



STATE OF WISCONSIN

Date: October 31, 2018

DMS, DECE, and DFES Operations Memo 18-J12

To: Income Maintenance Supervisors
 Income Maintenance Lead Workers
 Income Maintenance Staff
 Workforce Development Boards
 W-2 Agencies
 Training Staff
 Child Care Eligibility and
 Authorization Supervisors and Workers

From: Rebecca McAtee, Bureau Director
 Bureau of Enrollment Policy and Systems
 Division of Medicaid Services
 Department of Health Services

David Timmerman, Director
 Bureau of Operations and Planning
 Division of Early Care and Education
 Department of Children and Families

Ed Emmons, Acting Director
 Bureau of Working Families
 Division of Family and Economic Security
 Department of Children and Families

- Affected Programs:**
- BadgerCare Plus
 - Caretaker Supplement
 - Children First
 - Emergency Assistance
 - FoodShare
 - FoodShare Employment and Training
 - Job Access Loan
 - Job Center Programs
 - Medicaid
 - Other Employment Programs
 - Refugee Assistance Program
 - SeniorCare
 - Wisconsin Shares Child Care
 - Wisconsin Works
 - Workforce Innovation and Opportunity Act

New MyACCESS App for Mobile Document Submission and Program Management

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EFFECTIVE DATE

November 12, 2018

PURPOSE

This operations memo announces a new downloadable app for smartphones, called MyACCESS, which complements the existing ACCESS website. With the MyACCESS app, users will be able to:

- View basic information about the programs they have applied for or are enrolled in, including FoodShare, health care, Wisconsin Shares Child Care Subsidy, and Wisconsin Works (W-2).
- Receive reminders of actions they need to take.
- Upload and submit photos of documents.

BACKGROUND

Since 2004, the [ACCESS website](#) has served as a primary resource for individuals to apply for and manage enrollment in Wisconsin's health, nutrition, child care, and employment programs. In an effort to enhance and simplify program and benefits management, the Wisconsin Department of Health Services and the Wisconsin Department of Children and Families will be launching MyACCESS, a mobile application for smartphones that will complement the existing ACCESS website, on November 12, 2018.

MyACCESS will connect individuals to their benefits and programs anywhere, anytime by providing a high-level overview of the programs they are enrolled in, reminders about actions needed on their case, the ability to upload photos of documents, and the option to receive notifications of upcoming required actions, such as renewals.

In addition to enhancing benefits management, MyACCESS is expected to create more efficient processes for workers, including:

- Minimizing staff time devoted to sorting, batching, and indexing documents.
- Minimizing phone calls.
- Creating another touchpoint for individuals to be reminded of required actions and verification.

POLICY

There are no policy changes associated with this memo.

MYACCESS

OVERVIEW

The MyACCESS mobile app will be available starting November 12, 2018, in the App Store for Apple devices and the Google Play Store for Android devices. The app is free to download and use, but if the device is not connected to Wi-Fi, standard data rates from the user's paid plan apply.

The MyACCESS app is compatible with devices running iOS version 10.0 and higher and Android version 6.0 and higher. The app is specifically designed for use on smartphones.

The app is intended for those who have applied for or are enrolled in FoodShare, health care, Wisconsin Shares, or W-2. In order to use the functions of the app, an individual must have an ACCESS account that has been linked to a case in CARES or to benefits in interChange. Individuals can use the same account they created for use on the ACCESS website. As with ACCESS, individuals who belong to a case marked confidential will not be able to create a MyACCESS account.

AVAILABLE LANGUAGES

The MyACCESS app is available in English and Spanish. If a user's device language is set to Spanish, the app displays in Spanish. For all other device language settings, the app displays in English.

DATA ACCESS AND UPDATE FREQUENCY

The MyACCESS app requires an internet connection for use. If the app is opened when the mobile device is not connected to the internet through Wi-Fi or a cellular data network, an error message displays.

The basic program and benefits information displayed in the MyACCESS app is updated each night, but document uploads and any changes in document status in CARES Worker Web (CWW) are updated on a real-time basis.

GETTING HELP

As with the ACCESS website, MyACCESS users who have issues while using the app or questions about account creation and recovery can call Member Services at 800-362-3002 for help.

AVAILABLE FEATURES BY PROGRAM

Like the ACCESS website, MyACCESS functionality is based on whether the program is administered in CARES or interChange. The following table indicates the functionality available per program.

Program		Features available in the MyACCESS App		
		View program status	View reminders	Submit documents
CARES	BadgerCare Plus	X	X	X
	BadgerCare Plus Deductible	X	X	X
	Caretaker Supplement	X	X	X
	Community Waivers	X	X	X
	Family Care	X	X	X
	Family Planning Only Services	X	X	X
	FoodShare	X	X	X
	Institutional Medicaid	X	X	X
	Medicaid	X	X	X
	Medicaid Deductible	X	X	X
	Medicaid Purchase Plan	X	X	X
	Medicare Savings Program	X	X	X
	Wisconsin Shares Child Care Subsidy	X	X	X
	Wisconsin Works (W-2)	X	X	X
InterChange	Emergency Services for Pregnant Women	X		
	Express Enrollment in BadgerCare Plus	X		
	Express Enrollment in Family Planning Only Services	X		
	Medicaid for Migrant Farm Workers	X		
	SeniorCare	X		
	Supplemental Security Income (SSI) Medicaid	X		
	Tuberculosis-Related Services Only	X		
	Wisconsin Chronic Disease Program	X		
	Wisconsin Well Woman Medicaid	X		

GETTING STARTED

DOWNLOADING THE APP

The MyACCESS app can be downloaded for free from the App Store for Apple devices and the Google Play store for Android devices.



Figure 1 MyACCESS Icon

Note: The figures in this memo show the app as it appears on iPhones. The app may appear slightly different on Android devices, but the features and navigation are the same.

ALLOWING PUSH NOTIFICATIONS

When the app is opened the first time after it is downloaded, it will ask the user whether to allow push notifications. A push notification is a message that pops up on a mobile device even when the user is not currently using the app or the device. The MyACCESS app can send push notifications to alert the user when documents are needed and when action needs to be taken on a case.

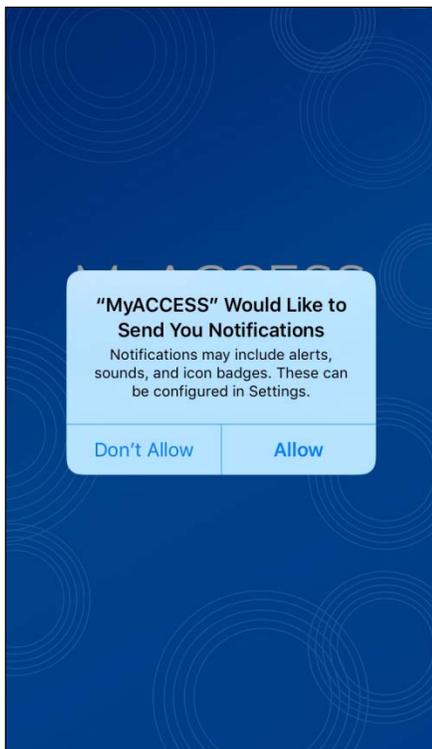


Figure 2 Allowing Push Notifications

Users can grant or deny permission for the app to send push notifications through the device settings.

If the user chooses to allow push notifications:

- Notifications for needed documents or actions will appear seven calendar days before the due date.
- Notifications for upcoming renewals, reviews, and SMRFs will appear on the first day of the due date month.

Tapping a notification takes the user to the MyACCESS login screen.

Note: At this time, the app does not send push notifications or display reminders for scheduled appointments or interviews.

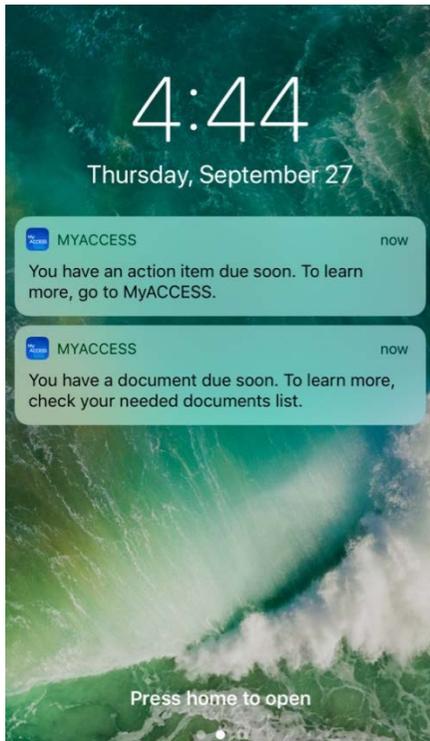


Figure 3 Push Notification Examples

TAKING THE APP TOUR

The first time a user opens the MyACCESS app, a brief app tour highlights the main features of the app. Swiping right to left navigates the user through the app tour. Tapping **Get started** will end the tour and open the login screen.

