

## **October 2025 Release Post-Production Follow-Up**

**Last updated 12/19/2025 9am\***

\*Text in red indicates an update from the previous version.

Wisconsin Work Programs (WWP), ACCESS and CARES Worker Web (CWW) were updated and available for users on October 19, 2025. The tables in this document contain information related to these system updates, including:

- Known system issues with the current status of the issue; and
- System and policy questions and answers.

For further information on updates included in this release, see [the BWF System Update from 10/15/2025](#).

Any additions or updates to this chart will be announced via the BWF Work Programs Helpdesk. The most up-to-date version will be saved in the FAQ section on the [BWF Work Programs Help Desk Home Page](#).

### **Chart 1: Outstanding System Issues**

**None at this time**

## Chart 2: Completed System Issues

Please report any continued issues with items identified as resolved in this chart.

#	Date Reported	System Issue	Details	Status	Last Updated
1	10/20/2025	WWP EA ACCESS Inbox is displaying duplicate applications.	The BWF Help Desk will automatically delete any duplicates on a daily basis.	Fix completed the evening of 11/6/2025	11/07/2025
2	10/20/2025	ACCESS - Non marital W-2 co-parent navigated to AAP landing page incorrectly	When a non-marital co-parent on a W-2 case logs into ACCESS and tries to apply for benefits, they are incorrectly navigated to the AAP landing page instead of the AFB landing page.	Fix completed the evening of 10/30/2025	10/31/2025
3	10/23/2025	PDFs not viewable	Some EA ACCESS application PDFs are not available to view.  This is only impacting joint applications when an applicant applies for EA along with another program.  See Help Desk emails for more details.	Fix completed the evening of 11/13/2025.  Deloitte has manually fixed any PDFs for applications submitted prior to the fix. W-2 agencies should report any continued PDF issues to the BWF Help Desk, including the ACCESS tracking number.	11/14/2025
4	10/24/2025	CWW dashboard issues	If agencies continue to see multiple dashboard items for only one ACCESS application submission, please report to the BWF Help Desk.  They are continuing to see duplicate work items for participant submitted documents in ACCESS, the cause/solution is being researched.	Fix completed as of 11/6/2025	11/07/2025
5	10/27/2025	Change report submissions not linking to CWW case	Some W-2 change report submissions are not available in CWW via tracking number searches and are not linked to the case. W-2 workers can access the change report PDF in ECF with the ACCESS tracking number.	Fix completed the evening of 10/30/2025	10/31/2025

#	Date Reported	System Issue	Details	Status	Last Updated
6	10/27/2025	WWP is not populating the assigned worker for EA ACCESS applications that scheduled an appointment in ACCESS.	W-2 agencies can manually assign workers in WWP.	Fix completed the evening of 10/30/2025	10/31/2025
7	10/27/2025	System Help Link	System Help link was removed from CWW. This information was added to the appropriate chapters within Process Help and a new Chapter 15: Help Navigation, Icons and Symbols has been created with the October Process Help updates.	Fix completed the evening of 10/28/2025	10/29/2025
8	10/27/25	Failed ACCESS W-2 and EA submissions	Higher than normal list of failed ACCESS applications, and reports of blank documents coming into CARES and ECF. This is impacting all programs in ACCESS.	Fix completed the evening of 11/6/2025	11/07/2025
9	10/28/2025	Incorrect Agency EA appointments scheduled in ACCESS	Some EA and W-2 appointments made in ACCESS are being scheduled with workers from an incorrect agency.	Fix completed the evening of 11/6/2025	11/07/2025
10	10/28/2025	EA ACCESS application errors when populating in WWP	Phone number and asset fields reported in EA ACCESS applications are not populating in WWP when processing applications from the EA ACCESS Inbox.	Cancelled.  Unable to replicate and no new reports have been received.	11/11/2025
11	10/29/2025	Some EA applicants not able to complete an application in ACCESS	Applicants having issues with the application freezing up and having to re-enter fields.	Cancelled.  Unable to replicate and no new reports have been received.	11/06/2025
12	10/29/2025	Issues with scheduling EA appointments	Unable to schedule EA appointments using tracking numbers	Fix completed the evening of 11/4/2025	11/05/2025
13	10/30/2025	Summary PDF issues	Some ACCESS PDF summaries are not available in ECF.	Fix completed the evening of 11/6/2025	11/07/2025
14	10/31/2025	Homelessness populating in WWP incorrectly for EA	When an applicant selects Impending Homelessness on an ACCESS application, when processing out of the WWP inbox, Homeless is also added as an emergency type in WWP.	Fix completed the evening of 11/6/2025	11/07/2025

