WISCONSIN DEPARTMENT of HEALTH SERVICES

Talking Points: New ACCESS/MyACCESS Email Login

Intended Use

This document provides member-specific talking points to the individuals who work directly with or provide information to members who use the ACCESS website and MyACCESS mobile app for their benefits. These talking points provide information about how members can switch to logging in to ACCESS and MyACCESS with email and adding two-step verification. These are approved for use between December 12, 2026, through April 21, 2027. Additional talking points will be supplied for new steps starting April 22, 2027.

Background (information purposes only)

Because of new state security requirements, the Department of Health Services (DHS) and the Department of Children and Families (DCF) are changing how members log in to ACCESS and MyACCESS.

- Members must switch from using their current user ID to using an email to log in.
- Existing account holders can begin using an email to log in starting Saturday December 12, 2026.
- After December 12, 2026, anyone creating a new account must use an email to log in and set up two-step verification.
- Members who do not log in with an email by April 21, 2027, will get locked out of their existing account. They will then be required to create a new account and follow steps to connect their account with their benefits and case information.

Why are DHS and DCF making this switch?

We're making this switch to improve security. The change also means members can reset their passwords without calling Member Services, and they will no longer need to remember and answer security questions.

Who must change the way they log in to ACCESS/MyACCESS?

Everyone with an ACCESS and MyACCESS account created before December 12, 2026.

What other resources are available for this switch?

There are member videos and how-to-guides that walk through the step-by-step instructions. The videos will be available in English starting on December 12, 2026, with Spanish and Hmong versions available beginning mid-January 2027.

Talking points when speaking to members

New login process

Members

- The way you log in to the ACCESS website and MyACCESS mobile app is changing.
- You will need to log in using an email and two-step verification to continue managing your benefits online.
- If you do not have an email address, you will need to create one.
- Making the switch will only take a few minutes, and you can switch as early as December 12, 2026.
- Make sure you complete these steps by April 21, 2027. If you don't, you will not lose your benefits, but you will lose access to your existing ACCESS and MyACCESS account. You'll have to create a new account using an email and two-step verification and follow steps to connect your account with your benefits and case information.

Ask the member if they have time to make the switch now and would like to walk through the steps together.

- *If **yes**, use the following step-by-step guides at dhs.wi.gov/access to walk them through the process:*
  - *Switching to Email Login in ACCESS*
  - *Switching to Email Login in MyACCESS*
- *If **no**, share resources with them:*
  - *You can find videos and written directions on how to switch to email login on our website at dhs.wi.gov/access.*
  - *You can also call Member Services for help. Reach them at 800-362-3002 Monday through Friday, 8 a.m. to 6 p.m. CT.*