

MyWisconsin ID Unlock Account Job Aid

This guide is for users who need to unlock 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

Inside:

- Unlock Account—page 2-4

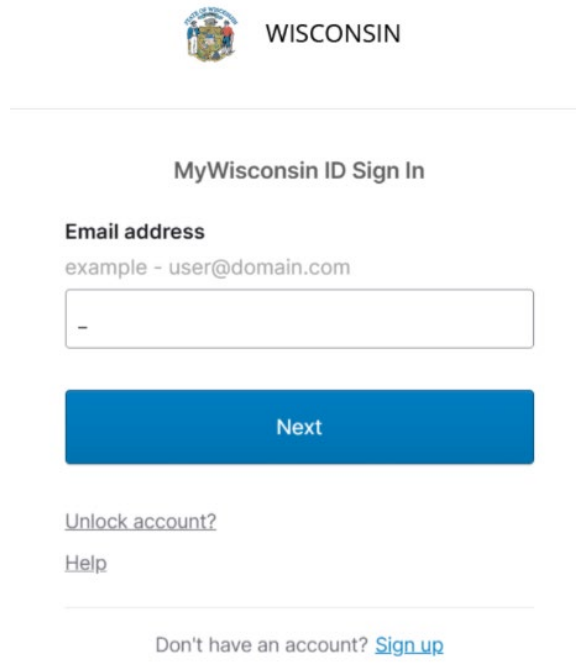


WISCONSIN DEPARTMENT
of HEALTH SERVICES

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Unlock Account

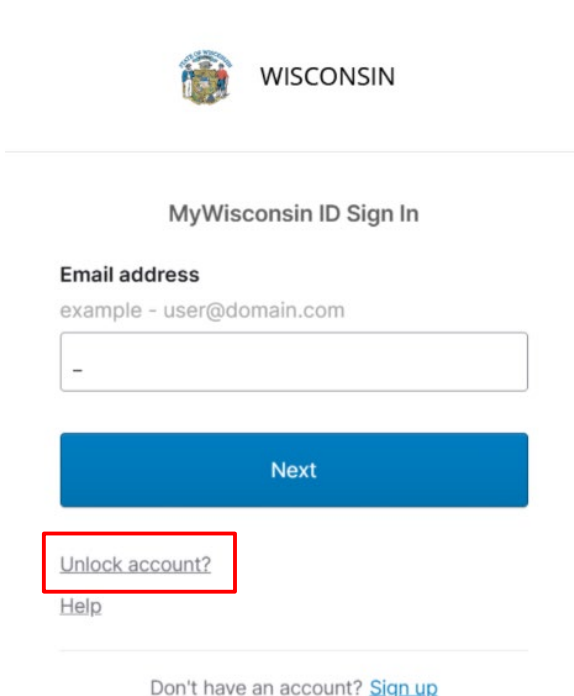
1 Navigate to [apps.Wisconsin.gov](https://apps.wisconsin.gov)



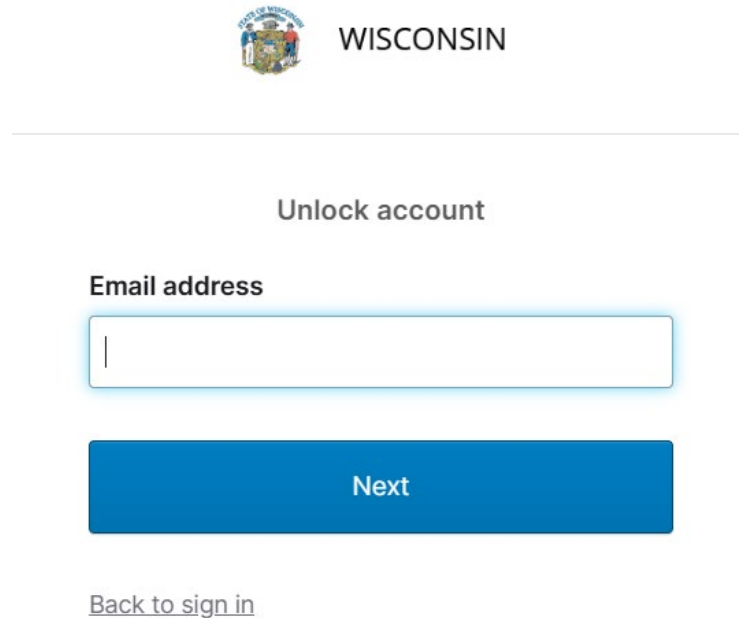
The screenshot shows the 'MyWisconsin ID Sign In' page. At the top is the Wisconsin state seal and the word 'WISCONSIN'. Below that is the title 'MyWisconsin ID Sign In'. There is a label 'Email address' followed by the text 'example - user@domain.com'. Below this is an input field containing a hyphen '-'. A blue 'Next' button is positioned below the input field. At the bottom of the form area, there are two links: 'Unlock account?' and 'Help'. Below the form area, there is a link: 'Don't have an account? [Sign up](#)'.

