

ADRC/AGING/TRIBAL USER SYSTEM ACCESS REQUEST FORM INSTRUCTIONS

The following agencies and programs must use the ADRC/Aging/Tribal User System Access Request Form ([F-02000](#)) to request access to systems managed by the Bureau of Aging and Disability Resources (BADR) in the Wisconsin Department of Health Services:

- Aging and disability resource centers (ADRC)
- Tribal aging and disability resource specialists (Tribal ADRS)
- Tribal disability benefit specialists (Tribal DBS)
- Tribal dementia care specialists (Tribal DCS)
- Tribal elder benefit specialists (Tribal EBS)
- Area agencies on aging (AAA)
- Aging units
- Tribal aging units
- SHIP volunteers/counselors

This document provides detailed instructions for completing and submitting the [F-02000](#), as well as additional information about the systems referenced in each section of the form.

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SUBMISSION REQUIREMENTS

1. The agency must submit completed form via secure encrypted email to [DHS BADR Tech](mailto:DHSBADRtech@dhs.wisconsin.gov) at DHSBADRtech@dhs.wisconsin.gov.
2. If requesting access to any WellSky system, attach a signed User Agreement for Systems Access ([F-00044](#)) to the email.

SECTION 1: Purpose of Request

Select one of the four options that best fit the purpose for filling out the form.

- **Request new user access:** Select this option when the user is new to the agency and needs access to one or more of the systems listed in section 4.
 - Enter user's date of hire.
 - Enter who held the role previously. If this is a new position, enter "new role."
- **Request additional access for an existing user:** Select this option if the user already has access to some systems but needs additional access to one or more of the systems listed in section 4.
 - NOTE: If this field is selected, only select the new system(s) in section 4 and not the systems to which they already have access.
- **Delete user access:** Select this option if the user has left or will be leaving the agency.
 - Enter the last date that the user will need to use the system(s).
- **Change the following user information:** Select this option if the user has information that changed in sections 2 or 3.
 - Enter what has changed. Examples: last name changed, role switch from DBS to EBS, etc.

SECTION 2: User Information

Fill out all fields in this section regardless of section 1 selection.

- **First Name:** Enter user's first name.
- **Last Name:** Enter user's last name.
- **Agency Name:** Enter user's agency name.
- **For Regional Agencies: County/Tribe Office:** Enter the county where the user will be primarily located.
- **Work Address:** Enter the street address of the agency street address where the user will be primarily located. Even if the user is working remotely, use the agency's street address.
- **City:** Enter the city of the agency where the user will be primarily located.
- **State:** Enter the state of the agency where the user will be primarily located.
- **Zip:** Enter the zip code of the agency where the user will be primarily located.
- **Work Phone:** Enter user's work phone number.
 - Do not submit the form if the user does not yet have a phone number established.
- **Work Email:** Enter user's work email address.
 - Do not submit the form if the user does not yet have a work email address set up.

SECTION 3: User Work Role

Select all that apply to the user regardless of the purpose of your request as indicated in Section 1 above.

- **ADRC Specialist:** Select if the user is an ADRC Specialist within an ADRC.
- **Tribal ADRS:** Select if the user is a Tribal Aging and Disability Resource Specialist (Tribal ADRS).
 - If ADRC Specialist or Tribal ADRS is selected, please indicate which activities are performed by the user
 - Information and Assistance (I&A)
 - Options Counseling
 - Enrollment Counseling
- **DBS:** Select if the user is a Disability Benefit Specialist (DBS).
- **DCS:** Select if the user is a Dementia Care Specialist (DCS).
- **EBS:** Select if the user is an Elder Benefit Specialist (EBS).
- **Tribal DBS:** Select if the user is a Tribal Disability Benefit Specialist (Tribal DBS).
- **Tribal DCS:** Select if the user is a Tribal Dementia Care Specialist (Tribal DCS).
- **Tribal EBS:** Select if the user is a Tribal Elder Benefit Specialist (Tribal EBS).
- **Benefit Specialist Program Assistant:** Select if the user is providing basic benefit counseling services as defined in the [operations manual](#).
- **SHIP Volunteer/Counselor:** Select if the user is a State Health Insurance Assistance Program (SHIP) team member.
- **Aging Staff:** Select if the user works with aging programs within an aging unit or an integrated ADRC.
 - Specify the role of the aging staff.
 - Examples: nutrition, caregiving, etc.
- **Director/Manager/Supervisor:** Select if the user oversees staff within the agency.
 - Specify the roles of the positions the supervisor oversees.
 - Examples: all ADRC staff, benefit specialists, aging programs, etc.
- **Administrative/Support Staff:** Select if the user supports staff in one of the other work roles.
 - Specify the role of the support staff.
 - Examples: receptionist for ADRC, support for aging programs, etc.
- **Fiscal Staff:** Select if the user has a role performing fiscal duties for the ADRC or Tribe
- **Other:** Select if the user does not fall into one of the other categories.
 - Specify the role of the user.

