



DQA MISCONDUCT REPORTING SYSTEM: HOW TO SIGN UP

Department of Health Services / Division of Quality Assurance

P-02312 (01/2024)

The Division of Quality Assurance (DQA) Misconduct Reporting System is used by regulated entities to report allegations, incidents, and suspected occurrences of client abuse, neglect, and misappropriation, as required by federal and state regulations.

Accessing the Misconduct Reporting System requires a two-step registration process:

- (1) Creating a WILMS account with the Department of Administration (DOA) **Wisconsin Logon Management System (WILMS)**; and
- (2) Registration with the Misconduct Reporting System.

STEP 1: CREATE A WILMS ACCOUNT

If you know or believe that you may already have a WILMS ID, do not create another one. Many other Wisconsin government programs or agencies utilize the WILMS system to provide external users with access to online applications. **If you have an existing WILMS account but do not remember your ID or password, use the WILMS account recovery process to reactivate it rather than creating another account.** The account recovery process can be accessed by clicking on the “Logon ID/Password Recovery” link at the bottom of the [WILMS main page](#).

Note: Entities are advised to create a WILMS ID using an email inbox that is accessible to multiple staff. This will ensure that the account remains accessible in the event of staff departures or other changes.

- A. Access the [WILMS website](#) where you will be presented with the following screen:

The screenshot displays the Wisconsin Department of Administration (DOA) website. The header includes the Wisconsin state logo and navigation links: wisconsin.gov home, state agencies, and subject directory. Below the header is the text "Wisconsin Department of Administration" and a search bar. The main content area is titled "DOA/Wisconsin Logon Management System" and contains the following sections:

- User Acceptance Agreement**: A paragraph explaining that the system allows authorized individuals to access many DOA Internet applications using a single ID and password. It notes that when access to information or services is restricted to protect your privacy or the privacy of others, you will be asked to provide your DOA/Wisconsin Logon and password. Your DOA/Wisconsin Logon and password verifies your identity so that we can provide you with access to your information and services and prevent access by unauthorized individuals.
- Sign Up for your DOA/Wisconsin Logon**: A section with a link to "Self Registration" (Request a DOA/Wisconsin Logon and Password.) and a paragraph stating that Self Registration allows you to create your personal DOA/Wisconsin Logon. This is your key to doing secure business with DOA over the Internet.
- Change / Update Your Information**: A section with a link to "Profile Management" allowing you to change your account information, e-mail address and other information.
- Change Your Password**: A section with a link to "Password Management" allowing you to change your password.
- Forgot Your Logon ID or Password?**: A section with a link to "Logon ID/Password Recovery" allowing you to recover a forgotten DOA/Wisconsin Logon and/or Password.

At the bottom of the page, there is a footer with the text: "Updated February 9, 2011", "DET - Bureau of Business Applications Services", and "Content Contact: BBAS/BA". The footer also includes navigation links: Wisconsin.gov | Search | Legal | DOA Home.

On the right side of the page, there is a "Customer ID Menu" with the following links:

- Self Registration
- Profile Management
- Password Management
- Forgot your account information?
- User Acceptance Agreement
- SharePoint
- Registration Help

- B. Before accepting the terms of service, click the link for the “User Acceptance Agreement” to review the agreement.

Click the link for “Self-Registration.” Next click the button labeled “Accept” to accept the User Agreement.

The screenshot shows the 'Self Registration' page. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', and 'subject directory'. Below this is a blue banner with 'Wisconsin Department of Administration' and 'News | Search | Home'. A secondary navigation bar contains 'Main Menu | Help | FAQ'. The main content area is titled 'Self Registration' and includes a welcome message, a section for 'Requesting a DOA/Wisconsin Logon and Password', and instructions for starting the process. A 'User Acceptance Agreement' section is visible, with a scrollable text area and 'Accept' and 'Decline' buttons. A 'Customer ID Menu' sidebar on the right lists links for 'Self Registration', 'Profile Management', 'Password Management', 'Forgot your account information?', and 'User Acceptance Agreement'.

