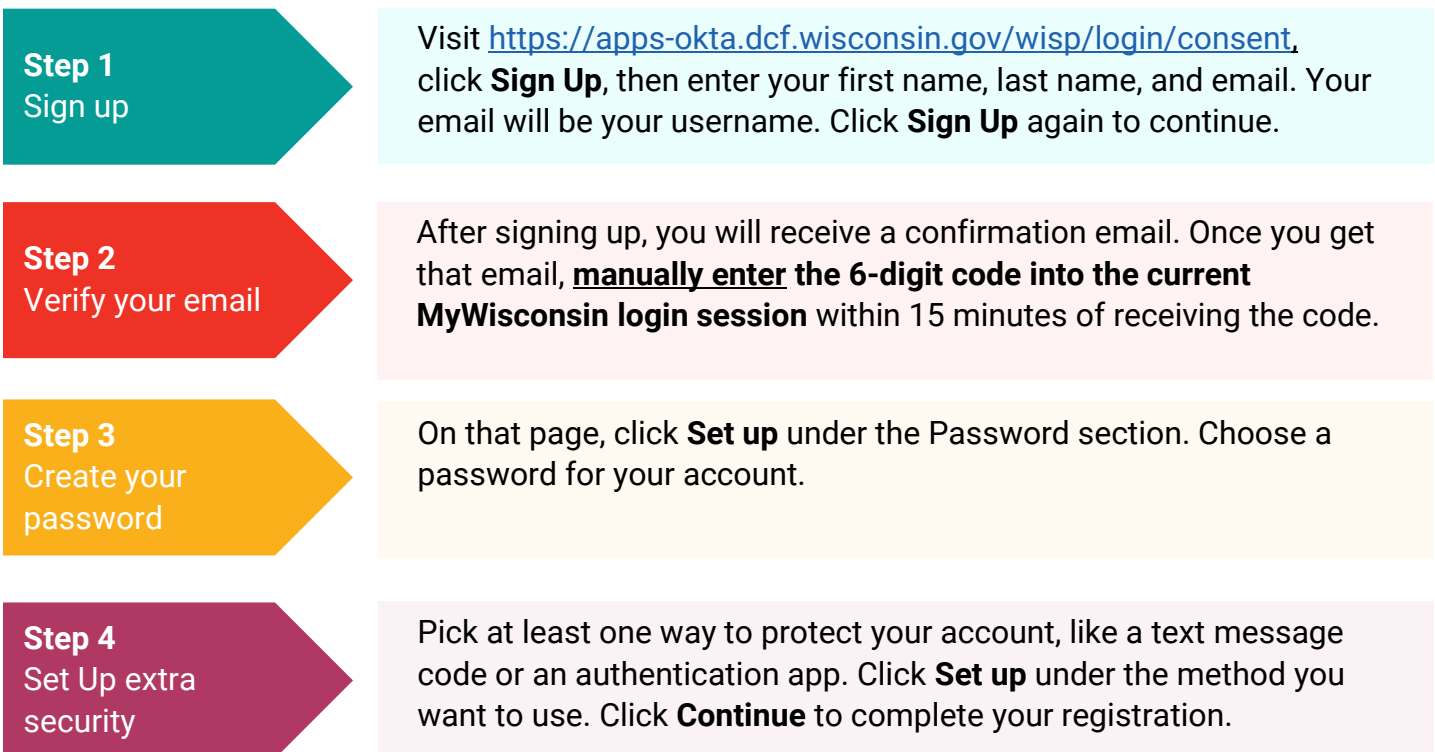


# Desk Guide: WiSP

## Getting Started

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 supporting resources. It includes helpful reminders, updates, and important information. Users can review, edit, and add to their transition goals; find resources to support areas like school, employment, basic needs, and much more; and see and directly message the professionals on their support team. Users can also update their personal and contact information, choose how they receive alerts from the portal, and quickly access emergency contact information if needed. WiSP is accessible via phone, computer, or tablet. To learn more about the WiSP application, see also the [WiSP User Guide](#).

### How to create a MyWisconsin ID specific to the WiSP application:



Any time you want to access WiSP, go to <https://apps-okta.dcf.wisconsin.gov/wisp/login/consent>. Note that you have to read a User Agreement and accept the terms explained in the message. 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 after login. See page 9 for the full User Agreement.

