

Wisconsin Department of Revenue Electronic Real Estate Transfer Return **e**RETR

Wisconsin Web Access Management System (WAMS)

User Id and password Recovery



User Id and Password Recovery

Go to Wisconsin Web Access Management System (WAMS)

- You must have a User Id and password for access to the eRETR system.
- The User Id and password are obtained from the Dept. Of Administration and once obtained, you “apply” for access to the eRETR from Revenue. This creates a “double” security system protecting against identity theft.

Go to Wisconsin Web Access Management System (WAMS):

<https://on.wisconsin.gov/WAMS/home>

To create a new WAMS account (obtain a new user id and password)

To up date your existing account (if you change your e-mail address, you MUST up date it)

To recover your existing account (in case you forgot your user id or password)

WAMS ID link



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Real Estate Transfer - Assessors and Government Offices

All Users Select

- [Log-in to eRETR](#) to view or process returns.
- [Instructions for WAMS](#) (Web Access Management System).
- [Self-Registration](#) for a WAMS User ID.

News

- Real Estate Transfer News (RETN) - [March 2007](#) and [Sheriff Sale](#)

Assessors

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Real Property Listers

- eRETR [Training/Help](#)

Register of Deeds

User Id and Password Recovery

Wisconsin Web Access Management System (WAMS) Account Recovery

<https://on.wisconsin.gov/WAMS/home>



[Logout](#) [Help](#) [FAQ](#)

[Wisconsin User ID](#)

Obtain initial User Id

Wisconsin User ID

Web Access Management System (WAMS)

The State's Web Access Management System (WAMS) allows authorized individuals to access State Internet applications using the same means of identification for all State Web applications. For example, a citizen can use the same Wisconsin User ID and password to acquire overweight trucking permits and Emergency Medical Technician certification.

When access to information or services is restricted, to protect your privacy or the privacy of others, you will be asked to provide a Wisconsin User ID and password. Your Wisconsin User ID and password verifies your identity so that we can provide you with access to your information and services and prevent access by unauthorized individuals.

[Self-Registration](#) (Request a Wisconsin User ID and Password.)

Self-Registration allows you to create **your personal** Wisconsin Login Account. This is your key to doing secure business with the State of Wisconsin over the Internet. This account belongs to you. It does not belong to your current employer.

Note: You must provide a valid, unique e-mail address to self-register for a Wisconsin Login Account. Correspondence regarding your Wisconsin User ID, password or other information about your Wisconsin Login Account will be sent to this e-mail address.

[Profile Management](#)

Profile Management allows you to change your account information, e-mail address, password and other information.

[Logout](#) (Terminate your account session.)

Logout shuts down your current session. To access a secured application you will have to login again.

Note: If Logout takes you to the Login panel, you are already logged out of the account session and no action is needed.

[Account Recovery](#) (Forgot your Wisconsin User ID or password?)

Account Recovery is used to restore access to your account if you can not remember your password or your Wisconsin User ID.

Note: You must know the answer to your secret question and you must have access to the e-mail address in your account. A link provided in an e-mail is used to continue Account Recovery.

Change e-mail address, password, etc.
Note if your e-mail address changes,
you **MUST** change your profile.

Recovery uses your e-mail address that you
currently have in your account. If you have
changed e-mail address and have not up dated
your account and if you can not access the old e-
mail, you will not be able to recover your user id
and password. If such the case, you will need to
seek help using this link:

<https://on.wisconsin/WAMS/formattedEMAIL>

Recover User Id and password
Following Screens are steps in
Account Recovery

User Id and Password Recovery

Step 1 - Enter your e-mail address

Wisconsin User ID Account Recovery

Welcome to the Wisconsin User ID Account Recovery process. In order to recover your account, follow these five easy steps:

- 1) Provide either your Wisconsin User ID **or** the e-mail address associated with your account.
- 2) Follow the Web link in the e-mail.
- 3) Provide the exact answer to your secret question.
- 4) Provide a new password for your account.
- 5) Terminate your Account Recovery session.

