



Child Care Statewide Administration on Web (CSAW)

User Guide: The Basics

February 2016

Division of Early Care and Education

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CSAW: The Basics

Introduction

CSAW is a secure web-based application that is accessible only by child care administrative agencies for the purpose of administering the Wisconsin Shares program.

- **Provider Management:** Includes name, address, type of provider, accreditation, rates, comments, EFT information, etc.
- **Authorization Management:** Includes authorization-related screens such as creating new authorizations, view details of current authorizations, school bank hours, case utilization, and parents' educational tracking.
- **Issuance Management:** Includes all payment related screens such as issuance history and details, payment adjustments, payment returns, and stop payment.
- **Report Management:** Includes reports to show New Provider by county for the last 30 days, and Closed Category Provider reports, Ending Authorizations, Ending Authorizations due to YoungStar, Underutilization, Payment Adjustment Details, and a report of in-home and out of state providers whose YoungStar contract is expiring.
- **Announcements:** DCF Child Care Subsidy staff uses this function to communicate information and updates to the county/tribal staff and providers using the system. County/tribal coordinators can enter announcements to communicate with the providers in their county/tribe.
- **Administration:** County/Tribal workers can view user security related information, audit trail and various reports on users.

CSAW is a secure site and is accessible only by child care administrative agencies. The site is not accessible to the public.

Request CSAW Access

Instructions for obtaining access to the system are found on the Wisconsin Shares webpage, under the New User Instructions section.

<https://dcf.wisconsin.gov/childcare/securityaccess>

You must have an ID for CARES mainframe, before you can request CSAW access.

Security Access Guide for Child Care Agency Workers

There are multiple child care systems that Child Care Agency Workers must access in order to assist clients. Those systems include, but are not limited to:

- [CARES/CWW](#)
- [CCPP](#)
- [CSAW](#)
- [WISCCRS](#)
- [YoungStar Case Management](#)
- [WebI](#)



Below is a simplified guide to help Child Care Agency Workers request access, modify access for existing users, and end system access.

Note: Links to instructions listed below are supplemental. Step-by-step guides to completing each access request may require duplicate steps found in this guide. Most forms need a signature from supervisors, child care coordinators, and security officers.

[Gateway Page](#)

For all other types of security access, visit our [IT Security page](#).

Submission Instructions

Please submit one pdf per form per email to [DCF Service Desk](#). Also, please make sure forms are complete and have proper signatures. We will not be accepting electronic signatures.

To End Access

If a worker leaves the agency, the local security office is responsible for informing DCF Security to end all systems access. The forms linked in the steps below may be filled out to end system access and should be sent to the noted contacts.

Access Types

CSAW has multiple user profiles (types of access):

Code	Access
B	Update Provider Management screens only
G	Update Authorization, Provider and Issuance Management screens
P	Update Authorization Management only
Q	Update Issuance Management screens only
S	Update Provider and Issuance Management screens
I	Query only access

System Availability

CSAW is available when CARES is available. You find the CARES Availability Calendar link at <http://dcf.wisconsin.gov/childcare/wishares/CSAW/default.htm>

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	5:00 PM
Saturday	6:30 AM	3:00 PM

An announcement at the CSAW sign in page will inform you when CSAW will not be available on Saturdays.

Home > Child Care > Wisconsin Shares > CSAW

Child Care Statewide Administration on Web (CSAW)

CSAW is a web application that offers county/tribal child care workers access to the Child Care Payment System (CCPS) using the web. The system has the following modules:

- **Provider Management:** Includes the provider demographic screens and related functionality such as comments, EFT, etc.
- **Authorization Management:** Includes authorization-related screens. Note: Attendance entry is done using CCPI.
- **Issuance Management:** Includes all payment related screens.
- **Report Management:** Includes reports such as New Provider and Discontinued Provider reports

CSAW is a secure site and is accessible only by child care administrative agencies. The site is not accessible to the public.

Key Links

- :: Login
- :: Account Management
- :: New User Instructions
- :: **Online Availability Calendar**
- :: Training
- :: User Guide
- :: User Help
- :: Web Access Form

Provider Demographic Screens

- :: Operations Memo 04-37
- :: Training Power Point
- :: User Guide

Confidentiality and Passwords

CSAW is a secure site. All registered users must follow these guidelines:

Only staff with a User ID and security access to CSAW should be viewing information on CSAW. Each staff member authorized to use CSAW should have his/her own User ID. State law prohibits sharing of User IDs and passwords.

