

eWiSACWIS WiSP Review Page

Introduction

The Wisconsin Department of Children and Families (DCF) created the Wisconsin Information and Support Portal (WiSP) to help individuals involved in the child welfare system stay connected to their support team, participate in planning (if applicable), and find supports. WiSP interacts directly with the eWiSACWIS database via the WiSP Review Page. To learn more about the WiSP Review Page, see [WiSP Review Page User Guide](#).

The WiSP Review Page in eWiSACWIS supports meaningful engagement with WiSP users transitioning from or previously in out-of-home care (OHC) by allowing the child welfare professionals working with the individuals to review, document, and respond to information shared by the WiSP user via the WiSP application. To learn more about WiSP, including its look, features, and functionality, please see [WiSP Desk Guide](#) or [WiSP User Guide](#).

The WiSP Review Page serves as a tool for two-way communication with WiSP, ensuring WiSP users can directly review, edit, and/or comment on information related to their involvement in child welfare and correspond and collaborate with their child welfare professional(s) (CWP).¹ eWiSACWIS WiSP eligibility task reminders are sent to the primary worker or any professional with an assignment type of “independent living” who is working with a qualifying young person. Via the eWiSACWIS WiSP Review Page, child welfare professionals can:

- Manage user access to WiSP, including ability to grant or revoke access, or designate that a user opted out of or back in to WiSP access
- Track, review, and approve, deny, or request additional information about updates and additions made by the user (e.g., updates to personal or contact information or updates to ILTD)
- Create and keep current support team contacts and contact information shared with the user
- Send, receive, and/or view messages
- This guide is intended to support child welfare professionals’ navigation of the various components of the WiSP Review Page, which includes Account Setup, Message Center, and Review tabs. By acting on these different tabs, the CWP can easily remain connected to, communicate with, and collaborate with WiSP users

¹ For the purposes of this WiSP Review Page desk guide, the term child welfare professional refers to both child welfare professionals employed by a child welfare agency and staff employed as Independent Living Coordinators with a contracted Transition Resource Agency.

CWPs can view the WiSP user's information on the basic information section at the top of the WiSP Review Page. This includes the WiSP user's Person ID, Chosen Name, Pronouns, Date of Birth, Age, Race, Ethnicity, Gender, and Indian Tribe Membership as documented on the Person Management Page.

Navigation Overview

The WiSP Review Page is crucial for communicating directly with WiSP users, allowing users to easily keep their personal and contact information up to date, and supporting the user's active participation in their Independent Living Transition Discharge (ILTD) planning process (if applicable). The page will display on any case that the WiSP user is a participant on. The CWP can access the WiSP Review Page from multiple places in eWiSACWIS. Which pathway(s) a CWP can use will vary depending on their security access and work responsibilities in the database.

- Desktop Menu → Actions → WiSP Review.
 - *Note: currently, accessing the WiSP Review Page via Actions will avoid any data transfer concerns related to saving processes (see bolded warning below)*
- Cases tab of the Desktop → WiSP Review tile.
 - *Note: This access option is available only after the WiSP Review Page is created for the user.*
 - *Note: a user's WiSP tile will display on all cases on which the WiSP user is a participant.*
- Independent Living (IL) page → WiSP Review hyperlink in the Basic Information section of the page.
- Search → Person and Case search → Expand the WiSP Review icon → WiSP Review hyperlink.
 - *Note: this method only allows users to view the page.*

****important**** If the CWP accesses the WiSP Review Page using the hyperlink on the IL page, they will receive a prompt advising them to save and exit the young adult's IL page prior to accessing the WiSP Review Page. Doing so ensures that the updates made via the WiSP Review Page properly transfer to the IL page as well as WiSP. If the CWP does not save and exit the IL page as directed, information will be lost. If the data are lost, only the latest data that already existed in eWiSACWIS will appear in WiSP rather than the information newly submitted via WiSP.

