

Child Care Counts: COVID-19 Supplementary Payment Program Round 2

10/20/2020



Wisconsin Department of
Children and Families

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

About this guide

This guide contains information to help you get access to the **Child Care Provider Portal** (CCPP) and setting up your Fidelity National Information Services (FIS) Provider Registration.

These instructions are intended for people who have not previously used these systems.

The guide also contains a section to help you update your center and staff records in the Child Care Provider Portal.

These instructions are useful for first-time users, as well as a nice refresher for current users of the systems.

We are also providing some worksheets to help you with updating records for your center. Please print as many of these worksheets as you need.



If you need any assistance, please send an email to:

DCFDECECOVID19CCPayments@wisconsin.gov

Or call and leave your details on:

608-535-3650



CHILD CARE PROVIDER PORTAL



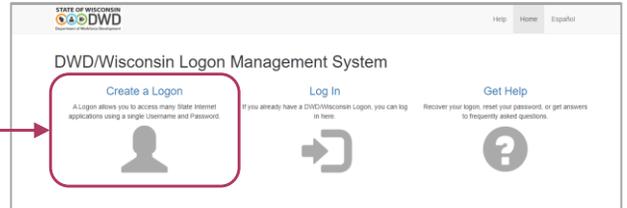
CHILD CARE PROVIDER PORTAL

DWD/WISCONSIN LOGIN

To get started, you must have a DWD/Wisconsin Login and password. If you have not yet created a DWD/Wisconsin Login, you will need to do so now. Log onto the [DWD Management](https://accounts.dwd.wisconsin.gov/) page to obtain a DWD/Wisconsin Login.



<https://accounts.dwd.wisconsin.gov/>



Fill in all fields on the login creation page. Follow the on-screen instructions. Create a username and password you will remember.



Enter a security question you will remember. This allows you to recover your account if you lose or forget your password.

Be sure to make note of your username and password and store them somewhere safe.



If you need help with Provider Portal access, please contact DCFPlcBECRCBU@wisconsin.gov



APPLYING FOR OWNER/DIRECTOR ACCESS TO A PROVIDER LOCATION/FACILITY THAT DOES NOT HAVE CURRENT USERS

If your location does not have any Child Care Provider Portal (CCPP) users, the first user must be owner/director. The owner/director can then assign roles for additional staff who need access to the facility. Each facility must have an owner/director first.



Only one user for a facility can request a PIN for owner/director access. If a second user with owner/director access is needed, the first owner/director user can grant the access using the *Modify Users Access* page.

Take the following steps to gain access to a provider location:

Step 1: Create a DWD User ID explained on **page 5** in this guide. If you already have one (iChildCare, etc.), you can skip this step.

Step 2: Access the **Provider Portal Login** page at <https://mywchildcareproviders.wisconsin.gov/> and log in using your user existing or newly created DWD User ID and password.



APPLYING FOR OWNER/DIRECTOR ACCESS TO A PROVIDER LOCATION/FACILITY THAT DOES NOT HAVE CURRENT USERS

Step 3: After logging in, you are first taken to the 'New User Setup' page (shown below). Select 'Get Owner/Director Access.'

Child Care Provider Portal
Welcome, Olivia

Logout

New User Setup

After receiving the PIN from the director/administrator, you will need the following information to gain access to this facility:

- 10-digit Provider Number commonly found in most direct communications from DCF.
- 3-digit Location Number found in most direct communications from DCF.
- Need PIN for activation issued by the location Owner or Administrator.

Once you have this info, select the button below.

Additional Users for a Facility

To gain access as an owner/director, you need the following information:

- 10-digit Provider Number commonly found in most direct communications from DCF.
- 3-digit Location Number found in most direct communications from DCF.
- Tax ID Number provided at the time of submitting an application. (i.e SSN or FEIN)

Once you have all the information, select the button below.

Get Owner/Director Access



MAKE SURE YOU HAVE THE FOLLOWING INFORMATION AVAILABLE

- 10-digit Provider Number commonly found in most direct communications from DCF.
- 3-digit Location Number found in most direct communications from DCF.
- Tax ID Number provided at the time of submitting an application. (i.e SSN or FEIN)



APPLYING FOR OWNER/DIRECTOR ACCESS TO A PROVIDER LOCATION/FACILITY THAT DOES NOT HAVE CURRENT USERS

Step 4: On the following page, choose '**Request PIN**'. To avoid unauthorized individuals from accessing your facility, the PIN will be mailed to the center by U.S. Mail.

