

Questions and Answers for Clerks and Fire Chiefs to Register for Wisconsin's Fire Dues On-line Application

Currently Registered for DOA/Wisconsin

You will need a separate Logon ID and Password for the Fire Dues Application since the other systems are all associated with different departments.

Registration - Step 1

It won't accept my choice of Logon ID and/or password:

Because there is more than one program using this system, someone else may have chosen your intended Logon ID. Please try adding a couple of numbers or other allowable characters/letters. You will also need to fill in the password choices again. The Department of Administration has rules for the password, please review them.

I am stuck on one screen:

The registration will stop until all fields pass validation (usually seen in **red**) or you have not clicked a button usually at the bottom of the screen such as: Accept or Submit.

What is the Secret Question?

You create the question and answer so that the password recovery process can verify your identity. A simple example of a Secret Question: **My first pet's name**; Answer: **Gus**.

I was unsuccessful in registering.

Look for instructions on how to complete the registration. Again, it is usually seen in **red**. Also, check if your spam filter blocked the e-mail from DOA. The From Line is noreply@wisconsin.gov; and the subject line is "Fire Dues Registration - Step Two."

Registration - Step 2

This step begins with asking if you are the Fire Chief. (Clerks, please click the "No" box. You will be asked on the next screen if you are the clerk.)

How do I choose my fire department, if I am a fire chief; or my municipality if I am a municipal clerk?

You will need to know the five-digit number associated with your fire department or municipality. In both cases the number starts with the County Code. DSPS uses the municipality number from the Department of Revenue. The Department of Safety and Professional Services assigns the FDID number. For example, Menominee County Code is 72. All other counties are alphabetical: Adams = 01, Ashland= 02, etc.

What if I am the fire chief of more than two fire departments?

The Fire Prevention Program will have to assist you. Click on the link in the gray box at the bottom of the screen that says: DSPSSBFireDues@wisconsin.gov and explain in an e-mail to us.

General

I do not have a computer or internet access (or I cannot use my work computer for this). Industry Services (IS) will **NOT** be sending out paper forms in the future. We suggest finding a computer with internet access that you can use. You might try other government agencies, schools, restaurants, coffee shops, public libraries, relatives, friends, etc. The time to register typically takes less than five minutes. The time to update your fire department's or municipality's information will vary. In January you will be able to fill out the Self-Certification Form (Deadline 4/1). It should only take a few minutes since it follows the format of the paper forms. We will be sending out e-mail reminders, so you would need to check your e-mail account occasionally.

We only have dial-up internet service.

That shouldn't be a problem. The programmers tested the system on dial-up. While it was a little slow, it was not a challenge. (There is nothing to download, so you shouldn't fear dial-up interruptions.)

I don't have an e-mail account for my fire department or municipality.

A lot of the clerks (and chiefs) use their personal email addresses. If you don't have an email address, you can create a new free email account (such as Gmail or Hotmail). The internet gives this information by searching for "setting up free email account."

Here is the link for setting up a "Gmail" account:

<https://www.google.com/accounts/NewAccount?service=mail&continue=http://mail.google.com/mail/e-11-10130f3114463f28b8cf104f4c2f4fe3c8f28b8fe6542507dc1a174a5a162d53c451e&type=2>

Here is the link for setting up a "hotmail" account:

<http://www.freeemailtutorials.com/windowsLiveHotmail/theNewHotmail/createNewHotmailAccount.htm>

It is important that IS can communicate with you electronically.

The 2% Fire Dues Self-Certification will be an electronic form beginning early 2011.