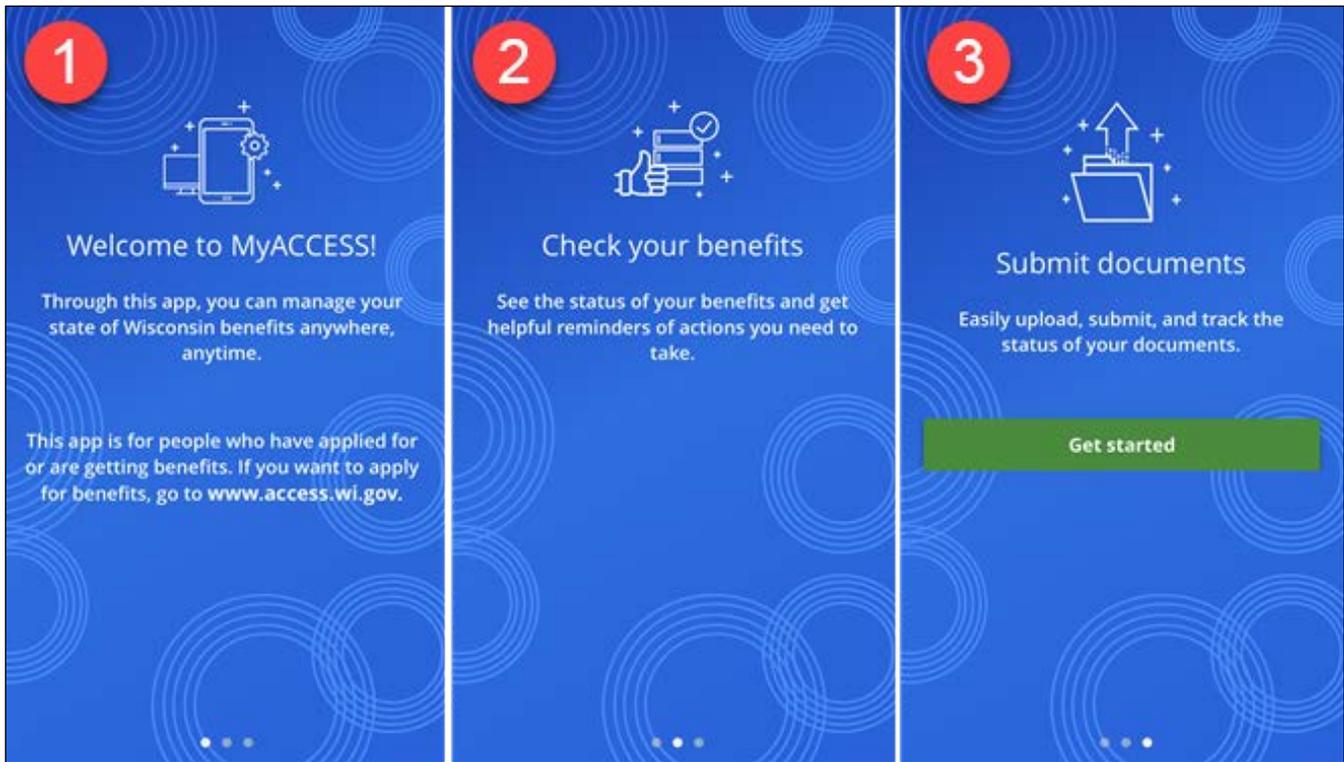


Figure 4 App Tour

CREATING AN ACCOUNT

Those who do not already have an ACCESS user ID and password can create an account as follows:

1. Tap the link to create an account.
2. Tap **Yes, I am 18 or older** or **No, I am younger than 18**. (Those under the age of 18 cannot create an account using a ForwardHealth ID.)
3. Choose whether to enter the case number, ForwardHealth ID (if 18 or older), or QUEST card number.

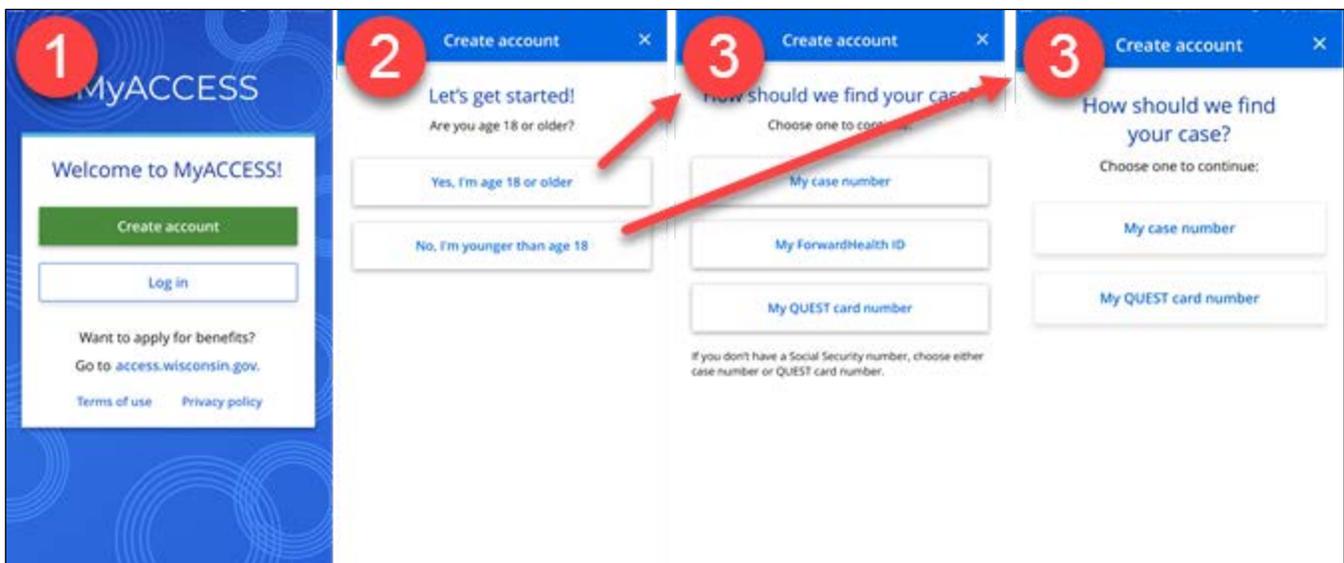


Figure 5 Create Account (1 of 4)

4. Enter the relevant number, date of birth, and SSN or PIN, and tap **Next**.

The figure shows three sequential screenshots of the 'Create account' screen, all labeled with a red circle containing the number '4'. Each screen has a blue header with 'Create account' and a close button. The main heading is 'Let's find your case.' The first screen has input fields for 'Case number', 'Date of birth', and 'Social Security number (SSN) or case PIN'. The second screen has input fields for 'ForwardHealth ID' (10-digit number), 'Date of birth', and 'Social Security Number'. The third screen has input fields for 'QUEST card number' (16-digit number), 'Date of birth', and 'Social Security number (SSN) or case PIN'. Each screen includes a note: 'If you don't have an SSN, use your case PIN. To get your case PIN, call your agency.' and a 'Next' button at the bottom.

Figure 6 Create Account (2 of 4)

5. Optionally, enter an email address that will be associated with the account.
6. Select two secret questions to help with account recovery.
7. Provide answers to the secret questions.

The figure shows three sequential screenshots of the 'Create account' screen, labeled with red circles containing the numbers '5', '6', and '7'. Each screen has a blue header with 'Create account' and a close button. The first screen (step 5) is titled 'Welcome, ANNA!' and says 'We found your case. You have just a few steps left to create your account.' It shows an optional email field with 'anna.member@test.com' and 'Next' and 'Skip' buttons. The second screen (step 6) is titled 'Choose two secret questions to answer if you ever forget your user ID or password.' It lists five questions: 'What was your first job?', 'What's your oldest niece's first name?', 'What's your oldest nephew's first name?', 'What was your prom date's last name?', and 'What was your first -grade teacher's last name?'. The first two are selected with green boxes. The third screen (step 7) is titled 'Answer your secret questions.' It says 'Be sure to remember your answers. You will need to enter them exactly as you did here if you ever forget your user ID or password.' It shows the answers 'Susan' and 'Coley' for the selected questions, with a 'Next' button at the bottom.

Figure 7 Create Account (3 of 4)

8. Create a unique user ID. The user ID must be between 5 and 20 characters and contain only letters and numbers (no spaces). If the user ID is already in use, a banner will prompt the user to try again with a different user ID.
9. Enter and reenter a new password. The password must have 8-20 characters, at least one letter, one number, and one special character (no spaces). Read and accept the terms of the Wisconsin User Acceptance Agreement, and tap **Create account**.
10. A success message will be displayed. Tap **Log in** to enter the new account credentials and begin using the app.

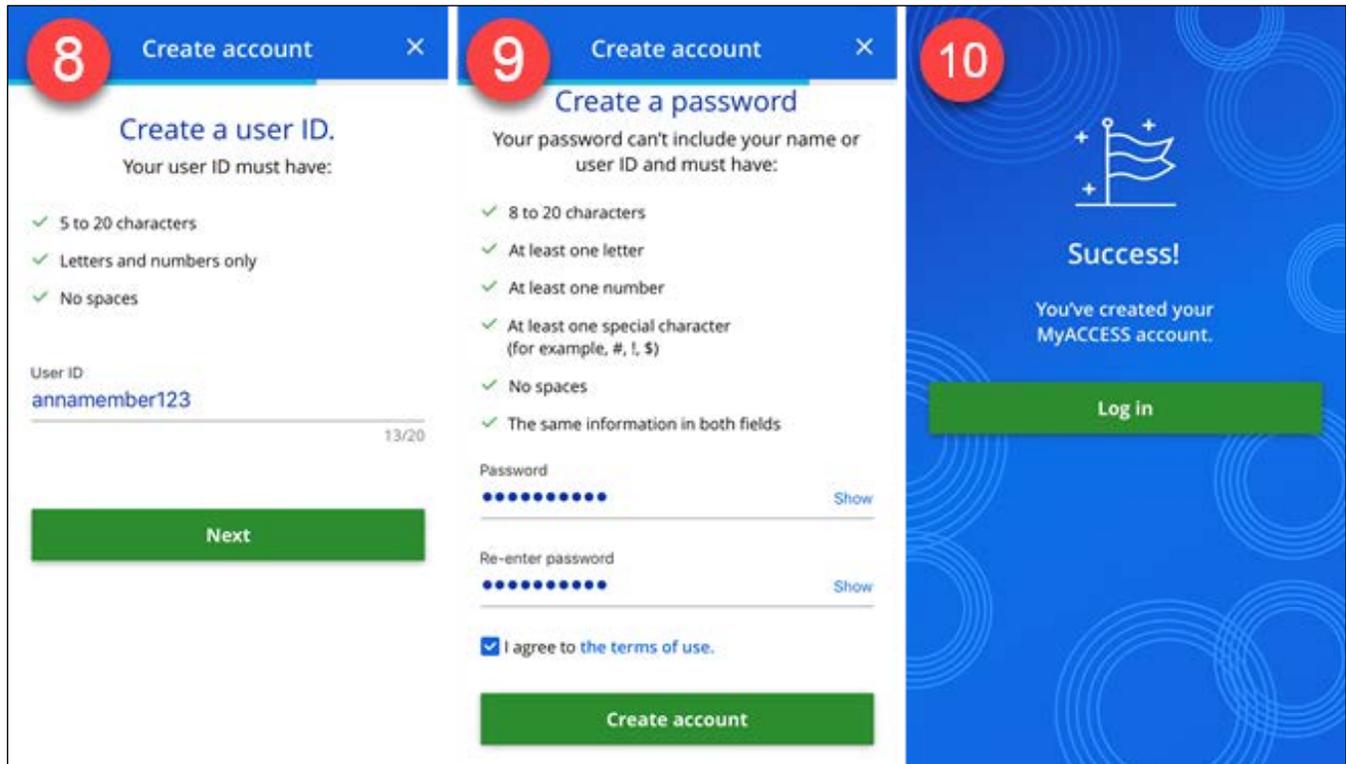


Figure 8 Create Account (4 of 4)

Note: Like the ACCESS website, the MyACCESS app allows an individual to create up to 10 accounts. However, MyACCESS makes it easy to recover a user ID or reset a password for an existing account. For more information, see Account Management on [page 22](#).