- C. Follow the self-registration instructions. Note that a red asterisk (*) on the “Account Creation” page indicates information that is required. Other information is optional and may be left blank. Under “Systems You Will Access,” select “**DQA Misconduct Incident Reports.**” This will enable the WILMS to notify DQA that you have created an account with the system and facilitate communication should you require assistance.

NOTE: The email address you enter under “Profile Information” is ONLY used for the WILMS account registration process. Unless you have separately provided the same email address to DQA, it will not be used for other purposes or stored in any other system.

The screenshot shows the 'Account Creation' page. It features a navigation bar at the top and a blue banner with 'Wisconsin Department of Administration' and 'News | Search | Home'. Below this is a secondary navigation bar with 'Main Menu | Help | FAQ'. The main content area is titled 'Account Creation' and includes a legend for required fields (*). The 'Profile Information' section contains fields for First Name, Middle Initial, Last Name, Suffix, E-Mail, Phone, Mailing Address, Street Address, City, State/Province, and Zip Code. The 'Systems You Will Access' section includes a dropdown menu with 'DQA Misconduct Incident Reports' selected and highlighted by a red box. Other options in the dropdown include 'HPLPSS', 'DHS PERCap', and 'Virtual workspace'.

YOUR WILMS ID MUST BE UNIQUE. Most commonly, logon IDs consist of some variant of the name of the provider/facility or the individual's name, such as the last name followed by the first and middle initials. However, if you attempt to create an account using an ID that has already been registered, you will be required to choose another ID. You may need to include numbers or special characters in your ID if you have a common name.

STEP 2: DQA WILMS ACCOUNT REGISTRATION

To register as a user of the Misconduct Reporting System, you must complete a registration survey with the online form, [DQA Misconduct Reporting System WILMS Account Registration, F-02426](#). The survey will ask you to provide the license/certification number of each provider/facility associated with your WILMS account(s).

Each entity or licensee using the Misconduct Reporting System may create and register up to two WILMS accounts for the purpose of submitting required reports online. For example, a corporate entity with multiple locations may choose to have one WILMS account for a corporate employee to submit reports for multiple facilities. A separate WILMS account may then be registered for each individual facility by an employee of that facility (e.g., administrator, compliance officer, Director of Nursing).

If you are unsure of your entity's license or certification number(s), you should consult the appropriate facility/provider directory on the DQA [Find a Health Care Facility or Care Provider](#) webpage.

UPDATING STAFF WITH ACCESS TO THE MISCONDUCT REPORTING SYSTEM

The individual using each account must be a current employee of the entity or the licensee. **Each entity is allotted two (2) WILMS ID associations in the DQA Misconduct Reporting System.** In the event of staff departures or other changes, certain information must be provided to DQA by the entity or licensee.

- A. In the event that a new staff person will be taking over the **same** WILMS ID in order to access the DQA Misconduct Reporting System, the entity or licensee must send an email to dhsdqamir@dhs.wisconsin.gov with the name of the departing staff person who will no longer be using the existing WILMS ID to submit reports. The password must also be updated whenever the existing WILMS ID is taken over by a new staff person by following the instructions under "**Change Your Password**" on the [DOA WILMS main page](#).
- B. In the event that a staff person leaves and their WILMS ID **will not** be taken over by a new staff person, the entity or licensee must send an email to dhsdqamir@dhs.wisconsin.gov and provide the name of the departing staff person and (if known) their WILMS ID so that their WILMS ID can be removed from the DQA Misconduct Reporting System.

QUESTIONS

WILMS Account

If you encounter problems while creating your WILMS account, need assistance with changing your password, or need assistance because your account is locked, email the **WILMS** HelpDesk at WILMSHelp@wisconsin.gov.

Misconduct Reporting System

If you have questions about or encounter problems accessing the system, email the **DHS** HelpDesk at helpdesk@wi.gov or call 608-261-4400 or 866-335-2180 (toll free). Please specify that you are requesting help with the Misconduct Reporting System.