



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

Department of Health Services / Division of Quality Assurance

P-02312 (01/2020)

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 dhscairegiverintake@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](#).

Note: It is the recommendation of DQA that each entity creating a new WILMS ID for access to the MIR system create that WILMS ID using a general email box that can be accessed by another staff person in the event of staff departures or other changes. For example, an entity may choose to register for a WILMS ID using the entity’s general email of info@regulatedentity.com that can be accessed by a future staff person rather than registering a WILMS ID under an individual staff person’s direct email address.

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

The screenshot shows the Wisconsin Department of Administration website. The header includes navigation links for 'wisconsin.gov home', 'state agencies', and 'subject directory'. The main navigation bar contains 'Wisconsin Department of Administration' and 'News | Search | Home'. Below this is a 'Main Menu | Help | FAQ' link. The main content area is titled 'DOA/Wisconsin Logon Management System' and contains 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.

At the bottom of the page, it says 'Updated February 9, 2011' and 'DET - Bureau of Business Applications Services'. The footer contains '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 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 on 'Starting the Self Registration 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 header with navigation links and 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 '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 MIR WILMS ACCOUNT REGISTRATION

To register as a user of the DQA MIR system, you must complete a registration survey with the online form, [DQA MIR 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 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.

UPDATING STAFF WITH ACCESS TO DQA MIR

The individual using each account must be a current employee of the entity or the licensee. **Each regulated entity is allotted two (2) WILMS ID associations in the DQA MIR 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 MIR 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 MIR 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.

MIR System

If you have questions about or encounter problems accessing the MIR 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 MIR system.