



# Wisconsin Child Care Regulatory System (WISCCRS)

## User Guide

### Basics

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Division of Early Care and Education

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# The Child Care Puzzle

Or 'What is it, and who is using it?

WISCCRS (WISconsin Child Care Regulatory System)	CCPP (Child Care Provider Portal)
<p><b>What it is:</b> Data regarding licensed and certified providers</p> <ul style="list-style-type: none"> <li>Monitoring results (site visits, violations, enforcements, etc.)</li> <li>Document repository</li> <li>Background Checks</li> </ul>	<p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>Submit Expression of Interest</li> <li>View provider data</li> <li>View authorizations</li> <li>View issuance data</li> <li>View announcements</li> <li>View Registry and YoungStar information</li> <li>Submit and View Background Checks</li> </ul>
<p><b>Who uses it:</b> Certifiers, Licensors &amp; Pre-Licensors</p>	<p><b>Who uses it:</b> Subsidy workers and providers</p>
<p><b>CARES/CWW</b> (CARES Worker Web)</p> <p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>Subsidy application entry</li> <li>Case comments</li> <li>Notices</li> <li>Alerts</li> <li>Eligibility determination</li> </ul>	<p><b>CSAW</b> (Child Care Statewide Administration on Web)</p> <p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>All provider data needed for the subsidy</li> <li>Enter/view authorizations</li> <li>Issuance data</li> <li>Post Load Benefit Calculations</li> <li>Reports</li> </ul>
<p><b>Who uses it:</b> Eligibility (subsidy) workers</p>	<p><b>Who uses it:</b> Subsidy workers</p>
<p><b>iChildCare</b></p> <p><b>What it is:</b></p> <ul style="list-style-type: none"> <li>Where individuals can submit Child Care Background Check requests</li> <li>View background check eligibility results</li> </ul> <p><b>Who uses it:</b> Child care employees, individuals interested in child care profession</p>	<p><b>YOUNGSTAR:</b></p> <p><b>What it is:</b> Includes all provider data pertaining to the YoungStar system, such as:</p> <ul style="list-style-type: none"> <li>Rating status</li> <li>Rating and technical assistance information</li> <li>Application forms</li> <li>Regulatory Compliance</li> </ul> <p><b>Who uses it:</b> Regional Office staff and DCF staff (secure site)</p>

## Introduction to WISCCRS

WISCCRS is a web-based system that includes information on all regulated and some unregulated child care programs in the State of Wisconsin. It allows licensing and certification staff to enter applicant/provider information into the database via the Internet. These details include information about the applicant and location of care, as well as background checks, site visits, monitoring results, etc.

WISCCRS also shares information about all regulated providers with the Child Care Administration on Web (EBT CSAW), the YoungStar (YS) Case Management System and the Child Care Public Search (CCF) website as well as the Child Care Provider Portal (CCPP). This means that once a license or certification application is approved in WISCCRS, the system generates the applicant a provider number and the provider is available in EBT CSAW and YS immediately. There is a one-day delay between WISCCRS and the Public Search website.

### **Special Note of Importance to Users**

Because of the exchange of information between WISCCRS and other child care systems, it is very important to note that actions taken in WISCCRS that affect regulation details **IMPACTS** the corresponding EBT CSAW category details, public childcare search as well as the YoungStar system.

#### **Example One**

If ages served is changed in WISCCRS to restrict a provider from caring for infants under 24 months, all authorizations for children under 24 months will end effective the end of the month from the date of change and provider will not receive payment for children under 24 months of age.

#### **Example Two**

If a certification/licensing worker enters/modifies the category end date for a provider, EBT CSAW will end the authorizations last day of the current month.

## Security Access to WISCCRS

State Security Officers control a user's ability to access WISCCRS. There are multiple types of user security profiles:

### **1. Update to licensed provider information by region:**

These users can update licensed provider records within their region and view licensed providers in other regions, as well as view certified provider information in all counties/tribes.

### **2. Update to certified provider information:**

These users can update certified provider information in their county/tribe and view certified provider information in other counties/tribes and view licensed provider information. Example: A certifier in Ashland County can process applications and grant certification in Ashland County only, but can also view provider information for all other counties in the state.

### **3. Child Care Background Unit (CBU):**

The CBU staff can update information pertaining to individuals associated with licensed and certified providers such as household members, etc. They can also update CBC-related screens.

### **4. Pre-Licensing Agency Staff:**

The Pre-licensing agency staff receive tasks from potential licensing applicants. They can update the Expression of Interest (EOI) details in WISCCRS.

### **5. Inquiry access:**

These users can view details for all applicants and providers within the entire state, except certain confidential documents.

#### **Note:**

This guide is designed for the user who has **update** access, but can be used by the user who has inquiry access. Inquiry access users might notice that this guide contains information about links and functionality that will not be accessible to them.

## Using WISCCRS with Various Browsers

Internet Explorer, Safari, and Google Chrome can be used when accessing WISCCRS. The screens might look slightly different using various browsers.

When using browsers other than the Internet Explorer, there may be some problems emailing PDF documents that are generated using WISCCRS. Example: Some regulators like to email the 294 – Non Compliance Statement directly from WISCCRS.

# WISCCRS User Registration

If you have a User ID for any child care web systems such as CCPP, EBT CSAW, or the YoungStar systems, all you need to do is to complete a Web Access form DCF-2666. You will need to use the same ID and Password to gain access to WISCCRS. The form can be found at:

<http://dcf.wisconsin.gov/files/forms/doc/2666.docx>

## New Users

To begin using WISCCRS, users must first register (create an account) using the DWD/Wisconsin Login process. Visit <https://dcf.wisconsin.gov/childcare/securityaccess> for more information on how to gain access to WISCCRS.

**Note:** Certification workers please notify [dcfcertificationspecialist@wisconsin.gov](mailto:dcfcertificationspecialist@wisconsin.gov) once update access is granted so you may also be granted access to the WISCCRS Dashboard.

## WISCCRS Availability

WISCCRS is available during the following days and times:

**Monday, Tuesday, and Thursday:** 6:30 a.m. - 7 p.m.

**Wednesday:** 6:30 a.m. - 9 p.m.

**Friday:** 6:30 a.m. - 5 p.m.

**Saturday:** 6:30 a.m. - 3 p.m. One Saturday each month, the system is unavailable. Please see [Cares Online Availability Calendar](#) for further details.

## WISCCRS Downtime Calendar

If you attempt to log in at a time when WISCCRS is not available (usually due to scheduled maintenance or the system is off-line), you will be taken to the WISCCRS Downtime Calendar page.

**WISCCRS Status**

 WISCCRS is currently offline. Please log in during standard operating hours.

**Standard Hours of Operation**

Day	Start	End
Monday	6:30 AM	7:00 PM
Tuesday	6:30 AM	7:00 PM
Wednesday	6:30 AM	9:00 PM
Thursday	6:30 AM	7:00 PM
Friday	6:30 AM	6:00 PM
Saturday	6:30 AM	3:00 PM

# About Confidentiality and Passwords

## Confidentiality Guidelines

WISCCRS is a secure site. Confidentiality guidelines that all registered users must follow, especially if using a public computer are as follows:

- **When you are not using WISCCRS, log out and close the browser.** Logging out and closing the browser prevents unauthorized people from entering or viewing information in WISCCRS. You can log out of WISCCRS by clicking on the Exit button from any page in the application.
- **Only staff with a User ID and security access to WISCCRS should be viewing information on WISCCRS.** Each staff member authorized to use WISCCRS should have his/her own User ID with security.
- **Registered users should not share a User ID/Password with anyone.** Remember that you are responsible for keeping your User ID and Password secure from those who do not have access to WISCCRS.

## Troubleshooting User IDs and Passwords

You can take the following steps, when you are unable to log in to WISCCRS because of a wrong or forgotten User ID and/or Password:

- **If you have entered an incorrect User ID and / or Password,** a warning message will display alerting you that the user ID or password entered were incorrect. *Remember that Passwords are case sensitive and must be entered exactly as you entered them when you registered.*
- **If you have forgotten your Password but remember your User ID and the answer to your Password reminder question,** you will have to change your Password. To do this:
  - a) Log on to the DWD / Wisconsin Login Account Management screen at:  
<https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk>
  - b) Under the Username/Password Recovery section, choose "[What should I do if I forget my Password or Username?](#)
  - c) On the following screen, choose either Logon Recovery or Recover using your email address or phone number function.
  - d) Go to your email inbox to access the email. Follow the instructions.
- **If you have forgotten your User ID, or if you have forgotten both your Password and the answer to your Password reminder question,** you will need to contact the [DCF Service Desk](#) at 608-264-6323.

## Changing Your Password

To change your Password, follow these steps:

- a) Log in to the DWD / Wisconsin Login Management System page at  
<https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk>
- b) Under Profile Management heading, click on How do I change my password. Follow the instructions.

## **Changing Account Information (change of name, email address, etc.)**

If you would like to update or view any of your account information, follow these steps:

- a) Log in to <https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk>
- b) Under Profile Management header, click on the How do I change my email or phone number? link.
- c) Enter your current Login ID and password.
- d) Then choose the link of your choice.

## **Ending / Modifying Access for a User:**

If a staff member in your agency no longer needs WISCCRS access or if the access should be modified, complete the Security Access form at <https://dcf.wisconsin.gov/files/forms/doc/2666.docx> and submit it to the DCF Service Desk.

