



California Department of Social Services

Welfare Intercept System (WIS) County User Manual



Prepared by CDSS, Information Systems Division and Fraud Bureau

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Version: 2.1

Table of Contents

Introduction	3
I. User Authentications	4
A. Gen1321 Forms.....	4
B. Notification Email.....	5
II. User Login	6
A. WIS Login Page.....	6
B. Verify Site Key and Enter Password Screen	7
III. Navigation	8
A. WIS Home Screen.....	8
B. Search by SSN.....	9
1. Home Screen.....	9
2. Enter SSN Screen.....	10
3. Results Screen	11
4. Profile Screen	12
5. List Transaction Screen	13
6. Transaction Detail Screen	14
C. Search by NAME.....	15
1. Home Screen.....	15
2. Enter Name Screen	16
3. Results Screen	17
5. Profile Screen	18
6. Address Screen.....	19
7. Additional Features to the New WIS: Amount Screen.....	20
8. Additional Features to the New WIS: Alias Screen	21
9. Navigating Through WIS Results Screen	22
10. Help	23
11. Reset Password due to Locked Account	24
12. Reset Password due to Expired Password	24

Introduction

Welcome

The California Department of Social Services (CDSS) has opened the improved Welfare Intercept System (WIS) for real time, read-only access to California authorized county users. This manual contains instructions on how to access the system, navigate through the screens, and what data is available in WIS.

I. User Authentications

A. Gen1321 Forms

1. If you are a first time user, your supervisor will need to request a copy of the GEN1321 from the Fraud Systems Administrator by email at fraudsystemaccess@dss.ca.gov.
2. Your Supervisor will complete Sections 1, 2, and 11 of the GEN 1321. Select the first box (the proposed permission and/or images for systems and/or applications) in section 8 and sign.
3. Your supervisor will submit the completed GEN1321 via fax at (916) 651-5009 or email at fraudsystemaccess@dss.ca.gov.
4. You or your supervisor will immediately mail the original completed and signed form to:
Department of Social Services
Fraud Detection Unit
ATTN: Fraud System Administrator
744 P St, MS 9-11-26
Sacramento, CA 95814
5. As soon as the Fraud System Administrator receives and verifies the GEN1321, you will then receive an email notification, stating that access has been approved and an instruction on how to activate your new account. A user ID and temporary password will also be provided as shown below.

DSS SAF - New WIS User

donotreply-DSS-SAF@dss.ca.gov

Sent: Thu 3/19/2015 10:36 AM

To: [REDACTED]@DSS

DSS SAF Account

New User Account

Hello [REDACTED]@dss.ca.gov,

Your new user account has been created for WIS.

In order to use your new account you must activate it through our new DSS SAF: IDENTITYportal. Click [here](#).

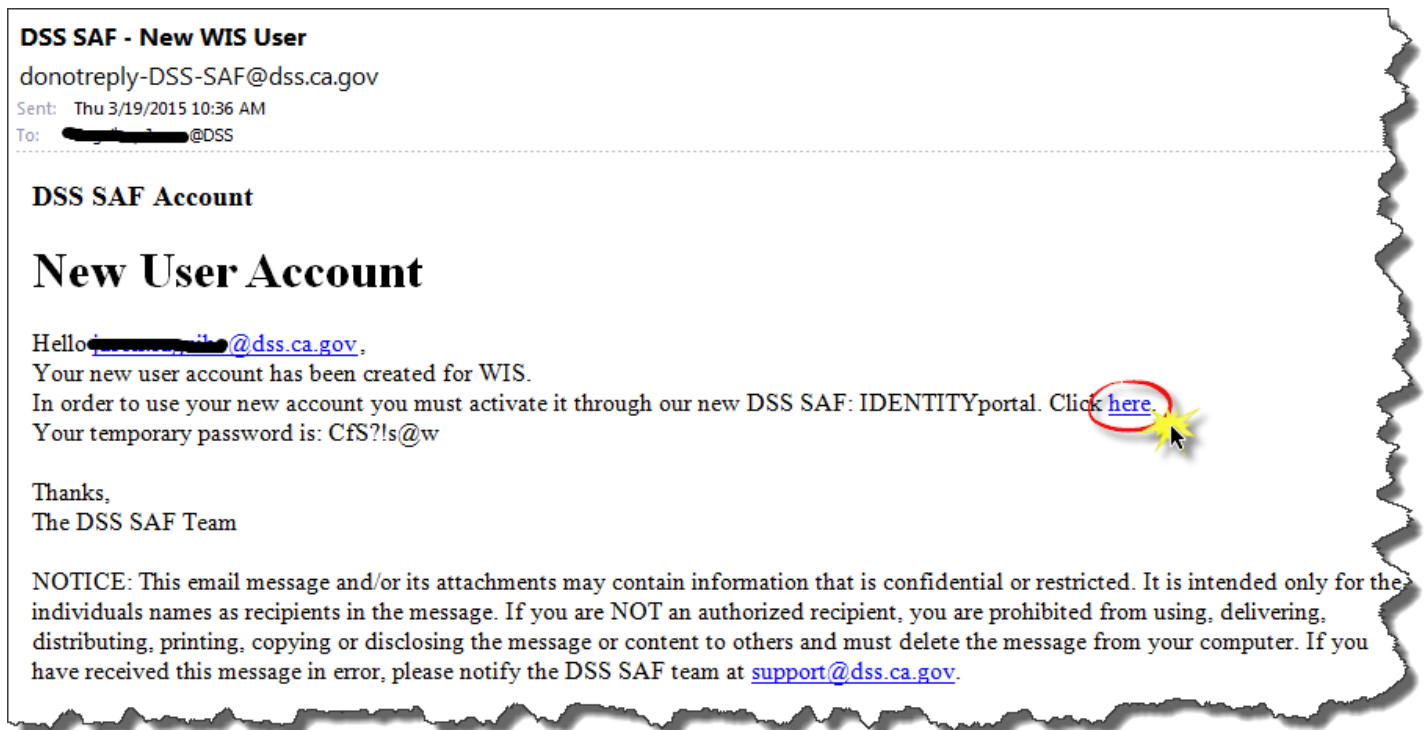
Your temporary password is: Cfs?!s@w

Thanks,
The DSS SAF Team

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals names as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, printing, copying or disclosing the message or content to others and must delete the message from your computer. If you have received this message in error, please notify the DSS SAF team at support@dss.ca.gov.

