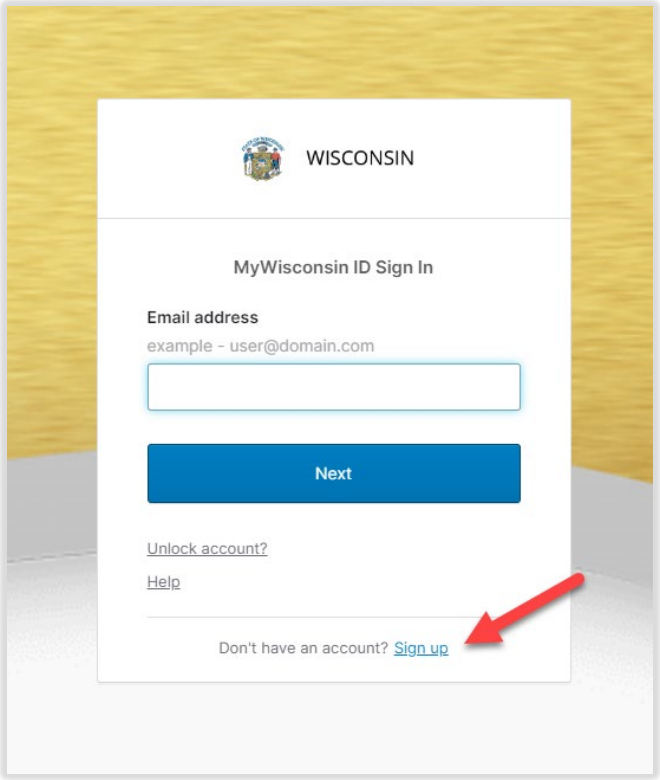
Wisconsin DWD Worker's Compensation Insurer Portal - Security Request Process

Pending Reports Application
Assessment Reporting
Performance Reports

Overview

The Department of Workforce Development (DWD) Worker's Compensation Division (WCD) maintains an Insurer Portal, from which the Pending Reports application is accessed, as well as Assessment Reports and Performance Reports. The security structure controls access for all three of these applications.

The access to the Insurer Portal is secured by MyWisconsin ID, a platform that securely connects state employees, partners, and customers to the applications and tools they need in a single sign-on format. New accounts can be created by navigating to the Insurer Portal and choosing the Sign Up option.



These accounts are based on email addresses and a combination of password and another authentication type, chosen during setup. Multiple secondary authentication types can be configured.

After account creation, gaining access to the appropriate company's claims is done through a series of steps – request, approve, and activate. Please note, WCD Pending Reports users who have existing accounts in the previous version of Pending Reports (prior to December 2024) may have their security transferred to the Insurer Portal. When they log in to the Insurer Portal, their

security access may transfer to their MyWisconsin ID account, therefore they do not need to request new access.

Within the Insurer Portal, there are two roles – Security Administrators and Report Users. Security Administrators manage the accounts that have access to their company's claims. There exist tools to monitor requests, grant and revoke access, review current accounts, and transfer the Security Administrator role when it no longer is required of that person. Report Users can request access to insurers, claim administrators or self-insured employers, and activate their access.

This guide intends to document all aspects of the security process as it relates to the Insurer Portal, including Pending Reports Application, Assessment Reporting, and Performance Reports.

MyWisconsin ID information and resources can be found on DWD's website https://dwd.wisconsin.gov/mywisconsinid/faq.htm.

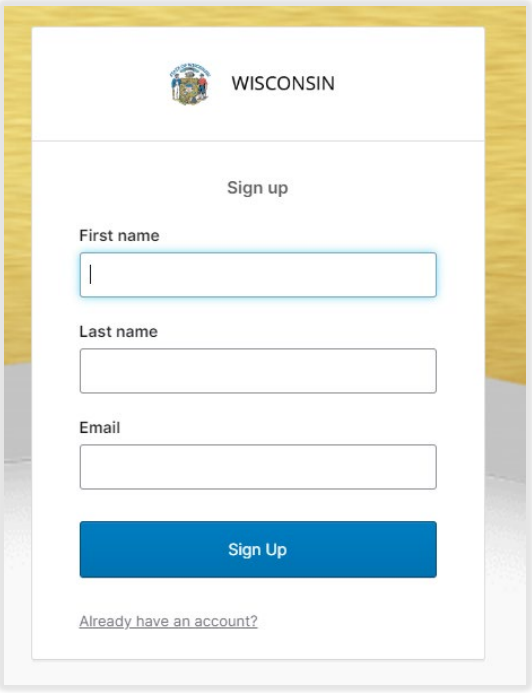
MyWisconsin ID Creation

There are two ways to create a MyWisconsin ID. For the purpose of using the Worker's Compensation Insurer Portal, this account should be tied to a work email address. If you already have a MyWisconsin ID for personal purposes, we do not recommend using that account here.