The CWP must search out a WiSP user via the Search hyperlink in the upper left of the WiSP Review Page. Clicking that hyperlink launches the eWiSACWIS Person Search. Once done with the person search, the WiSP user's information will prefill on the WiSP Review Page.

The WiSP Review page contains a “Basic Information” section at the top (displaying the WiSP user’s personal details) and three tabs for managing the WiSP user’s account and plan information. The three tabs display as follows:

- Account Setup
- Message Center
- Review

The CWP shall confirm that the Basic Information listed on the Page (e.g., WiSP user’s Name, Age, Date of Birth, Pronouns, and Race/Ethnicity) matches information for the individual you intend to grant WiSP access to.

Basic Information

WiSP Participant: [Aardvark_AbigailTestA_9226560](#) Search Chosen Name: Pronouns: He/him Age: 15 DOB: 10/01/2009
 Race: Ethnicity: Hispanic / Latino Gender: Indian Tribe Membership: Yes

Account Setup | **Message Center** | **Review**

Account Details

Yes No Opt-Out of WiSP Application? Last Updated By: Ethan Arik Last Updated On: 06/15/2025 WiSP email: [Redacted]
 Yes No Revoke WiSP access? Last Updated By: Jane Doe Last Updated On: 08/09/2025 WiSP phone number: (817) 986-2216
 Best way to reach: Text Message MyWisconsin ID linked: Yes

WiSP Team

Child Welfare Professional	Supervisor	County	Share Phone	Phone	Ext.	Share E-mail	E-mail	
Adam Appleton	Allen Middleton	Dane	<input checked="" type="checkbox"/>	(715) 309-5568	2264	<input checked="" type="checkbox"/>	adam@danecounty.gov	Delete
Wendy Wausau	Tim Smith	Rock	<input checked="" type="checkbox"/>	(920) 555-1212		<input checked="" type="checkbox"/>	wendy@rockcounty.gov	Delete
Kim Janesville	Jennifer Johnson	State	<input checked="" type="checkbox"/>	(414) 999-6668	956	<input checked="" type="checkbox"/>	kim@wisconsin.gov	Delete

Insert Save Clone

Account Setup Tab:

The Account Setup tab documents the WiSP user’s connection status and support team members.

eWiSACWIS
WLP/UIT

Basic Information

WiSP Participant: [Salsa_Clara_B_9023464](#) Search Chosen Name: Cl Pronouns: wispeffesccr Age: 19 DOB: [Redacted]
 Race: White Ethnicity: Caucasian Hispanic/Latino: No Gender: Female Indian Tribe Membership: No

Account Setup | **Message Center** | **Review**

Account Details

Yes No Opt-Out of the WiSP Application? Last Updated By: Last Updated On: WiSP email: juliewisp@outlook.com
 Yes No Revoke WiSP access? Last Updated By: Last Updated On: WiSP phone number: (111) 111-1111
 Best way to reach: WiSP Message MyWisconsin ID linked: Yes

WiSP Team

Child Welfare Professional	Supervisor	County	Share Phone	Phone	Ext.	Share Email	Email	
Brittany Anderson (Active)	Jo Beth Gonzalez	Bayfield	<input checked="" type="checkbox"/>	(715) 373-3364		<input checked="" type="checkbox"/>	ewuat25@dhs.state.wi.us	Delete
Beth Anderson (Active)	Emily Stockbridge	Dane	<input checked="" type="checkbox"/>	(608) 422-2063		<input checked="" type="checkbox"/>	ewuat25@dhs.state.wi.us	Delete
Angel Anderson (Inactive)	Steve R. Siebers	Douglas	<input checked="" type="checkbox"/>	(715) 395-1479		<input checked="" type="checkbox"/>	ewuat25@dhs.state.wi.us	Delete
Cassandra M. Anderson (Active)	Kameia M. Williams	Rock	<input checked="" type="checkbox"/>	(608) 289-8241		<input checked="" type="checkbox"/>	ewuat25@dhs.state.wi.us	Delete
Greta Munns (Active)	Evelyn Coker	State	<input checked="" type="checkbox"/>	(608) 123-4567		<input checked="" type="checkbox"/>	DCFewuat04@wisconsin.gov	Delete

