

LICENSE SALES AGENT USER GUIDE

HUNTING AND FISHING LICENSE GUIDE FOR AUTHORIZED DNR LICENSE
SALES AGENTS



WI Department of Natural Resources
Box 7921
Madison, WI 53707

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PUB-CS-073-2025



Go Wild Authorized Sales Agent (ASA) User Guide

Table of Contents

Equipment Introduction and Troubleshooting	3
Welcome to the Go Wild DNR license sales system. The following is your Agent User Guide for the operation of the Go Wild system and the sales of DNR license products to our mutual customers. Please note: The information in this training guide can also be found on the Agent Corner Training website located on your sales kiosk:	3
Assigned Equipment	3
Main Kiosk	3
Equipment Setup	3
Power and Restart	5
Connecting to the internet	5
The Printer	7
The Scanner	8
General system troubleshooting	8
Logging into the System	9
Agent Sign-In Page	9
Sales Home Screen	9
Searching for a customer record	10
Scanning an ID	10
Manual Searching	10
Create a New Customer Account	11
Updating a Customer Record	12
Verify Personal Information	12
Verify Customer Residency	13
Navigating the Customer Catalog	13
Customer Information area	13
License selection	14
License Add-Ons	14
Shopping Cart and Checkout	14
Donations	15
Payment Confirmation	15
Customer Signature	15
Printing the License Documents	16
Creating Staff User Accounts	17
Removing Staff User Accounts	18
Resetting your password	19
Ordering Hunt/Fish Regulations	20
Reprinting a license	21
Voiding a license	22
Reports and Sales History	23
Agent Responsibilities	25
Contract Summary	25
DNR Help and Support	26
Agent Support Line	26
Agent Corner Training site	27
Business Support Specialists	28

Equipment Introduction And Troubleshooting

Assigned Equipment

Below is a list of the items the DNR supplies to an Authorized Sales Agent (the boxed items on the left and the finished system on the right). Your equipment should remain assembled as shown below, and should not be taken apart, have pieces removed, or items replaced without permission from the DNR.



- A. Kiosk with Dual Monitors
- B. Handheld Scanner
- C. Printer (shipped separately)
- D. Kiosk Power Cord Brick
- E. Black USB Printer Cable
- F. Gray Network Cable
- G. Surge Protector/Power Strip



Main Kiosk (With Dual Facing Monitors).

Your kiosk is equipped with a PCi; base and two attached touch screen monitors. The larger monitor faces you while the smaller monitor faces the customer. The monitors are designed to “mirror” each other. What you see on one monitor, you also see on the other. This kiosk must be placed in a location where the customer has access to sign the small screen at the end of a license transaction.



Agent facing monitor



Customer facing monitor



Side view

Equipment Setup

1. Carefully remove **Kiosk (A)** from the foam packaging. Remove any plastic and paper protectors. Please refer to the below image which shows the ports located on the base of the **Kiosk (A)**.



2. Attach gray **Network Cable (F)** to the RJ-45 port on the base of the kiosk (see image above). Attach other end of the cable into your location's network device (router, modem, etc).
 - a. If the included network cable is not long enough to support your equipment setup at your chosen location, you may use your own longer network cable.
 - b. Wired internet is preferred, but if wireless internet is your only option, the network cable is not required. Please see attached sheet for Wi-Fi set up instructions once you reach step 12 below.

3. Attach **Power Brick Cable (D)** to **Power Connector Port** (see step 1).

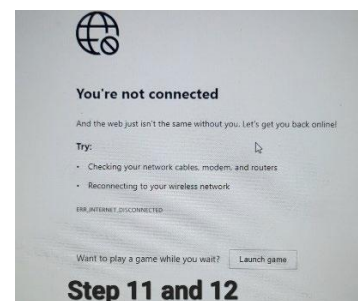
4. Unbox **Printer (C)** and place in convenient location.

5. Connect the **Black USB Printer Cable (E)** to the **Printer (C)** (see photo to the right). Connect other end of **Printer Cable (E)** to **Kiosk (A)** via one of the (4) USB 3.0 ports shown in the above photo.



6. Connect Printer Power Cord (located in printer box) to power port on the back of the printer (see photo to the right).
7. Install the paper tray cover to the printer (wrapped separately in the printer box). It will snap into place on the front of the printer to cover the paper tray.
8. Open the Handheld Scanner box and remove **Handheld Scanner and Stand (B)**. Connect the handheld scanner to one of the (4) USB 3.0 ports (see photo in step 1).
9. If you choose to connect a Keyboard or Mouse (not provided), connect to the remaining (4) USB 3.0 ports.
10. Plug-in Kiosk and Printer power cords to the provided **Power Strip (G)**. **Power Strip (G)** must be plugged directly into a wall outlet.
11. Power on the **Kiosk, Small Display (A) and Printer (C)**. The kiosk's power button is located under the bottom left of the large display, and the small display's power button is located on the top left side of the screen.

12. Allow up to one minute for system to power on. You'll hear the scanner beep. The small display power light will be white. The printer light on the front face will be lit. If successfully connected to the internet, both large and small displays will show the agent login screens. You can then skip to Step 13. If you see the screen to the right, it means the internet is not yet connected. If using the gray network cable, ensure it is securely connected to the kiosk port and your location's network device (router, modem, etc.). If wired internet is not available, see next steps for **Alternative Wi-Fi set up instructions**. If you are unable to connect, please review with your IT administrator.



