

## Electronically file (e-file) Manufacturing M-Forms Common Questions

### Wisconsin Access Management System (WAMS)

1. What is a WAMS User ID?
2. Why do I need a WAMS User ID?
3. How do I get a WAMS User ID?
4. Can I use one WAMS User ID for everyone in the company?
5. Why does it say my email address is already in use when I'm registering for a WAMS User ID?
6. When I try to log on, my account is locked. What do I do?
7. What if I forgot my WAMS User ID and/or password?
8. I'm not sure if I have a WAMS ID. How do I find out if I have one?
9. What if I need further assistance with WAMS?

---

#### **1. What is a WAMS User ID?**

The WAMS User ID is the Wisconsin Web Access Management System (WAMS) User Identification used for Wisconsin State Web applications.

#### **2. Why do I need a WAMS User ID?**

It allows authorized individuals access to the State of Wisconsin internet-based applications. You can use the same WAMS ID for all State Web applications, including the Wisconsin Department of Revenue Manufacturing Assessment System (e-file).

#### **3. How do I get a WAMS User ID?**

Go to [on.wisconsin.gov/WAMS/home](http://on.wisconsin.gov/WAMS/home), select Self-Registration and follow the instructions.

#### **4. Can I use one WAMS User ID for everyone in the company?**

No. Each person must register for his or her own WAMS ID to access the system. The WAMS User ID belongs to an individual, not to the property owner, business or current employer.

#### **5. Why does it say my email address is already in use when I'm registering for a WAMS User ID?**

This means you already have a registered WAMS User ID. To recover your WAMS User ID visit [on.wisconsin.gov](http://on.wisconsin.gov) and choose the "Account Recovery" option. Follow the instructions to recover your information.

#### **6. When I try to log on, my account is locked. What do I do?**

Visit [on.wisconsin.gov](http://on.wisconsin.gov) and choose the "Account Recovery" option. Follow the instructions to recover your information.

#### **7. What if I forgot my WAMS User ID and/or password?**

Visit [on.wisconsin.gov](http://on.wisconsin.gov) and choose the "Account Recovery" option. Follow the instructions to recover your information.

**8. I'm not sure if I have a WAMS ID. How do I find out if I have one?**

- Visit [on.wisconsin.gov](http://on.wisconsin.gov) and choose the "Profile Management" option
- Select the "Forgot your password? Is your account locked?" link
- Enter your email address
- If you have a WAMS ID, you will receive an email with instructions. Follow the instructions.
- If you do not have a WAMS ID, you will see an error message stating the email address you entered is invalid. You must then [register for a WAMS ID](#).

**9. What if I need further assistance with WAMS?**

Visit [on.wisconsin.gov](http://on.wisconsin.gov) FAQs or request help at [Help Wisconsin Support](#).

Last updated January 15, 2015