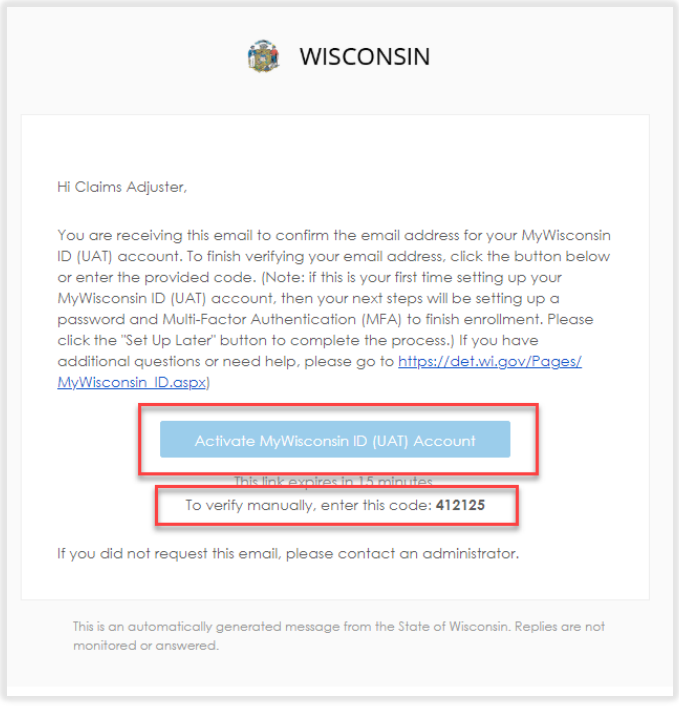
Accounts can be created by accessing the Insurer Portal and choosing the Sign Up option on the login page, or you can navigate to https://apps.wisconsin.gov. Creating an account there will not automatically navigate you to the Insurer Portal when finished. The Insurer Portal can be found at https://dwd.wisconsin.gov/WCInsurerPortal/ .

Account creation starts with name and email information. Then you must verify the email address by responding to an email sent, either by clicking on the link in the email or entering a code from the email onto the MyWisconsin ID configuration screen. Then you set a password, and finally, set up the two-factor authentication method of your choosing. You may set up more than one two-factor authentication method, which provides you with more than one second factor authentication method during login. You may manage your account, including updating email addresses and two-factor authentication methods, by logging in to https://apps.wisconsin.gov.

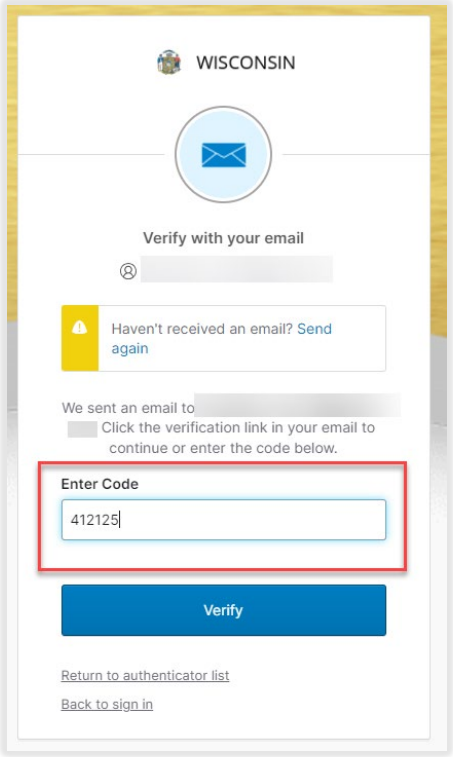
1. Enter name and email information:



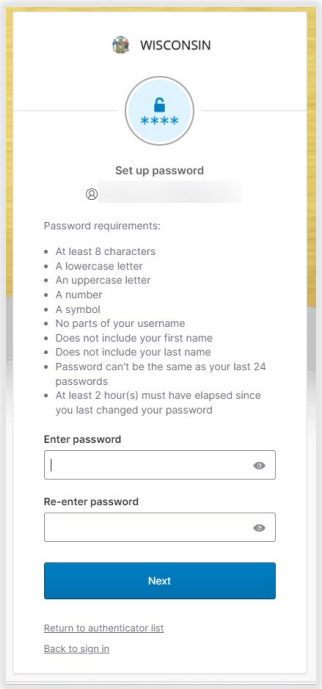
2. Verify your email address. You will receive an email from noreply@mywisconsinid.wisconsin.gov, and can activate the email address one of two ways.
    - Click on the button "Activate MyWisconsin ID Account" in the email.



