

# Electronically file (e-file) Manufacturing M-Forms

## Common Questions

### Troubleshooting – Manufacturing Assessment System

1. Why am I getting an "Authentication error" when trying to log into the system?
2. On the "Authorized Accounts" page, one of my accounts has a "gold padlock" after the State Id # and I can't open that account. What does this mean?
3. I "locked" one of my accounts by mistake. How can I unlock it?
4. On the "Authorized Accounts" page there is an account with a "red symbol" (red circle with a line through) after the State Id #. What does this mean?
5. The system won't let me submit the M-form form. What's wrong?

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#### 1. Why am I getting an "Authentication error" when trying to log into the system?

- In most cases, this error is from saving the Web Access Management System (WAMS) login page as a "favorite" (shortcut) in your browser
- If you prefer logging in with a "favorite," use the [Electronic filing \(e-filing\) Manufacturing M-Forms page](#) as your "favorite"

#### 2. On the "Authorized Accounts" page, one of my accounts has a "gold padlock" after the State Id # and I can't open that account. What does this mean?

The "gold padlock" indicates the account is "locked" because of one of the following reasons:

- An Authorized User was in the account, but exited the system without returning to the "Authorized Accounts" page. Users must exit the system by clicking on "Quit" from the "Authorized Accounts" page.
- An Authorized User accessed the system in multiple windows. Use only one window per session

#### 3. I locked one of my manufacturing accounts by mistake, how do I unlock it?

Complete these steps to unlock an account:

1. On the "Authorized Accounts" page, click the State Id # (blue underlined) with the 'gold padlock'
2. Select "Continue" on the "Locked Account" page

#### 4. On the "Authorized Accounts" page there is an account with a "red symbol" (red circle with a line through) after the State Id #. What does this mean?

- Wisconsin Department of Revenue (DOR) deactivated the account because it is no longer used in support of a manufacturing process. You are no longer required to file an M-form for this account. If you feel DOR made an error in deactivating the account, contact the [Manufacturing & Utility Bureau District Office](#) in your area.

#### 5. The system won't let me file the M-form. What's wrong?

There are various reasons this could happen, including:

- There is an error on one of the schedules
  - To fix: Go to the last page of the form and double click on the error messages in the "Error Messages" box
  - A red box (with "X")  on a schedule, indicates an error. Click this box to display the error message
  - Make the necessary corrections and the red box should disappear
- You didn't check "Yes" to the truth statement
  - To fix: verify that you completed the Signature Statement section. You must select "Yes" indicating that you agree with the statement.

For more information, contact the [Manufacturing & Utility Bureau District Office](#) in your area.

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