Wisconsin Department of Revenue

My Tax Account User Guide

Tax Refund Intercept Program (TRIP)

R. 12-22

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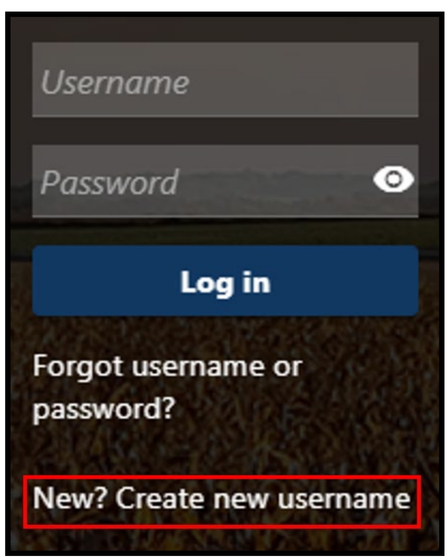
New User Registration Process

From the Wisconsin Department of Revenues (DOR) homepage (revenue.wi.gov) select the My Tax Account button, or go directly to DOR My Tax Account

Select New? Create new username



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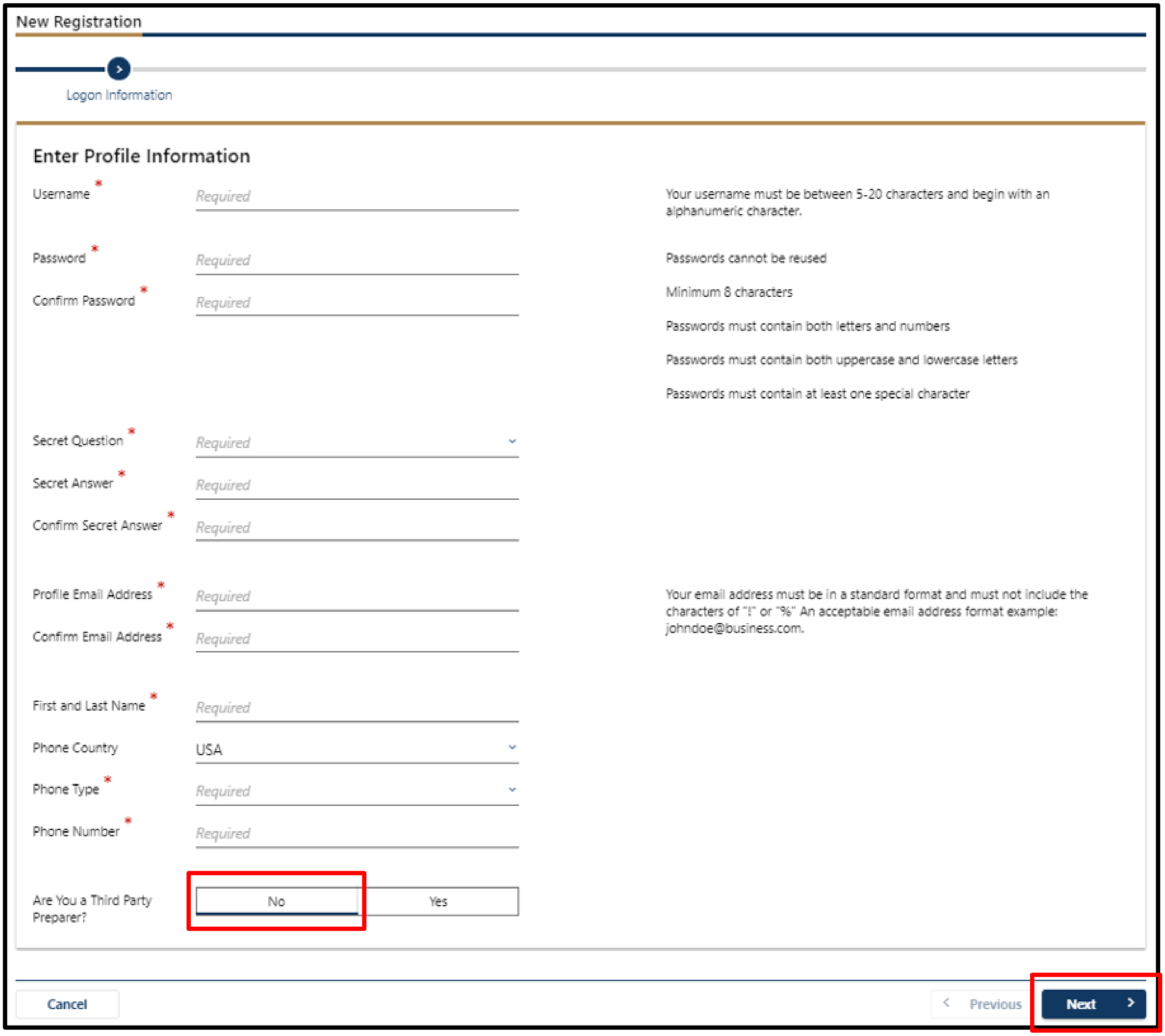
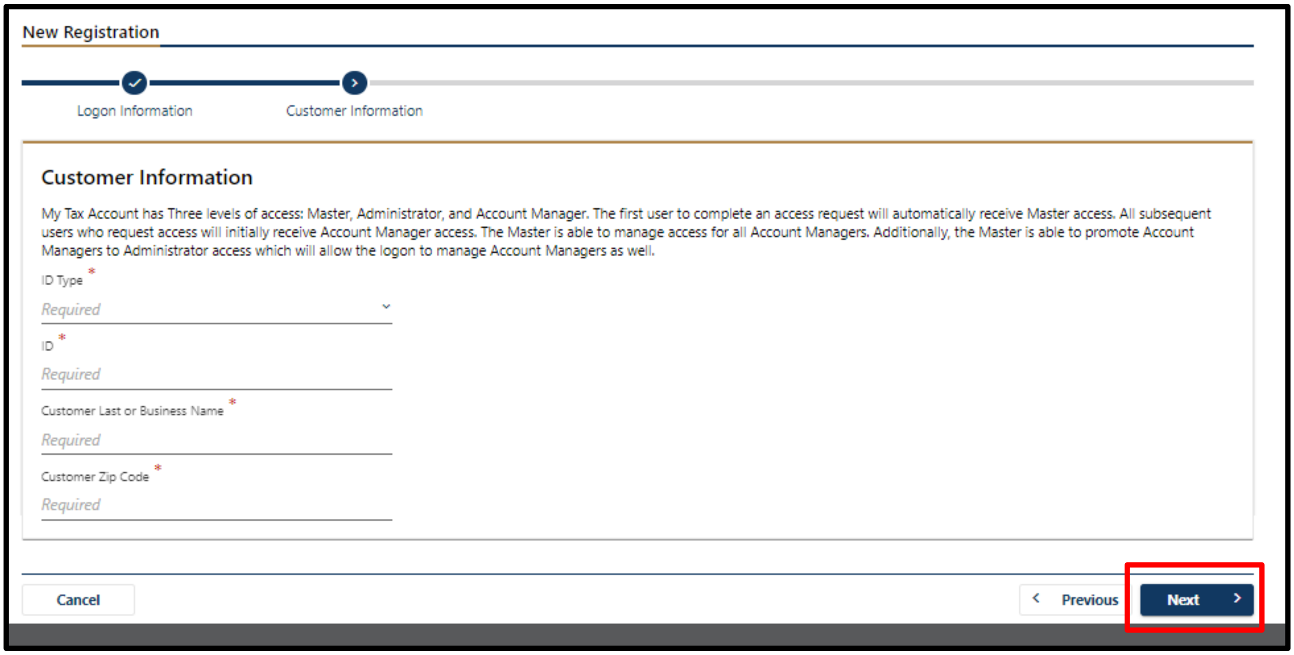
From the New User page:

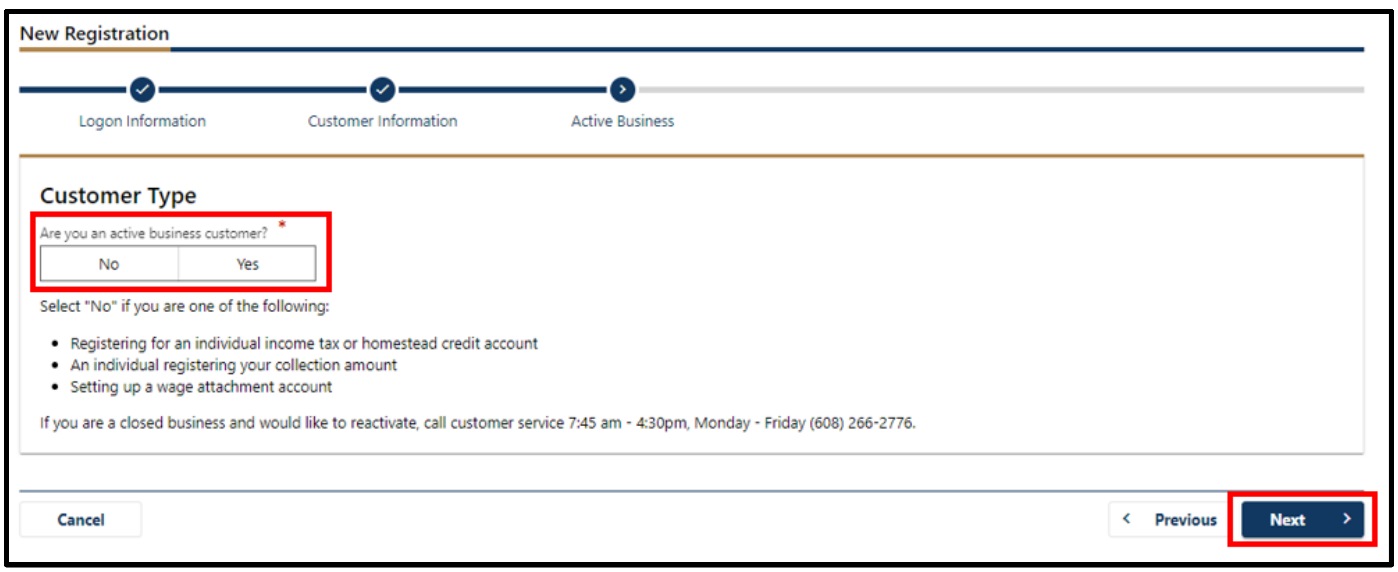
- Enter your profile information
- Every My Tax Account user needs their own username. Enter a unique username, password, and profile email address. Do not share this information with anyone else.
- Answer No to the Are you a 3rd party preparer? question
- Select Next



Enter your Customer Information using the FEIN, Business Name, and Zip Code for your government agency and select Next



Answer Yes to the question Are you an active business customer? question. Select Next.



