# CARES Automated Systems Access Request Instructions

The CARES Automated Systems Access Request (F-00476) must be used to request access to systems and reports managed by the Wisconsin Department of Health Services.

The Wisconsin Department of Health Services (DHS) is legally responsible for protecting the confidentiality of the information provided on the CARES Automated Systems Access Request. The provided information will only be used for account access.

Authorized security officers must securely email completed forms to DHS CARES Access and Identity Management Services at dhscaresaccessandidentitymanagementservices@dhs.wisconsin.gov. If a form is not submitted by an authorized security officer, it will not be accepted.

**Note:** Child Support Agency requests should be completed on DCF-F-2923-E and submitted using the instructions on the form.

## Request type
Select one of the options to indicate the type of request:
- **Create new user:** Select this when requesting system and/or report access for a person who does not currently have access.
- **Change profile:** Select this when requesting an update to a CARES or CARES Worker Web (CWW) profile.
- **Change security:** Select this when requesting an update to security level access.
- **Update user information:** Select this when requesting an update to demographic information.
- **Update offices:** Select this when requesting update access to a consortium, region, or individual office(s) be added or removed.
- **Update systems/reports:** Select this when requesting access to a system(s) or report(s) be added or removed.
- **Delete all access:** Select this when requesting a person's user ID(s) and access to all systems be deleted.
- **Other – specify:** Select this when your request does not match a listed option. Examples include:
  - Requesting a temporary suspension of access due to a leave of absence, extended vacation, or other situation.
  - Requesting that access be reinstated after a temporary suspension.
  - Requesting multiple changes in access not covered by the other options.

## Section 1: User information

1. **Name – Requester**
   Enter the requester's name.

2. **Phone number**
   Enter the requester's work phone number.

3. **Email address**
   Enter the requester's work email address.

4. **Four-digit PIN**
   Enter a four-digit PIN. The requester must create the number. The requester should not share it with anyone other than DHS Security. DHS Security will ask the requester for the PIN for account identification.

5. **Secret word**
   Enter a secret word. The requester must create the secret word. The requester should not share it with anyone other than DHS Security. DHS Security will ask the requester for the secret word for account identification.

## Section 2: User's employment information

6. **Name – Agency**
   Enter the name of the requester's agency.

**7. Agency type**
Select an agency type from the dropdown, or if not listed, select "Other, specify" and enter the agency type.

**8. Date started at agency**
Enter the date the requester started working at the agency.

**9. Name – Employer**
Enter the name of the requester's employer.

**10. Employer type**
Check "Private" if the requester's employer is a private company **not** a government agency. Check "Public" if the requester's employer is a government agency.

**11. Name – Supervisor**
Enter the name of the requester's supervisor.

**12. Phone number**
Enter the work phone number of the requester's supervisor.

**13. Email address**
Enter the work email address of the requester's supervisor.

## Section 3: Systems access

**14. Indicate whether system access should be added or deleted.**
Check "add" or "delete" for the system(s) access to be added or deleted. Select the applicable access level for Local Consortia SharePoint, Electronic Benefits Transfer (EBT), ECF Capture, and Second-Party Review Tool.

| Access level | Access |
|---|---|
| **Local Consortia SharePoint** | |
| Visitor | Has view only access |
| Update | Can view, add, and update |
| Admin | Can view, add, update, delete, and approve |
| **Electronic Benefits Transfer (EBT)** | |
| Repayment | Can record returned FoodShare benefits |
| Issuance | Can issue QUEST cards |
| **ECF Capture** | |
| Scan | Only one (1) scan group can be granted |
| Index | Several index groups can be granted.  If request is for additional agency groups aside from county, list each agency in 'Other' section. |
| **Second-Party Review Tool** | |
| Agency supervisor | Has access to all IMQA second party pages and can complete case reviews |
| Agency reviewer | Has access to all IMQA second party pages |
| Agency contact person | Has access to the IMQA Home page and Review Summary Search page |

## Section 4: Reports access

**15. Indicate whether report access should be added or deleted.**
Check "add" or "delete" for the report(s) access to be added or deleted. If adding access to FoodShare Employment and Training (FSET) reports, be sure to select an access level. If adding access to Human Services Reporting System (HSRS) reports, be sure to enter a reporting unit.

## Section 5: Account information

### 16. CARES ID
Enter the requester's CARES ID if reactivating or deleting access. Leave blank if a new request.

### 17. DWD WI logon (WIEXT) ID
Enter the requester's DWD WI Login ID if requesting access to Extranet, the local consortia SharePoint, or consortia SharePoint reports. The requester can create a DWD WI logon ID and password by going to https://accounts.dwd.wisconsin.gov/.