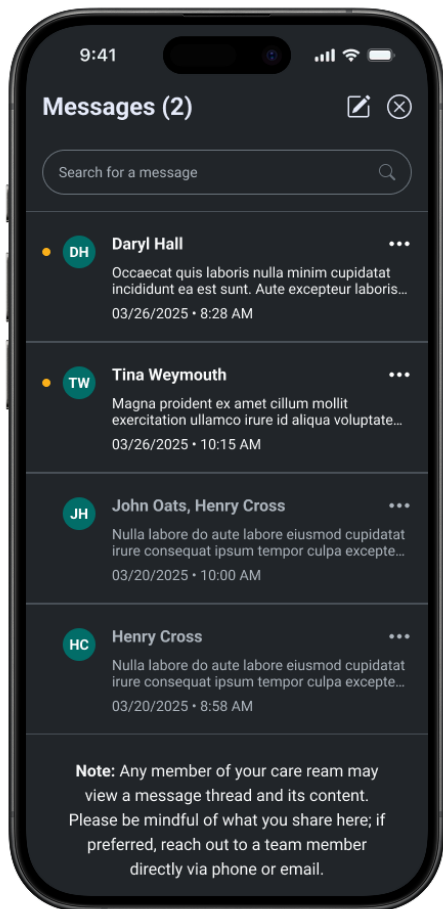
# Messaging & Notifications



## Messages

This is where you can send and receive messages with your support team via WiSP.

<b>Customize your Team</b>	You can add multiple support team members and choose which combination you want to chat with and for which purpose.
<b>Pick a Topic</b>	Choose a topic for your message so your team knows what it's about.
<b>Message your Team</b>	Directly message anyone on your support team. Start, continue, and review conversations right within the portal.

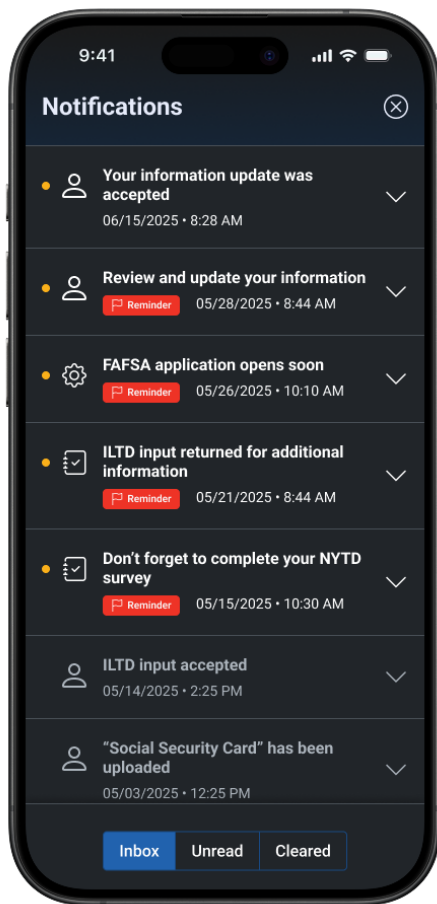




## Notifications

Notifications help you stay on top of new activity in WiSP and actions you need to take.

<b>Stay Updated</b>	You'll be <b>notified when there's something new to check out</b> or a task you need to complete.
<b>View Organized Inbox</b>	<b>View all your notifications or filter them</b> – for example, view just the unread ones or revisit the ones you already cleared.
<b>Take Action</b>	You can <b>open the task, clear notification, or view</b> the pertinent information directly from the notification.



# Navigating WiSP



## Home

This is the first screen you'll see after [logging into the portal](#).