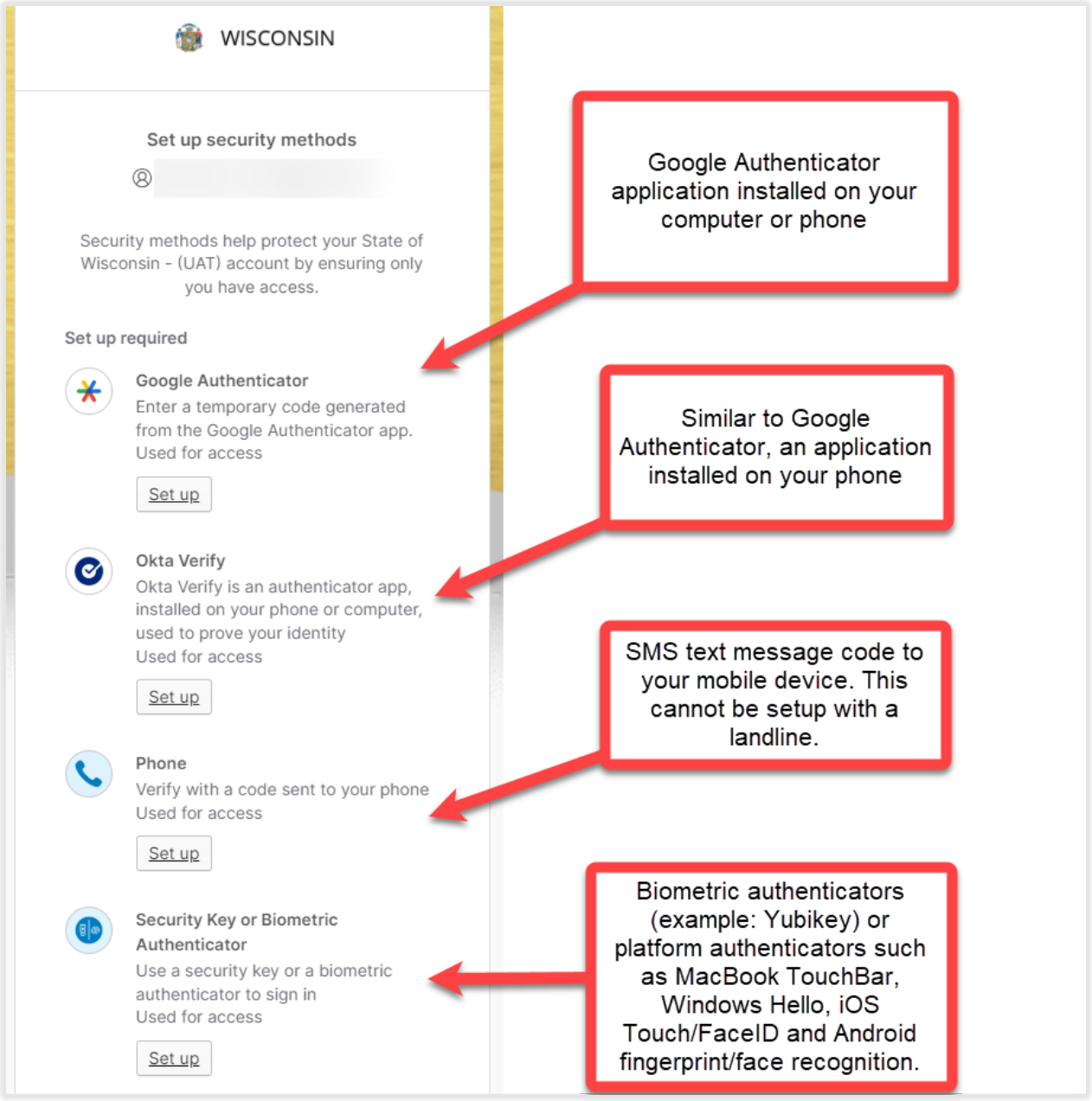
- Or, (Verify Manually) enter the code from the email on the login screen.



3. Now create your password, which will be used every time you log in. The screen will show you the current password requirements:



4. Select at least one second factor authentication method to configure:

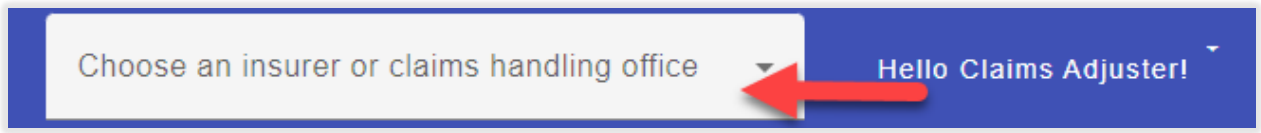


After creating your account, you will either be navigated directly to the Insurer Portal, if you used the Sign Up method from the application, or, you will have to manually navigate to https://dwd.wisconsin.gov/WCInsurerPortal/ and log in.

