



## Child Care Provider Portal Fact Sheet

### What Child Care Providers Need to Know

Phase 2 of the Child Care Provider Portal was released on December 1, 2017. There are four enhancements in Phase 2. These enhancements promote communication between child care providers and the local authorization agency.

### Many of you are already using the provider portal to:

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

- Review the list of children authorized to attend your center.
- View payments made by families using the MyWICChildCare EBT card.
- View your child care prices.

### The four new enhancements to the Provider Portal will allow you to:

- Update to your prices.
- Send a request to end a MyWICChildCare authorization for a child who is no longer attending or has never attended.
- Report days (or weeks) that your child care program will be closed so a parent can request an authorization to an alternate provider during your closure.
- View certain Licensing/Certification, Registry, and YoungStar documents and details.

### Mobile views of the MyWICChildCare Provider Portal

The screenshot displays the mobile interface of the MyWICChildCare Provider Portal. At the top, a blue header bar contains the text "Child Care Provider Portal" and "Welcome, Randy" on the left, and a "Logout" link on the right. Below the header, the user's name "Randy" is visible. The main content area features a "Facility Details" section with the following information:

Facility ID	1122334
FIS Provider ID	N/A
Address	444 School Age Rd Milwaukee, WI 45445
Contact Name	Randy Randall
Phone	(454) 545-5454

Below the facility details is a "...More" link. To the right of the facility details is a "youngstar Details" icon. At the bottom of the screen, there are two rows of navigation icons: "Regulation" and "Prices" in the first row, and "Documents" and "Payments" in the second row. To the right of these icons are four larger icons: "Authorizations", "Contacts", "Adjustments (YoungStar)", and "Closure Schedules".

**Authorization Icon:** You can view current authorizations and request an authorization to be ended.

**Prices Icon:** You can view current prices, update future prices, and upload your price sheet.

**Document Icon:** You can view system-generated letters and some Licensing/Certification, Registry, and YoungStar documents and details.



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Use the Provider Portal to help manage your child care business. The Provider Portal is open 24/7, and you can access it from any computer, tablet, or smartphone with an Internet connection.

### Provider Portal Training

To learn more about the Child Care Provider Portal, visit <https://dcf.wisconsin.gov/wishares/providers>, and select the Child Care Provider Portal accordion to access the training video link.

[https://dcf.wisconsin.gov/elearning/mwcc-providerportal/story\\_html5.html](https://dcf.wisconsin.gov/elearning/mwcc-providerportal/story_html5.html)

### Request access to the Child Care Provider Portal

<https://dcf.wisconsin.gov/childcare/provider-portal/ccpp-access>

**Note:** *The information in the Child Care Provider Portal is confidential, and everyone using this system must follow confidentiality guidelines. Please read the Wisconsin Statutes regarding disclosing information about child care subsidy recipients.*

<http://docs.legis.wisconsin.gov/statutes/statutes/49>

For additional information, visit the **Wisconsin Shares** web page at [wishares.wi.gov](http://wishares.wi.gov), or the **MyWICChildCare** web page at [MyWICChildCare.wi.gov](http://MyWICChildCare.wi.gov).

For questions about your **FIS Provider Agreement**, visit [ebtedge.com](http://ebtedge.com) or call a friendly MyWICChildCare customer service representative at 1-877-201-7753.

DCF is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (608) 422-7000 or the Wisconsin Relay Service (WRS) – 711 TTY. For civil rights questions, call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711 TTY.