SECTION 4: BADR Systems Requiring F-02000 Submission

Select all options that apply. Staff should only request access to the systems that directly relate to the responsibilities of their work role(s). If unsure of which fields to select, please contact your [regional quality specialist or program manager](#). See [Appendix C](#) for a quick cheat sheet on which roles need access to each of the systems listed in this section.

- **SharePoint:**
 - Select this option if the user will need access to one or more of the SharePoint sites listed.
 - Enter the user's WILMS username. This field is required for access to any of the listed SharePoint sites.
 - The user can self-register for their WILMS username by clicking on the WILMS link in Section 6. Additional information regarding WILMS is found in [Appendix A: WILMS](#).
 - Select the sites that the user must access in order to do their work.
 - **ADRC/Aging** SharePoint should be requested for all roles within ADRCs and Aging Units, and Tribal program partners that need access to the training materials and technical assistance available on that page.
 - **DBS** SharePoint is limited to DBS, Tribal DBS, DBS program assistants, their supervisors, and DBS program attorneys. Users of the DBS SharePoint site will automatically be added to the ADRC/Aging SharePoint site.

- **DCS** SharePoint is limited to DCS, Tribal DCS, and supervisors of DCS. Users of the DCS SharePoint site will automatically be added to the ADRC/Aging SharePoint site.
 - **EBS** SharePoint is limited to EBS, Tribal EBS, EBS program assistants, their supervisors, EBS program attorneys, and select state and regional SHIP representatives. Users of the EBS SharePoint site will automatically be added to the ADRC/Aging SharePoint site.
 - The user will receive an email with a link to the SharePoint site(s) once access has been granted.
 - To change user information in SharePoint (e.g. email address or last name), do not submit an F-02000. The user should update this information in their WILMS account (see [Appendix A: WILMS](#)).
- **WellSky:**
 - Select this option if the user needs to access information in Wisconsin's WellSky system.
 - The user must download, sign, and attach the User Agreement for Systems Access ([F-00044](#)) to this form.
 - Select which WellSky system is needed:
 - **SAMS IR: Read Only:** This system should be requested for supervisors or support staff within an ADRC or of the Tribal ADRC/DCS who need to see information and view reports within their agency. This access can also view aging program data in integrated agencies.
 - **SAMS IR: Edit:** This system is used for ADRC, Tribal ADRC, and Tribal DCS staff who frequently enter data for client tracking purposes. If a user will not frequently enter data, they should request read-only access and work with others in their agency to have the data entered. This access can also view, but not edit, aging data in integrated agencies.
 - **SAMS Aging:** This system is used by aging units to enter data regarding aging programs. Only select this option if user is entering aging data.
 - **SAMS DBS:** This system is required to be used by DBS, Tribal DBS, and DBS program assistants to enter client tracking data. Direct supervisors of DBS or Tribal DBS will be granted read-only access.
 - **SAMS EBS:** This system is required to be used by EBS, Tribal EBS, and EBS program assistants to enter client tracking data. This system is limited to EBS only. Supervisors will not be granted access.
 - The user will receive an email with a link to WellSky and login instructions from [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov for all the systems except SAMS Aging. SAMS Aging login information will come from your Area Agency on Aging (AAA).
- **SHIP Reporting System:**
 - The SHIP Tracking and Reporting System (STARS) is used by DBS, Tribal DBS, EBS, Tribal EBS, SHIP Volunteers/Counselors, and program assistants. WellSky users will not enter data into the STARS but still need a STARS account created for them. Supervisors do not need access to STARS but may request access to view reports for their agency.
 - Complete all the fields, if desired. Providing this information is optional but improves the SHIP program's ability to track the degree to which community needs can be met and informs volunteer recruitment.
 - **Date of Birth:** Enter date of birth or write "Decline".
 - **Gender:** Select one of the options from the dropdown.
 - **Race/Ethnicity:** Type in your race/ethnicity or "Decline". If multiracial, enter all that apply.
 - **Primary Language:** Select one of the languages.
 - **Secondary Language:** Select one of the languages. If no secondary language is spoken, leave blank.

