

Using the WiSP Application: FAQs and Best Practices for WiSP Users

This guidance document is intended for young adults with child welfare experience who are using the Wisconsin Information and Support Portal (WiSP), intended to support their awareness of and involvement in their own case and services, including, but not limited to, independent living. This document should be reviewed in combination with others provided on the [DCF WiSP webpage](#).

What does WiSP stand for?

The Wisconsin Information and Support Portal.

What is the point of WiSP?

It's an information portal that provides young adults access to information stored within the state's eWiSACWIS database and enables child welfare professionals (CWPs) to use eWiSACWIS features to share information to portal users and review information the youth provides back. It's an information portal that provides young adults with child welfare experience access to information stored within the state's eWiSACWIS database and enables child welfare professionals (CWPs) to use eWiSACWIS features to share information to portal users and review information the youth provides back. The WiSP tool is broadly meant to be one option to support engagement of, work with, and case management for eligible young adults ages 14-23.

WiSP users are able to keep their information current; more actively engage in their own case management, including discharge planning when applicable; view and access resources relevant to their time in or after being in foster care; and directly correspond with their child welfare professional and larger support team – all from the convenience of the application. This enables WiSP users to view and act on information in the portal on their own terms and at their preferred time and pace.

Who can use WiSP?

Young adults who have child welfare experience and are between the ages of 14 and 23. While it may be useful for any youth within that age range who is involved with Wisconsin child welfare, its features are likely most useful for youth placed out of home (whether independent living-eligible or not) and older young adults discharged from care and working with a regional Transition Resource Agency (TRA) independent living (IL) program.

How can I access WiSP?

To set up and access WiSP, look over any of the following documents. You are required to create a MyWisconsin ID to access WiSP. Review the step-by-step directions in the Account Login Instructions document available on the [DCF WiSP webpage](#).

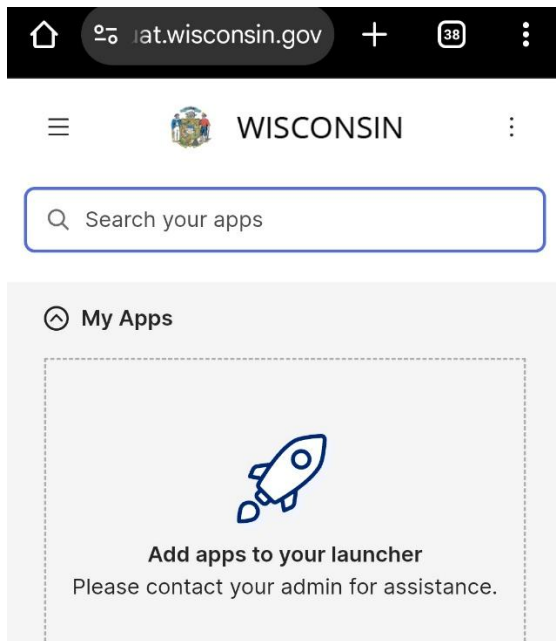
Do I have to enter my legal first and legal last name when I set up the MyWisconsin ID?

No. While you have to enter a first name and a last name as part of the MyWisconsin ID set up process, you do not have to enter your legal name. See the Account Login Instructions document available on the [DCF WiSP webpage](#).

My child welfare professional set up my WiSP application access, but I could not get in right away. Why was there a delay?

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 using their MyWisconsin ID login. The information update runs twice a day – at 11am and 5pm – so access is only possible after the application is linked via one of those updates.

If the WiSP user sees the rocket ship icon on the MyWisconsin Dashboard (image below), that means WiSP is not yet linked and the WiSP user cannot yet access the application. Connect with your child welfare professional. They should be able to confirm by looking in eWisACWIS if the process successfully completed and the user is all set up to access WiSP.



Why do some fields in WiSP have information in them and some do not?

