



My Tax Account User Guide

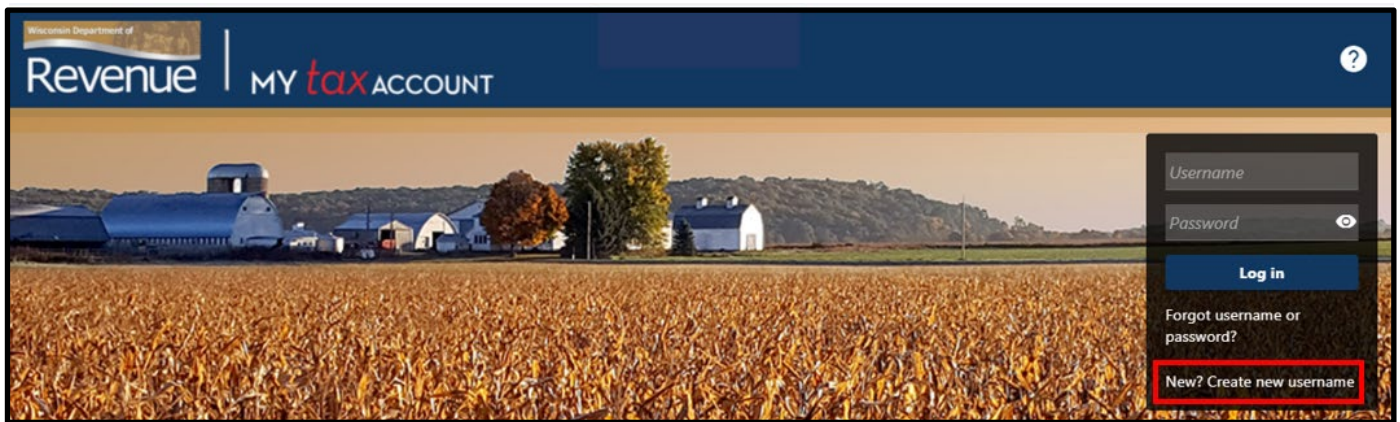
Tax Refund Intercept Program (TRIP)

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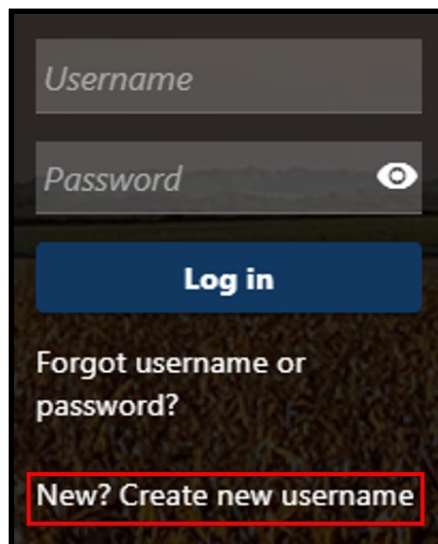
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New User Registration Process

From the Wisconsin Department of Revenues (DOR) [homepage](http://revenue.wi.gov) (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

New Registration

Logon Information

Enter Profile Information

Username * *Required* Your username must be between 5-20 characters and begin with an alphanumeric character.

Password * *Required* Passwords cannot be reused

Confirm Password * *Required* Minimum 8 characters

Secret Question * *Required* Passwords must contain both letters and numbers

Secret Answer * *Required* Passwords must contain both uppercase and lowercase letters

Confirm Secret Answer * *Required* Passwords must contain at least one special character

Profile Email Address * *Required* Your email address must be in a standard format and must not include the characters of "!" or "%". An acceptable email address format example: johndoe@business.com.

Confirm Email Address * *Required*

First and Last Name * *Required*

Phone Country

Phone Type * *Required*

Phone Number * *Required*

Are You a Third Party Preparer? No Yes



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

The screenshot shows the 'New Registration' process at the 'Customer Information' step. The progress bar indicates that 'Logon Information' is complete and 'Customer Information' is the current step. The form contains the following fields:

- Customer Information**
My Tax Account has Three levels of access: Master, Administrator, and Account Manager. The first user to complete an access request will automatically receive Master access. All subsequent users who request access will initially receive Account Manager access. The Master is able to manage access for all Account Managers. Additionally, the Master is able to promote Account Managers to Administrator access which will allow the logon to manage Account Managers as well.
- ID Type *** (Required): A dropdown menu.
- ID *** (Required): A text input field.
- Customer Last or Business Name *** (Required): A text input field.
- Customer Zip Code *** (Required): A text input field.

At the bottom right, there are two buttons: 'Cancel' and 'Next >', with the 'Next >' button highlighted by a red box.

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

The screenshot shows the 'New Registration' process at the 'Active Business' step. The progress bar indicates that 'Logon Information' and 'Customer Information' are complete, and 'Active Business' is the current step. The form contains the following elements:

- Customer Type**
- Are you an active business customer? *** (Required): A radio button selection with 'No' and 'Yes' options. The 'Yes' option is highlighted by a red box.
- Select "No" if you are one of the following:**
 - Registering for an individual income tax or homestead credit account
 - An individual registering your collection amount
 - Setting up a wage attachment account
- If you are a closed business and would like to reactivate, call customer service 7:45 am - 4:30pm, Monday - Friday (608) 266-2776.**

At the bottom right, there are two buttons: 'Cancel' and 'Next >', with the 'Next >' button highlighted by a red box.

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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

New Registration

Logon Information Customer Information Active Business Account Access

Account Access

Register for one tax type, for example: Withholding tax

If you are an agency registering for a Statewide Debt Collection (SDC) or Tax Refund Intercept Program (TRIP) account, do not enter any information on this screen. Select "Submit", then contact us as DORAgencyCollections@wisconsin.gov to complete your registration.

The Master logon may limit access to specific tax account types.

Tax Account Type

Cancel < Previous **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.

New Registration

Logon Information Customer Information Active Business Account Access

Account Access

Register for one tax type, for example: Withholding tax

If you are an agency registering for a Statewide Debt Collection (SDC) or Tax Refund Intercept Program (TRIP) account, do not enter any information on this screen. Select "Submit", then contact us as DORAgencyCollections@wisconsin.gov to complete your registration.

The Master logon may limit access to specific tax account types.

Tax Account Type

Cancel < Previous **Submit**

Confirmation

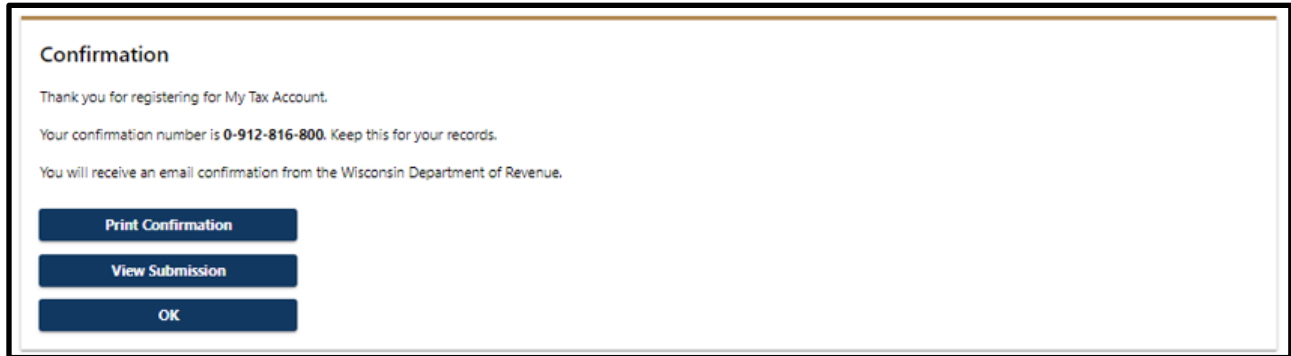
Each My Tax Account user is required to hold their own username and password. Do not share your My Tax Account username or password with anyone.

To complete My Tax Account registration, click "OK."

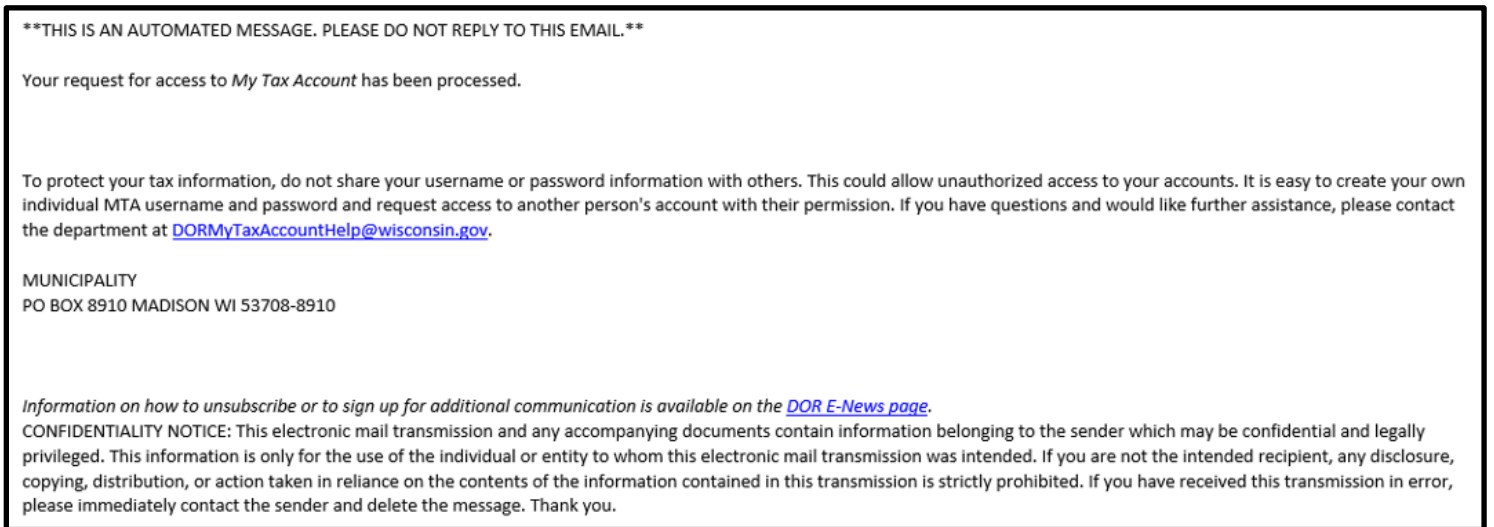
Cancel **OK** Submit



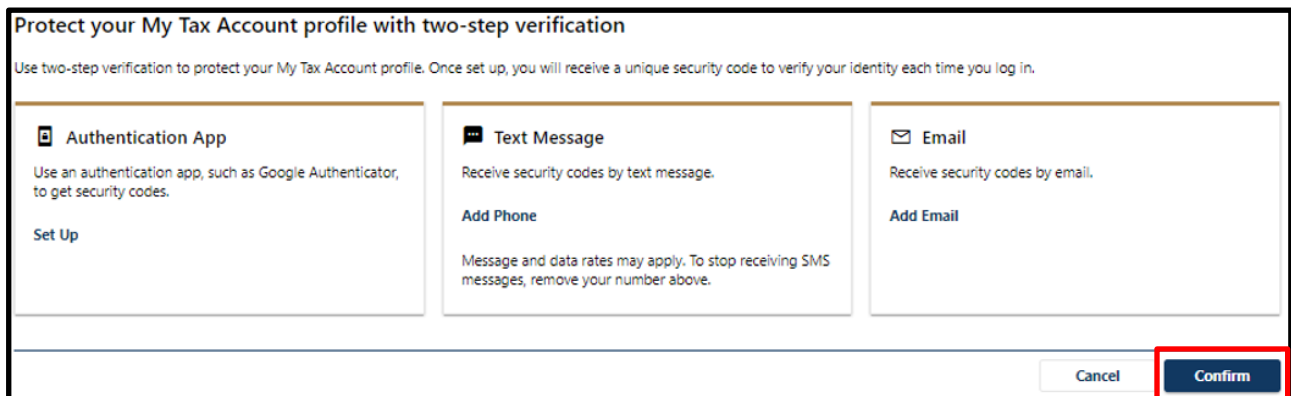
A page appears stating you created the account and confirmation will be sent by email



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:



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.