## Where to Go for Help

If you are having trouble accessing WISCCRS, or if you are having trouble navigating the WISCCRS web site, please refer to the contacts listed at <https://dcf.wisconsin.gov/childcare/user-guides/systemscontact.>

## **WISCCRS User Login**

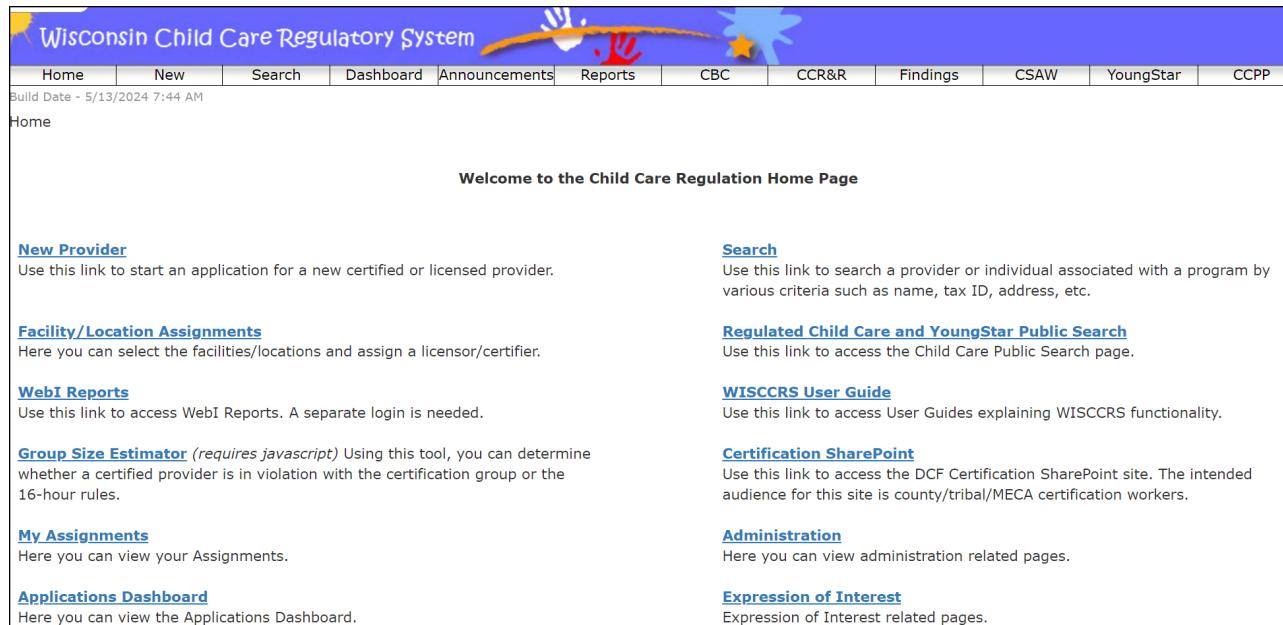
Once you have received the notice saying that your account has been activated, go to the WISCCRS User Login page at <https://wisccrs.wisconsin.gov/>

# Basic Site Navigation and Use

This section provides the user with a basic understanding of how WISCCRS works. The functionality described here applies to all of WISCCRS and provides the user with a base understanding of WISCCRS before creating the first application.

## WISCCRS Home Page and Links

The figure below shows the WISCCRS Home Page. This page is displayed when the user logs in to the WISCCRS system. Only the links the user has access to show in the Menu Options. Some links takes the user to an external website outside of the WISCCRS system.



From the WISCCRS Home Page, the user can access the following links:

Link	Function
New (tab on top ribbon)	Start a new application for a provider who has applied for certification or licensing. Available only for users with update access. Note: Be sure to search for history in WISCCRS before creating a new record
Search (tab on top ribbon)	Conduct a search for a facility, provider or household members.
Dashboard (tab on top ribbon)	See the <a href="#">WISCCRS Dashboard User Guide</a> .
Announcements (tab on top ribbon)	View statewide and county-specific announcements.
Reports (tab on top ribbon)	This link takes the user to the WebI login screen.
CBC (tab on top ribbon)	<b>Background Check module:</b> If the user has access to the CBC module, the link in the tool bar displays.
Findings (tab on top ribbon)	Users with update access to the WISCCRS system can see this link. The Findings module has not been used since 2018.
CSAW (tab on top ribbon)	If the user has access to CSAW, this link displays.
YoungStar (tab on top ribbon)	If the user has access to the YoungStar Case Management System, this link displays.
CCPP (tab on top ribbon)	If the user has access to Child Care Provider Portal, this link displays.
New Provider	Start an application for a new regulated provider record.
Facility / Location Assignments	Assign a provider / facility to a licensing / certification specialist. See <a href="#">Facility/Location Assignments</a> user guide for details.

## WISCCRS User Guide – Basics

WebI Reports	Access WebI Reports. A separate login is needed.
Group Size Estimator	Access the Group Size Estimator to determine whether a certified provider is in compliance with child care certification attendance rules.
My Assignments	Access the My Assignment module to view facilities / provider locations assigned to a worker. See <a href="#">My Assignment</a> User Guide.
Applications Dashboard	Access the Data Warehouse Dashboard on Application information. This link is only available for users with update access.
Regulated Child Care and YoungStar Public Search	This link takes you to the Child Care Public Search page
WISCCRS User Guide	This takes link takes the user to the Internet User Guide list page where you can access the user guide modules.
Certification SharePoint	This link takes you to the Certification Share Point Site. Users with update access only.
Administration	This link is viewable only by users who have update access to the licensed records.
Expression of Interest	This link takes the user to a page where an Expression of Interest can be created.

A second set of links appears on the Home Page as a ribbon. As shown in the screen shot below, these links appear at the top of every screen in WISCCRS, as well. Simply direct the mouse pointer to the words Home, New, Search, etc. and click to access the different WISCCRS functions, as described above. The Home link will take the user back to the WISCCRS Home Page.



The next screen print displays the Navigation Menu. This display is only available once an application has been initiated in WISCCRS.

Navigation Menu

Provider # 5800039465  
Applicant # 4800075144

**Applicant Information**

Business Name: Abc Daycare  
First Name \*: Skinny  
Middle Initial:   
Last Name \*: Minnie  
Suffix:   
Is A Translator Needed?:  Yes  No  
Translator Language: Bosn/Croat/Serb

**Applicant Identification**

Tax ID Number Type \*:  SSN  FEIN  
Confirm Tax ID Number Type Change:   
Tax ID Number \*: 394-68-7659 (SSN: xxx-xx-xxxx)(FEIN: xx-xxxxxx)  
Confirm Tax ID Number Change:   
Tax ID Verification Switch:   
Additional ID Number Type:  N/A  SSN  FEIN  
Additional SSN/FEIN: 39-2489910 (SSN: xxx-xx-xxxx)(FEIN: xx-xxxxxx)  
Date Of Birth \*: 2/19/1958

At this point in the user manual, users have not started an application; however, for the purposes of site navigation, it is important to understand that the Application Navigation Menu will appear, and it will allow the user to access any of the specific pages to add, update, or delete information about the applicant or location of care. If the screen has a check mark next to it, the screen has been completed.

**Important Note to Users**

Clicking on one of the links in the Application Navigation Menu **DOES NOT** save the information you have entered. The user must click on one of the command buttons located at the bottom of each page to save the information.

## Administration

The Administration page has links to various administrative functions.

### Licensing view (Licensor security profile)

WISCCRS - Administration

[Unregulated Providers](#)  
Here you can create a new unregulated provider.

[Correspondences](#)  
Here you can view the licensing related letters.

[DOR Requests and Results](#)  
Here you can view the DOR Requests and Responses.

[DWD Requests and Results](#)  
Here you can view the DWD Requests and Responses.

[Invoices](#)  
Here you can view the invoice information.

[Fingerprint Non Compliance](#)  
Here you can view the Non Compliance

[Collections Report](#)  
This report lists all the collections for particular transaction and collection date.

[Failed Fee Payments](#)  
Here you can view the failed fee payments information.

### Certification view (Certifier security profile):

WISCCRS - Administration

[Correspondences](#)  
Here you can view the licensing related letters.

[Invoices](#)  
Here you can view the invoice information.

[Fieldprint Discrepancies](#)  
Here you can view the Fieldprint Discrepancies

[Fingerprint Non Compliance](#)  
Here you can view the Non Compliance

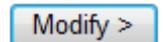
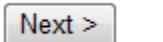
[Collections Report](#)  
This report lists all the collections for particular transaction and collection date.

[Failed Fee Payments](#)  
Here you can view the failed fee payments information.

CBU and Central Office staff has additional links under the Administration tab.

# Navigational / Command Buttons

Below are some features that appear in every section of WISCCRS.

	<b>History:</b> An icon that looks like a scroll takes the user to a history page. By clicking this icon, the user can view history and who updated the information in the past.
	<b>Modify:</b> An icon that looks like a pencil takes the user to the Modify page. The user can make changes to the record. Users with inquiry access to the system, won't see these icons.
	<b>View:</b> An icon that looks like a magnifying glass takes the user to view the page.
	<b>Delete:</b> An icon that looks like a garbage can takes the user to the delete page. Users with inquiry access to the system, cannot see this icon.
	<b>Calendar</b> - This icon appears next to date field
	<p>Click the calendar icon to bring up the calendar. Select the desired date or use the arrows to navigate to the desired month and year.</p> <ul style="list-style-type: none"> <li>Right-click in the date box to bring up a list of shortcut keys that can be selected to simplify entering the date.</li> <li>Enter the shortcut key directly in the date box. For example, entering the letter "t" in the date field, automatically fills in today's date.</li> <li>Enter the desired date in mm/dd/yyyy format in the date field.</li> </ul>
	<b>Action Buttons</b> – appear on pages where the user has access to perform the action listed. The user must click on the action button in order to save the entered data.
	<b>Action Button</b> – Saves the entered information.
	<b>Attention Icon:</b> This icon is used to catch the user's attention.
Helpful hints	<p>Entering current date: Enter "t" and press Enter. The system automatically enters today's date.</p> <p>When using long pull-down menus, click on the menu and type the first letter of the value you want to choose. Example: To find Wisconsin in the state menu, type "WI" and the system will find Wisconsin. Click enter to choose the value or tab to the next field.</p> <p>When typing names, address, and other information into WISCCRS, there is no need to capitalize the first letter of the word. The system automatically formats the text so the first letter is capitalized.</p>

## Breadcrumbs

Breadcrumbs are another method of navigating through WISCCRS. They show a trail of the screens that the user has visited. The user can click on one of the blue underlined links in the breadcrumbs to return to a screen that the user has previously visited. As with the links on the Application Navigation Menu, breadcrumbs DO NOT save the information entered. They should be used to return to a previous screen when the user does not wish to save the entered information on the current screen.

## Error Messages and Informational Alerts

WISCCRS alerts the user wrong type of data is entered into a field or if data is missing from a mandatory field. Also, there are informational messages displayed to alert the user about a potential concern. The two types are explained below:

### 1. Informational alerts

These messages are displayed to bring certain concerns to the user's attention.



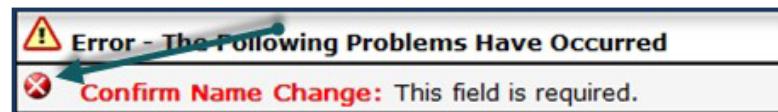
Examples (but not limited to):

- a. There is a balance in the Transaction Module at the time of regulatory approval.
- b. There is a gap between the new category and the previous one.
- c. When entering a site visit for a new applicant, WISCCRS displays a message that there is no active license / certification for the location.

The system allows the user to continue without taking action.

### 2. Error Messages

These messages are displayed when the wrong type of data is entered into a field or there is no data entered for a required field (see Required Fields section for further details on how to recognize a mandatory field). When approving the application or category, the system alerts the user if certain screens have not been completed (background checks, site visits, etc.).

