Wisconsin Child Care Regulatory System (WISCCRS)  
User Guide  
Basics  
January 2020  
Division of Early Care and Education
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# The Child Care Puzzle

Or ‘What is it, and who is using it?’

<table>
<thead>
<tr>
<th><strong>WISCCRS</strong> (WISconsin Child Care Regulatory System)</th>
<th><strong>CCPP</strong> (Child Care Provider Portal)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What it is:</strong> Data regarding licensed and certified providers</td>
<td><strong>What it is:</strong></td>
</tr>
<tr>
<td>• Monitoring results (site visits, violations, enforcements, etc.)</td>
<td>• View provider data</td>
</tr>
<tr>
<td>• Document repository</td>
<td>• View authorizations</td>
</tr>
<tr>
<td>• Background Checks</td>
<td>• View issuance data</td>
</tr>
<tr>
<td><strong>Who uses it:</strong> Certifiers and licensors</td>
<td>• View announcements</td>
</tr>
<tr>
<td></td>
<td>• View Registry and YS information</td>
</tr>
<tr>
<td></td>
<td><strong>Submit and View Background Checks requests</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CARES/CWW</strong> (CARES Worker Web)</th>
<th><strong>CSAW</strong> (Child Care Statewide Administration on Web)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What it is:</strong></td>
<td><strong>What it is:</strong></td>
</tr>
<tr>
<td>• Subsidy application entry</td>
<td>• All provider data needed for the subsidy</td>
</tr>
<tr>
<td>• Case comments</td>
<td>• Enter/view authorizations</td>
</tr>
<tr>
<td>• Notices</td>
<td>• Issuance data</td>
</tr>
<tr>
<td>• Alerts</td>
<td>• Post Load Benefit Calculations</td>
</tr>
<tr>
<td>• Eligibility determination</td>
<td>• Reports</td>
</tr>
<tr>
<td><strong>Who uses it:</strong> Eligibility (subsidy) workers</td>
<td><strong>Who uses it:</strong> Subsidy workers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>iChildCare</strong></th>
<th><strong>YOUNGSTAR:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What it is:</strong></td>
<td><strong>What it is:</strong></td>
</tr>
<tr>
<td>• Where individuals can submit Child Care Background Check requests</td>
<td>Includes all provider data pertaining to the YoungStar system, such as:</td>
</tr>
<tr>
<td>• View background check eligibility results</td>
<td>• Rating status</td>
</tr>
<tr>
<td></td>
<td>• Rating and technical assistance information</td>
</tr>
<tr>
<td></td>
<td>• Application forms</td>
</tr>
<tr>
<td></td>
<td>• Regulatory Compliance</td>
</tr>
<tr>
<td><strong>Who uses it:</strong> Child Care Employees, Individuals interested in child care profession</td>
<td><strong>Who uses it:</strong> Regional Office staff and DCF staff (secure site)</td>
</tr>
</tbody>
</table>
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 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 will generate 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 WILL IMPACT 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. **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 will notice that this guide contains information about links and functionality that will not be accessible to them.
WISCCRS User Guide – Basics

Using WISCCRS with Various Browsers

In addition to the Internet Explorer browser, Firefox and Google Chrome can be used when accessing WISCCRS. The screens might look slightly different using Firefox or Google Chrome, compared to the Internet Explorer browsers. Also, the system will not automatically enter the dashes and slashes when entering dates, Tax IDs, phone numbers, etc. when using Firefox and Chrome.

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.

WISCCRS Availability

WISCCRS is available during the following days and times:
Monday, Tuesday, and Thursday: 06:30 a.m. - 07:00 p.m.
Wednesday: 06:30 a.m. - 09:00 p.m.
Friday: 06:30 a.m. - 05:00 p.m.
Saturday: 06:30 a.m. - 03:00 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.
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 will prevent 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 needs to be modified, complete the Security Access form at https://dcf.wisconsin.gov/files/forms/doc/2666.docx and submit it to 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/files/publications/pdf/5267.pdf
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 will provide 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 will be displayed when the user logs in to the WISCCRS system. Only the links the user has access to will show in the Menu Options. Some links will take the user to an external website outside of the WISCCRS system.