SECTION 5: Submission

Fill out all fields in this section.

- **Name of Supervisor:** Name of the supervisor.
- **Supervisor Phone Number:** Phone number to reach the supervisor if there are any questions.
- **Supervisor Email Address:** Email address to reach the supervisor if there are any questions.

SECTION 6: Other DHS Systems Requiring Additional Form Submission

This section is for reference only. The systems listed in this section are commonly used by many ADRC, Aging, and Tribal program partners.

- The systems listed in this section require separate registration processes to gain access.
 - Links to the other system registration forms are provided.
 - Brief instructions on where or how to submit are provided.
- See [Appendix A](#) for additional details on submission requirements and processes of each system.
- See [Appendix C](#) for a quick cheat sheet on which roles need access to each of the systems listed in this section.

APPENDIX A

Details on Section 6: Other DHS systems requiring additional form submission requesting access, questions, and termination

Online ADRC and Benefit Specialist Learning Management System (LMS)

- **Purpose:** LMS contains online training modules for roles listed.
- **Who should request access:** ADRC specialists, Tribal ADRCs, DBS, Tribal DBS, DCS, Tribal DCS, EBS, Tribal EBS, and SHIP volunteers/counselors, and directors or supervisors who oversee any of these staff. ADRC Governing Board members may also request access.
- **How to request access:** Self-register by completing the online form at <https://eri-wi.org/adrc-enroll/>
- **How access is granted:** Access is granted by the course administrator, ERI, within 72 business hours via an email with the subject "ADRC Training – Login Information".
- **How to access system after access is granted:** <https://eri.litmos.com/account/login>
- **How to deactivate or remove access:** Submitting an F-02000 requesting user deactivation will remove access to the LMS.
- **Questions or help with access:** Email [ERI help desk](mailto:ERI_help_desk) at help@eri-wi.org

Wisconsin Logon Management System (WILMS)

- **Purpose:** WILMS is a state managed logon system that allows users to be granted access to SharePoint sites managed by BADR.
 - Setting up a WILMS account is the first step towards gaining access to any of the BADR SharePoint sites. Final access to BADR SharePoint sites is granted after creation of a WILMS username by submitting [F-02000](#) with the appropriate SharePoint site(s) selected and WILMS username entered in Section 4.
 - WILMS is a different logon than WAMS. WILMS and WAMS have separate usernames and passwords.
- **Who should request access:** Anyone who needs access to the BADR SharePoint sites. See [Section 4: SharePoint](#) for information on the SharePoint sites available.
- **How to request access:** Self-register by completing the online form at <https://register.wisconsin.gov/AccountManagement/default.aspx>
 - Before Self-Registration, please confirm your email address doesn't have an existing WILMS ID
 - Select "Logon ID/Password Recovery"
 - Enter your email address
 - If you get a "Not Found" message, proceed. If you get an email to reset your password, please answer the security question and use your existing account.
 - Select "Self Registration."
 - To change a user's information on an existing account, select "Profile Management"
 - Click "Accept."
 - Fill in all fields marked with an asterisk. (Other fields are not necessary.)
 - For "Systems you will access," select "SharePoint" which is mid-way through the non-alphabetized list.
 - Click "Submit."
 - Special Note: A pop-up sometimes appears that seems like the registration did not finish, but if the pop-up displays, it did finish.
 - Special Note: Registration for a WILMS username does NOT automatically grant access to SharePoint sites.
- **How access is granted:**
 - Access to WILMS is completed through the registration site with no additional follow up needed.
 - [F-02000](#) must be completed and submitted with the self-registered WILMS username (not password for SharePoint access to be granted).

