

WiSP User Guide

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. It includes helpful reminders, updates, and important information. Users can review, edit, and add to their transition goals; find resources to support need areas like school, employment, and basic needs; and see and directly message the professionals on their support team. Users are also able to 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 [WiSP Desk Guide](#).

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Setting Up WiSP Access

To set up access and log in, complete the steps below. Also consult the [WiSP Setup and Login Instructions for Participants](#) document if needed.

1. Skip to the “Accessing WiSP” section of this document (page 4) 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 on the "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.

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.

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.

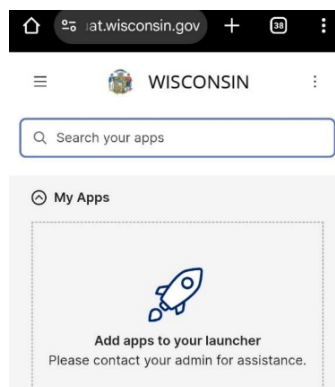
Note: the first and last name you enter do not have to be your legal first and last name.

4. You will be prompted to verify your email address by clicking the grey “Set up” button for Email.
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 2, 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 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. See the “User Agreement” section on page 5.
 - 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.
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.

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**. The Department of Enterprise Technology’s (DET) 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.*

User Agreement

As mentioned above, you will see the following consent form each time you log in. Select “Accept” to continue to your WiSP homepage. You must accept the terms explained in this form to use WiSP.

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.

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:

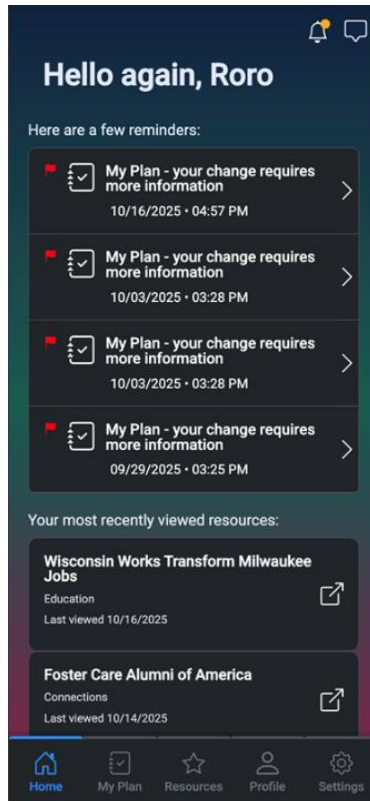
- Some information in your records may be withheld (not provided) or redacted (blacked out) if the agency determines that sharing it would likely result in imminent danger to you or someone else.
- Information or records may be removed from WiSP at any time by the agency.
- An agency can take away your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

Home Page

After you successfully log in, you'll be on your WiSP homepage.



WiSP has five different buttons – on your phone, these are at the bottom of the screen; on a computer or tablet, these are on the lefthand side:


- 1) **Home:** View your homepage
- 2) **My Plan:** View your Independent Living Transition to Discharge (ILTD) Plan
- 3) **Resources:** Explore a library of useful resources for different need areas
- 4) **Profile:** View and edit your information and view your Team
- 5) **Settings:** View and adjust application settings

If you've logged into WiSP at least once before, you will see the five buttons noted above as well as a list of reminders, which you can act on by clicking directly on them. You will also see which resources you viewed most recently.

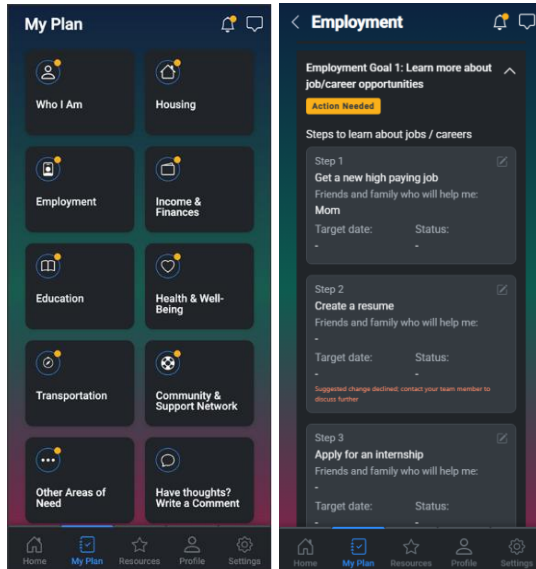
****important**** After 13 minutes of inactivity (idle time) in WiSP, the application will display a timer and ask you if you want to continue working in the application. If you do not click "extend session" within the available time, WiSP will automatically log you off. If this happens, unsubmitted changes and information will be lost.