ACCOUNT LINKING ERRORS

Users who meet any of the following criteria will not be able to create or link an account:

- The user is under 18 and is not the primary person or primary person's spouse on the case.
- The user is not found in CARES. This may be because the user submitted an application but does not yet have a PIN established in CWW, the application has not yet been processed to a case yet, or the user has not yet applied for any programs.
- The user is on at least one confidential case.

If the account cannot be linked, an error message or banner will display.

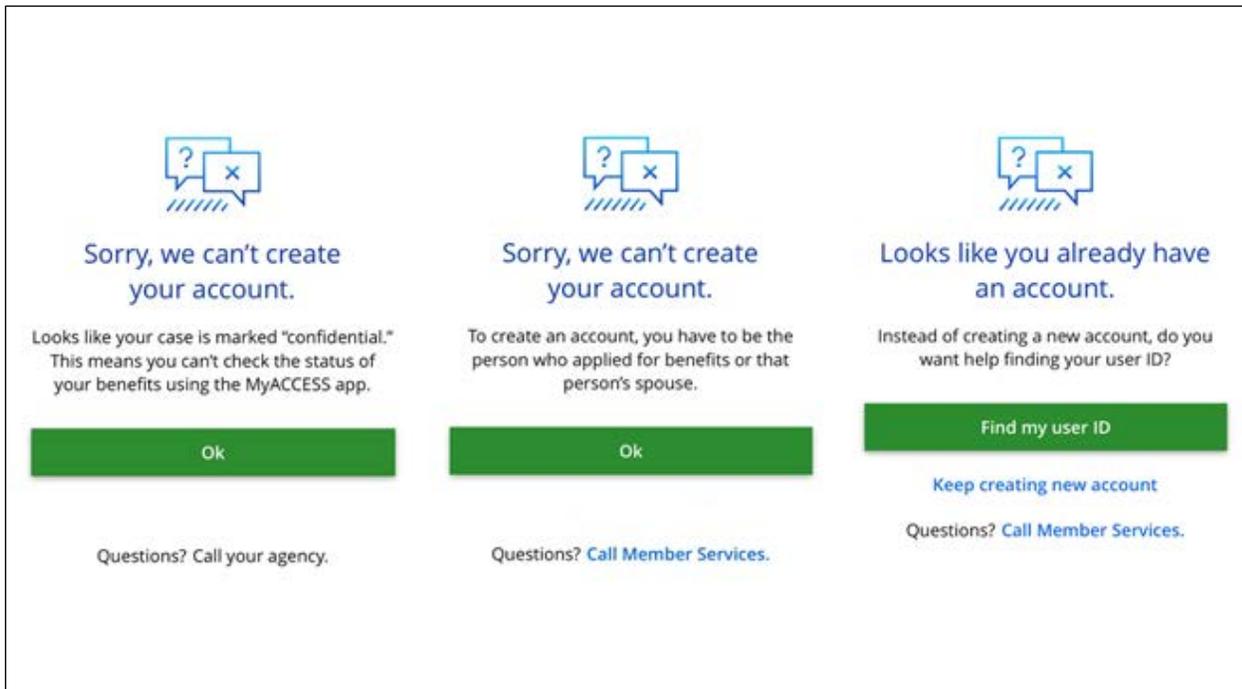


Figure 9 Account Linking Errors

LOGGING IN

Users log in by entering their ACCESS user ID and password on the login screen. The user ID can be saved using the Remember user ID feature, but the password must be entered each time the app is used for security reasons.

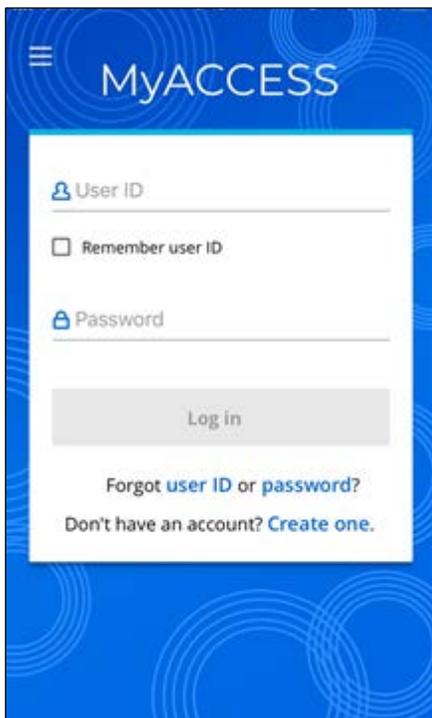


Figure 10 Log In screen

Users who created an ACCESS user ID and password in order to apply for benefits can log in with the username and password already created. In order to link the user's ACCESS account to their case information, the app will prompt the user for a case number, QUEST card number, or ForwardHealth ID number (if the user is 18 or older), and the user's date of birth and Social Security number (SSN) or PIN.

NAVIGATING THE APP

Tapping on the menu icon in the top left corner of the app opens a navigation menu. The following figure shows the navigation menu as it appears to users who are logged in (left) and not logged in (right).

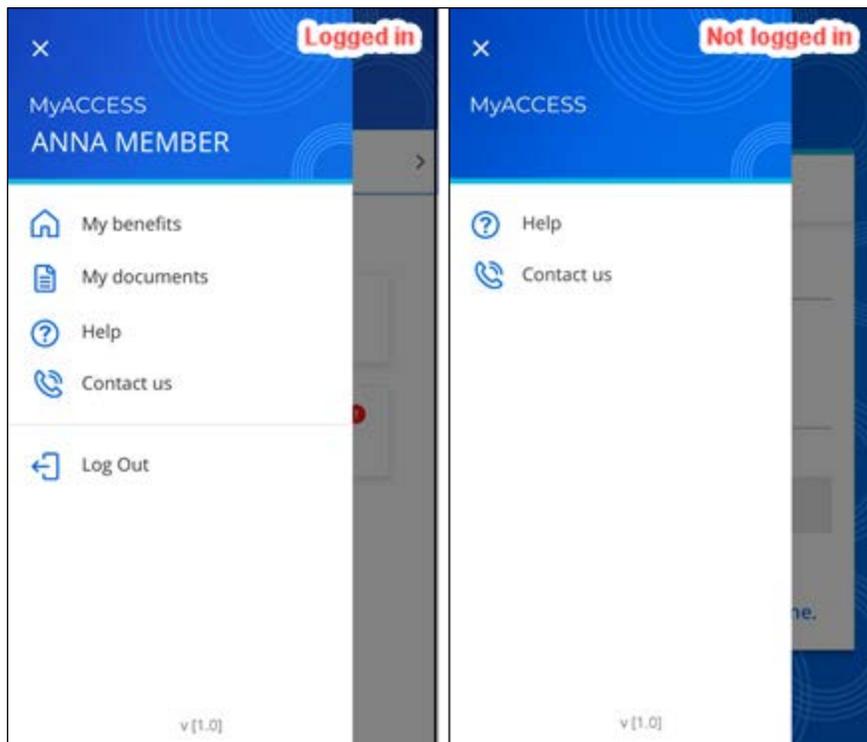


Figure 11 Navigation Menu

- **My benefits** goes to the My benefits screen. It shows basic information about the programs the user has applied for or is enrolled in.
- **My documents** goes to the My documents screen. This is where the user can submit documents and check the status of submitted documents.
- **Help** goes to the Help screen. Help provides a variety of resources, including App Tour, Change Secret Questions, FAQs, Privacy Policy, and Terms of Use.
- **Contact us** goes to the contact information. The Contact us screen allows the user to call Member Services directly, which will act as the support desk for the app.
- **Log out** manually logs the user out. (The app will log the user out automatically after 15 minutes of inactivity.)

MY BENEFITS

PROGRAM OVERVIEW AND STATUS

The My benefits screen displays an overview of programs the user has applied for or is enrolled in. A program card displays for each program confirmed open or pending for the current month or confirmed closed or denied within the last three months. The My benefits screen also includes a banner that links to the My documents screen. An exclamation point icon displays on the program card if the program is pending for a needed action.

- For open cases, the program card will indicate **Enrolled**.
- For pending cases, the program card will indicate **Pending**.
- For closed cases, the program card will indicate **Not Enrolled**.
- For denied applications, the program card will indicate **Denied**.
- If there is an unmet deductible for BadgerCare Plus or Medicaid, the program card will indicate **Unmet deductible**.

The following example shows a situation in which a family is in the process of completing annual reviews and has yet to complete the FoodShare interview.

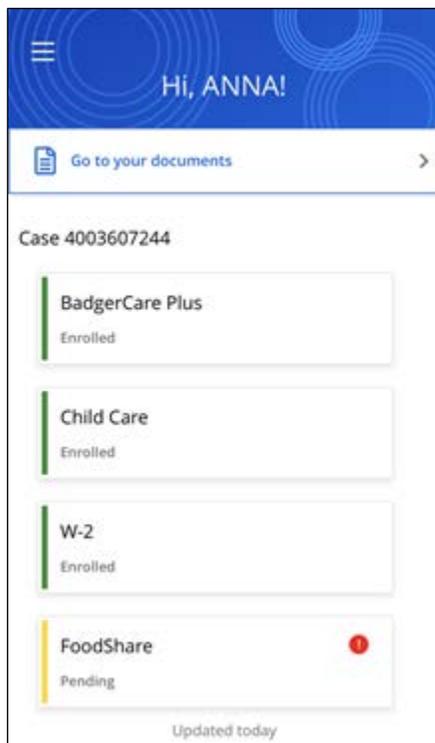


Figure 12 My Benefits Screen

PROGRAM DETAILS AND REMINDERS

Tapping a program card displays the corresponding program details screen. This screen provides more information about the program and shows program reminders.