6. If you do not receive an email notification within three business days from the time the completed GEN 1321 has been submitted via email, contact the Fraud Systems Administrator via email at fraudsystemaccess@dss.ca.gov or by phone at (916) 653-1826.

B. Notification Email



This is a Sample of the notification email that you will receive from your email inbox. From this email notification, click on the link “here” next to the black arrow, as shown above, to be directed to the department’s IDENTITYportal to:

- 1) activate your account
- 2) set your password
- 3) select your PicturePass

NOTE: Do not delete this email, you will need to go back and copy the temporary password provided in this email in order to continue the process. If you experience any problems accessing the IDENTITYportal when you click on the “here” button above, contact the Fraud Systems Administrator, via email at fraudsystemaccess@dss.ca.gov.

II. User Login

A. WIS Login Page

The screenshot shows the 'Welfare Intercept System' login page. At the top is a blue header with the 'CA.GOV' logo, 'State of California Department of Social Services', and navigation links: 'CA.gov', 'CDSS Websites', and 'Contact CDSS'. Below the header is a dark blue navigation bar with links: 'CDSS', 'Find Services', 'Care Providers', 'Forms/Brochures', 'Program Rules', 'Reports', 'Policy/Planning', and 'Fiscal/Funding'. The main content area is white and titled 'Welfare Intercept System'. It contains a 'Please provide username' section with a 'Username' label and a text input field. A red circle with the number '1' is next to the label, and a blue arrow points to the input field with the text 'Type in username here'. The input field contains the text 'User name [redacted]@dss.ca x'. Below the input field is a 'Login' button, with a red circle containing the number '2' and a blue starburst icon next to it. At the bottom of the page is a dark brown footer with a 'Help' link and a blue arrow pointing to it with the text 'For help click here'. The footer also includes the text 'Copyright © 2015 State of California'.

Type in the username (username is your email address) and then click Login. Follow Steps 1 and 2.

For problems or troubleshooting needs, click on the Help button that will direct you to the WIS Administrator via an email. State the problem in the Subject Line of the email and provide a brief description in the body of the email and add your contact information. Response time is within 24 hours.

NOTE: Help feature is available on all WIS screens.

B. Verify Site Key and Enter Password Screen

The screenshot shows the 'Welfare Intercept System' login page. At the top is a blue header with the 'CA.GOV' logo, 'State of California Department of Social Services', and navigation links: 'CA.gov | CDSS Websites | Contact CDSS'. Below this is a secondary navigation bar with links: 'CDSS', 'Find Services', 'Care Providers', 'Forms/Brochures', 'Program Rules', 'Reports', 'Policy/Planning', and 'Fiscal/Funding'. The main content area is titled 'Welfare Intercept System' and 'Please provide password'. It contains a form with the following fields and elements:

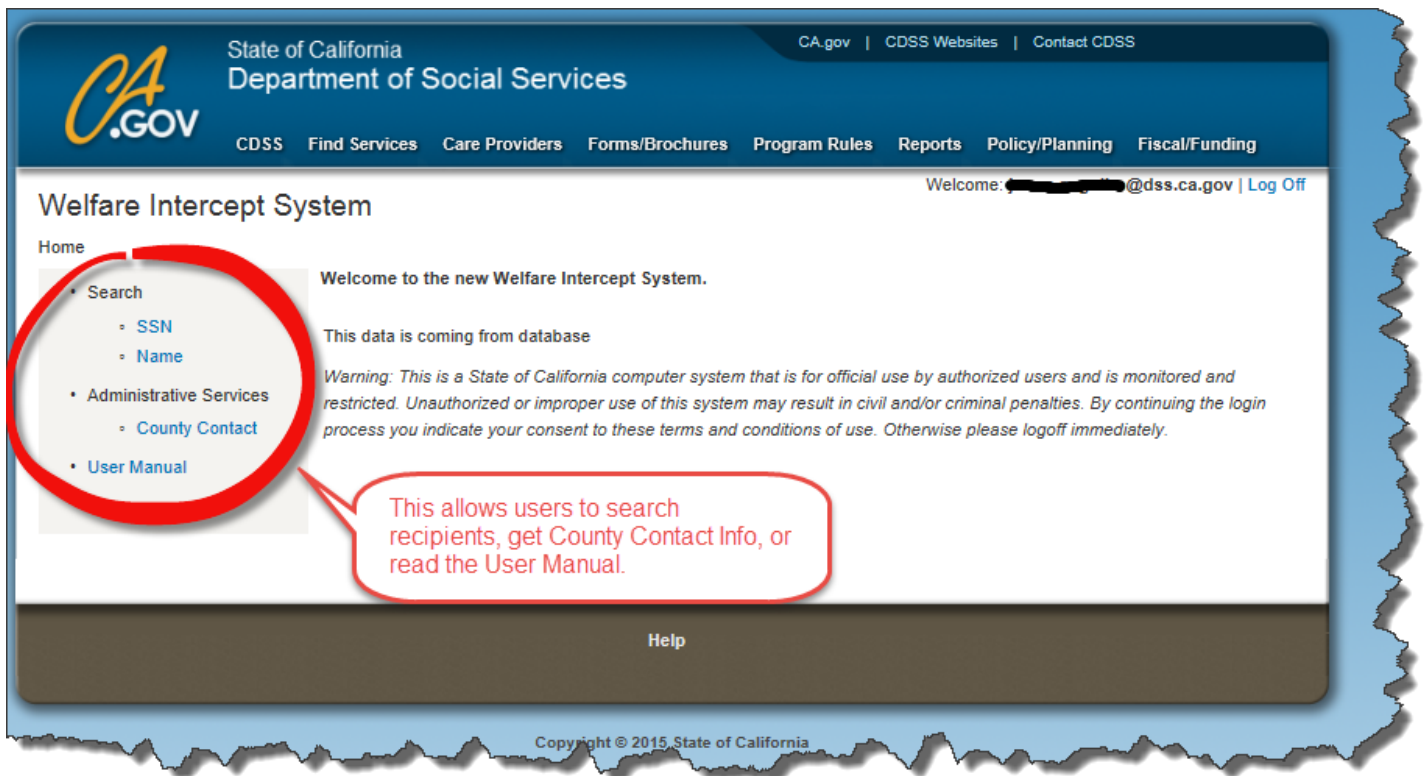
- Site Key and Passphrase:** A table-like structure with two columns. The left column contains labels: 'Your Site Key', 'Your passphrase', 'Notice', 'User name', and 'Password'. The right column contains: an image of a baseball glove (labeled 'Your Site Key'), the text 'Invent tomorrow.' (labeled 'Your passphrase'), a warning notice (labeled 'Notice'), a partially redacted email address ending in '@dss.ca.gov' (labeled 'User name'), and a password field with dots (labeled 'Password').
- Annotations:** A red circle with the number '1' points to the password field. A blue arrow labeled 'Type password here' points to the same field. A red circle with the number '2' points to the 'Sign in' button.
- Footer:** A brown bar at the bottom contains a 'Help' link.