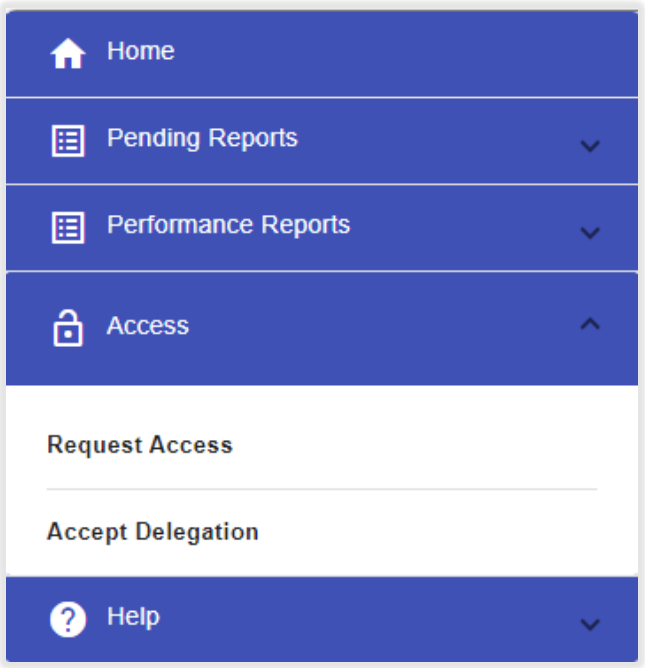
Please note: During account creation process, if you navigate away and do not complete setup your email address will be reserved for up to two hours and not available to create an account until that time expires. If you receive messages about an account already existing, you should wait the two hours and try again. For further account creation assistance, please call the MyWisconsin ID Account Service Desk at (608) 471-6667, 24 hours a day, 7 days a week.

Requesting Access to Insurer/Claim Administrator/Self-Insured Employer Claims

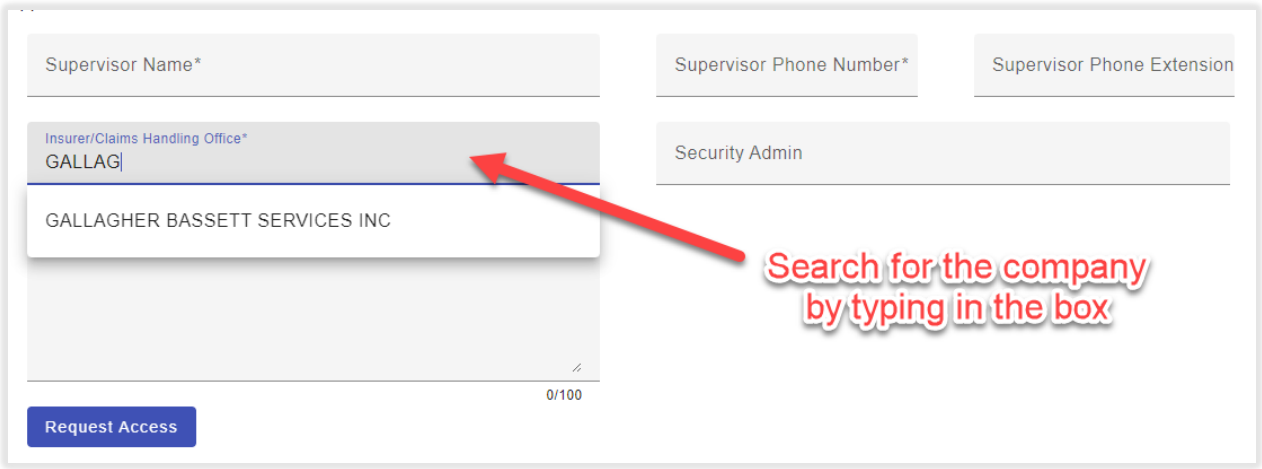
The first time logging into the Insurer Portal, you will need to determine if you have to request access to your company. If you have never submitted to DWD Worker's Compensation on Pending Reports, you will have to request access. If you have used the previous version of this application, your account may have linked to your previous security. In the upper right-hand corner of the screen, use the drop-down menu to determine if you have access to anything.