#	Date Reported	System Issue	Details	Status	Last Updated
15	10/31/2025	Ineligible EA applicants applying in ACCESS	Applicants that should be stopped during the application process in ACCESS for either being over income or not having an eligible child are getting through the application process and into the EA ACCESS Inbox in WWP.	Cancelled. Determined that this is not a current issue.	11/04/2025
16	11/6/2025	Mailing address section pre-populates with OTHER as the delete reason and unable to be changed	<p>Agencies are reporting they are trying to process MyACCESS Change Reports reporting a new address. When selecting the client-reported information, it pre-populates the mailing address section with OTHER as the delete reason and will not allow it to be changed (greyed out) and will not allow workers past the page as it requires AE to delete a blank page.</p> <p>Example:</p> <ul style="list-style-type: none"> <li>• Member originally reports a separate mailing address (and worker updates General Case Information page with this mailing address)</li> <li>• Member then reports that this mailing address is no longer used (and worker deletes the mailing address from General Case Information page)</li> <li>• Member then confirms their current address/contact information in MyACCESS via a "No Change" change report</li> <li>• CWW logic sets the delete reason to "Other" when the MyACCESS record is received without a mailing address</li> </ul>	Cancelled. Determined to have been an issue prior to the October release. Will get reviewed and prioritized as a potential future fix.	11/19/2025
17	11/6/2025	Some ACCESS submissions are partially blank	The Change/SMRF/Renewal Summary page shows the Changes Reports are	Fix completed the evening of 11/13/2025.	11/14/2025

#	Date Reported	System Issue	Details	Status	Last Updated
			'Case Information' and 'Earned Income'. When viewing the Change Report, it is partially blank - the PDF shows the agency contact information but there is nothing showing after ""Your change report details"". When the agency initiated the change report, they reported there were no conflict panels to update the case with the reported changes.		
18	11/7/2025	Old EA applications appearing in the CWW Simplified Inbox	Some agencies reported that older EA applications appeared in their CWW Simplified Inbox.	Not an ongoing issue.  Confirmed that this was a one-time error due to the fixes implemented and should not occur again.  Old EA requests can be ignored or withdrawn from the inbox.	11/7/2025
19	11/7/2025	Issues processing renewals in CWW	Not able to link the review to the case in CWW  For issues prior to the fix in linking an ACCESS review to the case, agencies can follow the following steps: 1. Process the renewal using the case summary page; and 2. Send the case number to the BWF Help Desk to get the yellow banner removed.	Fix completed the evening of 12/5/2025	12/5/2025
			Workers are getting stuck on the "Interview Details" page.  For any reviews that you're not able to update the review date, please contact the BWF Help Desk.	Fix completed the evening of 12/5/2025  Please complete the impacted reviews by <b>12/31/25</b> and add case comments as to why the review was not completed in November.	12/5/2025



#	Date Reported	System Issue	Details	Status	Last Updated
				Starting <u>12/5/25</u> , CWW will be fixed allowing FEPs to continue the review driver flow beyond the Interview Details page.	
20	11/17/2025	EA and W-2 applicants are not offered available appointment times	Even with available EA or W-2 appointments in CWW Client Scheduling, applicants are not being offered appointment times when applying in ACCESS.	Fix completed the evening of 11/20/2025  Fix should resolve any issues with W-2 appointments displaying as well.	11/21/2025
21	11/12/2025	EA ACCESS PDF and EA ACCESS Inbox in WWP has missing or incorrect information	Household member not displaying information or displaying incorrect information on EA ACCESS PDF and when displaying in the EA ACCESS Inbox details page. This prevents the agency from processing the EA application out of the ACCESS inbox.  Contact the BWF Help Desk for assistance if needed.	Fix completed the evening of 12/5/2025	12/5/2025
22	11/21/2025	Blank fields on W-2 ACCESS PDF	Physical Address field is blank on W-2 ACCESS PDF. This is occurring in both AAP and AFB, joint with FS and W-2 only.	Fix completed the evening of 12/5/2025	12/5/2025
23	12/2/2025	Multiple appts for one ACCESS application	Two issues have been reported: 1. For one tracking number the applicant was scheduled in two different appts with two different workers; and 2. For one tracking number the applicant was scheduled in four different appts with the same worker.  This is impacting EA and W-2 appointments	Fix completed the evening of 12/19/2025	12/19/2025

