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
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.
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.

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 MyWIChildCare (MWCC). MWCC puts the power of paying for child care services into the hands of parents through the MyWIChildCare 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 MyWIChildCare 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.
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.
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 the state (Provider Phone #)

For State or Program: Select MyWIChildCare-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.

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](mailto: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

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