- The user will receive an email with the link to the SharePoint site(s) when access is granted.
- **How to deactivate or remove access:** WILMS does not require deactivation, but submitting an [F-02000](#) requesting user deactivation will remove access to SharePoint sites
- **Questions or help with access:**
 - WILMS information can be managed at the main page <https://register.wisconsin.gov/AccountManagement/default.aspx>.
 - If there are issues with WILMS login information or password issues, you can contact [WILMS Help](mailto:WILMSHelp@Wisconsin.gov) at WILMSHelp@Wisconsin.gov.
 - Do not email WILMS Help Desk with specific SharePoint access issues. SharePoint access issues should go to your [regional quality specialist or program manager](#).

Forward Health InterChange (FHiC)

- **Purpose:** FHiC is a portal that allows ADRCs and screen certified Tribal ADRS to electronically and securely submit and manage long-term care enrollment records for customers. FHiC also allows users to view current health care enrollment information, such as certification dates, cost shares, etc.
- **Who should request access:** Only request access to the system if the ADRC staff, Tribal DBS, EBS, Tribal EBS, or screen certified Tribal ADRS needs to view health care enrollment information or to enter long-term care enrollment records. These staff may request one of the following roles:
 - **ADRC/Tribal ADRC/DBS/EBS – View Only:** Allows users to run queries and view information. Register for this role if the user does not need to enter long-term care enrollment data but does need to view or look up health care enrollment information.
 - **ADRC/Tribal ADRC – Full Access:** Allows users to perform enrollment activities. Register for this role if the ADRC staff/screen certified Tribal ADRC does need to enter long-term care enrollment data.
 - Note regarding Adult Protective Services (APS) or Elder Abuse (EA) staff: APS and EA staff will not be granted access to the ADRC FHiC roles. They should use the role called “County Crisis or APS Staff”.
- **How to request access:**
 - Self-Register at <https://www.forwardhealth.wi.gov/>.
 - Select “Partners.”
 - Select “Partner Request Access” under the quick links on the right-hand side.
 - Select “New user requesting Partner Portal Access.”
 - Do NOT select “New user requesting Partner Portal and Partner Portal Administrative Access” as that is for state staff only.
 - Click “Next.”
 - Enter all required fields.
 - Select the appropriate role depending on the user needs:
 - Select “ADRC/Tribal ADRC/DBS/EBS – View Only” for query-only access.
 - Select “ADRC/Tribal ADRC – Full Access” for data-entry access.
 - Read the security agreement and check the security agreement checkbox.
 - Click “Next.”
 - For “Certifying Agency/Site Code” select the name of your ADRC, county, or tribe.
 - Click “Next”
 - Enter all required fields.
 - Passwords:
 - Must have eight characters.
 - Must contain one uppercase letter, one lowercase letter, and one number.
 - Should not contain real name or user’s name.
 - Click “Submit.”

- The screen will state that the “Save was successful...”
- **How access is granted:** Once registration has been submitted, the request is sent to the Office for Resource Center Development (ORCD) for approval. When the request is processed, a confirmation email will be sent.
- **How to access system after access is granted:** Go to <https://www.forwardhealth.wi.gov/WIPortal/> and click on “Partners” to reach the login screen.
- **How to deactivate or remove access:** Submitting an [F-02000](#) requesting user deactivation will remove access from FHiC.
- **Questions regarding access:** Email [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov.

Web Access Management System (WAMS)

- **Purpose:** WAMS is a state managed logon system that allows users to be granted access to [CARES](#), [ECF](#), or [FSIA](#). It is a different logon than WILMS, and the two systems are not linked.
- **Who should request access:** If a user needs access to CARES, ECF, or FSIA systems, the user should first self-register for a WAMS username.
- **How to request access:** Self-register by completing the online form at <https://on.wisconsin.gov/WAMS/home>
- **How access is granted:** Access to WAMS is completed through the registration site with no additional follow up needed.
- **How to deactivate or remove access:** WAMS does not require deactivation, but removal from the systems requiring WAMS needs to happen based upon each system’s requirement.
- **Questions or help with access:**
 - WAMS information can be managed at the main page <https://on.wisconsin.gov/WAMS/home>
 - If there are issues with WAMS login information or password issues, you can ask for help using their online help form <https://on.wisconsin.gov/WAMS/FormattedEmail>

Client Assistance Re-employment and Economic Support (CARES) Worker Web (CWW) and Electronic Case File (ECF)