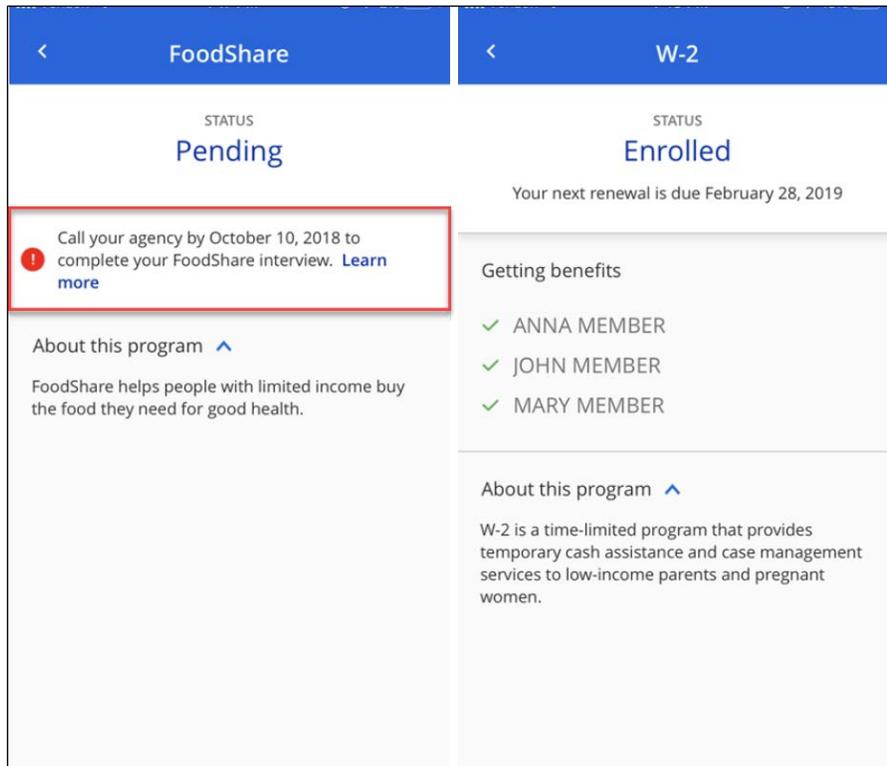


Figure 13 Program Details Screens

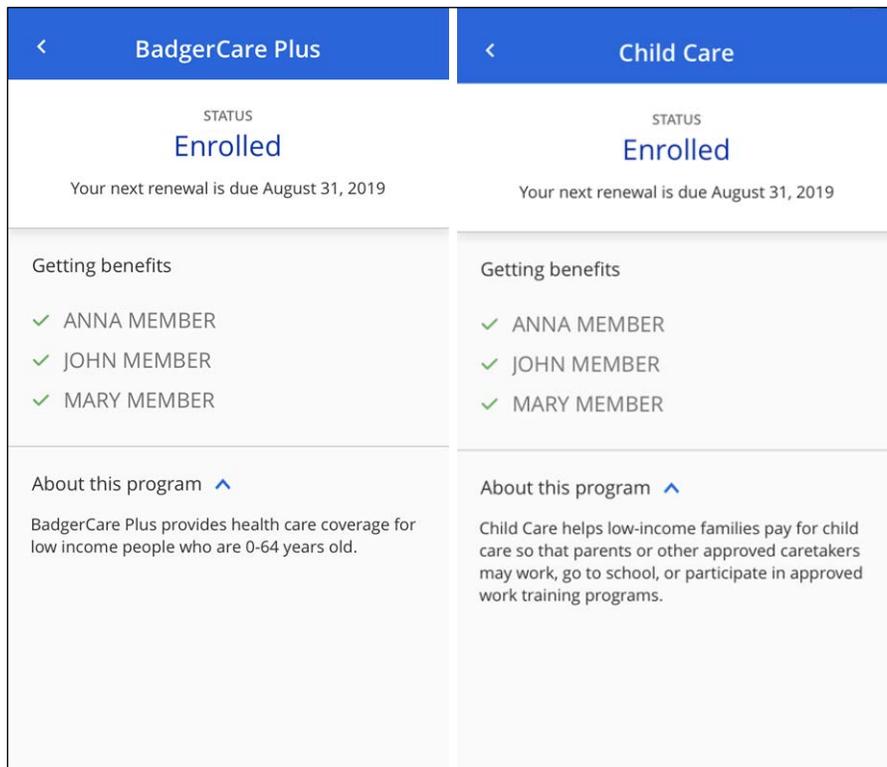


Figure 14 Program Details Screens (Continued)

The following reminders display for renewals, reviews, SMRFs, and needed actions or information.

Reminder Text	Displayed For	When Displayed
Renew your benefits by [Month DD, YYYY]. You can do this online, by phone, or by mail.	All CARES programs	Displayed 45 days before the due date.
You needed to renew your benefits by [Month DD, YYYY]. Questions? Call your agency.	All CARES programs except FoodShare	Displayed one day after the due date.*
Complete the Six-Month Report either online or by mail by [Month DD, YYYY].	FoodShare	Displayed 40 days before the due date.
Complete your assigned W-2 up-front activities by [Month DD, YYYY].	W-2	Displayed when the program is pending for a needed action, a due date has been set for the item, and the Verification Checklist notice has been generated.
Call your agency by [Month DD, YYYY] to answer questions about your household.	All CARES programs	
Pay your premium by [Month DD, YYYY].	BadgerCare Plus	
Tell your agency by [Month DD, YYYY] if you want to enroll in BadgerCare Plus or Medicaid.	BadgerCare Plus, Medicaid	
Complete your interview by [Month DD, YYYY]. Questions? Call your agency.	Wisconsin Shares, W-2	
Sign your application by [Month DD, YYYY].	All CARES programs	
Cooperate with Child Support or claim good cause by [Month DD, YYYY].	Wisconsin Shares, W-2	
Complete the Medicaid Purchase Plan Work Requirement Exemption form by [Month DD, YYYY].	Medicaid Purchase Plan	
Complete the Medicaid Disability Application by [Month DD, YYYY].	Community Waivers, Institutional Medicaid, Medicaid, Medicaid Deductible, Medicaid Purchase Plan, Medicare Savings Program	
Complete the Authorization to Disclose Information to DDB form by [Month DD, YYYY].	Community Waivers, Institutional Medicaid, Medicaid, Medicaid Deductible, Medicaid Purchase Plan, Medicare Savings Program	
Call your agency by [Month DD, YYYY] to complete your FoodShare interview.	FoodShare	
We need more information about your case. Call your agency by [Month DD, YYYY].	All CARES programs	

* If the program is closed for lack of review, this past due reminder will display until the renewal or review is completed, up to 90 days after the due date (for health care and Family Planning Only Services), or up to 30 days after the due date (for Caretaker Supplement, Wisconsin Shares, and W-2).

When a program is pending for a needed action, a reminder banner is displayed that includes a **Learn more** link. Tapping this link opens the Verification Checklist in the default PDF viewer on the device. Once all action items are completed by the user and processed by the worker, the Verification Checklist and reminder banner will no longer display (after the nightly batch processing is completed).

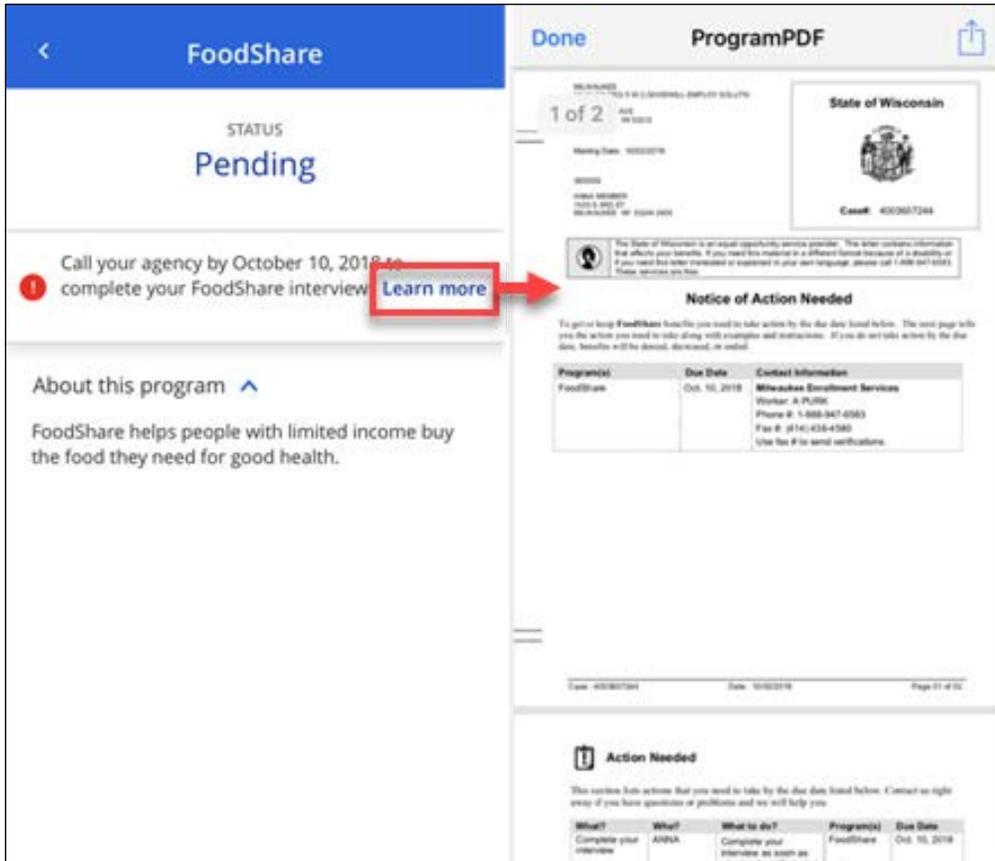


Figure 15 Link to the Verification Checklist

DOCUMENTS

The My documents screen allows users to submit photos of their proof documents and view submitted documents. It contains a Needed documents list and a Submitted documents list.

NEEDED DOCUMENTS LIST

The Needed list displays a list of requested proof documents. Needed items will display if the program is pending for verification for a backdated, current, or future month or if the program is closed for lack of verification but the person can regain eligibility by submitting documents.

- For health care programs, documents will display on the needed list until the document is submitted, or for three months after the benefits end (if ended for lack of verification).
- For other programs, documents will display on the needed list until the document is submitted, or for one month after the benefits end (if ended for lack of verification).

Verification documents that are submitted through the MyACCESS app or the ACCESS website will be removed from the Needed list and added to the Submitted list with the status “Received” as soon as they are uploaded. Verification documents that are submitted by fax, by mail, or in person will display on the

Submitted list as soon as they are scanned or associated with the case, and will continue to display on the Needed list until the worker processes the document.