Registered users must not share a User ID/Password with anyone. Remember that you are responsible for keeping your User ID and Password secure from others.

Troubleshooting User IDs and Passwords

If you are unable to log in to CSAW because of a wrong or forgotten User ID and/or Password, follow these steps:

If you have entered the incorrect User ID and/or Password, the login window will refresh and you are not able to get into the program. 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 log onto the DWD/Wisconsin Login 'Account Management' screen from the following address: <https://www.dwd.state.wi.us/accountmanagement/default.aspx>.

Under "Customer ID Menu" heading, click on "Forgot your account information?" Enter the email address that you used to create the CSAW user account on the 'DWD/Wisconsin Logon ID/Password Recovery Process' page. You must have access to this email in order to retrieve the message that is sent by the system.

Then go to your email inbox to access the email. The email will have a link to the "secret question" that you entered when you created the account. Enter the correct answer and hit "submit". If the answer was correct, you now can change the password.

If you have forgotten your CSAW 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: Log into the DWD/Wisconsin Logon Management System page at: <https://www.dwd.state.wi.us/accountmanagement/default.aspx>.

Click on "Password Management" under the "Customer ID Menu" heading on the right side of the screen. Enter the old and new passwords. Click on "submit." You should see a message, 'DWD/Wisconsin Logon password was successfully updated'

Training

CSAW training is included in the DCF new worker training. The CSAW page within the Child Care Section's web has many useful links:

<http://dcf.wisconsin.gov/childcare/wishares/CSAW/default.htm>

You are encouraged to sign up for announcements through the Child Care List Serve. When there are updates to the CSAW and CCPI systems or new features are added the child care section staff sends out an email to the child care subsidy list serve. You can subscribe to this email list at: <http://dcf.wisconsin.gov/childcare/listserv/default.htm>

Logging into CSAW

After you receive a notice telling you that your account has been activated, go to the Login page and enter your User ID and Password. Remember that the User ID and Password must have the exact characters you entered on the DWD Account Creation form. When you have successfully entered your User ID and Password, the next page you come to will be CSAW Home Page.



The screenshot shows the CSAW Home Page. At the top, there is a header with the CSAW logo (Wisconsin Child Care Statewide Administration on the Web) and a navigation bar with buttons for Help and Logout. Below the header is a menu with links for Provider Management, Authorization Management, Issuance Management, PIES - Payment Adjustment Management, Report Management, Announcements, Administration, CCPI, WISCCRS, and YoungStar. The main content area is titled "CSAW Home" and features a "Report Management" section with a list of links and descriptions:

- [New Provider Locations](#) - Report of new providers created in the last 30 days.
- [Closed Category](#) - Report of providers whose category has been ended within the last 90 days or will end within the next 30 days.
Note: The category end date may be more than 90 days in the past but the action of ending the category has happened within the last 90 days.
- [Inactive Category](#) - Report of provider headquarter locations without an active category who have received a positive payment during the current year.
- [Ending Authorizations](#) - Report of ending authorizations by a given date for a worker.
- [Ending Authorizations - YoungStar Related](#) - Report of authorizations that will end for a selected period and county, due to YoungStar non-participation.
- [Under Utilization](#) - Under Utilization Report for selected County, Attendance Period and Attendance Hours.
- [Parent Employment Summary By County](#) - Report of child care providers by county who are potentially violating the 40% children of employees rule.
- [Parent Employment Details By Provider](#) - Report of all parent employment details for a provider for a particular month.
- [CBC Fees Referred to Finance](#) - Report of background check fees Referred to Finance during the selected period.
- [Expiring Shares Contract](#) - Report of in-home/out-of-state locations with Shares contract expiring during the selected period.

CSAW Navigation



The CSAW Home Page provides you with links to each section of the site, along with an explanation of what you can view there. At the top of the page is a blue navigation bar with tabs for each section that you can access from that page. This is the main navigation bar, from which you can jump to various sections of the web site. By clicking on the tabs on the blue navigation bar, you can access the different modules associated with your level of access. If you have been granted access to CCPI, WISCCRS, and YoungStar, you will see links to those systems on the far right of the navigation bar.

