

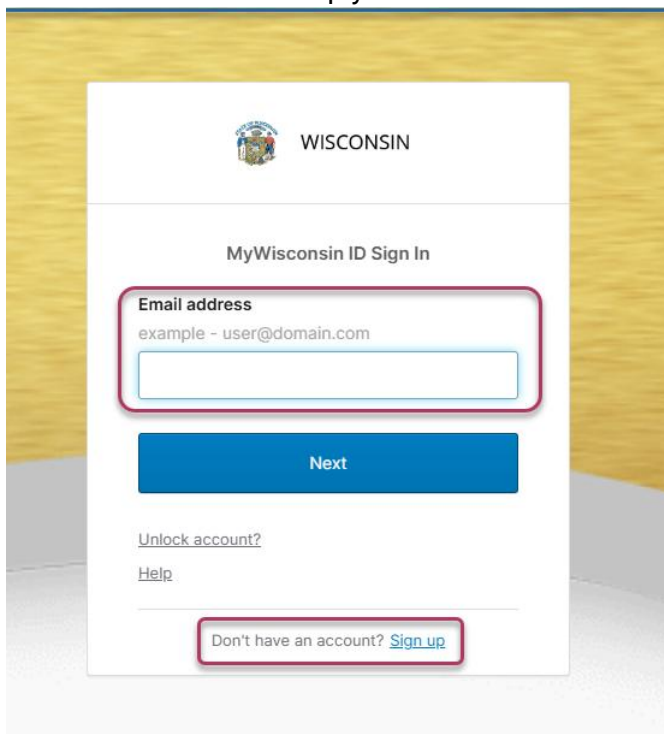
WiSP Setup and Login Instructions for Participants

Setting up WiSP Access

1. Skip to the Accessing WiSP section of this document (page 6) if you already have a MyWisconsin ID. Use an existing email account to register for a MyWisconsin ID using the following options:
 - Select the website link: <https://apps-okta.dcf.wisconsin.gov/wisp/login/consent>
 - **Or** via the QR code below by scanning it with the camera on your phone or tablet and then selecting the link that displays.

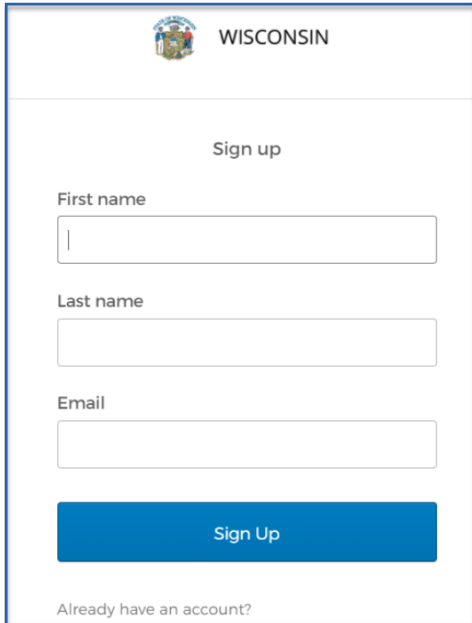


2. Enter your email address and click the blue "Sign up" link at the bottom. From this point you will have **15 minutes** to set up your account otherwise it will go into a "timeout" session.

A screenshot of the MyWisconsin ID Sign In page. The page has a white background with a yellow header. At the top left is the Wisconsin state seal and the word "WISCONSIN". Below that is the text "MyWisconsin ID Sign In". There is a red-bordered box around the "Email address" field, which contains the text "example - user@domain.com" and a text input field below it. Below the input field is a blue "Next" button. At the bottom of the page, there is a red-bordered box around the "Don't have an account? Sign up" link. There are also links for "Unlock account?" and "Help" above the "Sign up" link.

