



Child Care Parent Portal Fact Sheet

What Parents Need to Know about the Parent Portal

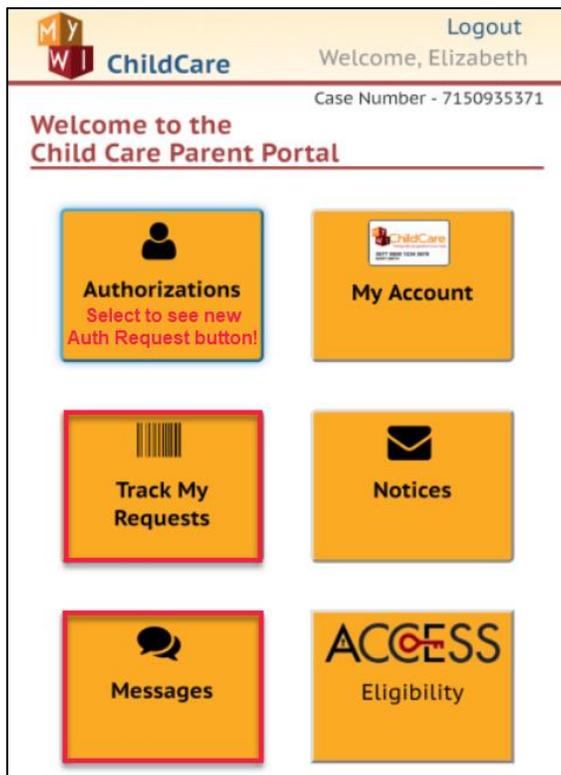
The Parent Portal promotes communication between parents and the local Wisconsin Shares authorization agency. You can get to the Parent Portal by visiting mywchildcareparents.wi.gov. Your **Username** and **Password** are the same as your **ACCESS login information**. If you do not have an ACCESS account, you can create one by clicking on the link "Create an ACCESS Account" found on the Parent Portal web page.

You can find helpful video links on how to use the Parent Portal by looking at the bottom of this fact sheet.

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

You can use the Parent Portal to:

- Send new information to your local agency worker.
- See your authorization notices.
- See the number of hours and amounts of subsidy at each provider for each child on your case.
- Check your subsidy balance and track payments you make to your provider



You can also view your **MyWICChildCare EBT Card** balance and payments made with your EBT card at the FIS website ebtedge.com.

Mobile view of the MyWICChildCare Parent Portal

Authorizations: use this button to request a new authorization or to make changes to a current one if your schedule changes, or if you need to change child care providers. You can also view school closed days and hours.

Track My Requests: use this button to see the status of your request and press "i" to learn about various types of status. All requests entered into the portal will be date-and time-stamped to ensure your needs are met timely.

Messages: use this button to review messages sent to you in the Parent Portal by your authorization worker.



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Parent Portal Training

To learn more about the Child Care Parent Portal, visit dcf.wi.gov/mywchildcare/parents and select the Parent Portal accordion to access the training video link. dcf.wi.gov/elearning/mwcc-parentportal/story

▼ Training Videos

- **MyWICChildCare Parent Video - training video currently unavailable**
 - This training video and the translated text files have been temporarily removed and will be updated in the future.
 - Overview of important information about the MyWICChildCare EBT card and Wisconsin Shares Child Care Subsidy changes
 - **Spanish Parent Video Text** (Video para padres sobre MyWICChildCare)
 - **Hmong Parent Video Text** (MyWICChildCare Niam Txiv Daim Video)
- **Using Your MyWICChildCare EBT Card** **Spanish**
 - The MyWICChildCare EBT card provides a fast and easy way for you to access your child care subsidy funds
 - Activate your card and create a PIN
 - Use your new MyWICChildCare EBT card to pay for child care
 - Pay for child care online, over the telephone, or swipe your card at a POS machine
 - Transfer funds electronically from your MyWICChildCare account to your provider's account
 - Check your account balance online, by calling customer service, or by swiping your card at your provider's optional POS machine
- **Using the Child Care Parent Portal**

Accessing the Child Care Parent Portal.

You can get to the Parent Portal at: mywchildcareparents.wi.gov. Use your ACCESS account ID and password to log in to the Parent Portal.

Note: The information in the Child Care Parent Portal is confidential, so you should not share your login and password with anyone.

For additional information, visit the **Wisconsin Shares** web page at wishareshares.wi.gov, or the **MyWICChildCare** web page at mywchildcare.wi.gov.

For questions about your subsidy eligibility or authorization, please contact your [local child care agency](#).

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.