

DWD Helpdesk Transition

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Income Maintenance Advisory Committee (IMAC) Meeting



Background

- Currently the DWD help desk will troubleshoot and respond to calls for DHS/DCF Non-CARES related technical issues.
- Late last year DWD started the Decoupling project to move those calls to the appropriate Department.
- DHS took this opportunity to not only change the process flow for the non-CARES related technical calls, but to also include some DHS CARES Security help desk functions.

Impact to IM agencies

Starting on May 15th:

1. For non-CARES technical issues, callers will be directed to the Wisconsin Help Desk.
2. For DHS CARES Security, callers will call the Wisconsin Help Desk.
 - The Wisconsin Help Desk will assist callers with password and account resets.
 - Requests for system access should continue to be emailed to the DHS CARES Security email address.

The Wisconsin Help Desk

- All online, written and verbal references to the DWD help desk and the DHS CARES Security help desk will be updated to The Wisconsin Help desk.

The phone number is:

Toll Free: 1-866-335-2180

Madison: 608-261-4400

Email:

helpdesk@wi.gov

The Wisconsin Help Desk is available 24/7.