Child Care Provider Portal
Welcome, Olivia Logout

Owner/Director Access

If you have the PIN mailed to you, select 'Activate PIN' below.

[Activate PIN](#)

If you don't have a PIN, select 'Request PIN' below.

Note: For Owner/Director access, a unique pin will be mailed to you via US mail.

[Request PIN](#)

[New User Setup](#)



Only one owner/director PIN can be valid at a time. If a second owner/director PIN is requested within 5 days of the first request (even for a different user), the system will reject the request. If a second PIN request is made after 5 days, this request will cause the first PIN to be invalid, and a new PIN will be mailed to the facility. Do not request a new owner/director PIN until the one received has been activated or expires.



APPLYING FOR OWNER/DIRECTOR ACCESS TO A PROVIDER LOCATION/FACILITY THAT DOES NOT HAVE CURRENT USERS

Step 5: Enter the provider/location number and the Tax Identification Number associated with the license/certification application. Then choose **'Request PIN'**.

Note: The user entering the PIN is required to be the same user who requested the PIN.

The screenshot shows the 'Child Care Provider Portal' interface. The header includes 'Welcome, Olivia' and a 'Logout' link. The main heading is 'Owner/Director Access - Request PIN'. Below this, there are three input fields: 'Provider Number *' with the value '6800039036', 'Location Number *' with the value '2', and 'Tax ID Number *' with the value '78-9659631'. A blue button labeled 'Request PIN' is highlighted with a red box and a red arrow pointing to it from the right. At the bottom, there is a navigation bar with a left arrow and the text 'Owner/Director Access'.

Step 6: Review the confirmation page to make sure all information is correct. Then click the checkbox and choose **'Confirm'**. If the address needs to be changed, [contact the CBU](#) email address provided on the page.

The screenshot shows the 'Child Care Provider Portal' interface. The header includes 'Welcome, Olivia' and a 'Logout' link. The main heading is 'Confirm Location Details'. Below this, there is a table of information:

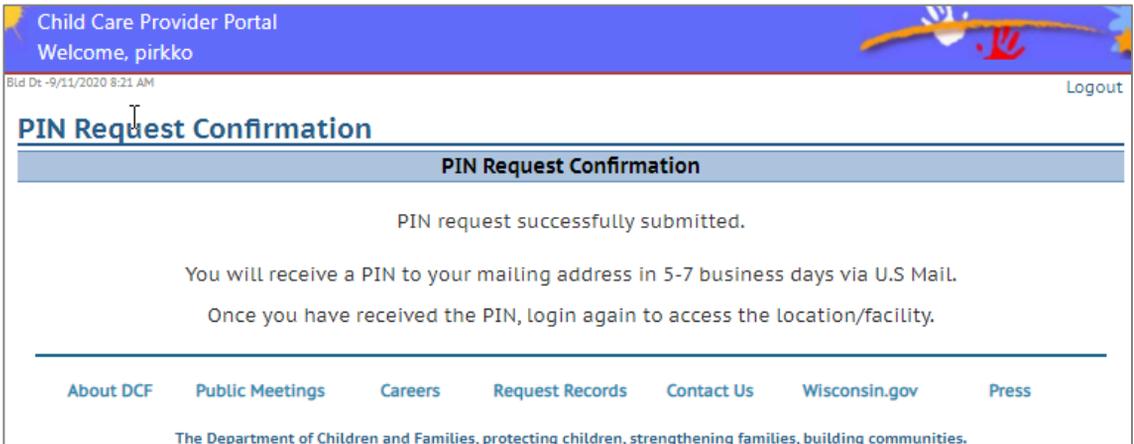
Provider/Location#	6800039036-002
Facility	Villa Ville Kulla Kamp 123 Happy Holw Kalmar, WI
PIN will be mailed to	123 Happy Holw Kalmar, WI 12121-2121

Below the table, there is a checkbox with a checkmark inside, followed by the text: 'confirm that the above address is correct and I understand that I will receive the security PIN via US mail.' A blue button labeled 'Confirm' is positioned below the checkbox. At the bottom, there is a note: 'If you cannot receive mail at the above address, logout and contact the CBU by emailing DCFPlcBECRCBU@wisconsin.gov'. A red box highlights the email address, and a red arrow points to it from the right.