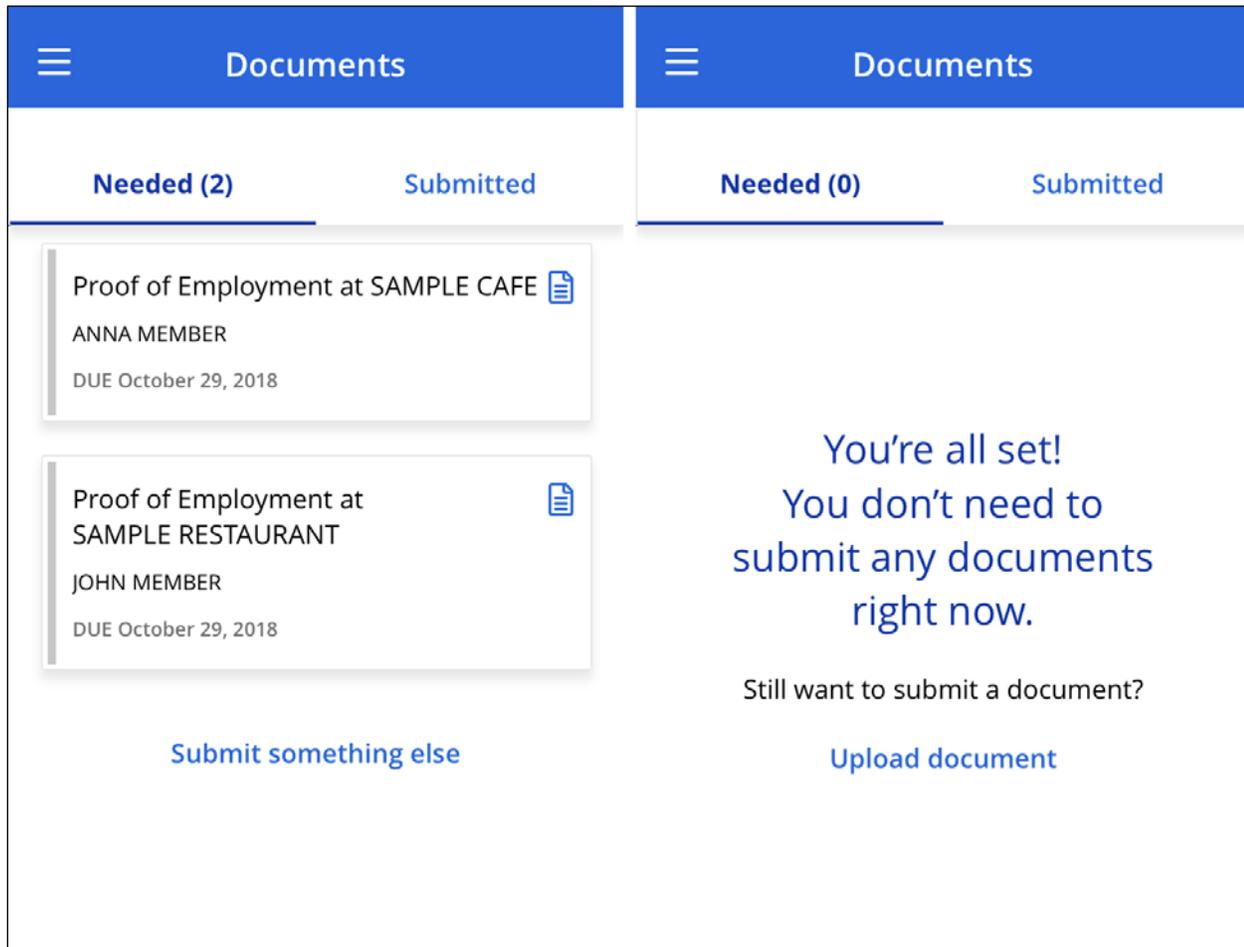


Figure 16 Needed Documents List

Submitting Documents from the Needed List

1. From the Needed list, select the document to be submitted.
2. Review the document details and tap **Upload document**.
3. Select the type of document to be submitted.
4. Read the upload instructions and choose whether to use the camera to take a photo now or choose from photos that are already on the camera.

Note about document security: Photos taken through the MyACCESS app are not stored on the device. However, photos taken *outside* the MyACCESS app are stored on the device until the user removes them. Photos of verification documents may show personal information that poses a security risk (such as identity theft) if the phone is lost or stolen.

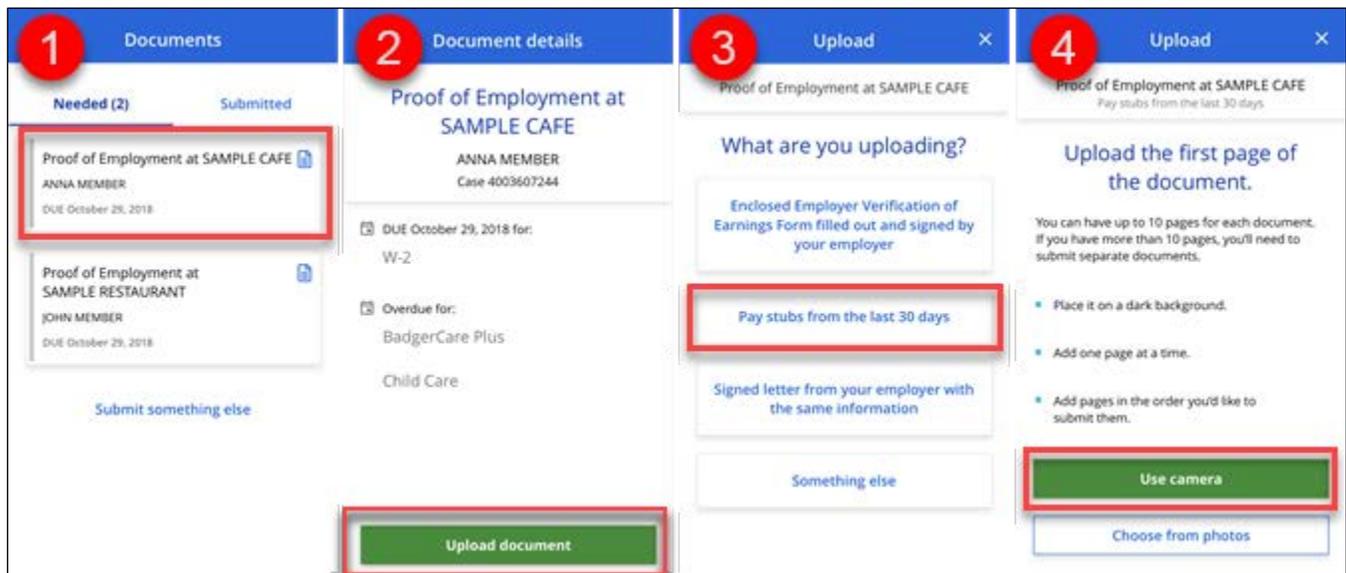


Figure 17 Submitting a Document

5. Use the camera to take a photo of the document, or select from the photos already on the device. The app automatically optimizes the image and converts it to black and white, so there will be a slight delay and a change in the document’s appearance.
6. Review the image for clarity and correctness. If needed, retake the picture or change to a different picture (if selecting from existing photos). If the picture is satisfactory, tap **Use**.
7. To add another page of the document, tap **Add page**, and repeat the steps above. The app allows users to submit up to 10 pages per document.
8. Review the complete document. Note that it is not possible to rearrange the order of pages, but pages can be deleted as shown in Figure 20 **Deleting Pages of a Document**. When the document looks correct, tap **Submit**.

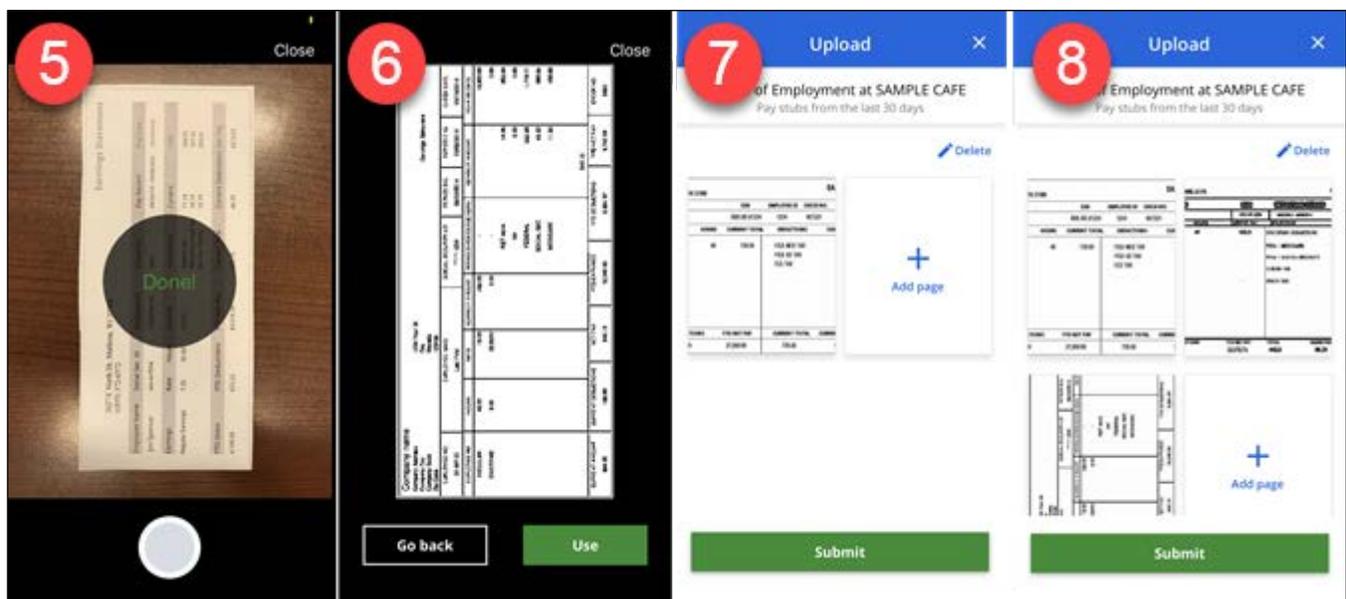


Figure 18 Uploading a Photo

After the document is submitted, it will be removed from the Needed list and displayed on the Submitted list with the status “Received.”