My Plan

Click  to access the My Plan Page. On this page you can view and edit your goals from your ILTD Plan.

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

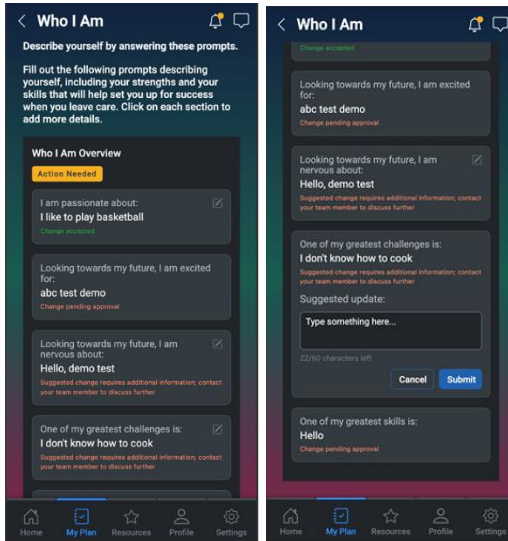


Select one of the buttons to view that specific section of your ILTD plan. If your child welfare professional updates a goal, a small yellow dot will show up next to the button icon, alerting you to review the update.

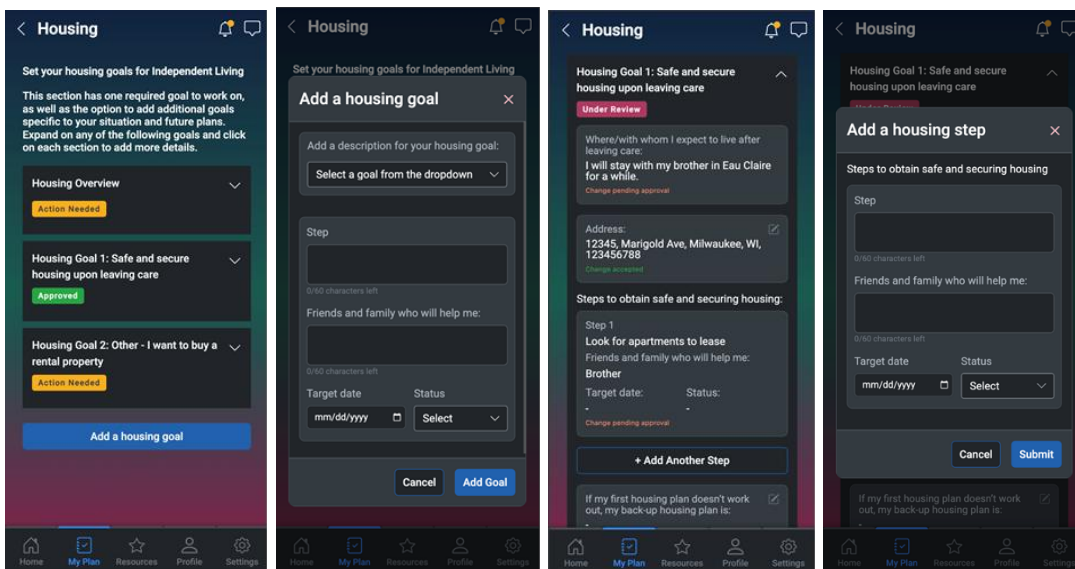
- Who I Am
- Housing
- Employment
- Income & Finances
- Education
- Health & Well-being
- Transportation
- Community & Support Network
- Other Areas of Need
- Have Thoughts? Write a Comment
 - **Note:** *This is where you can provide additional information, thoughts, or feedback to your child welfare professional that does not neatly fit into one of the other ILTD fields. Your worker can then view what you submit and may choose to save it as a note in eWiSACWIS, Wisconsin's child welfare database, so what you submitted is saved similar to your submissions for other parts of the ILTD Plan. They may also (or instead) follow up directly with you to further discuss your comment.*


When you open a goal page, you'll see instructions on how to fill out each part. For any goal, you can also add extra steps if you want. For example:




- In the **Who I Am** section, you'll answer questions about yourself, like what you're passionate about, what you're excited for, and what makes you nervous about the future.



