

# FIS Provider Registration Guide

November 2025



# Why register with FIS?

Fidelity National Information Services (FIS), is Wisconsin's Electronic Benefit Transfer (EBT) card vendor.

Child care providers who want to receive subsidy funds from the state of Wisconsin must register with FIS to be able to receive those funds.

For providers who do not yet accept subsidy funds, but do want to receive funds from child care payment programs, registering with FIS is the fastest, safest, and most secure means of having those funds directly deposited into your bank account.

## About this guide

To receive funds from DCF as Electronic Funds Transfer, you must do the following as part of your FIS Provider Registration.

This guide contains information to help you with first-time set-up, or with updating your Fidelity National Information Services (FIS) Provider information.

These instructions are intended for:

- **New providers** who do not currently receive subsidy funds from the state
- **Existing providers** whose information on file with FIS is up to date
- **Existing providers** who receive subsidy funds and need to update their bank account information



# **FIRST-TIME FIS PROVIDER REGISTRATION**



# FIS PROVIDER REGISTRATION

- If you are not currently set up with FIS, you will receive a Provider Welcome Letter from DCF, and you are encouraged to begin your registration process right away.
- You will need your FIS Provider ID. This is found in the **Provider Portal header**.
- Include your Tax Identification Number (TIN). Future annual 1099K documents will be sent to you from FIS.
- Submit your checking account number. Payments from Electronic Funds Transfer go directly into your checking account.
- Your **FIS Provider ID** is also available on the New Provider Welcome Letter (see next page).

Child Care Provider Portal  
Welcome, Jane

Janes February Fun  
415 Popsicle Cir  
Madison, WI 53703

Logout  
9800041019-001  
Facility ID 1124264  
FIS Provider ID 91827364

### Facility Details

Facility ID	1124264
FIS Provider ID	N/A
Address	415 Popsicle Cir Madison, WI 53703
Contact Name	Jane February
Phone	(608) 422-0000

More

youngstar  
Details

Registry Details

Manage Facility

Individuals


CCR&R Provider  
Reported  
Information

Home



# FIS PROVIDER REGISTRATION

You can also find your FIS Provider ID at the top of your **New Provider Welcome letter**, and in the body of the letter.

<p>Division of Early Care and Education 201 East Washington Avenue, Room E200 P.O. Box 8916 Madison, WI 53708-8916</p>	 <p><b>State of Wisconsin</b></p>	<p><b>Provider #</b> 2800040092/001</p> <p><b>FIS Provider ID</b> D217957</p>
--	--	---

Date: 07/20/2018

LAKELAND GROUP CENTRE  
123 MAIN ST  
ANYTOWN WI 45454

The State of Wisconsin is an equal opportunity service provider. This letter contains information about the Wisconsin Shares Child Care Subsidy Program. If you need this material in a different format because of a disability, or if you need this letter translated or explained in your own language, please call the number below and press 4. State your language when the call is answered. These services are free.

**Child Care:** 1-888-947-6583 **TTY:** 711

## Welcome New Child Care Provider

The Wisconsin Shares Child Care Subsidy Program assists eligible working parents with child care expenses. The Wisconsin Department of Children and Families has implemented a new payment process called MyWICChildCare (MWCC). MWCC puts the power of paying for child care services into the hands of parents through the MyWICChildCare EBT card.

The State of Wisconsin Department of Children and Families has contracted with Fidelity National Information Services (FIS) to help to achieve our Electronic Benefit Transfer (EBT) program goals. New Wisconsin child care providers who wish to accept Wisconsin Shares authorizations are required to have a FIS Provider Agreement in place so that electronic funds may be transferred directly into your bank account.

The MyWICChildCare card allows parents enrolled in Wisconsin Shares to transfer state subsidies electronically for fast, easy payments to child care providers.

FIS identifies providers by the below FIS Provider ID that is specific to your business. This ID is needed to complete the FIS Provider Agreement. Please keep this letter for future reference.

**Your FIS provider ID is D217957.**

The FIS Provider Agreement is located online at <http://www.ebtedge.com>. Visit the FIS website and select the child care provider section. Select Complete your Contract or Register Online. Follow the instructions to complete the FIS contract. If you need help with the contract, call FIS at 1.800.894.0050 between 8 a.m. and 5 p.m. CST Monday-Friday.

If you have questions about Wisconsin Shares Child Care Subsidy Program, contact your local child care agency during regular business hours.

