Electronically Transmitting Confidential Taxpayer Information

Fact Sheet 5100   **revenue.wi.gov**

The Department of Revenue (the department) uses several secure methods to electronically exchange confidential taxpayer information with taxpayers and their representatives. Do not send tax returns using one of these methods unless directed by a department employee. See Electronic Filing - Basic Information on the department's website for more information.

My Case Manager (MCM) Secure Messaging

Exchange messages and files securely using My Case Manager (MCM) Secure Messaging through the department's My Tax Account (MTA) application. Users must be registered for MTA to use MCM Secure Messaging. See instructions for using MCM Secure Messaging in Publication 701, *My Case Manager User Guide.*

Secure File Transfer

Exchange information using one of the department's secure file transfer services. Taxpayers and their representatives can find instructions for sending or receiving secure files at:

- Audit or refund review
- Other

Cisco Registered Envelope Service (Encrypted Email)

Exchange emails with attachments using Cisco Registered Envelope Service (encrypted email). See instructions for using encrypted email on the department's website. If you experience problems receiving emails, contact your IT staff or internet service provider to adjust your spam filter settings. Visit Cisco's Registered Envelope Service Help site for more information.

DocuSign

Sign and send documents to the department electronically using DocuSign. Verify with department employee you are working with that you can use this method. See Using DocuSign: Recipient Instructions on the department's website for more information.

Unsecured File Transfer

The department strongly encourages using one of the secure methods above to exchange confidential taxpayer information. Taxpayers and their representatives using non-secure methods to exchange information with the department (such as Dropbox or regular email) must sign a waiver. Complete, sign, and send the waiver to the department electronically using DocuSign.

Last updated October 12, 2022