Insert

The Account Details section provides information about the user's WiSP access status. It is in this section that the CWP documents if a user opted out of using WiSP, or if the CWP revoked the user's access. If the user's account is successfully linked, "Yes" will display in the MyWisconsin ID linked field.

This section also includes the user's contact information. The user's email address, which must match their MyWisconsin ID credentials, is displayed to ensure a successful login connection. Additionally, the user's phone number is listed; the CWP or other support team members may want or need to use this to directly communicate with the WiSP user outside of the WiSP application.

- **Note:** *Neither the email address nor the phone number fields on the WiSP Review Page are connected to the Person Management page since the WiSP user may choose to use a different phone or email in WiSP to receive WiSP alerts. The CWP should consult with the WiSP user to determine if they should log the phone number and/or email logged for WiSP on the Person Management page.*

The WiSP Team section is used to add the CWPs who will interact with the WiSP user. Any user with appropriate security can add CWPs to this section. Team members added here can exchange messages with and share contact details to the WiSP user, and also participate in the user's planning process.

Establishing a WiSP User Account

When establishing a new WiSP account, child welfare professionals must confirm the user's email address to ensure it is accurate; this is necessary to successfully link eWiSACWIS to the user's WiSP account. The email address on the WiSP Review Page must match the user's MyWisconsin ID credentials; if it does not, the "MyWisconsin ID linked" field will say "No" and the user will be unable to log into the application.

Note about WiSP data: *Information displayed in WiSP is drawn directly from eWiSACWIS. Data reflects what is currently available in the system at the time of viewing. The CWP shall advise the WiSP user to review information shared with them via WiSP. If they notice any errors or discrepancies, the WiSP user should send a message to their support team via WiSP or tell them via another method.*

Creating the WiSP Support Team

Add CWPs to the WiSP user's support team using the Insert button in the Account Setup tab. You can choose to share the child welfare professional's phone and/or email with the user by selecting or deselecting the corresponding checkboxes.

Child Welfare Professional	Supervisor	County	Share Phone	Phone	Ext.	Share E-mail	E-mail	
Adam Appleton	Allen Middleton	Dane	<input checked="" type="checkbox"/>	(715) 309-5568	2264	<input checked="" type="checkbox"/>	adam@danecounty.gov	Delete
Wendy Wausau	Tim Smith	Rock	<input checked="" type="checkbox"/>	(920) 555-1212		<input checked="" type="checkbox"/>	wendy@rockcounty.gov	Delete
Kim Janesville	Jennifer Johnson	State	<input checked="" type="checkbox"/>	(414) 999-6668	956	<input checked="" type="checkbox"/>	kim@wisconsin.gov	Delete

The selections made here directly inform what WiSP user sees in their application. The CWP may opt to share their phone number, email, both, or neither.

- Share Phone (checkbox): When selected, the CWP’s phone number will be visible to the WiSP user via WiSP, allowing the user to know how to directly contact the CWP outside of the application. If not selected, the phone number will not appear in WiSP.
- Share Email (checkbox): When selected, the CWP’s email address will be visible to the WiSP user via WiSP, allowing the user to know how to directly contact the CWP outside of the application. If not selected, the email address will not appear in WiSP.

Note: all support team members will receive notifications when there is activity on a youth’s WiSP Review Page that requires attention. Activity includes input the youth provided via WiSP; it may be a new message, updated contact information, additions to their ILTD plan, or something else. This is sent within 24 hours of the youth submitting something via WiSP and only if the professional has not yet been on the WiSP Review Page since the youth’s submission came through. See the following sections of this guide for more information on the different ways you view and review youth input sent via WiSP.

