WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

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 [CARES Act Provider Payment Program](#) page for the latest version.
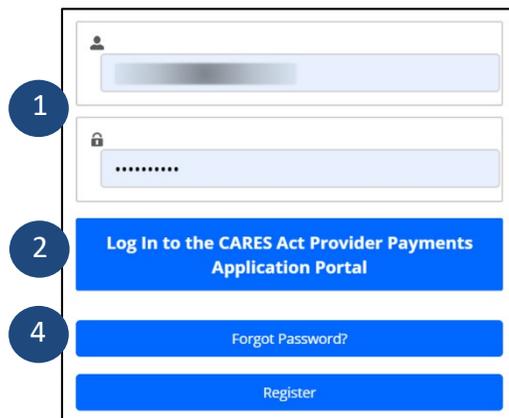
Audience

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.
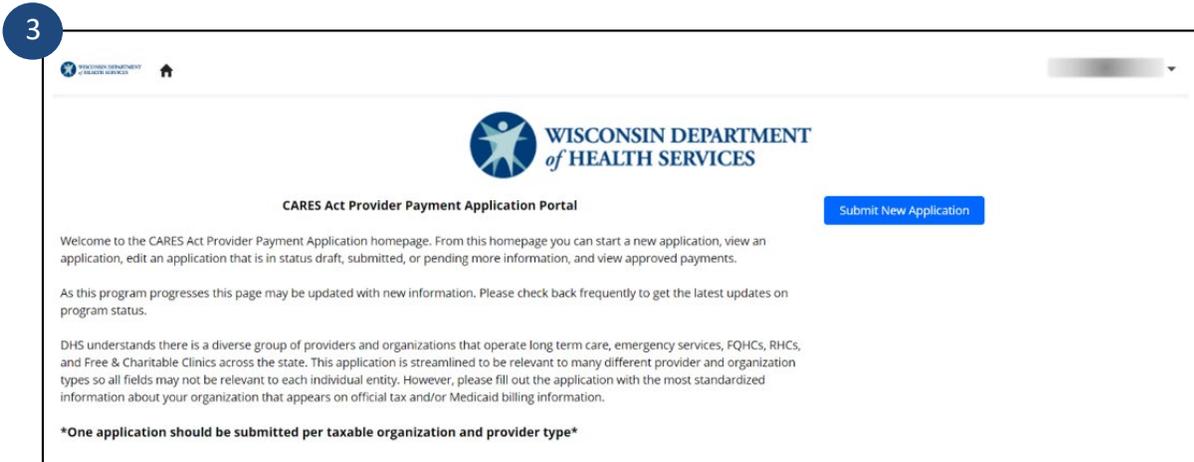
Instructions

1. Navigate to the [CARES Act Provider Payment Application](#) page and enter your **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.*
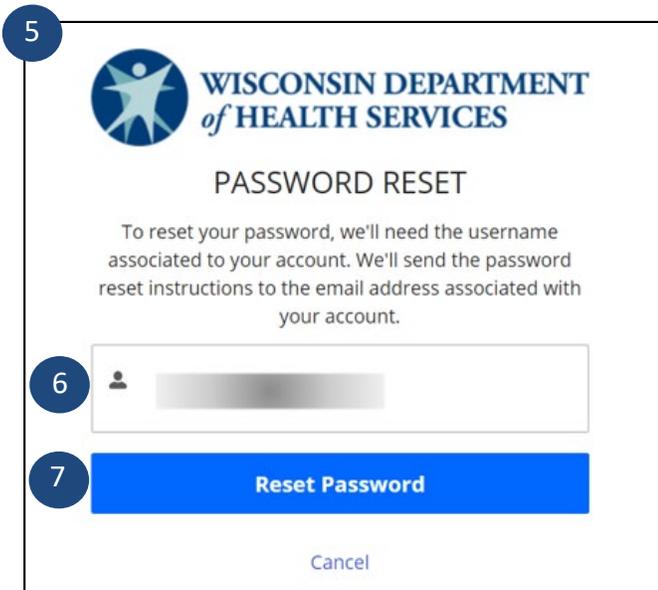
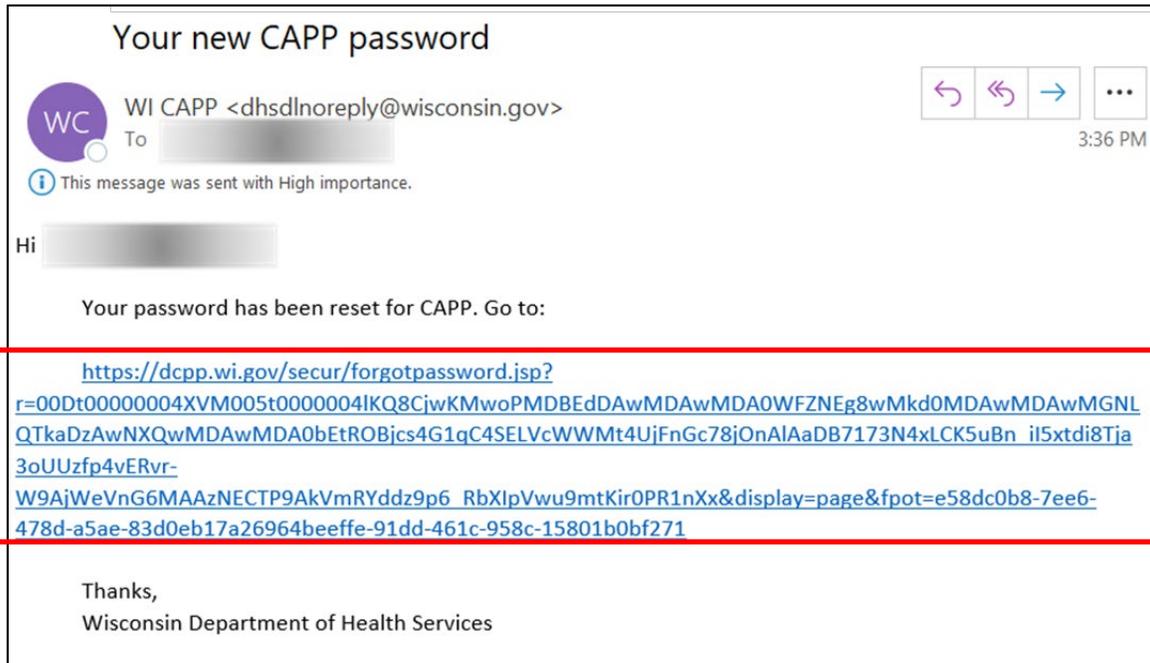# Help Document: Log in to the CARES Act Provider Payment Application Portal

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**.

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

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.