

## Q&A from March 5, 2020 MyDORGov Webinar for Villages/Cities

- 1. I have a user profile, but I do not show an office summary (granted by DOR). Does that mean that I never requested an office?**

This would be correct. If you requested an office, after your office has been granted by DOR, you should see your office listed under your profile.

- 2. I'm not following how to change the current listing of the clerk and treasurer for my city. I have log-on access, but the former is still showing.**

If the email address you're using is the same as the former clerk or treasurer, you can update the name, address, etc. when you update your user profile in MyDORGov. If the email is different, contact [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov) with the updated information.

- 3. How do you get to the page that shows all the forms I will have to complete and submit?**

Visit our [Government E-Services Online Filing](#) web page, which lists municipal and county forms with due dates. When you click the form you would like to file, you are directed to My DOR Gov Account where you can start filing.

- 4. I am the treasurer and when I entered the system last year, there wasn't very much that was my responsibility to file. Is there a listing of who is responsible for each form?**

After you set up your profile in MyDORGov, only the active forms you are responsible for are listed. To see all forms that are required to be filed, whether by the clerk or the treasurer, visit our [Government E-Services Online Filing](#) web page.

- 5. Generally, we use Firefox, is it better to use Chrome?**

The system is set up for all browsers. We found that Chrome works best with our forms.

- 6. Do I need to give access to our accountant if he files reports on our behalf?**

Yes, your accountant must go to MyDORGov and set up a user profile and then request access to file on your behalf. You will receive an email when this occurs. You can then approve the request and select the forms you want the accountant to file on your behalf.

- 7. If an officeholder has assigned access to me, and that person leaves, does that eliminate my access, and do I have to then request access from the new officeholder?**

Your access should remain based on the officeholder's email address. To verify this, on the User Information page, check if you are still listed as having access to file on behalf of the officeholder (under the Your Access Summary panel). If you are not listed, submit a new access request to the new officeholder to approve.

- 8. I can't type in a district name or code, it shows a red circle with a line through it.**

This could be due to what you are entering in the field. Keep it simple and only enter the county-municipal code.

- 9. How do you change your email address?**

If you would like to change your email address, you will need to set up a new profile with your new email address. Note: You may need to reset your MyDORGov account first to enter a new email. If you would

like to add a secondary email address to an existing account, send a request to add an additional email to [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov). DOR staff will then add the secondary email address.

**10. What if I submit 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"

**11. 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.

**12. 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 providing a message with:
  - The form was "Saved" or "Submitted"
  - The email address of the user
  - And the date it occurred

**13. 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.

**14. How does a municipality update their chairman information?**

The town chairman currently doesn't file any forms within MyDORGov. They can set up an account and request access from a Municipal Clerk or Treasurer – if they are going to help file forms. However, if you simply need to update their information – email [lgs@wisconsin.gov](mailto:lgs@wisconsin.gov).