What the WiSP User Sees

If information is already documented in eWiSACWIS, the WiSP user will see the following details prefilled in their portal.

- Personal Information
- Contact Information
- ILTD Goal sections in their ILTD Plan
 - **Notes:**
 - Which goals are required for a young person’s ILTD depends on whether “yes” or “no” is selected in response to the “Youth did participate in ILTD planning” question on the ILTD tab of the youth’s IL page. The response to this question will therefore inform some of the goals that display for the youth in the Planning section of the WiSP application. For this reason, and for the overall integrity and quality of the ILTD plan, that planning question should be answered when a young person is eligible for ILTD planning (independent living-eligible and typically age 17 or older).

- Select “Yes” if the youth participated in ILTD planning.
- Select “No” if the youth did not participate, choose a reason for non-participation, and provide a brief explanation in the “Reason for non-participation” field.
- You have the option to change the answer later if the response needs to be updated – for example, if a young person for whom the ILTD is relevant is not participating in ILTD planning at the time of their WiSP activation, you will choose “No” and work with the youth to complete the required fields within the plan. However, if they engage in ILTD planning at a later date, you should update their response to “Yes” and work with the youth to complete the required fields within the plan.
- See the [ILTD Writing Guide](#) and [ILTD Desk Guide](#) for more information.

Revoke Access or Indicate Opt-Out

Child welfare professionals can document when a user opts out of using WiSP or when the user’s access needs to be revoked. The CWP does so by using the radio buttons on the Account Setup tab (these buttons default to “No”). To document that a young person opts out or has access revoked, the CWP should change the button to “yes.” The CWP must add at least one person (themselves or another professional) to the support team in order to successfully opt a user out or revoke their access.

The screenshot shows the 'Account Setup' tab with three sub-tabs: 'Account Setup', 'Message Center', and 'Review'. The 'Account Setup' sub-tab is active, showing 'Account Details'. There are two rows of radio buttons, each with 'Yes' and 'No' options. The first row is for 'Opt-Out of WiSP Application?' and the second row is for 'Revoke WiSP access?'. Both 'Yes' radio buttons are selected. To the right of these rows, there are fields for 'Last Updated By', 'Last Updated On', 'WiSP email', and 'WiSP phone number'. The 'Last Updated By' field for the first row is 'Ethan Arik' and for the second row is 'Jane Doe'. The 'Last Updated On' field for the first row is '06/15/2025' and for the second row is '08/09/2025'. The 'WiSP email' field is empty, and the 'WiSP phone number' field contains '(817) 986-2216'. At the bottom, there are fields for 'Best way to reach:' (Text Message) and 'MyWisconsin ID linked:' (Yes).

If a WiSP user opts out or loses access after sending an update via WiSP, the communication will be viewable to the CWP on the WiSP Review Page. However, the user will no longer have access to WiSP to receive notifications or view updates.

If the WiSP user changes their mind and chooses to opt back in, the opt-out setting should be changed from “Yes” to “No.” Doing so will trigger a reconnection, restoring the user’s access to WiSP. These updates will be picked up by the next connection batch run.

The CWP can take similar action for the revocation status if they determine the user’s WiSP access should be reinstated.

Message Center Tab:

The Message Center tab allows child welfare professionals to directly communicate with the WiSP user via messages. A message may include one or more members of the WiSP user's support team. This tab also includes information about notifications sent to the WiSP user.