Verify that your site key is the same MFIImage and MFPassPhrase you selected and then type your password as indicated in Steps 1 and 2, see image below.

CAUTION: As part of the WIS security control, please do not enter your password if you do not recognize your MFIImage/MFPassPhrase. Notify the WIS Administrator by clicking on the Help button below the screen.

III. Navigation

A. WIS Home Screen

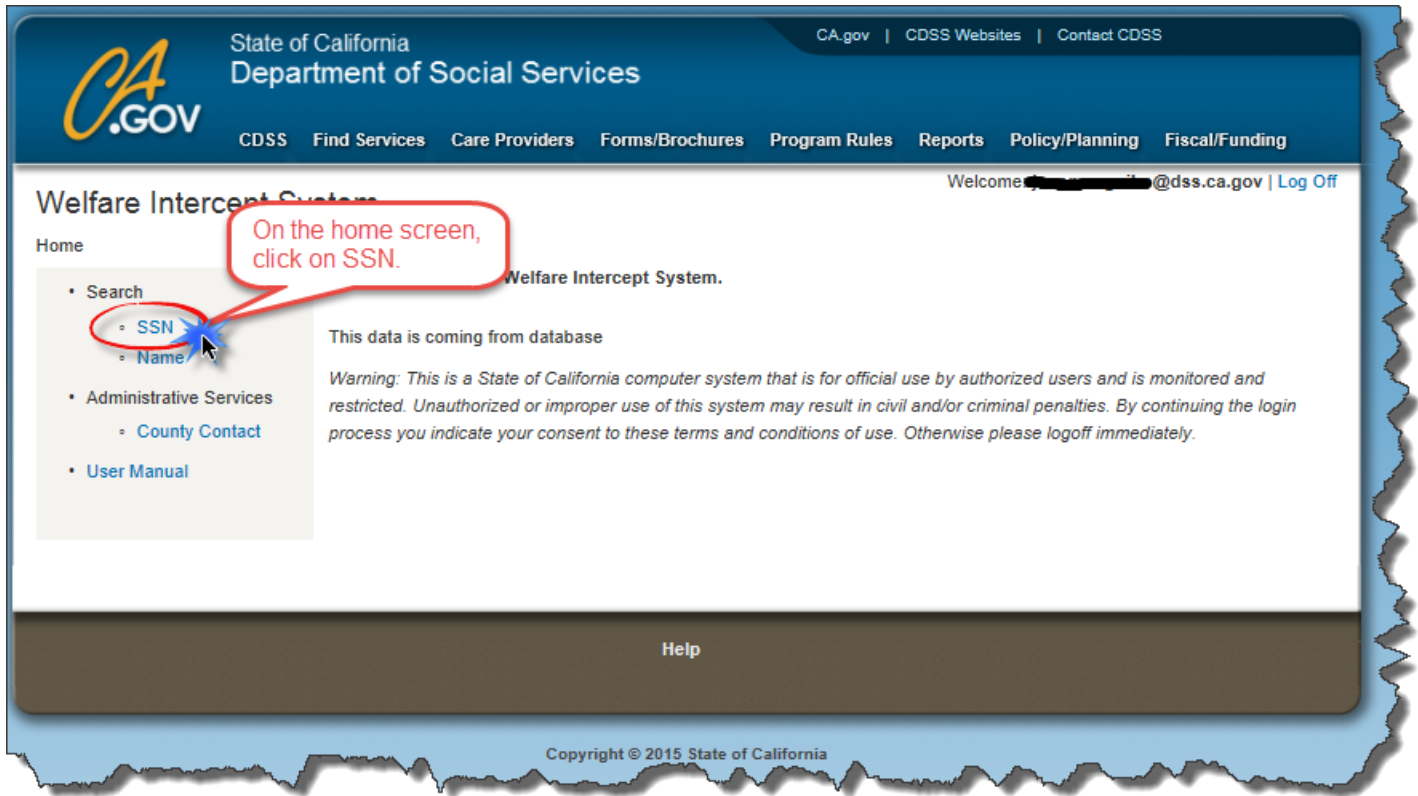


This is the Navigation Bar on the Home Screen. It provides a way for you to search for a recipient in two different ways: first by SSN and second by Name.

This screen also provides county information and access to the most updated copy of the WIS User Manual as indicated in the image above.

B. Search by SSN

1. Home Screen



To search a recipient's information by his/her SSN, simply click on the "SSN" link under the Search Node as indicated on the above image. Once you click the SSN link, you will be directed to the following "Search by SSN" screen as shown on the image above.

