

CARES Worker Web (CWW) will be updated on February 21, 2026. These changes will be available for users at the start of the business day on February 23, 2026. Here is what you need to know.

## CWW

### Audit Trail

The modernize the CARES Mainframe system into CWW continues, effective February 21, 2026, the Mainframe Audit Trail screens below, will be modernized and made available in CARES Worker Web (CWW).

- Case/RFA Activity Audit Trail (HMAC)
- Worker Activity Audit Trail (HMAW)
- Request Activity Audit Trail Report (HMAR)

In addition, the following screens will be decommissioned from the Mainframe:

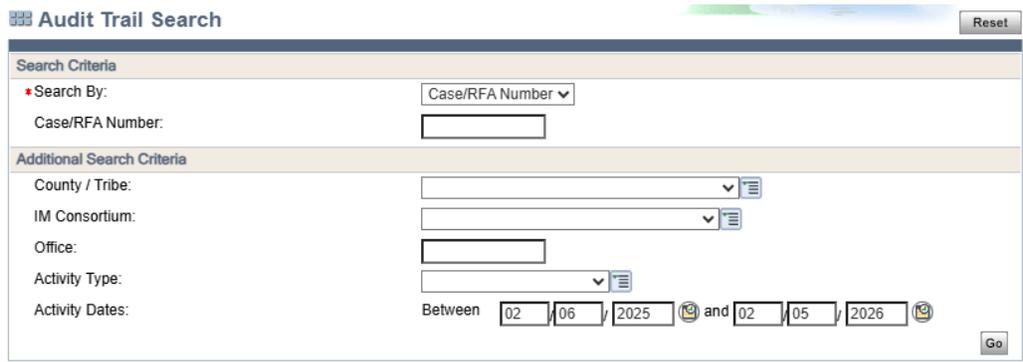
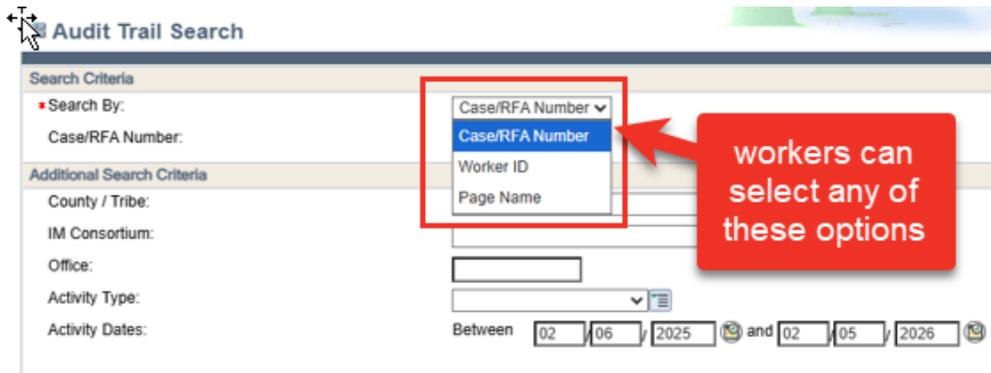
- WTPY Exchange Request (DXRQ)
- Data Exchange Response List (DXRL)
- Restore Exchange Data (DXRS)
- Absent Parent Court Order Information (APCO)
- Absent Parent Employment Order Information (APEI)
- IV-D Demographic Information (IVDI)
- IV-D Demographic Detail Information (IVDE)

### *How it Works:*

The new Audit Trail Search page will allow workers to enter search criteria to query audit trail information. Workers can access this page using the Navigation Menu, under Worker Tools and this page will replace the HMAC and HMAW Mainframe screens. The retention period for historical information will be increased from six weeks to 12 months.



Workers can search by Case Number, RFA Number, Worker ID, and Page Name. They may also include optional search criteria including County/Tribe, Income Maintenance (IM) Consortium, Office, Activity Type, and Activity Dates. The 'Activity Dates' default to one year but can be modified by the worker.



Once the criteria have been entered on the search page, CWW will display the Audit Trail Search Page Results. This new page displays the results of the audit trail search based on the criteria entered on the Audit Trail Search page and will display up to a maximum of 250 results. If the search results are more than 250, a yellow warning message appears, alerting the worker that 'The search has returned over 250 records. Only the first 250 records are displayed'. Clicking a hyperlinked User ID opens a pop-up window showing the user's detail, such as name and location. Clicking a hyperlinked Case Number or RFA Number will navigate the worker to the Case Summary or RFA Summary for the case.

