

## Electronically Transmitting Confidential Taxpayer Information Fact Sheet 5100

revenue.wi.gov

Communications from the Department of Revenue (DOR) will often involve confidential taxpayer information. DOR employees will use one of the following four methods to send confidential taxpayer information electronically to taxpayers and Power of Attorney's (POA's):

- 1) Cisco Registered Envelope Service (Encrypted Email)
- 2) Encrypted Zip File
- 3) Secure File Transfer Protocol (SFTP)
- 4) Non-Secure Email with Waiver

### 1) CISCO REGISTERED ENVELOPE SERVICE (ENCRYPTED EMAIL)

The preferred method for sending confidential taxpayer information electronically is via email using Cisco Registered Envelope Service (Encrypted Email). Instructions for using encrypted email are at the end of this section.

If you are unable to receive emails or attachments using this method, it may be because your Internet Service Provider's SPAM filter has intercepted them. If you experience problems using encrypted email, please contact your IT staff and/or your ISP so they may adjust your organization's SPAM settings accordingly. You may also go to go to [Cisco's Registered Envelope Service Help](#) site for additional information.



OpeningSecureEncryptedEmail.pdf

### 2) ENCRYPTED ZIP FILE

This method uses unsecure email to send encrypted zip files. All confidential taxpayer information is placed within an encrypted zip file but not in the subject or body of the email message. The body of the email may contain language such as: "Please see the documents and other attachments within the attached

encrypted zip file." DOR employees will call taxpayers or POA's to inform them of the password to open the encrypted zip file. A current version of *WinZip*, available at [winzip.com](http://winzip.com), is needed to open encrypted zip files from DOR.

### 3) SECURE FILE TRANSFER PROTOCOL (SFTP)

With this method, your transfer may include a message contained within a document, such as a Word file, along with any other files that contain confidential taxpayer information. Taxpayers and POA's must download *WinSCP* software at [winscp.net](http://winscp.net) to transfer files safely and securely between their computer and DOR's secure FTP server. Instructions for creating a user account and the use of SFTP are at the end of this section.



SFTP\_PermRegUseAccounts.pdf



SFTP\_Instructions.pdf



SFTP\_Troubleshooting.pdf

### 4) NON-SECURE EMAIL WITH WAIVER

Taxpayers and POAs may complete and provide the DOR employee with a "Request and Waiver for Using Unsecured Email" if they still want to receive documents electronically but are unable or choose not to use the secure methods described above. A copy of this waiver is at the end of this section.



5100request\_waiver.pdf

*Last Updated November 2<sup>nd</sup>, 2017*