



Using My DOR Government Account

Common Questions for Assessors

My DOR Government Account is an electronic filing system for local government officials and other representatives to file required forms with the Wisconsin Department of Revenue (DOR).

1. Getting Started
2. Managing User Permissions
3. Filing a MAR
4. Troubleshooting

1. Getting Started

A. Before entering My DOR Government Account (MyDORGov)

You must verify your email address in the eRETR (PAD) application before logging in to MyDORGov.

Steps:

- Login to eRETR (PAD)
- Click "Manage Users" to view your profile
- Confirm the email address is correct
- This is the email address you must use for the email authorization in (B) below
- If your email is incorrect and you are:
 - Assessor – contact DOR's Equalization Bureau to update
 - Assessment staff – ask the assessor you are listed under to update your email in the Manage Users system

B. How do I access My DOR Government Account?

You access My DOR Government Account (MyDORGov) from the Governments landing page of the Wisconsin Department of Revenue's (DOR) website: revenue.wi.gov/Pages/Governments/home.aspx.

- Click the "My DOR Gov Account" icon
- The first time you enter the system, you must complete an email authorization
- Enter your email address and click "Login"
- You will receive an email with a link to access MyDORGov. Note: This access remains for 30 days. If you do not access the system for 30 days or access the system from a different computer, you must repeat the email authorization process.
- If requested, enter your contact information. If you are an officeholder, DOR will use this contact information to send notifications for the local government or company you represent.

MyDORGov Home Page

- On the top of your home page, you will see your role(s) and district(s)
- When you select a role, you will see the forms specific to that role
- To e-file, select the form you would like to complete and submit to DOR. Make sure the correct district is listed in the form.
- To review your user profile and access summary, click "View User Info" in the top right corner

2. Managing User Permissions

A. Officeholder Requests

1. What is an officeholder?

An officeholder is the person who occupies the official role for a municipality and is responsible for filing forms within MyDORGov. Officeholders include:

- Assessor
- Clerk (municipal or county)
- Treasurer (municipal or county)
- Municipal Clerk/Treasurer

2. How do I manage my municipalities?

Assessor – your current offices are shown on the MyDORGov User Information page.

- Click "View User Info" in the top right corner
- Under "Your Office Summary" panel, view "Current offices held" – to see your list of offices
- If a municipality is not listed or if you need to remove a municipality, contact the Equalization District Office

Assessment staff – your current access is shown on the MyDORGov User Information page.

- Click "View User Info" in the top right corner
- Under "Your Access Summary" panel, view "Access to file on behalf of" to see your list of municipalities

B. Access requests to file on behalf of a clerk

1. Who needs to file an access request?

Anyone who would like to file a form for the officeholder must submit an access request to file on the officeholders behalf. (ex: Assessor filing an SOA on behalf of the Municipal Clerk). The officeholder will review it and approve or deny the request.

2. How do I view my current access?

Your current accesses are shown on the MyDORGov's User Information page.

- Click "View User Info" in the top right corner
- In the "Your Access Summary" panel, view "Access to file on behalf of" – to see the clerk(s) you are authorized to file on behalf of
- If a clerk is not listed, you can submit a request by selecting "Request Access" at the top of the page
- If you would like to remove access, click the "x" to the left of the office

3. How do I view my assessment staff?

Current accesses are shown on the MyDORGov User Information page.

- Click "View User Info" in the top right corner
- In the "Your Access Summary" panel, view "Others authorized to file on your behalf" – to see the users that are currently authorized to file on your behalf
- If assessment staff is incorrectly listed or no longer needs access to file on your behalf, login to eRETR (PAD) and modify their access in Manage Users

4. How do I request access to file on a clerk's behalf?

If you need to file on behalf of a clerk for a local government, you must request access from the clerk.

To request access:

- From the MyDORGov home page, click "View User Info" in the top right corner
- If the clerk is not listed under "Access to file on behalf of" or "Pending requests to file on behalf of" in the "Your Access Summary" panel, you can submit a request
- Click "Request Access"
- From the dropdown, select the office (ex: Clerk or Municipal Clerk/Treasurer) you are requesting
- Enter the municipal code or name
- Enter an explanation in the Comments box

- Click "Send" to send your request to the clerk
- The submitted request will be listed under "Pending requests to file on behalf of" until the clerk's review is complete
- You will receive an email when the clerk's review is complete and your request is either approved or denied

3. Filing a MAR

A. Using MyDORGov

Review the MAR [filing instructions](#) and [filing tips](#).

B. Direct electronic filing

Direct electronic filing is submitting a MAR through your CAMA system. To use direct electronic filing, you must request a token from the Wisconsin Department of Revenue (DOR) and provide it to your CAMA vendor.