2. Enter SSN Screen

The screenshot shows the 'Welfare Intercept System' search interface. At the top is a blue header with the 'CA.GOV' logo, 'State of California Department of Social Services', and navigation links like 'CA.gov', 'CDSS Websites', and 'Contact CDSS'. Below the header is a secondary navigation bar with links: 'CDSS', 'Find Services', 'Care Providers', 'Forms/Brochures', 'Program Rules', 'Reports', 'Policy/Planning', and 'Fiscal/Funding'. The main content area is titled 'Welfare Intercept System' and includes a 'Welcome' message and a 'Log Off' link. A breadcrumb trail shows 'Home > Search'. The primary section is 'Search by SSN'. It features a text input field labeled 'SSN' containing '000-00-0000' and a 'Search' button. A blue arrow labeled '1' points to the input field with the text 'Type in numbers only.' A red circle labeled '2' is positioned over the 'Search' button. A 'Help' link is located at the bottom of the main content area. The footer contains the text 'Copyright © 2015 State of California'.

Enter the SSN associated with the recipient you would like to view. Follow Steps 1 and 2 as shown on the image above.

3. Results Screen

CA.gov | CDSS Websites | Contact CDSS

State of California
Department of Social Services

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [redacted]@dss.ca.gov | Log Off

Welfare Intercept System

Home > Search > Results

SSN: [redacted]

Last Name	First Name	Initial	County	Case ID	Delinquency Date	Seq #	IFC Flag	Action Indicator	8 record/s found
[redacted]	[redacted]		19	[redacted]	9/15/1998	1		Closed	Profile
[redacted]	[redacted]		19	[redacted]	4/26/1999	2		Closed	Profile
[redacted]	[redacted]		19	[redacted]	4/27/1999	3		Closed	Profile
[redacted]	[redacted]		19	[redacted]	8/18/2005	4		Closed	Profile
[redacted]	[redacted]		19	[redacted]	11/28/2006	5		Inactive	Profile
[redacted]	[redacted]		19	[redacted]	5/1/2006	6		Inactive	Profile
[redacted]	[redacted]		19	[redacted]	8/30/2006	7		Inactive	Profile
[redacted]	[redacted]		19	[redacted]	10/31/2006	8		Inactive	Profile

Page 1 of 1

1

Help

Copyright © 2015 State of California

Click on any of these links for details

The Recipient Results Screen will show up, this gives an overview of all the recipients associated with the searched SSN. You will find the recipient's County, Case ID and Delinquency Date from this screen. To view detailed information on individual recipients, click on the "Profile" link as indicated on the above screen with red dialogue box.

4. Profile Screen

The screenshot shows the 'Welfare Intercept System' profile page. At the top is the CA.GOV logo and the State of California Department of Social Services header. A navigation bar includes links like CDSS, Find Services, Care Providers, Forms/Brochures, Program Rules, Reports, Policy/Planning, and Fiscal/Funding. The page title is 'Welfare Intercept System' with a 'Welcome' message and a 'Log Off' link. Below the title is a breadcrumb trail: 'Home > Search > Results > Profile'. A horizontal menu contains 'AMOUNTS', 'TRANSACTIONS', 'ALIAS', and 'ADDRESS'. Two blue arrows point to 'ALIAS' and 'ADDRESS' with the text 'these are clickable'. The main content area is titled 'Recipient Profile - Case ID: [REDACTED]'. It contains several sections: 1. Personal Information: Name, SSN, County (21), Establish Date (12/28/2001), Delinquency Date (9/7/2001), and Sequence Number (1). 2. ESTIMATED DATES: TOP PreOffSet Notice and Sent To TOP, and FTB PreOffSet Notice and Sent To FTB (10/16/2005). 3. WIS CURRENT BALANCE FOR TOP: A table with columns for AE, IPV, IHE, CALWORKS, and CALFRESH, all showing \$0.00. 4. WIS CURRENT BALANCE FOR FTB: A similar table with all values at \$0.00. 5. COUNTY INFORMATION: Street Address, City (WINDSOR), State/Country (CA), and Zip Code (95492-0000). A 'Help' link is at the bottom.

CA.GOV State of California Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welfare Intercept System Welcome: [REDACTED] | Log Off

Home > Search > Results > Profile

AMOUNTS TRANSACTIONS ALIAS ADDRESS

these are clickable

these are clickable

Recipient Profile - Case ID: [REDACTED]

Name: [REDACTED]	Establish Date: 12/28/2001
SSN: [REDACTED]	Delinquency Date: 9/7/2001
County: 21	Sequence Number: 1

ESTIMATED DATES

TOP PreOffSet Notice:	FTB PreOffSet Notice: 9/16/2005
Sent To TOP:	Sent To FTB: 10/16/2005

WIS CURRENT BALANCE FOR TOP

	CALWORKS	CALFRESH
AE:	\$0.00	\$0.00
IPV:	\$0.00	\$0.00
IHE:	\$0.00	\$0.00

WIS CURRENT BALANCE FOR FTB

	CALWORKS	CALFRESH
AE:	\$0.00	\$0.00
IPV:	\$0.00	\$0.00
IHE:	\$0.00	\$0.00

COUNTY INFORMATION

Street Address: [REDACTED]		
City: WINDSOR	State/Country: CA	Zip Code: 95492-0000

Help

After clicking on the Profile link you will be directed to this screen, "Profile Screen". You will find detailed information related to the recipient, estimated dates, current balance for TOP or FTB and county information, as seen on the sample screen above.

From this screen you can also view the amounts and transaction screens, and the two new additional features: alias and address screens by clicking on the items on the bar above next to the blue arrow. This will lead you to the chosen screen.

5. List Transaction Screen

CA.GOV State of California Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [redacted] | Log Off

Welfare Intercept System

Home > Search > Results > Profile > Transactions

AMOUNTS TRANSACTIONS ALIAS ADDRESS

Transactions - Case ID: [redacted] SSN: [redacted] Delinquency Date: 9/15/1998

Process Date	Transaction Agent Code	County Transaction Code	Transaction Total	County Over Collection	
5/15/2001	REP	1	0.00	0.00	Details
2/15/2005	FTB		30.80	0.00	Details
4/6/2005	C19	3	0.00	0.00	Details

Help

This screen will show up if you selected the transaction on the bar next to the red arrow. Below is a description of the codes found on this screen. To view the details of the transaction, click on Details next to the red arrow.