- In the **Housing** section, you'll set goals for where you want to live after leaving care. You'll answer questions like what city or town you'd like to live in and what steps you can take to make sure your living situation is safe and stable.




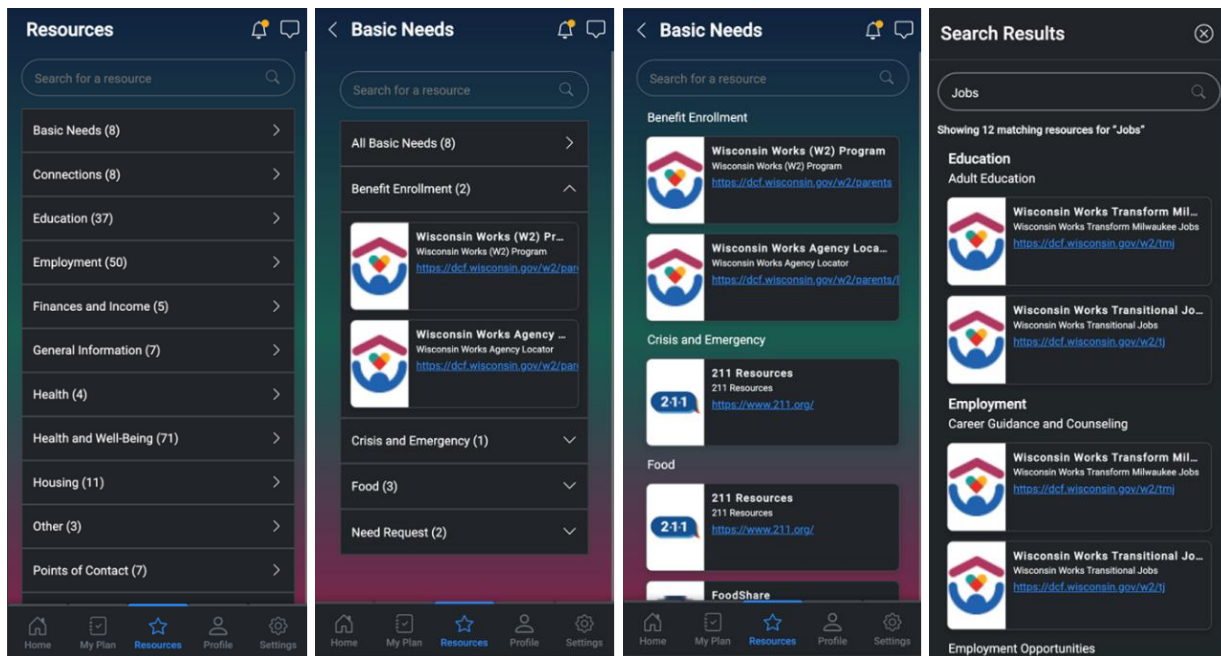
The other sections of the plan include similar opportunities for input and goal planning. Select the  icon in each ILTD prompt to add more details or edit your response and select “submit” when you are complete. After you submit, the information you provided will be tagged with one of the following statuses:

- An  tag appears when someone on your support team is reviewing your submission.
- An  tag appears when someone on your support team approved your submission.
- An  tag appears when someone on your support team requests that you provide additional information, or they decline a suggested change. They require you to provide that additional information before they can review further.