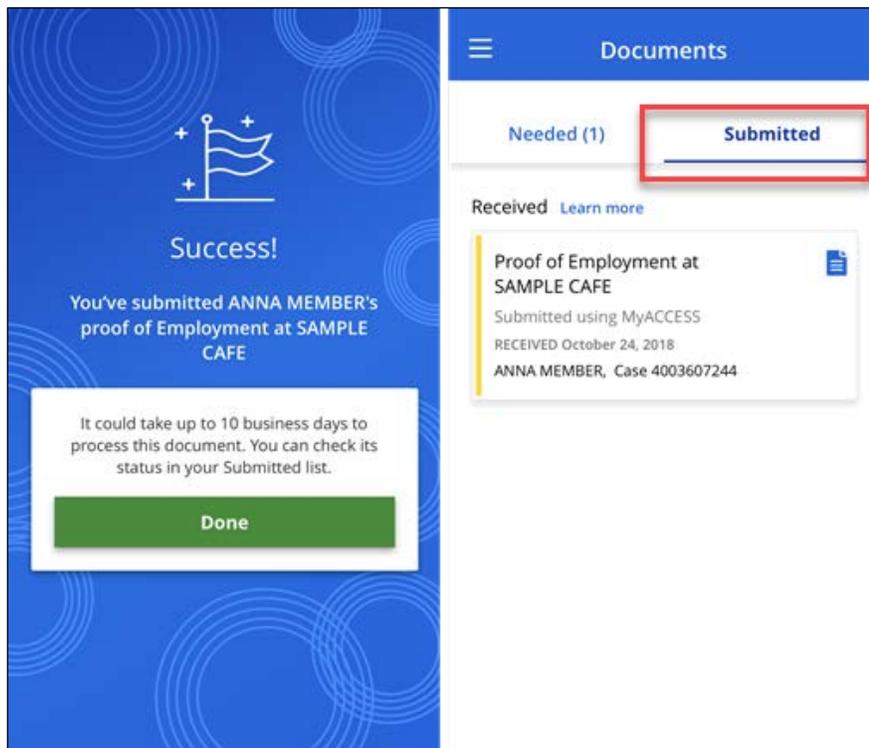


Figure 19 Successfully Submitted Document

To delete one or more pages of a document before submitting:

1. In the thumbnail view, tap **Delete**.
2. Select the page(s) to be deleted, and then tap **Delete page(s)**.
3. Tap **Yes, delete** to confirm.

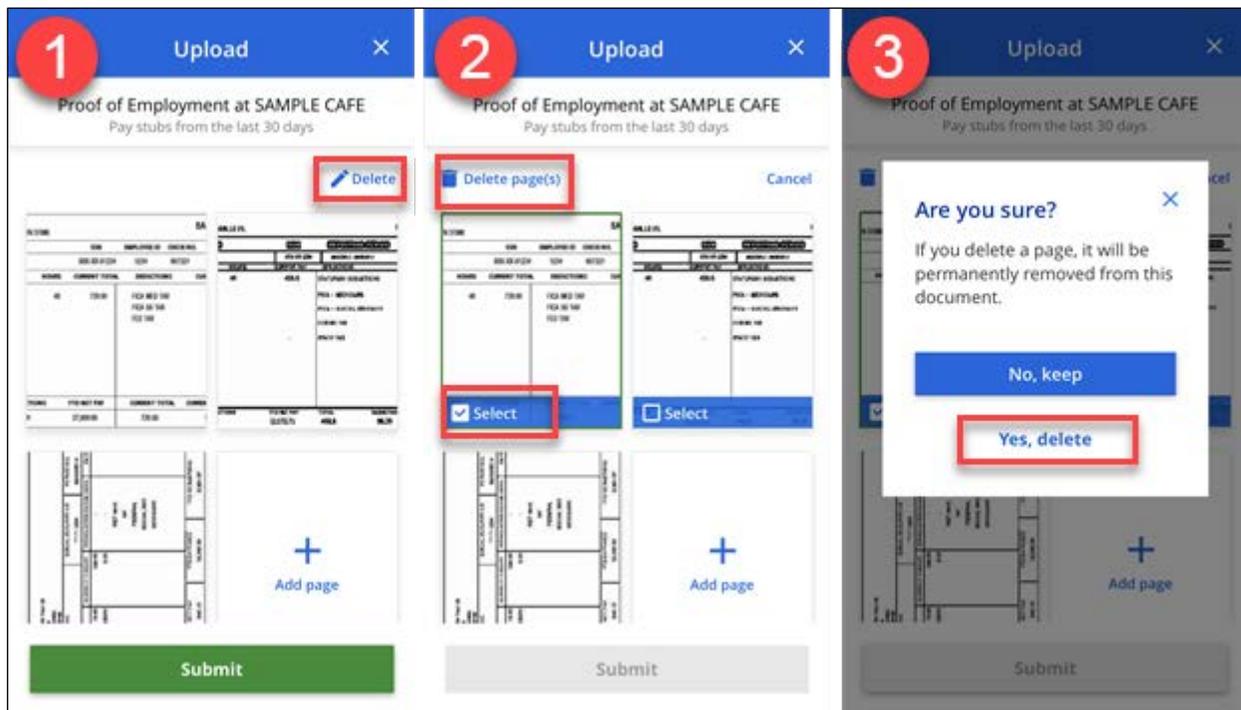


Figure 20 Deleting Pages of a Document

If the document has more than 10 pages, when the 10-page limit is reached, the user will be directed to submit the pages already added, and then tap **Submit something else** or **Upload document** to submit the remaining pages as a separate document.

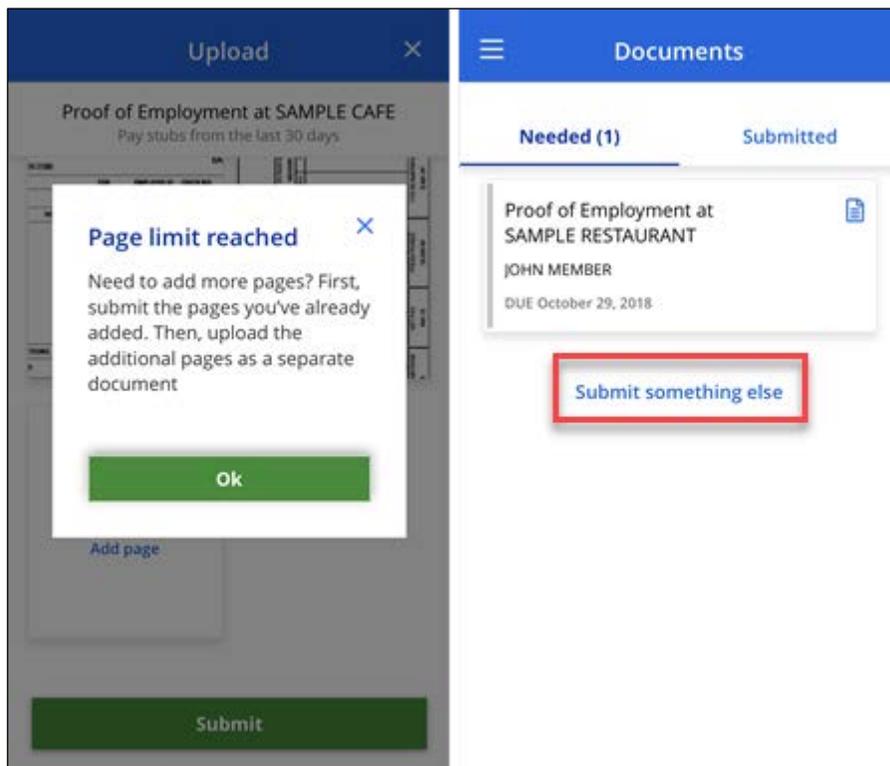


Figure 21 Ten-Page Limit Reached

Submitting Other Documents

Users can upload documents from the Needed list, even if nothing is shown as being needed, as long as the account is linked to a case that is open, pending, or closed for less than one calendar month, or closed for health care for three months or less. This functionality also allows users to submit additional pages if they reached the 10-page limit on another document, as described above.

To submit a document that is not already listed on the Needed list (or to continue submitting pages of a document that is longer than 10 pages):

1. Tap **Upload document** or **Submit something else**. If the user is on more than one case, select the case.
2. Select the person the document pertains to.
3. Select the type of proof.
4. Select the type of document.
5. Continue as described in the section Submitting Documents from the Needed List on [page 16](#).

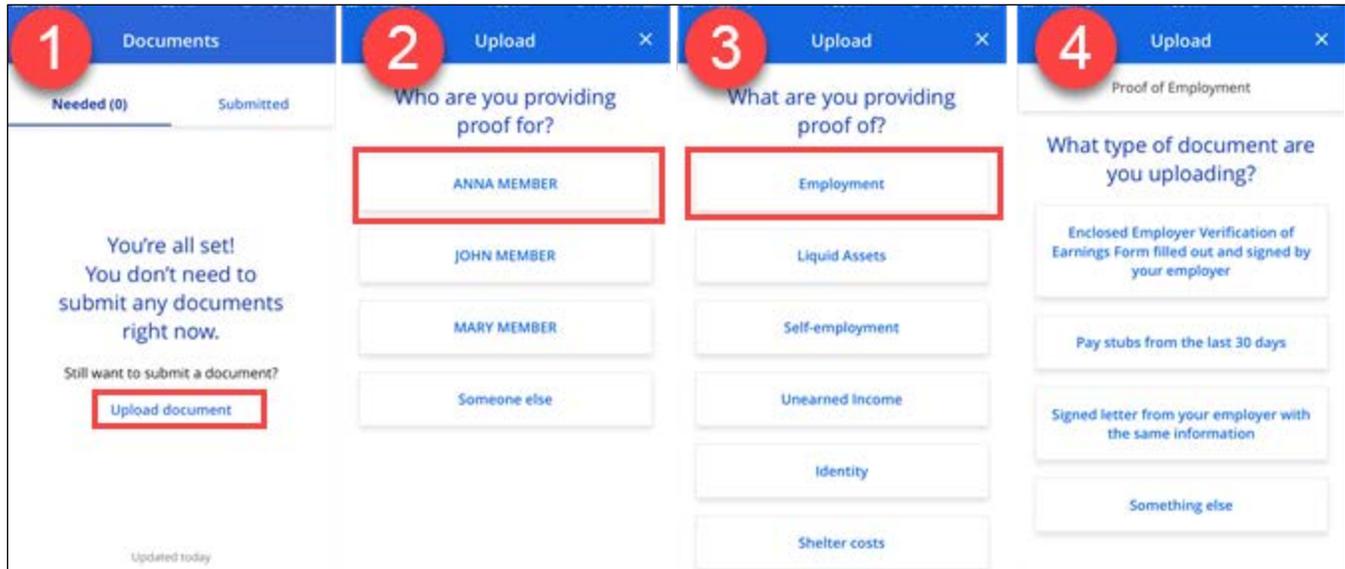


Figure 22 Uploading a Document Not Listed on the Needed Documents List

SUBMITTED DOCUMENTS LIST

The Submitted list displays a list of documents submitted by any method in the past 90 days. The following document details are shown:

