



## Transition from TRAIN to Acadis – FAQ

*Frequently Asked Questions, April 2026*

Q: What will Acadis be used for?

A: Acadis is already being utilized by the Training and Standards Bureau and many Wisconsin Criminal Justice Agencies. The Crime Information Bureau (CIB) has partnered with them to make Acadis the replacement for TRAIN. Like TRAIN, Acadis will be used as the starting point for obtaining TIME System access, keeping a list of authorized users, completing TIME training modules, and tracking TIME training progress or TIME certification history.

Q: When is the final transition from Acadis to TRAIN taking place?

A: The transition is a multiday effort with completion expected on the evening of April 15, 2026.

Q: Will there be any downtime during the transition?

A: TRAIN and Acadis may be unavailable for a couple days during the transition.

Q: What will happen to the users from the TRAIN application?

A: Many TRAIN users already exist in Acadis today. All active TRAIN users will be migrated to Acadis.

Q: What will happen to the TRAIN users' TIME certifications?

A: All active TIME certifications will be migrated to Acadis.

Q: What will happen to the TRAIN users' historical TIME training records?

A: Historical TIME training records will be imported into Acadis for all active TRAIN personnel. The training records belonging to inactive TRAIN personnel, will only be imported into Acadis, if they have an existing Acadis account.

Q: What username will I use to log into Acadis Portal?

A: You will have two options to log into the Acadis Portal, <https://wisdojportal.acadisonline.com> You can use the regular Acadis Sign in with your Acadis username (email address) and password. Or if you select the "Sign In with TIME Credentials", you will be prompted to enter your TIME System username and password.



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Q: How will I submit roster changes in Acadis?

A: You will no longer need to email [cibtrain@wisdoj.gov](mailto:cibtrain@wisdoj.gov) for roster additions, removals, or name changes. Instead, all those requests will be submitted directly through the Acadis Portal by your agency's Acadis Portal Administrator(s). For specific questions related to those requests through Acadis, you can email [wi-acadis@wisdoj.gov](mailto:wi-acadis@wisdoj.gov). You may also still email [cibtrain@wisdoj.gov](mailto:cibtrain@wisdoj.gov) for assistance and questions.

Q: Can an Acadis Portal Administrator submit a roster change on behalf of other agencies?

A: No, while an Acadis Portal Administrator may see all of a user's active employment, the Acadis Portal Administrator can only submit updates for their own agency.

Q: Someone is on my roster that only uses WILENET and not the TIME System, should I remove them from my roster?

A: No, an Acadis account is required to access the secure side of WILENET.

Q: Someone at my agency no longer needs TIME Access but is still employed through us, can they stay on my Acadis roster?

A: They can remain on your roster, but their specific TIME System accounts (e.g., Portal XL, MACHBot, eTIME, etc.) should be deactivated if no longer needed. Email [cibtrain@wisdoj.gov](mailto:cibtrain@wisdoj.gov) in these cases.

Q: Is it a problem that my employee's Primary Employer is different than it was in TRAIN?

A: No. In Acadis, a primary employer is the agency responsible for ensuring that a certified officer completes the in-service required by the State of Wisconsin and the agency is reimbursed for the officer's in-service training. There is no direct impact on TIME system access.

Q: What is an Acadis Portal Administrator and who is my agency's Acadis Portal Administrator?

A: An Acadis Portal Administrator is the head of an agency (or their designee), responsible for maintaining the Acadis roster. If you are unable to identify your Acadis Administrator, you can email [wi-acadis@wisdoj.gov](mailto:wi-acadis@wisdoj.gov).



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Q: What is a TAC (TIME Agency Coordinator) and does my agency still need a TAC?

A: A TAC will remain as CIB's main point of contact for matters related to the TIME System. TACs will also be given access to register users for TIME System training and run TIME certification reports in Acadis. TAC permissions can be requested by the Acadis Portal Administrator.

Q: Can one person be both the Acadis Portal Administrator and TAC?

A: Yes, someone can take on both roles simultaneously.

Q: How can I add more Acadis Portal Administrators to my account?

A: Existing Acadis Portal Administrators can complete the Webform "[DJ-LE-326 Acadis Portal Administrative Rights](#)" from within the Acadis Portal.

Q: What is a System Administrator?

A: Acadis users may encounter an error message of some sort, stating to "contact your System Administrator" – the System Administrator in this case is DOJ. If you encounter this message and need support, email [wi-acadis@wisdoj.gov](mailto:wi-acadis@wisdoj.gov) and include details of what you were attempting to do prior to receiving the message.

Q: How will users get eTIME access?

A: eTIME access will still not be granted automatically. First, ensure the user is on your agency's Acadis roster. Then, if this is a brand-new user, email [cibtrain@wisdoj.gov](mailto:cibtrain@wisdoj.gov) so that the TIME and Technical Staff can create a TIME System Username for them. From there, the eTIME registration process will remain the same, with the only difference being the eTIME Operator Online Agreement module, which is a prerequisite to submitting the eTIME registration form, will be assigned and completed in Acadis instead of TRAIN. Questions about eTIME can be sent to [eTIME@wisdoj.gov](mailto:eTIME@wisdoj.gov).

Q: How will users get Portal XL access?



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A: Portal XL access is still not granted automatically. First, ensure the user is on your agency's Acadis roster, then, TACs or Acadis Portal Administrators will need to email [cibtrain@wisdoj.gov](mailto:cibtrain@wisdoj.gov) to request Portal XL access. Be sure to indicate which Portal XL level, 1, 4, or 9.

Q: Is there a preferred internet browser for use with the Acadis Portal?

A: Google Chrome and Microsoft Edge are the preferred internet browsers.

Q: Are there any How-To Guides available?

A: CIB is in the process of creating some How-To Guides to share with users. They will be posted to WILENET when available.

Q: What happens if I forget my TIME System password? (e.g., passwords used for Portal XL or eTIME)

A: The existing TRAIN login page: <https://eallogin.justice.wisconsin.gov/> will be modified to still allow users to do some functions such as resetting your TIME System password. The TIME System Control Center (TSCC, 608-266-7633), will remain a 24x7x365 resource for Portal XL or eTIME account unlocks and password resets.

Q: What happens if I forget my Acadis Portal Password?

A: The Acadis Portal login page has a Reset Password option. If that doesn't work, please email [wi-acadis@wisdoj.gov](mailto:wi-acadis@wisdoj.gov)

Q: Who do I contact if I still have questions?

A: Please email the Training and Standards Bureau at [wi-acadis@wisdoj.gov](mailto:wi-acadis@wisdoj.gov) or CIB's TIME and Technical Unit at [cibtrain@wisdoj.gov](mailto:cibtrain@wisdoj.gov).