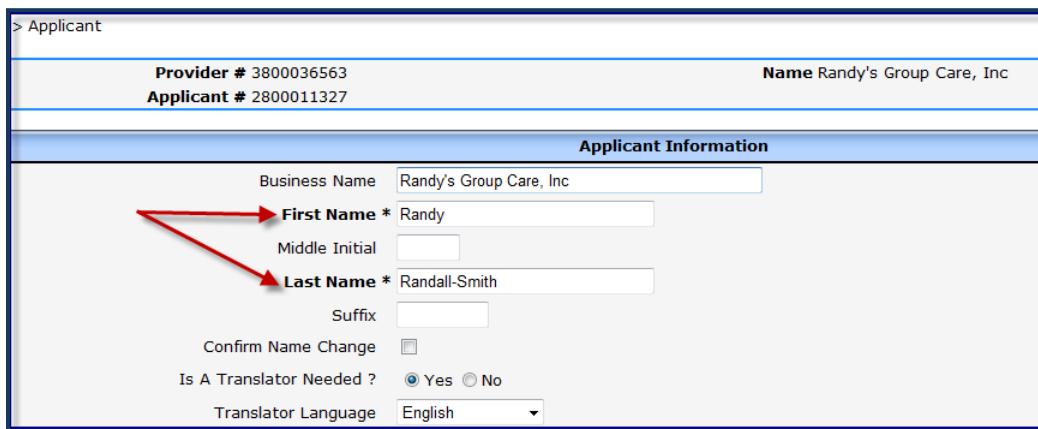


When this error message displays, the problem must be corrected before the system allows the user to continue.

The messages above are very similar, however, the symbol of the actual error field is different. See screen shots above.

## Required Fields

If an asterisk (\*) is displayed next to certain data entry fields, the field is a mandatory field to complete the screen. Even though some fields are not marked as required to complete the screen, they are required to approve the application and grant the regulatory approval. The most helpful way to understand this is to look at an example. The following example is from the Applicant screen.



Provider # 3800036563  
Applicant # 2800011327

**Applicant Information**

Business Name

First Name \*

Middle Initial

Last Name \*

Suffix

Confirm Name Change

Is A Translator Needed ?  Yes  No

Translator Language

In the Applicant Information section of the Applicant screen, the First and Last Name fields have asterisks (\*) next to them. The user must enter names in these fields before saving the information.

## WISCCRS Modes: List, Add, Modify, Delete, History

There are five modes to most WISCCRS screens: List, Add, Modify, Delete, and History. This means that a user with update access can view, add, modify, delete, and view history about a screen.

The examples below are for the Insurance screen, but there are other screens in WISCCRS that function the exact same way if users want to list, add, modify, delete, or view history details. These screens include the following:

- Pets
- Other License
- Transportations (Vehicles)
- Insurances
- Alternate Addresses
- Transactions
- Collections
- Individuals
  - Aliases
  - Background Check
  - Training
- Monitoring Plans
- Site Visits
- Monitoring Results
- Complaints / Incidents
- Enforcements
- Hours of Operation
- Category
  - Ages Served
  - Conditions

### Add Mode

Insurance screen is used to demonstrate the various modes. To add a new record, click on New Insurance link on the List Insurance page. The following page displays:

## WISCCRS User Guide – Basics

[Insurances](#) > New Insurance

**Provider/Loc Number** 5800039465 / 001  
**Facility Number** 1122433  
**Facility Address** 2810 W National Ave 2  
 Milwaukee, WI 532151604

**Licensor Name** Stephen Vakil

**Add Insurance**

<b>Insurance Type</b> *	<input type="text" value="Liability"/>
<b>Start Date</b> *	<input type="text" value="7/1/2018"/>
<b>Expired Date</b> *	<input type="text" value="7/31/2019"/>
Number of Children Covered	<input type="text" value="8"/>
Pets Covered?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Comments	Some Day Insurance Co.  22 of 300 characters.

If the user did not intend to add an insurance record, the user can simply click on any link in the Navigation Menu to leave the Insurance screen.

Once the user has completed the Insurance screen, selecting the Submit button saves the information. The user is returned to the Insurance screen. The screen now lists the newly added insurance record on top of the Insurance list.

Insurance						
<a href="#">New Insurance</a>						
Insurance Type	Start Date	End Date	Number of Children Covered	Pets Covered?	Comments	Updated Date
Liability	07/01/18	07/31/19	8	No	Some Day Insurance Co.	<a href="#">07/09/18</a>
Vehicle	05/07/11	05/08/11		Yes	state farm	<a href="#">05/05/11</a>
Liability	05/07/11	05/08/11		Yes		<a href="#">05/05/11</a>

Once the Insurance entry is viewable in WISCCRS, a Document link will appear on the righthand side of the insurance entry and documents can be uploaded into that area.

## Modify Mode

If changes are needed to the entered information, selecting the pencil icon takes the user to the Modify screen. For example, click on the pencil icon on the Insurance page to access the Modify Insurance page (see picture above).

**Modify Insurance**

<b>Insurance Type</b> *	<input type="text" value="Vehicle"/>
<b>Start Date</b> *	<input type="text" value="5/7/2011"/>
<b>Expired Date</b> *	<input type="text" value="5/8/2011"/>
Number of Children Covered	<input type="text"/>
Pets Covered?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Comments	state farm  10 of 300 characters.

## Delete Mode

Finally, the user can delete the Insurance record if it was entered in error. To delete the Insurance record, click on the Delete icon on the Insurance page.

Delete Insurance	
Insurance Type	Business Liability
Start Date	1/1/2011
End Date	12/31/2011
Comments	Child Care Insurance Co.
<b>Confirm Delete *</b> <input style="width: 15px; height: 15px; margin-right: 5px;" type="checkbox"/> <span style="color: red;">←</span>	
Updated Information	
Updated Date	04/15/2011
Worker ID	W01140
Worker Name	Lena Licensor
<a href="#">Delete &gt;</a>	

To avoid accidental deletions, the Delete screens have Confirm Delete as a mandatory field. The check box must be clicked and then the Delete button. The user is taken back to the List Insurance screen. The Insurance record the user just deleted no longer appears on this page.

## History Mode

The system keeps track of every change the users make to WISCCRS records. To access history information for a record, the user selects the History icon on the List page.

In the example below, the user first entered the insurance record on 3/16/11. Then on 4/15/11, the user modified the Insurance Type (from Liability to Vehicle) and again on 4/15/11 added a comment.

Insurance History						
Insurance Type	Start Date	End Date	Pets Covered	Comments	Updated Date	User ID
Vehicle	01/01/11	12/31/11	No	Vehicle insurance co	<span style="color: red;">←</span>	04/15/11 W01140
Vehicle	01/01/11	12/31/11	No		<span style="color: red;">←</span>	04/15/11 W01140
Liability Insurance	01/01/11	12/31/11	No		<span style="color: red;">←</span>	03/16/11 W01140

If the user wants to know who updated the record, the details can be viewed by clicking on the Updated Date on the History screen. **Note:** Sometimes automation batches make updates to records. In those scenarios, the Update Information screens shows User ID not found.

## Comment Fields

Many of the screens in WISCCRS contain a Comments field for users to enter any additional information pertaining to the applicant or location of care. The Comments field usually allows a maximum of 300 characters (some allow a max of 3,500), and users can refer to the length counter at the bottom of the field to see how many characters they have typed.

Comments	Vehicle insurance co
<span style="color: red;">←</span> <span style="color: red;">20 of 300 characters.</span>	

If a user enters more than the allowable number of characters in the Comments field and clicks one of the action buttons, an error message is generated.

**Note:** WISCCRS automatically capitalizes the first letter of every word typed in fields that accept alphabetic characters. There are some exceptions to this rule such as comments fields.

**Note:** Comments entered in the main Comments field (located on the left navigation bar under Location Details) cannot be delete/edited once they have been submitted and transfer to CSAW.

## Updated Date

Every time a user makes changes to a provider record in WISCCRS, the system creates a historical record of the change. By clicking on the Updated Date link, the user can view details on who made the change and when. Note: Some WISCCRS screens have a modify button that if selected, will show that user as the last one to update the information even if nothing was changed.

Updated Information	
Updated Date	3/17/2011
Worker ID	W01140
Worker Name	Lena Licensor

## Provider Record Structure

Below is an explanation on how provider records are constructed in WISCCRS.

### Applicant Number (10 digits)

When a new provider record is started in WISCCRS, the system automatically assigns a 10-digit application number. The system has a one-to-one relationship between a Tax ID and applicant number. This means that one Tax ID cannot have more than one applicant number.

### Provider Number (10 digits)

When a new provider record is started in WISCCRS, the system automatically assigns a 10-digit provider number. Once the regulatory approval has been granted, WISCCRS sends the provider details to CSAW, YS and Child Care Public Search. The system has a one-to-one relationship between a Tax ID and provider number. This means that one Tax ID cannot have more than one provider number.

### Location Number (3 digits)

A provider/licensee can have multiple locations/facilities. The first site is always 001, second 002, etc.

### Facility Number (6-7 digits)

Each location that has a **license** application is automatically assigned a facility number as soon as the application is started in WISCCRS. There is one facility number for each location number.

### Application

Each location / facility can have multiple applications. The site can have licensing (group, family, day camp, and public school (PSCH)) or certification (family) applications. Before September 30, 2019, a provider could have both licensing and certified applications (dually regulated providers) but it is no longer allowed in administrative rule. A new application is started when the provider / licensee sends in an initial or continuation / re-certification application and is usually 24 months in length (except licensing probationary application and public school programs (PSCH)). When a provider moves to a new address, a new application is started.

### Category

A category refers to regulatory type such as licensed family, licensed group, provisional certification, etc. Once the application is approved, the category can be assigned.

## Announcements

Users of WISCCRS can view both statewide and county-specific announcements. When the user logs into WISCCRS, the most current announcements are displayed on the Home Page along with the date each announcement was posted. All current announcements can be viewed by clicking on the Announcements link on the WISCCRS Home Page and can also be accessed from anywhere in the application by clicking on the Announcements link located along the horizontal navigation menu.

If you are experiencing problems with WISCCRS, the Checklist App or Webl, please check the announcements. As soon as a problem is reported to DCF Central Office, staff enters details about the problem. Also, if there are changes to the system availability, an announcement is entered to inform the user about the change.

On the Home Page, there is a Statewide Announcement box and an Announcement box for each county the user has access to. Only one announcement (the most current) will appear in each of these boxes.



