



Access to Eligibility Support Services for Health and Nutrition

access.wisconsin.gov

Tips for Using ACCESS

Practice makes perfect!

Use the training environment at: trn.access.wisconsin.gov



Don't be afraid to ask for help!

You will find a help icon in the upper right hand corner of every screen. The information provided in the help text will often answer your questions.



Getting Around

To navigate, or move from screen to screen, use the "Back" and "Next" arrows at the **bottom** of the screen. Don't use the arrows on your browser (usually on the top left hand corner of your screen).

Required Questions

You'll see some questions with a red star (*) before them. You **must** answer these questions before you can go on to the next page.

Error Message

If you click "Next", but the same screen appears, scroll to the top to see if there is an error message. This usually happens when you skip a required question with a red star (*) before it. Read the message carefully and follow the instructions.

Type in Dates Correctly

Please be sure to type birth dates in this format: MM/DD/YYYY. For example, if the person was born on April 15, 1970, you'll need to type 04/15/1970. Also, be sure to use only numbers and slashes in your answer.

Printing the Application

- In "Am I Eligible?": Click "Next" on the "Next Steps" page to get to "The End" page. Click the "Print My Information" button. Print the PDF file from the window that appears.
- In "Apply For Benefits": Click the "Print My Application" button on the confirmation page (the page you get after you sign and submit the application). Print the PDF file from the window that appears.

Save & Exit

Saving the Application

At any point, you can click on “Save & Exit” at the bottom of the page. You will be asked to set up an account (see instructions below).

Setting up an Account

- **New Applicant? Follow four steps:**
 1. Enter Your Name
 2. Enter a **User ID** (5-20 letters and/or numbers) and **Password** (7-20 characters long, must include letters and at least one number). Write it down so you remember it!
 3. Secret Question: Choose a secret question and write your answer.
 4. User Agreement: Read the agreement and check the box.
- **Already in System? Follow six steps:**

Start by clicking on the “Check My Benefits” or “Report My Changes” icon, then click on “Create Account”

 1. Enter Personal information: Social Security Number (if you don't have a Social Security Number, you can get a PIN from your worker to enter here) and date of birth.
 2. Enter Case Information: WI Forward Card ID Number, or WI Quest Card Number, or Case Number
 3. Enter Your Name
 4. Enter a **User ID** (5-20 letters and/or numbers) and **Password** (7-20 characters long, must include letters and at least one number). Write it down so you remember it!
 5. Secret Question: Choose a secret question and write your answer.
 6. User Agreement: Read the agreement and check the box.

Account Problems

“I can't log in”

- If the user has forgotten their User ID, they can create a new account
- If the user has forgotten their password, they can get it through ACCESS if they enter their User ID and answer the secret question correctly.
- If the user tries to log in with the wrong password more than 5 times, the account will be locked. The user can create a new account or new password.

“I'm getting an error”

- “Session ended” message”: Usually occurs after 30 minutes of no activity, or when there is a problem with the system.
- Planned downtime
- If work is being done on the website, the message will say “We're sorry! We're doing some work on the ACCESS website... please check back later”
- “Server unavailable” message: Can happen when the ACCESS system is down, or when there is something wrong with the user's internet connection.