When Step 4 is complete, a Successful Wisconsin User ID Account Recovery message will be displayed. This message will contain your User ID, in case that was the forgotten item. The same message will also be sent to the e-mail address associated with your account.

IMPORTANT:

Recovery uses your e-mail address that you currently have in your account. If you have changed e-mail address and have not up dated your account and if you can not access the old e-mail, you will not be able to recover your user id and password. If such the case, you will need to seek help using this link:

<https://on.wisconsin/WAMS/formattedEMAIL>

Enter User ID **OR** E-mail address.
Preferred method is e-mail address.



Account Information	
Provide either your Wisconsin User ID or the e-mail address associated with your account.	
User ID	<input type="text"/>
E-Mail	<input type="text"/>

Click submit
Make sure your e-mail is open
and accepting mail



Submit

User Id and Password Recovery

Instruction screen after "Submit" pressed



[Logout](#) [Help](#) [FAQ](#)

Wisconsin User ID Account Recovery

Step 1 of the Wisconsin User ID Account Recovery process is now complete. You should receive an e-mail from the State of Wisconsin very soon.

In order to recover your account, the following steps remain:

- 2) Open your e-mail and follow the Web link.
- 3) Provide the exact answer to your secret question.
- 4) Provide a new password for your account.
- 5) Terminate your Account Recovery session.

When you follow the Web link, you will be prompted to provide the answer to your secret question.