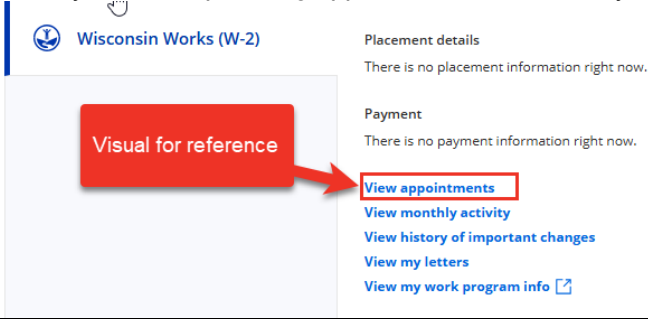
#	Date Reported	System Issue	Details	Status	Last Updated
24	12/2/2025	System auto-assigning a worker in the WWP EA ACCESS inbox when no appointment was selected in ACCESS for EA.	This is occurring when a joint W-2 and EA access is submitted in ACCESS and the applicant selects an appointment for W-2, but not EA.	Fix completed the evening of 12/19/2025	12/19/2025

### Chart 3: System Questions and Answers

#	System Question	Response	Date Added
1	Can agencies continue to schedule reviews as they always have?	Yes, agencies can continue scheduling W-2 reviews like they do now, however the participant can choose to initiate their eligibility review in ACCESS. Agencies are required to offer appointment times in ACCESS for eligibility reviews.	10/17/2025
2	Which phone number for the agency displays during the ACCESS renewal process?	<p>The agency phone number displayed during the ACCESS eligibility review process is the same agency number that displays during ACCESS applications.</p> <p>If the participant selects a renewal appointment time, then the direct phone number for the participant's assigned FEP is displayed as the point of contact. If they don't schedule the interview in ACCESS their assigned FEP's phone number will display as the individual they should contact.</p>	10/17/2025
3	Will FEPs need to have a specific code listed in client scheduling for participants to schedule their review such as AE code?	<p>Yes, there is a new code that will display when a participant selects phone interview from ACCESS:</p> <p>New ACCESS Review Code:</p> <div data-bbox="613 656 798 721"> <input type="checkbox"/> AT - W-2 Elig Rev/Phone         </div> <p>This appointment type must be used when creating schedules to allow for participants to schedule in ACCESS.</p>	10/17/2025
4	How does ACCESS look for the applicant when applying?	<p>W-2 agencies can visit <a href="https://uat.cares.wisconsin.gov/">https://uat.cares.wisconsin.gov/</a> and select ACCESS.</p> <p>You can then enter a new application as though you are an applicant.</p>	10/29/2025



#	System Question	Response	Date Added
5	Is an eligibility review in ACCESS still available after completing the review in CWW?	<p>Until eligibility is confirmed in CWW following a review, participants can still initiate a W-2 eligibility review in ACCESS, but the duplicate ACCESS review can't be linked to the CWW case.</p> <p>In this case, workers can identify the work item as a duplicate by selecting "No Action Required on Inbox Item" at the bottom of the CWW Change / SMRF / Renewal Summary page.</p> <div data-bbox="520 362 1761 498"> <p>What would you like to do?</p> <p><input type="radio"/> Start/Continue Processing Inbox Item</p> <p><input type="radio"/> No Action Required on Inbox Item      Reason:      Duplicate </p> </div> <p>Once the review is complete and eligibility is confirmed, the participant will no longer be able to initiate an ACCESS renewal. If they try to initiate an online renewal, they will be presented with the following screen:</p> <div data-bbox="520 638 1348 1024"> <p><b>Benefits you're renewing</b></p> <p>Choose all the programs you want to renew. You must renew each program by its due date to keep your benefits.</p> <p><b>Renew now</b> You don't have any benefits to renew right now.</p> <p><b>Renew early</b> You don't have any benefits to renew early.</p> <p>Submitted renewals are processing (0)  You don't have any submitted renewals that are processing.</p> <p>0 program(s) selected. <span>Next</span></p> <div> <p><b>Tip</b> Depending on the programs you choose, you may be asked to do an interview after you renew.</p> <p><b>Renew later</b> These benefits can't be renewed because the due date is too far in the future. You will receive a letter when your renewal is due.</p> <p><b>Wisconsin Works (W-2)</b> Start renewing by: November 09, 2025 Due by: December 31, 2025</p> </div> </div>	10/17/2025
6	If today I see that I have a 9:00am AT appointment slot not used, can I use that time to catchup or meet with another participant?	Eligibility reviews initiated in ACCESS are not offered same day appointments. Each morning, any unscheduled appointments for that day would be available for the FEP to repurpose.	12/11/2025

