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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: 20-13

DATE: 05/29/2020

W-2 ☒ EA ☐ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

**SUBJECT: *MyACCESS Program, Payment, and Appointment Details for W-2***

**CROSS REFERENCE:** [BWF Operations Memo 20-03](#)

**EFFECTIVE DATE:** May 30, 2020

**PURPOSE**

The purpose of this memo is to announce additional functions in the MyACCESS mobile app for W-2 applicants and participants.

**BACKGROUND**

MyACCESS is a free mobile app version of ACCESS that connects individuals to their benefits and programs anywhere, anytime. ACCESS has several functions for program applicants and participants that continue to be added to MyACCESS functionality. The MyACCESS mobile app currently 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 instructional videos and additional information for MyACCESS users can be found in [BWF Operations Memo 20-03](#).

On May 30, 2020, W-2 applicants and participants will be able to view additional information in MyACCESS, including program, payment, and appointment details.

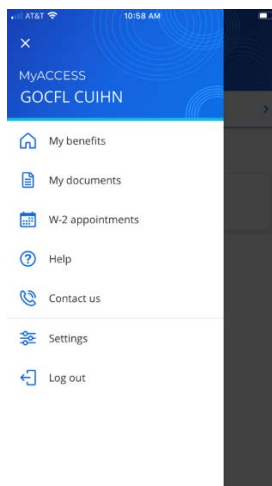
## ***POLICY UPDATES***

There are no policy updates.

## ***MYACCESS***

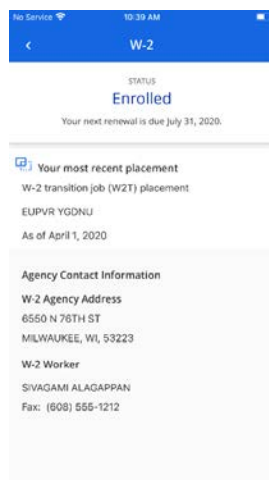
The following functions and features will be available in MyACCESS on May 30, 2020:

The navigation sidebar will allow applicants and participants to navigate throughout the mobile app.

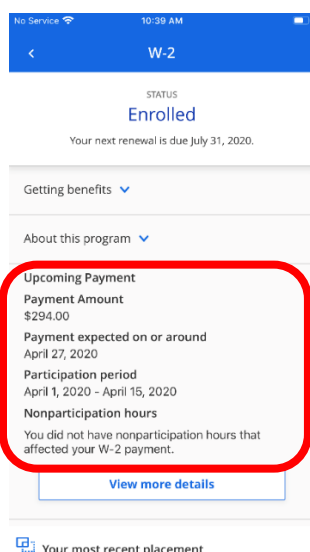


## ***PROGRAM DETAILS***

Participants will be able to view program enrollment and contact information for their local W-2 agency.

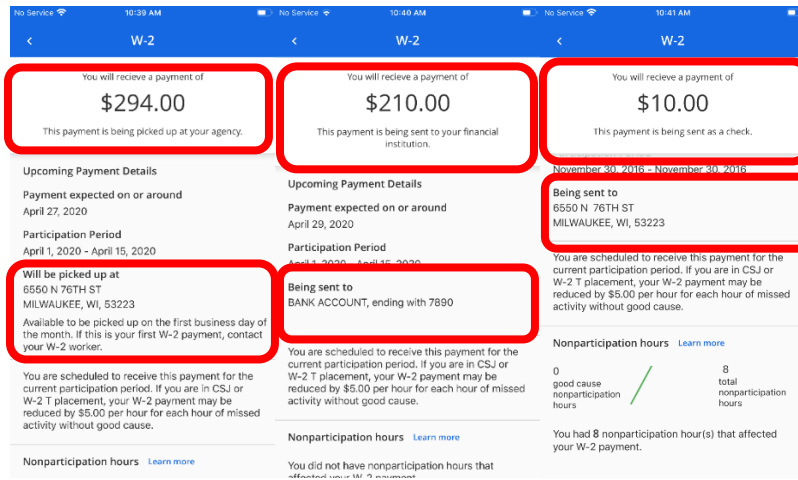


Participants will also be able to view program details and basic payment information.



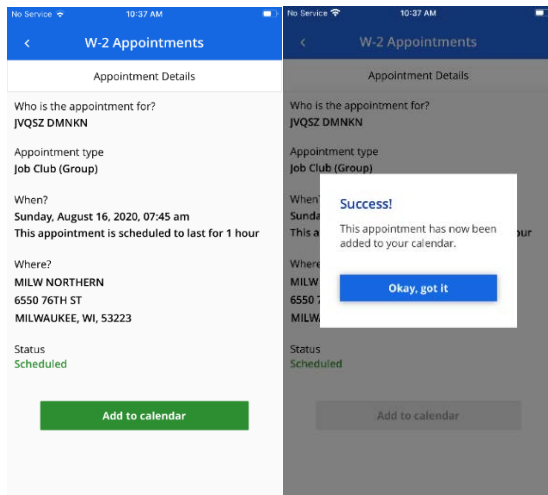
### PAYMENT DETAILS

Participants will be able to view program payment details, including auxiliary payments. The details identify if the payment is through agency pick-up, direct deposit, or check. Participants will also be able to view payment reductions and nonparticipation hours.

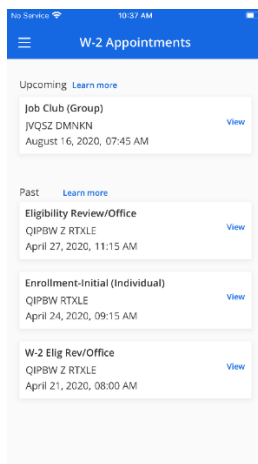


## APPOINTMENT DETAILS

Participants will be able to view upcoming W-2 appointment details and will be able to add W-2 appointments directly to their personal calendars.



Participants will be able to view a list of their past and future program appointments.



**AGENCY ACTION**

W-2 agencies should inform W-2 participants about these new MyACCESS features.

**ADDITIONAL SUPPORT**

The MyACCESS instructional videos that were announced in [BWF Operations Memo 20-03](#) can be accessed through these links:

- [Creating an account](#)
- [Checking benefits](#)
- [Submitting documents](#)
- [DHS YouTube channel](#)
- [MyACCESS Support webpage](#)

**CONTACTS**

For W-2 Policy Questions: [DCFW2PolicyQuestions@wisconsin.gov](mailto:DCFW2PolicyQuestions@wisconsin.gov)

For W-2 CARES or WWP Functionality Questions: BWF Work Programs Help Desk  
[BWFworkprogramsHD@wisconsin.gov](mailto:BWFworkprogramsHD@wisconsin.gov)

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

DCF/DFES/BWF/SC