### First Time Login

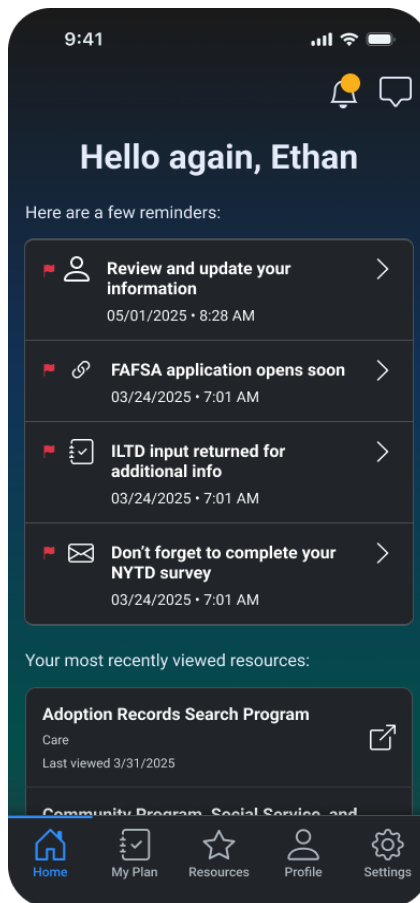
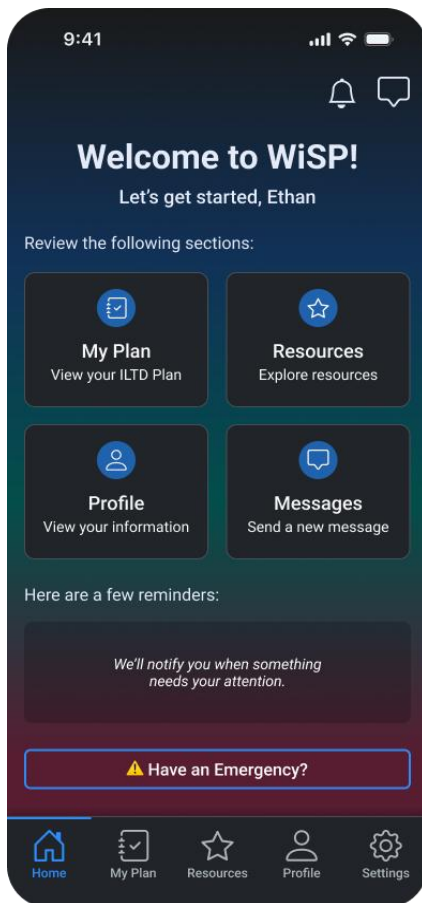
If it is your first time using the portal, **you'll see a list of things to check out or do** like view your Independent Living Transition to Discharge (ILTD) Plan or explore resources.

### Future Login

Each time you log in, **you'll see updates, reminders, and anything new** that needs your attention.

### Emergency Help

Click the "Have an Emergency?" button at the bottom of the screen to **see emergency contact information** right away.



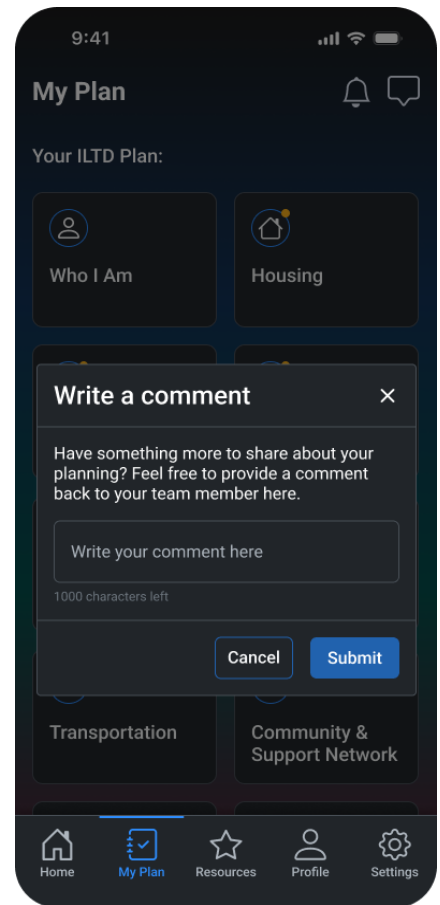
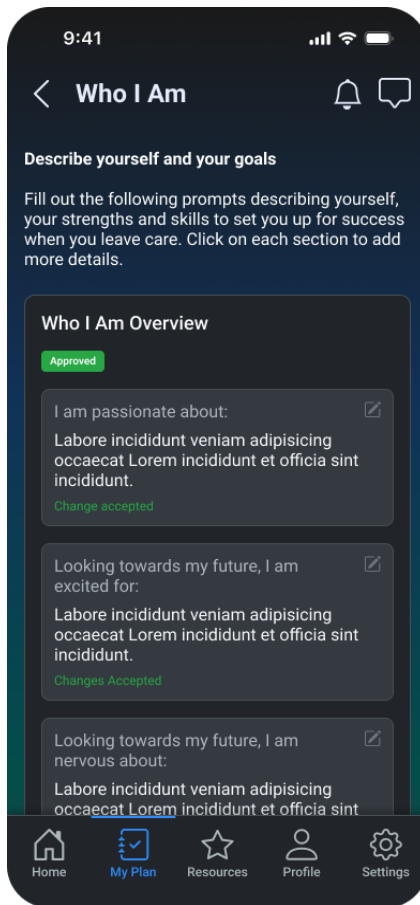
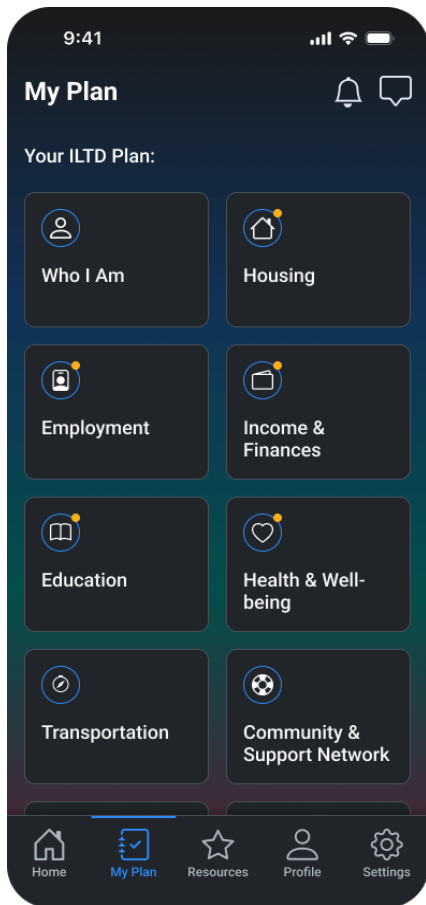