7	<p>If the agency has already scheduled a W-2 review appointment with a participant, if they initiate a review in ACCESS, will it inform them that they already have an appointment if they try to schedule a new one?</p>	<p>No, it will not tell them that they already have one scheduled and will offer open appointment times if they select to schedule through ACCESS.</p> <p>However, the participant can see in their W-2 program card on the home page of their ACCESS account that they have an upcoming appointment scheduled by selecting "View Appointment".</p> 	12/11/2025
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## Chart 4: Policy Questions and Answers

#	Policy Question	Response	Date Added
1	Which forms are required at every review? Are they now digitally signed in ACCESS?	<p>The required forms provided to review and sign in ACCESS during eligibility reviews are the:</p> <ol style="list-style-type: none"> <li>1. W-2 Rights and Responsibilities; and</li> <li>2. Good Cause Notice.</li> </ol> <p>In addition, FEPs must provide the <a href="#">TANF Electronic Benefit Transfer Transaction Restrictions Flyer (2947-P)</a> to each applicant. This is not provided in ACCESS.</p> <p>Additional information is provided in chapter 1.4.6 of the W-2 manual.</p>	10/17/2025
2	How far out do workers need to provide ACCESS online appointments?	<p>Workers must provide appointments up to 10 days in the future. Further guidance will be published that covers timelines around early renewal in ACCESS similar to those described in <a href="#">W-2 Manual 1.4.2</a>.</p> <p>System functionality:</p> <ul style="list-style-type: none"> <li>• ACCESS allows participants to book up to five working days in the future. Unless the renewal is due within the next five working days or the last two days of the month, appointment scheduling will not be available in ACCESS.</li> <li>• Eligibility renewal appointments will only show the times available of the participant's FEP. <ul style="list-style-type: none"> <li>○ NOTE: This is different than applications, where applicants see all available appointment times for all workers in the region.</li> </ul> </li> </ul>	10/17/2025
3	Does the case summary need to be signed in CWW when reviews are initiated in ACCESS?	Yes. The CWW-generated case summary must be signed when reviews are initiated in ACCESS as described in <a href="#">W-2 Manual 1.5.1</a> .	10/17/2025
4	How many appts need to be put into client scheduling? FEPs aren't sure on how many people will want to submit their renewal online.	See forthcoming Operations Memo	11/18/2025
5	What is the timeframe of following up/meeting with a participant for a W-2 review if they do not schedule the appt in ACCESS?	See forthcoming Operations Memo	11/18/2025
6	What happens if the participant doesn't attend the scheduled review appt (or if a review doesn't happen to be scheduled for whatever reason)? Does the case close? Or	See forthcoming Operations Memo	11/18/2025

	does it just have to be done by the end of the 6th month?		
7	If a participant submits a review for multiple programs and IM processes it first, they pend for W-2 interview, which then has a 7-business day timeframe for us to process the W-2 review. If the participant doesn't attend within those 7 days, do we close? Do we extend the due date?	See forthcoming Operations Memo	11/18/2025
8	If a participant initiates an eligibility review in ACCESS before the renewal month, and the participant indicates it was unintentional, can the FEP withdraw the work item?	Information forthcoming	11/18/2025
9	ACCESS allows participants to self-schedule a phone interview, but not all participants prefer a phone call. Will there be an option for other meeting formats such as in-person?	No, at this time ACCESS only displays phone appointment times to select from.  However, it does indicate if the participant would like a different format that they can call their FEP and schedule.	12/11/2025