

## Parent Portal Makes it Easy for You to Manage Your Wisconsin Shares Child Care Subsidy

The MyWIChildCare EBT Card empowers parents like you to become more involved in selecting the best child care for your children. With the MyWIChildCare **Parent Portal**, you have even more control over managing your Wisconsin Shares Child Care Subsidy information.

- Use your ACCESS account user ID and password to log in to the Parent Portal.
- The Parent Portal is updated immediately when changes are made to an authorization, so you know your information is always current.
- When logged in to your account, you have access to your children's authorizations and subsidy notices whenever you choose—24/7! You can even view up to three months of subsidy amounts.
- Coming in February 2018—Request a new authorization, request changes to your current authorization, and much more. Log in to learn more about the new features.
- View your EBT card transaction information and card status.
- View the FIS Provider ID for your chosen child care provider.
- **The Parent Portal is secure, so don't share your user ID or password with anyone.**
- **Child care providers do not have access to your account.**

Check your eligibility for a Wisconsin Shares authorization in ACCESS.

## Log In and Explore the Parent Portal Today!

<https://mywchildcareparents.wisconsin.gov/>

**ChildCare** CSAW Login

**Login**  
Log in with the same user ID and password that you use for ACCESS.

User ID

Password

Show Password  
 Remember Me  
 Enable Screen Reader Features  
[...Hide Options](#)

**Login**

**Help:** If you do not have a user ID, create an ACCESS account  
For login problems, click here to reset your ACCESS password or contact ACCESS Member Services at 1-800-362-3002

### Mobile view of the MyWIChildCare Parent Portal

## New Hours for FIS Parent Customer Service



Effective November 1, 2017, the new customer service hours for the FIS parent line 877-201-7601 are from 6 a.m. to 6 p.m. The automated telephone payment process will still be available 24-hours per day to make payments or request balance inquiries. Live customer service agents will only be available between the hours of 6 a.m. to 6 p.m. Central Standard Time.



DCF is now on Twitter! Follow @WisDCF for helpful child care subsidy information.