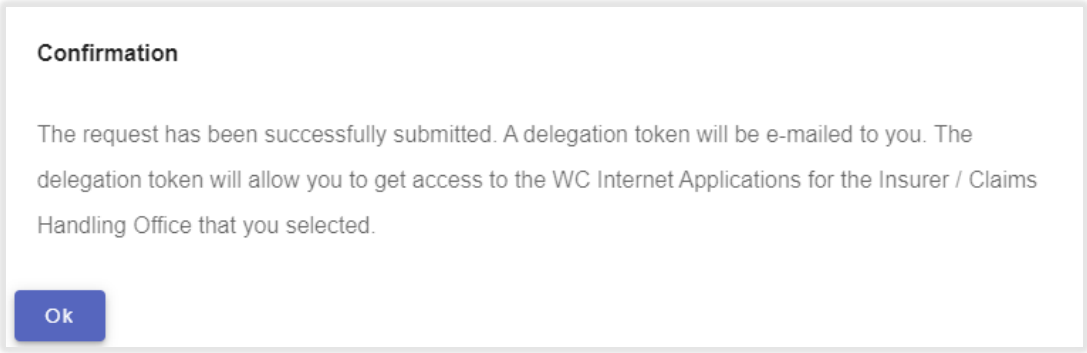
Requesting access to an insurer, claims administrator or self-insured employer is done from the main menu, Access section.



The request access form allows you to choose which business to request from a searchable drop-down menu, and requires you to fill out supervisor contact information as well as a general comments section for your request reason. Submitting the request emails the security administrator for that business, who will be responsible for approving or denying your request.



A confirmation of your request will appear on the screen.

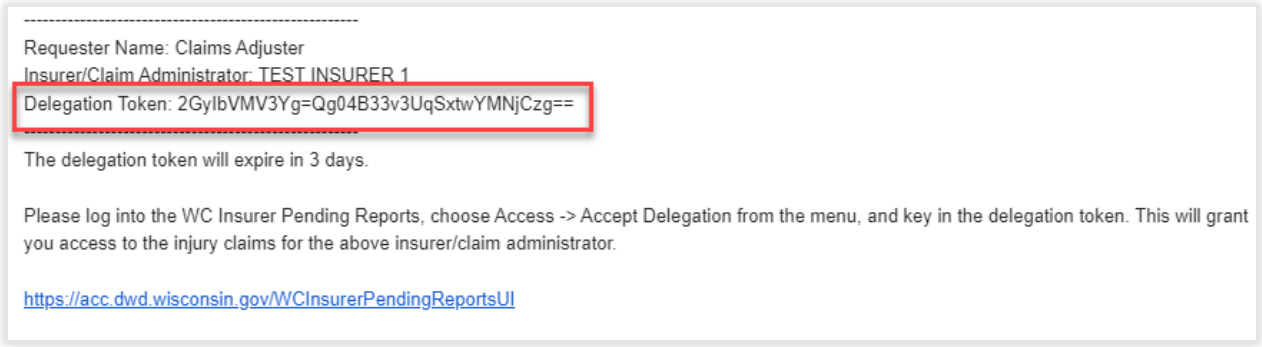


If you try to request access again you will not be allowed as the request is currently pending. Your security administrator will need to take the next step.

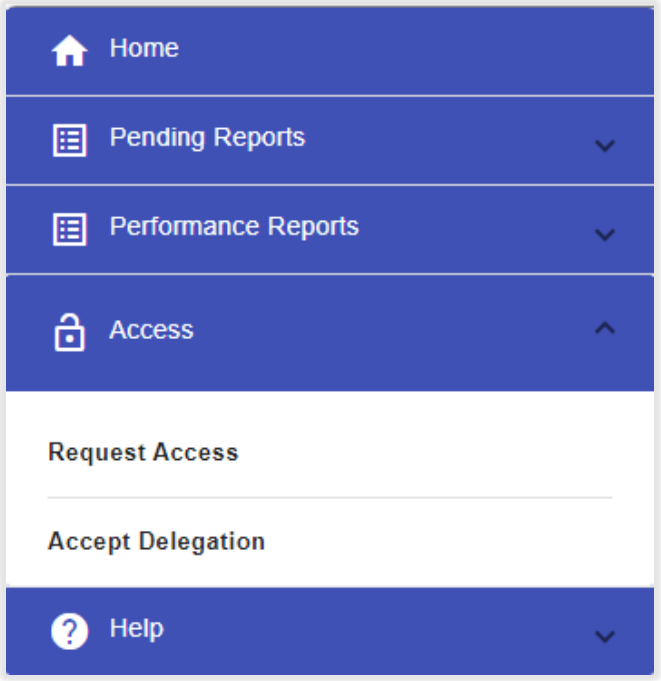
Activating Access

Once your request is approved, you will receive an email with a delegation token. This token only works for the person requesting and expires after 72 hours. If you do not activate your token within 72 hours, the security administrator can generate a new email with a new token.