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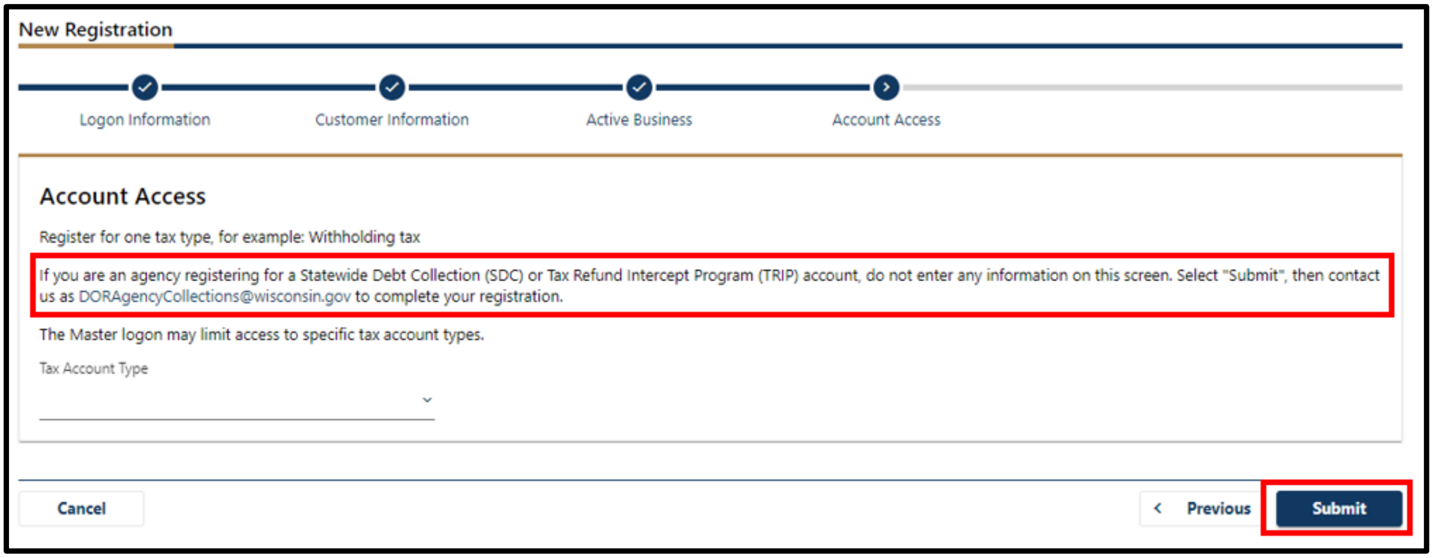
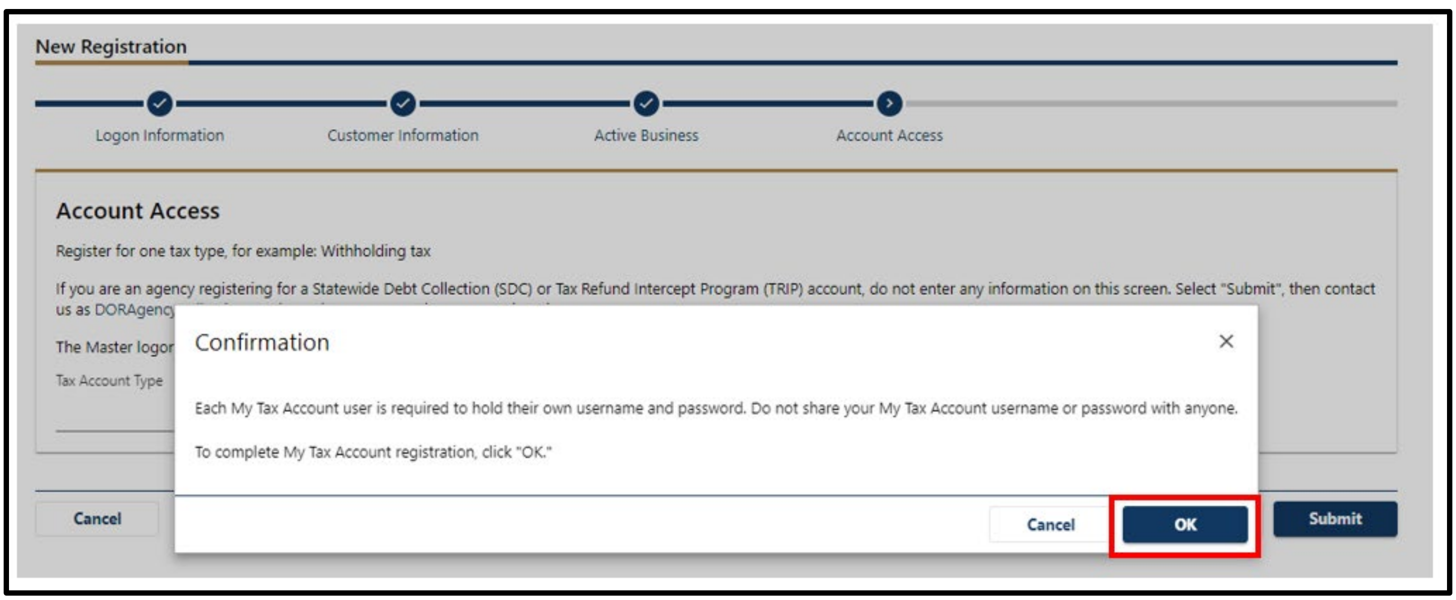
When the New Registration tile appears, you will be directed to contact us via email if you are registering for a Statewide Debt Collection (SDC) or Tax Refund Intercept Program (TRIP) account, select Submit



A confirmation box appears with a reminder that Each My Tax Account user is required to hold their own username and password. Do not share your My Tax Account username… select OK.



A page appears stating you created the account and confirmation will be sent by email

Confirmation

Thank you for registering for My Tax Account.

Your confirmation number is **0-912-816-800**. Keep this for your records.

You will receive an email confirmation from the Wisconsin Department of Revenue.

Print Confirmation

View Submission

OK

Once you receive the confirmation email, you will need to log in to My Tax Account again to complete setup of your access. The email looks like this:

THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL.

Your request for access to *My Tax Account* has been processed.

To protect your tax information, do not share your username or password information with others. This could allow unauthorized access to your accounts. It is easy to create your own individual MTA username and password and request access to another person's account with their permission. If you have questions and would like further assistance, please contact the department at DORMyTaxAccountHelp@wisconsin.gov.

MUNICIPALITY
PO BOX 8910 MADISON WI 53708-8910

Information on how to unsubscribe or to sign up for additional communication is available on the DOR E-News page.
CONFIDENTIALITY NOTICE: This electronic mail transmission and any accompanying documents contain information belonging to the sender which may be confidential and legally privileged. This information is only for the use of the individual or entity to whom this electronic mail transmission was intended. If you are not the intended recipient, any disclosure, copying, distribution, or action taken in reliance on the contents of the information contained in this transmission is strictly prohibited. If you have received this transmission in error, please immediately contact the sender and delete the message. Thank you.

Log in to My Tax Account by entering your username and password. This brings up the setup two-step verification screen. Choose your preferred method of verification and select Confirm.

Protect your My Tax Account profile with two-step verification

Use two-step verification to protect your My Tax Account profile. Once set up, you will receive a unique security code to verify your identity each time you log in.

Authentication App

Use an authentication app, such as Google Authenticator, to get security codes.

Set Up

Text Message

Receive security codes by text message.

Add Phone

Message and data rates may apply. To stop receiving SMS messages, remove your number above.

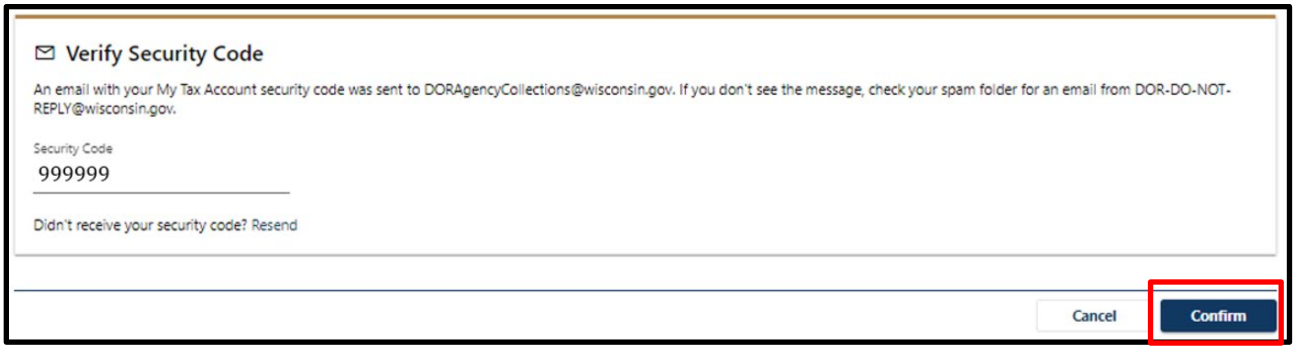
Email

Receive security codes by email.

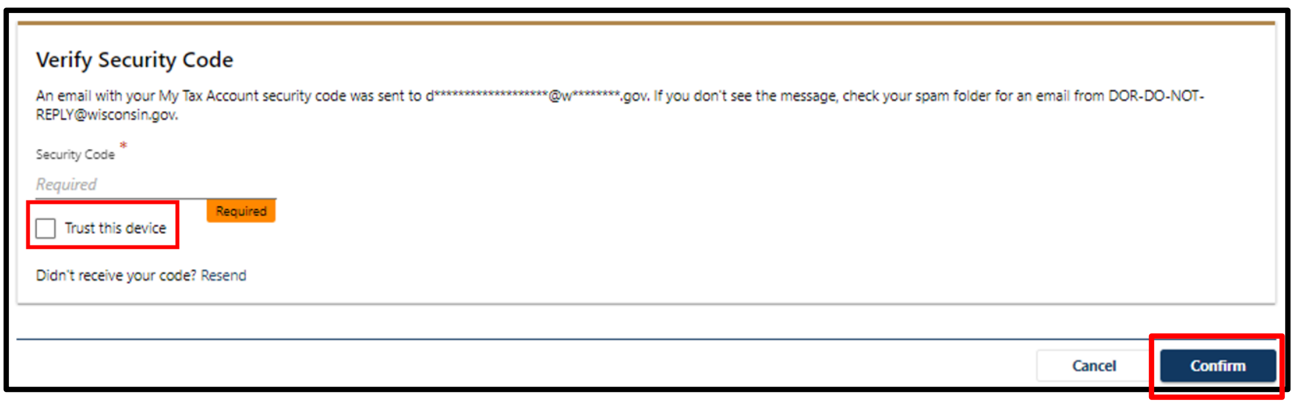
Add Email

Cancel Confirm

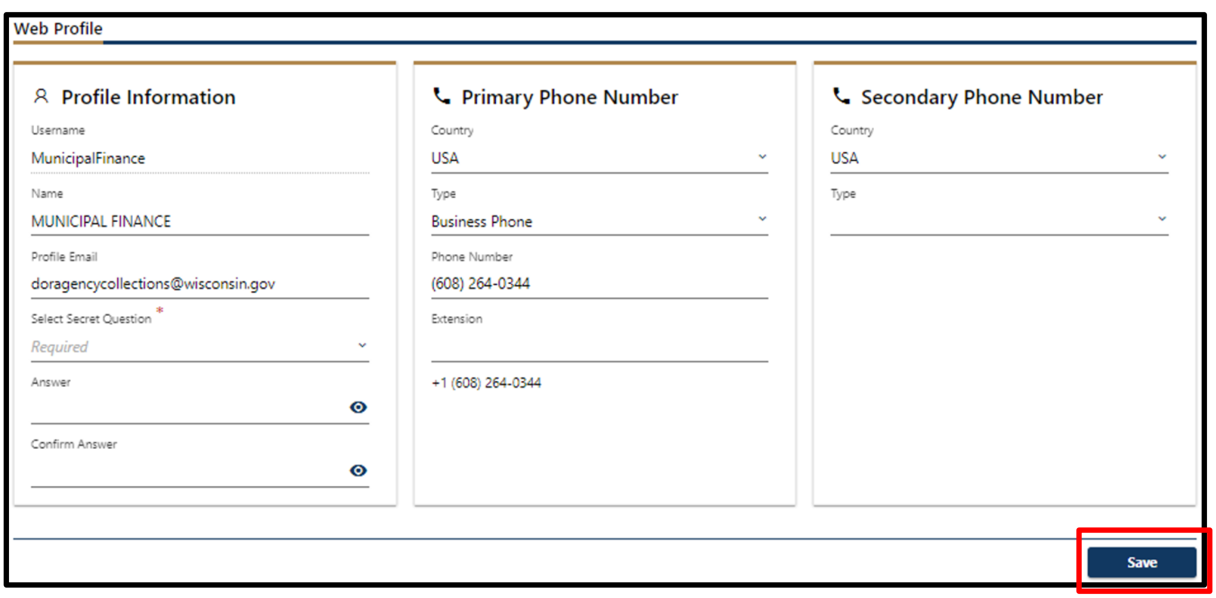
A page appears to Verify Security Code which was sent to your preferred method of two-step authentication. Enter the code you received and select Confirm.



