WI Refugee Programs Database (WRPD)/ClientTrack

Access Request Instructions

Division of Family and Economic Security

Bureau of Refugee Programs

August 2024

Wisconsin Department of Children and Families

Accessing Wisconsin Refugee Programs Database (WRPD)

Introduction and Important info:

- The WRPD database uses the "ClientTrack" application. So, WRPD and ClientTrack could be used interchangeably to refer to the same database/system.
- The **Wisconsin Refugee Programs Database (WRPD)/ClientTrack** has two environments/portals:
  1- **Training:** is used for testing and training purposes, and
  2- **Production:** the live main database/system for daily usage and data entry.
- In order for new users/staff to get access to WRPD/ClientTrack, they must complete all required steps and requests. **This process includes 3 main steps** that will be explained and broken down below.
- In order for new users/staff to complete the access process successfully without technical issues and/or delays, they should thoroughly read/understand and carefully follow the instructions below and all other future instructions.
- One of the very first steps to get access to WRPD/ClientTrack is to create two WAMS accounts, one is for the **Training** environment/portal, and the other one is for the **Production** environment/portal.
  - WAMS = Web Access Management System
  - WAMS is a State of Wisconsin's system that is used as a gateway to access the WRPD/ClientTrack.
  - **The Bureau of Refugee Programs (BRP) and staff do not administer the WAMS system, and they may not be able to assist in technical issues related to the WAMS account, User ID, and Password**.
- It is recommended to choose/create two different WAMS User IDs, one for **Training**, and a different one for **Production**. This will be helpful in avoiding future possible confusions and mixing up between the two User IDs.
- You may get confused that the links we share with you below look the same, the websites you will open look the same, and the forms that you will complete to create your two WAMS accounts look the same. In fact, these are completely two different links and two different websites and forms. You need to know this and make sure to not get confused and mix things up, otherwise you will not complete the processes and requests successfully.

Step# 1: Create the Two WAMS Accounts:

a. **Creating WAMS Training account:**
   - Open this link https://uaon.wisconsin.gov/WAMS/SelfRegController
   - Read the "**User Acceptance Agreement**", and then click the "**Accept**" button.
   - Complete the "**Self-Registration**" form.
   - Write down the **Training** account's User ID and Password, and keep them handy.
   - Write down the "Secret Question" and its answer. You may need them later.

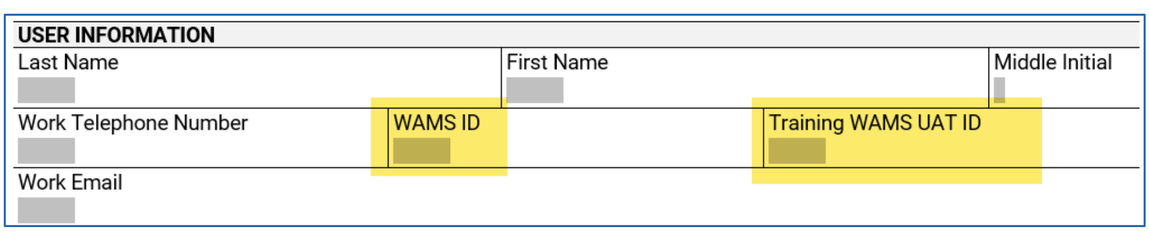
- Click the "**Submit**" button.
- Follow any other instructions and guidance you get from the WAMS system.
- **IMPORTANT:** WAMS system will send you an email that has an activation link. You must click on the activation link to activate your **Training** account, otherwise your new account will NOT be activated, and you will face technical issues and delays.
- **IMPORTANT:** The activation link in the email has limited expiration time. If you do not click the link and activate your new **Training** account, you have to start over later and re-do the whole process. It is highly recommended to click the activation link as soon as you receive the email.

b. Creating WAMS Production account:

- Open this link https://on.wisconsin.gov/WAMS/SelfRegController
- Read the "**User Acceptance Agreement**", and then click the "**Accept**" button.
- Complete the "**Self-Registration**" form.
- Write down the **Production** account's User ID and Password, and keep them handy.
- Write down the "Secret Question" and its answer. You may need them later.
- Click the "**Submit**" button.
- Follow any other instructions and guidance you get from the WAMS system.
- **IMPORTANT:** WAMS system will send you an email that has an activation link. You must click on the activation link to activate your **Production** account, otherwise your new account will NOT be activated, and you will face technical issues and delays.
- **IMPORTANT:** The activation link in the email has limited expiration time. If you do not click the link and activate your new **Production** account, you have to start over later and re-do the whole process.