### Audit Trail Search Results

Search Criteria								
Case/RFA Number:	151679908			Worker ID:				
Page Name:				County / Tribe:				
IM Consortium:				Office:				
Activity Type:				Activity Dates:	Between 02/06/2025 and 02/05/2026			
Search Results								
						1	of 3 Pages	
Case/RFA Number	Case Mode	Worker ID	Updated Date/Time	Page Name	Activity Type	County/Tribe	IP Address	
<a href="#">0151679908</a>		WP590	01/30/2026 11:35 PM		Batch	40		
<a href="#">0151679908</a>	Ongoing	CAE006	01/16/2026 11:08 PM		Change			
<a href="#">0151679908</a>		<a href="#">XCTG2V</a>	01/14/2026 11:32 AM	Appointment Details	Add	40	10.37.161.32	
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTG2V</a>	01/14/2026 11:14 AM	Override AG Renewal / Review Dates	Change	40	10.37.161.32	
<a href="#">0151679908</a>		<a href="#">XCTH7W</a>	01/14/2026 11:08 AM	WPASS_APPLICATION_ID	Update		192.168.1.1	
<a href="#">0151679908</a>		<a href="#">XCTH7W</a>	01/14/2026 11:08 AM	WPASS_APPLICATION_ID	Update		192.168.1.1	
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Work Programs Referral/Action	Add	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Work Programs Referral/Action	Add	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		
<a href="#">0151679908</a>	Ongoing	<a href="#">XCTL6H</a>	01/14/2026 11:07 AM	Confirm Eligibility	Change	40		

**Pop-up window when clicking on worker hyperlink**

**Worker Information**

Summary Information

Worker ID: **XCTG2V** Worker Name:

Contact Information

Phone: **608-756-5255** Fax:

E-mail: [MAIYEE.XIONG@DHS.WISCONSIN.GOV](mailto:MAIYEE.XIONG@DHS.WISCONSIN.GOV)

Address Information

Number	Unit	Dir	St/Rural/Rt/Box #	Suffix
1717			CENTER	AVE

Additional Address Info

City: **JANESVILLE** State: **WI** ZIP: **53546**

Search Results

Case/RFA Number	Case Mode	Updated Date/Time	Page Name	Activity Type	County/Tribe	IP Address
<a href="#">0151679908</a>	Ongoing	01/14/2026 11:07 AM	Confirm Eligibility	Change	40	
<a href="#">0151679908</a>	Ongoing	01/14/2026 11:07 AM	Confirm Eligibility	Change	40	

TEMS 3.5 11/21/2025

**Audit Trail Search Results**

**The following events have occurred:**  
 ⚠️ GL392: The search has returned over 250 records. Only the first 250 records are displayed.

**Search Criteria**

Case/RFA Number: Worker ID: **XCTZ17**  
 Page Name: County / Tribe:   
 IM Consortium:  Office:   
 Activity Type:  Activity Dates: **Between 11/21/2024 and 11/20/2025**

**Search Results**

1 of 10 Pages

Case/RFA Number	Case Mode	Worker ID	Updated Date/Time	Page Name	Activity Type	County/Tribe	IP Address
<a href="#">9005141395</a>	Intake	<a href="#">XCTZ17</a>	10/29/2025 02:35 PM	Household Members	Change	40	

If a confidential case number is entered and the logged in worker does not have access, an error message will be displayed. When you search by worker ID, all confidential cases you don't have permission to view will be excluded from the results.

User ID: XCTF6L User Name: A RAEMISCH Quick Select: CASE/RFA Go Help Logout 3.5 2/06/2026

**Audit Trail Search**

**The following events have occurred:**  
 ❌ GL088: You do not have access to this confidential case.

**Search Criteria**

Search By:    
 Case/RFA Number:

**Additional Search Criteria**

County / Tribe:    
 IM Consortium:    
 Office:   
 Activity Type:    
 Activity Dates: Between     and

The new Audit Trail Report Request page will allow workers to request an audit trail report based on identified search criteria. When the report is requested, the worker will get a green message 'The Audit Trail Report was submitted. Report requests are processed overnight and sent to the worker the next day'. Report will be generated overnight and the report will be available via Control D. This page will replace the HMAR Mainframe screen.

CARES Worker Web User ID: XCTS1V User Name: S BOMPALY Quick Select: CASE/RFA 10/01/2025

**Audit Trail Report Request** Cancel  Reset

**The following events have occurred:**

WTS17: The Audit Trail Report was submitted. Report requests are processed overnight and sent to the worker the next day.

**Request Information**

Case/RFA Number:  Worker ID:

Activity Start Date: MM/DD/YYYY Activity End Date: MM/DD/YYYY

Activity Type:  County / Tribe:

Office:  Send Report to Worker ID:

Reset Add

Case/RFA Number	Worker ID	Date From	Date To	Activity Type	County/Tribe	Office	Send To
7253372972		09/29/2025	09/30/2025	A	40	5040	XCTHZA

Cancel  Save

**Impact:**

Moving the audit trail Mainframe screens into CWW will allow workers easily access audit trails and to request reports for audit trail.

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