- **Purpose:** CARES Worker Web (CWW) is a web-based, automated computer system that collects nonfinancial and financial information of applicants for certain public assistance programs, such as FoodShare, BadgerCare Plus, Medicaid, W-2, and Child Care. Electronic Case File (ECF) is a web-based depository used by Income Maintenance (IM) agencies to store customer applications, renewal documents, verification documents, and other correspondence.
- **Who should request access:** ADRC specialists, Tribal ADRCs, DBS, EBS, and some supervisors might need access to view this information depending on the agency’s income maintenance consortium and requirements of their jobs. If the user does not need access, do not request it.
- **How to request access:** A [WAMS](#) username is required for form completion. [CARES Security Officer](#) submits completed [F-00476](#) to [DHS CARES AIMS](#) email: dhscaresaccessandidentitymanagementservices@dhs.wisconsin.gov.
 - **Important note:** Only the designated [CARES Security Officer](#) can submit the form. A form will be rejected if the CARES Security Officer was not the one who submitted it.
 - There are general [instructions for this form](#) However, for best results, ADRCs, Aging Units, and Tribal partners should follow the steps outlined here:
 - **Request Type:** Select the best choice. Most of the time “Create New User” is important.
 - **Section 1:** User Information
 - Fill out all fields.
 - User self-chooses information to populate Item 4 (Four-Digit PIN) and Item 5 (Secret Word).
 - **Section 2:** User’s Employment Information
 - Fill out all fields.
 - Select ADRC for Item 7 (Agency Type).
 - **Section 3:** Systems Access

- Choose all that are applicable. Most often for ADRCs, Aging Units and Tribal partners, this only includes:
 - CARES Worker Web (CWW).
 - Electronic Case File (ECF).
- **Section 4: Reports Access**
 - Most often ADRCs, Aging Units and Tribal partners do not need anything in this section.
- **Section 5: Account Information**
 - Enter the following fields:
 - 16. CARES ID: If user has a previous CARES ID, enter their ID.
 - 18. WAMS ID: See [Appendix A: WAMS](#) for more details on how to have the user register for the WAMS ID.
 - 20. Security Level: Select “25-Worker”.
 - 21. Worker Type: Enter “ES-Economic Support Worker”.
 - 22. Job Function Code: Leave blank.
 - 23. County/Tribal Number: Leave blank.
 - 25. Primary CARES Access: Leave blank.
- **Section 6: Consortium and Regional Office Access**
 - 28. Select your W-2 Region(s).
- **Section 7: User Agreement**
 - Have the user sign it, date it, print their name, and add their title.
 - Have the supervisor sign it and date it.
 - Have the CARES Security Officer sign it, date it, and add their phone and email.
- **How access is granted:** DHS CARES AIMS will process the form and send an email to the new user containing the user ID, attachments relating to DWD computer rules and confidentiality, and information about WAMS.
- **How to access system after access is granted:** Multiple links exist for CWW login. We recommend different links by role.
 - For ADRC Specialists, Tribal ADRCs, and their supervisors, go to <https://hssgateway.dhs.wisconsin.gov/> and login to CWW. This link also provides access to FSIA.
 - For DBS, EBS, and their supervisors, go to <https://prd.cares.wisconsin.gov/> and login to CWW. This link also provides access to Income Maintenance systems, including ECF, FHiC, and ACCESS.
- **How to deactivate or remove access:** [CARES Security Officer](#) submits completed [F-00476](#) to [DHS CARES AIMS](#) at dhscaresaims@dhs.wisconsin.gov.
- **Questions or help with access:** Email questions [DHS CARES AIMS](#) at dhscaresaims@dhs.wisconsin.gov.

CARES Security Officer

- **Purpose:** Each agency has a CARES Security Officer who can request access to Client Assistance Re-employment and Economic Support (CARES)/CARES Worker Web (CWW) or the Electronic Case File (ECF).
 - Any requests for access to these systems will be denied if this step has not been completed.
 - The CARES Security Officer is not the same as the Authorized Signer Security Officer for the FSIA system.
- **Who is your CARES Security Officer?** The agency director may designate a staff member to act as the CARES Security Officer for the agency. Alternatively, the director may utilize the CARES Security Officer who is designated by the county human services system.
 - If you do not know who your CARES Security Officer is, please email [DHS CARES AIMS](#) at dhscaresaims@dhs.wisconsin.gov for assistance.