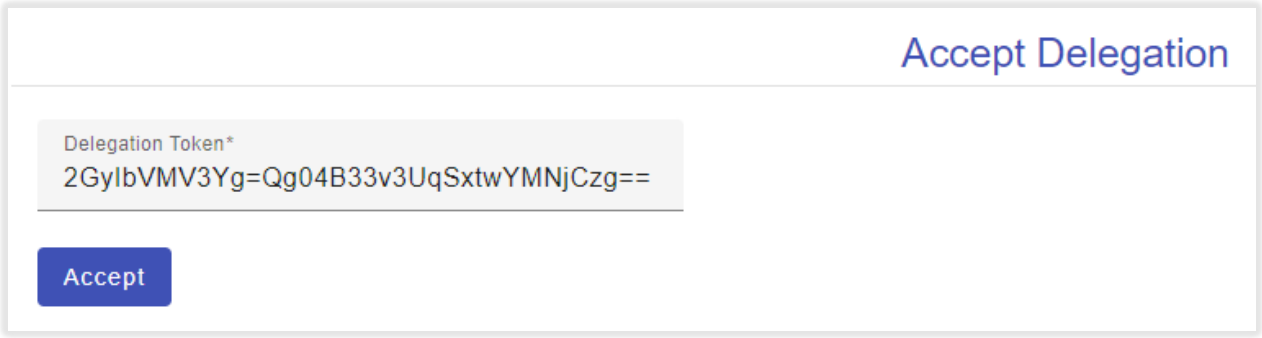
From the email, copy the delegation key and log into the Insurer Portal.



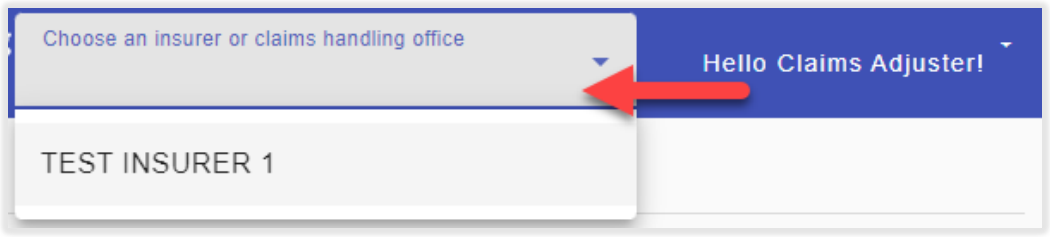
From the menu, go to Access – Accept Delegation.



Paste in the token code from the email and click Accept.



Successful activation shows a confirmation message, and the business becomes available from the drop-down menu in the upper right-hand corner.

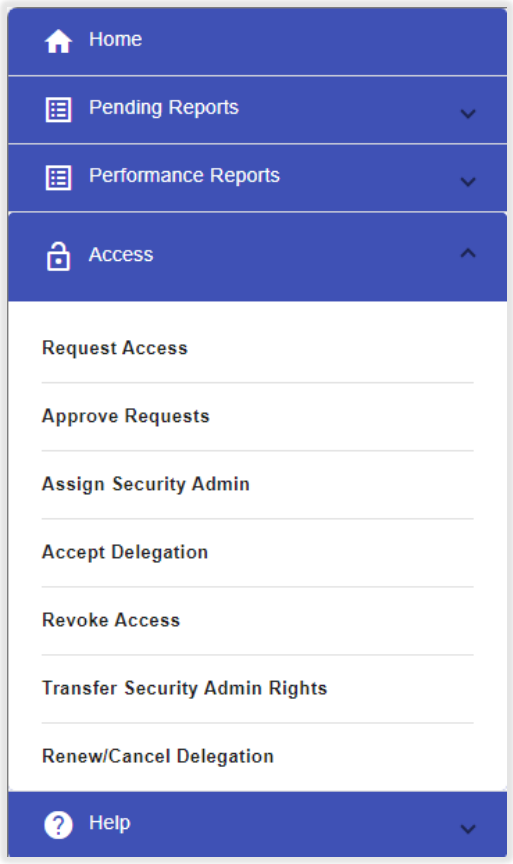


You now have access to your insurer, claim handler or self-insured employer, and can submit claims, payment information and access reporting for all existing claims under that business. Going forward, when you log in you must select the business you are operating under.

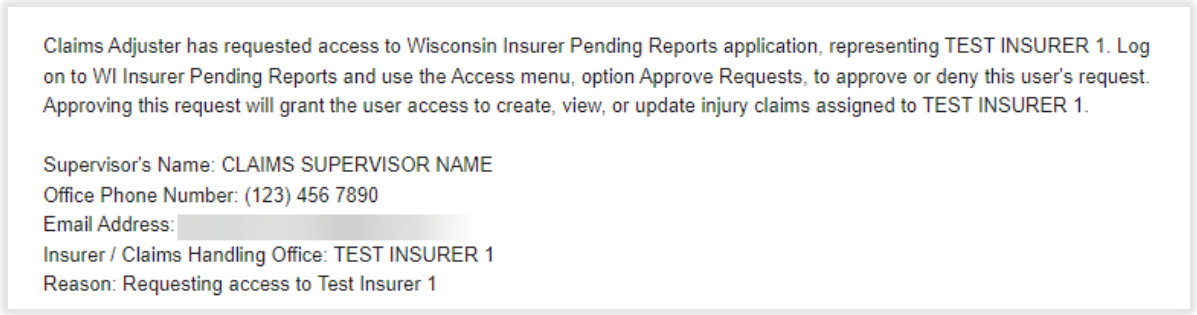
Security Administrators: Managing Access