The screenshot shows the WISCCRS Home Page. At the top, there is a navigation bar with links for Home, New, Search, Tasks, Announcements, Reports, CBC, Findings, CSAW, and CCPI. The Announcements link is highlighted. Below the navigation bar, the page title is "Welcome to the Child Care Regulation Home Page". Under this title, there are two sections: "Statewide Announcements" and "County Specific Announcements". The "Statewide Announcements" section contains one item: "Welcome To Wiscrs Training!" posted on 3/9/2011. The "County Specific Announcements" section contains one item: "County/tribal announcement" posted on 3/9/2011. A red arrow points to the "More..." link at the bottom of the statewide announcements section.

After the user clicks on the More link, all statewide announcements are displayed with a link to county specific announcements.



The screenshot shows the WISCCRS Announcements page. At the top, there is a breadcrumb trail: "Home > Announcements". Below the breadcrumb trail, there are two sections: "Statewide Announcements" and "County / Tribe Announcements". The "Statewide Announcements" section contains one item: "Welcome to WISCCRS training!" with the subtext "Welcome to WISCCRS video training, April 14th, 9-12.". The "County / Tribe Announcements" section contains two links: "Milwaukee County" and "Dane County".

DCF Central Office staff can create statewide announcements and child care coordinators can create county-specific announcements for WISCCRS.

## Audit Trail

With proper access to CSAW, users can view updates made in all child care systems by using the audit trail.

The audit trail is accessible through CSAW. Log into CSAW and click on the Administration link and scroll down to Audit Trail link. The user can check transactions either by User ID or by various ID numbers (such as provider number, application number, etc.).

**Note:** Using the provider application number (instead of the provider number) brings the best results for WISCCRS records.

# Search Functionality

Select the Search button or link to access the Search screen. See screen shot below:



The Location Search page will display:

 A screenshot of the WISCCRS Location Search page. The page title is 'Location Search' and the current date is set to 07/06/2018. The search criteria section includes fields for Provider Number, Location Number, Tax ID Number, Applicant Number, Facility ID, Location County, FIS Number, Phone Number, Show Active Providers Only, and Category. Below this, there is a Name Search Method section with radio buttons for 'Starts With', 'Sounds Like', 'Exact', and 'Contains', and fields for First Name, Last Name, Business Name, Location Facility Name, and Program Name. At the bottom are search buttons for 'Search >', 'Search by Individuals', and 'Location Search by Address'.

Every provider in WISCCRS has a tax number; either a Social Security Number (SSN) or a Federal Employer Identification Number (FEIN). When a provider is created in WISCCRS, the system will automatically assign a 10-digit provider number that is tied to the Tax ID of the provider.

The provider can be searched by the following ways:

- The fastest way to find a provider is to use the 10-digit provider number if the provider is already established in the system (license or certification has been approved).
- If the provider / applicant number is not known, search by using the provider's Tax ID Number (either an SSN or FEIN). If the provider has both a FEIN and an SSN, use the provider's primary Tax ID. Using the secondary Tax ID will not bring results.
- If the provider is licensed, enter the facility number in the Facility ID field.
- **FIS Number:** FIS assigns this number to providers caring for Shares children. An increasing number of providers have started using this number when communicating with various agencies. This ID is also in CSAW and the provider portal as a search field.
- **Phone number:** a search can be done using the provider's phone number. This applies to the number on the Location Details screen (also displayed on the Child Care Finder).
- **Show Active Providers only:** When searching using criteria that brings up many results. Example: Tiny Tots brings 3 pages of results. The results can be filtered to those that have a current license / certification / public school category (PSCH).
- **Category:** If the user knows that the provider has certain category, the user can narrow the search using that field. Example: The user is looking for a program with 'Tiny Tot' in the facility name. If the user knows that the program is licensed family, the user can eliminate all certified and licensed group by adding licensed family in the filter.

## WISCCRS User Guide – Basics

- If none of the above numbers are known, conduct a search by using the provider's first or last names, program name or the facility name. To narrow the search, it is better to use both names (if using provider's name) at the same time. The name search fields have four different ways to search:

1. **Starts with...** When the user clicks this option, the search will include all providers who have the search criteria in their names.

*Example:* The user is looking for a provider whose last name is Johnson, but is not sure if the first name is Mary or Martha. Enter "Ma" in the First Name field and "Johnson" in the Last Name Field. The results will list all providers whose last name is Johnson and whose first name starts with "Ma..", such as Martha, Marla, Mary, etc. If the user is not sure how "Johnson" is spelled in the system, the user can search by entering just "Jo..." in the last name field. This will bring up all last names that start with "Jo...", such as Jones, Jonson, etc.

2. **Sounds like...** When clicking on this option, the system will bring up all providers whose **names** sound similar to the one that is being searched.

*Example:* Mary Johnson is entered in the First and Last Name fields and the "sounds like..." is clicked. The system will bring providers such as Margaret Johnson, Marla Janssen, etc.

3. **Exact...** When the user chooses this option, the system will bring up the providers whose names perfectly match the name that is being searched.

4. **Contains...** When user clicks this option, the user can search using any word in the name fields. For example: the user knows that the Business or Location / Facility Name has 'Tot' in it. By entering 'Tot' in search field, the system displays any program that has this word in it. The word does not have to be the first word in the name.

- Program Name: When searching using this field, the system conducts a search in the Applicant Name, Business and the Location / Facility Name fields. In the example below, 'Amazing' was entered in the Program Name field. The search results display programs that has this word in any of the name fields.

- Partial word searches: You can search as follows:
  1. Type 'center', the results display any program that has 'center' or 'ctr'
  2. The search now disregards punctuation in search fields such as period, apostrophe or hyphen. For example, "God's Day Care" should return "Gods day care"
  3. City names that are sometimes abbreviated should be returned if the abbreviation or full name is searched. For example, Stevens Point, Fort Atkinson, Wisconsin Rapids, Mineral Point
  4. 'St' should return Saint and vice versa. Same goes for 'dept' for 'department'
  5. 'Lrng' or 'Lrn' should return "learning" or "learn" and vice versa
  6. Kids / kidz, four / for / 4, two / too / to / 2, kare / care, luv / love, and / &, lovin' / loving, r / are should be interchangeable when searched
  7. 'Childcare' will return 'childcare' and vice versa (same for 'daycare' and 'day care')
  8. If the name has a street name in it, search for "st" or "ave" would return results for "street" and "avenue", etc.
  9. If the name has a direction in it, (north / south / east / west) N / No, S / So, E, W should return results for that. For example if you search "N. Oshkosh YMCA" it should return "North Oshkosh YMCA"
  10. Parts of names return programs that have the part in their name. Example: if you search "frank" then "Franklin's Day Care" show up and so should "Lafranker Care"

List Of Possible Matches							
Pay ID	Active License	Active Certificate	Tax ID Number	Name	Business Name	Location Facility Name	Address
10	No	No	F 127531598	Satya Test Data	Amazing Childs Center	Lake County	10564 W Cortez Cir # 9 Franklin WI 531321572
19	Yes	No	F 685989895	Amy Applicant	Amy's Amazing Kids	Amy's Amazing Children	123 E. Main St. # 0 Anytown WI 45454
31	Yes	No	S 298611987	Amy Ambassador		Amy's Amazing Kids	1/1/22630 Richardson St Fitchburg WI 537115431
36	Yes	No	S 986562323	Amelia Assingment	Amelia's Amazing Care	Amelia's Amazing Care	123 Main St Atown WI 35689
36	No	No	S 689895656	Amy Amazing		123 Main St Anytown IL 45454	

The above options work when searching with Business, Location, and Payee names as well.

## Provider Search Results

When the user searches a provider by using any of the numbers above, the system only brings one match because only one record can exist for each number. Searching for less key information results in better outcomes.

List of Possible Matches										
Applicant Number	Location Number	Facility ID	Active License	Active Certificate	Tax ID Number	Name	Business Name	Location Facility Name & Address	Provider #/ FIS #	
2800011327	001	120856	Yes	No	F 665555555	Randy Randall-Smith	Randy's Child Care, Inc	Randy's Preschool 205 Corporate Dr Madison WI 537142408	3800035563 D205258	
2800011327	002	1122334	Yes	No	F 665555555	Randy Randall-Smith	Randy's Child Care, Inc	Randy's Group Care Inc 444 School Age Rd Milwaukee WI 45445	3800035563	
2800011327	003	1122356	Yes	No	F 665555555	Randy Randall-Smith	Randy's Child Care, Inc	Randy's Daycamp 123 New Address Smalltown WI 12121	3800035563	
2800011327	004	1123190	No	No	F 665555555	Randy Randall-Smith	Randy's Child Care, Inc	Certified Family Location Rural St Anytown WI 45454	3800035563	
2800011327	005	1122605	Yes	No	F 665555555	Randy Randall-Smith	Randy's Child Care, Inc	Fifth Location 345 Test St Milwaukee WI 45454	3800035563	
2800011327	006	1123333	No	No	F 665555555	Randy Randall-Smith	Randy's Child Care, Inc	Randy's Training Campus 123 Kjd Lkj Kj WI 121212121	3800035563	

Location Search Criteria										
Provider Number	[Enter 10 Digits]									
Location Number										
Tax ID Number	665555555 [Enter 9 Digits]									

If the provider / licensee has multiple sites, all sites are displayed, the user may take one of the two steps below:

1. If the user clicks on the Applicant Number, the Locations page will display. This page lists all facilities / locations under the provider / licensee.

Home > Locations											
Applicant Details											
Locations For This Applicant											
Applicant Number	2800011327	Name	Randy's Child Care, Inc								
Tax ID Number	66-5555555	Tax ID Number Type	FEIN								
Date Of Birth	6/6/1962										
Location/ Facility	Address	Registration	Application Status	Category	States	Begin Date	Expiration Date	Fed Date			
006 1123333	Randy's Training Campus 123 Kjd Lkj Kj WI 121212121 Dane County 121-212-1212	Unregulated Training Facility Certified School Age Children	Application Pending Application Pending								
005 1122605	Fifth Location 345 Test St Milwaukee WI 45454 Milwaukee County 454-545-4545	Licensed Group	Application Pending								
001 1123190	Certified Family Location Rural St. Anytown WI 45454 Milwaukee County 445-444-5444	Licensed Family Certified Family	Application Pending Application Pending								
003 1122356	Randy's Daycamp 123 New Address Smalltown WI 12121 Milwaukee County 656-565-6565	Licensed Camp	Category Approved	Licensed Group	Approved	01/01/17	12/31/18				
002 1123334	Randy's Group Care Inc 444 School Age Rd	Licensed Group Certified School Age Children	Category Approved Category Approved	Licensed Group Cert School Age Program	Approved Approved	01/01/15 02/01/12	12/31/16 01/31/14	01/31/14			

2. If the user clicks on the Location Number, the user is taken to the page that lists all applications for the facility/location. The user may now access other details of the facility / home by clicking the links in the left-side navigation menu.