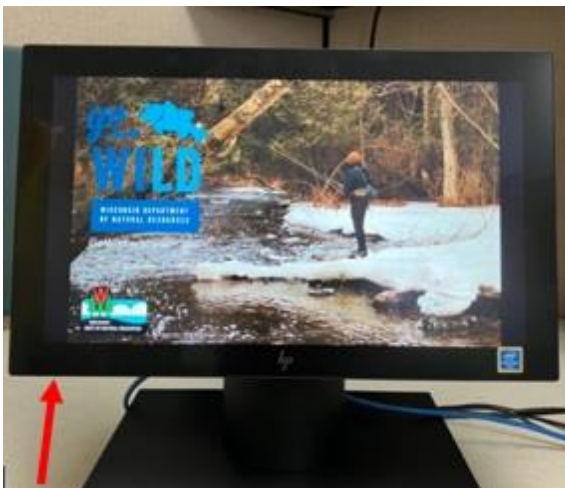
13. After all components are connected and powered on, restart the kiosk and printer by powering down large display and printer, then powering back up after 30 seconds.
14. On the printer, check if the blue Wi-Fi light on the top right is lit. Turn this off by pushing the Wi-Fi button.
15. Ensure that all cables are tucked neatly away, making sure no cables are "pinched" under the base.
16. When you see the Agent Sign-in screen, enter your current username and password for Go Wild.

For Setup Assistance:

- Contact your **Business Support Specialist** during regular weekday business hours (M-F: 8:00am-4:30pm) if you need assistance with wireless network configuration or have installation questions.
- Contact **Wisconsin DNR's Go Wild Agent Support Line: 866.381.7668** and **Press Option 2** after business hours for Hardware Installation & Network Setup assistance.

Power And Restart

The equipment should always remain powered on, and the kiosk will require a reboot from time to time. The main power button for the computer is located under the large monitor. Use this power button to turn the system on and off. The button will be lit up when power is on. Allow approximately 20-30 seconds for shut down and startup.



Connecting To The Internet (Wired)

A wired connection is recommended for the best performance. Connect the provided ethernet cable to the RJ-45 port on the base of the kiosk. If your network is configured for automatic IP assignment (DHCP) the kiosk should connect to Go Wild automatically when powered on. If your network requires a static IP configuration, contact the help desk at 866-381-7668 (option #2) for assistance. You may need to work with your IT Administrator to complete the Static IP setup.

Connecting To The Internet (Wi-Fi)

Although wired connection is recommended, your Go Wild sales terminal may be connected to the internet using your own Wi-Fi network if necessary. The included gray network cable is not required when using Wi-Fi, but please keep it in case a wired connection is needed in the future. *PLEASE NOTE: In order to complete the Wi-Fi setup, you will need a physical keyboard connected via USB to the terminal and will also need to know your Wi-Fi password.*

1. When powered on, your kiosk screen should indicate you're not connected to the internet as shown.
2. On your keyboard, press the keys Ctrl/Alt/Delete at the same time.




3. This will bring you to the Network/Power screen. Swipe in an upward direction on the touchscreen.



4. This will bring you to the Network/Power screen with icons in the lower right corner.




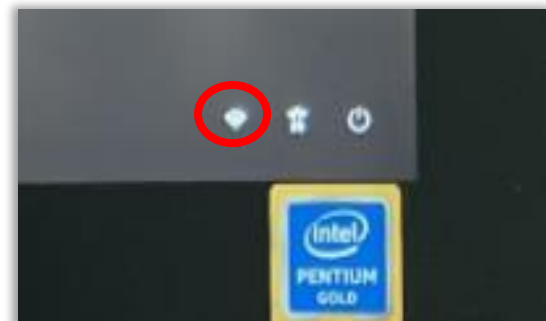
5. Press the internet globe icon . A window will appear showing available Wi-Fi networks.

6. Select the Wi-Fi Network you wish to connect to. **Make sure the “Connect Automatically” box is checked. This will allow your kiosk to reconnect to Wi-Fi after a restart.**

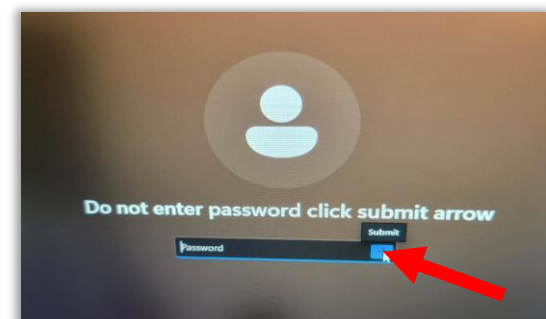


5. Select the Connect button, and you will be prompted to enter your Wi-Fi password if necessary.

7. Once the Wi-Fi is connected, the globe icon in the lower right corner will change to the Wi-Fi symbol .

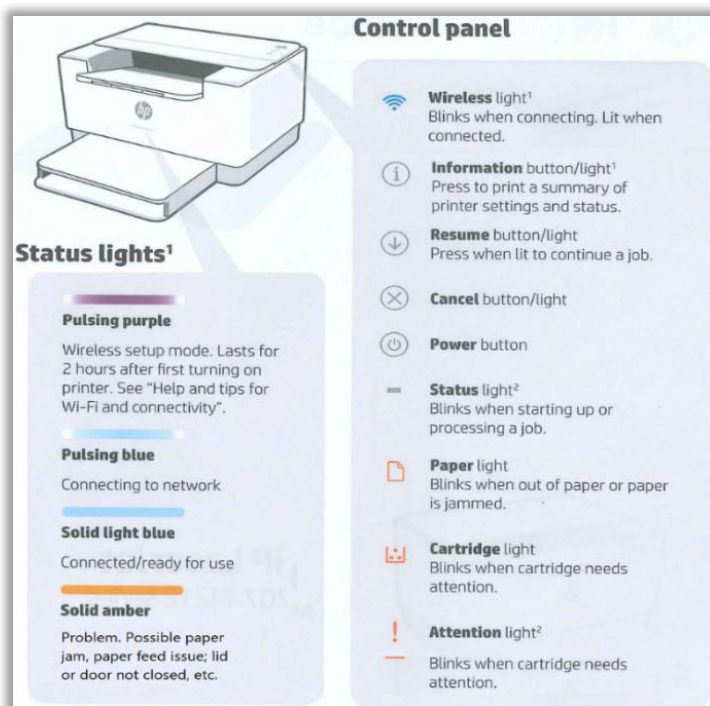


8. Now back on the Network/Power page, select the arrow on the right of the “Password” field (leave the password field blank). This will bring you back to the Agent Sign-in page where you may log into Go Wild.



Printer

The printer will print DNR licenses on regular 8.5x11 white printer paper which is loaded in the tray at the bottom front of the printer. The toner cartridge can be accessed by lifting the top of the printer from the front edge, and there is a handle for pulling the cartridge out.



The printer should always remain powered on and connected to the kiosk using the USB printer cable (provided). **Wireless printing is not available.**

Notice the status light on the front and the buttons on the top right of the printer. These can help you determine any printer issues you may encounter.

The control panel on the top right of the printer will notify you of issues such as paper jams, or if the toner cartridge is almost out of toner.

Make sure the paper is pushed in all the way in the paper tray so the roller is able to feed the paper properly. Use plain white 8.5x11 printer paper.

Printer Toner

According to your Go Wild License Sales contract, agents are responsible for providing printer toner and paper. They can be ordered at most office supply stores, or online. Please order **HP134A Black Original Laser Jet Toner Cartridge**, or **HP134X Black Original Laser Jet Toner Cartridge** to always have spare toner on hand.



HP 134A Black Original LaserJet Toner Cartridge, W1340A

Yields ~ 1100 standard pages



HP 134X Black Original LaserJet Toner Cartridge, W1340X

Yields ~ 2400 standard pages

Scanner

The scanner is plugged into the base of the kiosk in one of the four USB ports and includes a magnetic stand shown below. Use the scanner to scan barcoded documents such as driver license, state ID, or DNR hunt/fish licenses to find a customer's DNR license account. The scanner has a motion sensor so that it will scan while resting in the stand, or you may remove it to scan using the trigger.



The scanner is motion activated and will scan documents without removing it from the stand. It will also work like the previous scanner where you point it at the barcodes and press the trigger. If your scanner does not seem to scan a WI driver licenses properly, it may need to be calibrated. Try using the Calibration Sheet on the last page of this guide. Here are a few more basic tips:

- Keep the scanner in the holster and “wake” the scanner by waving your hand in front. Scan the document while the scanner light is on.
- Don't scan too close. It scans better if you hold it about 6-8 inches away
- Cover the smaller barcode on the back of the Driver license/State ID. If that barcode gets scanned you will see an error message.



General Equipment Care And Maintenance Tips

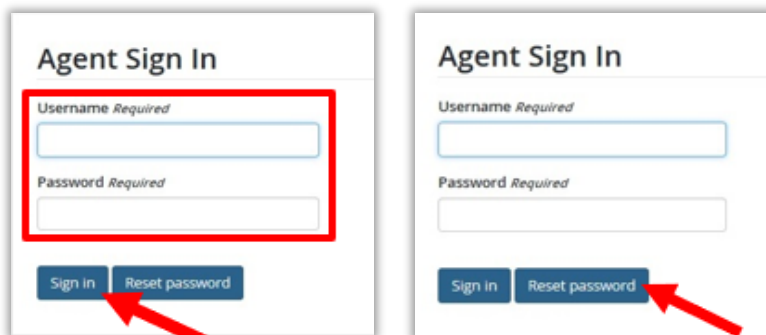
- Leave your equipment powered on. The equipment is designed to check in overnight with the host servers to accept any software updates.
- Reboot your system periodically. It is always a good idea to reboot your machine to ensure it is taking any required updates. It can also refresh the connection to the internet allowing the system to operate faster. Minor operation errors could also be resolved with a restart.
- Do you prefer using a keyboard and mouse? These can easily be connected to the USB ports on the back of the kiosk base.
- The system should only be used with the DNR issued printer; do not attempt to connect your own printer. If you have any issues with the DNR issued printer, please contact the Agent Support line at 866-381-7668 and select Option #2.
- Always log off after completing your customers' sales. Do not leave the terminal unattended while you are logged in, and do not post your username/password where it can be seen by others.
- Do not share usernames and passwords. Each user should have their own unique username and password to log in. Your user account will become “locked” if you enter your username or password wrong three times in a row.
- Do not use any stylus or pen to operate the touch screen. The touch sensors are meant to be used by touch of your fingers.

Logging Into The System

You may also view a slide show example of a complete license sale on your agent corner training page under the “Start Here” button and select the [Start Your Tour!](#) button.

