

Reset Password for your MyWisconsin ID Account Job Aid

This guide is for users who need to reset their password for their MyWisconsin ID for the following applications:

- CARES Worker Web (CWW) – ImageTrust
- Electronic Case File (ECF) – View (Navigator)
- Electronic Case File (ECF) – Capture (KTA)
- Control D, Mainframe

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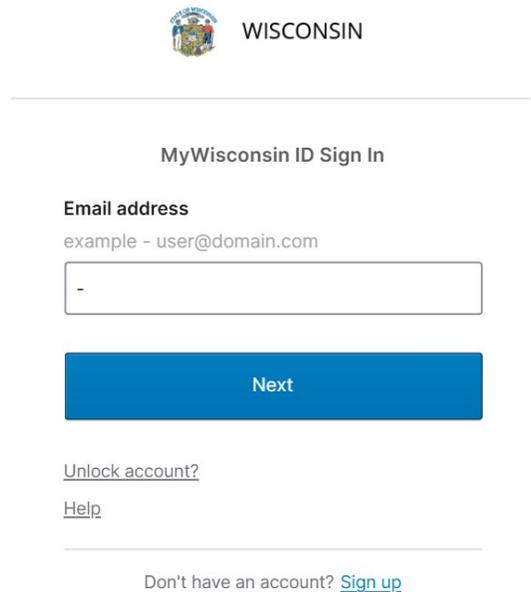


WISCONSIN DEPARTMENT
of HEALTH SERVICES

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Reset Password

- 1 To reset your password, navigate to <https://apps.wisconsin.gov>. After putting in your username and password, verify your account using your verification method.



WISCONSIN

MyWisconsin ID Sign In

Email address
example - user@domain.com

-

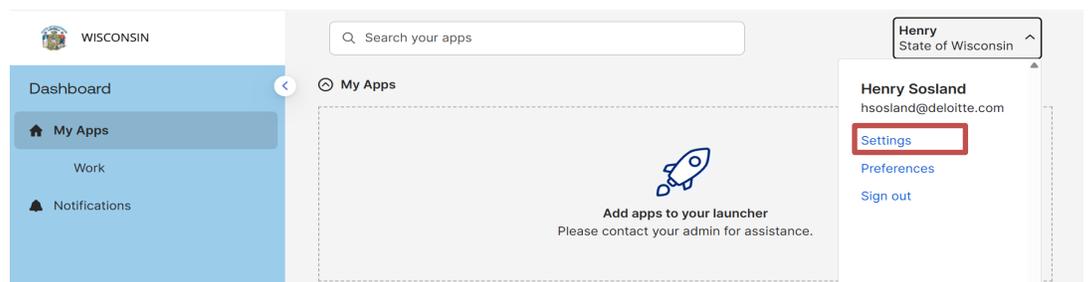
Next

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

- 2 Select your account name in the upper right, and select **Settings**.



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Search your apps

Henry State of Wisconsin

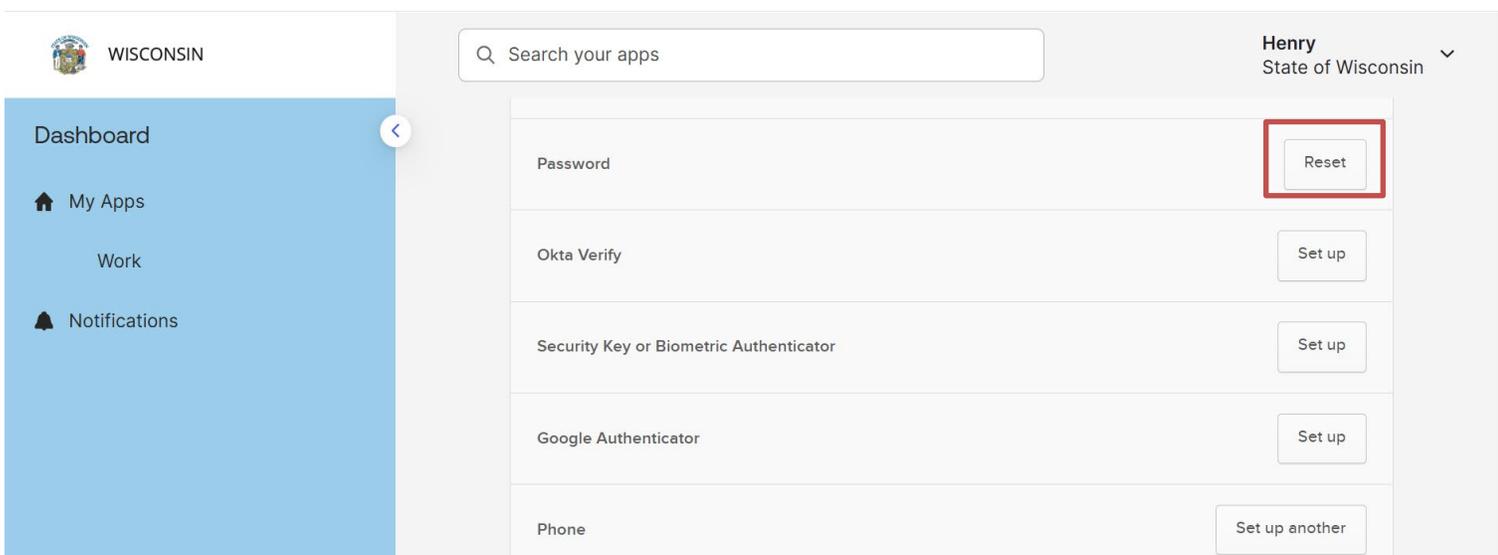
Henry Sosland
hsosland@deloitte.com

Settings

Preferences

Sign out

- 3 To change your password, select **Reset** under Security Methods. You will need to re-authenticate your account and then you will be able to update your password.



WISCONSIN

Search your apps

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Dashboard

My Apps

Work

Notifications

Password

Reset

Okta Verify

Set up

Security Key or Biometric Authenticator

Set up

Google Authenticator

Set up

Phone

Set up another

Resources

- For more information on MyWisconsin ID, visit dhs.wi.gov/des/my-wi-id.htm
- Call the MyWisconsin ID Account Service Desk at **608-471-6667** if you have any issues setting up your MyWisconsin ID and password.
- If you already have a MyWisconsin ID and are having issues logging into your application, visit dhs.wi.gov/em/gateway-help.htm. Find the specific application you are having trouble logging into and contact the relevant helpdesk.