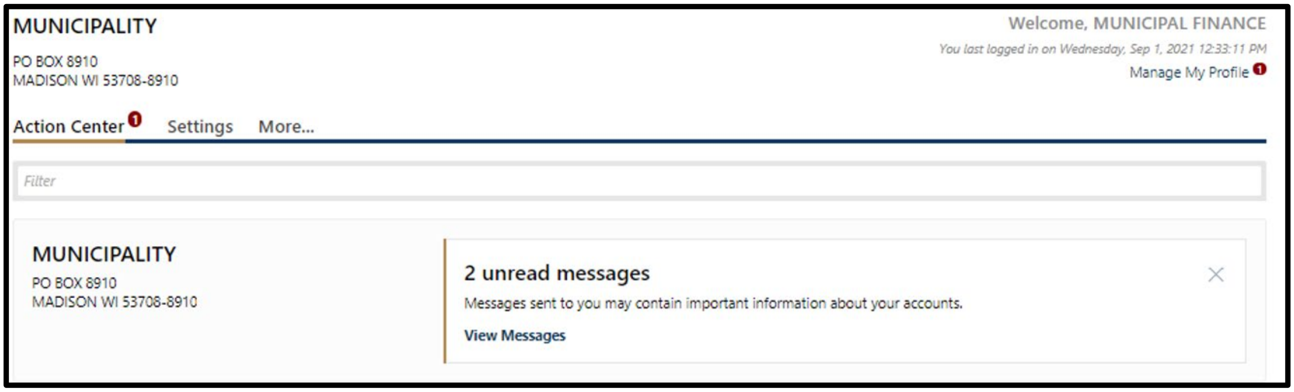
The next time you log into My Tax Account there will be a checkbox to Trust this device to reduce two-step authentication codes in future, but some network security settings may require you to get a code each time



Update information on the Web Profile page, including an additional Secret Question and select Save when finished



Once you are logged into My Tax Account, your default view will be the Action Center which includes any unread messages



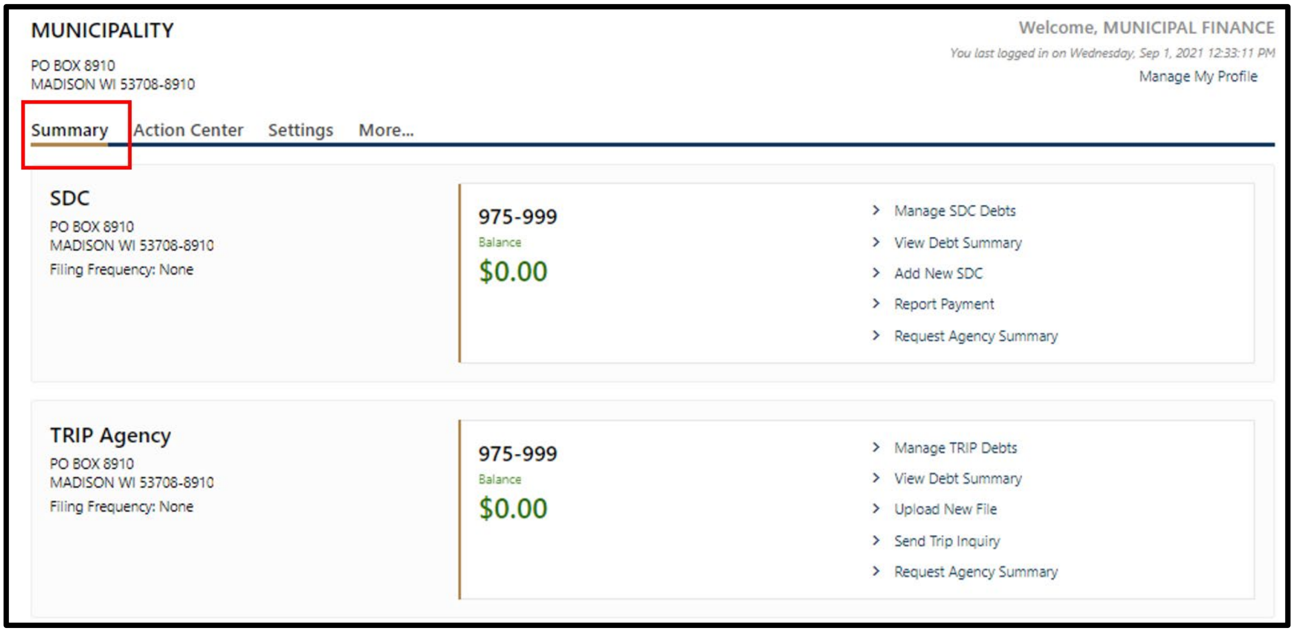
Add TRIP Account

Once you have completed these steps, contact Agency Collections staff to add your TRIP account to your My Tax Account profile. Email DORAgencyCollections@wisconsin.gov or call (608) 264-0344. After your access is granted, the next time you log into My Tax Account your default view will be Summary and include any available accounts.

My Tax Account for TRIP

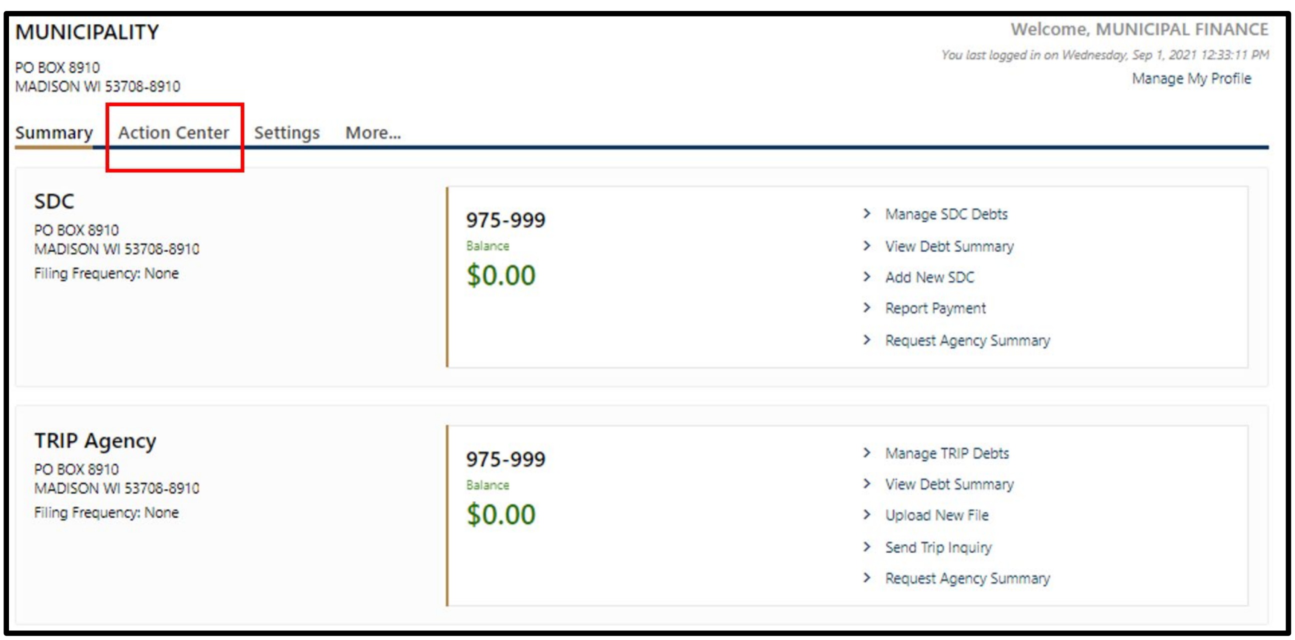
Main Page

Summary: This displays all account types you have access through your My Tax Account profile. Many actions related to TRIP Agency management can be accessed directly from the Summary tab.

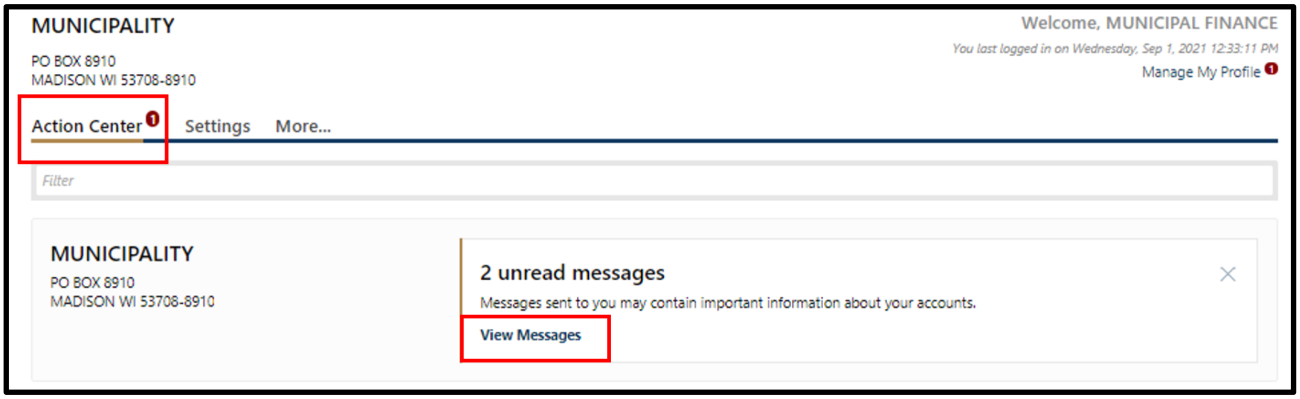


Action Center

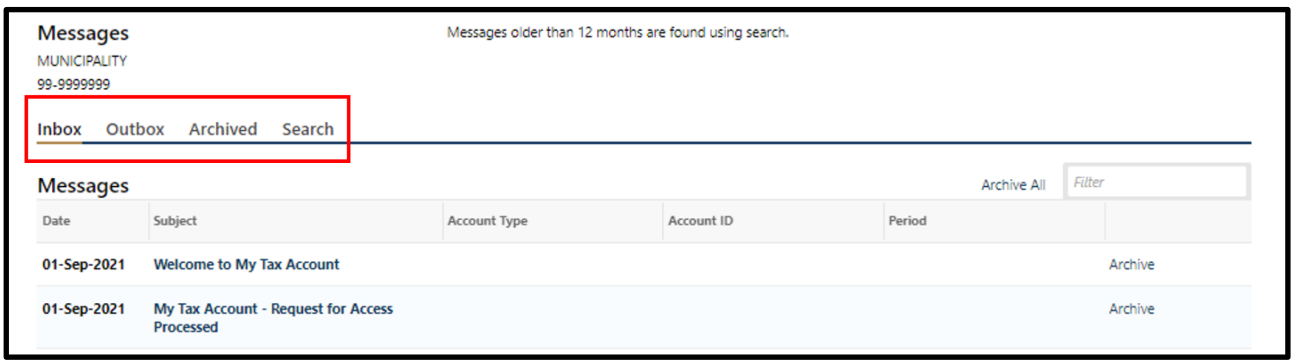
This displays unread messages which includes reminders, notices, and messages from DOR and notifications of available reports related to your TRIP agency