The screenshot shows the eWiSACWIS interface. At the top, there's a navigation bar with 'Resource', 'TM', and 'Print' icons. Below that is a 'Basic Information' section with fields for 'WiSP Participant' (Aardvark_Abigail[Test A, 0226560]), 'Chosen Name', 'Pronouns' (He/him), 'Age' (15), 'DOB' (10/01/2009), 'Race', 'Ethnicity' (Hispanic / Latino), and 'Gender'. Below this are three tabs: 'Account Setup', 'Message Center' (selected), and 'Review'. The 'Message Center' section contains a table of conversations and a 'New Message' button. The table has columns for 'Conversation Started', 'Child Welfare Professional (s)', 'Message Topic(s)', and 'Last Message Sent'. Below the table is a 'Notification Sent to Participant' section with a table of notifications.

Conversation Started	Child Welfare Professional (s)	Message Topic(s)	Last Message Sent		
02/12/2025 4:30 PM	Adam Appleton, Daryl Hall, John Oats	Housing, Income & Finance, Employment...	02/12/2025 4:30 PM	Details	Reply to Conversation
02/10/2025 1:30 PM	Wendy Wausau	Care, Celebrations, Education...	02/10/2025 1:30 PM	Details	View Conversation
02/08/2025 12:56 AM	Adam Appleton	Housing	02/08/2025 4:30 PM	Details	Reply to Conversation
02/04/2025 11:15 PM	Albert Smith, Wendy Wausau	Health & Wellbeing, Home & Life Skills	02/05/2025 1:30 PM	Details	View Conversation

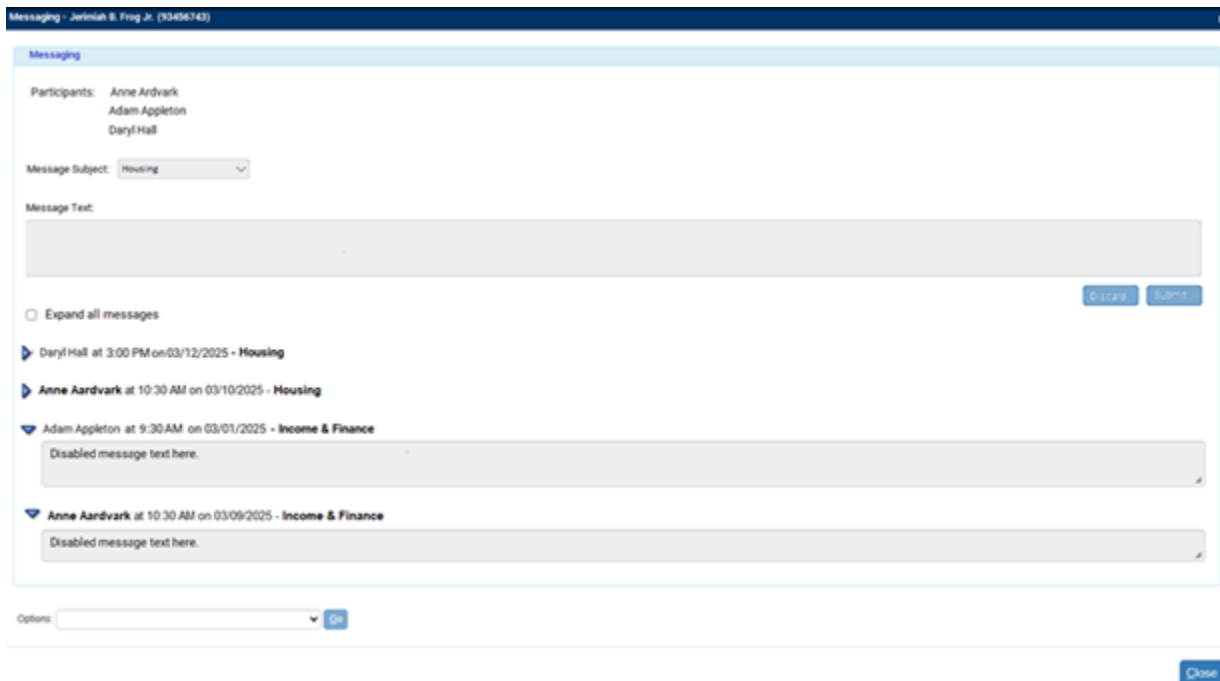
Notification Sent On	Notification Sent By	Notification Type	WiSP Section	
02/12/2025 4:30 PM	Adam Appleton	Update	Planning	View
02/10/2025 1:30 PM	Wendy Wausau	Decline	Planning	View
02/08/2025 12:56 AM	Adam Appleton	Info Needed	General Information	View
02/04/2025 11:15 PM	Albert Smith	Decline	General Information	View

