

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)
- Adult protective services (APS) agencies
- Aging units
- Tribal aging units
- SHIP volunteers/counselors

The systems managed directly by BADR include:

- SharePoint sites
- PeerPlace
- Wisconsin Reporting for Adult Protective Services (WRAPS)
- SHIP Tracking and Reporting System (STARS)
- GovDelivery

Prior to completing this form, the user may need to register in the following systems:

- myWisconsin ID (if requesting PeerPlace or WRAPS)
- [WILMS](#) (if requesting SharePoint)

If PeerPlace or WRAPS are requested, the user will be sent a request to electronically sign a User Agreement for Systems Access following submission of this form.

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. Also find reference materials for accessing other state systems commonly used by staff in the above roles and programs.

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Submission Requirements

1. A MyWisconsin ID is required to complete the form. Instructions to create a MyWisconsin ID can be found in [Appendix A](#).
2. The supervisor of the new staff or another person authorized by the agency director should complete the F-02000 on behalf of the new employee. DHS may contact the agency in the case of an unauthorized submission to confirm the staff change.
3. If PeerPlace or WRAPS access is requested, the user will receive an email requesting they fill out and sign the user agreement. These systems will not be granted until the user agreement is signed.

Purpose of Request

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

- **New user:** Select this option when the user is new to the agency and needs access to one or more of the systems listed above.
 - Enter user's date of hire.
 - Enter who held the role previously. If this is a new position, enter "new role."
- **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).
- **Additional access or change in role:** Select this option if the user already has access to some systems but needs additional access to one or more of the systems listed above or a role change within said systems.
 - Please give a brief description of the change needed.
- **Change user information:** Select this option if the user's personal information has changed, for example, a name or email address.
 - Please give a brief description of the change needed.

User Information

Fill out all fields in this section.

- **First name:** Enter user's first name.
- **Last name:** Enter user's last name.
- **Agency name:** Enter user's agency name.
- **County or Tribe served:** Enter the county or Tribal Nation(s) where the user will be primarily located. Select "Regional" if the staff will serve multiple counties and/or Tribes, and "Statewide" if the user is a DHS employee or your agency is a statewide agency.
 - **If regional, specify counties or Tribal Nations served:** List all counties or Tribal Nations that will be served by the user
- **Work phone:** Enter user's work phone number.
- **Work email:** Enter user's work email address. *This needs to match the email address used to create the myWisconsin ID.*

User Work Role

Select all that apply to the user regardless of the purpose of your request.

- **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 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.
 - Select the aging program area(s) the staff works in
- **ADRC/aging director/manager/supervisor:** Select if the user oversees ADRC, aging, or Tribal 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.
- **Community health worker:** Select if the user is a community health worker at an ADRC.
- **APS investigator:** Select if the user is an adult protective services investigator.
- **APS supervisor:** Select if the user directly supervises adult protective services investigators.
- **Other:** Select if the user does not fall into one of the other categories.
 - Specify the role of the user.

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 B](#) for a quick cheat sheet on which roles need access to each of the systems listed in this section.

- **SharePoint:**

- Select the sites that the user needs to access.
 - **ADRC/aging** SharePoint should be requested for all roles within ADRCs, aging units, and Tribal program partners that need access to the training materials and technical assistance available on that page.
 - **APS SharePoint** should be requested for all APS staff and supervisors.
 - **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.
- Enter the user's WILMS ID.
 - Additional information regarding WILMS is found in [Appendix A: WILMS](#).
- 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 (for example, 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](#)).

- **PeerPlace:**

- Select this option if the user needs to access information in Wisconsin's PeerPlace system.
- MyWisconsin ID is required for PeerPlace access. Additional information regarding myWisconsin ID is found in [Appendix A: myWisconsin ID](#).
- Select the user category requested:
 - **Staff** is appropriate for most agency staff who will enter information in PeerPlace.
 - **Resource editor** is appropriate for agency staff who will enter information in PeerPlace and make updates to the agency's resource directory.
 - **Agency** is appropriate for agency management who need capability to report across program areas.
- Select the user role requested:
 - **Program user** is appropriate for most agency staff.
 - **Program admin** is a role that allows the user to merge clients and process delete requests. This role carries additional responsibility and is appropriate for a supervisor, reporting lead, or other person at the agency.
- The user will receive an email prompting them to complete the user agreement upon the supervisor's submission of this form. The PeerPlace access request is not complete until the user completes the user agreement.