Agent Sign-In Page

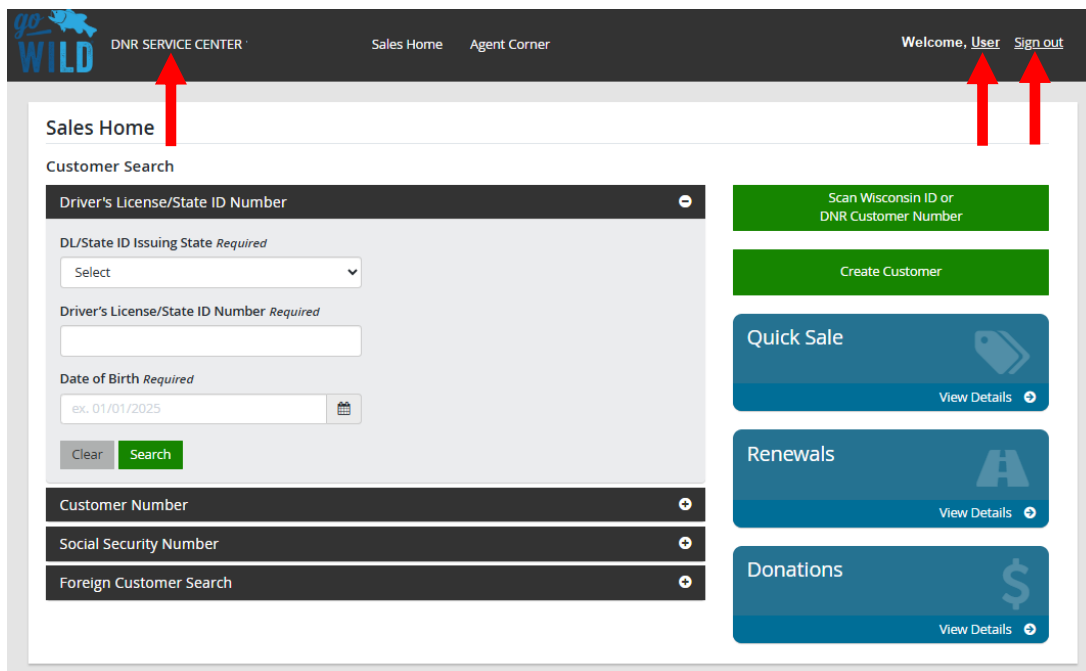
It is here you will enter the previously created username and password to gain access to the system. Enter you assigned username and password and select Sign In. *If you have trouble logging in or have forgotten your password, touch the [Reset Password](#) button. You will be asked for the username and the answer to the security question that you set up when you created the account.*



If you are unable to reset your password, contact your store manager/employer to ask for assistance. If the manager is unavailable, contact the DNR Agent support line at 866-381-7668. You will need to provide some information for yourself and for the business before a password can be reset. All employees who use the Go Wild system should have their own assigned username/ password. Do not share passwords with other users, and never post your username or password out in the open for others to see. *Note: The system is designed to log you off automatically after approximately 20 minutes of inactivity.*

Sales Home Screen

The Sales Home screen is where all your license sales will start. A small window will immediately display letting you know the scanner is ready to search for a customer. At the top of the screen, it displays the [agent location](#), the [user](#) who is currently signed in, and an option to [sign out](#) at any time.

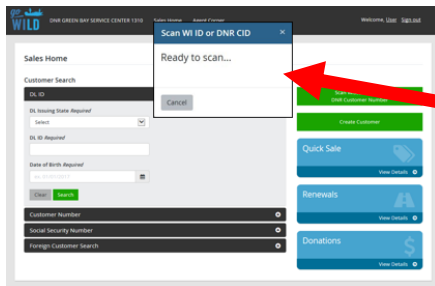


Searching For a Customer Record

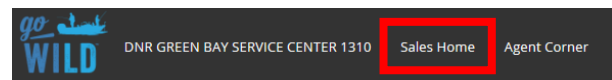
Searching For a Customer Record Using The Document Scanner

Before scanning any document, make sure that the “Ready to Scan” window is showing on the Sales Home page. The scanner will not work without that window. Agents can search for accounts by scanning three different items from a customer:

- Wisconsin Driver’s License/State ID. (Out of State driver licenses/State IDs will not scan)
- A previous Wisconsin hunting/fishing license (Out of State hunting/fishing licenses will not scan)
- Scanning a WDNR Go Wild Conservation Card



If this box is no longer in the screen, you can hit the **Scan Wisconsin ID or DNR Customer Number** button or Sales Home link to refresh the page and make it reappear.



If you are scanning a Wisconsin driver license or WI State ID card, make sure to scan the larger of the two barcodes on the back. If you scan the smaller one, the system may give an error message. If you have trouble, try covering the smaller barcode before scanning.



Scan this barcode on the back of a Wisconsin driver license or WI State ID.