County Transaction Code

- 1 - Establish (original dollar amount submitted by county)
- 2 - Decrease (decrease dollar amount submitted by county)
- 3 - Delete (deletion of debt by county)
- 4 - Refund (refund of TOP dollar amount only by county)
- 7 - Increase (Increase of debt by county)
- 8 - Suspend (suspending a debt by the county (TOP debts only)
- 9 - Reactivate (reactivating a TOP debt by county(TOP debts only)
- A - Alias (update of name changes by county)
- B - Address update (address update by county)

Transaction Agent Code

- TOP (offset dollar amount by TOP)
- FTB (Intercept of dollar amount by FTB)
- TOP REV (TOP reversal dollar amount)
- LOT (Intercept by State Lottery or Unclaimed Property)
- REP (Report)
- C19 (County Code – C19 refers to Los Angeles County)

6. Transaction Detail Screen



State of California
Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSSFind ServicesCare ProvidersForms/BrochuresProgram RulesReportsPolicy/PlanningFiscal/Funding

Welfare Intercept System

Welcome: [redacted]@dss.ca.gov | Log Off

Home > Search > Results > Profile > Transactions > Details

Transaction Details

Name: [redacted]

SSN: [redacted]

County: LOS ANGELES

Delinquency Date: 9/15/1998

Establish Year: 2000

Sequence Number: 1

Transaction ID: 80620

Transaction Agent Code: REP

Process Date: 5/15/2001

County Transaction Code: 1

Transaction Total: 0.00

TOP Effective Date:

TOP Collection Cycle Number: 0

TOP Trace Number:

County Over Collection: 0.00

TOP Reversal Flag: False

TOP Original Collection Year: 0

Tax Year: 2001

	CALWORKS			CALFRESH		
	AE	IHE	IPV	AE	IHE	IPV
TOP	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FTB	\$0.00	\$565.00	\$0.00	\$0.00	\$0.00	\$0.00

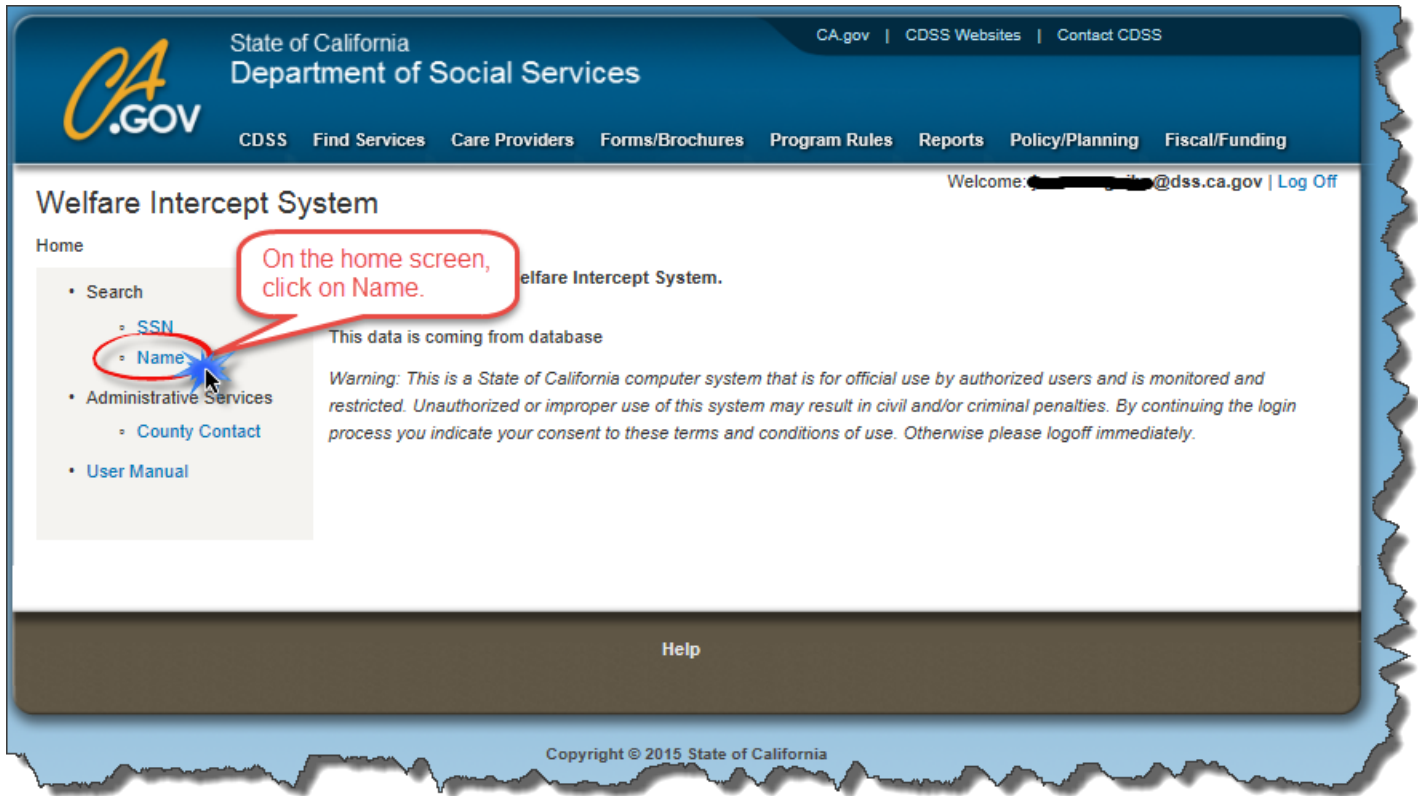
Help

This Transaction Detail screen will show up after you clicked on the Details link from the previous page.

Page 14 of 24

C. Search by NAME

1. Home Screen



On the Home Screen, click on the “Name” link under Search Node to find the recipient’s information based on his/her name.