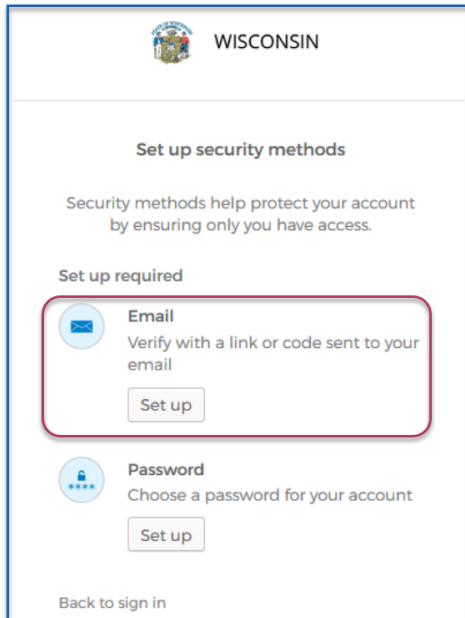
- **Note:** If you are setting up your MyWisconsin ID account and you don't complete all of the steps within 15 minutes or leave your session idle 2 hours, you will be in a "timeout" session. This means that the information you already entered as part of the setup process is now part of the "timeout" session and will be automatically deleted after 2 hours. If this happens, you need to wait 2 hours until you can complete the setup steps again; to do so, start from the beginning of "Setting up WiSP Access" (see page 1, step 1 of this document).

3. Enter your first name, last name, same email entered in step 1 and click on the blue “Sign Up” button. The email you enter will be your username. Click the blue “Sign Up” button again to continue.
- **Note:** *the first and last name you enter do not have to be your legal first and last name.*



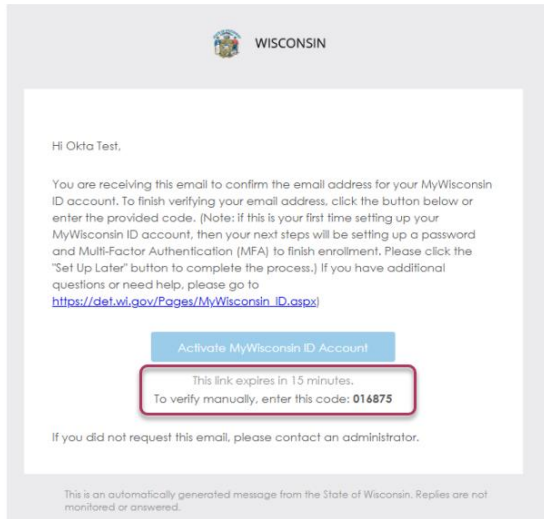
The screenshot shows the WISCONSIN Sign up page. At the top left is the WISCONSIN logo. Below it, the text "WISCONSIN" is displayed. The main heading is "Sign up". There are three input fields: "First name", "Last name", and "Email". Below the input fields is a blue "Sign Up" button. At the bottom left, there is a link that says "Already have an account?".

4. You will be prompted to verify your email address by clicking the grey “Set up” button for Email.



The screenshot shows the WISCONSIN "Set up security methods" page. At the top left is the WISCONSIN logo. Below it, the text "WISCONSIN" is displayed. The main heading is "Set up security methods". Below the heading, there is a sub-heading "Set up security methods" and a paragraph: "Security methods help protect your account by ensuring only you have access." Below this, there is a section "Set up required" with two options: "Email" and "Password". The "Email" option is highlighted with a red box and includes a "Set up" button. The "Password" option includes a "Set up" button. At the bottom left, there is a link that says "Back to sign in".

5. After clicking “Set up,” a confirmation email will be sent to the email address you entered. In that email, it is recommended to **manually enter the 6-digit code into the current MyWisconsin ID login session within 15 minutes of receiving the code** to verify your email address. Do not copy and paste the 6-digit code.

