

## WAMS and DNR Switchboard Registration Instructions

Below are detailed step-by-step instructions for obtaining a WAMS Wisconsin User ID and requesting access to the DNR Switchboard.

### **Start at the Switchboard Registration Steps Webpage**

1. Go to the webpage <http://dnr.wi.gov/environmentprotect/switchboard/sbregistration.html> or start at the DNR homepage at <http://dnr.wi.gov> and then follow these sidebar links to the switchboard registration page: “Environmental Protection”, “Environmental Business Switchboard”, and “Switchboard Registration”.
2. If you do not currently have a WAMS Wisconsin User ID, you will need to create one. If already have a WAMS ID, you can proceed to step 3 on the registration page: request access to the switchboard (step 19 on these instructions). You may log into profile management on this webpage to verify that your WAMS ID is valid: <https://on.wisconsin.gov/WAMS/home>
3. In order to register for a WAMS Wisconsin User ID, you will need a unique email address. Shared email addresses, such as those that are used by several people at a facility must not be used. If you do not currently have a unique email address, there are several free email services that you can sign up for online such as gmail.com or hotmail.com.
4. Once you have a unique email address, you can proceed to step 1 on the webpage “Create a WAMS Wisconsin User ID.”

### **Creating a WAMS Wisconsin User Id (step #1)**

5. Click on the link in step 1. Notice that the registration process consists of two parts:
  - a. Part One- Requesting a Wisconsin User ID and Password
  - b. Part Two- Activating your account.
6. Read the User Acceptance Agreement and then click on “Accept” at the bottom of the page to agree to the terms of the usage policy.
7. Complete the self-registration form. Enter information about yourself in the Profile Information section. We recommend that you only complete the required fields indicated by the red asterisk. Make sure that you enter your email address exactly as it is, taking into account punctuation, etc. For example: john.smith@facility.com.
8. Next in the Account section, create a User ID and password. You cannot share your User ID with anyone else. If the User ID you propose is already in use, the system will ask you to choose another. Your Password must be between 7-20 characters and **MUST** contain a combination of letters and either numbers or special characters.
9. Write down your User ID and password. You will need to remember them for later on.
10. Now proceed to the Account Recovery section. You will need to think of a secret question and answer, in case you ever forget your User ID or password. There is a link that you can click on for some good suggestions on what type of question to ask. Make sure that your secret answer is typed in a way that you could remember it and will be able to re-type it exactly as it is at a later time.
11. After completing all of the required information, click on the “Submit” button.

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12. There will be a pop-up window asking to confirm that your email address is correct. If it is correct, click on the ok button.
13. A page should appear stating that you are ready to proceed to Part Two of the registration process. If you missed any required information or typed something incorrectly, a message will appear at the top of the form listing the corrections that need to be made before proceeding.
14. In part two of the registration process, a message will be sent to your email account with a link to activate your new account, usually within a few minutes. Note: **You must activate your ID within four days or your account will be deleted and you will need to start the self-registration over.**

### **Activating Your WAMS Wisconsin User Id (step #2)**

15. Part Two: Open your email account. You should have an email from WAMS@Wisconsin.gov. Follow the instructions in the email and click on the link in the email to activate your account.
16. This will open the WAMS Login page. Type in your User ID and password exactly as you created them. Click on the “Login” button.
17. A screen will appear stating that you have successfully created and activated a WAMS Wisconsin User ID.
18. Now return to the Switchboard Registration Page by clicking on the “Previous Application” link at the bottom of the screen.

### **Requesting access to the DNR Switchboard (step #3)**

19. Click on the link in Step 3 “Switchboard Registration form.”
20. This will open the Electronic Business Partnership page. Please read the page and click on “Accept” to agree to the terms and to continue with the registration process.
21. Next enter your Contact Information. You are required to fill in all of the fields that are **bolded**. Enter your name and your work contact information. Be certain to enter your WAMS Wisconsin User ID exactly as you created it. We do not need your password (the password is only for you to know and should not be shared with anyone). A comment field is provided for any additional information you wish to share, such as staff turnover, etc.
22. Now enter information about the facility you work for in the Facility Location section. Please note that we are asking for the location address, rather than the postal address. If you are responsible for more than one facility, you will need to file a registration for each facility. However, you can use the same WAMS Wisconsin User ID for each.
23. In the Electronic Role Information section, check any roles that apply to you. Be sure to check at least one role.
24. Click on the “Send” button.

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25. A page will appear with the information you have submitted. You will need to print this page, sign it, and mail it in order to complete the registration process. **We cannot complete the registration process without this signed paper copy.** Please mail immediately to the following address:

SWITCHBOARD REGISTRATION - SS/7  
WI DNR - SCIENCE SERVICES  
PO BOX 7921  
MADISON WI 53707-7921

Please allow 2-3 business days for DNR staff to process your registration and connect you to the Switchboard.

If you encounter problems with the Wisconsin User (WAMS) Id or Switchboard Registration process, contact the Switchboard Registration Helpdesk at [dnrswitchboard@wisconsin.gov](mailto:dnrswitchboard@wisconsin.gov) or (608)267-3123.