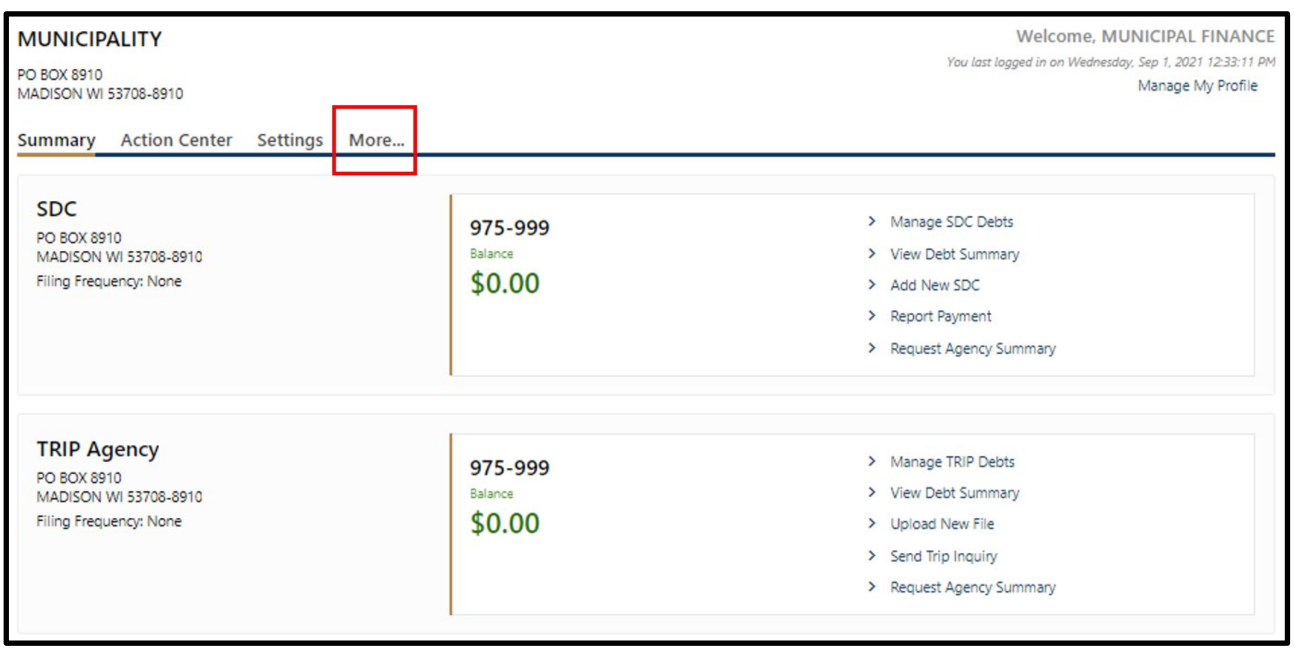
Unread messages will appear here and View Messages allows you to access your message center



Messages: This view defaults to your Inbox messages and includes access to your Outbox along with Archived messages and a Search function



More...: This displays additional tiles to manage your DOR accounts and includes access to Submissions



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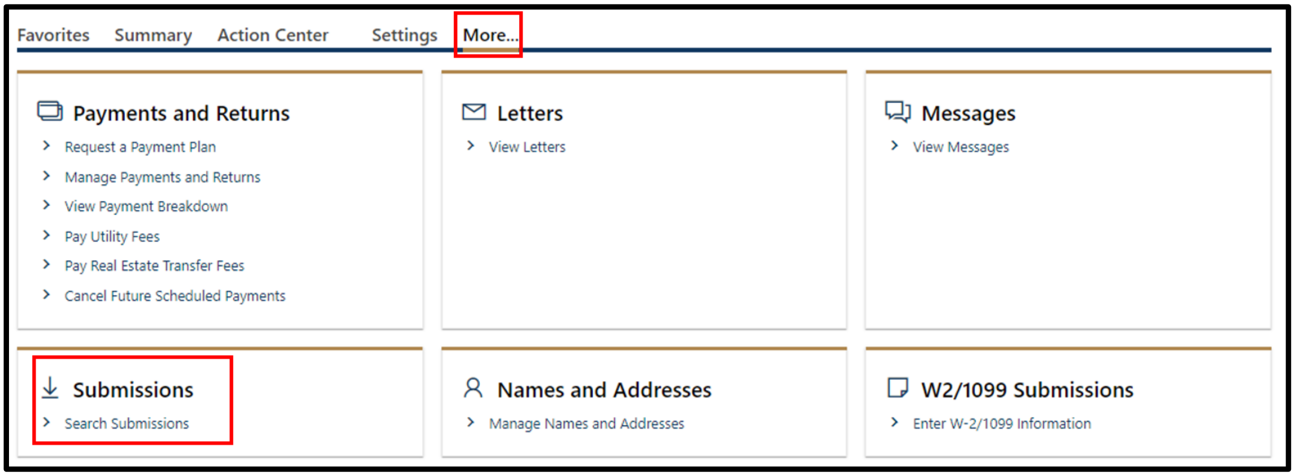
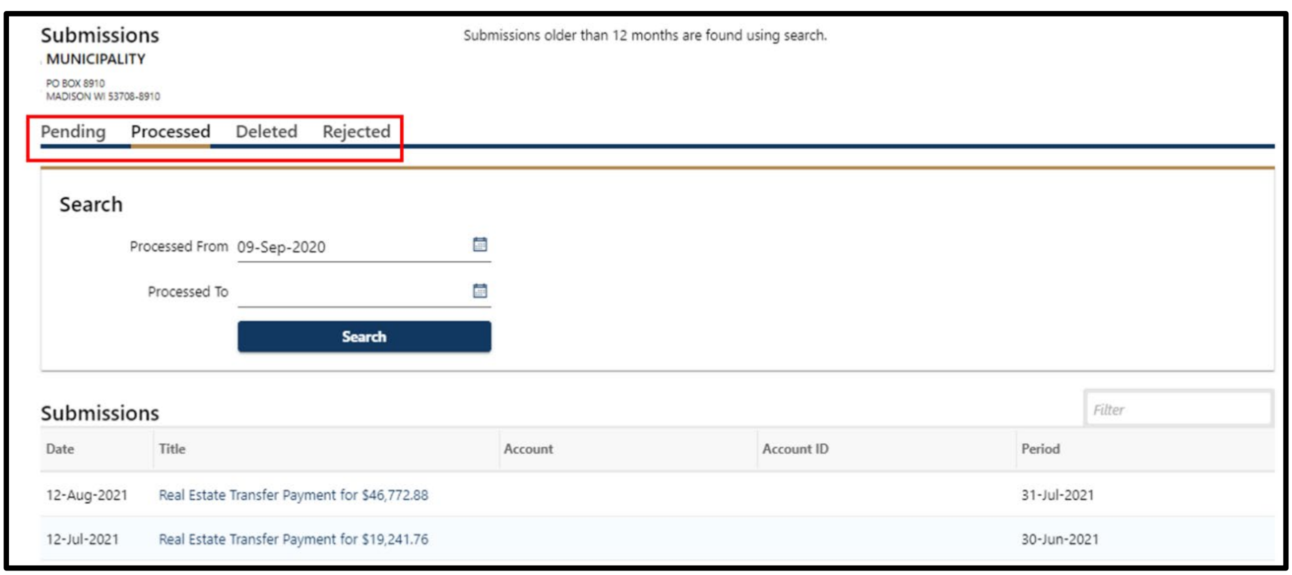
Submissions: Every action in My Tax Account is viewed as a submission. The Submissions tile provides a list of pending, processed, deleted and rejected submissions. You can also cancel pending requests, if necessary.

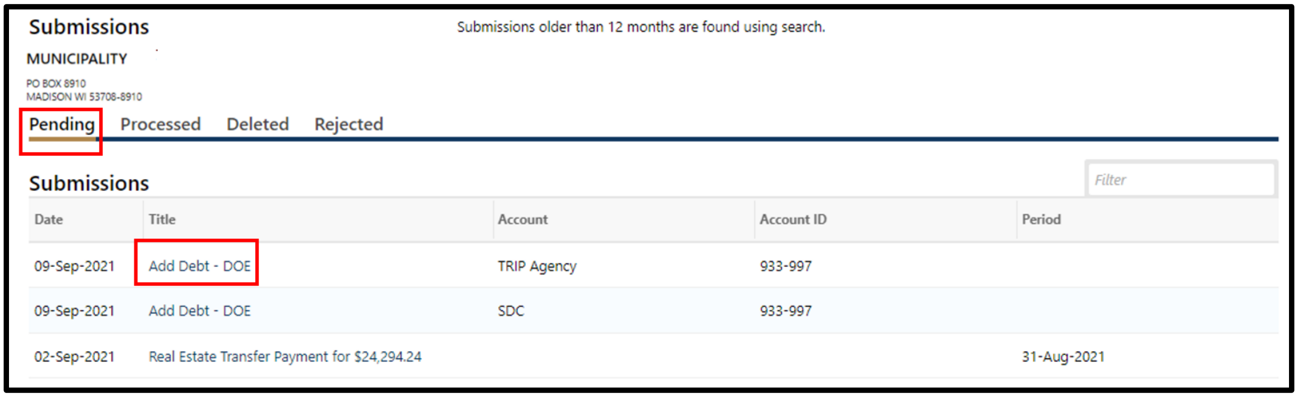


Search Submissions: This tile includes options for searching by categories and by date

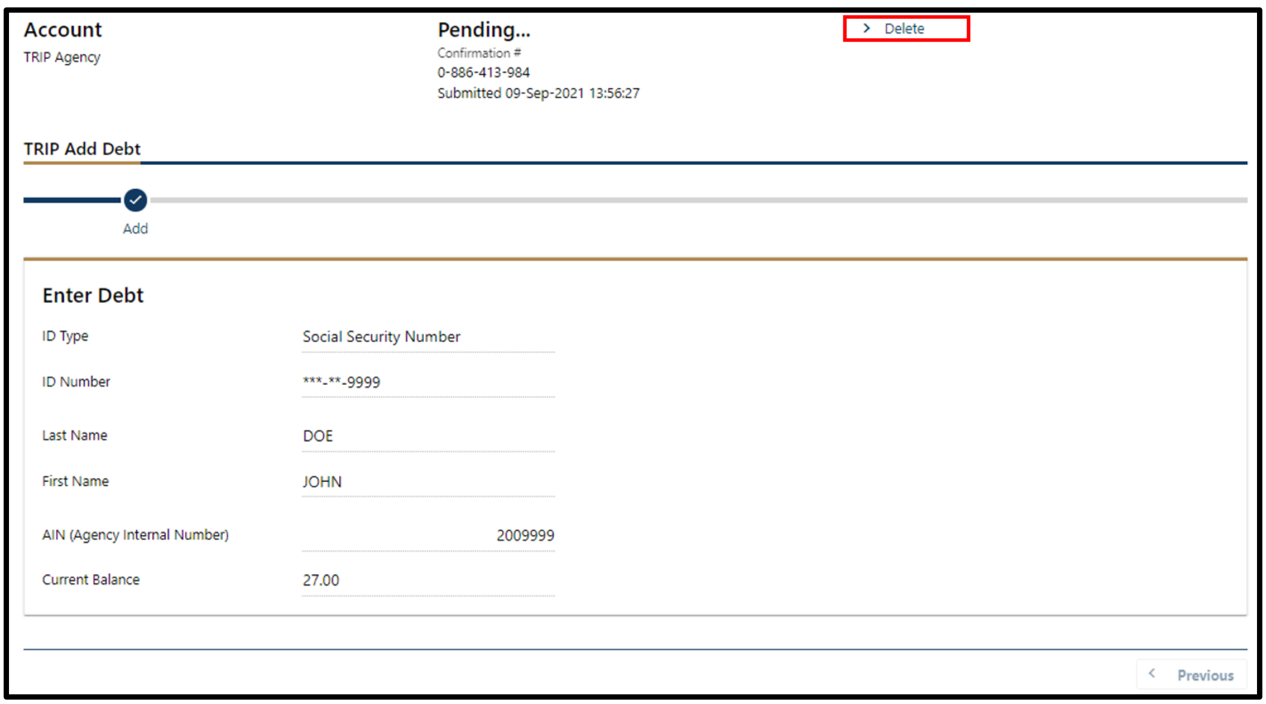
- Pending: Submissions are listed as pending immediately after you successfully file them and can be deleted while in Pending status. Submissions are processed at 4 p.m. CST each business day and cannot be deleted after processing. Any debts you submitted in error would need to be recalled after processing.
- Processed: Provides a list of all submissions processed through My Tax Account. Once in this status debts can no longer be deleted.
- Deleted: Provides a list of all deleted submissions
- Rejected: Provides a list of all rejected submissions