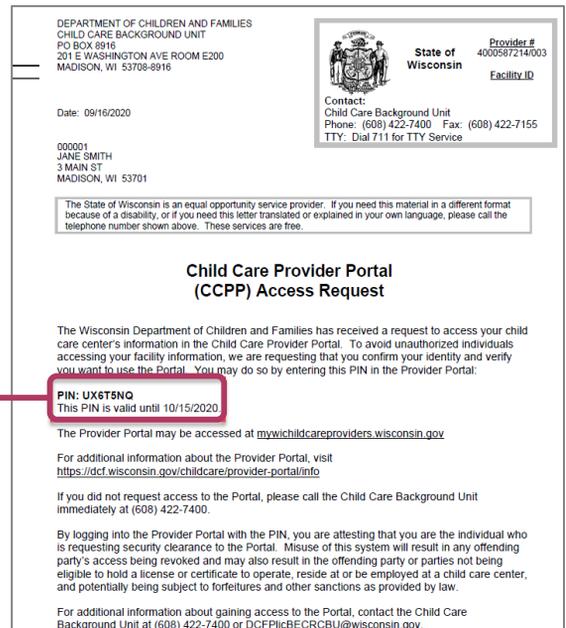
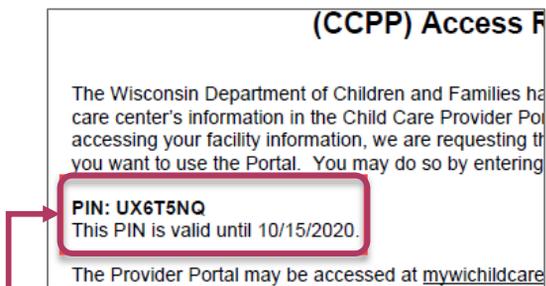
APPLYING FOR OWNER/DIRECTOR ACCESS TO A PROVIDER LOCATION/FACILITY THAT DOES NOT HAVE CURRENT USERS

Once the PIN has been successfully requested, you will be directed to a Confirmation page.



Step 7: Step 7: After you receive the mailed PIN letter, log in to the CCPP using the provided PIN.

Note: The PIN expires within one month of the date requested.





APPLYING FOR OWNER/DIRECTOR ACCESS TO A PROVIDER LOCATION/FACILITY THAT DOES NOT HAVE CURRENT USERS

Step 8: After you log in, choose 'Activate PIN'

Child Care Provider Portal
Welcome, Olivia

Logout

Owner/Director Access

If you have the PIN mailed to you, select 'Activate PIN' below.

Activate PIN

If you don't have a PIN, select 'Request PIN' below.

Request PIN

Note: For Owner/Director access, a unique pin will be mailed to you via US mail.

Step 9: You must enter the **Provider/Location Numbers**, **Tax Identification Number**, and the **PIN** you received by mail. Then click **Activate PIN**

Child Care Provider Portal
Welcome, Olivia

Logout

Owner/Director Access - Activate PIN

By entering the PIN, you will be able to activate, and get Owner access to the location.

Provider Number *

Location Number *

Tax ID Number *

PIN * (Case sensitive)

Activate PIN

After a successful login, the facility's home page will display.

Home

Financial **Facility Details** **Communications** **Manage Facility** **Individuals**



FIS PROVIDER REGISTRATION



FIS PROVIDER REGISTRATION

Fidelity National Information Services (FIS), is Wisconsin's Electronic Benefit Transfer (EBT) card vendor. In order to receive funds from DCF as an Electronic Funds Transfer, you must do the following as part of your FIS Provider Registration:

- **You will need your FIS Provider ID. This is found in the Child Care Provider Portal (CCPP) header.**
- If you are not currently set up with FIS, you are encouraged to begin your registration process right away in order to more quickly receive potential funding.
- 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.

