There have been several calls to the help desk regarding a message being displayed that the session has been authenticated for 120 minutes when a user logs into eWiSACWIS (*See screenshot 1 below*).



Screenshot 1: Message displayed when user bookmarks the eWiSACWIS Login page.

This occurs when the user accesses the eWiSACWIS URL from the redirect page and then bookmarks the login page. Users should **NOT** bookmark the login page (<u>https://prd.wamsidp.wisconsin.gov/nidp/idff/sso?id=DCF120MinLogin&sid=1&option=credential&sid=1</u>) that the user is redirected to (*See screenshot 2 below*). See instructions below on how to bookmark the new eWiSACWIS URL.

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WEB ACCESS ANAGEMENT SYSTEM	Please enter your refermance and password Username: Password: Login Reset Forgot your password or account.locked2	Help Desk Contact Information Local Madison Number: (608) 264-6323 Long Distance to Madison: (855) 264-6323 (Toll Free) Send an e-mail to the help desk

Screenshot 2: New eWiSACWIS login page (Do NOT bookmark the URL on this page)

Users should bookmark the new eWiSACWIS URL by using the appropriate link on the redirect page (See screenshot 3 below) or by updating the existing eWiSACWIS bookmark manually (See screenshot 4a and 4b below).

1. Users can click the link on the redirect page that states "<u>Click Here</u> to add the new address to your Internet Explorer favorites. "



Screenshot 3: eWiSACWIS redirect page when users access eWiSACWIS via the old DHFS URL.

 Users can update the new eWiSACWIS URL manually, by right-clicking the existing eWiSACWIS bookmark, selecting Properties, updating the URL to: <u>https://apps.dcf.wisconsin.gov/ewisacwis/</u> and clicking the OK button.



Screenshot 4a / 4b: Update existing eWiSACWIS bookmark manually.