Pending: View or delete any pending submissions by selecting the submission title



The pending debt view will include a Delete option in the upper right corner



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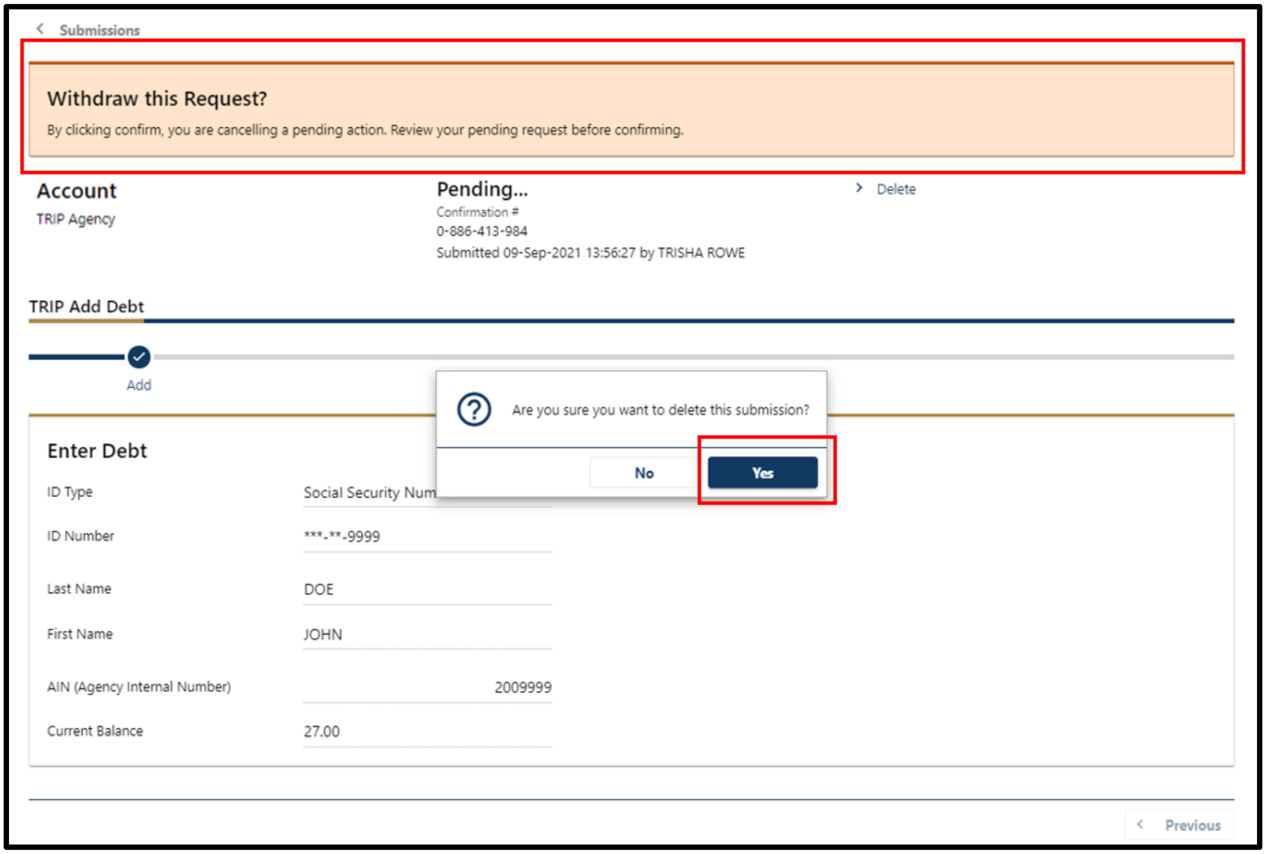
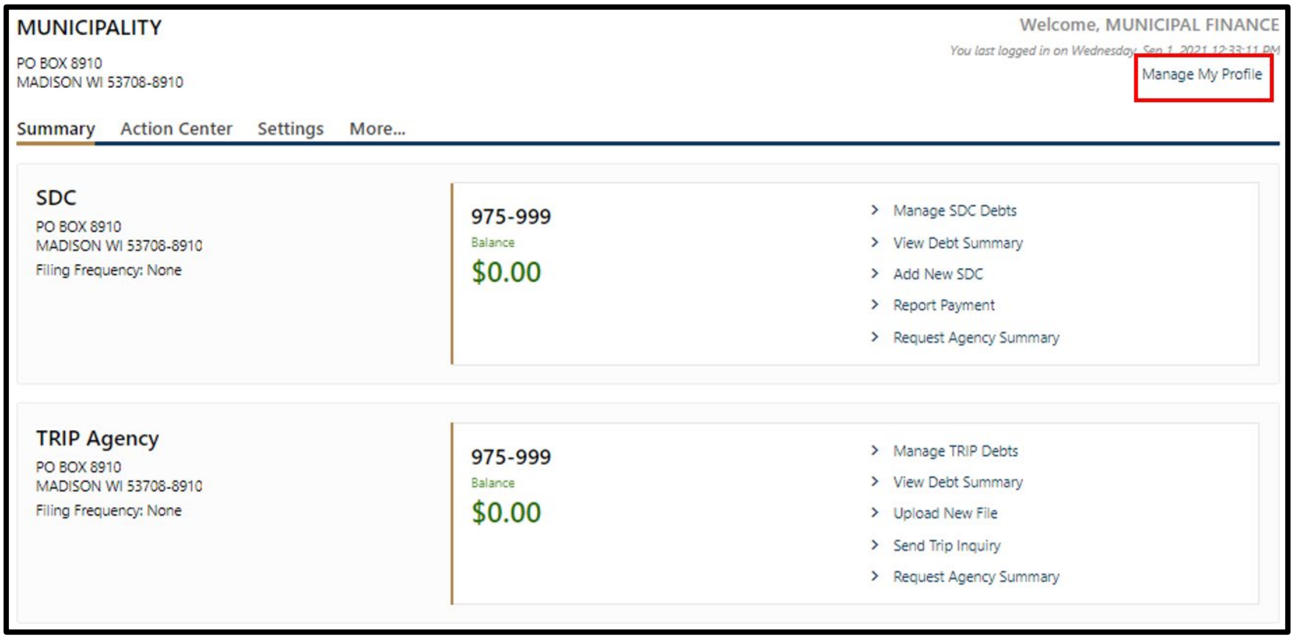
After selecting Delete a warning banner titled Withdraw this Request? will appear. You must respond to the question Are you sure you want to delete this submission? before the submission will be deleted. You will receive an updated confirmation from My Tax Account that the debt was successfully deleted and the initial request will now be available under Deleted submissions.



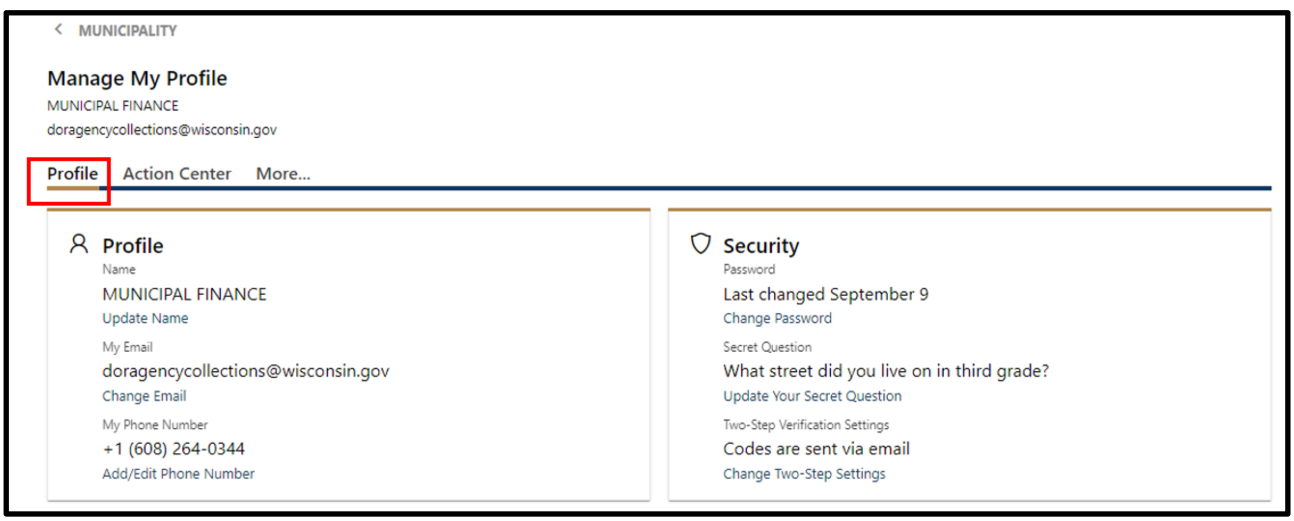
Manage My Profile

From the main page, select Manage My Profile



Under Profile and Security you have a number of options:

- Update Name
- Change Email
- Add/Edit Phone Number
- Change Password: Allows the user to update their password. We recommend that you update your password every 60 days.
- Update Your Secret Question
- Change Two-Step Settings



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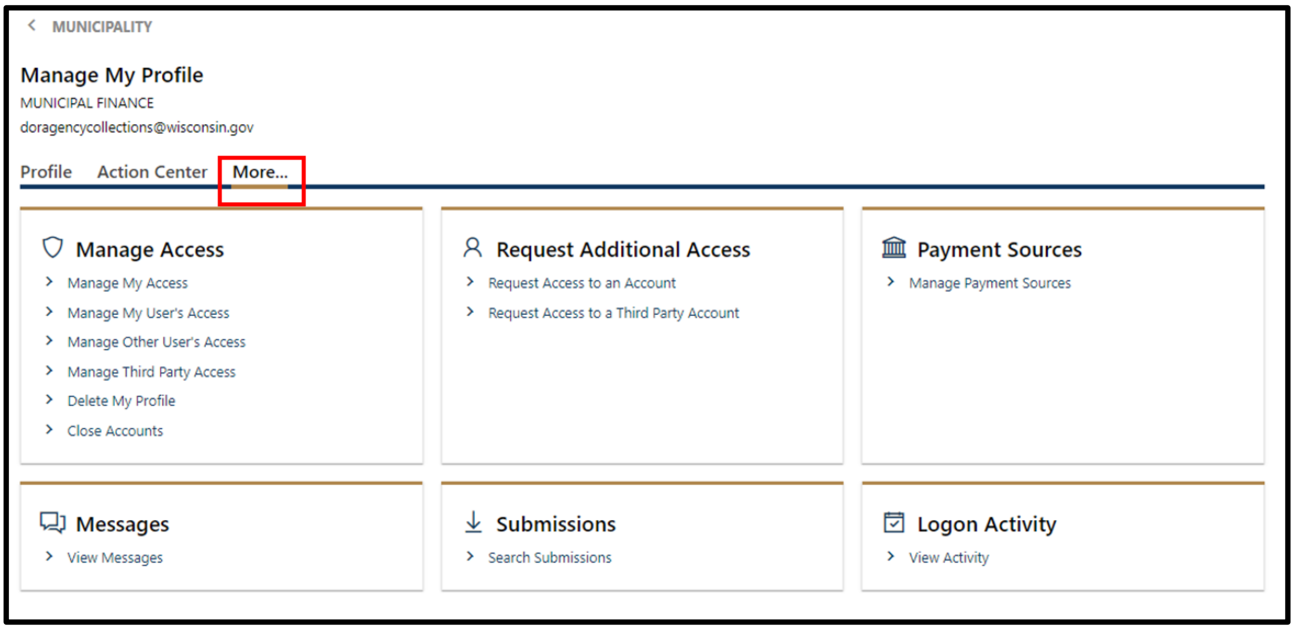
Under More… you have additional options including:

- Manage Access including Delete My Profile and Close Accounts
- Request Access to an Account: This functionality is not used with your TRIP account. If you need to add access to your TRIP Account, call (608) 264-0344 or email DORAgencyCollections@wisconsin.gov
- Payment Sources: This is for payments to DOR related to your tax accounts and will not update your deposits for TRIP or SDC
- Messages: Another link to access your Inbox, Outbox, Archived, and Search mail functions
- Submissions: Another link to access and manage My Tax Account submissions
- Logon Activity: View activity logged under your My Tax Account profile

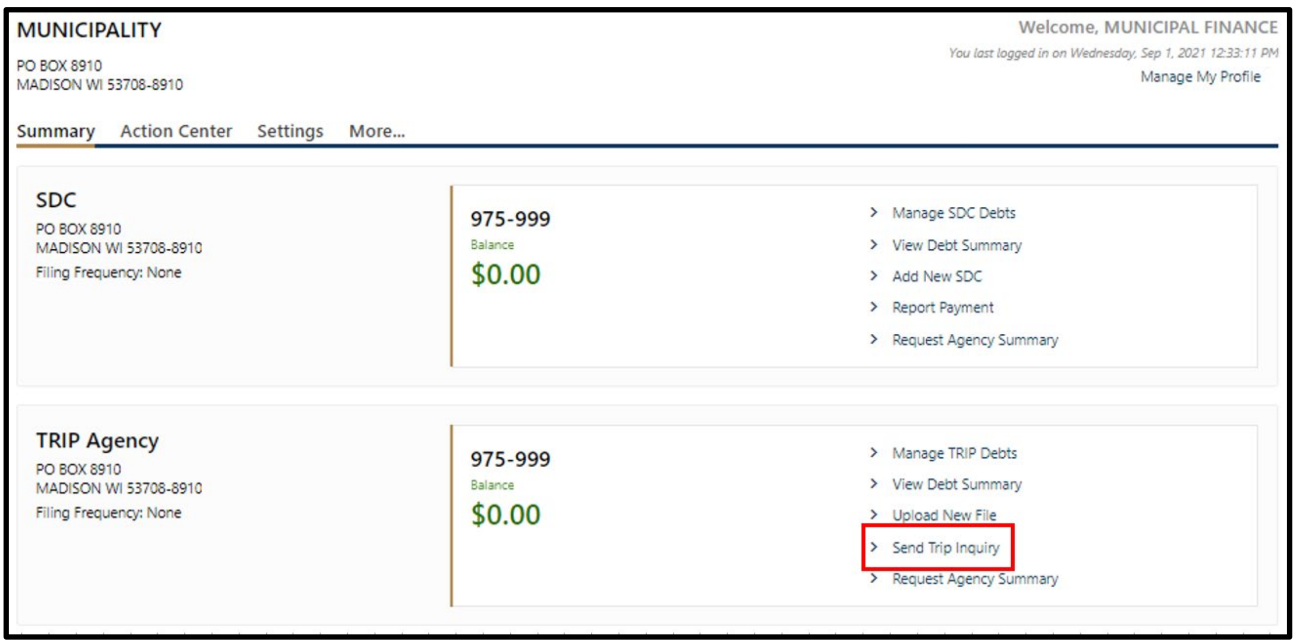


Managing Your TRIP Account

Send TRIP Inquiry

- TRIP Inquiry is a tool that allows you to communicate with DOR in a safe and secure manner
- If you have questions related to a specific debtor, you may include debtor details in your inquiry such as a complete Social Security number and name, and know the data is secure
- We will respond after researching your question
- Responses to inquiries go to Messages and will also appear under Action Center
- A history of communications is stored in My Tax Account for future reference
- Use TRIP Inquiry to contact us for assistance in resolving debt mismatch issues
- From the Summary page in the TRIP Agency tile, select Send TRIP Inquiry
- Enter a subject line to summarize your question and enter details into the Message box below
- Select Submit when finished
- You will receive a response to your question in Messages

Note: For security purposes, do not send confidential debtor information through regular email



Upload New TRIP Debt File

Debt files that contain 250 debtor transactions or less, select Upload New File on the TRIP Agency tile

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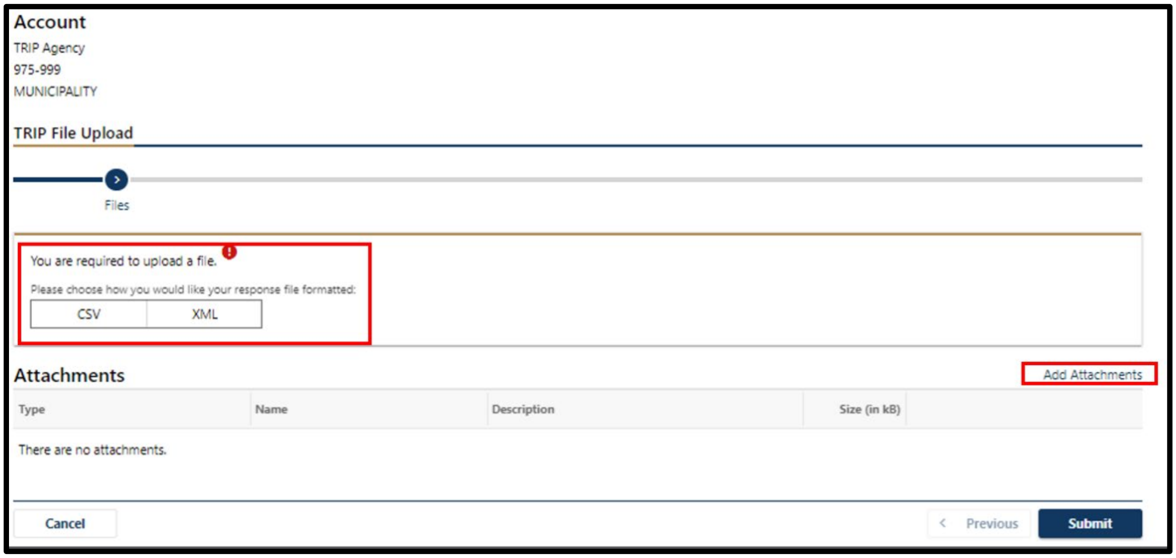
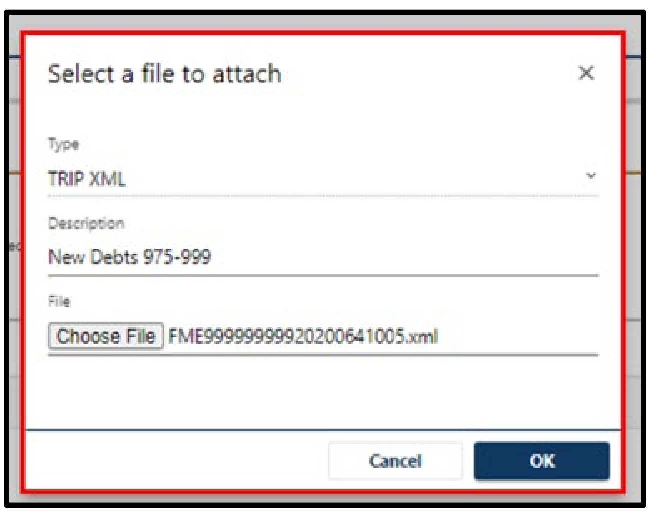
Select Add Attachments to add your file



Select a file to attach

- Enter a short file description
- Use the Choose File button to locate your file and select OK
- Select Submit and a confirmation verification will pop up, select OK
- A confirmation number is provided when the transaction is complete



Debt files that contain over 250 transactions:

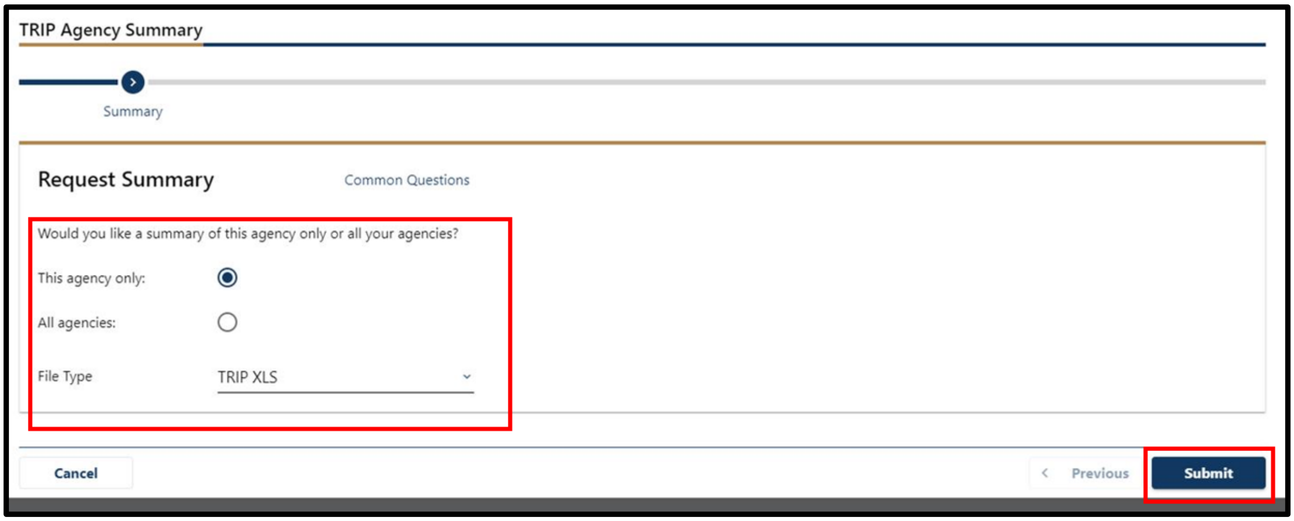
- Call (608) 264-0344 or email DORAgencyCollections@wisconsin.gov to create your Secure File Transfer Protocol (SFTP) folder
- Establish a secure connection to DOR through SFTP. Go to SFTP Instructions for instructions.

Review Reports and Messages

Agency Summary Report is a list of all active debtors for your agency

- Select Request Agency Summary on the TRIP Agency Summary tile
- Select a summary report for This agency only or, if you represent multiple agencies, All agencies
- Select the file type (most commonly TRIP XLS) and Submit
- The report request will be available within a few minutes in Messages or Action Center

Note: If you use Internet Explorer, you cannot save this file directly to your directory. To save, open the file and from the File menu select Save As.



Posting Notifications

- DOR will produce a weekly payment report called Posting Notification. This report tells you the debtor, the debt number, and amount received. The report is available every Wednesday for agencies with payments. The report will be sent according to your agency profile (SFTP folder or My Tax Account - Messages).