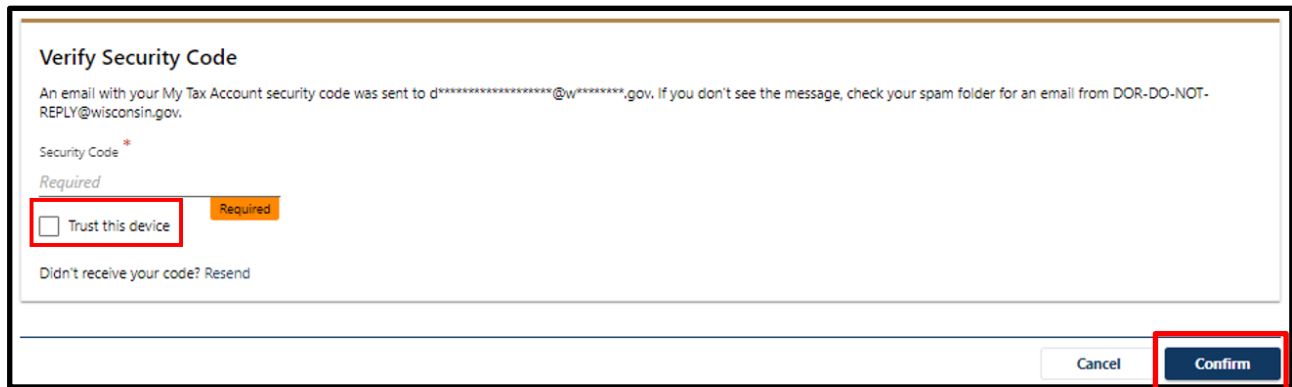


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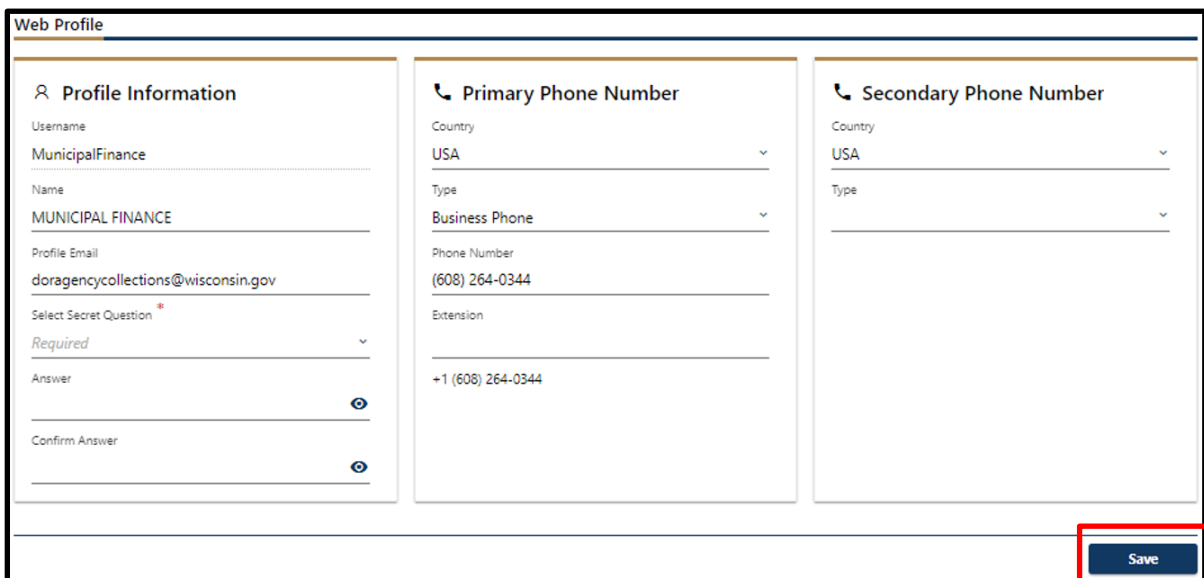
A page appears to Verify Security Code which was sent to your preferred method of two-step authentication. Enter the code you received and select Confirm.



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

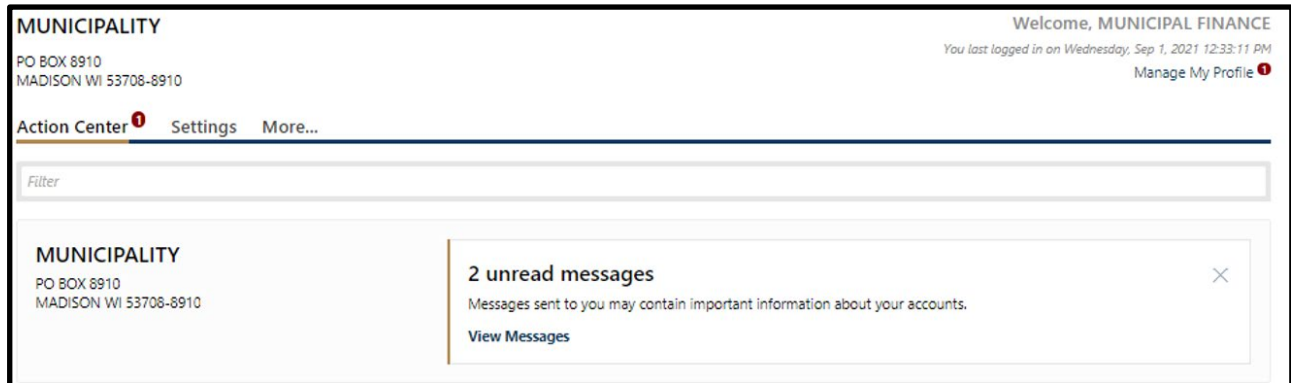


Update information on the Web Profile page, including an additional Secret Question and select Save when finished



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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.