### 18. WAMS ID
Enter the requester's WAMS ID. The requester can create a WAMS logon ID and password by going to https://on.wisconsin.gov/WAMS/home.

### 19. WebI ID
Enter the requester's WebI ID if requesting access to Income Maintenance Management Reports (IMMR). For new requests, DHS Security will create the requester's WebI ID.

### 20. My Wisconsin ID
Enter Requestor's My Wisconsin ID. The requester can create a My Wisconsin logon ID and password by going to det.wi.gov/Pages/MyWisconsin_ID_Self_Registration.aspx

## CARES Mainframe and CWW

### 21. Security level
Select the security level being requested from the dropdown.

| Security level | Access |
|---|---|
| 25-Worker | Has update access to cases under assigned office(s) |
| 50-Supervisor | • Has update access to cases under assigned office(s)<br>• Can approve FoodShare auxiliaries and override system and review dates<br>• Can manage teams, work item details, statewide dashboards, and document routing rules<br>• Can create caseloads under designated supervisory unit(s)<br>• Has access to workers' integrated client scheduling (ICS) calendar under designated supervisory unit(s) or team(s)<br>• Has access to confidential cases under designated supervisory unit(s)<br>• Has update access to supervisory units |
| 75-Administrator | • Has update access to cases under assigned office(s)<br>• Can approve FoodShare auxiliaries and override system and review dates<br>• Can manage teams, work item details, statewide dashboards, and document routing rules<br>• Can enter intentional program violations (IPVs)<br>• Can create caseloads under designated administrative unit(s)<br>• Can update workers' ICS calendar under designated administrative(s) or team(s)<br>• Has access to confidential cases under designated administrative unit(s)<br>• Has update access to supervisory and administrative units |
| 85-Officewide | • Has update access to cases under assigned office(s)<br>• Can approve FoodShare auxiliaries and override system and review dates<br>• Can manage teams, work item details, statewide dashboards, and document routing rules<br>• Can enter IPVs<br>• Can create caseloads under designated administrative unit(s)<br>• Can update workers' ICS calendar under designated administrative(s) or team(s)<br>• Has access to confidential cases under designated administrative unit(s)<br>• Can create and has update access to supervisory and administrative units |

22. **Worker type**
    Select the type of worker from the dropdown. Select ES-Economic Support Worker if the requester will be determining eligibility. Select WP-Work Program Worker if the requester will be working in the work program subsystem in CARES Mainframe and will not need to determine eligibility. Select OT-Other if requester is clerical staff or others who will not need to determine eligibility.

23. **Job function code**
    Select a job function code from the dropdown.

24. **County/Tribe number**
    Enter the two-digit county or tribal code of the requester's primary office.

25. **Location code**
    Enter the four-digit location code of the requester's primary location.

26. **Primary CARES access (position 4)**
    Select the primary CARES access code from the dropdown. This code determines the requester's profile in CARES Mainframe and CWW.

## CARES Mainframe

27. **Benefit Recovery (BV) access (position 3)**
    Select the access level from the dropdown. Check whether update access to the Benefit Recovery screens in the BV subsystem of CARES Mainframe should be added or removed.

## Section 6: Consortium and regional office access (complete either 27 or 28)
Complete only 27 or 28. Do **not** complete both fields.

28. **Indicate whether update access should be added or deleted for a consortium or region. The update access applies to all offices in the consortium or region.**
    Check whether update access for an IM consortium, W-2 region, or FSET region office should be added or removed. If update access is needed for an IM consortium, select the consortium from the dropdown.

29. **Indicate the office for which limited access is needed.**
    Enter the name of the individual office and office number(s) for which limited update access in the requester's designated consortium or region should be added or removed. Check whether the access should be added or removed.

## Section 7: Adult incident reporting system

MCO agency and MCQS state staff use only.

30. **Check whether to add or delete system access to Adult Incident Reporting System.**

31. **MCO User**
    Enter Requestor's My Wisconsin ID. The requester can create a My Wisconsin logon ID and password by going to det.wi.gov/Pages/MyWisconsin_ID_Self_Registration.aspx

32. **MCQS State User**
    Enter preferred MCO.

## Section 8: User agreement for access to the Wisconsin Department of Health Services systems
Read the user agreement. Sign and date the form if you consent to the terms and conditions.