- **Designate a new CARES Security Officer:** To designate a new CARES Security Officer, the agency director should complete [F-00639](#) and email the form to DHS CARES AIMS at dhscareaims@dhs.wisconsin.gov
- **Questions or help with access:** Email DHS CARES AIMS at dhscareaims@dhs.wisconsin.gov

Functional Screen Information Access (FSIA)

- **Purpose:** Functional Screen Information Access (FSIA) is the web-based application used by ADRCs and screen certified Tribal ADRS to collect information about an individual's functional status, health, and need for assistance to determine functional eligibility for adult long-term care programs.
- **Who should request access:** Only ADRC specialists and screen certified Tribal ADRS who complete functional screens should request access to this system. These users will have a copy of the Adult Long Term Care Functional Screen Course Completion Certificate. See [Adding Long Term Care Functional Screeners to Functional Screen Information Access \(P-02783\)](#) for additional details.
- **How to request access:** Go to <https://hssgateway.dhs.wisconsin.gov/> and click "FSIA- Request Access."
 - Follow the instructions found in [Adding Long Term Care Functional Screeners to Functional Screen Information Access \(P-02783\)](#).
- **How access is granted:** Access to FSIA is granted within 10 business days. The user will receive an email when access has been granted.
- **How to access system after access is granted:** Go to <https://hssgateway.dhs.wisconsin.gov/> and click "FSIA- Production."
- **How to deactivate:** Following the steps listed in [Deleting Long Term Care Functional Screeners from Functional Screen Information Access \(P-02783b\)](#).
- **Questions or help with access:** Contact DHS LTC FS Team at DHSLTCFSTeam@dhs.wisconsin.gov.

FSIA Authorized Signer

- **Purpose:** Each agency has a designated authorized signer to request access to FSIA.
 - Any requests for access to these systems will be denied if this step has not been completed.
 - The Authorized Signer Security Officer for the FSIA system is not the same as the CARES Security Officer
- **Who is your FSIA Authorized Signer:** The ADRC/Aging Unit Director has the capability of designating anyone in the agency as the Security Officer for the ADRC. Alternatively, the ADRC/Aging Unit Director may have an individual designated for the entire county.
 - If you do not know who your FSIA Authorized Signer is, please email DHS SOS Help at DHSSOSHelp@dhs.wisconsin.gov for assistance.
- **Designate a new FSIA Authorized Signer:** To designate a new FSIA Authorized Signer, the ADRC/Aging Unit Director should complete [F-02118](#) and email the form to DHS SOS Help at DHSSOSHelp@dhs.wisconsin.gov.
- **Questions or help with access:** Email DHS SOS Help at DHSSOSHelp@dhs.wisconsin.gov.

Encounter

- **Purpose:** The Encounter system is used to collect monthly client tracking information from ADRCs, Tribal ADRS, and Tribal DCS. Users upload information from their local client tracking system into the Encounter system for certification.
- **Who should request access:** Each ADRC or Tribe typically has only one or two users who have access to the Encounter system to upload and certify information. This may be the director, a supervisor, or a support staff or ADRC specialist who is familiar with the client tracking system. Tribal ADRS and Tribal DCS should submit separately, even when associated with the same tribe.
- **How to request access:** Complete [F-21334](#) and email it to DHS BADR Tech at DHSBADRtech@dhs.wisconsin.gov

- If you do not know your Organization ID (your Encounter ID), please visit the [ADRC/Aging SharePoint page for Client Tracking, Encounter Reporting and Resource Database](#).
- “Access Requested for” should state “Batch.”
- Role requested:
 - If the user is only going to upload the data, but not certify it, then select “Submitter.” This is only used in ADRCs or Tribes who want a separation between the duties of uploading and certifying.
 - All other users should select “Certify.”
- **How access is granted:** The user will receive an automatic email from the system with a temporary password.
- **How to access system after access is granted:** Using Google Chrome for a browser, go to <https://ltcareies.forwardhealth.wi.gov/ltcareIES/secureLogin.html>.
 - Note: The ADRC/Aging SharePoint site has additional information regarding how to use the system on the [Client Tracking, Encounter Reporting and Resource Database page](#).
- **How to deactivate:** Email [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov with the user’s name to be deactivated.
- **Questions or help with access:** Email [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov.