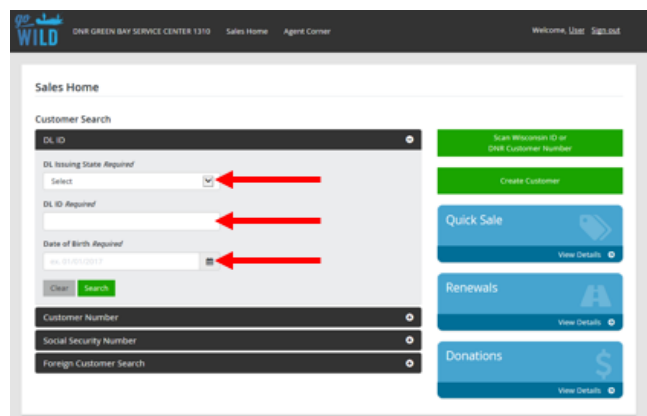
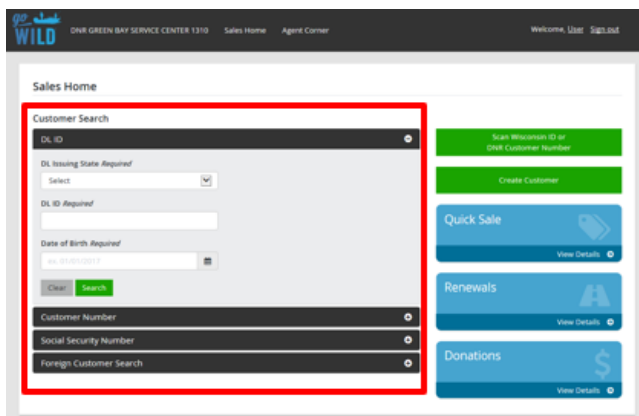
Scan the barcode on a DNR license



Searching For a Customer Record Using The Manual Search Option

If you do not have a customer document to scan, and are searching for the customer record manually, select Cancel on the ready to scan box and you will see the four options for searching. Choose to search by Driver License/State ID, DNR Customer Number, Social Security Number, or do a search for a Foreign Customer with a Visa or passport number.

The example below is searching by using a Driver License/State ID. You will be required to enter the issuing state, license number, and the customer’s date of birth. Enter the info and touch the Search button. *Note: It is not necessary to enter any dashes, slashes, or punctuation.*



Possible Error Messages For Customer Searches

You may encounter an error message while trying to search for a customer account. The customer may have never purchased a license in Wisconsin before, which means they have no account at all. It is recommended to ask a customer ahead of time before searching. Other issues may be due to incorrect info entered, or an existing error in their account.

Error Customer Not Found: Please try again with different search criteria.

The system could not find the customer based on the search method you used. Try the search again using a different method (scanning a different document or trying the different manual entries).

Error We could not match the Customer's Date of Birth, please check the search criteria and try again.

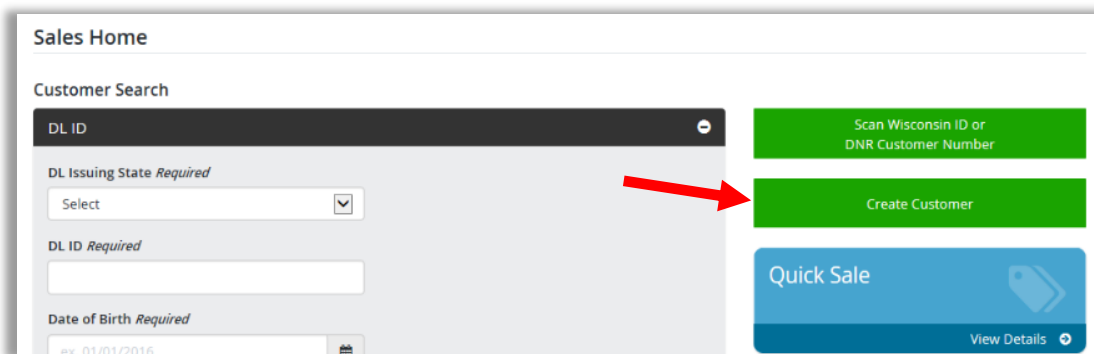
A customer record has been found, but there may be an error in the record itself that is preventing you from continuing. Once again, try searching with other methods (driver license, State ID, SSN, etc). If you still get the same error, contact the DNR at 866-381-7668. They will correct the issues in the customer record.

Error Customer account cannot be created without DNR assistance. Please contact the Agent Support line at 866-381-7668

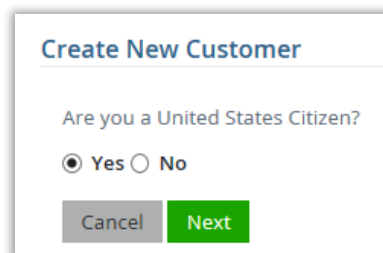
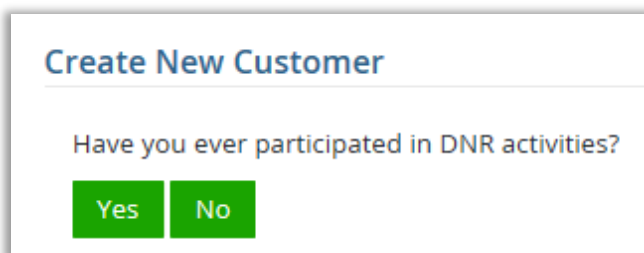
The customer may already have a DNR customer account, but it has an error preventing you from continuing. Contact the DNR Agent Support line for assistance. If the customer has never had any licenses with the DNR you may need to create a new account (See page _ for instructions on creating a new customer record).

Creating A New Customer Account

First ask the customer if they have ever purchased a hunt/fish license, registered a recreational vehicle, or taken a safety course in Wisconsin. If so, it is likely they already have a record with the Wisconsin DNR. If not, select the [Create Customer Button](#) at the right side of the page.



The next screen will ask if the customer has ever participated in any DNR activities (purchased a license, registered a boat, or completed a safety course). Answering yes means they already have a customer account, and the system will return to the customer search. Answering NO will start the account creation process and ask if the customer is a US citizen.