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

<table>
<thead>
<tr>
<th>Link</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>New (tab on top ribbon)</td>
<td>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.</td>
</tr>
<tr>
<td>Search</td>
<td>Conduct a search for a facility, provider or household members.</td>
</tr>
<tr>
<td>Dashboard (tab on top ribbon)</td>
<td>See the <a href="#">WISCCRS Dashboard User Guide</a>.</td>
</tr>
<tr>
<td>Announcements (tab on top ribbon)</td>
<td>View statewide and county-specific announcements.</td>
</tr>
<tr>
<td>Reports (tab on top ribbon)</td>
<td>This link takes you to the WebI login screen.</td>
</tr>
<tr>
<td>CBC (tab on top ribbon)</td>
<td>Background Check module: If you have access to the CBC module, the link in the tool bar will show.</td>
</tr>
<tr>
<td>Findings (tab on top ribbon)</td>
<td>This link takes you to the CCAP / CPS / eWiSACWIS / SOR match findings. Users with update access to the WISCRS system will see this link.</td>
</tr>
<tr>
<td>CSAW (tab on top ribbon)</td>
<td>If you have access to CSAW, this link will display.</td>
</tr>
<tr>
<td>YoungStar (tab on top ribbon)</td>
<td>If you have access to the YoungStar Case Management System, this link displays.</td>
</tr>
<tr>
<td>CCPP (tab on top ribbon)</td>
<td>If you have access to Child Care Provider Portal, this link will display.</td>
</tr>
<tr>
<td>New Provider</td>
<td>Start an application for a new certified or licensed provider.</td>
</tr>
<tr>
<td>Facility / Location Assignments</td>
<td>Assign a provider / facility to a licensing / certification specialist.</td>
</tr>
<tr>
<td>WebI Reports</td>
<td>Access WebI Reports. A separate login is needed.</td>
</tr>
</tbody>
</table>
WISCCRS User Guide – Basics

<table>
<thead>
<tr>
<th>Link</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Size Estimator</td>
<td>Access the Group Size Estimator to determine whether a certified provider is in compliance with child care certification attendance rules.</td>
</tr>
<tr>
<td>My Assignments</td>
<td>Access the My Assignment module to view facilities / provider locations assigned to a worker.</td>
</tr>
<tr>
<td>Data Warehouse Dashboard</td>
<td>Access the Data Warehouse Dashboard on Application information. This link is only available for users with update access.</td>
</tr>
<tr>
<td>Regulated Child Care and YoungStar Public Search</td>
<td>This link takes you to the Internet Public Search page</td>
</tr>
<tr>
<td>WISCCRS User Guide</td>
<td>This takes you to the Internet User Guide list page where you can access the user guides.</td>
</tr>
<tr>
<td>Certification SharePoint</td>
<td>This link takes you to the Certification Share Point Site. Users with update access only.</td>
</tr>
<tr>
<td>Administration</td>
<td>This link is viewable only by users who have update access to the licensed records.</td>
</tr>
</tbody>
</table>

The user will notice that there is a second set of links that appear on the Home Page. As shown in the screen shot below, these links will 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 shot displays the Navigation Menu. This display is only available once an application has been initiated in WISCCRS.

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. You 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:

<table>
<thead>
<tr>
<th>WISCCRS - Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unregulated Providers</strong></td>
</tr>
<tr>
<td>Here you can create a new unregulated provider.</td>
</tr>
<tr>
<td><strong>Correspondences</strong></td>
</tr>
<tr>
<td>Here you can view the licensing related letters.</td>
</tr>
<tr>
<td><strong>DOR Requests and Results</strong></td>
</tr>
<tr>
<td>Here you can view the DOR Requests and Responses.</td>
</tr>
<tr>
<td><strong>DWD Requests and Results</strong></td>
</tr>
<tr>
<td>Here you can view the DWD Requests and Responses.</td>
</tr>
<tr>
<td><strong>Invoices</strong></td>
</tr>
<tr>
<td>Here you can view the invoice information.</td>
</tr>
<tr>
<td><strong>Fieldprint Discrepancies</strong></td>
</tr>
<tr>
<td>Here you can view the Fieldprint Discrepancies</td>
</tr>
<tr>
<td><strong>Collections Report</strong></td>
</tr>
<tr>
<td>This report lists all the collections for particular transaction and collection date.</td>
</tr>
</tbody>
</table>