Icons and Command Buttons

Command buttons in the CSAW system are Search, Submit, Modify, Add, or Save buttons. The system does not execute the commands if you leave the page without clicking them. Also, you must click submit for the system to save the data input.



Scroll Icon: To view history



Pencil Icon: To enter attendance in CCPI



Warning Icon: To indicate missing or incomplete information; In CCPI, an upcoming change or a recent change



Update Icon: To modify existing information



Magnifying glass: To go to a details page



Trash Can Icon: To delete information



Calendar Icon

Keyboard Navigation

There are several shortcut keys that can be used to navigate CSAW by using the keyboard instead of a mouse.

To move forward between items on a page, (fields, icons, address bar, menu links, and buttons) use the Tab key. To move back to the previous item, use the Shift and Tab keys together.

To select a Radio Button item, either use the arrow keys to move from one selection to the next or use the mouse. With Radio Buttons, only one item may be selected at a time.

Page Level Help

In the Help section, you will find detailed information about every page in CSAW. To access CSAW Help, click on the Help button on the upper-right corner of any screen.



Announcements

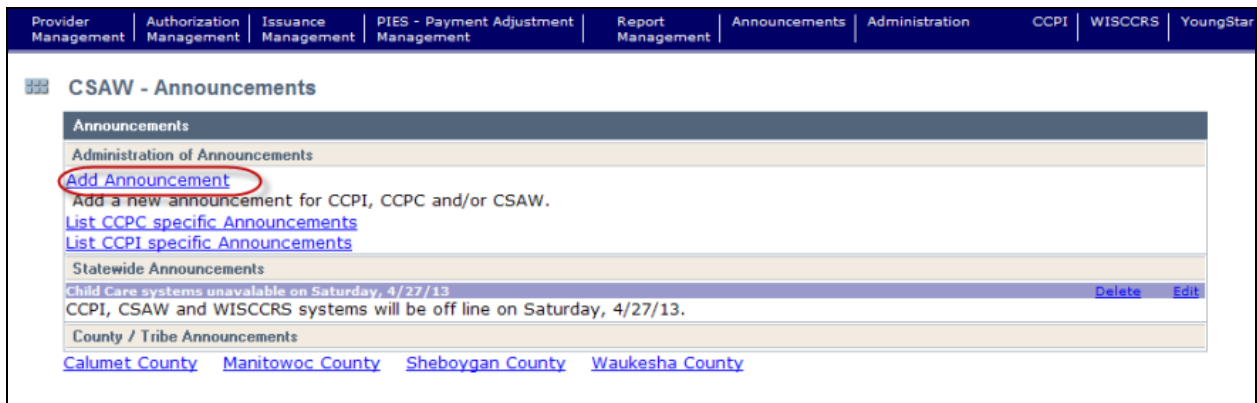
In the “Announcements” section of the CSAW web site, you will find announcements relating to CSAW, such as system updates or if unexpected problems arise with the system. All CSAW users can view general announcements, as well as announcements that are specific to a county or tribe.

You can get to the announcement page from any page by clicking on the “Announcement” tab on the main navigation bar.