- The user will receive an email with a link to PeerPlace and login instructions from [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov. DHS will add the user to the myWisconsin ID user group.
- **Wisconsin Reporting for Adult Protective Services (WRAPS):**
 - Select this option if the user needs to access information in WRAPS.
 - MyWisconsin ID is required for WRAPS access. Additional information regarding myWisconsin ID is found in [Appendix A: myWisconsin ID](#).
 - Select the user role requested.
 - **Intake role:** This user has limited access to WRAPS system. User role is restricted to entering data on referral information.
 - **Investigator role:** This user has access to enter data on referrals and investigations, to create a PDF report on an incident, and to view statistical summary reports of the information entered for the county to date.
 - **Supervisor role:** This user has all the access rights of an investigator and is also able to manage the access of agency staff reporting to them, including deactivating accounts.
 - The user will receive an email prompting them to complete the user agreement upon the supervisor's submission of this form. The WRAPS access request is not complete until the user completes the user agreement.
 - The user will receive an email from DHSAPS@dhs.wisconsin.gov notifying them that they have been added to the system.
- **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. PeerPlace 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.
 - **Work location:** Enter the office or work location address
 - **Date of Birth:** Enter date of birth
 - **Gender:** Select one of the options from the menu
 - **Race/Ethnicity:** Select option from the menu. If multiracial, select 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.
- **GovDelivery**
 - Filling in this form for a new, update, or delete user access will prompt BADR to add or remove the user from appropriate mailing lists based on their role(s), as selected on the previous page.

Supervisor contact

Fill out all fields in this section.

- **Supervisor name:** Name of the supervisor.
- **Supervisor phone:** Phone number to reach the supervisor if there are any questions.
- **Supervisor email:** Email address to reach the supervisor if there are any questions.
- **Notes:** Any additional notes or comments that might be helpful to grant or remove access from the user.

User agreement for system access

A link to complete this form will be emailed to new or updated users selecting PeerPlace or WRAPS access. The user should read the agreement carefully and fill in a digital signature.

Appendix A 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 ADRS, 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

MyWisconsin ID

- **Purpose:** MyWisconsin ID is a state-managed single sign-on system that manages access to several state applications, including WRAPS and PeerPlace.
- **Who should request access:** Anyone who needs access to WRAPS or PeerPlace.
- **How to request access:** Self-register at <https://apps.wisconsin.gov/>. Note that all steps below must be completed for registration to be complete.
 - Enter your first name, last name, and work email address
 - Click the Set up button in the Email section to verify your email.
 - An email will be sent to the email address you entered, click **Verify Email Address** in that email to verify your email address.
 - After verifying your email address, you will set up a password for your account. Click the **Set up** button in the Password section to set up a password.
 - Enter a new password for your account.
 - After setting up a password for your account, you will be prompted to select a Multi-Factor Authentication (MFA) method to enroll. Select your preferred MFA method and click **Set up**.
 - After completing the set up of MFA for your account, you will be directed to the last screen. Click **Finish** to complete your registration.
- **How access is granted:** Completing the steps above creates the myWisconsin ID account. No further action is necessary.
- **How to update account information:** [Login](#) to your MyWisconsin ID dashboard, click on your name in the upper right corner, and select "Settings." You can update your personal information, email address, reset your password, change your MFA method, and set your preferred language from the account settings page.
- **How to deactivate or remove access:** myWisconsin ID does not require deactivation.

- **Questions or help with access:** Check the documentation at https://det.wi.gov/Pages/MyWisconsin_ID.aspx or contact the MyWisconsin ID Account Service Desk at 608-471-6667.