## Certification view:

<table>
<thead>
<tr>
<th>WISCCRS - Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Correspondences</strong></td>
</tr>
<tr>
<td>Here you can view the licensing related letters.</td>
</tr>
<tr>
<td><strong>DOR Requests and Results</strong></td>
</tr>
<tr>
<td>Here you can view the DOR Requests and Responses.</td>
</tr>
<tr>
<td><strong>DWD Requests and Results</strong></td>
</tr>
<tr>
<td>Here you can view the DWD Requests and Responses.</td>
</tr>
<tr>
<td><strong>Invoices</strong></td>
</tr>
<tr>
<td>Here you can view the invoice information.</td>
</tr>
<tr>
<td><strong>Fieldprint Discrepancies</strong></td>
</tr>
<tr>
<td>Here you can view the Fieldprint Discrepancies</td>
</tr>
<tr>
<td><strong>Collections Report</strong></td>
</tr>
<tr>
<td>This report lists all the collections for particular transaction and collection date.</td>
</tr>
<tr>
<td><strong>Assign User Roles (Dashboard)</strong></td>
</tr>
<tr>
<td>Here you can assign/modify Dashboard user roles.</td>
</tr>
</tbody>
</table>
Navigational / Command Buttons

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>History</strong></td>
<td>An icon that looks like a scroll takes the user to a history page. By clicking this icon, you are able to view history and who updated the information in the past.</td>
</tr>
<tr>
<td><strong>Modify</strong></td>
<td>An icon that looks like a pencil takes the user to the Modify page. You are able to make changes to the record. If you have inquiry access to the system, you will not see this icon.</td>
</tr>
<tr>
<td><strong>View</strong></td>
<td>An icon that looks like a magnifying glass takes you to view the page.</td>
</tr>
<tr>
<td><strong>Delete</strong></td>
<td>An icon that looks like a garbage can takes you to the delete page. If you have inquiry access to the system, you will not see this icon.</td>
</tr>
<tr>
<td><strong>Calendar</strong></td>
<td>This icon appears next to date field. 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. • Right-click in the date box to bring up a list of shortcut keys that can be selected to simplify entering the date. • Enter the shortcut key directly in the date box. For example, entering the letter “t” in the date filed, automatically fills in today’s date. • Enter the desired date in mm/dd/yyyy format in the date field.</td>
</tr>
<tr>
<td><strong>Action Buttons</strong></td>
<td>– 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.</td>
</tr>
<tr>
<td><strong>Action Button</strong></td>
<td>– Saves the entered information.</td>
</tr>
<tr>
<td><strong>Attention Icon</strong></td>
<td>This icon is used to indicate a provider who is both certified and licensed. Or, it can also indicate a person who previously was associated with a site / location but no longer resides in the home / center, or is no longer employed by a certified provider.</td>
</tr>
</tbody>
</table>

Helpful hints

Entering current date: Enter “t” and press Enter. The system will automatically enter today’s date.

When using long pull-down menus, click on the menu and type the first letter of the value you want to choose. Example: You want 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.

When typing names, address, and other information into WISCCRS, there is no need for you to capitalize the first letter of the word. The system will automatically format the text so the first letter is capitalized.

Breadcrumbs

Breadcrumbs are another method of navigating through WISCCRS. They show a trail of the screens that you have visited. You can click on one of the blue underlined links in the breadcrumbs to return to a screen that you have previously visited. As with the links on the Application Navigation Menu, breadcrumbs DO NOT save the information you have entered. They should be used to return to a previous screen when you do not wish to save the entered information on the current screen.
Error Messages and Informational Alerts

WISCCRS alerts you if you enter the wrong type of data 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.
   
   *Example:* There is a balance in the Transaction Module at the time of regulatory approval.
   
   *Example:* There is a gap between the new category and the previous one.
   
   *Example:* 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 will alert the user if certain screens have not been completed (background checks, site visits, etc.).

   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.

When you receive an error message, you must correct the problem before the system allows you to continue.

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

Required Fields

You will notice that sometimes an asterisk (*) is next to certain data entry fields. This indicates that the field is required 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.
In the Applicant Information section of the Applicant screen, the First and Last Name fields have asterisks (*) next to them. You must enter names in these fields or you will receive an error message when saving the page.

**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:

<table>
<thead>
<tr>
<th>Provider/Loc Number</th>
<th>Facility Number</th>
<th>Facility Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>5800039465 / 001</td>
<td>1122433</td>
<td>2810 W National Ave 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Milwaukee, WI 532151604</td>
</tr>
</tbody>
</table>

**Licensor Name:** Stephen Vokil

<table>
<thead>
<tr>
<th>Add Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Type: Liability</td>
</tr>
<tr>
<td>Start Date: 7/1/2018</td>
</tr>
<tr>
<td>Expired Date: 7/31/2019</td>
</tr>
<tr>
<td>Number of Children Covered: 8</td>
</tr>
<tr>
<td>Pets Covered? Yes</td>
</tr>
<tr>
<td>Comments: Some Day Insurance Co.</td>
</tr>
</tbody>
</table>

22 of 300 characters.

