

# Introducing MyACCESS

Rebecca McAtee  
Director, Bureau of  
Enrollment Policy and  
Systems



## Background

- The ACCESS website ([access.wi.gov](http://access.wi.gov)) was first launched in 2004.
- It has become the primary channel by which Wisconsin residents apply for benefits.
- Over time, this has:
  - Reduced phone calls to agencies.
  - Reduced data entry for workers.
  - Increased access for potential members.

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## Background (con't)

- ACCESS also offers features for managing ongoing benefits, including:
  - Benefit status.
  - Renewals.
  - Change reports.
  - Paperless correspondence.
  - Document submission.
- Because it requires regular computer access, few people manage their benefits online.

( 3 )

MyACCESS app

## Developing an app

- Since 2004, technology has changed dramatically.
- Most applicants and members have access to the internet through mobile devices.
- With a mobile app, we are seeking to increase self-service among members.

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## Expected Outcomes

We expect the app to result in:

- Fewer calls to agencies.
- Fewer paper documents for agencies to scan and process.
- Less churning from members who lose benefits and then reapply right away.
- Better customer service and satisfaction.

[ 6 ]

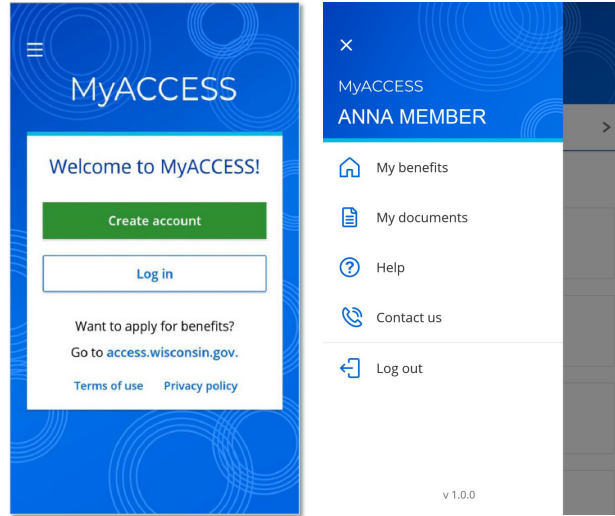
## MyACCESS features

- On November 12, 2018, DHS and DCF launched MyACCESS.
- This mobile app for iOS and Android allows users to:
  - Check the status of their benefits.
  - Take photos of and upload verification documents.
  - Opt in to push notifications to get reminders about actions needed.

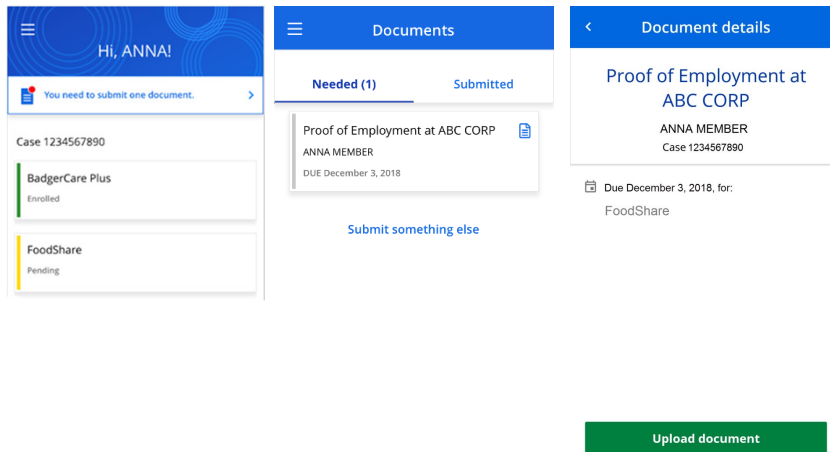
[ 7 ]

## Sample screens

## Welcome screen and menu



## Benefit status and documents



# Uploading documents

**Upload** [Close]

**Proof of Employment at ABC CORP**  
Pay stubs from the last 30 days

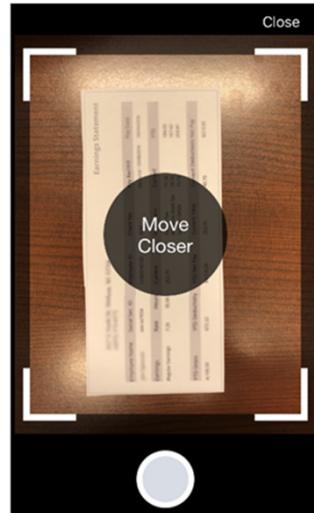
Upload the first page of the document.

You can have up to 10 pages for each document. If you have more than 10 pages, you'll need to submit separate documents.

- Place it on a dark background.
- Add one page at a time.
- Add pages in the order you'd like to submit them.

**Use camera**

Choose from photos



# Uploading documents, con't

**Upload** [Close]

**Proof of Employment at ABC CORP**  
Pay stubs from the last 30 days

[Delete]

DATE	EMPLOYEE	EMPLOYEE ID	EMPLOYEE TYPE	EMPLOYEE STATUS	EMPLOYEE CLASSIFICATION	EMPLOYEE GRADE	EMPLOYEE PAY RATE	EMPLOYEE PAY PERIOD	EMPLOYEE PAY TYPE	EMPLOYEE PAY METHOD	EMPLOYEE PAY FREQUENCY	EMPLOYEE PAY DATE	EMPLOYEE PAY AMOUNT	EMPLOYEE PAY DEDUCTIONS	EMPLOYEE PAY TAXES	EMPLOYEE PAY OTHER DEDUCTIONS
01/01/19	ANNA MEMBER	123456	EMPLOYEE	ACTIVE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE
01/02/19	ANNA MEMBER	123456	EMPLOYEE	ACTIVE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE
01/03/19	ANNA MEMBER	123456	EMPLOYEE	ACTIVE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE
01/04/19	ANNA MEMBER	123456	EMPLOYEE	ACTIVE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE
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01/06/19	ANNA MEMBER	123456	EMPLOYEE	ACTIVE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE
01/07/19	ANNA MEMBER	123456	EMPLOYEE	ACTIVE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE	EMPLOYEE
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**Add page**

**Submit**

**Success!**

You've submitted ANNA MEMBER's proof of Employment at ABC CORP

It could take up to 10 business days to process this document. You can check its status in your Submitted list.

**Done**

# Initial results and next steps

## Results to date

- Close to 6000 people have downloaded the app and used it at least once.
- Users have initiated more than 26,000 app "sessions".
- More than 2,500 documents have been uploaded.

## Next steps

- The November 12, 2018 roll-out is intended to be a “soft launch”.
- In early February 2019, we plan to promote the app more actively through:
  - Posters and other printed materials.
  - Social media marketing.
  - More active promotion with community partners.