## My Plan

This is where you can see all your goals from your ILTD Plan.

*Note: ILTD plan is not applicable for all WiSP users.*

<b>Goals</b>	<b>Goals can be submitted directly in WiSP</b> and are organized into different categories. You will be notified once they are reviewed and approved.
<b>Updates</b>	If your caseworker updates a goal, you'll see a yellow dot on that icon, along with <b>status indicators below the respective fields</b> .
<b>Comments</b>	You can <b>share a comment</b> about your ILTD with your team member by clicking the "Have Thoughts? Write a Comment" field at the bottom of your My Plan page.





## Resources

This is your go-to library for helpful information and links.

### Organized by Topic

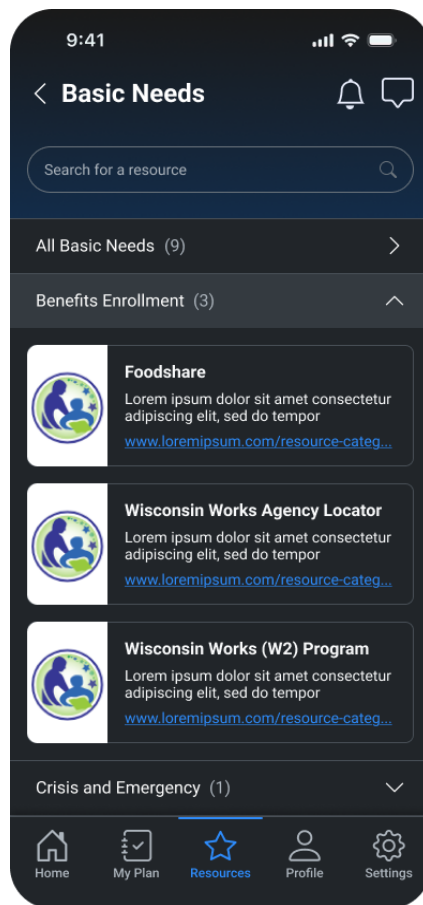
Resources are sorted into categories like **Basic Needs** or **Education**, with smaller sections (“subcategories”) inside each.

### Learn More

**Tap any link to open a resource** in a new browser tab. Most recently viewed resources will be available on the Home page.

### Search

Quickly **find what you need by searching** by title or keyword (for example, “food”).





## Profile

This shows your personal information and helps you keep track of who is on your support team.