Every organization that uses the Insurer Portal has a security administrator. There is only one security administrator for the entire business. This person is responsible for approving other people's access to their company's claims on the Insurer Portal, including revoking privileges as needed. In the Insurer Portal, a security administrator can approve or deny requests for access, revoke access for existing report users, transfer the security administrator role from themselves to another person in their organization, and renew or cancel expired approved requests. If a security administrator needs access to another business, they can follow the steps outlined above in Requesting Access and Activating Access.

All security functions are available from the main menu Access section.



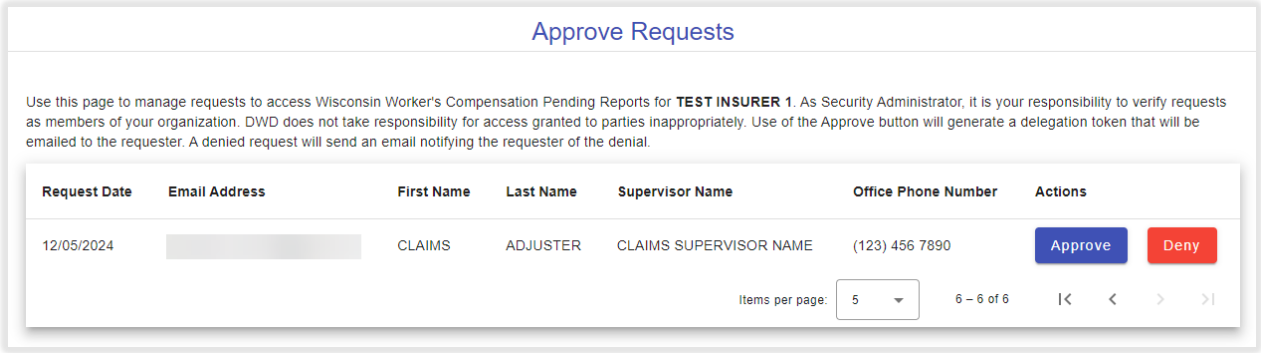
Approve Requests: When a report users requests access to a business, that request is emailed to the security administrator of that business.


Claims Adjuster has requested access to Wisconsin Insurer Pending Reports application, representing TEST INSURER 1. Log on to WI Insurer Pending Reports and use the Access menu, option Approve Requests, to approve or deny this user's request. Approving this request will grant the user access to create, view, or update injury claims assigned to TEST INSURER 1.

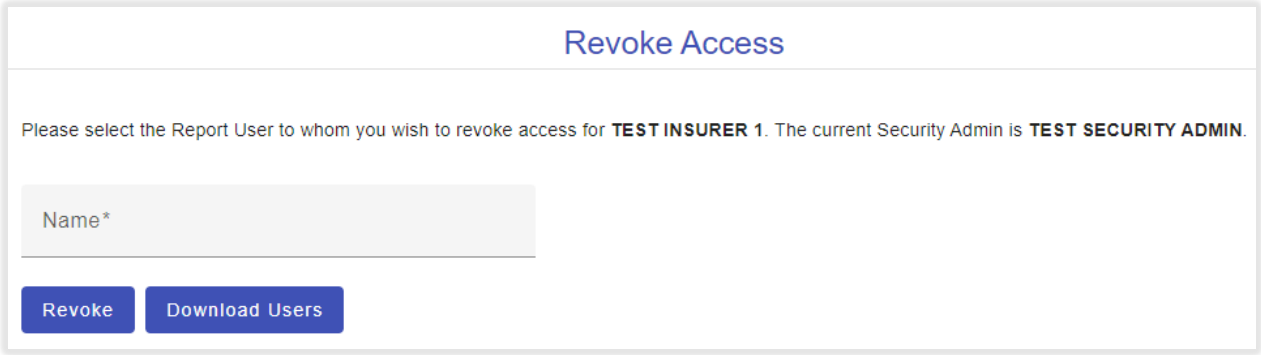
Supervisor's Name: CLAIMS SUPERVISOR NAME
Office Phone Number: (123) 456 7890
Email Address:
Insurer / Claims Handling Office: TEST INSURER 1
Reason: Requesting access to Test Insurer 1

Log into the Insurer Portal, use the Access menu and navigate to Approve Requests.

All current pending requests will show on the screen. Use the Approve or Deny button to approve or deny the request.

