



## DQA MISCONDUCT INCIDENT REPORTING (MIR) SYSTEM: HOW TO SIGN UP

Department of Health Services / Division of Quality Assurance

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The **Division of Quality Assurance (DQA) Misconduct Incident Reporting (MIR)** system is a secure, web-based system for DQA-regulated entities to submit the [Alleged Nursing Home Resident Mistreatment, Neglect, and Abuse Report \(F-62617\)](#) and/or the [Misconduct Incident Report \(F-62447\)](#) forms to DQA, as required by federal and state regulations.

Use of the MIR system to submit allegations of misconduct is required, unless you are unable to access the system. In that case, reports will be accepted via email at [dhscaregiverintake@wisconsin.gov](mailto:dhscaregiverintake@wisconsin.gov), fax, or postal mail.

Access to the DQA MIR system involves 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 **DQA Misconduct Incident Reporting (MIR)** system.

### STEP 1: CREATE A WILMS ACCOUNT

To use the DQA MIR system, you must first have an account with **WILMS**.

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](#).

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

The screenshot shows the DOA/Wisconsin Logon Management System website. The page has a blue header with navigation links: "wisconsin.gov home", "state agencies", and "subject directory". Below the header is a blue bar with "Wisconsin Department of Administration" and "News | Search | Home". A second blue bar contains "Main Menu | Help | FAQ". The main content area is titled "DOA/Wisconsin Logon Management System" and includes the following sections:

- User Acceptance Agreement**: Please note that only certain types of information will be stored in your user profile, as described in the [User Acceptance Agreement](#). Your user profile will never contain records such as driving history, tax information, unemployment compensation, vehicle registrations or prison records.
- Sign Up for your DOA/Wisconsin Logon**: [Self Registration](#). (Request a DOA/Wisconsin Logon and Password.)  
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**: [Profile Management](#) allows you to change your account information, e-mail address and other information.
- Change Your Password**: [Password Management](#) allows you to change your password.
- Forgot Your Logon ID or Password?**: [Logon ID/Password Recovery](#) allows you to recover a forgotten DOA/Wisconsin Logon and/or Password.

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DET - Bureau of Business Applications Services  
Content Contact: [BBAS/BA](#)

Customer ID Menu

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

Wisconsin.gov | Search | Legal | DOA Home

- 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 the 'Wisconsin Department of Administration' header with 'News | Search | Home' links. 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 containing 'DOA/WISCONSIN LOGON MANAGEMENT SYSTEM USER ACCEPTANCE AGREEMENT' and 'INTRODUCTION'. Below the agreement is a 'Printer Friendly Version' link and 'Accept' and 'Decline' buttons. On the right side, there is a 'Customer ID Menu' with 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 header with navigation links and a main title 'Account Creation'. A legend indicates that an asterisk (\*) denotes a required field. The 'Profile Information' section includes input fields for First Name, Middle Initial, Last Name, Suffix, E-Mail, and Phone, along with a note about the phone number format. Below these are fields for Mailing Address, Street Address, City, State/Province, and Zip Code. The 'Systems You Will Access' section instructs the user to highlight a system and shows a dropdown menu with 'DQA Misconduct Incident Reports' selected and highlighted by a red box. Other options in the dropdown include 'HILPSS', 'DHS PEDCap', 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 MIR WILMS ACCOUNT REGISTRATION**

To register as a user of the DQA MIR system, you must complete a registration survey. This survey can be accessed at <https://dhsapps.health.wisconsin.gov/DQAReporting/wilms>. 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 DQA MIR 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. You will receive a follow up email from DQA once your registration is complete.

The individual using each account must be a current employee of the entity or licensee. If reporting responsibilities are reassigned as a result of staff departures or other changes, the entity or licensee is to provide DQA with the name of the new staff person who will be using the WILMS account to submit reports by sending an email with the name of the individual to [dhsdqamir@dhs.wisconsin.gov](mailto:dhsdqamir@dhs.wisconsin.gov). The password created by the previous account user should also be changed by following the instructions under "**Change Your Password**" on the [DOA WILMS main page](#).

## **QUESTIONS**

If you have questions or encounter problems while creating your WILMS account, contact the Office of Caregiver Quality at 608-261-8319 or email [dhsdqamir@dhs.wisconsin.gov](mailto:dhsdqamir@dhs.wisconsin.gov) for assistance.