

HOW TO: Set-Up and Use DVR's Scanning Methods **(Revised: October 2016)**

General Information

Reports are automatically attached to IRIS using the new URL and new Fax Number scanning methods. The benefits to this process include but are not limited to the following:

- Improving accuracy of the reports
- Improving timeliness of the reports being attached to the case file
- Reducing time and paper usage

Reports with headers can be found via this link:

http://dwd.wisconsin.gov/dvr/service_providers/sample_reports/default.htm

Best Practices:

- Double check the IRIS number for accuracy. Do not enter all "0s" if the IRIS number is unknown or enter the purchase order number instead of the IRIS number.
- Please use the correct form for the correct service
- Do not use a cover letter
- Do not tamper with header (font, spacing, size, etc.) or add any text and/or logos above the header
 - Make sure to use the correct abbreviated Service Provider name your company created. • The abbreviation (up to 10-characters) can be found under the Details tab in the Service Provider Portal.

Instructions on how to use the URL: Preferred Method

1. Set-up access to the Service Provider Portal
 - a. The main contact and any personnel assigned administrator role can log into service agreement to verify that scanning role has been assigned to personnel within each individual personnel profile.
 - b. The Main contact or personnel with Administrator role should verify that all required training dates have been entered for personnel in need of scanning access, and that DVR has a copy of the criminal background check report for personnel recently added to the service agreement.
 - c. If the personnel submitting reports DOES NOT have access to the portal: i. Request registration by going to this site <https://webapps.dwd.state.wi.us/dvrserviceprovider/> and "create an account".
 - ii. Follow the prompts to complete the request. Please note that registration is not complete until personnel receive the following message after hitting the submit button found on the second & final registration page:

Service Provider Registration Request is Pending

Your registration request has been submitted for DVR staff to approve. A DVR representative will contact you when the registration process is completed.

iii. The main contact should provide the name(s) of personnel to the DVR Contract Specialist prior to the request being submitted.

2. Access the report upload site by going to this link: <https://dwd.wisconsin.gov/DVRFileUpload/Upload.aspx> and entering your service provider portal credentials. **Note: You may need to enter the prefix 'WIEXT'** before username to login.

3. Once the personnel logs in, the site should look like the image below. Click "browse" to choose the document for submission and click "upload file". **A confirmation will pop-up on screen upon successful submission.**
4. Reports with headers –or- without headers can be sent via URL. a. The URL is a hybrid of the current and new fax system. **The URL can accept both a report with/without a header.**

The screenshot shows the 'DWD DVR File Upload' web interface. At the top, there is a blue header with the 'STATE OF WISCONSIN DWD' logo and the text 'Department of Workforce Development' and 'DWD DVR File Upload'. Below the header, the main content area is titled 'DWD DVR File Upload'. It contains a light blue box with 'Upload Instructions:' and a numbered list: 1. Make a selection of Document type. 2. Press 'Browse...' to select file(s). 3. Press 'Upload File' to send file to DWD. Below the instructions, there is a 'Document Type:' section with two radio buttons: 'Document has header fields' and 'Document does not have header fields'. Underneath is a 'Select File:' label followed by a text input field and a 'Browse...' button. At the bottom of the form is an 'Upload File' button.

*****Please note that the URL can accept up to 4MB/document.** Check your settings to ensure that you are not exceeding the maximum storage upload. If your document is higher than 4MB, refer below for some tips to decrease storage: (If this does not help, please reach out to your local IT Department.)

Best Tips

- Use black and white mode
- Reduce the DPI setting on software/hardware (ex: 200 DPI)
- Adobe Acrobat can be used to compress existing PDF files

Instructions on how to use the new Fax Number: 608-327-6014

1. No special set-up is required.
2. Only reports **WITH** headers can be faxed to this number.
3. Fees may apply as it is a 608 area code.

Instructions on how to use the current Fax Number: 888-693-3479

1. No special set-up is required.
2. Only reports **WITHOUT** headers can be faxed to this number.
3. This method does not charge a fee.

Note: Reports are manually attached to IRIS using this method.

Troubleshooting Your DWD/Wisconsin Logon Account:

1. If you are unable to access the URL scanning feature due to username/password issues, please go to <https://www.dwd.state.wi.us/accountmanagement/default.aspx> "Forgot Your User Name or Password" section found on this website to see if you are able to reset your password.
2. Once you have reset your password, please return to <https://dwd.wisconsin.gov/DVRFileUpload/Upload.aspx> and attempt to logon with user name and newly-created password.
3. If you are still unable to access the URL scanning feature, please contact the DWD IT Solutions Center at 608-266-7252.

DVR Scanning Methods Flow Chart:

