



**Migration to New CARES
Worker Web URL**

IMAC Presentation
August 2024

Overview

The CARES Worker Web (CWW) is transitioning from NetIQ Access Manager (NAM) to F5 authentication, with user groups gradually moving to a new URL in order to ensure maximum system performance.

This change will have minimal impact on users, require no downtime, and not affect user IDs or passwords. Agency IT coordinators and impacted users will be receiving instructional emails sent to guide them through the process.

The migration started on August 5, 2024, and will continue through October 25, 2024.

Background

The NAM authentication method for CWW has experienced performance issues, including showing signs of network instability during times of high traffic.

To resolve these issues, CWW has been moved to a new authentication method, F5. This move for all users will help improve the stability of the network and its firewall.

There is no change to the login process or login credentials.

However, the only change is the use of a new web address (URL) to access CWW.

Approach

On August 5, 2024, DHS started its outreach to begin migrating users to the new CWW URL. This outreach will continue through October.

Emails are being sent to user groups in phases. Each user group receives the same information:

- The authentication method for CWW has been changed from NAM to F5 technology.
- A new CWW URL is now active.
- Users must change browser bookmarks or any other shortcuts to CWW.

Note: Users must not transition to using the new URL prior to receiving the email.

User Expectation | Next Steps

The new CWW URL is <https://cares2.wisconsin.gov/cares>. When notified by email, users must start using this URL and only use this URL going forward. Users must delete existing bookmarks for the old URL.

Note: Users will still be able to access the old CWW URL because it remains active. DHS will monitor which users continue to use the old URL and will send follow-up reminders to instruct these users to switch to the new URL.

User Group Outreach

Like other recent project enhancements, instructional emails will be sent to user groups affected by the technical change:

- Prior to their scheduled rollout, an initial email instructing that they start using the new URL to access CWW.
- General reminder emails to reinforce the message of the initial email.
- Specific reminder emails to users who have not consistently used the new URL.

DHS will notify Agency IT coordinators if users continue to use the old URL after receiving a specific reminder email.

Users and Agency IT coordinators must report issues or concerns to the WI Help Desk by calling 608-261-4400 or by sending an email to wihelpdesk@wisconsin.gov (this is noted in the instructional emails).

Timeline

Here is the timeline for outreach to the different user groups.

Rollout	Dates	User Groups	Total # Users
1A	08/05 – 08/16	• Great Rivers	424
		• EM CAPO	106
		• PRT	9
1B	08/19 – 08/30	• MiLES	1417
2A	09/02 – 09/13	• Non-Consortia Users	1317
2B	09/16 – 09/27	• Moraine Lakes, East Central Partnership, Capital	1458
3A	09/30 – 10/11	• Northern, Western, Bay Lake, Southern	1133
3B	10/14 – 10/25	• Central, Kenosha/Racine	521

Questions?