When the Message Center tab opens, the Message Center section loads a table with the list of all active conversations with the WiSP user. All message threads between the WiSP user and their support team members are in descending chronological order (by the Last Message Sent column) and include the message topics of those conversations, timestamps of when the conversation thread began, when the last message sent, and a hyperlink to view or reply to the conversation. There is an option to print all messages for recordkeeping. Clicking on the blue column headings will sort the column in ascending order and clicking on the blue column heading will sort the column in descending order.

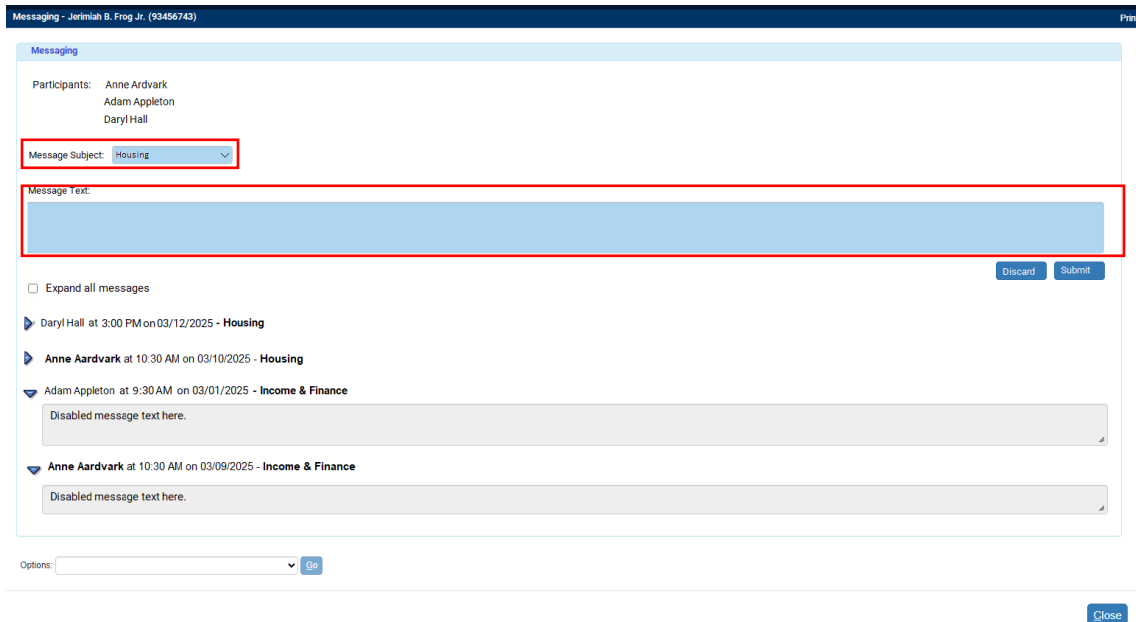
This is a close-up of the Message Center table. A red box highlights the 'New Message' button in the top right corner. Another red box highlights the 'Reply to Conversation' links in the rightmost column of the table rows.

View Conversation: This feature provides read-only access to a conversation thread when the CWP is not a listed participant on that specific thread. A CWP who is on the youth's support team but not included on a given conversation thread can see all messages, topics, and timestamps but cannot send replies to ones on which they are not included.

Note: When in **view** mode, the **Discard** and **Submit** buttons are inactive and the **Message Subject** and **Message Text** fields are not editable. When in **Reply** mode, these buttons and fields are active and usable.