File Maintenance Response

- When a File Maintenance transaction file is received by DOR, a response file is generated.
- The File Maintenance Response is available the next business day after a File Maintenance transaction file is uploaded
- The response file will indicate if a debt was accepted or rejected
- If a debt is rejected, DOR will provide a Reason Code. The report will be delivered according to your agency profile (SFTP folder or My Tax Account - Mail)

Close Debt File lists debts that have been closed for intercept

- Debts will be closed for intercept when the balance is less than $20
- Debts will be closed for intercept when DOR has determined the Social Security Number to be a mismatch after accepting the original transaction
- The report will be created overnight on the first Tuesday of each month and delivered based on your agency profile (SFTP folder or My Tax Account - Messages)

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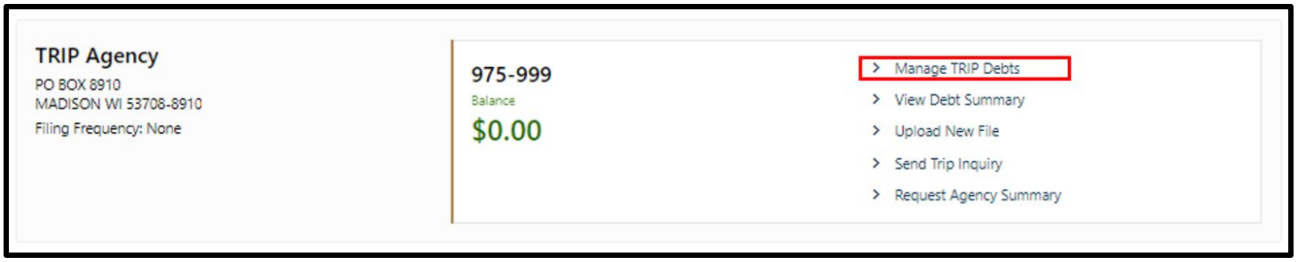
Manage TRIP Debts

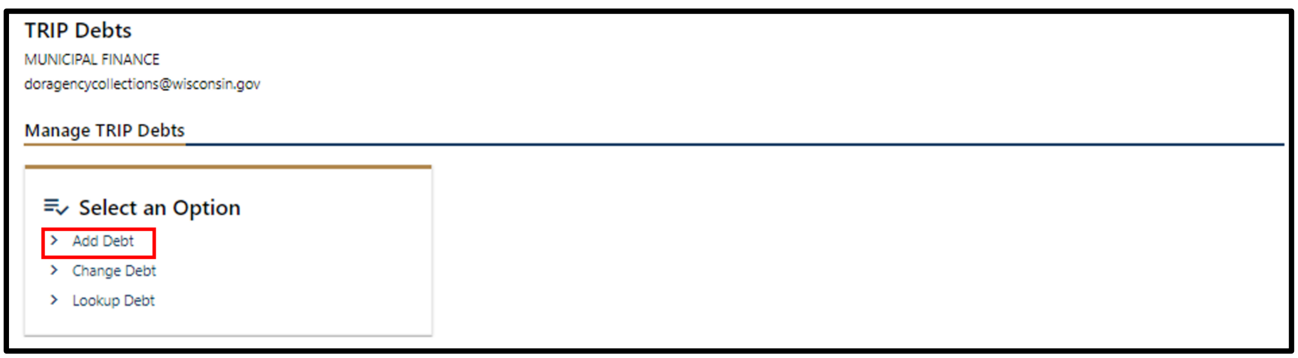
Select Manage TRIP Debts on the TRIP Agency tile to access options to manage debts

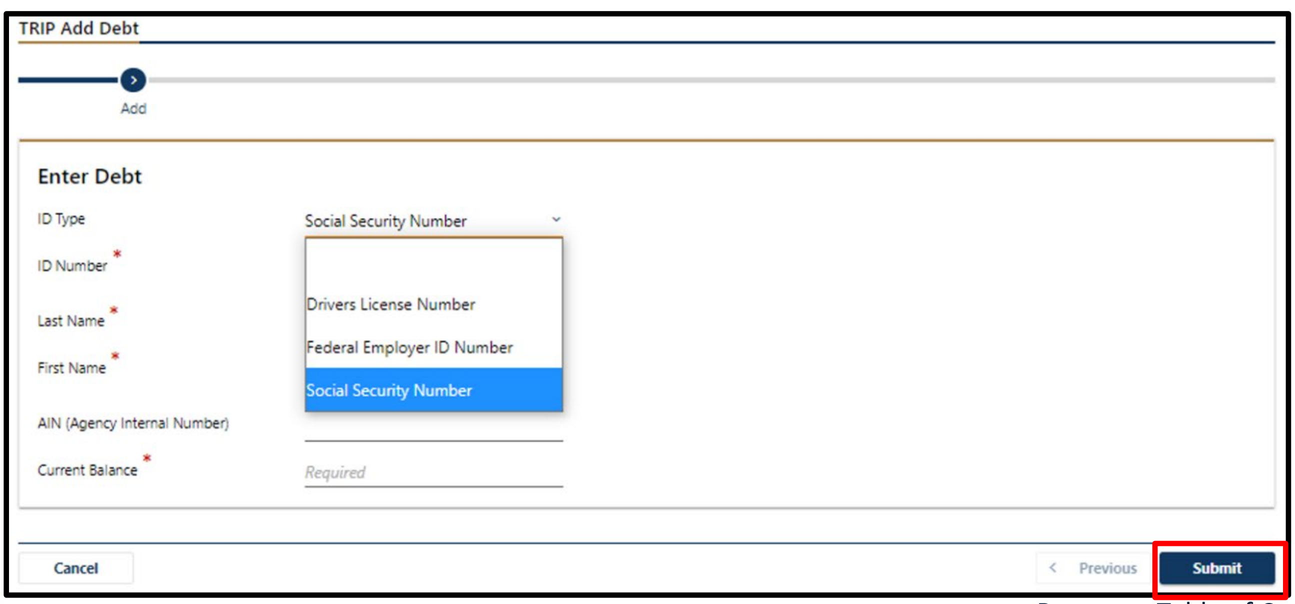


Add New Debt

Select Add Debt

- Choose the ID Type and Number, such as social security number (SSN), driver license number (DLN), or federal employer identification number (FEIN)
- If the debtor is a business, enter the name of the organization. If the debtor is an individual, enter their last and first name.
- Enter your agency internal number (AIN), or a unique number that is not an SSN, assigned by your agency to the debtor. This field is optional.
- Enter the current balance and select Submit. If there is an error the field will appear red.





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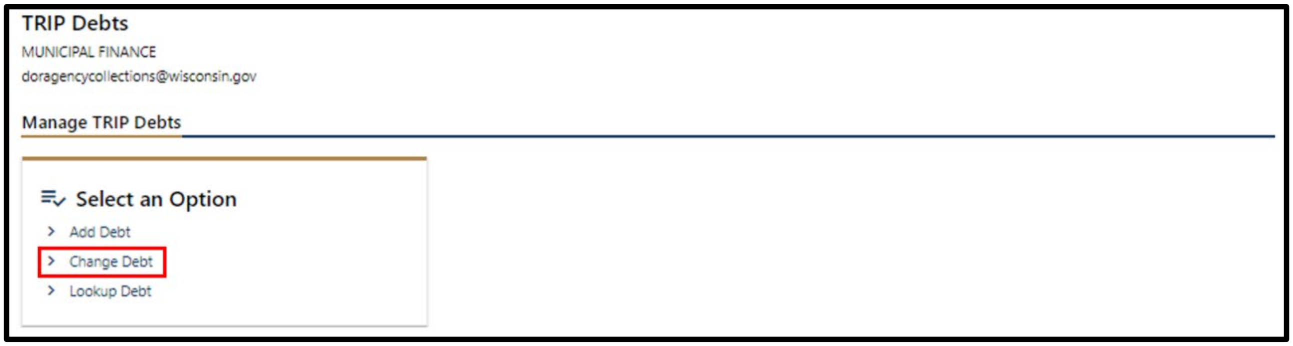
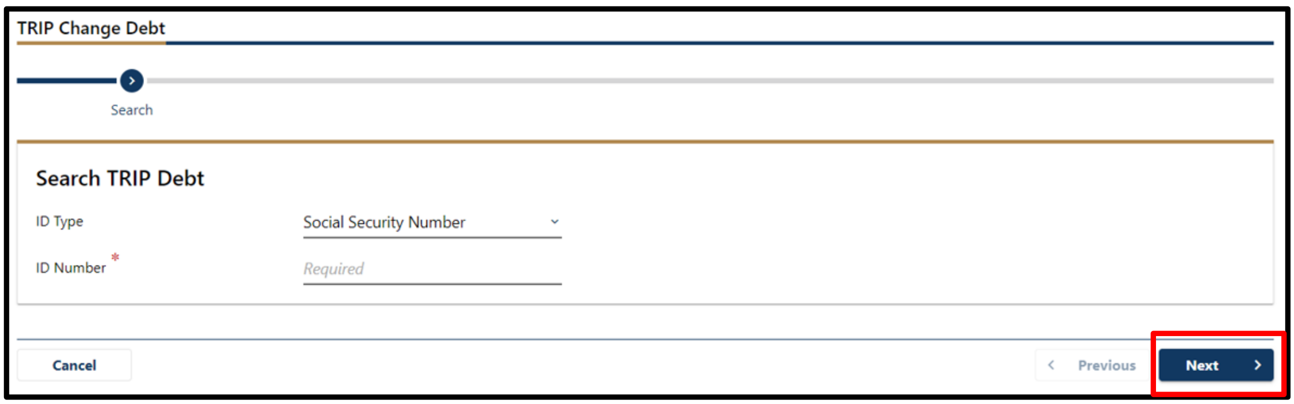
Change Debt

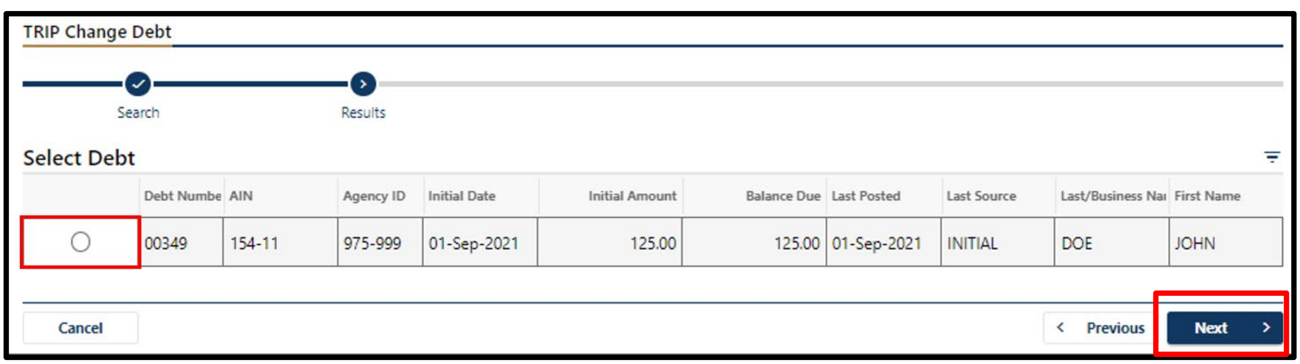
Select Change Debt



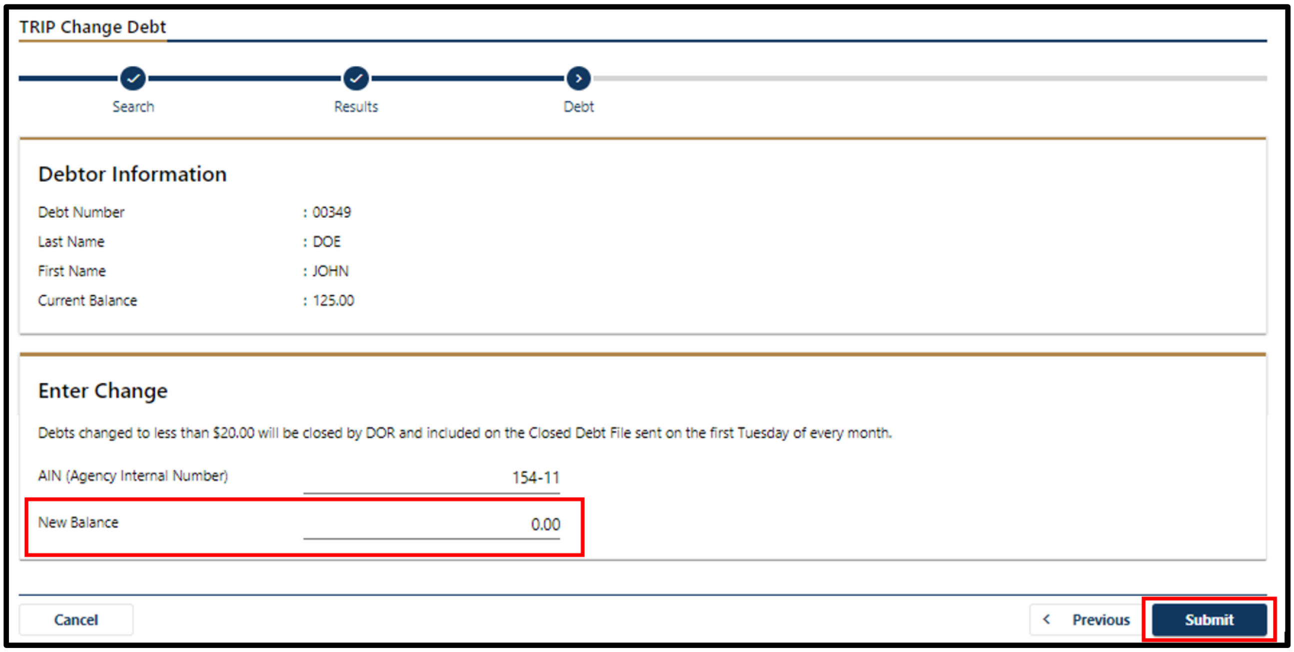
- Enter the ID type and ID number corresponding to the originally submitted debt. Use the same ID type and ID number you used when adding the new debt. For example, if you added the debt using the driver license number (DLN), your change request must use the DLN.
- Select Next



- Select the debt you want to change from the list displayed. You may only select one debt at a time.
- The debt number, name, and current balance are displayed. Select Next.