2. Enter Name Screen

The screenshot shows the 'Welfare Intercept System' interface. At the top is a blue header with the 'CA.GOV' logo, 'State of California Department of Social Services', and navigation links like 'CDSS', 'Find Services', etc. Below the header, a 'Welcome' message is visible. The main section is titled 'Recipient Name Search'. It contains three input fields: 'Last Name:' with the value 'doe', 'First Name:' with the value 'john', and 'Middle Initial:'. Below these fields are 'Search' and 'Clear' buttons. A mouse cursor is pointing at the 'Search' button. Four red callout boxes with numbers 1 through 4 provide instructions: 1 points to the 'Last Name' field with the text 'Type the lastname here'; 2 points to the 'First Name' field with the text 'If there is a firstname, type it here.'; 3 points to the 'Middle Initial' field with the text 'If there is a middle initial, type it here'; and 4 points to the 'Search' button.

Enter the name associated with the recipient you would like to view. Follow Steps 1 through 4 as shown on the image above.

3. Results Screen

CA.GOV State of California Department of Social Services

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [redacted]@dss.ca.gov | Log Off

Welfare Intercept System

Home > Search > Results

Name: [redacted]

Last Name	First Name	Initial	County	Case ID	Delinquency Date	Seq #	IFC Flag	Action Indicator	2 record/s for
[redacted]	[redacted]	[redacted]	19	[redacted]	2/21/2006	1		Inactive	Profile
[redacted]	[redacted]	[redacted]	23	[redacted]	3/1/2010	1		Active	Additional debts in other counties

Page 1 of 1

1

Click Profile to view further details.

Help

Copyright © 2015 State of California

The Recipient's Results Screen lists all recipients that match the given name as seen in the image above. To view detailed information on individual recipients, click on the "Profile" link as indicated on the above screen with red dialogue box.

5. Profile Screen

The screenshot shows the 'Welfare Intercept System' profile page. At the top, there is a navigation bar with the CA.GOV logo and links for CDSS, Find Services, Care Providers, Forms/Brochures, Program Rules, Reports, Policy/Planning, and Fiscal/Funding. Below this, a breadcrumb trail reads 'Home > Search > Results > Profile'. A navigation bar contains links for AMOUNTS, TRANSACTIONS, ALIAS, and ADDRESS. Two red arrows point to the 'these are clickable' text next to the 'Profile' breadcrumb and the 'ADDRESS' link. The main content area is titled 'Recipient Profile - Case ID: [REDACTED]' and contains several sections: 'Name', 'SSN', 'County', 'Establish Date', 'Delinquency Date', 'Sequence Number', 'ESTIMATED DATES' (with 'TOP PreOffSet Notice' and 'FTB PreOffSet Notice'), 'WIS CURRENT BALANCE FOR TOP' (with 'CALWORKS' and 'CALFRESH' columns), 'WIS CURRENT BALANCE FOR FTB' (with 'CALWORKS' and 'CALFRESH' columns), and 'COUNTY INFORMATION' (with 'Street Address', 'City', 'State/Country', and 'Zip Code'). A 'Help' link is located at the bottom of the page.

State of California
Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [REDACTED] | Log Off

Welfare Intercept System

Home > Search > Results > Profile

these are clickable

these are clickable

AMOUNTS TRANSACTIONS ALIAS ADDRESS

Recipient Profile - Case ID: [REDACTED]

Name: [REDACTED]	Establish Date: 12/28/2001
SSN: [REDACTED]	Delinquency Date: 9/7/2001
County: 21	Sequence Number: 1

ESTIMATED DATES

TOP PreOffSet Notice: [REDACTED]	FTB PreOffSet Notice: 9/16/2005
Sent To TOP: [REDACTED]	Sent To FTB: 10/16/2005

WIS CURRENT BALANCE FOR TOP

	CALWORKS	CALFRESH
AE:	\$0.00	\$0.00
IPV:	\$0.00	\$0.00
IHE:	\$0.00	\$0.00

WIS CURRENT BALANCE FOR FTB

	CALWORKS	CALFRESH
AE:	\$0.00	\$0.00
IPV:	\$0.00	\$0.00
IHE:	\$0.00	\$0.00

COUNTY INFORMATION

Street Address: [REDACTED]	City: WINDSOR	State/Country: CA	Zip Code: 95492-0000
----------------------------	---------------	-------------------	----------------------

Help

After clicking on the profile, this is the screen that will show up. You will find all identifying information related to the recipient, estimated dates, current balance for TOP or FTB and county information, as seen on the sample screen above.

From this screen you can also view the amounts and transaction screens, and the two new additional features: alias and address screens by clicking on the items on the bar above next to the red arrow. This will lead you to the chosen screen.

6. Address Screen

CA.gov | CDSS Websites | Contact CDSS

State of California
Department of Social Services

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome, [REDACTED]@dss.ca.gov | Log Off

Welfare Intercept System

Home > Search > Results > Profile > Address

[AMOUNTS](#) [TRANSACTIONS](#) [ALIAS](#) [ADDRESS](#)

