WIDA Support Services

​The WIDA Secure Portal is used by test coordinators and test administrators to learn about test content and train for their respective roles. All Technology Coordinator resources can be accessed on both the WIDA Secure Portal and WIDA AMS. For questions regarding your WIDA Secure Portal account, please contact the WIDA Client Services Center at [help@wida.us](mailto:help@wida.us?subject=WIDA%20News%20Question) or 1-866-276-7735.

The WIDA Assessment Management System (WIDA AMS) is operated by Data Recognition Corporation (DRC), who responsible for delivering, scoring, and reporting on ACCESS for ELLs. WIDA AMS is a primary source for information for Technology Coordinators. It is also used by Test Coordinators and Test Administrators for ordering materials, test set-up, and printing test tickets. For questions regarding WIDA AMS, please contact DRC at 855-787-9615 or [wida@datarecognitioncorp.com](mailto:wida@datarecognitioncorp.com?subject=WIDA%20News%20Question).

**WIDA Client Services Center Hours**

* WIDA Client Services Center
  + Monday - Thursday 7:00 am to 6:00 pm (Central Time)
  + Friday 7:00 am to 5:00 pm (Central Time)
* DRC Customer Service
  + Monday - Friday 6:00 am to 8:00 pm (Central Time)