2 Click **“Unlock account?”**

3 Enter your email associated with your MyWisconsin ID.



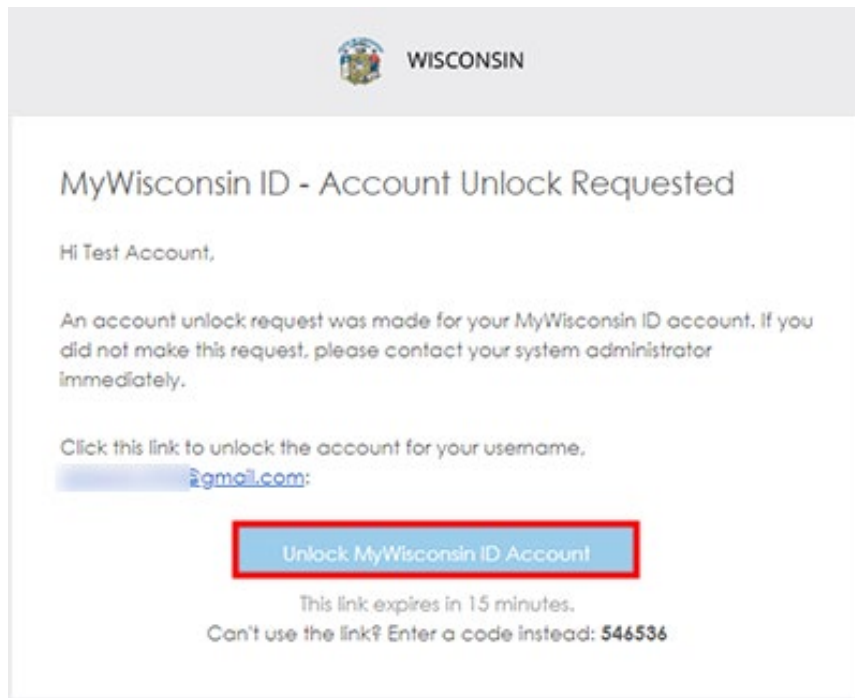
This screenshot is identical to the one above, but with a red rectangular box highlighting the 'Unlock account?' link at the bottom of the form area.



The screenshot shows the 'Unlock account' page. At the top is the Wisconsin state seal and the word 'WISCONSIN'. Below that is the title 'Unlock account'. There is a label 'Email address' followed by an empty input field. A blue 'Next' button is positioned below the input field. At the bottom of the form area, there is a link: 'Back to sign in'.

4

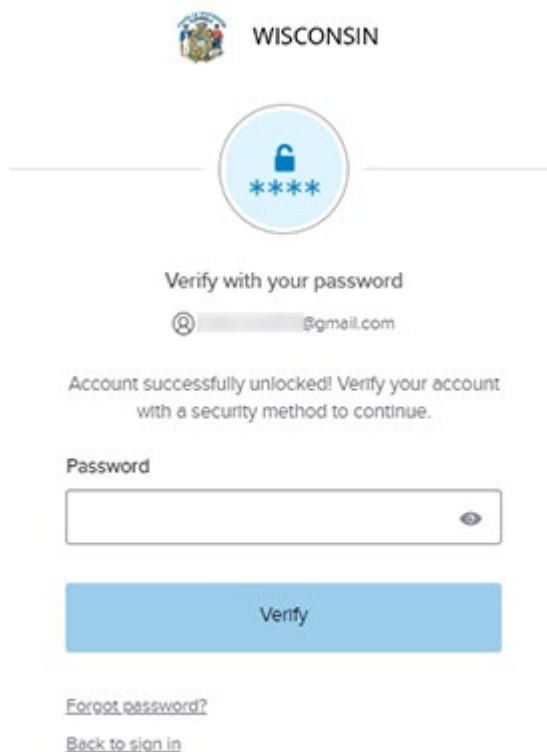
A message will be sent to your email address. In the email, select **Unlock MyWisconsin ID Account**.



5

From the link, you will be prompted to **authenticate** using your preferred method.

After authenticating, you will see a message that your **account has been unlocked**, and you can input your password to sign in.



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.