



WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES

RMS Login Problems

(updated last on 6 June 2024)

Having problems logging into RMS?

Please write down what program/activity/case number/comments you were working on at the exact date and time of the RMS observation. This ensures the accuracy of the submission once the login issue has been resolved. Remember RMS observations expire 24 hours (one business day) from sampled moment, and RMTS observations expire 48 hours (two business days) from sampled moment.

WIEXT ID

If you cannot remember your WIEXT ID:

- Click on <https://accounts.dwd.wisconsin.gov/>, select the 'Get Help' link, select the "Click here to recover your Logon" link, select the "forgot username" option, and then follow the instructions provided.
- If you no longer have access to the email displayed or receive an 'error' message, please contact the RMS or RMTS administrator at the following:

RMS (CC/ IM): DCFRMS@wisconsin.gov

RMTS (IV-E): DCFRMTS@wisconsin.gov

Password

If you forgot your password:

- Click on https://accounts.dwd.wisconsin.gov, select the "Get Help" link, select the "Click here to recover your Logon" link, enter your WIEXT ID/ user name and then follow instructions provided.
- You should receive an auto-generated email from DWD within @5 minutes with instructions on how to reset/ recover your password.
- If you do NOT receive an email from DWD or receive an error message when you attempt to recover your password, you must call the DCF Service Desk at (608) 264-6323 (Madison), (414) 264-6323 (Milwaukee), or (855) 264-6323 (Toll-Free).
- **Once they have reset your password, go to <https://accounts.dwd.wisconsin.gov> and "Log In" and verify your email address and employee information are correct. Often the reason you are unable to reset the password yourself is that the email in the DWD site is not accurate or you have more than one WIEXT ID with the same email address.**

Invalid WIEXT ID/ Password:

If you tried to login and received an error stating 'the RMS ID or password information entered is incorrect:

- Please try to login again. Note, make sure that your caps lock is not on AND remember that your ID and password are case sensitive.



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- If you reentered your login ID and password and again received the exact same error, '**the RMS or password information entered is incorrect.**' close out of RMS entirely and complete the "forgot your password" steps above. **Be sure to update the DWD WIEXT ID profile at this link:** <https://accounts.dwd.wisconsin.gov>

Other Issues Not Resolved by the DCF Service Desk:

If the DCF Service Desk cannot resolve your issue, send an email to the RMS (CC/ IM) Admin at DCFRMS@wisconsin.gov or RMTS (IV-E) Admin at DCFRMTS@wisconsin.gov. Include the details as to why your issue could not be resolved by including screen shots. Simply stating that you could not login doesn't explain whether or not you contacted the service desk, what steps were taken, and reasons why attempts to resolve login issues were unsuccessful.