If they are a US Citizen, the customer's Social Security Number and date of birth are required. If they are NOT a US Citizen, it will ask for a Visa/Passport number. **IMPORTANT - A new account cannot be created if the customer is unable to provide either of these.**

The form is titled "Create New Customer". It has two main input sections. The first is labeled "Social Security Number Required" and contains a text box with ten dots for input. The second is labeled "Date of Birth Required" and contains a date picker showing "02/06/1975". At the bottom are "Cancel" and "Next" buttons.



Enter the customer's Driver license state and number (if available). If the customer does not have a driver license or WI State ID, leave **both** fields blank and select Next.

The form is titled "Create New Customer". It has two main input sections. The first is labeled "DL Issuing State" and contains a dropdown menu with "Select" and a downward arrow. The second is labeled "DL ID" and contains an empty text box. At the bottom are "Cancel" and "Next" buttons.

NOTE: If it turns out the customer already has an account on file with either of those items (SSN or Driver license number), the system will locate that record and bring you to that customer's account automatically. You may then proceed with the sale. Otherwise, continue following the screens and adding the rest of the customer information to finish creating the account. Once finished, it will then bring you to the customer catalog for license selection.

Updating a Customer Record

Verify Personal Information

If something in the account needs to be changed, select the  button at the bottom to enter edit mode. Or select  if all information is accurate.

Confirm with the customer that their account information is correct.

No

Yes

The form is titled "Verify Customer - Personal Information". It starts with the instruction "Please ask the customer if the following information is correct." followed by a "Personal Information" section. This section contains a table with the following data: Name (James Test), Customer Number (729-086-322), Date of Birth (02/06/1975), DL Issuing State (a dropdown menu with "Select"), and DL ID (an empty text box). To the right of the DL ID field is a "Verify" button and a red text box that says "Your DL can NOT be used for proof of purchase". Below this is an "Address" section with Address (123 Main Street, Anytown, WI 55555), Phone Number ((123) 456-7890), and Email Address (FAKEEMAIL@YAHOO.COM). This is followed by an "Identifying Characteristics" section with a table: Hair Color (Brown), Eye Color (Green), Height (6' 0"), Weight (lb) (200), and Gender (Male). Then a "Mailing Preferences" section with a note "When DNR receives a request from a third party for a list of customers or businesses: Required" and two radio buttons: "Include my name/business" (selected) and "Don't include my name/business". At the bottom is the question "Is the information above accurate?" with "Cancel", "No", and "Yes" buttons.

If the customer has a Wisconsin Driver License or State ID, enter the number and select the **Verify** button. This will confirm it is a valid number and will allow the customer to carry it as proof of license purchase. It will tell you the status of the DL number in the red print to the right. If the number is entered correctly but will not verify, the customer will not be able to carry their driver license as proof of purchase.

The customer must present proof of residency to purchase licenses at resident rates, which include the following.

- Wisconsin Driver's License or Wisconsin State ID Card issued under s.343.50
- Wisconsin Income Tax Statement
- Wisconsin Voter Registration that has purchaser's name and Wisconsin address listed

Verify Customer Residency

Residency

Residency Required

I have verified this customer's current identification and address information. I attest that this customer qualifies as a:

☐ RESIDENT ☐ NON-RESIDENT

RESIDENTS: Section 29.001(69) of the WIS Statutes defines "Resident" as a person who has maintained his or her place of permanent abode in this state for a period of 30 days immediately preceding application for an approval. Mere ownership of property is not sufficient to establish domiciliary intent.

Evidence of Wisconsin domiciliary intent/residency includes:

- Wisconsin Driver's License or Wisconsin State ID Card issued under s.343.50
- Income Tax Statement or Voter Registration that has purchaser name and Wisconsin address listed

NONRESIDENTS must provide ID showing name and address.

Failure to verify residency and customer identification as required by your Agent Contract could result in termination of your authority to issue DNR licenses.

[Cancel](#) [Next](#)

Note: A previous fishing/hunting license, or a Go Wild Conservation Card is NOT an official form of ID and cannot be used as proof of residency. Paying property taxes in Wisconsin is not proof of residency. **If a customer cannot provide proof of Wisconsin Residency, they may only purchase a nonresident license at this time.**

Navigating the Customer Catalog

Customer Information Area

The right-side panel displays information related to the customer and links to give you more information:

- [Cart](#). This button will open the Shopping Cart page, showing you any licenses that are waiting to be checked out.
- [Active Products and Points](#). This link will take you to a page that displays all the licenses the customer has purchased so far that license year. This is helpful if you do not see a product in the product list.
- [Recreational Vehicles](#). This link will take you to a page that displays all the recreational vehicles (Boats, ATVs, snowmobiles, etc.) that the customer has registered in their name. This is where you will go to renew one of those recreational vehicles for the customer.

Customer Catalog

[Hunt/Trap](#) [Fish](#) [Applications](#) [Trails & Parks](#) [Misc/Other](#)

Featured Products		
Product Name	Description	Price
Conservation Patron Combination License (Resident)	Fishing, Small Game, Gun Deer, Bow (vertical and c...	\$165.00
Venison Processing Donation	You may donate \$1.00 or more. This contribution w...	\$1.00
Go Wild Conservation Card	Get your Card now! You will receive your card in ...	\$3.50

Cart 0

Customer Information

James Test

123 Main Street
Anytown, WI 55555

Customer Number: 729-086-322

[Active Products and Points](#)

[Recreational Vehicles](#)

[Return to Customer Search](#)

The license catalog is organized into tabs by license type. Select the **appropriate tab** and scroll down to find the license products. Touch the blue license text to select it.