- Name of the person the document pertains to
- Case number
- Date the document was received
- Submission method (mobile, online, fax, in person, or by mail)

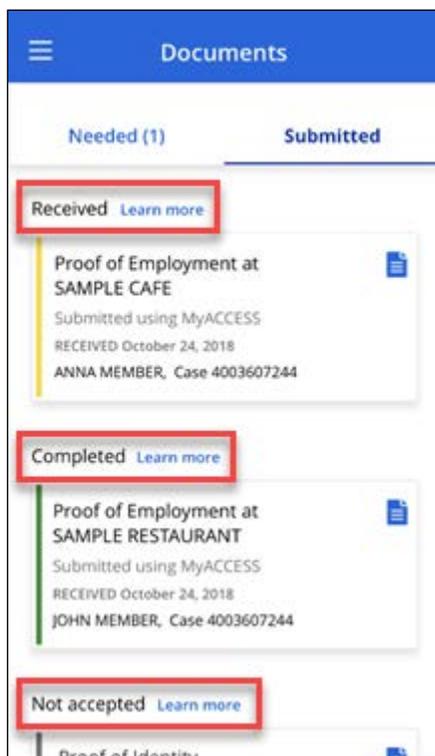


Figure 23 Submitted Documents

The documents are organized by status:

- **Received** indicates that the document was received and has not yet been processed by the worker.
- **Completed** indicates that the worker has accepted and processed the document.
- **Not accepted** is used in rare circumstances in which a worker has deleted a document. It indicates that the document was received but did not provide information needed for the case. The user is directed to contact the agency with any questions.

As a reminder, document uploads and any changes in document status in CWW are updated on a real-time basis.

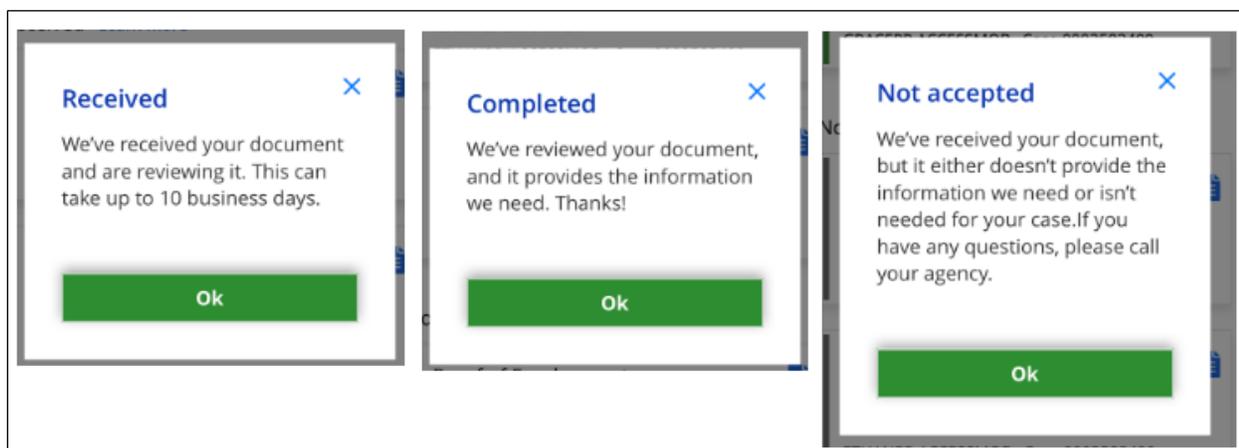


Figure 24 Information About Submitted Document Statuses

Documents that were submitted using the app or the ACCESS website can be previewed within the app. The user can tap a document on the Submitted list to see a preview of the document, when available.

1 of 1		EARNINGS STATEMENT					
y Name 11/20/18, TN 31288		SSN	EMPLOYEE ID	CHECK NO.	PAY PERIOD	PAY DATE	
Member Info:		000-00-01234	1234	001234	12/01/17-12/31/17	12/31/17	
PERIOD	DATE	AMOUNT	CURRENT TOTAL	DEDUCTIONS	CURRENT TOTAL	YTD TO-DATE	
GROSS WAGES	18	48	720.00	FICA MED TAX FICA SA TAX FICA TAX	10.80 44.64 82.40	547.80 2,321.36 4,884.76	
YTD GROSS	YTD DEDUCTIONS	YTD NET PAY	CURRENT TOTAL	CURRENT DEDUCTIONS	NET PAY		
27,498.00	6,782.21	27,898.00	720.00	108.14	521.86		

Figure 25 Viewing a Submitted Document

ACCOUNT MANAGEMENT

ACCOUNT ACCESS

Users log in to the MyACCESS app by entering their ACCESS user ID and password. Those who already have an account on the ACCESS website that allows them to check their benefits can log in to the MyACCESS app and begin using it right away. Those who created a user ID and password to apply for benefits on the ACCESS website can enter those credentials in the MyACCESS app. However, those users will be prompted to link their account to their case. (If an applicant has not yet had a PIN established in CWW, they will not be able to complete this step.)

Those who do not yet have an ACCESS user ID and password can create an account by entering a valid case number, ForwardHealth ID (if 18 or older), or QUEST card number, as well as their date of birth and SSN or case PIN, as described in the section Creating an Account on page 7.

Individuals who belong to a case marked confidential will not be able to create an account.

USER PROFILES

Like the ACCESS website, the MyACCESS app has two different views based on the user's profile.

- **Full view:** ACCESS users who are the primary person on a case or the primary person's spouse (or an Eligible Adult in W-2) can see program information for everyone on the case, including documents and program reminders.
- **Targeted view:** ACCESS users who are not the primary person or the primary person's spouse (or an Eligible Adult in W-2), and who are at least 18 years old, can only see program information that is applicable to themselves. However, targeted view users can see a list of individuals who belong to

their FoodShare or Wisconsin Shares assistance group, if applicable. Users with a targeted view will not receive reminders.

RESETTING A PASSWORD

Users can access the password reset feature from the Log in screen.

1. Tap the **Forgot password** link.
2. Enter the user ID.
3. Those resetting a password for an ACCESS account that has been linked to case information will be prompted to enter their date of birth and SSN or PIN.

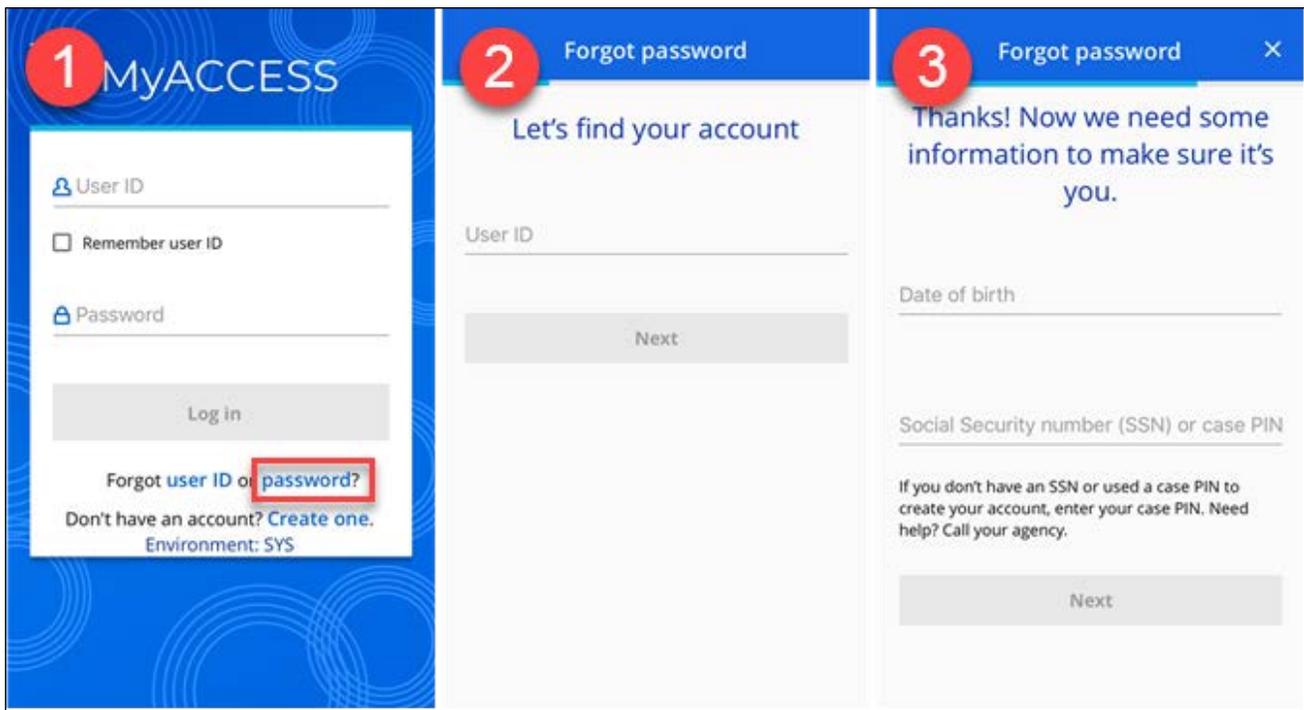


Figure 26 Password Reset

4. Answer the secret questions and tap **Next**.
5. Enter and reenter the new password, and tap **Reset password**.
6. A success message will be displayed. Tap **Log in** to continue.