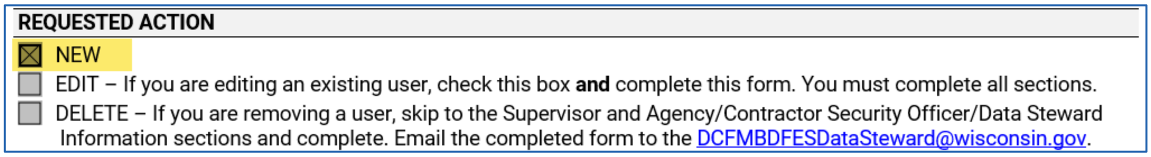
Step# 2: Complete and Submit "WRPD/ClientTrack User Access Request":

- Click this link https://dcf.wisconsin.gov/files/forms/doc/5530.docx
- Download and save the Word document "User Access Request" form.
- Read the instructions in the last page# 5 in this form.
- Fill out the **User Information** section on page# 1, and make sure to add your **Production WAMS ID** and **Training WAMS UAT ID** (highlighted in yellow below). These are your two WAMS accounts' IDs that you have created in Step# 1 above.



USER INFORMATION		
Last Name	First Name	Middle Initial
Work Telephone Number	WAMS ID	Training WAMS UAT ID
Work Email		

- Check the box “**NEW**” under the “**Requested Action**” section on page# 1 (highlighted in yellow below)



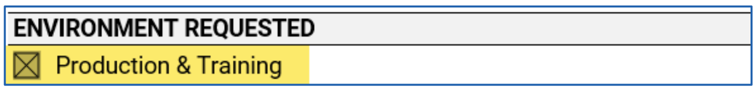
REQUESTED ACTION

☒ NEW

☐ EDIT – If you are editing an existing user, check this box **and** complete this form. You must complete all sections.

☐ DELETE – If you are removing a user, skip to the Supervisor and Agency/Contractor Security Officer/Data Steward Information sections and complete. Email the completed form to the DCFMBDFESDataSteward@wisconsin.gov.

- Check the box “**Production & Training**” under the “**Environment Requested**” part on page# 1.

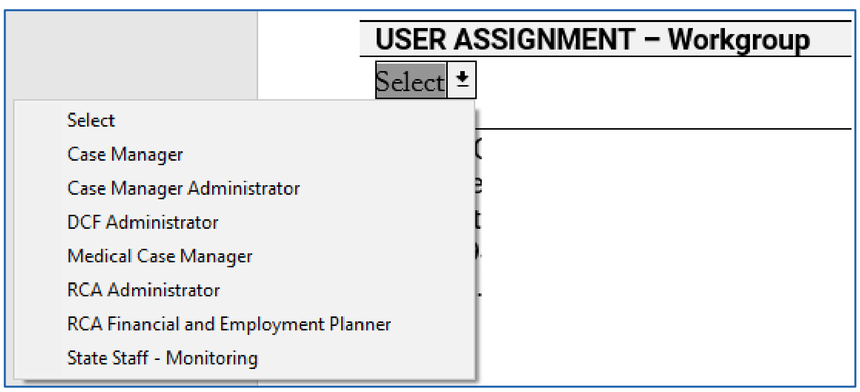


ENVIRONMENT REQUESTED

☒ Production & Training

- Read the instruction under the “**Organization Role**” section on page# 1, and properly select and add your organization’s name.

- Select one of the dropdown options under the “**User Assignment – Workgroup**” section on page# 3 (screenshot below). Make sure to read the instruction on page# 5 to select the appropriate workgroup.



USER ASSIGNMENT – Workgroup

Select

Select
Case Manager
Case Manager Administrator
DCF Administrator
Medical Case Manager
RCA Administrator
RCA Financial and Employment Planner
State Staff - Monitoring

- Read the **User Agreement for Access to the WRPD – ClientTrack** section on page# 4, and complete the information fields for the **User**, **Supervisor**, and **Agency/Contractor Security Officer/Data Steward**.

- Submit the completed signed form to dcfmbdfesdatasteward@wisconsin.gov

Step# 3: Get Access to WRPD

After completing the Step#1 and Step#2 above, you will receive further instructions to get access to WRPD.