Customer Catalog

Featured

Hunt/Trap

Fish

Applications

Trails & Parks

Misc/Other

Cart 0

Customer Information

CUSTOMER TEST

123 FAKE ST

ANYTOWN, WI 55555

Customer Number: 729-086-322

Active Products and Points

Recreational Vehicles

Products

Product Name	Description	Price
Annual Fishing License (Resident)	Allows fishing in any waters of the state. Stamp ...	\$20.00
2-Day Great Lakes Fishing License W/Stamp	Allows fishing on the outlying waters of Lake Supe...	\$14.00

License Add-Ons

Some licenses will have optional or even required add-on products that will display on the screen after the license is selected. Make sure to ask the customer if they need any of the add-ons with their license and check the box on all the items they request. If the customer is unsure, have them read the descriptions of the add-ons to help make their choice.

Annual Fishing License (Resident)

Allows fishing in any waters of the state. Stamp Privileges are required to fish inland trout or great lakes trout & salmon.

Price: \$20.00

Add-on At Cost

☐ Go Wild Conservation Card \$3.50
 Get your Card now! You will receive your card in the mail within 14 business days. The Conservation Card does not expire. It is a convenient and durable alternate to paper licenses. Licenses, stamps, and hunter education authorities can all be accessed from the Conservation Card. You are required to carry paper carcass tags for certain species.

☐ Inland Waters Trout Stamp \$10.00
 Allows fishing (in addition to a license authorizing fishing) for trout on all inland waters, except Green Bay and Lake Michigan tributaries up to the first dam or lake and tributaries to Lake Superior. Conservation Patrons, Senior Citizen Recreation cardholders, and free resident Military Fishing/Small Game license holders are exempt from purchasing an inland trout stamp.

☐ Great Lake Salmon/Trout \$10.00
 Allows fishing (in addition to a license authorizing fishing) for trout or salmon on Lake Superior, Lake Michigan, Green Bay and the tributaries of Lake Michigan and Green Bay up to the first dam or lake. Conservation Patrons, Senior Citizen Recreation cardholders, and free resident Military Fishing/Small Game license holders are exempt from purchasing a great lakes trout & salmon stamp.

Cancel

Add To Cart

Shopping Cart

Review the items with the customer. Touch the **Remove** link on any of the items to delete them from the cart. Select **Keep Shopping** if the customer requests purchase additional products or select **Checkout** to continue.

Shopping Cart And Checkout

Fishing License (Resident)

Valid From 2/12/2019 - 3/31/2019

Remove all from cart

Remove

Keep Shopping

Checkout

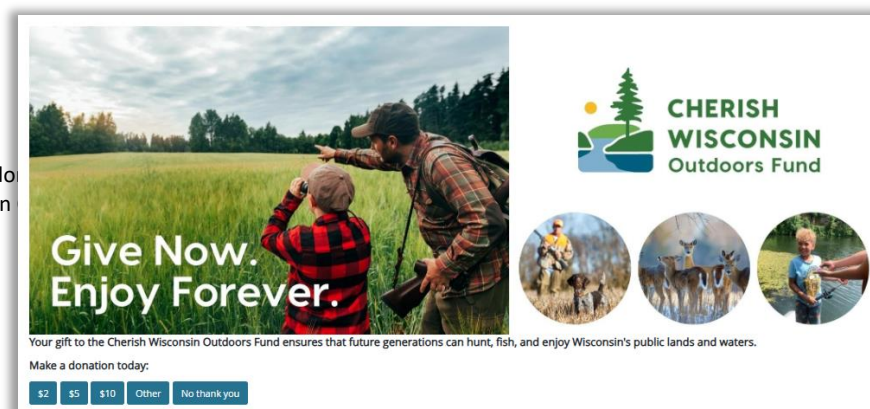
DNR License Sales – Agent User Guide

Page 14 of 30

Last Update: 7/8/2025

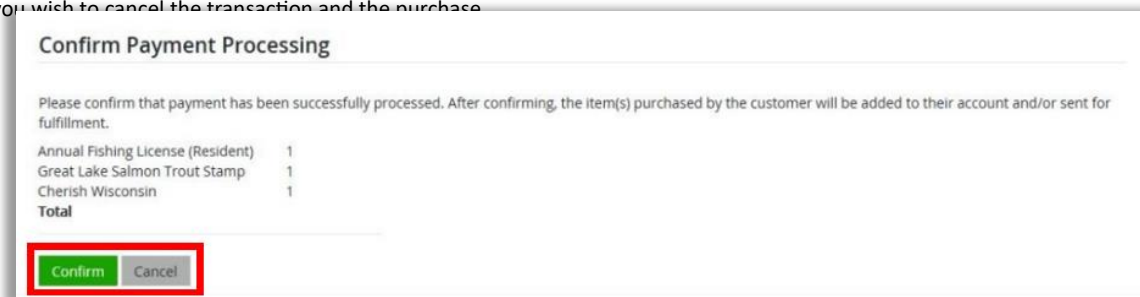
Donations

There is a step which allows a donor to donate money to the Cherish Wisconsin



Payment Confirmation

The confirmation page will list all the selected products, along with the total payment for the customer. Have the customer view the screen to make sure everything is correct and select the **Confirm** button. It is recommended that you collect the payment here before the transaction is final. You may still select the **Cancel** button if you wish to cancel the transaction and the purchase.