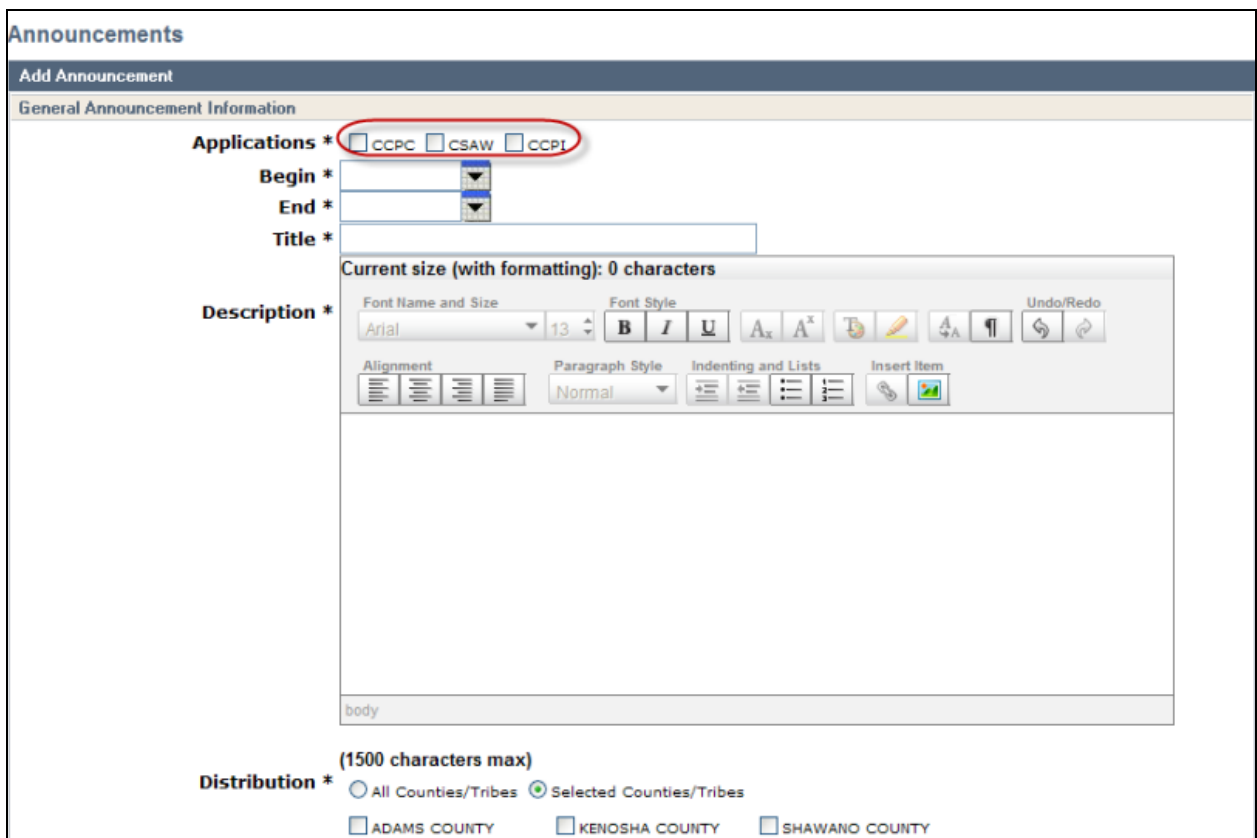
Child care coordinators have update access to create county/tribal specific announcements. The coordinators are listed at <http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf>

Add an Announcement

Only the child care coordinator in your county/tribe has access to add announcements. The coordinators are listed at <http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf>.



To add an announcement, click on the 'Add Announcement' link on top of the CSAW Announcement page. The following screen displays:



Below are explanations for the fields on this screen:

Applications	Choose the system where you want the announcement to be visible.
Begin	Enter the begin date you want the announcement to be displayed. This cannot be in the past but can be in the future. NOTE: if you enter announcements that will be displayed in the future, you will not see them in the system until the date you entered as the 'begin' date.
End	Enter the date you want the announcement to expire. If you want to enter a permanent announcement, please choose a date far in the future and write yourself a reminder to review the announcements periodically.
Title	Write a short description on what the announcement is about.
Description	Enter the actual text for the announcement.
Distribution	Choose the county you want the announcement to display for. If you have access to only one county, you will have only one option.
Add	To save the announcement, click on 'Add'.

Delete or Modify an Announcement

To modify an announcement click on the "Announcement" tab on the navigation bar; the following page will display:

Select the first link to add only a CSAW announcement, select the second and third for CCPC and CCPI announcements. If there are announcements for your county, click on the County name to view the announcements for your county. On the right-hand side of the screen, you will see 'delete' or 'edit' links.

To modify the announcement, click on 'edit'. On the edit screen the begin date cannot be modified.

To delete the announcement, click on the 'delete' link and click the 'delete' button on the next screen.

Reports

CSAW Reports Management offers many reports, to access the Reports Management screen, click on the 'Reports' link from the CSAW navigation bar. It is important to become familiar with the information available in these automated reports.

Welcome to CSAW!