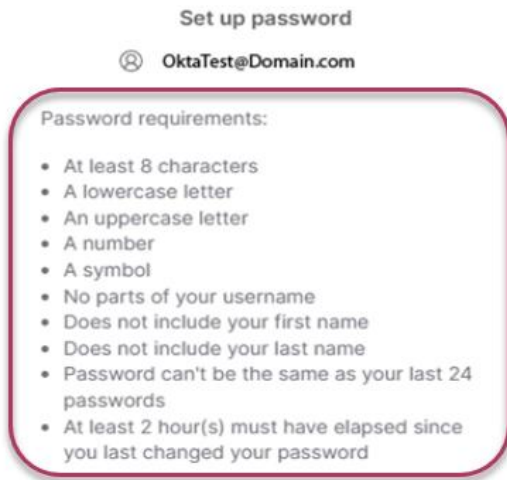


Note: You can call the MyWisconsin ID Service Desk at **608-471-6667 for 24/7/365 support** to determine if you successfully created an account with the email address you entered. If they tell you they cannot find your full name or your email address, this means your account is not properly set up. If that’s the case, you need to start from the beginning of “Setting up WiSP Access” (see page 1, step 1 of this document).

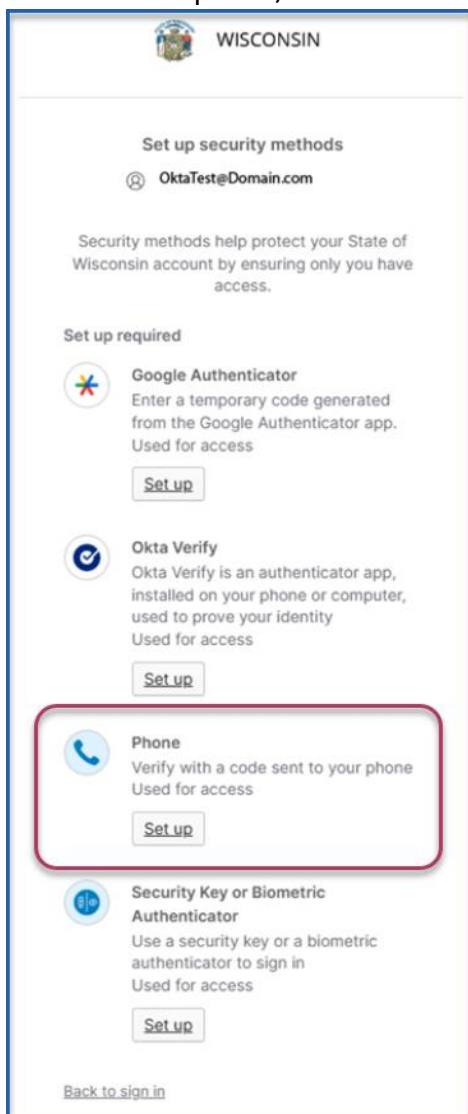
6. On that page, click on the grey “Set up” button to create a password. Create a password for your account.



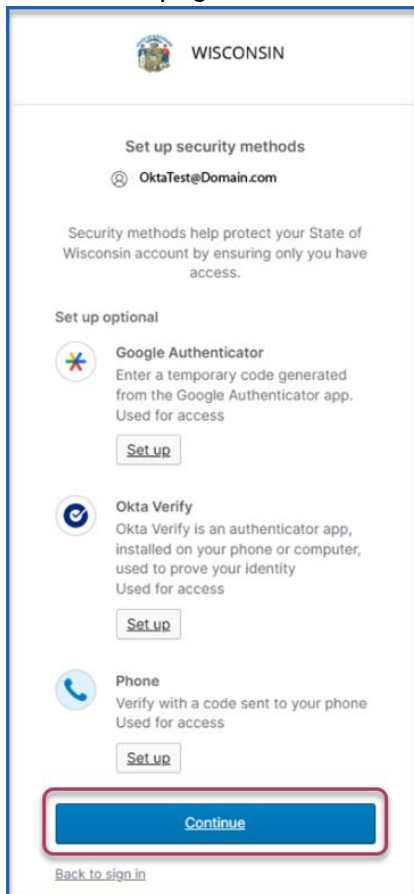
7. Enter a new password for your account with the following password requirements and then click on the blue "Next" button.