APPENDIX B: Staff Roles Associated with Section 4 Systems

Role	SharePoint Sites	WellSky	SHIP Reporting System
ADRC Specialist or Tribal ADRS	Yes: ADRC/Aging	Yes, if ADRC uses WellSky. SAMS IR Edit	No
DCS or Tribal DCS	Yes: ADRC/Aging and DCS	Yes: SAMS IR Edit	No
DBS or Tribal DBS	Yes: ADRC/Aging and DBS	Yes: SAMS DBS	Yes
EBS or Tribal EBS	Yes: ADRC/Aging and EBS	Yes: SAMS EBS	Yes
SHIP Volunteer/Counselor	No	No	Yes
Benefit Specialist Program Assistant	Yes: ADRC/Aging, EBS and/or DBS	Sometimes: SAMS EBS and/or SAMS DBS	Sometimes
Aging staff	Yes: Aging/Aging	Yes: SAMS Aging	No
ADRC/Tribal Director or Supervisor	Yes: All programs supervised	If ADRC uses WellSky: Yes. SAMS IR Read Only unless entering data frequently, then SAMS IR Edit. If directly supervising DBS: Yes. SAMS DBS	No
ADRC & Aging Admin/Support	Sometimes: ADRC/Aging	If ADRC uses WellSky: Yes. SAMS IR Read Only unless entering data frequently, then SAMS IR Edit and/or SAMS Aging.	No
ADRC/Tribal Fiscal Staff	Yes: ADRC/Aging	No	No
Aging/Tribal Aging Director, Supervisor, Admin, or Support Staff	Yes: ADRC/Aging	Sometimes: SAMS Aging	No

APPENDIX C: Staff Roles Associated with Section 6 Systems

Role	LMS	FHiC	CARES/ECF	FSIA	ADRC Encounter
ADRC Specialist or Tribal ADRS	Yes	If needed, usually ADRC/Tribal ADRS – Full Access	If needed	Only LTC Functional Screeners	Rarely, Tribal ADRS Usually
DCS or Tribal DCS	Yes	No	No	No	Tribal DCS only
DBS or Tribal DBS	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	Yes	No
EBS or Tribal EBS	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	Yes	No
SHIP Volunteer/ Counselor	Yes	No	No	No	No
Benefit Specialist Program Assistant	Yes	If needed, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No	No
Aging staff	No	No	No	No	No
ADRC Director or Supervisor	Yes	If needed, usually ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No	Yes
ADRC & Aging Admin/Support	Sometimes	If needed, usually ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No	Rarely
ADRC/Tribal Fiscal Staff	Sometimes	No	No	No	No
Aging Director, Supervisor, Admin, or Support Staff	Yes	No	No	No	No

APPENDIX D: Key Contacts for Help with Systems Issues

If you need help with any of the systems referenced in Section 4:

- **SharePoint (not WILMS username/password issues)**
 - **ADRC:** Contact your [regional quality specialist](#)
 - **Aging:** Contact your AAA or Office on Aging program manager
 - **DBS:** Contact [DBS program manager](#)
 - **DCS:** Contact [DCS program manager](#)
 - **EBS:** Contact [EBS program manager](#)
- **WellSky**
 - **All Technical or Login Questions:** Email [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov
 - **Operational Questions**
 - **SAMS IR:** Contact your agency's client tracking lead or assigned [regional quality specialist](#)
 - **SAMS Aging:** Contact your AAA
 - **SAMS DBS:** Operational Questions: Contact the [DBS program manager or training specialist](#)
 - **SAMS EBS:** Operational Questions: Contact the [EBS program manager or training specialist](#)
- **SHIP Reporting System:** Contact the [SHIP director](#)

If you need help with any of the systems referenced in Section 6:

- **LMS:** Contact your [regional quality specialist, program manager](#), or [ERI help desk](#) at help@eri-wi.org
- **WILMS (not SharePoint issues):** [WILMS help desk](#) at WILMSHelp@Wisconsin.gov
- **FHiC:** Contact your [regional quality specialist](#)
- **WAMS:** <https://on.wisconsin.gov/WAMS/FormattedEmail>
- **CARES or ECF:** DHS CARES AIMS at dhscareaims@dhs.wisconsin.gov
- **FSIA:** [DHS LTC FS Team](#) at DHSLTCFSTeam@dhs.wisconsin.gov
- **ADRC Encounter:** Contact your [regional quality specialist](#) or email [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov