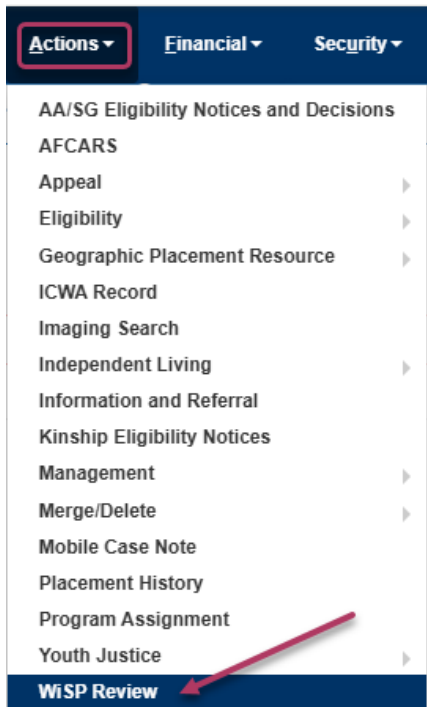


eWiSACWIS WiSP Review Page Login Instructions for Professionals

This document includes two sections to support child welfare professionals' work with the WiSP application: 1) guidance on how CWPs access and use the eWiSACWIS WiSP Review Page, including how to set up a young adult WiSP application user (pages 1-3); and 2) the instructions WiSP users receive to guide their account setup and login. The latter is intentionally provided to help CWPs help their young adult clients using the WiSP application (pages 4-10).

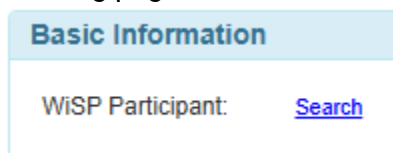
1. Professional set up of the participant for WiSP connection

1. In eWiSACWIS, in the dark blue banner at the top of the page, select Actions and then WiSP Review.



If you do not see this option, please send an email to DCFBITSChildWelfareTesting@wisconsin.gov with "eWiS – WiSP Review not visible in Actions dropdown" as the Subject. DCF may need to update your eWiSACWIS security access.

2. Search for the individual for whom you either want to create a new WiSP Review page or access an existing page.



- Once the individual is retrieved, the WiSP Review page will appear. If it's a new page, click the "Save" button to create the WiSP Review page. (Saving an existing page will simply save any revisions to existing content.)

eWiSACWIS WiSP Review page (Account Setup tab / Message Center tab / Review tab):

The screenshot displays the 'Account Setup' tab of the eWiSACWIS system. It includes sections for 'Basic Information', 'Account Details', and 'WiSP Team'. Red circles and boxes highlight specific fields: 4 points to the 'WiSP email' field (julewisp@outlook.com); 5 points to the 'Child Welfare Professional' row in the 'WiSP Team' table; 6 points to the 'Share Phone' and 'Share Email' checkboxes; and 7 points to the 'MyWisconsin ID linked' field (Yes).

Child Welfare Professional	Supervisor	County	Share Phone	Phone	Ext.	Share Email	Email	
Billeyson (Active)	J. [redacted]	Bayfield	<input checked="" type="checkbox"/>	(715) 339-364		<input checked="" type="checkbox"/>	ewuat25@dhfs.state.wi.us	Delete
Billeyson (Active)	E. [redacted]	Dane	<input checked="" type="checkbox"/>	(608) 785-063		<input checked="" type="checkbox"/>	ewuat25@dhfs.state.wi.us	Delete
Aliphan (Inactive)	S. [redacted]	Douglas	<input checked="" type="checkbox"/>	(715) 339-479		<input checked="" type="checkbox"/>	ewuat25@dhfs.state.wi.us	Delete
Clayton (Active)	K. [redacted]	Rock	<input checked="" type="checkbox"/>	(608) 339-241		<input checked="" type="checkbox"/>	ewuat25@dhfs.state.wi.us	Delete
Gruber (Active)	E. [redacted]	State	<input checked="" type="checkbox"/>	(608) 339-567		<input checked="" type="checkbox"/>	DCFewuat04@wisconsin.gov	Delete

- On the Account Setup tab of the WiSP Review page, add the WiSP user's email address to the WiSP email field. This email needs to be the same as the email used for the user's My Wisconsin ID for the connection to be linked and so that the individual will be able to access WiSP.
 - 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 set up WiSP and receive WiSP notifications. Consult with the WiSP user to determine if you should log the phone number and/or email logged for WiSP on the Person Management page or a different one.
- Insert at least one staff team member in the WiSP Team section and save the page.
- Verify that the CWP email and phone number listed under the WiSP Team section are correct. WiSP uses the "Phone" field from the Maintain Worker Information page; be sure to update the number you want the WiSP user to view in WiSP.
 - Note:** If you want a different email and/or phone number to display on the WiSP Review Page and thus in the WiSP application, you or your supervisor can update CWP contact information on the Maintain Worker Information page in Security.

Make sure that the "Share Phone" and/or "Share Email" checkbox(es) is checked in the WiSP Team section so the WISP user can see CWP contact information in WiSP. If the box(es) to share contact information is not checked, then that contact information will not appear in WiSP.

- There is an eWiSACWIS information update process that needs to run to "link" the WiSP user's MyWisconsin ID to WiSP and enable the user to log into the application. The batch runs daily at 11 AM and 5 PM. On the Account Setup tab, "Yes" will display in the MyWisconsin ID linked field once the user's account is successfully linked.

8. 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 working on WiSP so they can direct you to the right expert.

If the Help Desk is not able to resolve your questions or issues, send an email to DCFBITSChildWelfareTesting@wisconsin.gov with the appropriate subject and full details about the issue. This includes the youth's eWiSACWIS person ID, as many details as possible about the type of device they are using, any screenshots without personal information, and as many details as possible about the issue and steps taken to resolve the problem. **This is a shared monitored email inbox that is available to professionals but not to the youth. Do not share this email address with WiSP young adult users.**

If there are issues with the 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**. The DET's website provides more details: [DET MyWisconsin ID](#).

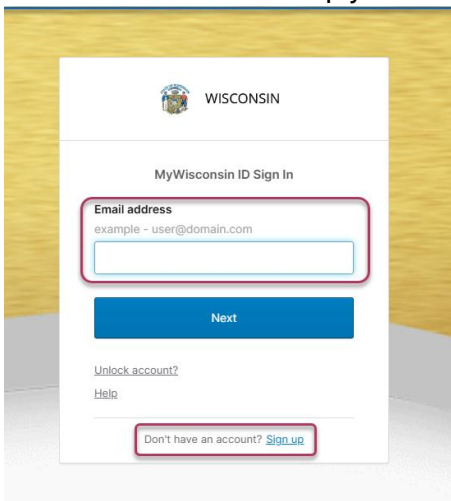
Note: The information above except the shared email inbox is also provided to the youth and you can see the exact wording at the end of this document.

2. Participant set up of My Wisconsin ID account & Login to WiSP


1. Skip to the Accessing WiSP section of this document (page 9) 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 and grey gradient border. At the top, there is the Wisconsin state logo and the word "WISCONSIN". Below that, it says "MyWisconsin ID Sign In". There is a text input field labeled "Email address" with the placeholder text "example - user@domain.com". Below the input field is a blue button labeled "Next". At the bottom of the page, there is a link that says "Don't have an account? Sign up".

- **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 step 1 on the top of this page).*
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.*



WISCONSIN

Sign up

First name


Last name

Email

[Sign Up](#)

[Already have an account?](#)

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




WISCONSIN

Set up security methods


Security methods help protect your account by ensuring only you have access.

Set up required



Email
Verify with a link or code sent to your email

[Set up](#)

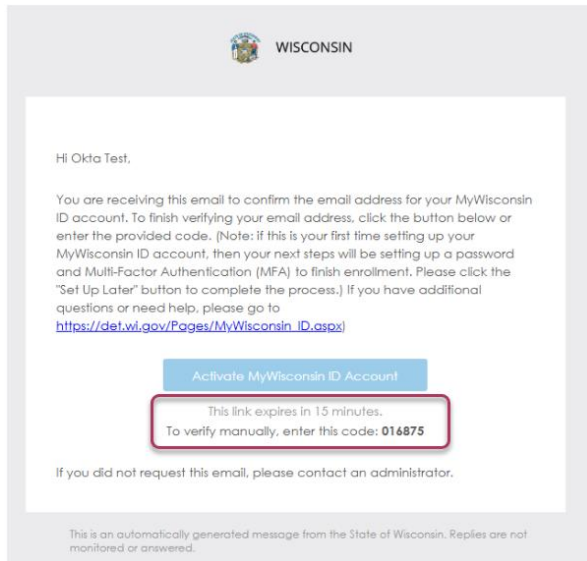


Password
Choose a password for your account

[Set up](#)

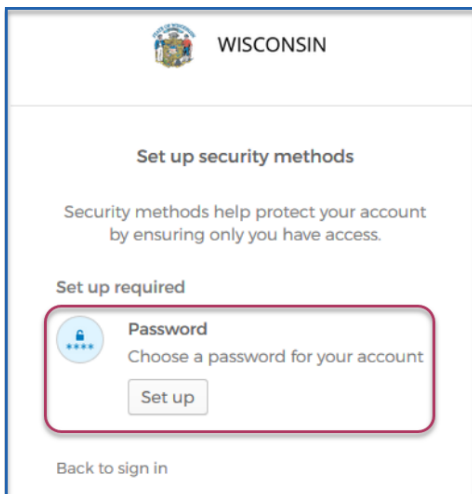
[Back to sign in](#)

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.

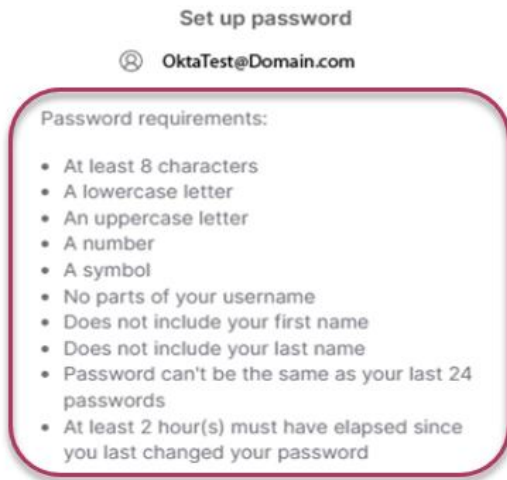


Note: You can call the MyWisconsin ID Service Desk at **608-471-6667 for 24/7/365 support** to determine if you successfully created an account with the email address you entered. If they tell you they cannot find your full name or your email address, this means your account is not properly set up. If that’s the case, you need to start from the beginning of “Setting up WiSP Access” (see page 4, step 1 of this document).

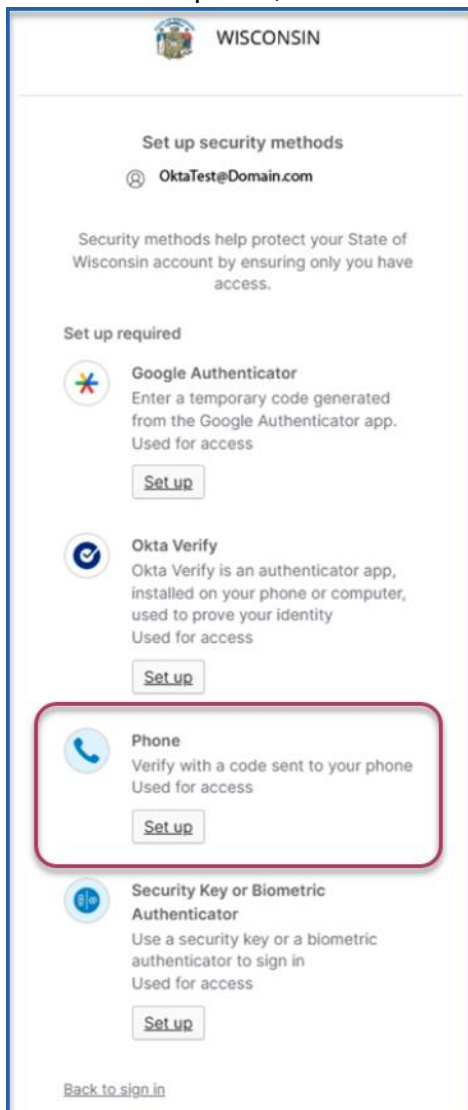
6. On that page, click on the grey “Set up” button to create a password. Create a password for your account.



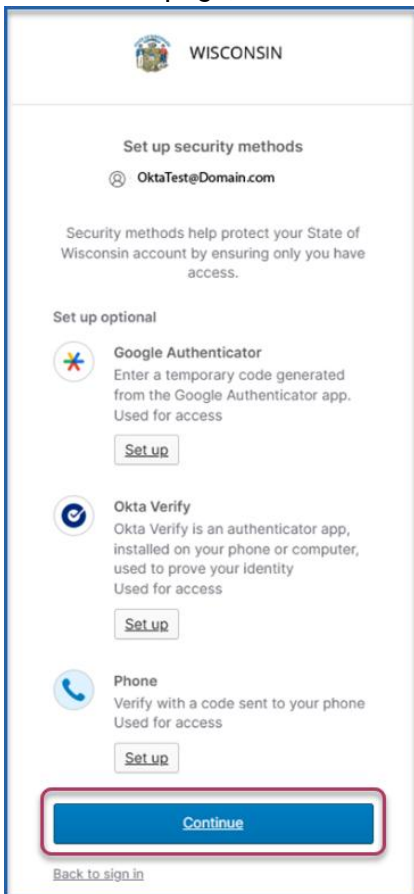
7. Enter a new password for your account with the following password requirements and then click on the blue “Next” button.



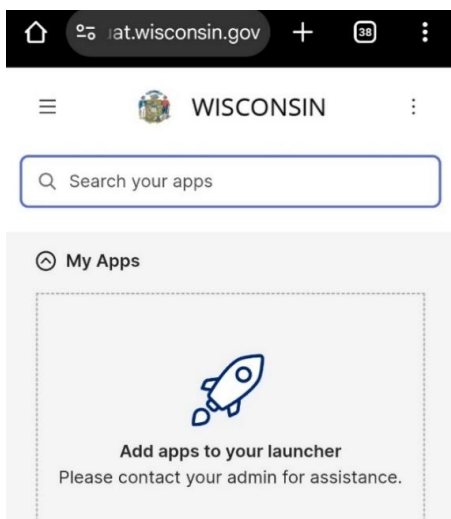
8. You will be prompted to set up a Multi-Factor Authentication (MFA) method. You may select any of the available options, but we recommend clicking on the grey “Set up” button for Phone.



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 but 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*