Categories																																														
Wisconsin Child Care Regulatory System																																														
Home > Locations > Location Details > Applications																																														
<p>Current Date Set To: 07/06/2018</p> <p>Provider/Loc Number 5800039465 / 001</p> <p>Facility Number 1122433</p> <p>Facility Address 2810 W National Ave 2 Milwaukee, WI 532151604</p> <p>Licensor Name Stephen Valid</p> <p>Certifier Name</p> <p>Location Details</p> <p>Abc Daycare 2810 W National Ave 2 Milwaukee, WI 532151604 Milwaukee County</p> <p>Licensed Applications For This Location 001</p> <table border="1"> <thead> <tr> <th>Application Sequence</th> <th>Application Entered Date</th> <th>Application Status</th> <th>Category</th> <th>Category Status</th> <th>Category Scope Date</th> <th>Category Expire Date</th> <th>Category End Date</th> <th>Options</th> </tr> </thead> <tbody> <tr> <td>003</td> <td>02/10/15</td> <td>Category Approved</td> <td>Licensed Group</td> <td>Approved</td> <td>12/01/14</td> <td>11/30/16</td> <td></td> <td><input type="button" value="Print"/></td> </tr> <tr> <td>002</td> <td>05/06/11</td> <td>Application Withdrawn</td> <td>Licensed Family</td> <td>Relocation</td> <td>12/10/10</td> <td>05/31/11</td> <td>11/30/14</td> <td></td> </tr> <tr> <td>001</td> <td>12/15/10</td> <td>Category Approved</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>&lt; Back to Location List</p>											Application Sequence	Application Entered Date	Application Status	Category	Category Status	Category Scope Date	Category Expire Date	Category End Date	Options	003	02/10/15	Category Approved	Licensed Group	Approved	12/01/14	11/30/16		<input type="button" value="Print"/>	002	05/06/11	Application Withdrawn	Licensed Family	Relocation	12/10/10	05/31/11	11/30/14		001	12/15/10	Category Approved						
Application Sequence	Application Entered Date	Application Status	Category	Category Status	Category Scope Date	Category Expire Date	Category End Date	Options																																						
003	02/10/15	Category Approved	Licensed Group	Approved	12/01/14	11/30/16		<input type="button" value="Print"/>																																						
002	05/06/11	Application Withdrawn	Licensed Family	Relocation	12/10/10	05/31/11	11/30/14																																							
001	12/15/10	Category Approved																																												

## Search by Individuals

If the user wants to find a person who is associated with a facility / location, the user can search the person by name or SSN. Examples of individuals are:

- household members residing in the facility / home
- substitutes, employees, volunteers in certified programs

WISCCRS includes individuals listed in the Alt Address and Location Details modules in addition to the Individuals module. Partial word searches are also possible.

Below is a screen shot of the Individual Search screen:

The search results display the provider information of the site the individual is associated with.

NOTE: If icon is displayed next to the individual, the person is no longer associated with the facility / home.

## Search by Address

If you do not know the name of the provider / program, you can search by address.

Example: if the user knows that the name of the street of the search subject is Main St and the city is Anytown and the county is known, the user may enter the search criteria that are known into the search screen. See screenshot below:

The results display all providers who have the word Main in their street address, who are located in Anytown.

**Attention:** While you may need to use All Counties value in the Location County pull-down menu when searching for a provider and the county is unknown, use of the All Counties value will considerably slow down the system for other users. When possible, please search by a specific Location County and avoid overuse of the All Counties value.

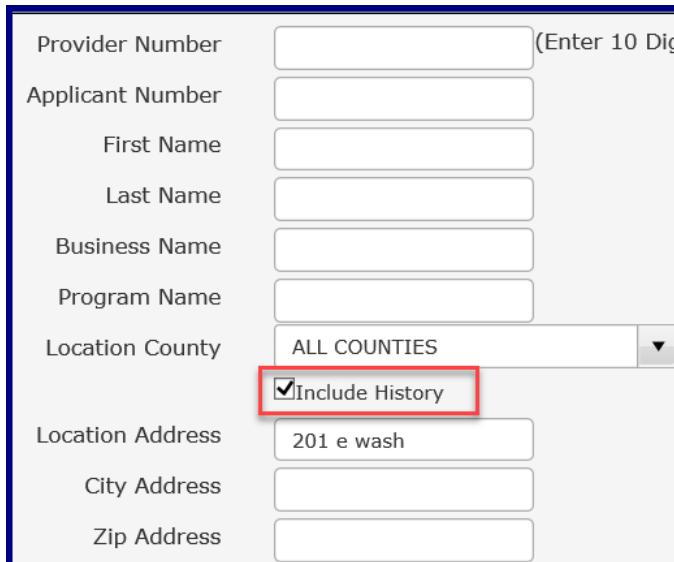
List Of Possible Matches									
Applicant Number	Location Number	Facility ID	Active License	Active Certificate	Tax ID	Individual Name	Business Name	Location Facility Name & Address	Provider Number
0800007808	002		No	No	S 393769999	John Doe		Facility Name 123 Main St Anytown WI 45454	2800036142 09/
0800076400	001	1122530	No	No	000000000			Main Anytown WI 45454	09/
0800077403	002	1123292	No	No	F 658966223	Nadine Provider	Nadines Group Center	Nadine's Family 123 Main St Anytown WI 12121	1800039621 09/
0800078109	001	1122637	No	No	F 000056530	Ulla Unlicensed	Business Name	Ulla Unlicensed 123 Main St Anytown WI 45454	4800039754 09/
0800084705	001	1123323	No	No	F 456989898		Pirkkos Training Facility	Pirkkos Campus - Milwaukee 123 Main Anytown WI 121212121	5800040095 09/
1800075014	001	1122419	No	No	S 469785558	Pending License		Pending Care Main Anytown WI 45454	6800039496 09/
1800084714	001	1123324	No	No	000000000	Sandy Strange		123 Main Anytown WI 121212121	09/
2800075424	001	1122464	Yes	No	F 678954688	Exempt Provider	Xyz Day Care	Xyz Care-Facility Name Main	0800039750 09/

## WISCCRS User Guide – Basics

The system also allows the user to search provider locations using the historical address. Example is below:

Sam's Child Care is currently located at 680 Fairview Ter Verona, WI 53593.  
Previously, Sam was located at 201 E Washington Ave, Madison, WI 53703.

A new search field 'Include History' has been added to the Location Search By Address screen.



Provider Number  (Enter 10 Digits)

Applicant Number

First Name

Last Name

Business Name

Program Name

Location County

Include History

Location Address

City Address

Zip Address

If the user searches facilities using '201 E Washington,' Sam's program is listed in the search results.

List Of Possible Matches								
Count ber	Location Number	Facility ID	Active License	Active Certificate	Tax ID	Individual Name	Business Name	Location Facility Name & Address
652	001		No	No	S 890123455	Erin Homes	Ez Kids	Ez Kids 201 E Washington Ave Madison WI 537032866 280
753	001	1122834	No	No	F 395734985	Test Test	Test	Test 201 E Washington Ave Madison WI 537032866
761	001		No	Yes	F 384729739	Sam Smith	Sam's Child Care	Sam's Child Care 201 E Washington Ave Madison WI 537032866 980
066	001	1122495	Yes	No	F 876543210	Test Device Test Device	Test Device	Location 001 880

## Communications

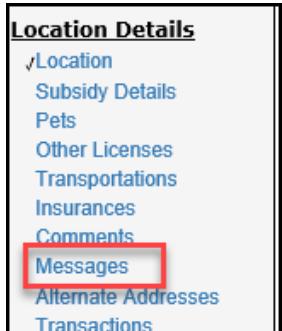
Caregiver Background Check Unit (CBU) staff has been able to send one-way messages from WISCCRS to the Provider Portal since July 2019. Now this message option has been expanded to licensing and certification staff. Also, communication between DCF and providers have been enhanced by allowing providers to receive text and/or email messages when certain actions happen in the child care systems (WISCCRS, YS CMS, and CSAW).

## Messaging from WISCCRS to Child Care Provider Portal (CCPP)

In July 2019, a new module was added to allow the Child Care Background Unit (CBU) to send messages to the Child Care Provider Portal. Effective 6/3/24, certification and licensing agency staff can send messages to providers. The providers can opt-in to receive a text/email when a message from a worker is received.

At this time, the provider cannot respond to the messages using the portal. They must email or call if a response is needed. Providers are directed to the Contact information page in CCPP in case they wish to respond to a message.

To access the Message module, click on the Messages link in the left-side navigation menu.



Below is a screen print of the default page.

## WISCCRS User Guide – Basics

Search

Target Application: Provider Portal  Include Processed Include Canceled

From Date: 4/5/2019  To Date: 7/5/2019

**List of Messages**

Date	Message	Status	Updated Date	
07/03/2019	Message From Child Care Background Unit : quattro....	Pending	07/03/2019	<input type="checkbox"/> <input type="checkbox"/>
07/03/2019	Message From Child Care Background Unit : numero tres	Pending	07/03/2019	<input type="checkbox"/> <input type="checkbox"/>
07/03/2019	Message From Child Care Background Unit : message numero does	Pending	07/03/2019	<input type="checkbox"/> <input type="checkbox"/>
07/03/2019	Message From Child Care Background Unit : 7/3/19 message numero uno. this message was modified. this message was modified for the 2nd time.	Pending	07/03/2019	<input type="checkbox"/> <input type="checkbox"/>

**Add Message**

Source \*: Message From Child Care Background Unit

Message \*:

0 of 500 characters.

When a licensing specialist accesses the above page, the Source in the Add Message section lists Message from Licensor.

**Add Message**

Source \*: Message From Licensing

Message \*:

Message From Licensing

0 of 500 characters.

When certification staff access the above page, the Source in the Add Message section lists Message from Certifier.

**Add Message**

Source \*: Message From Certification

Message \*:

Message From Certification

0 of 500 characters.

## Search Section

When the user lands on the Messages page, the page shows Pending messages as a default.

The messages can have the following statuses:

- Pending:** This message has not been read by the provider in CCPP yet. These messages can be cancelled and modified by the CBU worker.
- Processed:** Once the provider confirms in CCPP that s/he has read the message, the system changes the status to Processed. These messages cannot be modified or deleted.
- Cancelled:** While the message is in Pending status, the CBU worker can cancel it.