Reply to Conversation: This feature allows the child welfare professionals who are part of a conversation thread to send a new message to the WiSP user. Each message requires a subject and content before it can be sent.



New Message: The CWP can start a new conversation thread with a WiSP user by clicking the New Message button in the top right corner of the Message Center tab.

When sent, the user will receive a notification (via WiSP, as well as via email) and the thread appears in both the CWP's and WiSP user's message center.

The screenshot shows a web-based messaging interface. At the top, it says "Messaging - Jerimiah B. Frog Jr. (93456743)" and has a "Print" icon. Below that is a "Messaging" header. The "Participants" section lists Jerimiah B. Frog Jr. (with a "Search" link), Adam Appleton, and Daryl Hall. The "Message Subject" section has a dropdown menu set to "Other" and a text input field containing "Freetext subject goes here". The "Message Text" section has a large blue text area. At the bottom right of the text area are "Discard" and "Submit" buttons. Below the text area is an "Options:" dropdown menu and a "Go" button. At the bottom right of the entire form is a "Close" button.

Notifications Sent to User

This section logs and displays all notifications sent to a user through the message center in the WiSP application.

Each notification entry shows the following fields:

- Notification Sent On – when the notification was sent.
- Notification Sent By – the sender's name.
- Notification Type – the category of the notification (e.g., Update, Decline, Info Needed).
- WiSP Section – which section of WiSP the notification relates to.
- View (hyperlink) – opens a View only Messaging page that displays the content of the notification sent to the user.

Notification Sent On	Notification Sent By	Notification Type	WiSP Section	
02/12/2025 4:30 PM	Adam Appleton	Update	Planning	View
02/10/2025 1:30 PM	Wendy Wausau	Decline	Planning	View
02/08/2025 12:56 AM	Adam Appleton	Info Needed	General Information	View
02/04/2025 11:15 PM	Albert Smith	Decline	General Information	View

Save Close

Review Tab:

The Review tab provides the CWPs with a central place to review and act on ILTD updates submitted by the WiSP user via the application (if relevant; the ILTD is not applicable for all WiSP users). This ensures timely communication and alignment between the WiSP user and their support team during the user's Independent Living

planning process. The Review tab will remain empty until a WiSP user submits updates through the WiSP application. Once submitted, the CWP can review and act on the submissions.

The Review tab displays rows of updates submitted by the WiSP user that require the CWP's review and action. Information is organized by area of planning, topic, and item; it displays both the original data from eWiSACWIS, and the user's update provided through the WiSP application. The CWP can act on each update by clicking on Update, Decline, Info Needed, Read, or IL Note. The IL Note hyperlink will create an Independent Living Note in the IL Notes tab of the IL page in eWiSACWIS.

Notes:

- *The Review tab table is dynamic, meaning that rows only appear when an update is available. The number of rows will therefore vary by user and their WiSP Planning tab. If no updates are submitted, no rows will display.*
- **Remember, if the CWP accesses the WiSP Review Page using the hyperlink on the IL page, they must save the young adult's IL page prior to accessing the WiSP Review Page. Doing so ensures that the updates made via the WiSP Review Page properly transfer to the IL page as well as WiSP. If the CWP does not save and exit the IL page as directed, information will be lost. If the data are lost, only the latest data that already existed in eWiSACWIS will appear in WiSP rather than the information newly submitted via WiSP.**