### Your Information

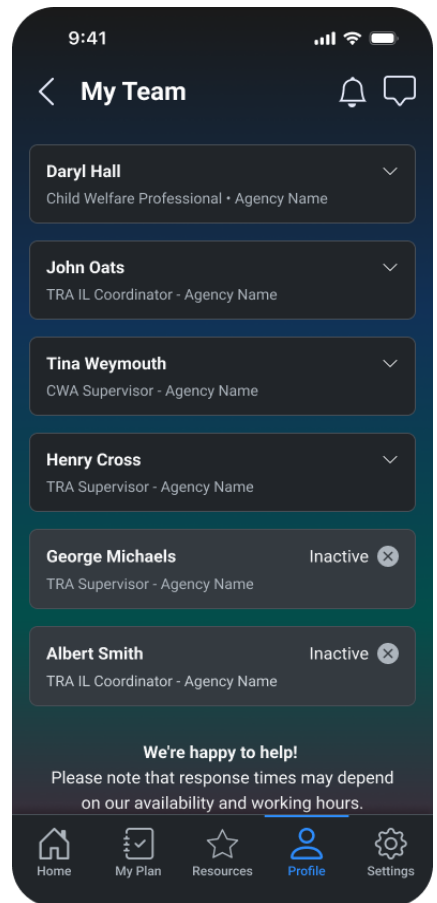
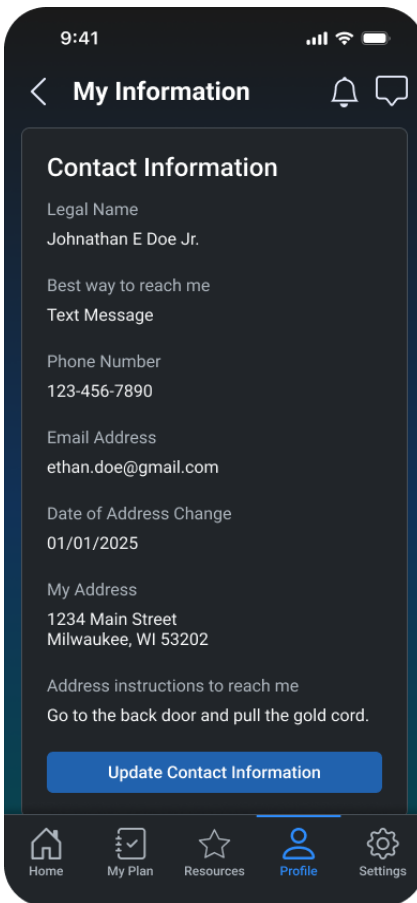
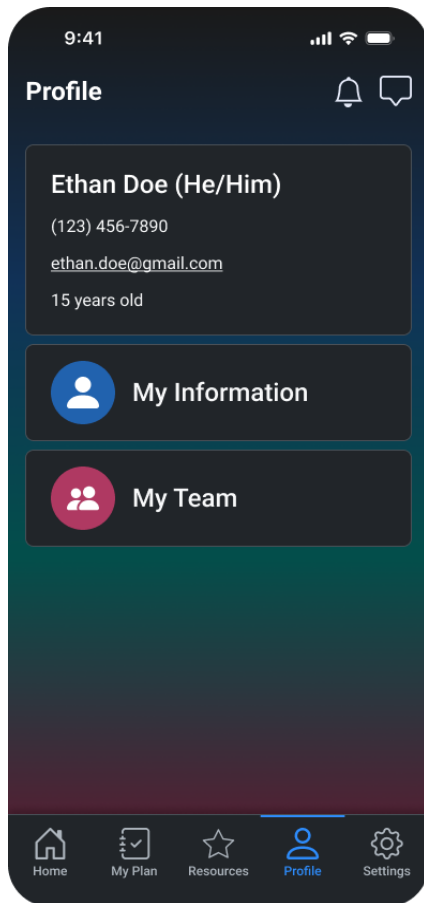
View your **basic details** at the top of the screen.

### Keep Information Current

**Review and update** your contact and personal information.

### Your Support Team

**See who's working with you** as a member of your support team; see their contact information.





## Settings

This is where you customize how WiSP works for you.