To view cancelled and/or processed message, click the check boxes in the Search section. The user can also search messages by sent date using the date fields.

**Target Application:** At this time, the messages can be sent to the Provider Portal only.

## New Message

To send a message to CCPP, access the Add Message section of the Messages module.

**Source:** The source is based on the worker's security profile.

**Message:** Enter the text you want to communicate to the provider.

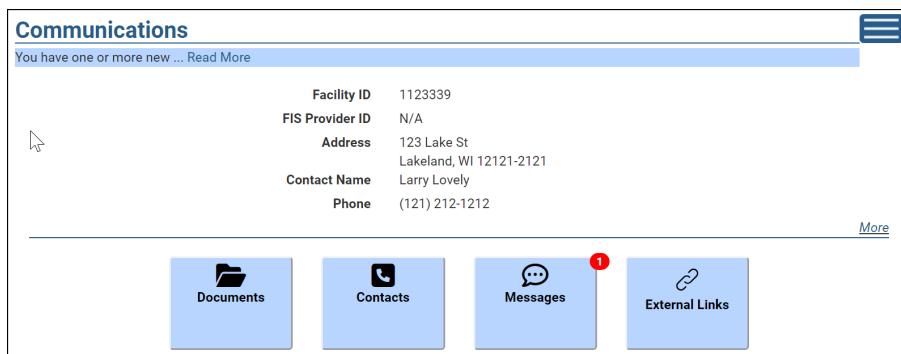
**Submit:** This button sends the message to CCPP.

After the message is sent, the message is listed in the List of Messages section in Pending Status.

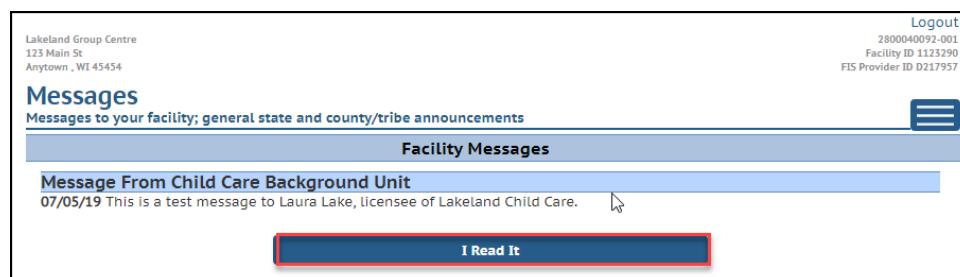
## CCPP View

If the provider has opted-in to receive text/email messages when a worker message is triggered, the text/email has a link to CCPP Messages page where the provider can view the message after logging in.

When the provider logs into CCPP, a red indicator in the Communications button alerts the provider that there is an unread message.



After the provider clicks on the "I Read It" button, the status of the message is changed to Processed.



Please review the CCPP Communications user guide on [CCPP User Guide page](#) for further information on the Message screens in CCPP.

After the provider has read the message, the message status in WISCCRS shows Processed.

List of Messages				
Date	Message	Status	Updated Date	History
07/05/2019	Message From Child Care Background Unit : This is a test message to Laura Lake, licensee of Lakeland Child Care.	Processed	07/05/2019	

The Updated Date and History page shows who read the message in CCPP.

List of Messages History				
Date	Messages	Status	Updated Date	History
07/05/2019		Processed	07/05/2019	
07/05/2019		Pending	07/05/2019	

## Modify Message

If the message is still in Pending status, the message can be modified by clicking on the pencil icon next to the message.

List of Messages				
Date	Message	Status	Updated Date	History
07/05/2019	Message From Child Care Background Unit : This is a test message to Laura Lake, licensee of Lakeland Child Care.	Pending	07/05/2019	

WISCCRS User Guide – Basics

The text can be modified and/or status changed to Cancelled. If the message is cancelled, it is deleted from CCP and cannot be read by the provider.

**Modify Message**

Target Application	Provider Portal
Message Source	Message From Child Care Background Unit
Date	7/5/2019
Message	Second message to Laura.....
28 of 500 characters.	
Status	Pending ▾

## Security

As mentioned above, CBU, **licensing and certification staff can send messages**. All other users can view the messages.

## Communications

This is a page that lists communication preferences for a facility. Most often, the information displayed on this page is entered by the provider into CCPP. However, WISCCRS users can also update/add information in WISCCRS.

## Add Communication Information

If no information exists for the provider location, Add Communication Information link is displayed.

Provider Communication Settings			
<a href="#">Add Communication Information</a>			
Provider Communication contact information not found			
Provider Communication Preference not found			
Phone Status			
Phone Status for DCF Messages:	Status Date:	Refresh Phone Status	

The Add Communication Information link takes the user to the following page where the details can be entered.

## WISCCRS User Guide – Basics

Communication Preferences					
Phone Number	<input type="text" value="Enter Phone Number"/>		This number should receive text messages (like a cell phone)		
Email	<input type="text"/>				
Confirm Email	<input type="text"/>				
The following types of text messages are sent from 89486					
Background Check Eligibility Decision Letters	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
Background Check Invoices	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
Background Check Quarterly Notices	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
Fingerprint Instruction Letters	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
Messages from Regulatory Agency	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
Provider EBT Authorization Letter	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
Regulatory Documents	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
Regulatory Notifications	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No
YoungStar Documents	<input type="radio"/> Yes	<input type="radio"/> No	Phone	<input type="radio"/> Yes	<input type="radio"/> No

Below are explanations of the fields on this page:

Field name	Description	Notice trigger timeline
Phone number	<p>Enter the cell phone number for text messages. Once the page is saved, the provider receives a welcome message to the phone number entered.</p> <p>DCF ChildCare: You have a message in Child Care Provider Portal Messages from DCF Licensing. To view the message, go to <a href="https://mywic childcare providers acc.wisconsin.gov/Messages">https://mywic childcare providers acc.wisconsin.gov/Messages</a></p> <p>MessageID:2257000000</p>	
Email	Enter email address for email notifications.	
Background Check Eligibility letters	<p>Letters included in this group:</p> <ul style="list-style-type: none"> <li>Facility Preliminary and Final Eligibility letters</li> <li>Facility Preliminary and Final Ineligibility letters</li> </ul>	One text/email in the morning for documents uploaded the previous day.
Background check Invoices	<p>Letters included in this group:</p> <ul style="list-style-type: none"> <li>Child Care Invoice</li> <li>Child Care Invoice – 30 days past due</li> <li>Child Care Invoice – 60 days past due</li> </ul>	One text/email in the morning for documents uploaded the previous day.
Background check Quarterly notices	Background check Quarterly Notice	One text/email in the morning for all documents uploaded the previous day.
Fingerprint Instruction Letters	Fingerprint Instruction Letters	One text/email in the morning for documents uploaded the previous day.
Message from Regulatory agency	This group includes worker messages from CBU, certification and licensing.	Immediate text. No email.

## WISCCRS User Guide – Basics

Regulatory Documents	This includes all licensing/certification documents that are currently viewable in the provider portal.	One text/email in the morning for documents uploaded the previous day.
Regulatory Notifications	When a 294 has been issued and the Non-compliance Date entered into WISCCRS, the system triggers a message the following day with a link to the Child Care Finder.	Message goes out the following day.
YoungStar Documents	Documents included in this group are: <ul style="list-style-type: none"> <li>• Scanned certified letter</li> <li>• Scanned formal rating observation score sheet</li> <li>• YoungStar Reminder letter</li> </ul>	One text/email in the morning for documents uploaded the previous day.

Appendix A has the complete list of documents included in the text/email notifications.

Once the communication details have been entered either in WISCCRS or via CCPP, the following page displays.

Provider Communication Settings			
Phone Number	Email Address		
(920) 554-4444	pirkko@yahoo.com		
Functionality	Text Preference	Email Preference	
Background Check Eligibility Decision Letters	Yes	No	  
Background Check Invoices	No	Yes	  
Background Check Quarterly Notices	No	Yes	  
Fingerprint Instruction Letters	No	Yes	  
Messages from Regulatory Agency	No	Yes	  
Provider EBT Authorization Letter	No	No	  
Regulatory Documents	No	Yes	  
Regulatory Notifications	Yes	No	  
YoungStar Documents	No	Yes	  
Phone Status			
Phone Status for DCF Messages: STOP		Status Date: 05/17/2024	Refresh Phone Status

The top section of the table above shows the most recent phone number for text messages and email address. The History icon takes the user to a page that shows phone/email information for the facility and who updated the record.

Communication History		
Phone Number	Email Address	Updated Date
(920) 123-4567		<a href="#">05/15/2024</a>
		<a href="#">05/15/2024</a>
		<a href="#">05/14/2024</a>
	pirkko.moilanen@wisconsin.gov	<a href="#">05/14/2024</a>
	pirkko.moilanen@wisconsin.gov	<a href="#">05/13/2024</a>

Each notice type also has history page that shows any changes made to that document/message group.

## WISCCRS User Guide – Basics

Communication Preference History				
Functionality Description	Text Preference	Email Preference	Updated Date	
Messages from Regulatory Agency	Yes	No	05/15/2024	
Messages from Regulatory Agency	No	Yes	05/14/2024	
Messages from Regulatory Agency	Yes	Yes	05/13/2024	

The section of the page shows the phone status for the number entered on top of the Communication section.

Phone Status		
Phone Status for DCF Messages: <span style="border: 1px solid red; padding: 2px;">OK</span>	Status Date: 05/15/2024	Refresh Phone Status

If a provider is not receiving text messages to a phone that they have entered, the WISCCRS worker can click on the Refresh Phone Status button to find out if the phone number is a valid one to receive text messages. If STOP displays, the phone number is either invalid or the provider has texted STOP to 89486.

Phone Status		
Phone Status for DCF Messages: <span style="border: 1px solid red; padding: 2px;">STOP</span>	Status Date: 05/15/2024	Refresh Phone Status

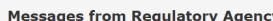
## Deleting Communication page

The entire page can be deleted by choosing the Delete button on the top of the Communication section.

Provider Communication Settings				
Phone Number	Email Address			
(715) 222-2222	pippi@villavillekulla.com	<input checked="" type="checkbox"/>		
Functionality	Text Preference	Email Preference		
Fingerprint Instruction Letters	No	No		
Background Check Eligibility Decision Letters	Yes	Yes		
Background Check Quarterly Notices	No	No		
Background Check Invoices	No	Yes		
Messages from Regulatory Agency	No	No		
Regulatory Documents	No	No		
YoungStar Documents	No	No		
Phone Status				
Phone Status for DCF Messages: <span style="border: 1px solid red; padding: 2px;">OK</span>	Status Date: 05/15/2024	Refresh Phone Status		

To prevent accidental deletions, the page requires the user to confirm the deletion by clicking the Confirm Delete check box.

