



1. I received the link but I still can't access MyDORGov. What should I do?

Try accessing the system using another browser. For example, if you have issues using Edge, try copying and pasting the link into another web browser (ex: Chrome). Once you're authorized you won't need this link again. You may need to reauthorize if you sign on using a different computer, a different browser, or another email address.

2. I have a user profile, but I don't have an office summary granted by DOR. Does that mean I never requested an office?

That means the Wisconsin Department of Revenue (DOR) does not have your email address associated with an office. To correct this, request the office within MyDORGov. After DOR approves the request, you'll see the office listed under your profile.

3. Do I have to request access from the officeholder every year?

No, once your access request is approved, your access remains. However, if the officeholder changes and the new person has a different email address, you will need to request access from the new officeholder.

4. How do I print forms submitted by another user or a form I forgot to print?

In this case there are a couple options – you can:

- Use the historical filings page
- Request the PDF from the original submitter
- Email DOR using the contact link in the form and we can send you a copy of the form including the confirmation number

5. How do I know all the forms I have to complete and submit?

Visit our [Government E-services Online Filing](#) web page, which lists municipal and county forms with due dates and links to download the filing reminders to your calendar. When you click the form link to file, you'll be directed to MyDORGov to start filing. You can also [Subscribe to DOR E-News](#) to receive emails that include form filing deadlines.

6. Do you recommend removing CPA access for each filing year?

No, there is no harm leaving a CPA's access after you've set up the access. However, if you stop working with that CPA or change to another one, you will want to update the access.

7. Our administrative assistant for the police department needs access to TRIP, how does she get set up with that?

The TRIP program is administered by another DOR division. For more information, email TRIP@wisconsin.gov or DORAgencyCollections@wisconsin.gov.

8. I'm in finance and am authorized to file a number of forms on behalf of the clerk. I would like one of my staff to fill out the information. I would, then, review and file the actual report. How do I grant authorization for my staff to enter the data?

The clerk must grant that access to your staff. Your staff must set up their own MyDORGov profile and then click "Request Access" to file on behalf of the clerk. The clerk will then approve or deny the request.

9. Does MyDORGov automatically give me the forms that are needed for my village?

Yes, the form filing page will change during the year listing current and active forms to be filed. Some forms are optional or not required. You may contact us at lgs@wisconsin.gov to find out if a form is required.

10. Can I access the forms filed by the previous clerk even though we are not linked in DOR?

Yes, visit the historical filings page to see previously filed forms submitted to DOR from the past three years. The historical filings page is linked to your specific office or district.

11. I am a new clerk. I've been here for three months. How do I know what forms I need to have access to?

- Once your office is granted by DOR, you have access to all municipal clerk forms. Review your form filing page to see all the active forms and their due dates. The form filing page will change during the year listing current and active forms to be filed, so be sure to check back often.
- You can also view all our forms (active/inactive) on our [Government E-services Online Filing](#) web page

12. One issue I have noticed in the past is the email authorization link may go to your junk mail. The links won't work from junk mail. Move the mail from junk to your inbox and then follow the link.

Yes. This happens. Good tip!

13. What is the email address to send an email address update to?

Email us at lgs@wisconsin.gov with your updates.

14. Is there a way to know when the filed form has been reviewed? I would like to know when the Form CT is done being reviewed and there won't be any further questions.

No, there is no way to see if the form was reviewed. You can email us at lgs@wisconsin.gov and ask for a status update on your Form CT.

15. I am a brand-new clerk; how do I know what reports I am responsible for filing versus the treasurer. Does the treasurer have an account as well with different reports?

- To view your role's statutory forms and due dates, visit [Government E-Services Online Filing](#)
- Most forms are the clerk's responsibility; however, you and the treasurer may share filing responsibilities
- If you share, the treasurer should "request access" so they have access to file clerk forms

16. I am a new treasurer; will it show the forms the former treasurer filed or just the ones I have filed?

You can see the forms you filed as well as forms filed in the past three years on MyDORGov's historical filings page. The historical filings page is linked to your specific office or district.

17. Once a form is completed, is it removed from the forms list?

No, the form remains on the form filing page until the form is no longer active. We're working on an enhancement to better communicate the status of each form.

18. How do you print a form that has already been filed?

Go to your historical filings page to retrieve the submission and print a copy. To open a form, click the form name link.

19. We have had an email change and have attempted to submit the change. We now get some emails to the new email address and some to the old email address. How can I get this corrected so nothing is sent to the old email address?

- This is likely because the emails are coming from different places. DOR sends general emails using our e-news subscription lists. We also send emails out of internal systems to targeted users.
- Email us at slf@wisconsin.gov with your old and new email address and we should be able to take care of it for you
- If you receive an email to the old email address that was not sent by DOR, you may need to contact that agency to notify them of the email change.

20. The DOR website is not used by private employers as I am understanding this information – correct?

The DOR website revenue.wi.gov is used by private employees. MyDORGov is used by those who need to file forms on behalf of municipalities. CPAs or financial consultants (ex: Kerber Rose, Baker Tilly) can request access to file on behalf of municipal clerks.

21. I am a new clerk/treasurer; instead of requesting new access, I just edited the previous user info to be my information. Is this ok?

Yes, that is ok, as long as you are using the same email address as the previous officeholder. If you have a different email address, you must set up your own profile and request the clerk/treasurer office.

22. I don't see deputy clerk/treasurer office listed under office summary. What would we use for the new deputy?

Deputies must set up their MyDORGov profile and then click "Request Access" to file on behalf of the officeholder (clerk or treasurer or clerk/treasurer, whichever you have in your municipality).

23. If access is removed, does DOR send an email notice of this?

No, when a clerk or officeholder's email address changes this removes the access that person granted to others without any notification. Verify with the officeholder and submit a new access request if you need access to file on behalf of the new clerk. (Note: Most often, when an access is removed it is because the person is no longer employed with a municipality.)

24. I have been trying to add two staff members on as users. They do not show up on my list as users, even after trying to add them a while back. How do I fix it so they are authorized?

These users must first set up a MyDORGov profile. Then, they should be able to click "Request Access". This sends an email to the officeholder (you), for you to approve. Once approved, they should show up under your "Access to file on behalf of."

25. What is the email address to update email addresses?

Email at lgs@wisconsin.gov.