### Manage Alert Preferences

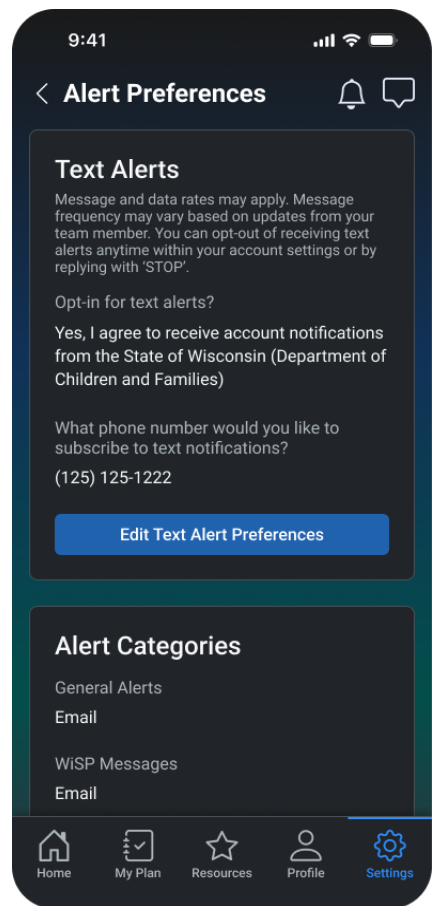
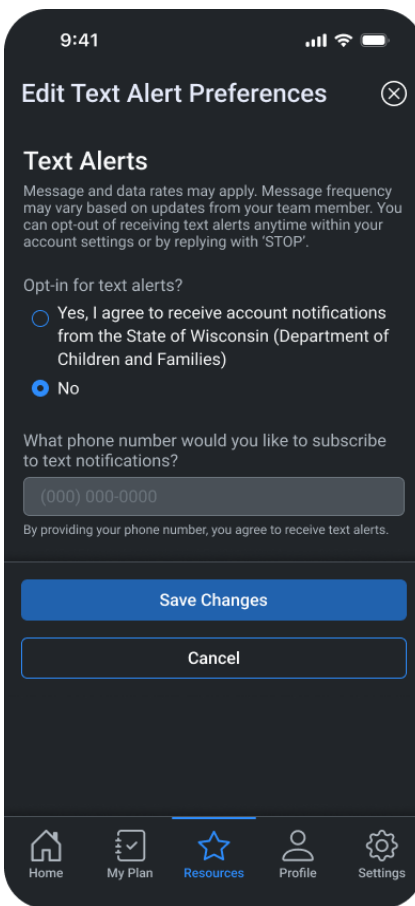
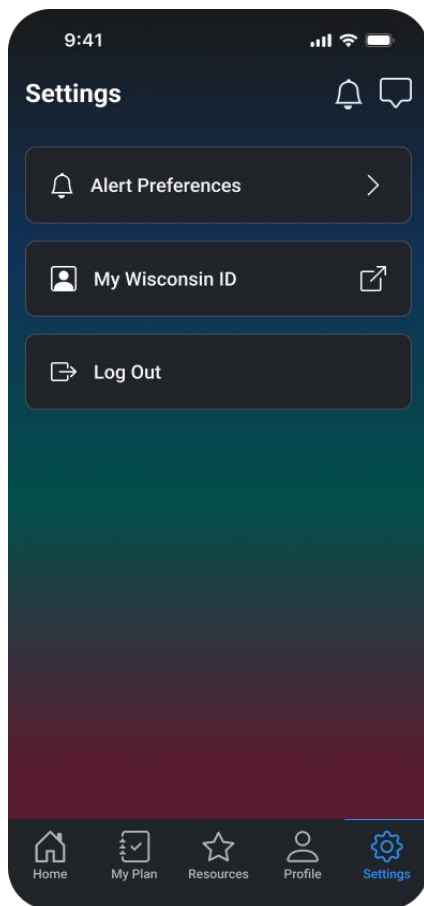
Choose **how and when you want to receive notifications** related to different parts of WiSP.

### View your ID

Pathway to **directly manage your MyWisconsin ID account** (to update the name, email, password, and/or multi-factor authentication you set up for a MyWisconsin ID). *The site that pops up does not directly link to WiSP.*

### Log Out

Use this page to safely and completely **log out of WiSP**.





## User Agreement

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.

### 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 your 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.

## Need Assistance?

If you have questions or need assistance, you can reach out to the following points of contact:

- 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](mailto: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](mailto:DCFILCoordinator@wisconsin.gov).
- For help with any issues or password updates to your MyWisconsin ID, contact the MyWisconsin ID Account Service Desk ([DET MyWisconsin ID](#)) for guidance on how to troubleshoot the issue(s) you're having. If you need to speak to someone to get assistance, you can call 608-471-6667 for 24/7 support.

**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 the details of your case. Please contact your CWP with any questions, feedback, concerns, requests, or other needs related to your case and/or your involvement with child welfare.*