The screenshot shows the 'Summary' tab selected in a navigation menu. The page header includes 'MUNICIPALITY' with address 'PO BOX 8910, MADISON WI 53708-8910' and a welcome message 'Welcome, MUNICIPAL FINANCE' with a login timestamp. The main content area is divided into two sections: 'SDC' and 'TRIP Agency'. Each section displays a balance of '\$0.00' for the '975-999' category and a list of actions such as 'Manage SDC Debts', 'View Debt Summary', 'Add New SDC', 'Report Payment', and 'Request Agency Summary'.

Action Center

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

The screenshot shows the 'Action Center' tab selected in a navigation menu. The page header and main content area are identical to the 'Summary' tab screenshot, but the 'Action Center' tab is highlighted in the navigation menu.

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

The screenshot shows the 'Action Center' tab selected in the top navigation bar. A notification card is displayed with the following details:

- MUNICIPALITY**
PO BOX 8910
MADISON WI 53708-8910
- 2 unread messages**
- Messages sent to you may contain important information about your accounts.
- [View Messages](#)

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

The screenshot shows the 'Messages' view with the 'Inbox' tab selected. The messages list is as follows:

Date	Subject	Account Type	Account ID	Period	Archive All	Filter
01-Sep-2021	Welcome to My Tax Account					Archive
01-Sep-2021	My Tax Account - Request for Access Processed					Archive

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

The screenshot shows the 'More...' tab selected in the top navigation bar. It displays two account management tiles:

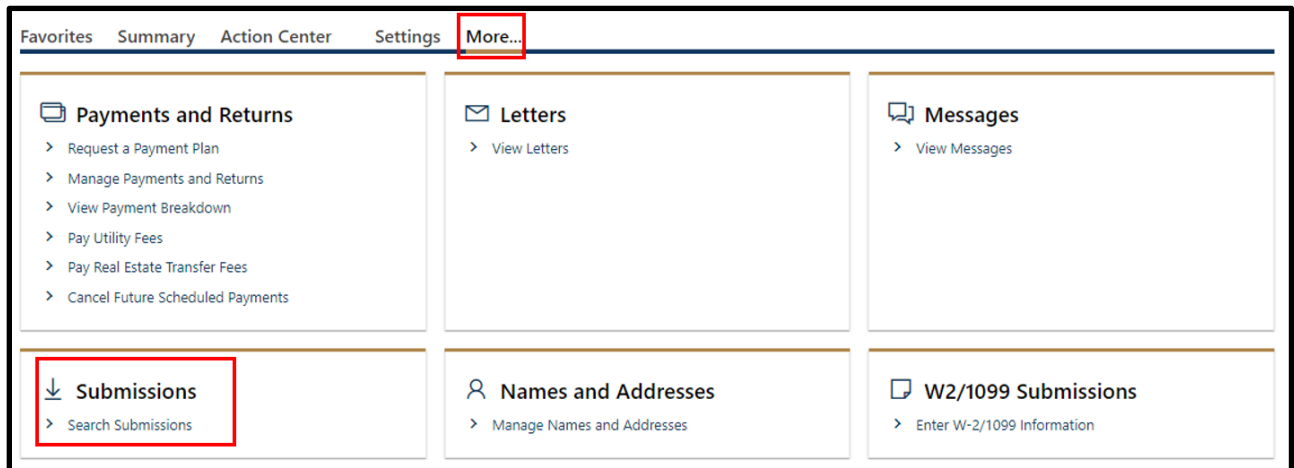
- SDC**
PO BOX 8910
MADISON WI 53708-8910
Filing Frequency: None
Balance: **975-999**
Balance: **\$0.00**
- TRIP Agency**
PO BOX 8910
MADISON WI 53708-8910
Filing Frequency: None
Balance: **975-999**
Balance: **\$0.00**

Each tile includes a list of actions:

- Manage SDC Debts
- View Debt Summary
- Add New SDC
- Report Payment
- Request Agency Summary