Child Care Provider Portal
Welcome, Laura

Lakeland Group Centre
334 W Main St
Madison, WI 53703-3115

Logout
2800040092-001
Facility ID 1123290
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 334 W Main St
Madison, WI 53703-3115

Is this location currently open? Yes No

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

Describe the openings at this location. How many open slots are available...

For children under 2 years?

For 2 and 3 year-olds?

For 4 and 5 year-olds?

For 6 year-olds and older?

Save



FIS PROVIDER REGISTRATION

If you are not currently set up with FIS, you will receive a New Provider Welcome Letter. You can also find your FIS Provider ID at the top of your **New Provider Welcome letter**, and in the body of the letter.



Note: you do not need to have received this letter in order to register with FIS. You can find your FIS Provider Number in the Provider Portal as indicated on the previous page of this manual.

201 East Washington Avenue, Room 2200
P.O. Box 8916
Madison, WI 53708-8916

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

State of Wisconsin

Provider #
2800040092/001

FIS Provider ID
D217957

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 MyWChildCare (MWCC). MWCC puts the power of paying for child care services into the hands of parents through the MyWChildCare 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 MyWChildCare 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.



FIS PROVIDER REGISTRATION

Start by copying and pasting the link below into your web browser.



<https://www.ebtedge.com/gov/portal/provider-public/ProviderRegistration.do>

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_user_name@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:

43tg1Fd9

* Enter the text shown above:

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

Online Privacy Notice FIS Privacy Policy Terms and Conditions
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If you have difficulties or questions, you can contact FIS Merchant Services at **800-894-0050** for specific assistance with the FIS Provider Registration process.

This assistance is available from 8 a.m. to 5 p.m. Monday through Friday.



Please Note: FIS may take up to a week to review and approve the FIS Provider contract. You are encouraged to begin this process immediately if you are not already set up with FIS.



UPDATE YOUR CENTER RECORDS

Updating Your Center's Records

Once you have access to the Child Care Provider Portal, we strongly encourage you to take the time to gather all your records together regarding staff and family information.

Please refer to the [**Child Care Provider Portal \(CCPP\) User Guide**](#) for instructions on entering your information.

A [**training video**](#) is also available explaining the Child Care Provider Portal under the [**CCPP Training and Resources section**](#) of the Child Care Provider Portal Information web page.

Printable information sheets are available in the **Appendices** section of this guide, which you may find helpful.

***Please note** that if you are awarded Child Care Counts: COVID-19 Emergency Program – Supplemental Payments, the monetary payment is **subject to audit review** to ensure the funds are spent according to the terms and conditions. We strongly recommend filing all related expenditure documents in a safe place.*



If you need any assistance, please send an email to:
DCFDECECOVID19CCPayments@wisconsin.gov

Or call and leave your details at:
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Child Care Counts: COVID-19 Emergency Program – Supplement Payments Checklist

Provider Portal Login Username and Password

Make sure you have these credentials and keep them in a safe and secure place. Having them on hand makes accessing and updating your center's details easier in the Child Care Provider Portal.

FIS Account Details

Once you have set up your FIS account, you can receive your funds electronically.

Staff Details

Staff Names. Part- or Full time? On Payroll? Weekly Hours? Listed in the Provider Portal?

Information about the children at your facility

Name, date of birth, care type (full-time, part-time)

Did your facility serve any children with disabilities?

Did your facility serve any children who speak languages other than English?

Did your facility serve any children who are experiencing homelessness?

Did your facility serve any children from tribal communities?

Did your facility serve any children living in rural areas?

Temporary Closures

Is this information up to date in the Child Care Provider Portal?



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Or call and leave your details at:

608-535-3650



APPENDICES

Appendix A. Updating Child Information

Child Names	Child DOB	Full time (21 hours or more) or Part-time (20 hours or less per week)	Receives Wisconsin Shares?

Print out and use to help organize your information. You may need several copies.

Appendix B. Staff Information

Staff Name	Part-time or Full time	On Payroll Y/N	Added to Provider Portal Y/N

Print out and use to help organize your information. You may need several copies.



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Or call and leave your details at:

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