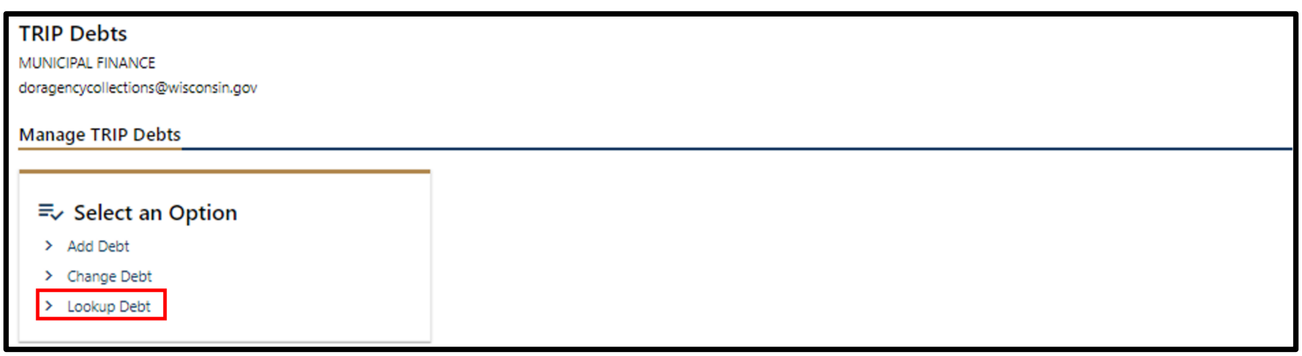
- New Balance defaults to $0.00. If you want to recall the debt, select Submit.
- To change the balance, enter the New Balance
- Submit and a confirmation verification will pop up. Select OK.
- A confirmation number is provided when the transaction is complete



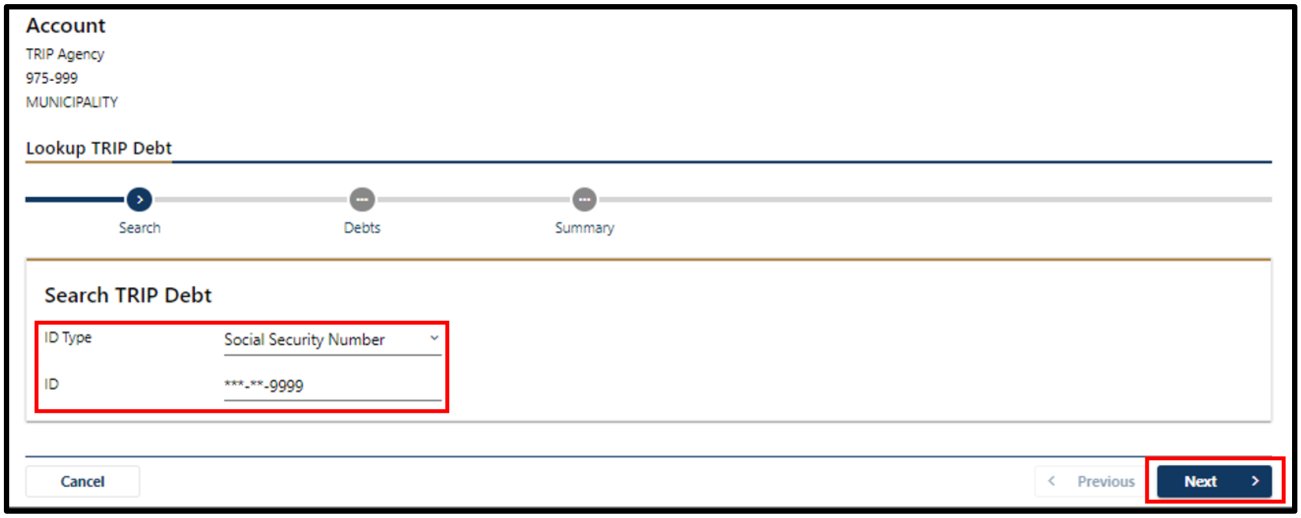
Note: You may increase a debt balance once every 30 days to accommodate for interest adjustments and cannot exceed 20%. You may decrease a debt balance multiple times per month to reflect payments or credits.

View Debt Summary

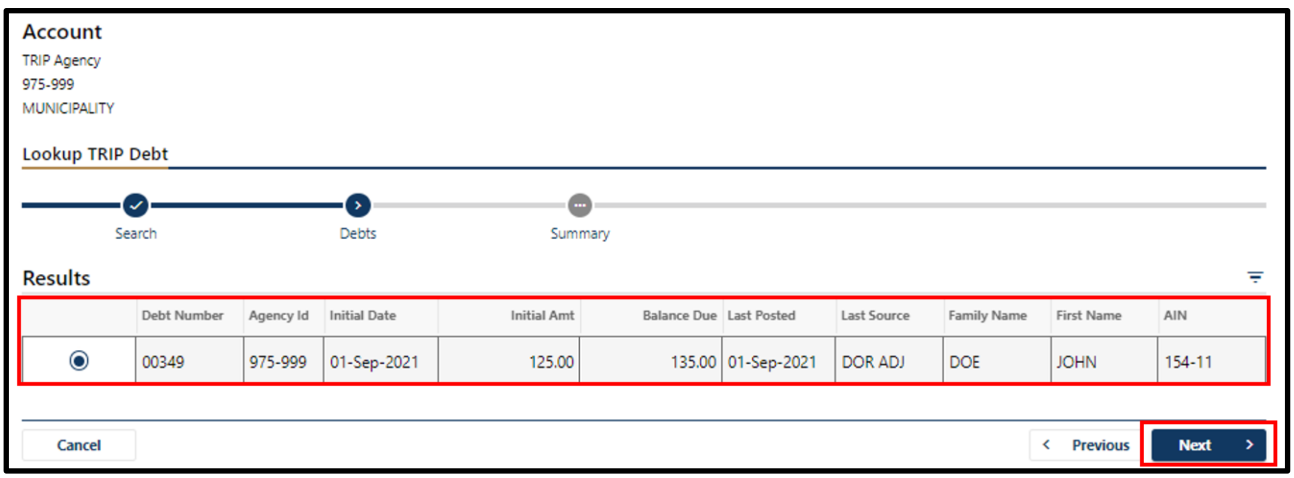
Select Lookup Debt under Manage TRIP Debts



- Enter the ID type and ID number that corresponds to the originally submitted debt. Use the same ID Type and ID number you used when adding the new debt. For example, if you added the debt using the DLN, your Debt Summary request must use the DLN.
- Select Next to get a list of all debts submitted for that ID from your agency

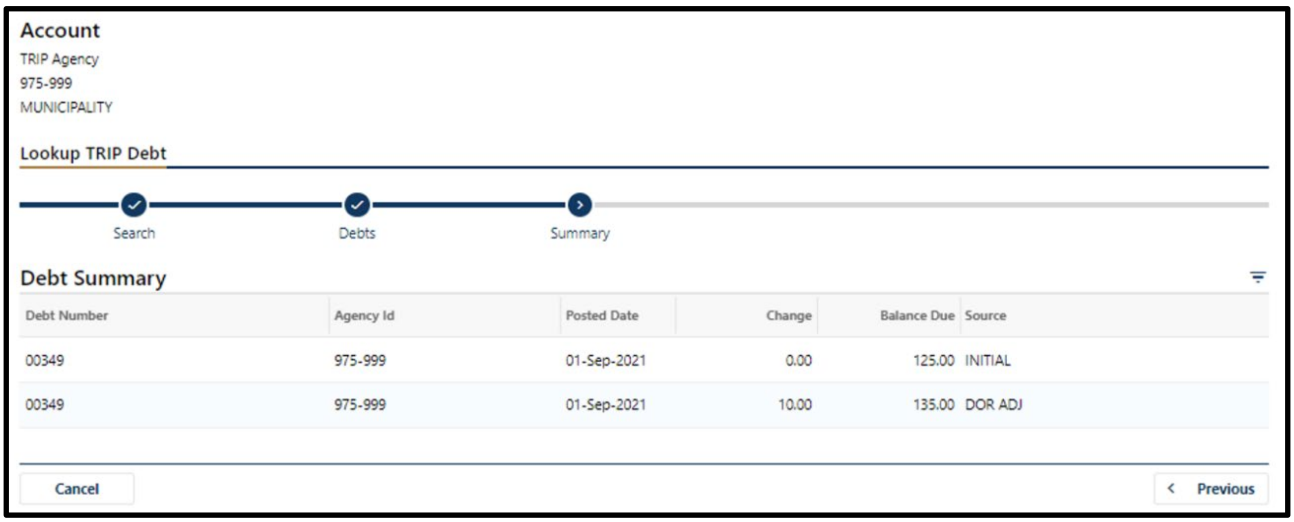


- Choose the debt you wish to review by selecting the radio button. Select Next.
- Debt Summary will display details on any balance adjustments of the debt since it was submitted



The following details will display:

- Posted Date: The date a transaction is applied to the selected debt
- Change Applied: The change in balance, either up or down, depending on the transaction. For example, if the debt balance is $500 and you submit a balance change to $300, the Change Applied is $200.
- Balance Due: The balance of the debt after a change is posted. The last row on this report would reflect the current balance.
- Source: The following are sources of a transaction:
  - Initial: Original debt submission
  - Agency Adjusted: A change submitted by the agency
  - DOR Adjusted: A change submitted by DOR
  - Refund: A refund intercepted and applied to a debt by DOR
  - Lottery: A Lottery payment intercepted and applied to a debt by DOR.
    Note: Intercepted lottery proceeds may only offset state agency debts.
  - Vendor: A state vendor payment intercepted and applied to a debt by DOR.
    Note: State vendor proceeds may only offset state agency and local government debts.


Account
TRIP Agency
975-999
MUNICIPALITY

Lookup TRIP Debt

Search — Debts — Summary

Debt Summary

Debt Number	Agency Id	Posted Date	Change	Balance Due	Source
00349	975-999	01-Sep-2021	0.00	125.00	INITIAL
00349	975-999	01-Sep-2021	10.00	135.00	DOR ADJ

Cancel　　Previous

Contact/Questions

We are always happy to help with any questions. For assistance, please contact WI DOR Agency Collections

Email: DORAgencyCollections@wisconsin.gov
Phone: (608) 264-0344
Mail: WI Department of Revenue
PO Box 8910
Madison, WI 53708-8910

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