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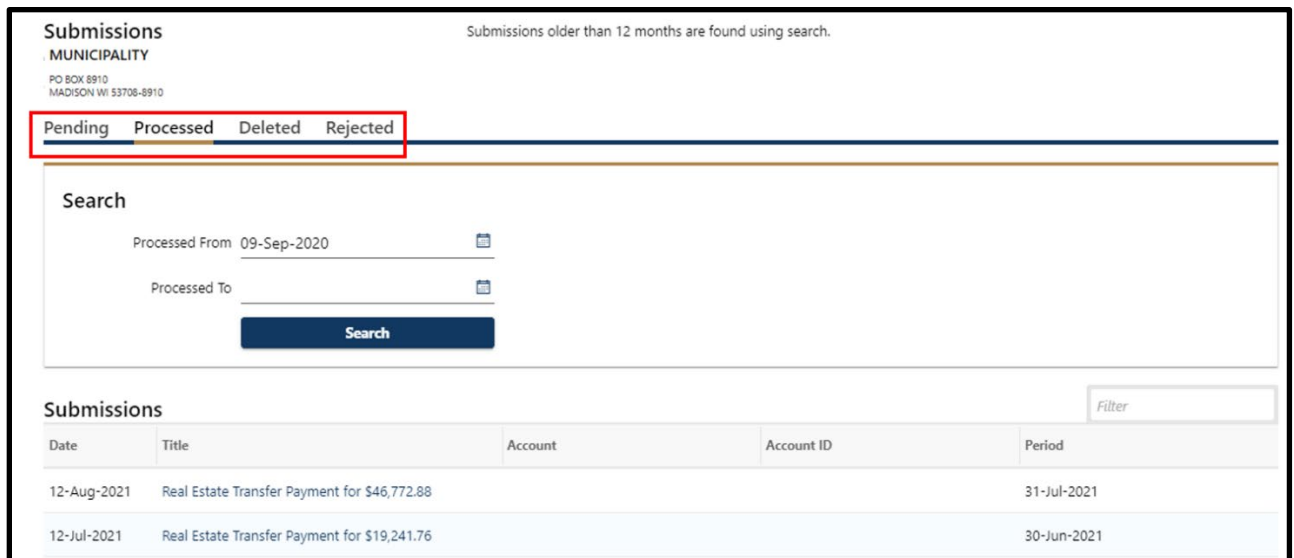
Submissions: Every action in My Tax Account is viewed as a submission. The Submissions tile provides a list of pending, processed, deleted and rejected submissions. You can also cancel pending requests, if necessary.



The screenshot shows the 'More...' menu in the My Tax Account interface. The 'More...' menu is highlighted with a red box. It contains several tiles: 'Payments and Returns', 'Letters', 'Messages', 'Submissions', 'Names and Addresses', and 'W2/1099 Submissions'. The 'Submissions' tile is also highlighted with a red box.

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



The screenshot shows the 'Submissions' page in the My Tax Account interface. The 'Submissions' page shows a search bar and a table of submissions. The 'Pending' tab is highlighted with a red box. The table has columns for Date, Title, Account, Account ID, and Period.

Date	Title	Account	Account ID	Period
12-Aug-2021	Real Estate Transfer Payment for \$46,772.88			31-Jul-2021
12-Jul-2021	Real Estate Transfer Payment for \$19,241.76			30-Jun-2021

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

Submissions Submissions older than 12 months are found using search.

MUNICIPALITY
PO BOX 8910
MADISON WI 53708-8910

Pending Processed Deleted Rejected

Submissions Filter

Date	Title	Account	Account ID	Period
09-Sep-2021	Add Debt - DOE	TRIP Agency	933-997	
09-Sep-2021	Add Debt - DOE	SDC	933-997	
02-Sep-2021	Real Estate Transfer Payment for \$24,294.24			31-Aug-2021

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

Account **Pending...** > Delete

TRIP Agency
Confirmation #
0-886-413-984
Submitted 09-Sep-2021 13:56:27

TRIP Add Debt

Add

Enter Debt

ID Type Social Security Number

ID Number ***-**-9999

Last Name DOE

First Name JOHN

AIN (Agency Internal Number) 2009999

Current Balance 27.00

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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.

The screenshot shows a web interface for 'Submissions'. At the top, there is a warning banner with the title 'Withdraw this Request?' and the text 'By clicking confirm, you are cancelling a pending action. Review your pending request before confirming.' Below this, the account details are shown: 'Account: TRIP Agency', 'Pending...' status, 'Confirmation #: 0-886-413-984', and 'Submitted 09-Sep-2021 13:56:27 by TRISHA ROWE'. A 'Delete' button is visible. The main section is titled 'TRIP Add Debt' and contains a form with fields for 'ID Type', 'Social Security Num', 'ID Number', 'Last Name', 'First Name', 'AIN (Agency Internal Number)', and 'Current Balance'. A modal dialog box is overlaid on the form, asking 'Are you sure you want to delete this submission?' with 'No' and 'Yes' buttons. The 'Yes' button is highlighted with a red box. A 'Previous' button is located at the bottom right of the page.