---

CCPF Date: 07/20/2018 Page 1 of 1

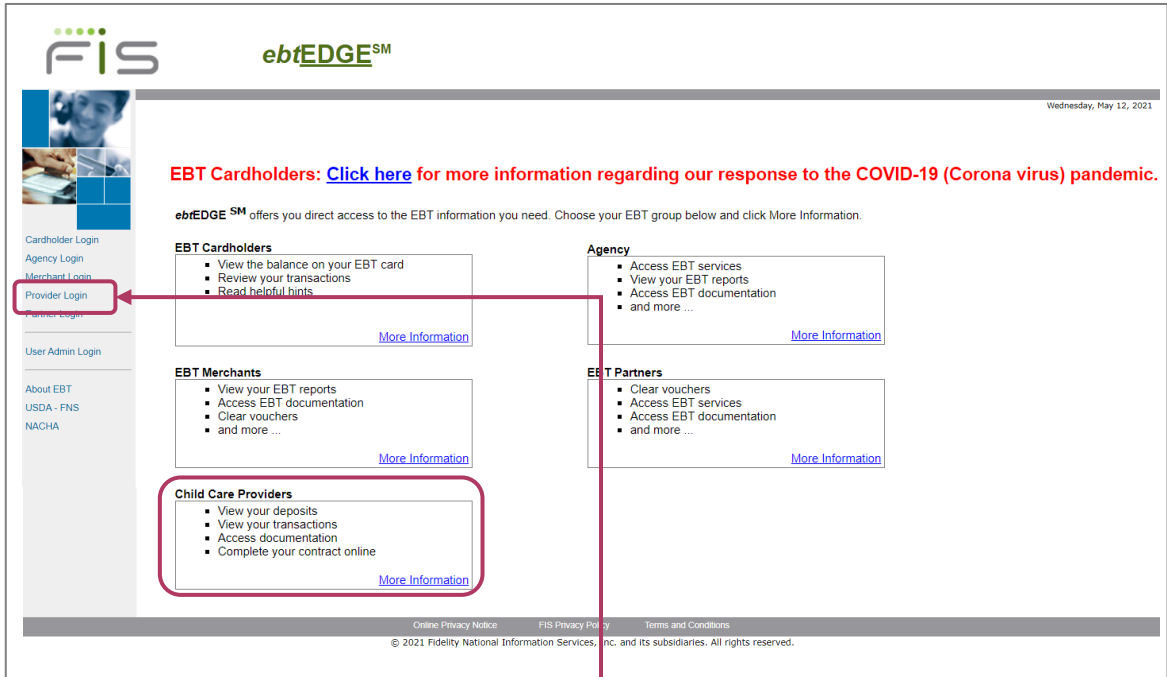


# FIS PROVIDER REGISTRATION

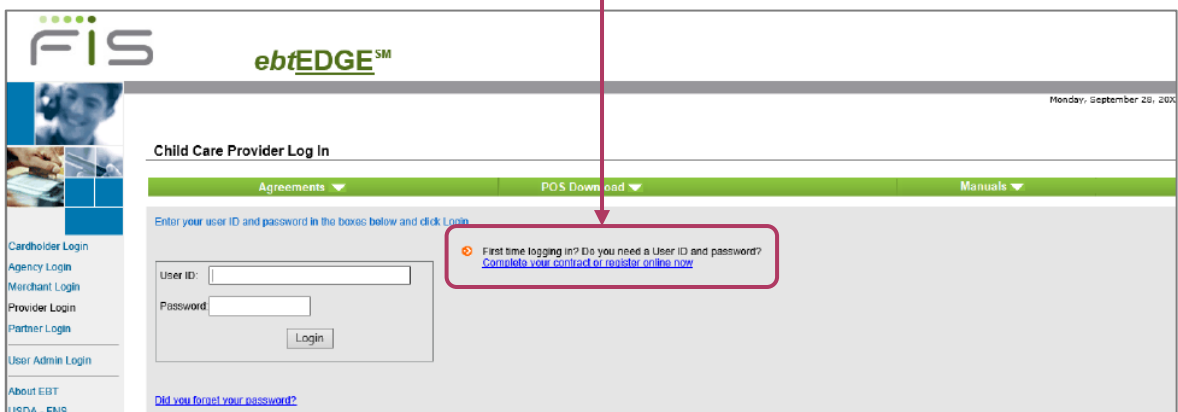
To begin your first-time registration, start by copying and pasting the link below into your web browser.



<https://www.ebtedge.com/>



On the landing screen, click the Provider Login. On the Child Care Provider Login page, click the **Complete your contract or register online now** link.





# FIS PROVIDER REGISTRATION

**Provider Registration**

Enter your Provider Identification, User Access information and click Continue to begin the online registration process.

**Provider Identification**

FIS Provider ID:

\*Provider Phone #:

\*State or Program:  Select Program

\*Last 4 digits of Provider's Bank Account #:  [Help?](#)

Only used in adding an additional User ID and will gray out after choosing a "Program" in the above drop-down box.

**User Access**

\*User ID:  (User ID must be an email address, sample: john\_doe@provider.com)

\*Re-enter User ID:

\*Password:  (Passwords must be at least 8 characters but no more than 14 characters long and must contain at least 1 number, at least 1 lower case and at least 1 upper case letter)

\*Confirm Password:

\*Challenge Question 1:  Choose One

\*Challenge Response 1:

\*Challenge Question 2:  Choose One

\*Challenge Response 2:

\*Challenge Question 3:  Choose One

\*Challenge Response 3:

43tg1Fd9

\* Enter the text shown above :

Note: If you have questions or experience problems with the registration process, call 1-800-894-0050.

Online Privacy Notice FIS Privacy Policy Terms and Conditions  
© 2020 Fidelity National Information Services, Inc. and its subsidiaries. All rights reserved.