## WISCCRS User Guide – Basics

Communication Preferences	
<p>By deleting these contact information, the provider will no longer receive any types of notifications. If the provider later wishes to begin receiving notifications again, s/he will need to opt-in at that time.</p>	
	Phone Number (715) 222-2222 This number should receive text messages (like a cell phone)
	Email pippi@villavillekulla.com
<p><b>The following types of text messages are sent from 89486</b></p>	
	Background Check Eligibility Decision Letters Yes (Phone) Yes (Email)
	Background Check Invoices No (Phone) Yes (Email)
	Background Check Quarterly Notices No (Phone) No (Email)
	Fingerprint Instruction Letters No (Phone) No (Email)
	Messages from Regulatory Agency No (Phone) No (Email)
	Regulatory Documents No (Phone) No (Email)
	YoungStar Documents No (Phone) No (Email)
<input checked="" type="checkbox"/> Confirm Delete	

Note that if the provider had opted-in to receive text messages for a facility, deletion of the entire communication record or blanking out the phone number causes the system to send a STOP message to the phone number that was on this page.

You will no longer receive messages from DCF ChildCare at this number. You may re-subscribe at any time by sending START.

## Opt-in Details

This page shows the history of opt-in/out details for the provider location.

Settings				
Phone Number	Opt-in	Sent Date	Source	Updated Date
(920) 123-4567	No	5/15/2024		
	No	5/14/2024		
	Yes	5/13/2024		

The History icon allows the user to drill into more detail on the updates. The source indicates the system where the change was made (CCPC stands for WISCCRS). The Updated Date link shows who made the update and when.

Opt-In History				
Provider/Loc Number 3800036563 / 001		Name Randy's Child Care, Inc.		
Facility Number 120856		Applicant/Loc Number 2800011327 / 001		
Facility Address 205 Corporate Dr		Facility Name Randy's Preschool		
Mke, WI 53206				
Licensor Name Pirkko Occ User		Certifier Name		
Settings				
Phone Number	Opt In	Phone Error	Source	Updated Date
(920) 123-4567	No	STOP	CCPC	<a href="#">05/15/2024</a>
(920) 123-4567	Yes	STOP	CCPC	<a href="#">05/15/2024</a>
(920) 123-4567	Yes	STOP	CCPC	<a href="#">05/15/2024</a>
(920) 123-4567	Yes		CCPC	<a href="#">05/15/2024</a>
	No		CCPP	<a href="#">05/14/2024</a>
	Yes		CCPP	<a href="#">05/13/2024</a>
	Yes		CCPP	<a href="#">05/13/2024</a>
	Yes		CCPP	<a href="#">05/13/2024</a>

## Communications Sent

The Communications Sent page shows the history of system generated text and worker messages to the phone number on the Communication Preferences page.

Provider/Loc Number 3800036563 / 001 Facility Number 120856 Facility Address 205 Corporate Dr Mke, WI 53206	Name Randy's Child Care, Inc Applicant/Loc Number 2800011327 / 001 Facility Name Randy's Preschool Fis
Licensor Name Pirkko Occ User	Certifier Name
<b>Confirmations Sent</b>	
Type	Message Type
Messages from Regulatory Agency	DCF Child Care Message
Messages from Regulatory Agency	DCF Child Care Message
Messages from Regulatory Agency	Opt-In Message
Messages from Regulatory Agency	Opt-Out Message
Messages from Regulatory Agency	Opt-In Message
Messages from Regulatory Agency	Opt-Out Message

## Changing phone number from one provider to another

A phone number can be entered under one provider/applicant number (can be multiple locations). If a user needs to change from one provider/applicant number to another, the phone number must be manually deleted from all locations under the old provider/applicant number before it can be added to the new one.

An email can be entered under multiple provider/applicant numbers.

## Message frequency

The text/email messages are generated as follows:

- If one or more system-generated documents are created for a provider location today, one message is triggered tomorrow.
- If one or more Regulation/YS documents are manually uploaded into WISCCRS or YS CMS today, one message is triggered tomorrow.
- If a 294 is issued for a provider location today, a text message is triggered tomorrow.
- If a worker messages from WISCCRS, the provider receives a text almost instantly.

## SFTA (CCR&R) Interface

In June 2021, a new interface between the Serving Families Together Association (SFTA) was deployed. This interface sends certain provider information from DCF systems to SFTA. In turn, DCF receives certain information into WISCCRS.

Note that any information in this module cannot be updated using WISCCRS. If changes are needed, refer the provider to their local CCR&R agency.

Most of the information received from SFTA is also displayed in the Provider Portal. See CCPP user guide for further details. Also, vacancies, enrollment and wait list information is brought over to the Child Care Finder.

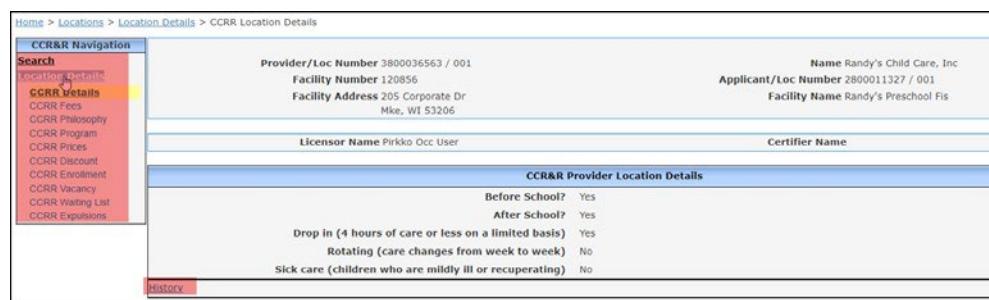
## Accessing the CCRR Information

A new link has been added to the left-side navigation menu.



## WISCCRS User Guide – Basics

A new menu appears that lists information that can be brought over from SFTA if the provider has submitted/updated the information in the SFTA system.



Home > Locations > Location Details > CCRR Location Details

**CCRR Navigation**

- Search
- Location Details
- CCRR Details**
- CCRR Fees
- CCRR Philosophy
- CCRR Program
- CCRR Prices
- CCRR Discount
- CCRR Enrollment
- CCRR Vacancy
- CCRR Waiting List
- CCRR Expulsion

**Provider/Loc Number** 3800036563 / 001  
**Facility Number** 120856  
**Facility Address** 205 Corporate Dr  
Mke, WI 53206

**Name** Randy's Child Care, Inc  
**Applicant/Loc Number** 2800011327 / 001  
**Facility Name** Randy's Preschool Fis

**Licensor Name** Pirkko Occ User  
**Certifier Name**

**CCRR Provider Location Details**

Before School? Yes  
After School? Yes  
Drop in (4 hours of care or less on a limited basis)? Yes  
Rotating (care changes from week to week)? No  
Sick care (children who are mildly ill or recuperating)? No

**History**

All screens also have history that is updated when new information is brought over via the interface.

## Provider Website

Using CCPP, providers may report their website address (URL) to be posted on the Public Search website. This creates a task in WISCCRS (Bop Team Inbox in the Dashboard). DCF staff validates and approves that the URL is correct and that there are no concerns with the site. Once approved, the URL is sent to the Public Search.

A new link has been added to the left-side navigation menu that lists the provider's website. Also, WISCCRS staff can enter the website information directly into WISCCRS using this module.



**Application Navigation**

- Assignments
- Invoices
- Applicant Details**
- ✓Applicant
- ✓Other Licenses
- DR Requests
- DWD Requests
- Documents
- Location Details**
- ✓Location
- Child Care Finder Listing**
- CCR Location Details
- ✓Subsidy Details
- Public Collaborations
- Pets
- ✓Other Licenses
- ✓Transportations
- Closures

**Provider/Loc Number** 3800036563 / 001  
**Facility Number** 120856  
**Facility Address** 205 Corporate Dr  
Mke, WI 53206

**Name** Randy's Child Care, Inc  
**Applicant/Loc Number** 2800011327 / 001  
**Facility Name** Randy's Preschool Fis

**Licensor Name** Pirkko Occ User  
**Certifier Name**

**Provider Approved Website Address**

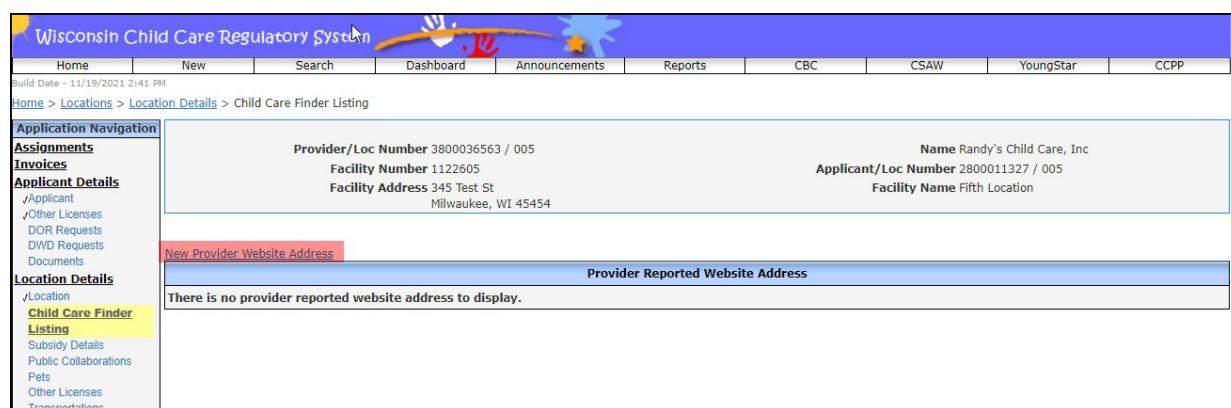
**Provider Website** <https://www.kindercare.com/>  
**Updated Date** 12/08/2021

**Provider Reported Website Address**

**Source** Wiscrcs  
**Provider Website** <https://www.kindercare.com/>  
**Status** Processed

## Add a Web Site

To add a website, select the New Provider Website Address link.



