

ebtEDGE Provider Portal Account Instructions

New Providers: If you **do not currently receive subsidy funds from the state**, please **start at step 2 below** to get ebtEDGE access. You will submit the necessary contract and ACH payment information within the ebtEDGE portal to get emergency funds from the state.

Existing providers: If you are **an existing provider currently receiving subsidy payment and your bank account information on file with FIS is up to date**, you do not need to access ebtEDGE to receive emergency funds. You can check the status of your emergency payment via the [DCF Provider Portal](#).

If you are an **existing provider currently receiving subsidy funds and you need to update your bank account information**, please fill out the attached [provider bank information change form](#) and submit via email: Merchant.Services.Support@fisglobal.com, Fax: 1-414-341-7085, or mail to the address listed at the top of the form.

If you would like to **regain access to ebtEDGE if locked out**, please start with **step 1 below**.

If you have not used your account in **90 days**---**your account is locked and cannot be reset!** (**FIS cannot reset ebtEDGE accounts even for the account admin OR the director**). If this has occurred, you must create a new account **using a new email address**.

If you are attempting a password reset and the system is not accepting a password reset for your username/account, it is easiest to create a new account. **You must use a new email address to register a new account.**

If you are **having trouble accessing your FIS account**, first try to reset your current account:

- 1) Visit ebtEDGE here: <https://www.ebtedge.com/gov/portal/ProviderLogon.do>
Click on "Did you forget your password?"
Follow the steps to reset your password.

- A) It will take you to the Provider Registration page
- B) FIS Provider ID
- C) Phone number you used to register with the state (Provider Phone #)
- D) State or Program: Select MyWICChildCare-Add New User ID
- E) Enter & Re-enter User ID (Email address you access frequently) **It cannot be an email address of the account that got locked due to 90 days of inactivity. It must be a new email address.**
- F) Password (One Uppercase-One Lowercase-NO special characters, at least one number) Minimum 8 characters, no more than 14.
- G) Re-enter password
- H) Answer ALL three security questions
- I) Select continue
- J) Follow next instructions to finalize set-up
- K) Navigate through EBT Edge!

If you continue to have issues after following the above steps, please contact the DCF Child Care Call Center: ChildCare@wisconsin.gov