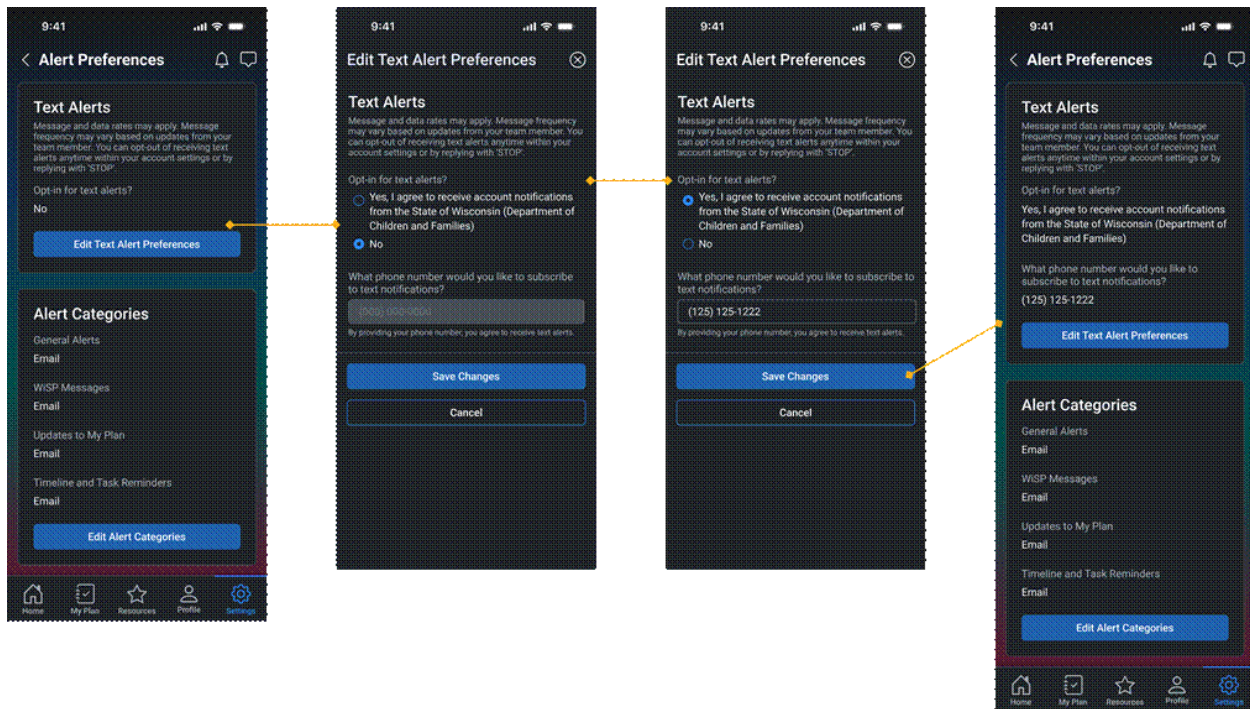
Whether a field in WiSP has information in it depends on whether the corresponding field in eWisACWIS, the state’s child welfare database, has information in it. The two systems “talk” to each other. You can view and often edit the information from eWisACWIS that goes into WiSP. If there is a blank field in WiSP, it means there is not yet information for that field in eWisACWIS. If the field is editable, spend some time in WiSP to add what you want to it. You adding to or updating information in WiSP helps your child welfare professional learn more about you and your needs and goals – both now and looking ahead. Anytime you update information in WiSP, be sure to click on the blue “Submit” button to make sure your changes are saved. If you do not do this, the data will be lost, and you will need to re-enter it.

How can I receive notifications about WiSP outside of the WiSP application?

WiSP application users can receive notifications either via text message or email, or both. Users customize their preference of what method(s) they receive notifications by clicking the Settings icon in the WiSP application and then selecting “Alert Preferences.” Note that notification preferences default to email. WiSP users can choose to change to text messages instead or text messages in addition to email. Also note that WiSP users are required to select at least one

way of receiving notifications; it is not an option to completely opt out of these external notifications.

The number of texts and/or email notifications a WiSP user receives from WiSP is between 2-4 a day, depending upon activity within WiSP such as updates to ILTD plan, messages with the support team, and other updates to information. See the screenshots on the next page.



How can I stop receiving text message notifications about WiSP?

To ensure that you stop receiving text message notifications when you want to but still have the option to receive them in the future if you change your mind and decide you do want to receive text messages, DCF recommends stopping text messages from WiSP directly in the WiSP application. To do this, click on the Settings icon in the WiSP application and select "Alert Preferences" and then in the Text Alerts section, change "Opt-in for text alerts" from "Yes" to "No" and click the Save Changes button. After the changes save WiSP will automatically uncheck the "Text Messages" boxes for each of the Alert Categories in the next section. See screenshots above.

How can I bookmark or "favorite" the WiSP application on my phone?

To add a URL as a favorite or add the shortcut to your home screen on an Android phone, use your browser (like Chrome) or the QR code to go to the WiSP website, tap the three dots (menu) in the upper right corner, and select the star icon or "Add to bookmarks/home screen." Doing this saves the application to your browser's favorites list or adds a shortcut icon directly to your phone's home screen for one-tap access.

To add a URL as a favorite on your iPhone:

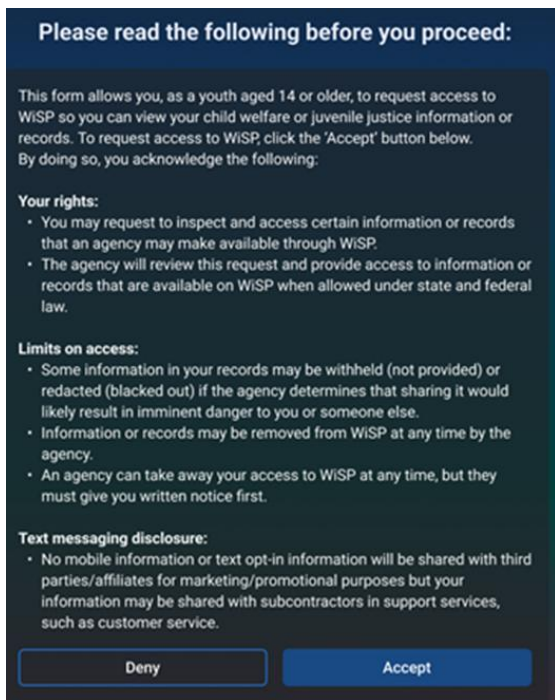
- If using the Safari browser: go to the WiSP site, tap the Share button on the bottom toolbar (square with an arrow), and select Add Bookmark. Choose "Favorites" as the

location for quick access in new tabs, or tap “Add to Home Screen” for a one-tap app-like icon.

- If using the Chrome browser: go to the WiSP site, tap the three dots in the lower right of the bottom toolbar, and select the star icon that says “Add to bookmarks.”

How should I log out of the WiSP application?

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 application. Closing your browser is not enough to totally log out. To log out, click on the Settings icon in the WiSP application and select “Log Out.” There is also the option to logout on the User Agreement page (first shown when you login) by clicking on the “Deny” button. Also, if you encounter the Timeout page (after 13 minutes of idle time), there is also a “Logout” button. See screenshots below.



User Agreement Page



Timeout Page