Area	Topic	Item	Original	Update	
Independent Living Planning	Housing	Housing Assistance in the area in which I want to live.	Wants to live in Green Bay	Wants to live in Algoma - family	Update Decline Info Needed
Person Management	Demographics	Chosen Name	Matthew	Matilde	Update Decline Info Needed
Independent Living Notes	IL Notes	General Comments		This text is what was provided by the youth on the WiSP application.	IL Note Read Reply
Person Management	Address	Address Change Date of Address Change Care of Street Number Street Name Address Line 2 Apartment, Suite, etc. County City State or Province Zip/Postal Code Address instructions to reach me	06/15/2025 C/O Sally Mae Brown 14187 110th Street Menomonie, WI 54751-6077 Dunn Second trailer on property - green in color.	310 Lakeview Drive Algoma, WI 54201	Update Decline Info Needed
Independent Living Planning	Employment	Goal - Learn more about job/career opportunities. Steps to: Who will help: Role: Target Date of Completion Status	Steps to: Who will help: Role: Target Date of Completion Status	Steps to: Who will help: Role: Target Date of Completion Status	Update Decline Info Needed
Independent Living Planning	Who I am	Looking towards my future, I am nervous about.	Text sample for display of the original text for the Who I am fields. Text sample for display of the original text for the Who I am fields. Text sample for display of the original	Federal and State	Update Decline Info Needed
Person Management	Demographics	Pronouns	He/Him/His	They/Them/Their	Update
Independent Living Planning	Network	Full Name Relationship Phone Email	Jane Doe Supportive Adult 608-355-1212 jd@jane.com	Marcus Montez Supportive Adult 888-787-6999 mteens@gmail.com	Update Decline Info Needed

The **Area** column lists the eWiSACWIS section that pertains to the submitted content (e.g., Independent Living Planning, Independent Living Notes, Person Management and WiSP review).

The **Topic** column lists the topics relevant for the submitted content, such as housing, employment, education, health, etc.

The **Item** column lists the specific WiSP field update needing review.

The **Original** column lists the content prefilled from the associated eWiSACWIS field. If nothing was documented when the WiSP user submitted content, the field will be blank.

The **Update** column lists the updated text sent by WiSP user for CWP review.

Available Actions:

There are a number of actions the CWP can take after reviewing a WiSP user's submission. These are listed in the table below. Note that not every option is available for every area – for example, person management updates do not have a corresponding "IL Note" action option.

For all actions, the eWiSACWIS system processes the action through batch processing, ensuring the user is promptly informed. The batch picks up the flagged messages twice a day, and external communication is sent to the user via email. In addition to external notification, the user receives notifications in the WiSP message center as well.

Action	Functionality
Update	Accepts the WiSP user's submitted information and updates the corresponding field in eWiSACWIS. Generates a notification in the user's WiSP message center.
Decline	Rejects the user's submitted update. The CWP must select a reason for the decline, which is shared with the user via the WiSP message center.
Info Needed	Requests clarification or additional details from the user. Generates a notification in the user's WiSP message center that prompts them to provide more information back to their CWP.
IL Note	Automatically creates an Independent Living Note on the IL page>IL Notes tab documenting the user's submission. This record includes: <ul style="list-style-type: none"> • Date of Contact: Date of user's submission • Contact Type: WiSP • Note Type: Other • Finalized checkbox: May be manually checked; if not, will be automatically finalized after 30 days
Read	Notifies the user that the CWP acknowledges the user's comments.
Reply	Opens the Message Center in create message mode, allowing for direct messaging with the user.

Need Assistance?

If you have questions or need assistance, you can reach out to the following points of contact. These are the points of contact both for you and for young adult WiSP users for the reasons noted below.

- For system access, functionality, or technical issues (this includes things like the application isn't working correctly – pages aren't loading, fields don't work as intended, and more), contact the DCF eWiSACWIS Help Desk via dcfservicedesk@wisconsin.gov or 855-264-6323.
- For policy or program-related questions (this includes things like suggestions you have for application improvements), reach out to DCFILCoordinator@wisconsin.gov.
- For MyWisconsin ID access questions please contact the **MyWisconsin ID Account Service Desk** for online self-service options and guidance, and you can call **608-471-6667 for 24/7/365 support**. DET's website provides more details: [DET MyWisconsin ID](#).