Wisconsin Child Care Regulatory System

Home | New | Search | Dashboard | Announcements | Reports | CBC | CSAW | YoungStar | CCPP

Build Date - 11/19/2021 2:41 PM

Home > Locations > Location Details > Child Care Finder Listing

**Application Navigation**

- Assignments
- Invoices
- Applicant Details**
- ✓Applicant
- ✓Other Licenses
- DR Requests
- DWD Requests
- Documents
- Location Details**
- ✓Location
- Child Care Finder Listing**
- Subsidy Details
- Public Collaborations
- Pets
- Other Licenses
- Transportations

**Provider/Loc Number** 3800036563 / 001  
**Facility Number** 1122605  
**Facility Address** 345 Test St  
Milwaukee, WI 45454

**Name** Randy's Child Care, Inc  
**Applicant/Loc Number** 2800011327 / 005  
**Facility Name** Fifth Location

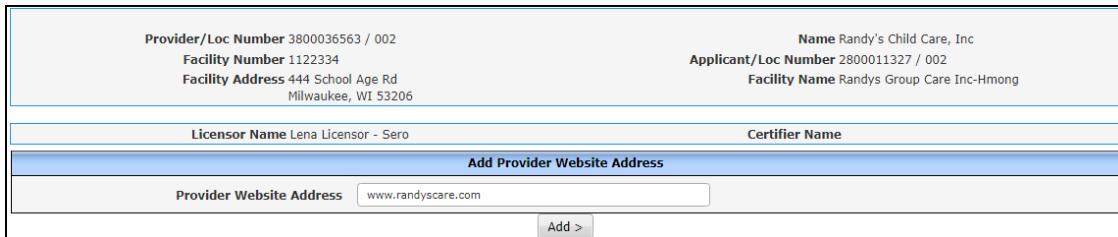
**New Provider Website Address**

**Provider Reported Website Address**

There is no provider reported website address to display.

## WISCCRS User Guide – Basics

Add the URL into the Provider Website Address field.

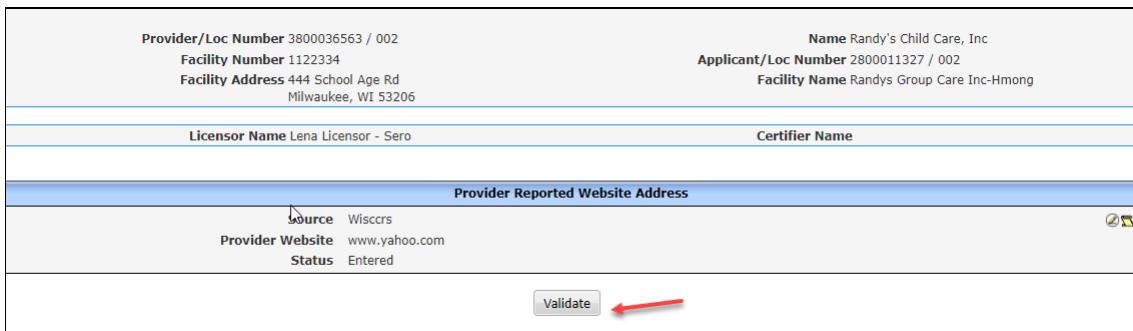


The screenshot shows a form for entering provider information. At the top, there are fields for 'Provider/Loc Number' (3800036563 / 002), 'Facility Number' (1122334), and 'Facility Address' (444 School Age Rd, Milwaukee, WI 53206). To the right, there are fields for 'Name' (Randy's Child Care, Inc), 'Applicant/Loc Number' (2800011327 / 002), and 'Facility Name' (Randys Group Care Inc-Hmong). Below these are fields for 'Licensor Name' (Lena Licensor - Sero) and 'Certifier Name'. A blue header bar contains the text 'Add Provider Website Address'. Below this is a table with a single row: 'Provider Website Address' (www.randyscare.com) and an 'Add >' button.

If the website is not valid, the following error message displays:

**Provider Website:** Website URL is not valid

If the URL is valid, the system displays the following information.



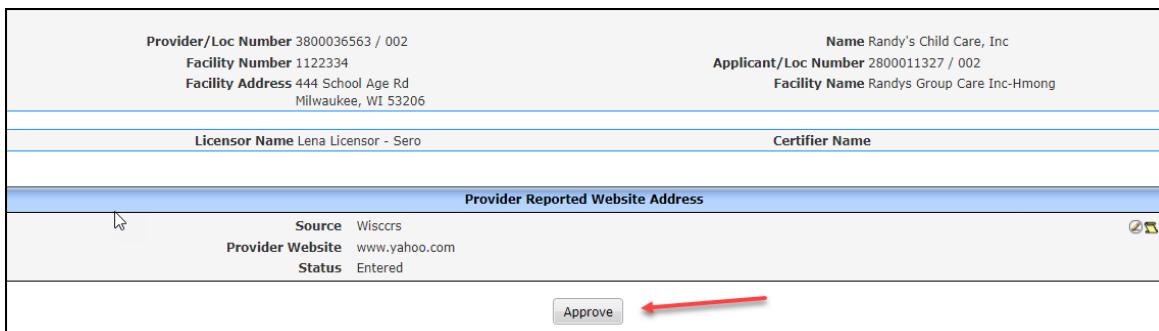
The screenshot shows the same provider information as the previous screenshot. The 'Provider Reported Website Address' section now contains the URL 'www.yahoo.com' with a status of 'Entered'. A 'Validate' button is present at the bottom of this section, with a red arrow pointing to it.

Select Validate button. When the Validate button is pressed, the system calls the Google API and validate the URL and return the following values.

Status = 0 - URL pass the verification. Approval page displays. Status = 1 - URL is invalid. Page shows an error message.

Status = 2 - URL matches with known harmful site. Page shows an error message.

If the system does not find any concerns, the page shows Approve button.



The screenshot shows the same provider information and website address as the previous screenshots. The 'Provider Reported Website Address' section now includes a 'Source' field (Wiscrs) and a status of 'Entered'. A 'Validate' button was previously shown, but now an 'Approve' button is at the bottom of the section, with a red arrow pointing to it.

Select Approved to send the URL to the Child Care Finder.

## Appendix A

Below is a list of documents that trigger text/email message if the provider has opted in to receive these notifications.

DESCRIPTION	System Generated	Opt-in Group
FACILITY-FINAL ELIGIBILITY	Yes	Background Check Eligibility Decision Letters
FACILITY-FINAL INELIGIBILITY	Yes	Background Check Eligibility Decision Letters
FACILITY-PRELIMINARY ELIGIBILITY	Yes	Background Check Eligibility Decision Letters
FACILITY-PRELIMINARY INELIGIBILITY	Yes	Background Check Eligibility Decision Letters
CHILD CARE INVOICE	Yes	Background Check Invoices
CHILD CARE INVOICE - 30 DAYS PAST DUE	Yes	Background Check Invoices
CHILD CARE INVOICE - 60 DAYS PAST DUE	Yes	Background Check Invoices
FINGERPRINT LETTER	Yes	Background Check Notices
BACKGROUND CHECK QUARTERLY NOTICE	Yes	Background Check Quarterly Notices
PROVIDER EBT AUTHORIZATION LETTER	Yes	PROVIDER EBT AUTHORIZATION LETTER
2665 - COMPLIANCE STATEMENT - FAMILY - CERTIFICATION	No	Regulation documents
785 - COMPLIANCE STATEMENT - LICENSING	No	Regulation documents
AMENDMENT - CERTIFICATION	No	Regulation documents
AMENDMENT - LICENSING	No	Regulation documents
COLLECTION NOTICES/INVOICES - CERTIFICATION	No	Regulation documents
COLLECTION NOTICES/INVOICES - LICENSING	No	Regulation documents
ENFORCEMENT NOTICE - LICENSING	No	Regulation documents
EXCEPTIONS	No	Regulation documents
EXIT INTERVIEW - CERTIFICATION	No	Regulation documents
FACILITY CLOSURE LETTER - CERTIFICATION	No	Regulation documents
FACILITY CLOSURE LETTER - LICENSING	No	Regulation documents
HEARING DECISIONS - CERTIFICATION	No	Regulation documents
HEARING DECISIONS - LICENSING	No	Regulation documents
MISSING ITEMS LETTER - CERTIFICATION	No	Regulation documents
MISSING ITEMS LETTER - LICENSING	No	Regulation documents
NOTICE OF WITHDRAWAL - CERTIFICATION	No	Regulation documents
NOTICE OF WITHDRAWAL - LICENSING	No	Regulation documents
NSF NOTICES - CERTIFICATION	No	Regulation documents
NSF NOTICES - LICENSING	No	Regulation documents
PAST DUE/REMINDER LETTER - CERTIFICATION	No	Regulation documents
PAST DUE/REMINDER LETTER - LICENSING	No	Regulation documents

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DESCRIPTION	System Generated	Opt-in Group
PERMIT TO REOPEN - LICENSING	No	Regulation documents
RECEIPT OF FORFEITURE - LICENSING	No	Regulation documents
REFUND REQUEST - CERTIFICATION	No	Regulation documents
REFUND REQUEST - LICENSING	No	Regulation documents
REINSTATEMENT LETTER - CERTIFICATION	No	Regulation documents
REINSTATEMENT LETTER - LICENSING	No	Regulation documents
RETURN TO SENDER NOTICES - CERTIFICATION	No	Regulation documents
RETURN TO SENDER NOTICES - LICENSING	No	Regulation documents
SANCTION/ENFORCEMENT NOTICE - CERTIFICATION	No	Regulation documents
SPACE LETTER - LICENSING	No	Regulation documents
SPECIAL NOTIFICATION TO PROVIDER	No	Regulation documents
STANDARDS AND CHECK LIST - CERTIFICATION	No	Regulation documents
STIPULATED SETTLEMENT AGREEMENT - CERTIFICATION	No	Regulation documents
STIPULATED SETTLEMENT AGREEMENT - LICENSING	No	Regulation documents
STIPULATION - CONDITION	No	Regulation documents
STIPULATION - CONDITION - LICENSING	No	Regulation documents
STIPULATIONS IN LIEU OF OR TO PREVENT ENFORCEMENT - CERT	No	Regulation documents
STIPULATIONS IN LIEU OF OR TO PREVENT ENFORCEMENT- LICENSING	No	Regulation documents
TEMPORARY CLOSURE LETTER - CERTIFICATION	No	Regulation documents
TEMPORARY CLOSURE LETTER - LICENSING	No	Regulation documents
UNPAID FORFEITURE NOTICE - LICENSING	No	Regulation documents
Special Communication to Providers	No	Regulation documents
SCANNED CERTIFIED LETTER	No	YoungStar Documents
SCANNED ERS REPORT	No	YoungStar Documents
SCANNED FORMAL RATING OBSERVATION SCORE SHEET	No	YoungStar Documents
SCANNED TECHNICAL RATING SCORE SHEET	No	YoungStar Documents