

# Q&A from March 4, 2020 MyDORGov Webinar for Towns

## 1. How do I add an attachment?

Most of our forms have an "Attach file" button (with a paper clip icon), located in the "Preparer/Signature Statement" section.

### To attach a file:

1. Click the paper clip icon
2. Select "Choose a file" and select the file you would like to attach, or drag and drop your file.

**Note:** You can only attach PDF files.

3. Click "Start upload(s)"
4. If successful, the file name will be listed with a status of "attached"

**To remove an attachment** – if you would like to remove an attached file, click the minus icon to the left of the file name.

## 2. How does a municipality update its chairman information?

Email [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov) with the updated information.

## 3. Do we most likely already have a my DOR ID and password or will we have to set up a new one to use program?

You will need to access MyDORGov and update your profile information.

- If your email address is in our system and you're on record as an officeholder, you will have access to the appropriate forms
- If not, you need to submit one of the following requests while in MyDORGov:
  - Office request to DOR if you are an officeholder (clerk/treasurer)
  - Access request to the officeholder to file forms on their behalf

## 4. How do I update my contact information? Please give a phone number (person) or email to change an account email. Thank you.

- On the User Information page, click the "Edit User Profile" button
- Make any necessary changes to your contact information and click "Save"
- An email is sent notifying DOR of the change

**Note:** You cannot update your email address on the User Information page. If you have a new email address, contact [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov).

## 5. Do we need to go into those forms if they don't apply to us?

No, if a form is not applicable to you, you do not need to file that form.

## 6. Can you tell from this screen if you are current in your filings? That is, do they disappear if they have been filed?

No, you cannot tell if your filings are current from the MyDORGov home page. When you click a form and go to that form's home page, you can see if/when the form was last submitted or saved. To verify if you are current with your filings, contact [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov).

## 7. When there are staff changes, should we just to update user profile, or what's the best way to go about that?

For staff changes, it is best to notify [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov) with the update, providing us with the correct information. The new staff will still need to set up a profile in MyDORGov and request either an "Office" or "Access" request if they need to file forms.

**8. I am looking at my User Information screen and I have a "Pending requests to file on behalf of." I did the request over a month ago...do you know why it is still pending?**

The request is still pending because the officeholder has not acted on your request. Contact them to remind them to review and grant your access. They should have received an email notifying them of your request.

**9. Are town supervisors and town chairmen authorized to access MyDORGov?**

Yes, anyone can access MyDORGov; however, a town supervisor or town chairman are not responsible for filing forms. They can request access from the officeholder (clerk, treasurer) to file on their behalf.

**10. I do show up under "Current Offices Held." I do not show anything for "Your Access Summary." I was trying to request access.**

Do you need to file forms on behalf of another officeholder? If so, then requesting access is the way to do this. If not, and you have access to the forms you need, you should be all set.

**11. As a new clerk treasurer is it possible to view historical forms filed from our town, to be able to refer to that when entering forms going forward?**

Depending on which form you would like to view historically, DOR posts some forms on our [Reports web page](#). You can search by subject. SOT, SOA, chargeback and omitted determinations are available. If you do not find the form you are looking for, email [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov) to request a copy of the form you are looking for.

**12. What if I submitted my email address and did not receive the authorization email?**

- The email should arrive within a few minutes
- If it does not appear in your inbox, check your Junk/Spam folders
- You might have to add a spam exception for "@wisconsin.gov"

**13. Can I have a secondary email address?**

Yes, you can. DOR staff can set up a secondary email address, which allows you to view the forms linked to your primary account. You must contact at [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov) to set this up.

**14. If I give another user access to file a form, does that remove my access?**

- No, if you give other users access to file your forms, it does not remove your access.
- If another user "Saved" or "Submitted" a form, when you access the form you'll see a message on the form's home page with:
  - The form was "Saved" or "Submitted"
  - The email address of the user
  - And the date it occurred

**15. Why can't the clerk and treasurer access the same forms?**

While we understand the clerk and treasurer have some interchangeable duties, the forms are assigned to the office that is required (most often statutorily) to file the form. Currently, the clerk or treasurer must provide access.