

### DCF/DHS Systems Contact Information

System	Security Clearance (New user approvals, etc.)	Password Reset (unlock)	Technical Problems (Unexpected Errors (your request cannot be processed), system down, etc.)	Content Help (case processing, how to use the system, etc.)	User Guides
<b>ACCESS</b> (Access to Eligibility Support Services)	n/a	Assistance on Password resets: Member Services (clients/providers): 1-800-362-3002	Member Services (clients/providers): 1-800-362-3002	Member Services (clients/providers): 1-800-362-3002	Handbook: <a href="http://emhandbooks.wi.gov/ah">http://emhandbooks.wi.gov/ah</a> Password recovery: <a href="http://www.emhandbooks.wisconsin.gov/ah/policy/1/1.4.htm">http://www.emhandbooks.wisconsin.gov/ah/policy/1/1.4.htm</a> or <a href="https://on.wisconsin.gov">https://on.wisconsin.gov</a>
<b>CARES Mainframe</b> (Client Assistance for Reemployment and Economic Support)	User IDs starting with an X DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>  User IDs starting with DCF DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	User IDs starting with an X DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>  User IDs starting with DCF DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	CARES Call Center (DHS programs) 608-261-6378 option 1 <a href="mailto:DHSCARESCallCenter@wisconsin.gov">DHSCARESCallCenter@wisconsin.gov</a>  Child Care Subsidy and Technical Assistance <a href="mailto:childcare@wisconsin.gov">childcare@wisconsin.gov</a>  W2 Helpdesk 608-422-7900, <a href="mailto:dcfw2careshd@wisconsin.gov">dcfw2careshd@wisconsin.gov</a>	Training: <a href="http://wss.ccdet.uwosh.edu/stc/securitytest/psciis.dll?linkid=340353&amp;mainmenu=SECURITYTEST&amp;top_frame=1">http://wss.ccdet.uwosh.edu/stc/securitytest/psciis.dll?linkid=340353&amp;mainmenu=SECURITYTEST&amp;top_frame=1</a>
<b>CCPI</b> (Child Care Provider Information)					<b>No longer in use. Replaced by Child Care Provider Portal.</b>
<b>CCPP</b> (Childcare Provider Portal)	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	Providers: <b>See contact information under 'Contact' button in the portal.</b> Local Agencies: Child Care Subsidy and Technical Assistance <a href="mailto:childcare@wisconsin.gov">childcare@wisconsin.gov</a>	Training Video: <a href="https://dcf.wisconsin.gov/elearning/mwcc-providerportal/story_html5.html">https://dcf.wisconsin.gov/elearning/mwcc-providerportal/story_html5.html</a> <b>User guide:</b> <a href="https://dcf.wisconsin.gov/files/publications/pdf/5221.pdf">https://dcf.wisconsin.gov/files/publications/pdf/5221.pdf</a>
<b>CSAW</b> (Child Care Statewide Administration on the Web)	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	Child Care Subsidy and Technical Assistance <a href="mailto:childcare@wisconsin.gov">childcare@wisconsin.gov</a>	<a href="https://dcf.wisconsin.gov/childcare/user-guides">https://dcf.wisconsin.gov/childcare/user-guides</a>
<b>CWW</b> (CARES Worker Web)	DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	Password recovery use <a href="https://on.wisconsin.gov">https://on.wisconsin.gov</a> DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	CARES Call Center (DHS programs) 608-261-6378 option 1 <a href="mailto:DHSCARESCallCenter@wisconsin.gov">DHSCARESCallCenter@wisconsin.gov</a>  Child Care Subsidy and Technical Assistance <a href="mailto:childcare@wisconsin.gov">childcare@wisconsin.gov</a>	Password recovery use <a href="https://on.wisconsin.gov">https://on.wisconsin.gov</a>  Training: <a href="http://wss.ccdet.uwosh.edu/stc/securitytest/psciis.dll?linkid=340353&amp;mainmenu=SECURITYTEST&amp;top_frame=1">http://wss.ccdet.uwosh.edu/stc/securitytest/psciis.dll?linkid=340353&amp;mainmenu=SECURITYTEST&amp;top_frame=1</a>
<b>ECF</b> (Electronic Case File)	DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	<a href="mailto:DHSECFSupport@wisconsin.gov">DHSECFSupport@wisconsin.gov</a>	<a href="http://www.emhandbooks.wi.gov/ecf/">http://www.emhandbooks.wi.gov/ecf/</a>