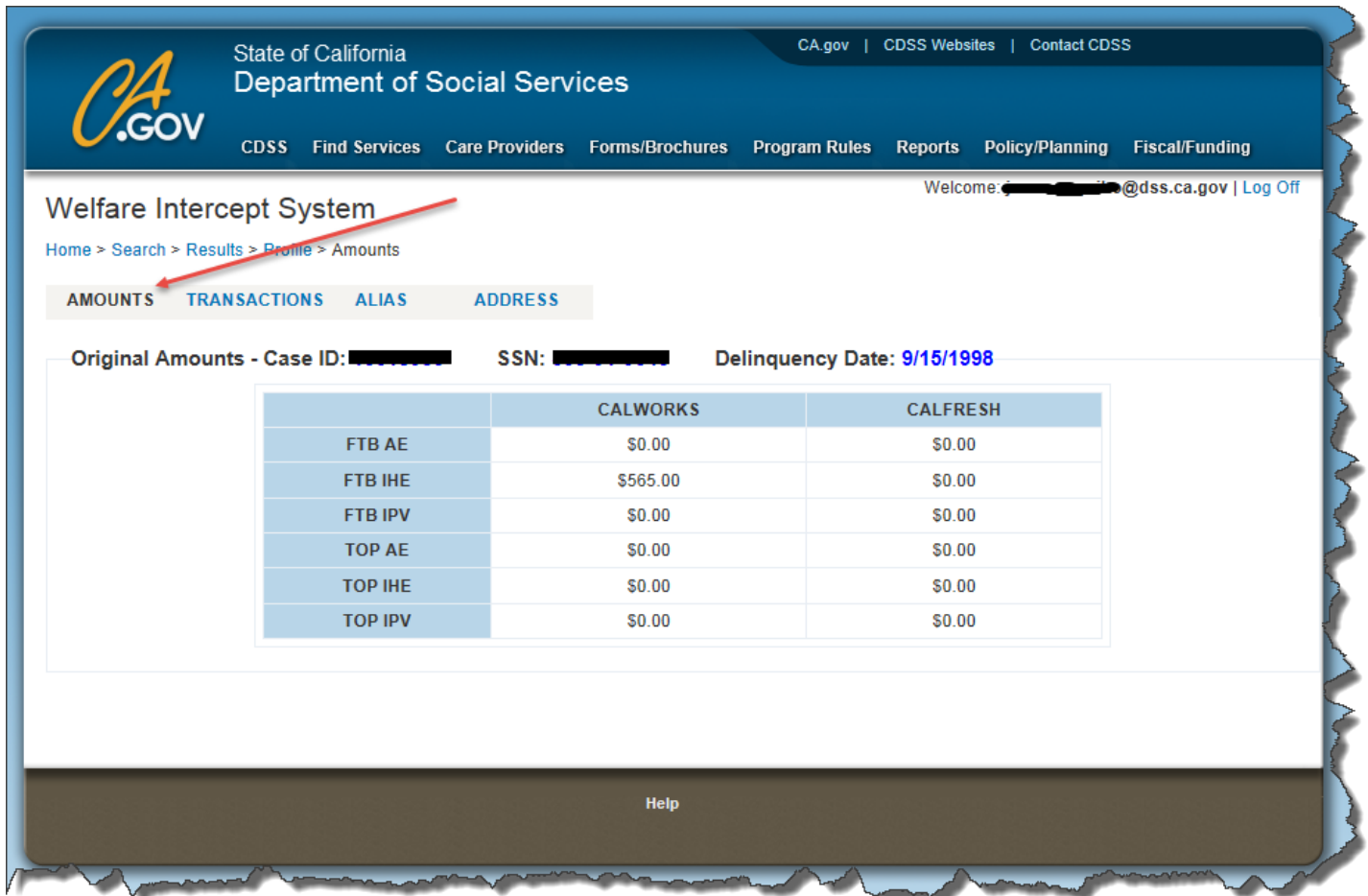
Address - Case ID: [REDACTED] SSN: [REDACTED] Delinquency Date: 9/15/1998

Effective Date	Street	City	State	Zip
5/1/2000	[REDACTED]	LAWNDALE	CA	90260-0000
9/20/2006	[REDACTED]	LAWNDALE	CA	90260-0000
9/20/2006	[REDACTED]	LAWNDALE	CA	90260-0000
3/21/2007	[REDACTED]	GARDENA	CA	90249-0000
2/27/2008	[REDACTED]	GARDENA	CA	90249-0000
5/1/2008	[REDACTED]	GARDENA	CA	90249-0000
5/1/2008	[REDACTED]	GARDENA	CA	90249-0000
5/1/2008	[REDACTED]	GARDENA	CA	90249-0000
11/18/2009	[REDACTED]	CORONA	CA	92879-0000

[Help](#)

After selecting Address on the bar next to the red arrow, the Address related to the recipient will show.

7. Additional Features to the New WIS: Amount Screen



CA.GOV State of California Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [REDACTED]@dss.ca.gov | Log Off

Welfare Intercept System

Home > Search > Results > Profile > Amounts

AMOUNTS TRANSACTIONS ALIAS ADDRESS

Original Amounts - Case ID: [REDACTED] SSN: [REDACTED] Delinquency Date: 9/15/1998

	CALWORKS	CALFRESH
FTB AE	\$0.00	\$0.00
FTB IHE	\$565.00	\$0.00
FTB IPV	\$0.00	\$0.00
TOP AE	\$0.00	\$0.00
TOP IHE	\$0.00	\$0.00
TOP IPV	\$0.00	\$0.00

Help

This is an added feature that was not in the old WIS. This screen will show the original dollar amount of debt established when you clicked on the AMOUNT from the bar next to the red arrow.

8. Additional Features to the New WIS: Alias Screen

Welfare Intercept System

Home > Search > Results > Profile > Alias

AMOUNTS TRANSACTIONS **ALIAS** ADDRESS

Alias - Case ID: [REDACTED] SSN: [REDACTED] Delinquency Date: 9/15/1998

Process Date	Last Name	First Name	Middle Name
5/15/2001	[REDACTED]	[REDACTED]	
9/20/2006	[REDACTED]	[REDACTED]	
9/20/2006	[REDACTED]	[REDACTED]	
3/21/2007	[REDACTED]	[REDACTED]	
2/27/2008	[REDACTED]	[REDACTED]	
5/1/2008	[REDACTED]	[REDACTED]	
5/1/2008	[REDACTED]	[REDACTED]	
5/1/2008	[REDACTED]	[REDACTED]	

Help

This is an added feature that was not in the old WIS. This screen will show all the Aliases that the recipient used when you clicked on the ALIAS from the bar next to the red arrow.

9. Navigating Through WIS Results Screen

The screenshot shows the Welfare Intercept System (WIS) interface. At the top, the header includes the CA.GOV logo, the State of California Department of Social Services, and navigation links for CDSS, Find Services, Care Providers, Forms/Brochures, Program Rules, Reports, Policy/Planning, and Fiscal/Funding. The main title is "Welfare Intercept System". Below it, the breadcrumb trail is highlighted in red: [Home](#) > [Search](#) > [Results](#) > [Profile](#) > [Transactions](#) > [Details](#). A blue callout box with a large arrow pointing to the breadcrumb trail contains the text: "Breadcrumb Trail - to cycle back to previous pages, click on ONE of the hyperlinks such as **Transactions**, **Profile**, **Results**, **Search**, or **Home**." The main content area is titled "Transaction Details" and displays various fields for a specific transaction, including Name, SSN, County, Delinquency Date, Establish Year, Sequence Number, Transaction ID, Transaction Agent Code, Process Date, County Transaction Code, Transaction Total, TOP Effective Date, TOP Collection Cycle Number, TOP Trace Number, County Over Collection, TOP Reversal Flag, TOP Original Collection Year, and Tax Year. At the bottom, there is a table showing transaction details for CALWORKS and CALFRESH programs, categorized by AE, IHE, and IPV. The footer includes a "Help" link and a copyright notice for 2015 State of California.