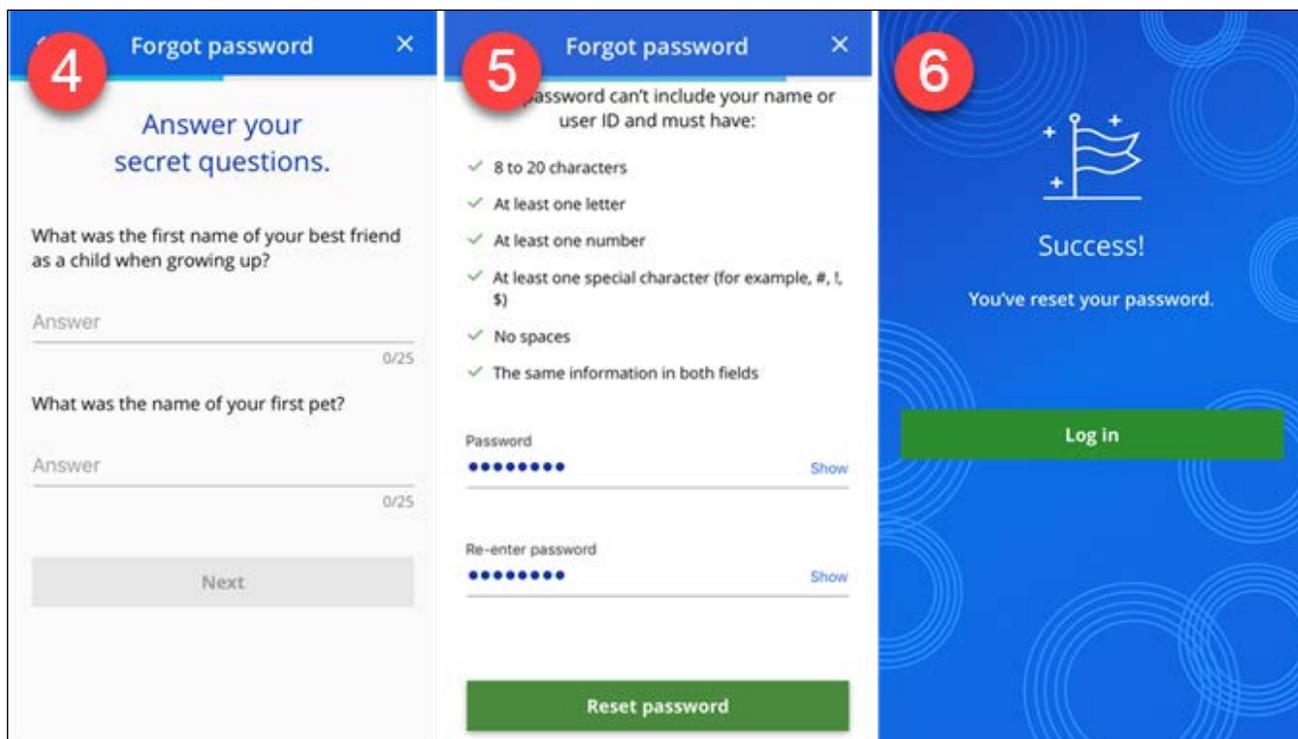


Figure 27 Password Reset (Continued)

RECOVERING A FORGOTTEN USER ID

Users can access the user ID recovery feature from the login screen.

1. Tap the **Forgot user ID** link.
2. Choose whether to find the account by the application tracking number or the case number.
Note: The application tracking number is displayed to users after they submit an application through ACCESS. It is also on the top of the application summary that can be viewed and printed through ACCESS. The case number is printed on notices.
3. Enter the relevant number and tap **Next**.

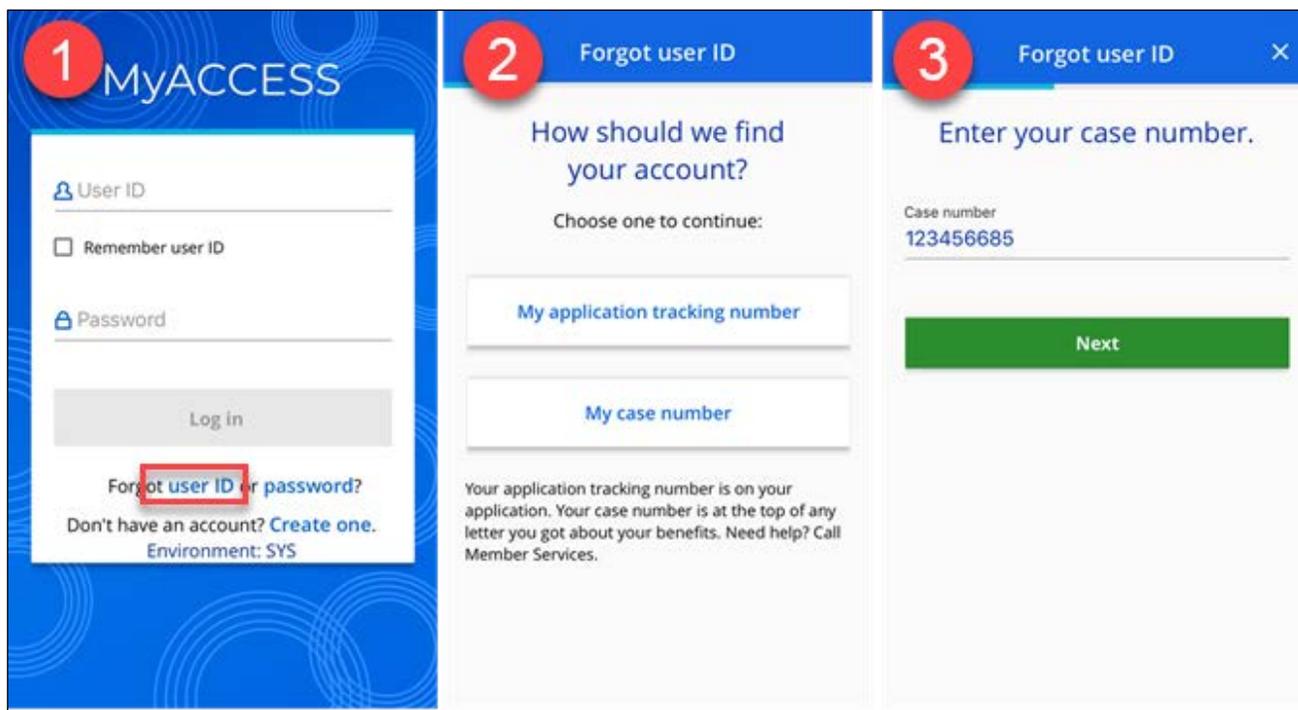


Figure 28 User ID Recovery

4. Enter the user's date of birth and SSN or PIN and tap **Next**.
5. Answer the secret questions and tap **Next**.
6. A success message will be displayed. Tap **Log in** to continue.

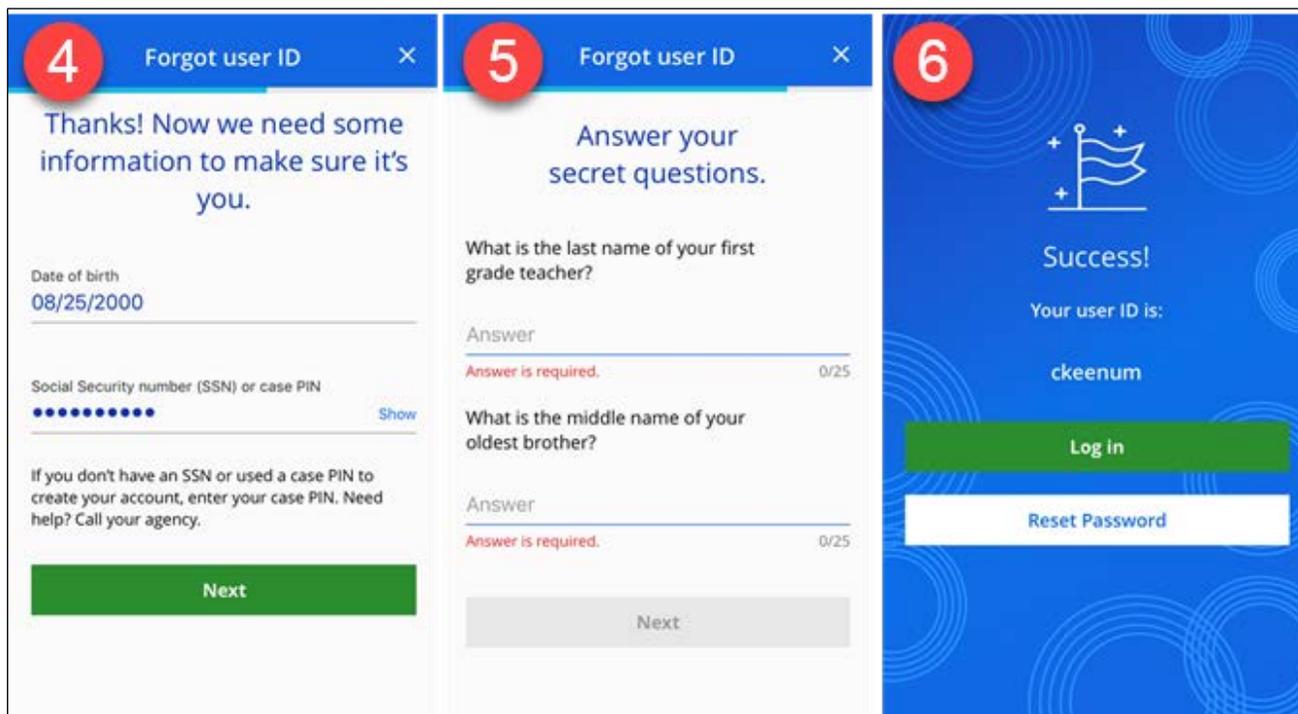


Figure 29 User ID Recovery (Continued)

CHANGING SECRET QUESTIONS

Users can update their secret questions and answers using the app's Help screen, which is accessible via the Navigation menu (see Navigating the App on [page 11](#)).

1. On the Help screen, tap **Change Secret Questions**.
2. Select two secret questions and tap **Next**. (Scroll down to see all available questions.) Users can choose from the following questions:
 - What was your first job?
 - What's your oldest niece's first name?
 - What's your oldest nephew's first name?
 - What was your prom date's last name?
 - What was your first grade teacher's last name?
 - What was your first pet's name?
 - Which phone number do you remember most from childhood?
 - As a child, what was your favorite place to visit?
 - Who's your favorite musician?
 - What was your first boyfriend's or girlfriend's first and last name?
3. Answer the secret questions and tap **Submit**.
4. Tap **Done** when finished.



Figure 30 Change Secret Questions

CONTACTS

BEPS CARES Information and Problem Resolution Center

For Wisconsin Shares Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations, Child Care Coordinators at broccpolicyhelpdesk@wisconsin.gov

For Child Care CARES/CWW and CSAW processing questions statewide and policy questions in Milwaukee County: Child Care Subsidy and Technical Assistance line at childcare@wisconsin.gov or 608-422-7200

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For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 CARES Processing Questions: W-2 Help Desk

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DCF/DECE/BELP/CW
DCF/DFES/BWF/JK