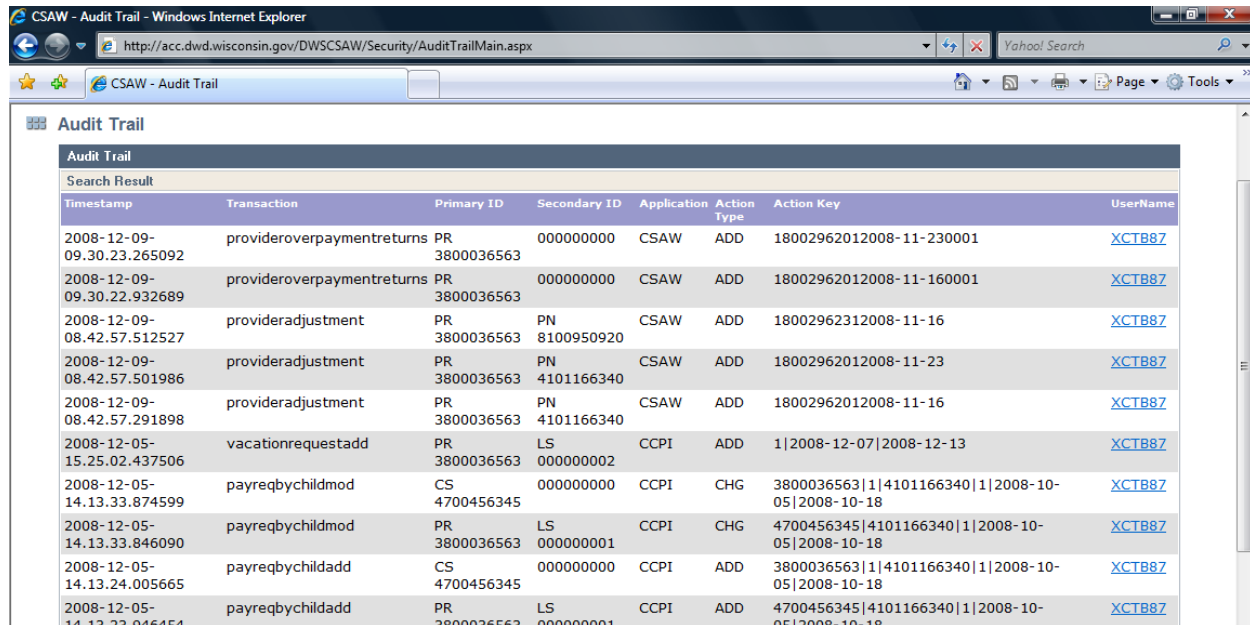
Below is a screen print of the Audit Trail Search page:



If you want to get information on all the updates that a user has done within a specific time frame, enter the user name and dates you wish to view the information for. Click 'Search'.

If you want to see how updated a provider or case record, enter the case/provider number in the 'Primary Identifier' field and then choose the Primary Type from the pull-down menu.

The following result will display:



The screenshot shows a web browser window titled "CSAW - Audit Trail - Windows Internet Explorer" with the URL "http://acc.dwd.wisconsin.gov/DWCSAW/Security/AuditTrailMain.aspx". The main content area displays an "Audit Trail" table with the following data:

Timestamp	Transaction	Primary ID	Secondary ID	Application	Action Type	Action Key	UserName
2008-12-09-09.30.23.265092	provideroverpaymentreturns	PR 3800036563	000000000	CSAW	ADD	18002962012008-11-230001	<a href="#">XCTB87</a>
2008-12-09-09.30.22.932689	provideroverpaymentreturns	PR 3800036563	000000000	CSAW	ADD	18002962012008-11-160001	<a href="#">XCTB87</a>
2008-12-09-08.42.57.512527	provideradjustment	PR 3800036563	PN 8100950920	CSAW	ADD	18002962312008-11-16	<a href="#">XCTB87</a>
2008-12-09-08.42.57.501986	provideradjustment	PR 3800036563	PN 4101166340	CSAW	ADD	18002962012008-11-23	<a href="#">XCTB87</a>
2008-12-09-08.42.57.291898	provideradjustment	PR 3800036563	PN 4101166340	CSAW	ADD	18002962012008-11-16	<a href="#">XCTB87</a>
2008-12-05-15.25.02.437506	vacationrequestadd	PR 3800036563	LS 000000002	CCPI	ADD	1 2008-12-07 2008-12-13	<a href="#">XCTB87</a>
2008-12-05-14.13.33.874599	payreqbychildmod	CS 4700456345	000000000	CCPI	CHG	3800036563 1 4101166340 1 2008-10-05 2008-10-18	<a href="#">XCTB87</a>
2008-12-05-14.13.33.846090	payreqbychildmod	PR 3800036563	LS 000000001	CCPI	CHG	4700456345 4101166340 1 2008-10-05 2008-10-18	<a href="#">XCTB87</a>
2008-12-05-14.13.24.005665	payreqbychildadd	CS 4700456345	000000000	CCPI	ADD	3800036563 1 4101166340 1 2008-10-05 2008-10-18	<a href="#">XCTB87</a>
2008-12-05-14.13.23.946454	payreqbychildadd	PR 3800036563	LS 000000001	CCPI	ADD	4700456345 4101166340 1 2008-10-05 2008-10-18	<a href="#">XCTB87</a>

The results list the following information:

- Time and date the change/update was made
- Transaction type
- Primary ID (provider or case number)
- Secondary ID (PIN number, location number, etc)
- Application (CSAW, CCPI or CCPC)
- Action Type (Add, Change, Delete, Modify)
- Action Key
- User name (link to Updated Information page)

## CCPI/CCPC/CSAW Profiles and Privileges

The following three links lists all possible user profiles available for the three systems. If you click on the profile name, you can view the screens that the user with the specific profile can access.

# Contact Information

Questions regarding this training material can be directed to Child Care Staff at:

Child Care Help Desk: 608-261-6317 (option 2) or by email at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov).

Questions regarding security should be directed via your security liaison to the DCF Security Help Desk at:  
608-261-6317 (Option 1)

If you have forgotten your User ID and password, you need to contact the DWD Service Desk at 608-266-7252.