

Troubleshooting Download, Form and Submission Issues for Manufacturing M-Forms

A. GETTING INTO M-FORMS

1. You must use [WAMS](#) to enter the system. You cannot login under My Tax Account.

Enter your WAMS ID and password, then click "Login."



The screenshot shows the login interface for the Wisconsin Department of Revenue's WAMS (Web Access Management System). At the top, there is a banner with the state seal and the text "Wisconsin Department of Revenue". Below the banner, the WAMS logo is on the left. In the center, there are two input fields: "User ID:" and "Password:". Below these fields is a "WARNING" message: "This system is for authorized users only; system access is monitored. By using this system you expressly consent to this monitoring. Unauthorized use of, or access to, this system may subject you to criminal prosecution and penalties." A "Login" button is positioned below the warning. At the bottom of the page, there are four links: "Forgot your password?", "Is your account locked?", "Request a Wisconsin User ID and Password", and "Change User Info (Name, E-mail, Password, Login ID)".

2. What if I don't remember my WAMS ID or Password?

Visit on.wisconsin.gov and choose the *Account Recovery* option. Follow the instructions to recover your information.

B. PROBLEMS WITH THE FORM

1. My form will not download

- a. There are minimum requirements for downloading forms:
 - 1) Browser must be at or a higher version than - Internet Explorer (IE) 8.0, Firefox 4.0, Safari 5.0, Chrome 11.0, or Opera 11.0
 - 2) Your settings must support Secure Sockets Layer (SSL) 128 bit encryption
 - 3) Cookies must be allowed and JavaScript turned on
 - 4) The most recent version of Adobe Reader must be installed. Enable the plugin if necessary. The forms will not work with any other PDF reader (ex: Nitro Reader/Pro).
 - 5) Make sure your firewall or anti-virus software is not blocking the new tab from opening
 - 6) If you cannot do any of the above yourself, contact your company's help desk or technical support
- b. The forms will work on an Apple computer, with Adobe Reader installed, but will not work on an iPad or iPhone
- c. If you are trying to file and receive "Error code 404," make sure you are using the link on the [DOR Internet](#) and not one you previously bookmarked

2. I am using Chrome, how do I download a form?

For more information on using Chrome with our forms, see our [instructions page](#).

3. My Internet Explorer (IE) is older than recommended

- a. If your version of IE is older than recommended, the form may not open
- b. Copy <https://ww2.revenue.wi.gov/ManufacturingExternal/application>, paste it into your browser's address bar and select "Enter"
- c. Once the page opens, go into your Account History page and select "Download Form"
- d. Click the PDF icon in the right corner of the browser's address bar and select "Open in Adobe Reader"



- e. Once the form is open, save and use it as indicated by the **red text** at the top of the page



4. The form opened but it is in "Test Mode"

- a. This happens if your JavaScript is disabled. You can tell if this is the problem when any of the following are visible:
- 1) Red 'x' (❌) in the upper left corner of the window
 - 2) Message box saying, "Click me to upgrade"
 - 3) The words, "Test Mode," appear in the upper right corner of the downloaded form
- b. Correct in Adobe – enable JavaScript:
- 1) Go to Edit
 - 2) Select Preferences
 - 3) Under Categories, select JavaScript
 - 4) Check "Enable Acrobat JavaScript"

5. I clicked on "Download Form," there was a flash but no form. My Account History page now says "Form Downloaded" but I still can't find the form.

- a. Your anti-virus software may be blocking the download from opening
- b. On your Account History page, select "Form Downloaded"
- c. You will be taken to the "Return PDF download record" page
- d. You can left or right click on "Direct form Link"
- 1) Left click – opens the form. Save it to your desktop.
 - 2) Right click – gives you options, "Open in new tab," "Save link as..." or "Save target as." Save the PDF to your desktop.

6. Whenever I try to save the M-Form, the system wants a new name.

- a. Your Adobe Reader may be working in protected mode. In Adobe:
- 1) Go to Edit
 - 2) Select Preferences
 - 3) Under Categories, select Security (Enhanced)
 - 4) Uncheck "Enable Protected Mode at Startup"
 - 5) Click "OK"

7. There is a different revision date on my form. Does that affect my filing?

- a. No. While the Department of Revenue recommends you download the form immediately before starting the form, it will not adversely affect your filing if you use an older revision date.

C. SUBMITTING THE FORM

1. I can't submit the M-Form, even though there are no errors.

- a. There are settings in Adobe Reader that can block access to communicate back through the internet to the Department of Revenue. In Adobe:
 - 1) Go to Edit
 - 2) Select Preferences
 - 3) Under Categories, select Trust Manager
 - 6) Select "Change Settings"
 - 7) Enter *wi.gov* in the "Host name" field, select "Allow"
 - 8) Click "OK"