Resources



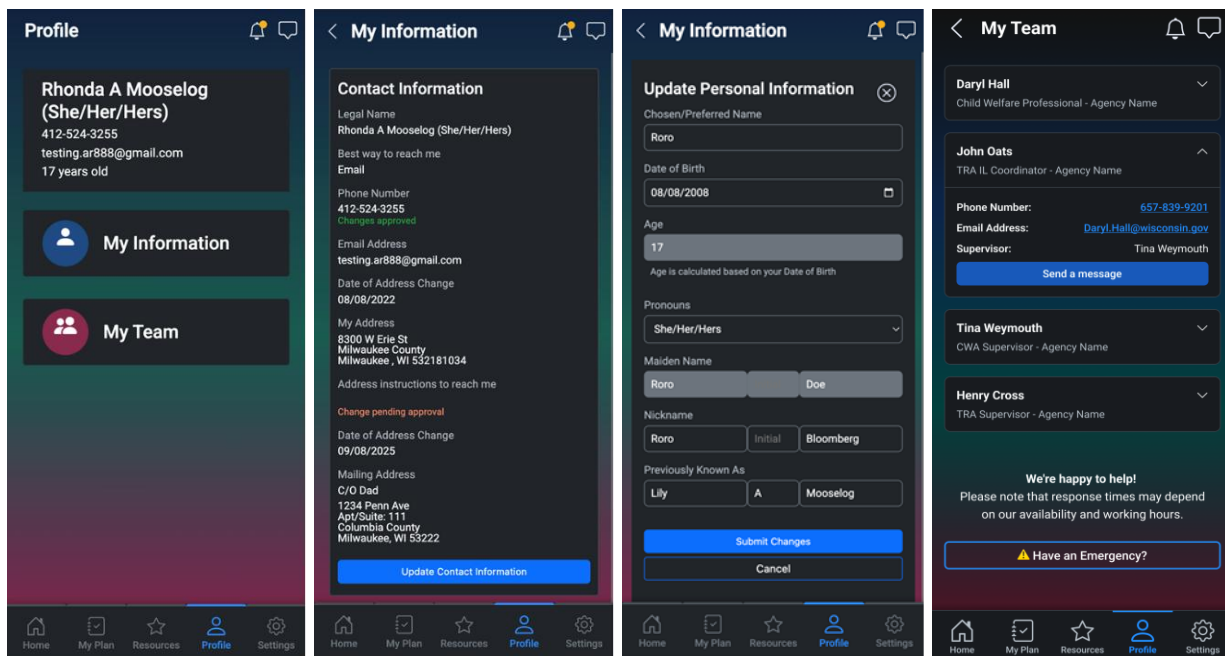
Click  to access the Resources Page. This page is your go-to library for helpful information and hyperlinks. It is organized by categories like Basic Needs or Education. Some categories also include smaller sections (“subcategories”) inside each of them (for example, the Food section within the Basic Needs category). You will also see how many resources are in each section; this is shown in parentheses. For example, (3) indicating that section includes three resources. You can quickly find what you need by searching in the Resources search bar and tap any hyperlink to open that resource in a new browser tab.



Profile


Click  to access the Profile Page. This page shows your personal information and helps you keep track of who's on your support team.

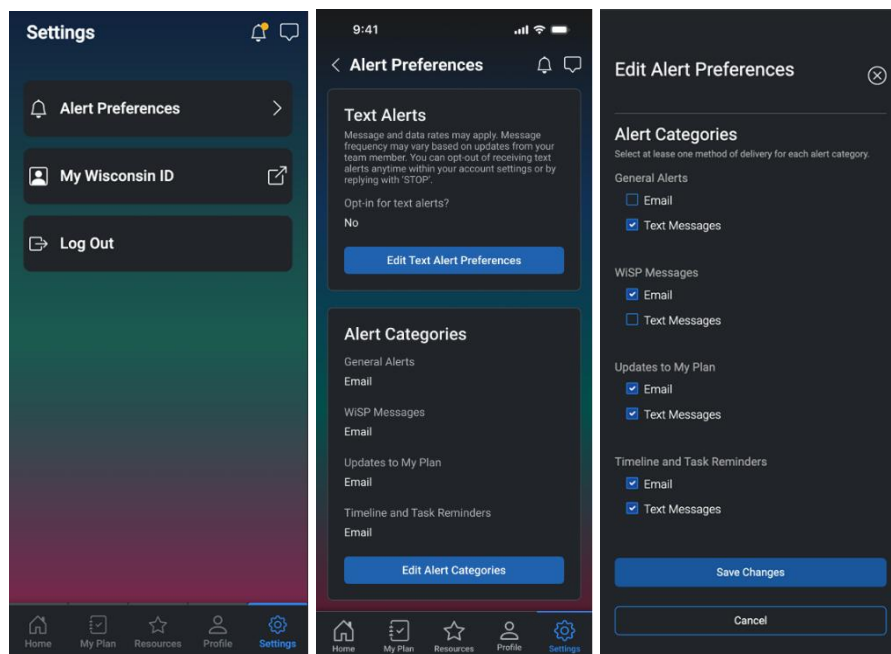
You can view your basic details and contact information on the top of the screen. Select the “My Information” button to view and update your contact and personal information. Select the “My Team” button to see who's working with you as a member of your support team. You can see each team member's name, role, agency name, and supervisor name, as well as any shared contact information. You can also view the names of prior support team members.