Manage My Profile

From the main page, select Manage My Profile

The screenshot shows the 'MUNICIPALITY' dashboard. At the top right, it says 'Welcome, MUNICIPAL FINANCE' and 'You last logged in on Wednesday, Sep 1, 2021, 12:33:11 PM'. A red box highlights the 'Manage My Profile' link. Below the navigation bar (Summary, Action Center, Settings, More...), there are two main sections: 'SDC' and 'TRIP Agency'. Each section displays the account name, address (PO BOX 8910, MADISON WI 53708-8910), filing frequency (None), and a balance of \$0.00. To the right of each balance are several management options: 'Manage SDC Debts', 'View Debt Summary', 'Add New SDC', 'Report Payment', and 'Request Agency Summary' for SDC; and 'Manage TRIP Debts', 'View Debt Summary', 'Upload New File', 'Send Trip Inquiry', and 'Request Agency Summary' for TRIP Agency.

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

The screenshot shows the 'Manage My Profile' page. At the top, it says '< MUNICIPALITY' and 'Manage My Profile'. Below that, it says 'MUNICIPAL FINANCE' and 'doragencycollections@wisconsin.gov'. A red box highlights the 'Profile' link in the navigation bar. The page is divided into two main sections: 'Profile' and 'Security'. The 'Profile' section includes fields for Name (MUNICIPAL FINANCE), My Email (doragencycollections@wisconsin.gov), and My Phone Number (+1 (608) 264-0344). The 'Security' section includes fields for Password (Last changed September 9), Secret Question (What street did you live on in third grade?), and Two-Step Verification Settings (Codes are sent via email).

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

< MUNICIPALITY

Manage My Profile

MUNICIPAL FINANCE
doragencycollections@wisconsin.gov

Profile Action Center **More...**

<h4>Manage Access</h4> <ul style="list-style-type: none">> Manage My Access> Manage My User's Access> Manage Other User's Access> Manage Third Party Access> Delete My Profile> Close Accounts	<h4>Request Additional Access</h4> <ul style="list-style-type: none">> Request Access to an Account> Request Access to a Third Party Account	<h4>Payment Sources</h4> <ul style="list-style-type: none">> Manage Payment Sources
<h4>Messages</h4> <ul style="list-style-type: none">> View Messages	<h4>Submissions</h4> <ul style="list-style-type: none">> Search Submissions	<h4>Logon Activity</h4> <ul style="list-style-type: none">> View Activity

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

The screenshot shows the MUNICIPAL FINANCE user interface. At the top left, it says 'MUNICIPALITY' and 'PO BOX 8910 MADISON WI 53708-8910'. At the top right, it says 'Welcome, MUNICIPAL FINANCE' and 'You last logged in on Wednesday, Sep 1, 2021 12:33:11 PM' with a 'Manage My Profile' link. Below the header are navigation tabs: 'Summary', 'Action Center', 'Settings', and 'More...'. The main content area has two tiles. The top tile is for 'SDC' with a balance of '\$0.00' and options: 'Manage SDC Debts', 'View Debt Summary', 'Add New SDC', 'Report Payment', and 'Request Agency Summary'. The bottom tile is for 'TRIP Agency' with a balance of '\$0.00' and options: 'Manage TRIP Debts', 'View Debt Summary', 'Upload New File', 'Send Trip Inquiry' (highlighted with a red box), and 'Request Agency Summary'.

Upload New TRIP Debt File

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

This is a close-up of the TRIP Agency tile from the previous screenshot. It shows the agency name 'TRIP Agency', address 'PO BOX 8910 MADISON WI 53708-8910', and 'Filing Frequency: None'. The balance is '\$0.00'. The options listed are: 'Manage TRIP Debts', 'View Debt Summary', 'Upload New File' (highlighted with a red box), 'Send Trip Inquiry', and 'Request Agency Summary'.