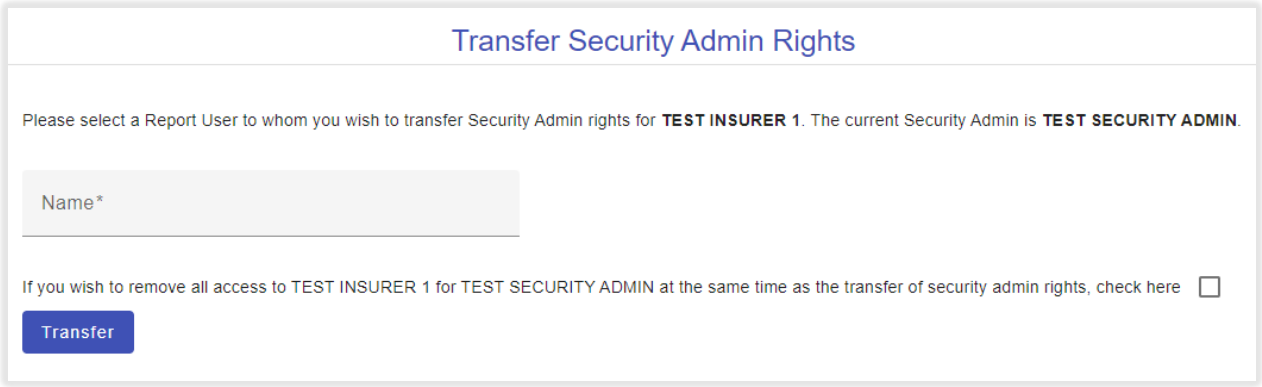


Revoke Access: When a report user no longer needs access to the Insurer Portal, navigate to Revoke Access under the Access section. Click in the field to scroll the entire list of report users, or type in the box the name of the person you wish to revoke.



Within this screen you can also download a PDF of all current report users for the business. Click the Download Users button and the PDF will file to your browser's download folder.

Transfer Security Admin Rights: At some point it may be appropriate to shift security administrator duties from one person to another. The current security administrator must log in and use the Transfer Security Admin Rights function under the Access menu.

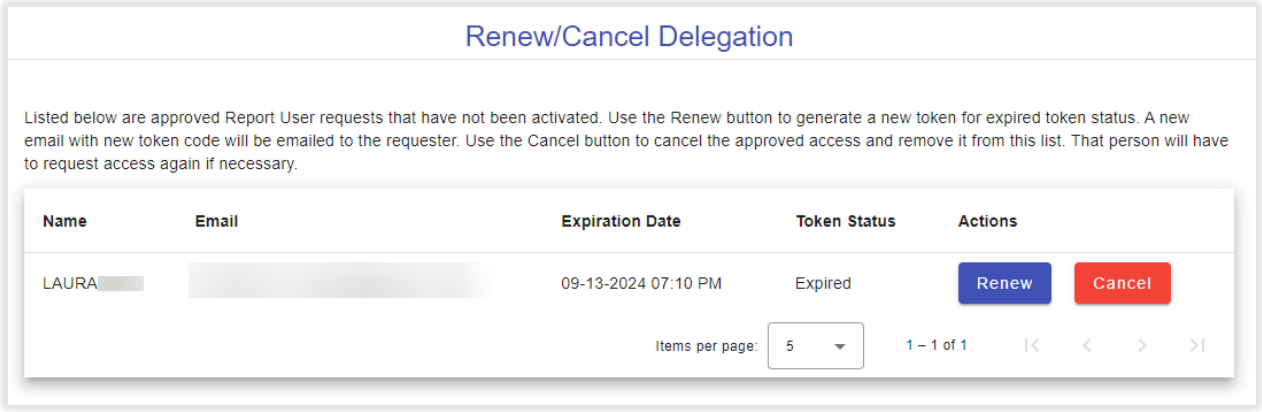


The name lookup is the same as Revoke Access – you can scroll the entire list or start typing the name in the box.

Before you transfer, you have the ability to revoke your own access to the Insurer Portal for your account by checking a box, effectively removing you from that business as both a security administrator *and* a report user. If you do NOT check that box, the transfer will switch security administrator role to the new person, and your account will remain as report user for that business. All of these actions only apply to the business selected in the drop-down menu in the upper right-hand corner. If you have security administrator or report user access for other businesses, that access will not change based on actions taken here.

If the current security administrator has left the business and cannot perform the transfer, use the Contact Us feature in the main menu, Help section, under Technical Issues. Please describe in the message the situation including your contact information and the name of the business needing the security administrator removed.

Renew/Cancel Delegation: This menu item allows security administrators the ability to cancel an approved access request, or renew a delegation token if it has expired.



The cancel is only for requests that have been approved but not yet activated. If the person used their token and activated access, their account must be revoked using the Revoke Access function.

Using the Renew button will send the requester a new email with a new delegation token which will expire 72 hours from creation.