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 where ADRCs and screen certified Tribal ADRS electronically 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 ADRS/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 ADRS – Full Access:** Allows users to perform enrollment activities. Register for this role if the ADRC staff/screen certified Tribal ADRS 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 ADRS/DBS/EBS – View Only" for query-only access.
 - Select "ADRC/Tribal ADRS – 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 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.
 - System needs to be accessed every 60 days or access to the Enrollment Wizard will be terminated by Forward Health. For assistance resetting the account, call the ForwardHealth help desk at 866-908-1363.
 - The helpdesk will ask for an NPI ID. ADRC staff should answer that they are a "Partner User".
- **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](mailto:DHSBADRtech@dhs.wisconsin.gov) 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
 - Leave this section blank.
- **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 ADRS, 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 dhscareaims@dhs.wisconsin.gov.
- **Questions or help with access:** Email questions DHS CARES AIMS at dhscareaims@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 dhscareaims@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.

Appendix B: Staff roles associated with BADR-managed systems

Role	SharePoint Sites	PeerPlace	WRAPS	SHIP Reporting System
ADRC Specialist or Tribal ADRS	Yes: ADRC/Aging	Yes	Sometimes: Intake role	No
DCS or Tribal DCS	Yes: ADRC/Aging and DCS	Yes	No	No
DBS or Tribal DBS	Yes: ADRC/Aging and DBS	Yes	No	Yes
EBS or Tribal EBS	Yes: ADRC/Aging and EBS	Yes. State will set up account.	No	Yes
SHIP Volunteer/Counselor	No	Sometimes	No	Yes
Benefit Specialist Program Assistant	Yes: ADRC/Aging, EBS and/or DBS	Sometimes	No	Sometimes
Aging staff	Yes: ADRC/Aging	Yes	No	No
ADRC/Tribal Director or Supervisor	Yes: All programs supervised	Yes	No*	No
ADRC & Aging Admin/Support	Sometimes: ADRC/Aging	Yes	No	No
ADRC/Tribal Fiscal Staff	Yes: ADRC/Aging	No	No	No
Aging/Tribal Aging Director or Supervisor	Yes: ADRC/Aging	Sometimes	No*	No
APS Investigator	Yes: APS	No	Yes: Investigator role	No
APS Supervisor	Yes: APS Sometimes: ADRC/Aging	No	Yes: Supervisor role	No
Community Health Worker	Yes: ADRC/Aging	Yes, usually	No	No

Appendix C: Staff roles associated with other state systems

Role	LMS	FHiC	CARES/ECF	FSIA
ADRC Specialist or Tribal ADRS	Yes	If needed, usually ADRC/Tribal ADRS – Full Access	If needed	Only LTC Functional Screeners
DCS or Tribal DCS	Yes	No	No	No
DBS or Tribal DBS	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No
EBS or Tribal EBS	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No
SHIP Volunteer /Counselor	Yes	No	No	No
Benefit Specialist Program Assistant	Yes	If needed, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No
Aging staff	No	No	No	No
ADRC/Tribal Director or Supervisor	Yes	If needed, usually ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	Sometimes
ADRC & Aging Admin/Support	Sometimes	If needed, usually ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No
ADRC/Tribal Fiscal Staff	Sometimes	No	No	No
Aging/Tribal Aging Director or Supervisor	Yes	No	No	No
APS Investigator	No	Sometimes – contact Area Administration	No	No
APS Supervisor	No	Sometimes – contact Area Administration	No	No
Community Health Worker	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	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
 - **APS:** Contact [APS team inbox](#)
 - **DBS:** Contact [DBS program manager](#)
 - **DCS:** Contact [DCS program manager](#)
 - **EBS:** Contact [EBS program manager](#)
- **PeerPlace**
 - **All Technical or Login Questions:** Email [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov
 - **Operational Questions**
 - **ADR program:** Contact your agency's client tracking lead or assigned [regional quality specialist](#)
 - **Aging Unit Services (AUS) programs:** Contact your AAA
 - **DBS program:** Operational Questions: Contact the [DBS program manager or training specialist](#)
 - **EBS program:** Operational Questions: Contact the [EBS program manager or training specialist](#)
- **WRAPS:** Email [DHS APS](#) at DHSAPS@dhs.wisconsin.gov
- **SHIP Reporting System:** Contact the [SHIP director](#)
- **GovDelivery:** Email [DHS BADR Tech](#) at DHSBADRtech@dhs.wisconsin.gov

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
- **MyWisconsin ID:** Check the documentation at https://det.wi.gov/Pages/MyWisconsin_ID.aspx or contact the MyWisconsin ID Account Service Desk at 608-471-6667.
- **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