Settings



Click  to access the Settings Page. This is where you customize how WiSP works for you.



In your **Alert Preferences** you can choose how and when you want to receive notifications *outside of the WiSP application* (external notifications). You can also edit your alert categories and select if you want to receive external notifications for general alerts, WiSP alerts, Updates to My Plan alerts, etc. You can receive external notifications either via text, via email, or both (you must select at least one notification method). These external notifications are very general and simply inform you that there is something in WiSP you should view (like, a message from your child welfare professional or action taken on something you submitted). If you opt in to receive text alerts, you must add the phone number at which you would like to receive text messages.



- **Note:** *it is highly recommended that you opt into or out of WiSP text alerts by making that selection directly in the application via the Alert Preferences section. Opting to stop texts or to restart texts in response to a text alert you receive from WiSP is not recommended.*
- **Note:** *if you agree to receive text alerts and/or email alerts, you will receive them in “batches” to limit the number of notifications you receive. You will only receive texts and/or email alerts from WiSP twice a day – around 11am and around 5pm.*

By selecting **MyWisconsin ID**, you can directly access your Wisconsin ID account. This will take you outside the portal in a new tab. This is a direct log in to manage your log in information used to sign into WiSP. It will not log you into WiSP.

You can also safely and completely **Log Out** of the portal on this page.


- **Note:** The safest way to log out of WiSP to ensure that your session ends completely, and your information is not viewable or accessible to another user on the device, is to complete the log out steps within the WiSP application. Closing your browser is not enough to totally log out. To log out, click on the Settings icon in WiSP.

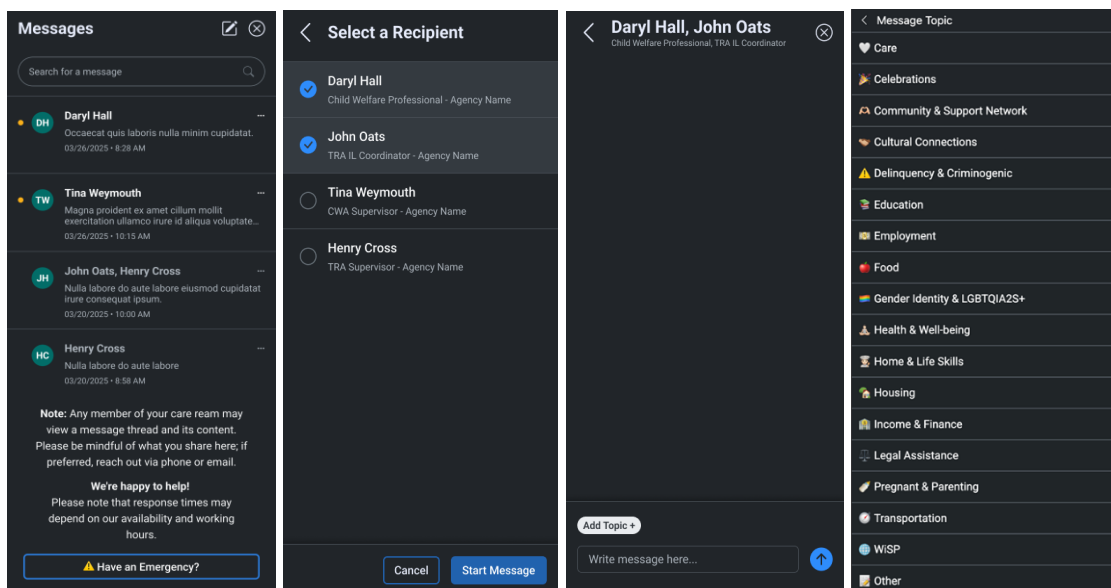
Messages and Notifications

A notifications icon  and a message icon  are located in the top right of WiSP. Both of these will have an orange circle if there are any new notifications or messages for you to view.