Welfare Intercept System

[Home](#) > [Search](#) > [Results](#) > [Profile](#) > [Transactions](#) > [Details](#)

Transaction Details

Name: [REDACTED]	Delinquency Date: 9/15/1998	Sequence Number: 1
SSN: [REDACTED]	Establish Year: 2000	Transaction ID: 80620
County: LOS ANGELES		

Transaction Agent Code: REP	County Transaction Code: 1
Process Date: 5/15/2001	

Transaction Total: 0.00	County Over Collection: 0.00
TOP Effective Date:	TOP Reversal Flag: False
TOP Collection Cycle Number: 0	TOP Original Collection Year: 0
TOP Trace Number:	Tax Year: 2001

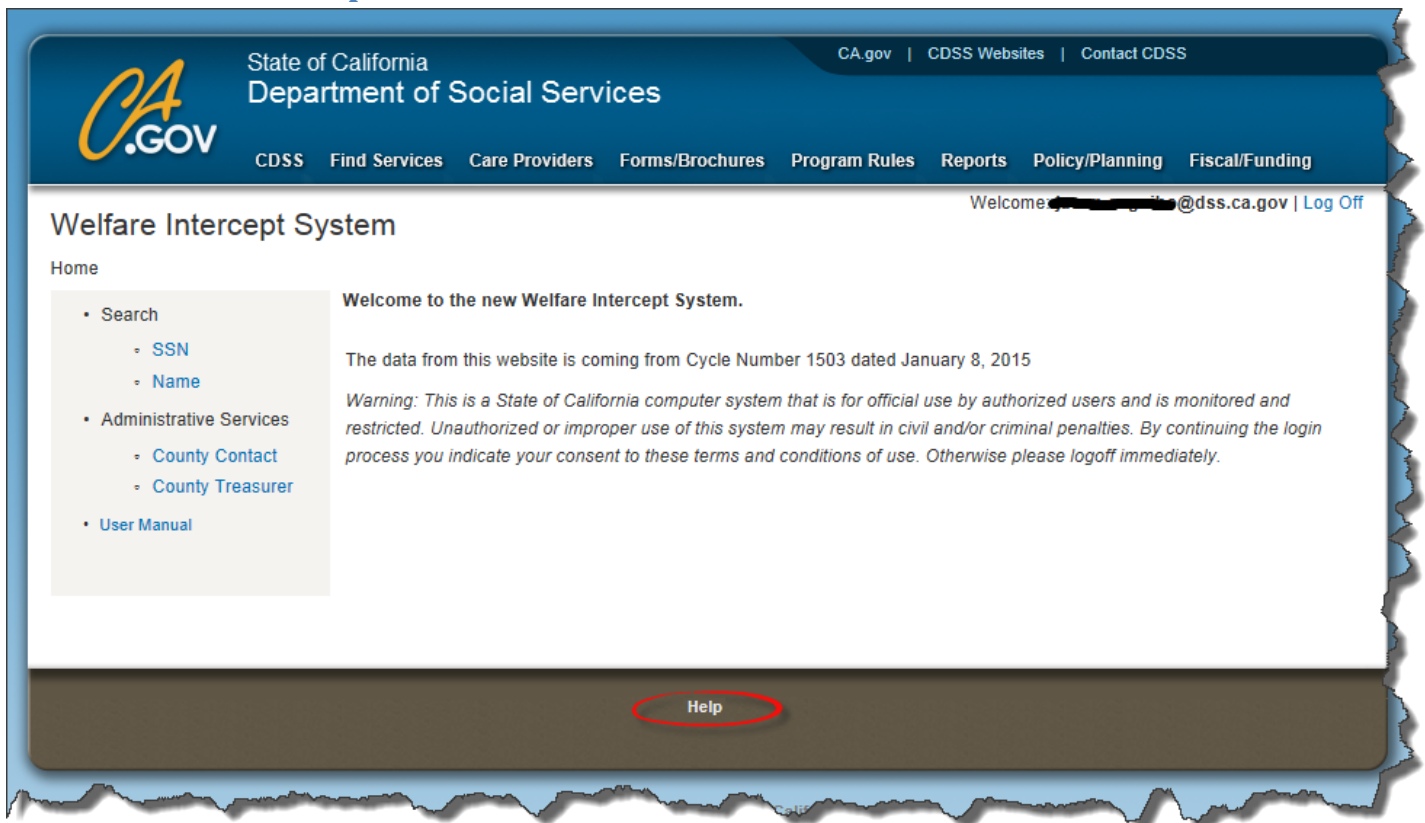
	CALWORKS			CALFRESH		
	AE	IHE	IPV	AE	IHE	IPV
TOP	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FTB	\$0.00	\$565.00	\$0.00	\$0.00	\$0.00	\$0.00

[Help](#)

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This feature is useful in cycling back to the previous pages. Just click on the item that you wish to go back to from the bar indicated above.

10. Help



Need help? For problems or troubleshooting needs, click on the Help button that will direct you to the WIS Administrator via email. State the problem in the Subject Line of the email and provide a brief description in the body of the email and add your contact information. Response time is within one business day.

11. Reset Password due to Locked Account

Please note that 3 unsuccessful login attempts will lock your account and you will be redirected to the IDENTITYportal to complete the Unlock Account process. ([Refer to SAF Quick Start Guide using this link](#))

12. Reset Password due to Expired Password

Your password expires every 60 days. When attempting to login with an expired password, you will be redirected to the IDENTITYportal to change your password. ([Refer to SAF Quick Start Guide using this link](#))