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:

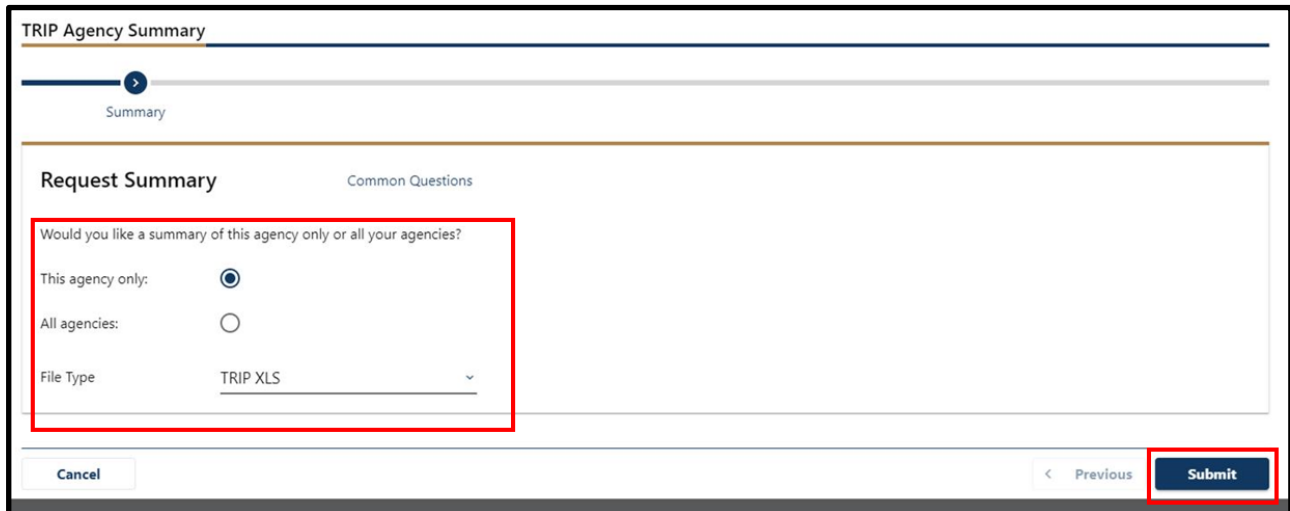
- Call (608) 264-0344 or email DORAgencyCollections@wisconsin.gov to create your Secure File Transfer Protocol (SFTP) folder
- Establish a secure connection to DOR through SFTP. Go to [SFTP Instructions](#) for instructions.

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.



TRIP Agency Summary

Summary

Request Summary [Common Questions](#)

Would you like a summary of this agency only or all your agencies?

This agency only:

All agencies:

File Type: TRIP XLS

Cancel < Previous **Submit**

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

TRIP Agency
PO BOX 8910
MADISON WI 53708-8910
Filing Frequency: None

975-999
Balance
\$0.00

- > **Manage TRIP Debts**
- > View Debt Summary
- > Upload New File
- > Send Trip Inquiry
- > Request Agency Summary

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.

TRIP Debts
MUNICIPAL FINANCE
doragencycollections@wisconsin.gov

Manage TRIP Debts

Select an Option

- > **Add Debt**
- > Change Debt
- > Lookup Debt

TRIP Add Debt

Add

Enter Debt

ID Type Social Security Number

ID Number *

Last Name *

First Name *

AIN (Agency Internal Number)

Current Balance * Required

Cancel Previous **Submit**

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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.

	Debt Number	AIN	Agency ID	Initial Date	Initial Amount	Balance Due	Last Posted	Last Source	Last/Business Name	First Name
<input type="radio"/>	00349	154-11	975-999	01-Sep-2021	125.00	125.00	01-Sep-2021	INITIAL	DOE	JOHN

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- 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

TRIP Change Debt

Search Results Debt

Debtor Information

Debt Number : 00349
Last Name : DOE
First Name : JOHN
Current Balance : 125.00

Enter Change

Debts changed to less than \$20.00 will be closed by DOR and included on the Closed Debt File sent on the first Tuesday of every month.

AIN (Agency Internal Number) 154-11

New Balance 0.00

Cancel < Previous Submit

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

TRIP Debts

MUNICIPAL FINANCE
doragencycollections@wisconsin.gov

Manage TRIP Debts

Select an Option

- > Add Debt
- > Change Debt
- > Lookup Debt

- 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

Account
 TRIP Agency
 975-999
 MUNICIPALITY

Lookup TRIP Debt

Search Debts Summary

Search TRIP Debt

ID Type Social Security Number

ID ***-**-9999

Cancel < Previous **Next** >

- 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

Account
 TRIP Agency
 975-999
 MUNICIPALITY

Lookup TRIP Debt

Search Debts Summary

Results

	Debt Number	Agency Id	Initial Date	Initial Amt	Balance Due	Last Posted	Last Source	Family Name	First Name	AIN
<input checked="" type="radio"/>	00349	975-999	01-Sep-2021	125.00	135.00	01-Sep-2021	DOR ADJ	DOE	JOHN	154-11

Cancel < Previous **Next** >

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 Depts 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