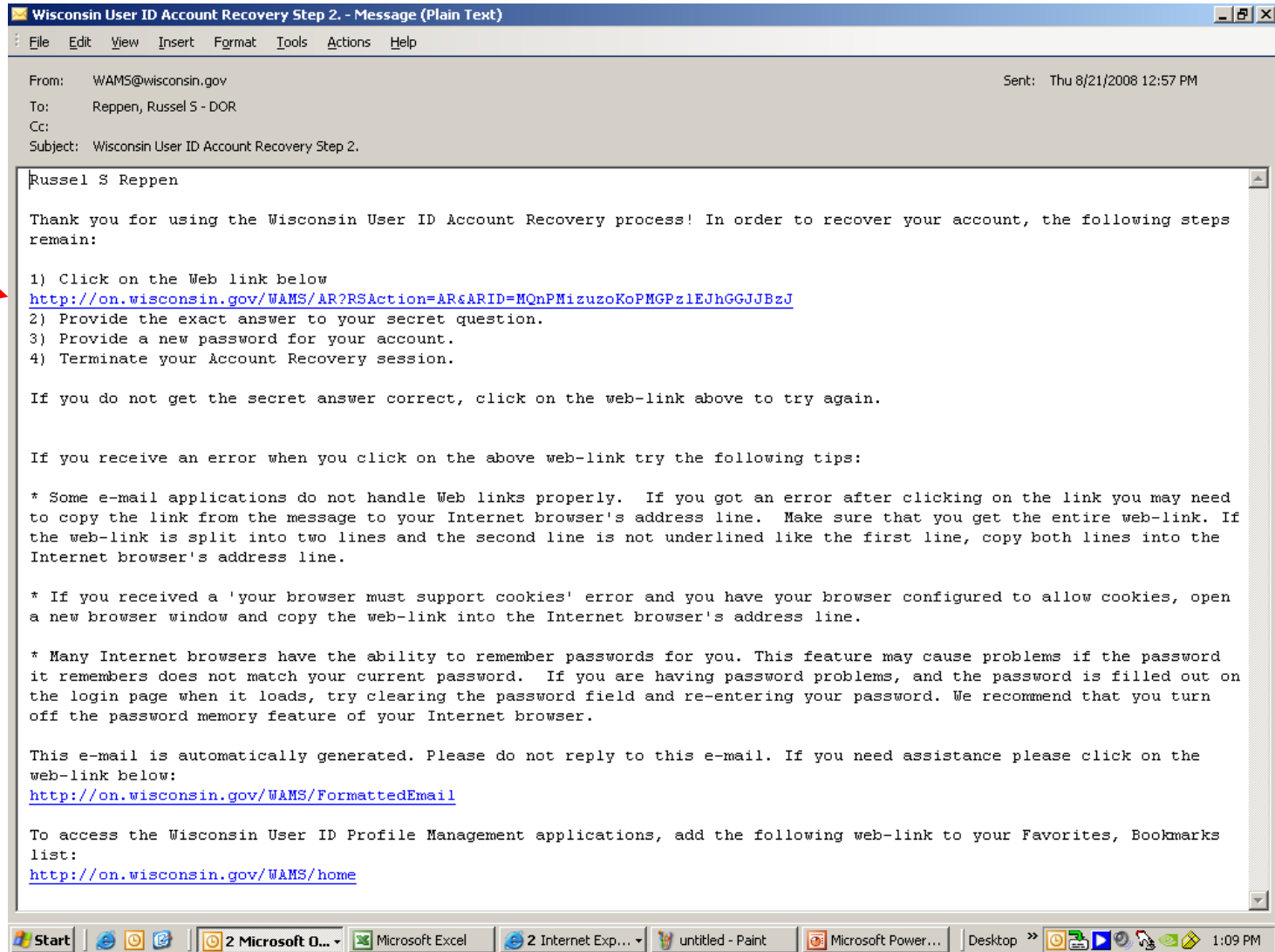

For assistance send an e-mail to Help.Wisconsin.Support

**Check your e-mail for mail from WAMS@wisconsi.gov
as shown on next screen**

User Id and Password Recovery

Step 2 - E-mail message from WAMS@wisconsin.gov Wisconsin User ID Account Recovery

Click on link to answer your secret question you used when creating your account



Wisconsin User ID Account Recovery Step 2. - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

From: WAMS@wisconsin.gov Sent: Thu 8/21/2008 12:57 PM
To: Reppen, Russel S - DOR
Cc:
Subject: Wisconsin User ID Account Recovery Step 2.

Russel S Reppen

Thank you for using the Wisconsin User ID Account Recovery process! In order to recover your account, the following steps remain:

- 1) Click on the Web link below
<http://on.wisconsin.gov/WAMS/AR?RSAction=AR&ARID=MQnPMizuzoKoPMGPz1EJhGGJJBzJ>
- 2) Provide the exact answer to your secret question.
- 3) Provide a new password for your account.
- 4) Terminate your Account Recovery session.

If you do not get the secret answer correct, click on the web-link above to try again.

If you receive an error when you click on the above web-link try the following tips:

- * Some e-mail applications do not handle Web links properly. If you got an error after clicking on the link you may need to copy the link from the message to your Internet browser's address line. Make sure that you get the entire web-link. If the web-link is split into two lines and the second line is not underlined like the first line, copy both lines into the Internet browser's address line.
- * If you received a 'your browser must support cookies' error and you have your browser configured to allow cookies, open a new browser window and copy the web-link into the Internet browser's address line.
- * Many Internet browsers have the ability to remember passwords for you. This feature may cause problems if the password it remembers does not match your current password. If you are having password problems, and the password is filled out on the login page when it loads, try clearing the password field and re-entering your password. We recommend that you turn off the password memory feature of your Internet browser.

This e-mail is automatically generated. Please do not reply to this e-mail. If you need assistance please click on the web-link below:
<http://on.wisconsin.gov/WAMS/FormattedEmail>

To access the Wisconsin User ID Profile Management applications, add the following web-link to your Favorites, Bookmarks list:
<http://on.wisconsin.gov/WAMS/home>

Start | 2 Microsoft O... | Microsoft Excel | 2 Internet Exp... | untitled - Paint | Microsoft Power... | Desktop » | 1:09 PM

User Id and Password Recovery

Step 3 - Enter secret question answer



[Logout](#) [Help](#) [FAQ](#)

Wisconsin User ID Account Recovery

Step 2 of the Wisconsin User ID Account Recovery process is now complete. In order to recover your account, the following steps remain:

- 3) Provide the exact answer to your secret question.
- 4) Provide a new password for your account.
- 5) Terminate your Account Recovery session.

