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

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

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

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, 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** 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, Fax: 1-414-341-7085 or mail to the address listed at the top of the form.

![Image of bank information change form sample](image)
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 the DCF Child Care Call Center:

ChildCare@wisconsin.gov

For Child Care Counts questions, please email

DCFDECECOVID19CCPayments@wisconsin