



**1. I received the link, but I still can't access MyDORGov. What should I do?**

Try accessing the system using another browser. For example, if you have issues using Edge, try copying and pasting the link into another web browser (ex: Chrome). Once you're authorized you won't need this link again. You may need to reauthorize if you sign on using a different computer, a different browser, or another email address.

**2. I have a user profile, but I don't have an office summary granted by DOR. Does that mean I never requested an office?**

That means the Wisconsin Department of Revenue (DOR) does not have your email address associated with an office. To correct this, request the office within MyDORGov. After DOR approves the request, you'll see the office listed under your profile.

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

No, once your access request is approved, your access remains. However, if the officeholder changes and the new person has a different email address, you will need to request access from the new officeholder.

**4. How do I print forms submitted by another user or a form I forgot to print?**

In this case there are a couple options – you can:

- Use the historical filings page
- Request the PDF from the original submitter
- Email DOR using the contact link in the form, and we can send you a copy of the form including the confirmation number

**5. How do I know which forms I have to complete and submit?**

Visit our [Government E-services Online Filing](#) web page. This page lists all municipal and county forms with due dates and links to download the filing reminders to your calendar. When you click the form link to file, you'll be directed to MyDORGov to start filing. If a form isn't active, there is no link. You can also [Subscribe to DOR E-News](#) to receive emails that include form filing deadlines.

**6. I am a county treasurer and the filing status in MyDORGov for Form PC-501 (Municipal Treasurers Settlement) shows "not filed" despite my submitting files via the file transfer method.**

This is expected. Since file transfer is a separate portal, those filings will not be reflected in MyDORGov. Please ignore that "not filed" status – your file transfer receipt number is your filing confirmation.

**7. Do you recommend removing CPA access for each filing year?**

No, there is no harm leaving a CPA's access after you've set up the access. However, if you stop working with that CPA or change to another one, you will want to update the access.

**8. I received an email notice about Form PA-551. Do I need to file this form?**

Yes, every municipality must file the PA-551 form so DOR has your exempt personal property values to calculate your new aid payment.

**9. Should we include the DOR-assessed manufacturing values on our PA-551 form?**

No, only include the locally assessed values on Form PA-551. DOR will add manufacturing values to your locally assessed values while completing the Act 12 personal property aid calculation.

**10. Can an officeholder add a general office phone and email address, as well as a direct phone and email address?**

- On the MyDORGov user details page, the email address is auto-filled. Only DOR can update your profile email address. Contact us at [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov) with your change.
- In the near future, when the local government official contact forms (Form SL-302C and SL-302M) are available, you can provide DOR with two email addresses, as well as update your email address using the new form

**11. Can I access the forms filed by the previous clerk?**

Yes, visit the historical filings page to see previously filed forms submitted to DOR from the past three years. The historical filings page is linked to your specific office or district.

**12. My internet connection is unstable, and I can lose connection without warning. What can I do to successfully file my DOR forms?**

We recommend you file from a location with a stable internet connection. This may be the town hall or other government building, local library, or other site with a reliable and secure internet connection.

**13. If we don't need to file a form, how do we remove it from our list?**

You cannot remove a form. For example, Forms PC-201 and PC-205 are available to all municipalities during the filing season but may not be used every year.

**14. Would a deputy clerk also use the "municipal clerk" option?**

No, deputies must set up their own MyDORGov profile and then request access to file on behalf of the clerk.

**15. What is the email address to update our email address?**

For now, send your updates to [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov). Once the local government official contact form is available, you can submit your email changes through that form.

**16. Is there a way to see how to file the PA-551 for a district with a TID?**

Yes, review our [form instructions](#) to see several examples of how to file Form PA-551 if your municipality has a TID.

**17. Should we file all reports even if they do not pertain to our municipality?**

No, some reports listed are not filed every year. However, they are available in case certain circumstances arise and you need to file that form. (ex: Form PC-201 may not be applicable to you this year, but you may need to file the form next year if you've rescinded or refunded taxes to a taxpayer).

**18. Would it be possible to have the 'pages' of the presentation available prior to the actual webinar so that notes could be taken on them, if desired?**

Yes, for future webinars, we can post the webinar handout to our [website](#) a few days before the webinar so attendees can download and print the presentation beforehand.

**19. 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
  - The 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"

**20. We have two TIDs in our municipality. I started entering information on one form (Form PE-300) and saved it. I am now unable to access the form I started and saved. How do I find it?**

- To access the TID Annual Report (PE-300), select the form name link on the form filing page in MyDORGov
- To open a report for a previously saved/submitted TID:
  - **Do not** click the "Start Filing" button – this will only allow access to TID reports that are not saved/submitted
  - Click the appropriate filing in the "Saved/Submitted" section – found below the "Exit" and "Start Filing" buttons. Your saved report will open.
  - Once you save or submit the report, select "Start New Report" on the left panel to start another TID's annual report