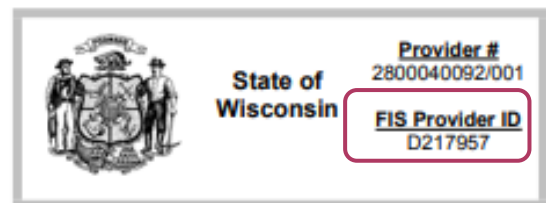
On the FIS Provider Registration webpage, you will need to enter your FIS Provider ID found on your Child Care Provider Portal homepage.



Logout

9800041019-001  
Facility ID 1124264  
FIS Provider ID 91827364

It is also available on your New Provider Welcome Letter.





# FIS PROVIDER REGISTRATION

Fill out each field, in order, on the Provider Registration screen.

Only **must** use the Phone number you used to register with the state (Provider Phone #)

Only for use in adding an additional USER ID.

For State or Program: Select MyWICChildCare-Add New User ID

Enter & Re-enter User ID (Email address you access frequently)

Answer ALL three security questions.

Make sure to pick choices you will remember.

Enter the letters and numbers exactly as they appear in the CAPTCHA. They are an extra layer of security in the registration process.

Password (One Uppercase-One Lowercase-NO special characters, at least one number) Minimum of 8 characters and no more than 14.

Re-enter your password

Make sure to choose a password you will remember.

The screenshot shows the 'Provider Registration' form. It is divided into two main sections: 'Provider Identification' and 'User Access'. The 'Provider Identification' section includes fields for 'FIS Provider ID', 'Provider Phone #', 'State or Program', and 'Last 4 digits of Provider's Bank Account #'. The 'User Access' section includes fields for 'User ID', 'Re-enter User ID', 'Password', 'Confirm Password', and three challenge questions with responses. A CAPTCHA image is displayed below the password fields. The form has 'Continue' and 'Cancel' buttons at the bottom. Annotations with arrows point to various fields and the CAPTCHA, providing instructions and warnings.

Once you have filled out the registration form in its entirety, select the **Continue** button to continue. Follow all subsequent instructions to complete your Provider Registration.

If you have questions or experience problems with the registration process, call **1-800-894-0050**.





# **TASKS FOR REGISTERED PROVIDERS**

# Update Bank Account Information

If you are an existing provider currently receiving subsidy funds and you need to update your bank account information, please contact FIS directly by calling **1-800-894-0050** or email [Merchant.Services.Support@fisglobal.com](mailto:Merchant.Services.Support@fisglobal.com) for a Bank Change Form.

# Forgot your password?

If you forgot your password, you may request a new one by clicking the **Did you forget your password?** link on the Log In screen.

Follow the instructions on the screen to complete the reset password process.

**Child Care Provider Log In**

Agreements ▼ POS Download ▼

Enter your user ID and password in the boxes below and click Login.

User ID:

Password:

Login

First time logging in? Do you need a User ID and password?  
[Complete your contract or register online now](#)

[Did you forget your password?](#)

Your Password will expire after 45 days.  
Your User ID will expire after 90 days of inactivity.

Cardholder Login  
Agency Login  
Merchant Login  
Provider Login  
Partner Login  
User Admin Login  
About EBT  
USDA - FNS

If the reset your password function does not work for you, **you need to create a new account.**

Agreements ▼ POS Download ▼

the boxes below and click Login.

First time logging in? Do you need a User ID and password?  
[Complete your contract or register online now](#)

Please note that you **must use a new email address** to register a new account. It cannot be the email address associated with the account you have forgotten the password for, or password retrieval has failed.

# 90-Day Account Inactivity Lock

If you have not used your account in 90 days, your account is locked and cannot be reset!

**NOTE: FIS cannot reset ebtEDGE accounts even for the account admin or the center director.**

Go to <https://www.ebtedge.com/gov/portal/ProviderLogon.do>

Child Care Provider Log In

Agreements ▼ POS Download ▼

the boxes below and click Login.

First time logging in? Do you need a User ID and password?  
[Complete your contract or register online now](#)

FIS ebtEDGE

Sunday, April 28, 2022

Provider Registration

Enter your Provider Identification, User Access information and click Continue to begin the online registration process.

Provider Identification

\*FIS Provider ID:

\*Provider Phone #:

\*State or Program:

\*Last 4 digits of Provider's Bank Account #:

User Access

\*User ID:

\*Password:

\*Confirm Password:

\*Challenge Question 1:

\*Challenge Question 2:

\*Challenge Question 3:

43tg1Fd9

Enter the text shown above:

Continue Cancel

Note: If you have questions or experience problems with the registration process, call 1-800-894-0550.

Click the link  
**Complete your contract or register online now** and follow the instructions on the Provider Registration Screen.



**You must use a new email address** to register a new account. You cannot use the email address associated with the account that is locked.



If you continue to have issues after following the steps above, please contact FIS Merchant Services at: 1-800-894-0050 or [merchant.services.support@fisglobal.com](mailto:merchant.services.support@fisglobal.com).

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.