If you did not intend to add an insurance record, you can simply click on any link in the Navigation Menu to leave the Insurance screen.
Once you have completed the Insurance screen, then you should click on the Submit button. This will save the information. You will then be returned to the Insurance screen, but will notice that it has changed. The screen now lists the newly added insurance record on top of the Insurance list.

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

**Modify Mode**

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

**Delete Mode**

Finally, you 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.
In order to avoid accidental deletions, the Delete screens have Confirm Delete as a mandatory field. You must click on the check box and then the Delete button. You will be taken back to the List Insurance screen. The Insurance record you 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, click on 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.

If you want to know who updated the record, the user details can be viewed by clicking on the Updated Date on the History screen. Note: This information is not 100% reliable.

**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.

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 will be generated.

NOTE: WISCCRS will automatically capitalize 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, you can view 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 is not 100% accurate.
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 provider has been approved, the system automatically assigns a 10-digit provider number. At this time, WISCCRS sends the provider details to CSAW and YS. 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) or certification (family or school-age) 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). 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 have the ability to view both statewide and county-specific announcements. When the user logs into WISCCRS, the most current announcements will be 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 WebI, please check the announcements. As soon as a problem is reported to DCF Central Office, staff enter 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.

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

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

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

The audit trail is accessible through CSAW. Log in to 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

You can access the Search screen by clicking the Search link in the navigation bar on the top of each page. See screen shot below:

The Location Search page will display:

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’s license / certificate is in pending status, use the applicant or, if licensed, a facility number to search.
- 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: You can search for providers using their phone number. This applies to the number on the Location Details screen (also displayed on the Child Care Public Search).
- Show Active Providers only: When searching using criteria that brings up many results. Example: Tiny Tots brings 3 pages of results. You can filter those that have a current license / certification / public school category.
- Category: If you know that the provider has certain category, you can narrow your search using that field. Example: You are looking for a program with ‘Tiny Tot’ in the facility name. You know that the program is licensed family. You can eliminate all certified and licensed group if you add licensed family in the filter.
- 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:* You are looking for a provider whose last name is Johnson, but you are 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 you are not sure how "Johnson" is spelled in the system, you 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, you can search using any word in the name fields. For example: you know that the Business or Location / Facility Name has 'Tot in it. Enter 'Tot' in search field and the system will display 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 displays 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 'child care' 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"

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.

If the provider / licensee has multiple sites, all sites will display, you may take one of the two steps below:

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

2. If you click on the Location Number, you are taken to the page that lists all applications for the facility / location. You may now access other details of the facility / home by clicking the links in the left-side navigation menu.
Search by Individuals

If you want to find a person who is associated with a facility / location, you 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 will include 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:

![Individual Search Screen]

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

![List of Possible Matches]

NOTE: If a 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: You know that the name of the street of the search subject is Main St and the city is Anytown and the county is known, you may enter the search criteria that are known into the search screen. See screenshot shot below:

The results will 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.
The system also allows you 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.

If you search facilities using ‘201 E Washington’, Sam’s program is listed in the search results.
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. At a later date, the functionality can be expanded to allow licensors and certifiers to submit messages to the provider.

At this time, the provider cannot respond to the messages using the portal. They will have to 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.

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:

1. **Pending**: This message has not been read by the provider in CCPP yet. These messages can be cancelled and modified by the CBU worker.

2. **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.

3. **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. You can also search messages by sent date using the date fields.

**Target Application**: At this time, the messages can be sent to the CCPP Portal only. However, in the future, this can be expanded to include other child care applications such as the iChildCare.

**New Message**

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

**Source**: At this time, only Child Care Background Unit is listed. This can be expanded to licensing and certification staff in the future.

**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

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 User Guide for further information on the Message screens in CCPP.

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

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

Modify Message

If the message is still in Pending status, you can modify it by clicking on the pencil icon next to the message.
Checking Provider Access to CCPP

Providers/applicants whose license/certification is in pending status and there is no Provider Number issued in WISCCRS cannot gain access to CCPP. If you are unsure whether a provider has CCPP access or not, you can check it in the CSAW system by taking the following steps.

1. If you have access to CSAW, the CSAW link will appear on the horizontal menu in WISCCRS.

2. Click on the Administration link on the top menu and then User Security Information link.

3. The search for the user by using the search criteria available. If you search using Provider/Location Number, the results will display all individuals who have access to that facility.

If the user has access to CCPP, the information is displayed under the CCPI header in the User Information page.
Security

As mentioned above, only the Child Care Background Unit can send messages at this time. All other users can view the messages.