1. What is a token?

- A token is a key that allows software to submit forms through direct electronic filing
- It does not allow your software vendor to view/manage your account

2. How do I request a token?

- Click "Manage Software Tokens" on the MyDORGov User Information page
- Click "+" in the blue bar labeled "Tokens"
- Enter a name for your token (ex: MAR2019)
- Click "Create" to generate the token
- Your new token (combination of numbers and letters) appears

3. How does a token work?

- To use a token, copy the token number you created and either provide it to your vendor or enter it into your software
- This token acts like credentials which authorize software to submit your form to DOR through direct electronic filing

4. Troubleshooting – What do I do?

A. Accessing the System

1. I submitted my email address to access the system 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.

To add a spam exception in Outlook 2013:

- On the Home tab, click "Junk"
- Select "Junk E-mail Options"
- On the Safe Senders tab, click "Add"
- Type "@wisconsin.gov" into the text box and click "OK"
- If you still don't see the authorization email, go back to the web page and re-enter your email address to receive a new message in your inbox

2. The forms page is empty or will not finish loading

Close all your open browser windows and try again. If that does not help, clear your cookies and cache, then reauthorize your browser.

Chrome:

- Click the three vertical dots in the upper right corner of your browser
- Hover over "More tools" and select "Clear browsing data"
- Check the boxes next to "Cookies and other site data" and "Cached images and files"
- Select "Clear Data"
- Close all your open browser windows

- Access MyDORGov from the DOR website
- Enter your email address to receive a new login link
- Click the new link in your email to use your default browser, or copy and paste the link into the browser of your choice
- Whichever browser you chose for email authorization, use the same browser every time you access MyDORGov

Internet Explorer:

- Click the "Tools" (gear wheel) icon in the upper right corner of your browser
- Select "Internet options"
- On the General tab page, under Browsing history, click "Delete"
- Check the boxes next to "Temporary Internet files and website files" and "Cookies and website data"
- Select "Delete"
- Close all your open browser windows
- Access MyDORGov from the DOR website
- Enter your email address to receive a new login link
- Click the new link in your email to use your default browser, or copy and paste the link into the browser of your choice
- Whichever browser you chose for email authorization, use the same browser every time you access MyDORGov

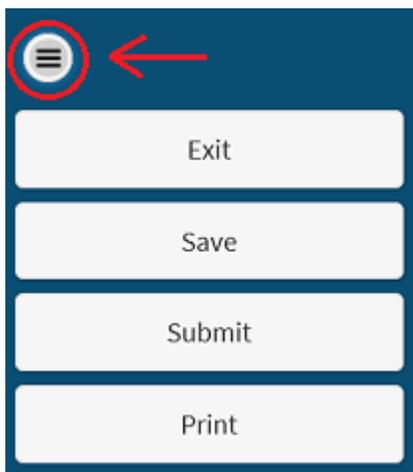
B. E-filing

1. When e-filing, I click "Start Filing" and nothing happens

When you enter the appropriate district code or name, a drop down menu appears. Select the appropriate code and name from this list before clicking "Start Filing."

2. When e-filing, I cannot view all of the form columns on my page

First, try closing the left panel by clicking the Panel button above the Exit button. Click the Panel button again to reopen the panel.



If that does not help, zoom out or change your display to a higher page resolution.

To zoom out:

- Hold "Ctrl" and scroll down, or
- Hold "Ctrl" and press "-"

To zoom in:

- Hold "Ctrl" and scroll up, or
- Hold "Ctrl" and press "+"

If you still cannot view all the columns after zooming out, try increasing your page resolution. Visit your operating system's website for more information.

- [Windows 7](#)
- [Windows 10](#)

3. When e-filing, I get an error while trying to upload an attachment

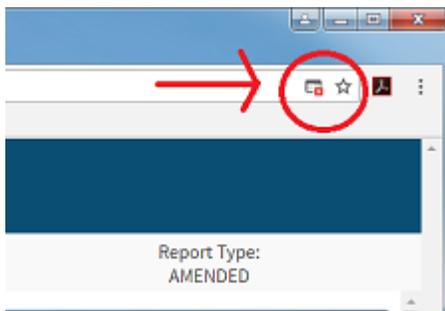
Remove any special characters from the filename and try again.

Examples: ! () / % \$ " : _ - , . :

4. When e-filing, I click "Print" and it's not working

The Print button loads a .pdf that you can print. If you click "Print" and nothing happens, there may be a pop-up blocker on your system preventing the .pdf from opening. In Google Chrome, the pop-up blocker is on by default. To disable the pop-up blocker in Chrome:

- Click "Print" to activate the pop-up blocker
- Look for an icon in the address bar in the top right of the browser, to the left of the bookmark star



- Click the icon and choose "Always Allow" then "Done"
- You should be able to load the .pdf now by clicking "Print"
- Depending on your settings, you may be asked if you want to open or save the .pdf file

To disable the pop-up blocker in Internet Explorer:

- Select "Tools" (gear wheel) icon, and then select "Internet options"
- On the Privacy tab, under Pop-up Blocker, uncheck the "Turn on Pop-up Blocker" box, and select "OK"
- You should be able to load the .pdf now by clicking "Print"
- Depending on your settings, you may be asked if you want to open or save the .pdf file

5. When e-filing, I cannot submit. I have errors, but cannot find them.

Watch for these symbols

- Help is available for the field
- There is an error for the field
- This is a required field
- There is a warning for the field

- You can view a list of the errors and warnings in the last section "Preparer/Signature Statement"
- You must correct all errors. You can click the error symbol for a description of the error.
- After all errors are corrected, you can submit the e-file form

6. I submitted the form and forgot to print

You must select "Print" on the left side panel before leaving the confirmation page. If you exit the e-file form without printing a copy of your submitted form, you must contact DOR at otas@wisconsin.gov for a copy.