- **Messages:** Send and receive messages with your support team
- **Notifications:** View notifications provided to you about activity in WiSP (e.g., your child welfare professional accepted a recent information change you submitted)

Messages


The message icon  in the upper right corner of the Home page will take you to your inbox where you can read and send messages to anyone on your support team. In your WiSP inbox, you will see both your read and unread messages to one or more of your Team members and have the ability to mark messages as read or unread. You are also able to search for any message using the search box at the top of the page.

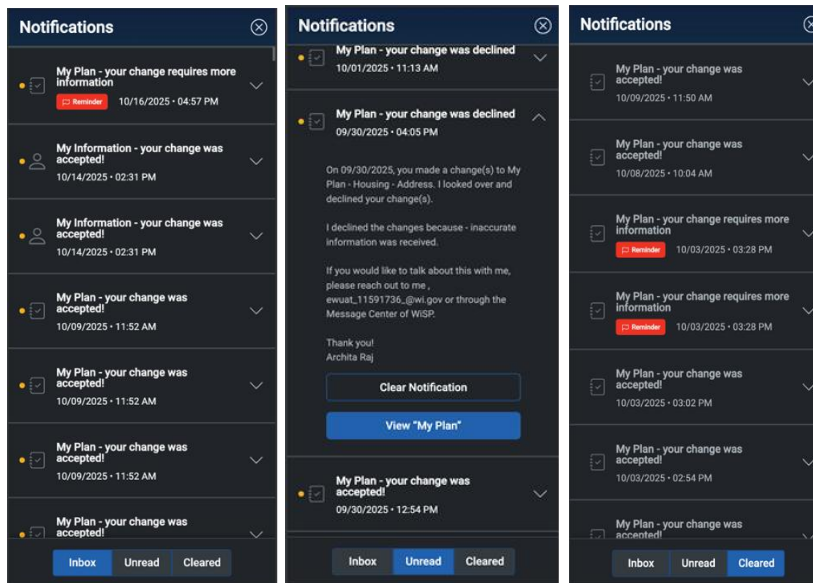


Select  to create a new message.

You are able to select one or more recipient(s) and add a topic to the message from a list of pre-determined topics. Doing this helps organize your messages (for example, Care, Community & Support Network, Cultural Connections).

Notifications

The  icon in the upper right corner of the Home page will open all your notifications with the newest at the top and the oldest at the bottom. You can expand each notification to view the date/time it was sent and specific details within it. For example, a notification may let you know a member of your support team accepted information you recently submitted via WiSP, may alert you to specific tasks you need to complete, and more. This Notifications section also includes two buttons that let you either clear a notification or easily jump to a specific place in WiSP to complete a task.



You can also sort Notifications three ways:

- In **Inbox** you will see all unread and read notifications that you have not cleared. Here you can view information or clear the notification(s).
- In **Unread** you will only see notifications that are unopened.
- In **Cleared** you will see all of the notifications that you cleared after opening them. Here you can view information or move the notification(s) to the inbox.

Have an Emergency?

You'll also notice that a **Have an Emergency?** button is located on the bottom of the Home and Resources pages within the application. This button is there to help you; when you click it, important emergency contact information displays:

- In case of an emergency, call 911
- If you have a mental health emergency or are having suicidal thoughts, call or text 988 or text "Hopeline" to 741741
- If you are part of the LGBTQIA+ community and need to connect with a trained counselor, text "Start" to 678678 or call 1-866-488-7386
- If you are or think you may be subject to human trafficking and need to connect with an anti-human trafficking advocate, text "Help" to 233733 or call 1-888-373-7888

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 WiSP 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 WiSP application improvements), reach out to 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.*