

## Wisconsin CARES Act Provider Payment Program – Help Document

# Log in to the CARES Act Provider Payment Application Portal (last revised: 6/6/20)

*This help document is a living document and will be updated as needed. Check the <u>CARES Act Provider Payment</u> <u><i>Program*</u> page for the latest version.

#### Audience

Providers

#### Purpose

This document will outline how to log in to the CARES Act Provider Payment Application Portal. It will also cover what to do for forgotten passwords.

#### Instructions

- 1. Navigate to the <u>CARES Act Provider Payment Application</u> page and enteryour **Username** and **Password**. *Note: Your username will be your email.*
- 2. Click the Log in to the CARES Act Provider Payments Application Portal button.
- 3. You will be logged into the CARES Act Provider Payment Application Portal (see next page).
- 4. If you've forgotten your password, click the **Forgot Password** button. *Note: When attempting to log in, if you fail your password 3 times, you will need to wait 15 minutes to use the* **Forgot Password** *button to reset your password.*



### Help Document: Log in to the CARES Act Provider Payment Application Portal

WISCONSIN DEPARTMENT of HEALTH SERVICES	Г	
CARES Act Provider Payment Application Portal	Submit New Application	
Nelcome to the CARES Act Provider Payment Application homepage. From this homepage you can start a new application, view an application, edit an application that is in status draft, submitted, or pending more information, and view approved payments.		
As this program progresses this page may be updated with new information. Please check back frequently to get the latest updates on program status.		
DHS understands there is a diverse group of providers and organizations that operate long term care, emergency services, FQHCs, RHCs, and Free & Charitable Clinics across the state. This application is streamlined to be relevant to many different provider and organization spess oall fields may not be relevant to each individual entity. However, please fill out the application with the most standardized normation about your organization that appears on official tax and/or Medicald billing information.		

- 5. By clicking on the **Forgot Password** button, you'll be routed to the Password Reset page.
- 6. Enter your Username.
- 7. Click the Reset Password button.
- 8. The following pop-up will appear, telling you to Now, Check Your Email.





#### NOW, CHECK YOUR EMAIL

Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

Back to login

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9. The email will provide a link to reset your password. Click the link.

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1 This message was sent with High importance.	
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Your password has been reset for CAPP. Go to:	
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Thomas	

- 10. You will be directed to the **Change Your Password** page. Enter your new password based on the criteria (10 characters, 1 letter, and 1 number). Enter it again to confirm your new password.
- 11. Click the **Change Password** button.
- 12. You will be routed to the CARES Act Provider Payment Application Portal.

Change Your Password		
Enter a new password for		
Make sure to include at lea	st:	
<ul> <li>10 characters</li> </ul>		
1 letter		
I number		
New Password		
	Goo	
Confirm New Password		
	Matc	
Change	Password	