Your secret question will be here →

Answer the question EXACTLY as entered when account was created →

Click submit; make sure your e-mail is open and accepting mail →

If not able to answer the question EXACTLY as provided, e-mail for assistance. →

Enter your secret answer **exactly** as originally provided. (You will have three attempts to get this exact.)

Secret Question

Answer to Secret Question

If you know the answer to the secret question, but you cannot enter it **exactly** as originally provided, you will need to send an e-mail to [Help Wisconsin Support](#) for assistance in recovering your account.

User Id and Password Recovery

Step 4 - Enter new password



[Logout](#) [Help](#) [FAQ](#)

Wisconsin User ID Account Recovery

Step 3 of the Wisconsin User ID Account Recovery process is now complete. We have now confirmed that you are the owner of this account. You may provide a new password to complete Wisconsin User ID Account Recovery Process.

Take care to remember and protect your User ID, Password and Secret Answer! They are your keys to doing secure business with the State of Wisconsin over the Internet.

Your Password **must** be between 7 and 20 characters long and **must** contain a combination of letters and either numbers or special characters (except @).


Password

Re-enter Password

Submit

Enter new password 

Re-enter new password 

Click submit; make sure your e-mail is open and accepting mail 

User Id and Password Recovery

Success Notice E-mail message from WAMS@wisconsin.gov

From: WAMS@wisconsin.gov Sent: Thu 8/21/2008 1:36 PM
To: Reppen, Russel S - DOR
Cc:
Subject: Wisconsin User ID Account Recovery Successful

Russel S Reppen ([trainerwams](#))

Your Wisconsin User ID has been recovered successfully and your password has been changed.

Take care to remember and protect your User ID, Password and Secret Answer! They are your keys to doing secure business with the State of Wisconsin over the Internet.

If you have not recently used the Wisconsin User ID Account Recovery process and changed your password, please contact Help Wisconsin Support immediately by clicking on the following web-link:

<http://on.wisconsin.gov/WAMS/FormattedEmail>

This e-mail is automatically generated. Please do not reply to this e-mail. If you need assistance please click on the web-link above.

If you receive an error when you click on the above web-link try the following tip:

* Some e-mail applications do not handle Web links properly. If you get an error after clicking on the link you may need to copy the link from the message to your Internet browser's address line. Make sure that you get the entire web-link the web-link is split into two lines and the second line is not underlined like the first line, copy both lines into the Internet browser's address line.

Verify your User Id



It is important to keep your profile current for Step 1 (Screen 4) as your actual User Id may not be the one you thought it was.



Write down your User Id and password and place in secured location.
DO NOT TRY AND REMEMBER THEM!

User Id and Password Recovery

Step 5 - Terminate recovery session



[Logout](#) [Help](#) [FAQ](#)

Wisconsin User ID Account Recovery

Russel S Reppen ([repperskpa](#))

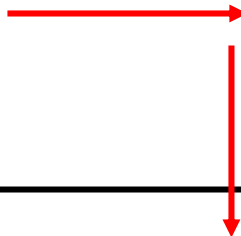
Steps 1-4 of the Wisconsin User ID Account Recovery process are now complete. Your Wisconsin User ID has been recovered successfully and your password has been changed.

Click on the link in step five(5) to complete the last step of Account Recovery.

5) [Terminate your Account Recovery session.](#)

For assistance send an e-mail to [Help Wisconsin Support](#)

Click Terminate



You Are Now Logged Out

Caution: To avoid disclosing potentially private information cached in your browser, please close your browser.

User Id and Password Recovery

Log-In to eRETR

Go to Assessors and Government Page

Wisconsin Department of Revenue
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Register of Deeds

“Log-In” with User Id and new password

Wisconsin Department of Revenue

Please log In

User ID

Password

WARNING: 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.

Login

[Forgot your password? Is your account locked? Click here](#)

[Request a Wisconsin User ID and Password](#)

If you have questions, call or email Russel Reppen 608.266.1594, Russel.Reppen@revenue.wi.gov