

DEPARTMENT OF CHILDREN
AND FAMILIES
Emilie Amundson, Secretary Designee
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-422-7000
Fax: 608-266-6836
www.dcf.wisconsin.gov



State of Wisconsin
Governor Tony Evers



TO: **W-2 Agencies
Training Staff**

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: 20-03

DATE: 02/07/2020

W-2 ☒ EA ☐ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: *MyACCESS Instructional Videos*

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to announce new instructional videos for the MyACCESS mobile application (a.k.a. 'app'). W-2 participants can view these videos on YouTube to learn how to use the MyACCESS mobile app.

BACKGROUND

MyACCESS is a free mobile app that connects individuals to their benefits and programs anywhere, anytime. The MyACCESS mobile app allows individuals to:

- View basic information about the programs they have applied for or are enrolled in, including FoodShare, health care, Wisconsin Shares Child Care Subsidy, and Wisconsin Works (W-2),
- Receive reminders of actions they need to take,
- Receive notifications of upcoming required actions, such as renewals, and
- Upload and submit photos of documents.

The MyACCESS app complements the [ACCESS website](#), which connects individuals to programs for health, nutrition, child care, and employment. Individuals may download MyACCESS from the [Apple App Store](#) or [Google Play](#).

MyACCESS MOBILE APP INSTRUCTIONAL VIDEOS

The Wisconsin Department of Health Services (DHS) published three instructional videos to support MyACCESS users. Video topics include [creating an account](#), [checking benefits](#), and [submitting documents](#). The videos are two to three minutes long and are intended to provide quick, step-by-step tutorials.

The videos may be accessed through the [DHS YouTube channel](#) or the [MyACCESS Support webpage](#).

POLICY UPDATES

There are no policy changes associated with this memo.

CARES, CARES WORKER WEB (CWW), or WISCONSIN WORK PROGRAMS (WWP)

There are no changes to CARES, CWW, or WWP.

AGENCY ACTION

W-2 agencies should provide W-2 applicants and participants with the links to the MyACCESS instructional videos below to support them as MyACCESS mobile app users. W-2 agencies may also share the video links on social media, websites, and other informational materials to assist applicants and participants with using MyACCESS.

Direct links to MyACCESS Instructional Videos:

- [Creating an account](#)
- [Checking benefits](#)
- [Submitting documents](#)

Links to video channels:

- [DHS YouTube channel](#)
- [MyACCESS Support webpage](#)

CONTACTS

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES or WWP Functionality Questions: BWF Work Programs Help Desk

For ACCESS technical support: Member Services (1-800-326-3002)

DCF/DFES/BWF/SC