

1. Will the roles from the old system transfer to the new system?

Roles from the legacy system transfer to MyDORGov as follows:

- Legacy system role of Assessor → Assessment Staff Administrator (ASA)
- Legacy system role of Assessment Staff → Assessment Staff Certified (ASC) or Assessment Staff Uncertified (ASU)

Note: MyDORGov automatically assigns Assessment Staff Certified if you have a certification number

2. Do assessors have to request office or request access for current municipality appointments?

No, current appointments were verified by DOR staff and existing data was loaded into MyDORGov.

3. We are in two counties. Will there be two ACD-100s to file?

You will only need to complete one Assessor Contact Information form (ACD-100). This form is available to Certified Assessors. The single form lists all municipalities for an Assessment Staff Administrator or an Assessment Staff Certified. Split municipalities appear as one municipality on the form.

4. Do I have to request access from the officeholder every year?

No, once an assessor's access request is approved, your access remains. However, if the officeholder– Assessment Staff Administrator (ASA) – changes and the new person has a different email address, Assessment Staff Certified/Uncertified will need to request access from the new ASA.

5. Do assessors need to contact the clerk for access for MAR filing? Does the assessor need approval from the clerk to file a MAR?

For existing appointments, no action is required by the assessor or the clerk. For new appointments, the assessor does not need to contact the clerk directly, since access to PAD, the MAR, and other municipal specific forms are granted using the MyDORGov request office process. **Note:** DOR has always verified assessor appointments with municipal clerks, now the verification happens in MyDORGov when a request for office is made.

6. As a clerk, if I have access to MyDORGov, do I need to do anything? Will the assessment staff administrator show up on my offices granted by municipality?

For existing appointments, no additional action is required by the assessor or the clerk. The Assessment Staff Administrator will be listed under the clerk's "Office Summary Granted by Municipality" section on the MyDORGov user information page.

7. Who do I contact to update my MyDORGov login?

- MyDORGov user account email update – Assessors contact bapdor@wisconsin.gov
- Technical concerns – otas@wisconsin.gov

8. Why are uncertified people using this?

The Assessor Contact Information form (ACD-100) is only available to certified individuals. MyDORGov can be used to grant access to anyone submitting forms on behalf of the officeholder. Officeholders may have uncertified administrative staff who submit assessment forms.

9. Does the Assessor Contact Information form have to be filed annually?

The form is available year-round in MyDORGov. It can be submitted anytime contact information changes. There is no annual filing requirement. However, it is beneficial to review contact details regularly.

10. How do I get to the Training page on DOR's website?

Go to DOR's [website](#), click "[Training](#)" on the bottom of the page

On the training page:

- Items for this webinar will be listed under "Recently Recorded Webinars"
- To view older webinars and training videos, scroll down to "Training by topic" and click MyDORGov Webinars under "Local Governments"

11. Why should I use my personal contact information for my certification?

Assessor certification reminders are sent to the email on file. If you use a business email you no longer have access to, you will not receive important notifications and reminders.

12. What happens if I don't check the box on the first page when accessing the form, will I have to start over?

Yes, the form only generates the pages for boxes checked on the first page. You can exit without saving, then reopen the form.

13. If an assessor retires, or leaves without removing their access, does the clerk have the power to remove the former assessor?

The clerk does not have the direct ability to remove an assessor. However, if the clerk grants a request for office from a new assessor, the prior assessor is automatically removed. **Note:** If the prior assessor didn't complete PAD, contact bapdor@wisconsin.gov for temporary access to submit information *or* request access in MyDORGov as Assessment Staff Certified from the current officeholder.