System	Security Clearance (New user approvals, etc.)	Password Reset (unlock)	Technical Problems (Unexpected Errors (your request cannot be processed), system down, etc.)	Content Help (case processing, how to use the system, etc.)	User Guides
MyWIChildCare Parent Portal	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	<b>Parents:</b> Contact your Local CC Subsidy Agency Local Agencies: Child Care Subsidy and Technical Assistance <a href="mailto:childcare@wisconsin.gov">childcare@wisconsin.gov</a>	<b>Public website:</b> <a href="https://dcf.wisconsin.gov/mywchildcare/parents">https://dcf.wisconsin.gov/mywchildcare/parents</a>  <b>Parent Portal:</b> <a href="https://mywchildcareparents.wisconsin.gov">https://mywchildcareparents.wisconsin.gov</a>
<b>WebI</b> (Web Intelligence)	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	<b>DCF:</b> DCF Service Desk 608-264-6323 <b>DHS:</b> DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>  <b>DHS:</b> DOA Wisconsin Helpdesk 608-261-4400 <a href="mailto:helpdesk@wi.gov">helpdesk@wi.gov</a>	<b>Licensing:</b> Contact your Office Manager. <b>Certification:</b> Contact your BRO Coordinator Subsidy Reports: Child Care Subsidy and Technical Assistance <a href="mailto:childcare@wisconsin.gov">childcare@wisconsin.gov</a>	Certification/Licensing – Reports Module <a href="https://dcf.wisconsin.gov/childcare/user-guides/wisccrs">https://dcf.wisconsin.gov/childcare/user-guides/wisccrs</a>  Subsidy/Fraud Detection & Investigation (FDIU) <a href="https://dcf.wisconsin.gov/childcare/user-guides">https://dcf.wisconsin.gov/childcare/user-guides</a>
<b>WISCCRS</b> (Wisconsin Child Care Regulatory System)	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	<b>Licensing staff:</b> Contact your Office Manager <b>Certification:</b> Contact <a href="mailto:DCFcertificationSpecialist@wisconsin.gov">DCFcertificationSpecialist@wisconsin.gov</a> or your BRO Coordinator <a href="https://dcf.wisconsin.gov/files/regionaloperations/pdf/bro-contacts.pdf">https://dcf.wisconsin.gov/files/regionaloperations/pdf/bro-contacts.pdf</a>	<a href="https://dcf.wisconsin.gov/childcare/user-guides/wisccrs">https://dcf.wisconsin.gov/childcare/user-guides/wisccrs</a>
<b>WISCCRS Checklist App</b> (Licensing and Milwaukee Certification)	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	<a href="mailto:DCFDECEBOPIT@wisconsin.gov">DCFDECEBOPIT@wisconsin.gov</a>	Training materials: <a href="http://dcfweb/rl/staff-training.htm">http://dcfweb/rl/staff-training.htm</a>
<b>YoungStar</b> (Child Care Provider Rating System)	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk 608-264-6323 Fax: 608-327-6420 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	DCF Service Desk (608) 264-6323 <a href="mailto:DCFservicedesk@wi.gov">DCFservicedesk@wi.gov</a>	<b>YS Staff:</b> Contact your YoungStar team member Questions from the Public: <a href="mailto:youngstar@wisconsin.gov">youngstar@wisconsin.gov</a>	<a href="https://share.dcf.wisconsin.gov/youngstar/shared_documents/Case%20Management/ys_guide-automation-12-2016-Final.pdf">https://share.dcf.wisconsin.gov/youngstar/shared_documents/Case%20Management/ys_guide-automation-12-2016-Final.pdf</a>