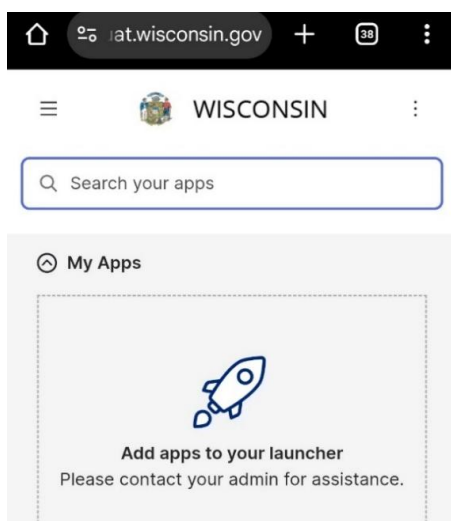
8. You will be prompted to set up a Multi-Factor Authentication (MFA) method. You may select any of the available options, but we recommend clicking on the grey "Set up" button for Phone.



9. On the MFA page, click the blue “Continue” button to finish setting up your account.



- **Note:** There is an information update process that needs to run to “link” the MyWisconsin ID you set up to the WiSP application. This “link” enables WiSP users to access the application. The information update runs twice a day – at 11am and 5pm – so you can access WiSP only after the application is linked via one of those updates. Your child welfare professional is able to confirm if the process successfully completes and that you’re set up to access WiSP. If you see a rocket ship icon on the MyWisconsin Dashboard, like that below, WiSP is not yet linked. If that happens, connect with your child welfare professional about next steps – they may need to confirm that the email address they entered to initiate your account matches the one you used to set up your MyWisconsin ID.



Accessing WiSP

1. Once WiSP is linked, use one of the following options to log in:
 - Select the website link - <https://apps-okta.dcf.wisconsin.gov/wisp/login/consent>
 - **Or** via the QR code below by scanning it with the camera on your phone or tablet and then selecting the link that displays.



2. Once you are logged in, you will see a consent page with the options to Accept or Deny the conditions. This consent page appears each time you log in; you must accept the terms explained on this page to use WiSP.
 - If you click “Accept,” you will continue to your WiSP homepage.
 - If you click “Deny,” you will be returned to the login screen and are unable to use WiSP until or unless you agree to the consent form presented at login.

Please read the following before you proceed:

This form allows you, as a youth aged 14 or older, to request access to WiSP so you can view your child welfare or juvenile justice information or records. To request access to WiSP, click the 'Accept' button below. By doing so, you acknowledge the following:

Your rights:

- You may request to inspect and access certain information or records that an agency may make available through WiSP.
- The agency will review this request and provide access to information or records that are available on WiSP when allowed under state and federal law.

Limits on access:

- Some information in your records may be withheld (not provided) or redacted (blacked out) if the agency determines that sharing it would likely result in imminent danger to you or someone else.
- Information or records may be removed from WiSP at any time by the agency.
- An agency can take away your access to WiSP at any time, but they must give you written notice first.

Text messaging disclosure:

- No mobile information or text opt-in information will be shared with third parties/affiliates for marketing/promotional purposes but your information may be shared with subcontractors in support services, such as customer service.

3. For **immediate assistance with WiSP**, call the **DCF Help Desk at 855-264-6323** toll free and be sure to let them know you are trying to sign up for WiSP so they can direct you to the right expert.
4. If you are having **issues with your MyWisconsin ID**, 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](#). You can also find an FAQ about the MyWisconsin ID here: [MyWisconsin ID FAQ](#).

- **Note:** *The DCF Help Desk and MyWisconsin ID Service Desk are there to assist you with technical needs related to accessing and using WiSP; they are not familiar with details of your case. Please contact your child welfare professional (like, your social worker) with any questions, feedback, concerns, requests, or other needs related to your case and/or your child welfare involvement.*