

WIDA Support & Resources

Need Help?

In WIDA AMS

Select the **Question Mark (?)** icon within WIDA AMS to access Online Help Articles.

DRC Customer Service

WIDA@datarecognitioncorp.com

1-855-787-9615

TTY: 763-268-2889

Contact DRC for:

- WIDA AMS logins & permissions
- Test materials (ordering & returns)
- Booklet labels
- Student information & registrations
- Student transfers
- Printing test tickets & tier placement
- Viewing reports
- DRC INSIGHT online testing software
- DRC Central Office Services (COS) & Service Devices

WIDA Client Services Center (CSC)

help@wida.wisc.edu

1-866-276-7735

Contact WIDA CSC for:

- WIDA Secure Portal accounts
- ACCESS suite of assessments
- WIDA Screener (Paper, Online & Kindergarten)
- WIDA MODEL (Paper, Online & Kindergarten)
- Training & certification
- Test administration procedures
- Score report content
- WIDA Standards & Can-Do Descriptors
- Assistive Technologies

Before Contacting Support

Check the [DRC System Status Indicator](#) to see if there is a system outage affecting your work.

Review your [WIDA Member/State Page](#) for state-specific guidance on:

- Testing policies
- Accessibility & accommodations
- Accountability
- Student identification & placement

Public Test Resources

[Test Demo](#) (Available Fall 2026)

Videos that introduce students to the online testing platform and test features.

[Test Practice](#) (Available Fall 2026)

Practice items that help students become familiar with the online testing experience.

Browser Requirements

- Windows/macOS/ChromeOS/Linux: Google Chrome
- iPad: Safari

[Sample Items](#)

Preview assessment-style questions for students, educators, and families.

Browser Requirements

- Windows/macOS/ChromeOS/Linux: Google Chrome
- iPad: Safari

Sample Items do not appear on the operational test but reflect the types of questions students will encounter.