Report Management

- [New Provider Locations](#) - Report of new providers created in the last 30 days.
- [Closed Category](#) - Report of providers whose category has been ended within the last 90 days or will end within the next 30 days.
Note: The category end date may be more than 90 days in the past but the action of ending the category has happened within the last 90 days.
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- [Under Utilization](#) - Under Utilization Report for selected County, Attendance Period and Attendance Hours.
- [Parent Employment Summary By County](#) - Report of child care providers by county who are potentially violating the 40% children of employees rule.
- [Parent Employment Details By Provider](#) - Report of all parent employment details for a provider for a particular month.
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- [Expiring Shares Contract](#) - Report of in-home/out-of-state locations with Shares contract expiring during the selected period.

These reports are helpful in managing the Wisconsin Shares caseload and Child Care providers.

Administration

The Administration menu offers multiple reports that child care administrative agencies may find helpful in managing CSAW and CCPI users. Your screen will display the reports that are associated with your security profile. The snap shot below is an example of the information available within the Administration tab.

CSAW Administration	
Administration	
User Security Information	View profiles, privileges, user details, and provider level security of a user.
User List by Application(s) and Profile(s)	View users and their profiles for one or more applications.
User List by Privilege	View user list by selected privilege within an application.
Worker Non Usage Report	View CCPI Worker Accounts which are not being used.
Provider Non Usage Report	View CCPI Provider Accounts which are not being used.
List of Provider Users	View List of CCPI Provider Users.
View SMRF Details	View SMRF details and history for a case.
Activity Audit Trail	View the Child Care activity audit trail.
CCPI Profiles & Privileges	View CCPI Profiles and also the Privileges within a Profile.
CCPC Profiles & Privileges	View CCPC Profiles and also the Privileges within a Profile.
CSAW Profiles & Privileges	View CSAW Profiles and also the Privileges within a Profile.
YoungStar Profiles & Privileges	View YoungStar Profiles and also the Privileges within a Profile.
Manage CCPI FAQ	View and Manage CCPI Frequently Asked Questions.

User Security Information

From the User Security report you can find the user profile for CCPI and CSAW users.

Search by:

1. Last Name
2. First Name
3. User Name
4. Provider Number (and Location Number)

The User Information will be displayed. The screen will display the Profile the user has been assigned, the County(ies) and CCPI profiles. There are many profiles that workers can be assigned.

Privileges within a Profile

There are several privileges within each profile. From this report, select the profile name that you would like to review. The screen will display all the privileges associated with the profile.

Worker Non-Usage Report

This report can be used to track the workers in your agency that have CSAW access. Be sure to notify DCF Security when workers leave your agency and have their CSAW privileges removed.

List of Provider Users

The **List of Provider Users** report has been updated to include the option to download a report in Excel or PDF format. The Excel format contains additional information including Provider Phone Number, User County, and Provider Address.

The screenshot displays the 'CSAW Administration - List of Provider Users' interface. At the top, there is a header 'CSAW Administration' and a sub-header 'List of Provider Users - Criteria'. Below this, there is a 'Select County' label pointing to a dropdown menu currently showing 'Iron County'. A red circle highlights the dropdown menu. Below the dropdown, there is a 'Select report format:' section with radio buttons for 'Excel' and 'PDF'. A red circle highlights the 'Excel' radio button. To the right of the radio buttons is a 'Click View Report' button. Below the radio buttons, there is a 'Select Report Format' label with an arrow pointing to the radio buttons. At the bottom right, there is a 'View Report >' button. A red arrow points from the 'Click View Report' button to the 'View Report >' button.

Activity Audit Trail

The Activity Audit Trail allows you to review the entries that a worker has completed in CSAW or CCPI. In the search criteria you may select the timeframe that you want to review.

The report will display the date and time the update was made, the transaction type, the provider number or the case number, whether the update was made in CSAW, CCPI, WISCCRS, or YoungStar.

Other Reports

There are many reports available within the Administration tab. It is recommended to spend some time exploring the information that is available.

Where to Go For Help

Questions regarding this User Guide can be directed to Child Care Staff at:

Child Care Subsidy and Technical Assistance Line: (608) 264-1657 or by email at childcare@wisconsin.gov.

For CSAW Security Questions contact your local agency security liaison who may contact the DCF Security on your behalf at: (608) 264-6323.

If you have forgotten your User ID and password, you need to contact the [DCF Service Desk](#) at: 608-264-6323.

DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please call 608-422-6080 or 711 (TTY). For civil rights questions, call 608-422-6889 or 711 (TTY).