Customer Signature

The customer must sign the small screen with their finger to complete the sale. Never sign on behalf of the customer. Select **Confirm Payment** to finalize the sale. *Note: This is the last chance to cancel the sale before it is posted to the customer account.*



Printing The License Documents

Printing The

The transaction h
with their prices,
printing the licens
paper receipts for

Order Receipt

Transaction #70510443

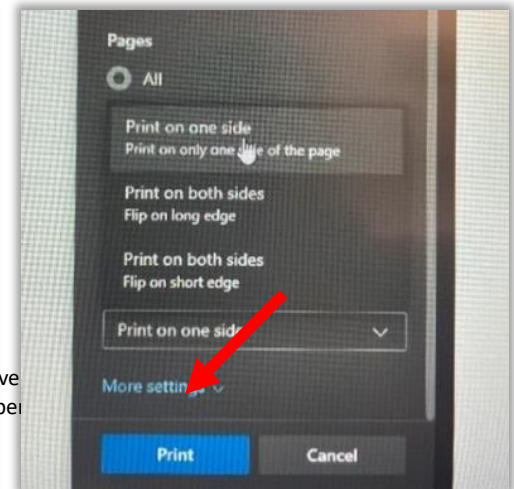
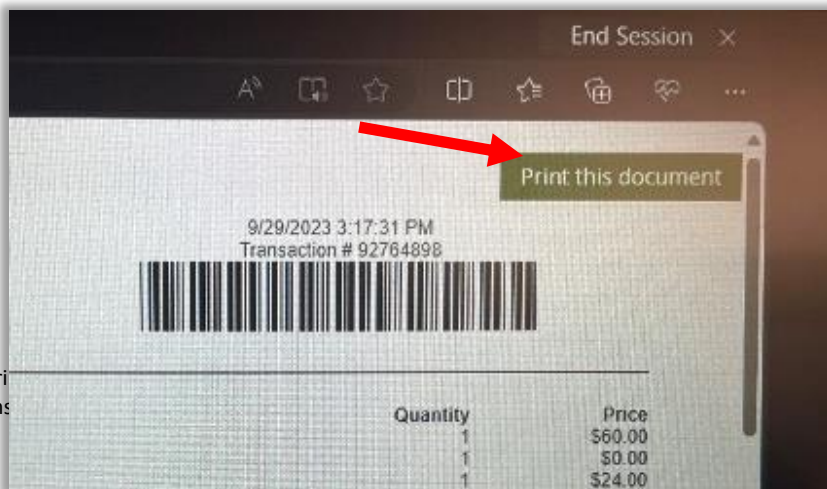
The following products have been added to your account.

Name	Qty	Price	Line Total
New Buyer Annual Fishing License (Resident)	1	\$5.00/ea	\$5.00

Agent Receipt
Customer Documents

Back to Dashboard

The license document(s) will open on your screen. Select the green “Print this document” button in the upper right. This will open the printer settings. Make sure the printer setting is set to “Print on one side”. Once that is set, select the final print button at the bottom. The license document(s) will be sent to the printer.



The pri
options

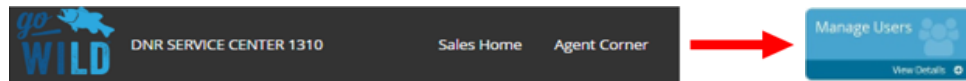
have
ape

-
-
-
- **Verified Wisconsin driver license or WI State ID - (Out of state driver licenses do not qualify)**
- **Go Wild Conservation Card - (Available to both Wisconsin residents and nonresidents)**

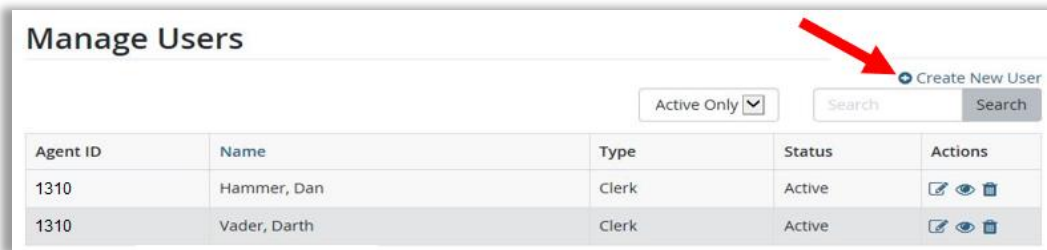
Creating Staff User Accounts

All users who operate the Go Wild Kiosk at your business should have their own user account to log in. Your first username was created for you by the DNR, but your managers can create more users right on the kiosk itself. It is recommended that users have their own ID to help with security and transaction management.

Select the [Agent Corner](#) link near the top of the screen. Choose the [Manage Users](#) button.



Manage Users - This screen will list any users that have already been added to this agent account. Your first user will be set up as a manager in the system. Managers can view or edit users under the [Actions](#) column. Clerks may view only. Touch [Create New User](#) to add a new user to the list.



Add Agent User - Enter the employees [first and last name](#), and their desired [username](#). Follow the guidelines for choosing a username. Now choose the [Available Role](#) of the user (Manager or Clerk). Managers will have more options available, such as signing off on voids, and special editing permissions. Select Create to finish.

Add Agent User

Agent ID: 1246

Status Required: Active

First Name Required:

Last Name Required:

The Username must be between 5-20 characters and CAN be a combination of letters and numbers. Usernames are not case sensitive.

Username Required:

Available Roles: [Select All](#) [Remove All](#)

View Agent User - You have just created a new Go Wild user! **IMPORTANT** – note the [username](#) and generated [password](#). Write this password down and touch [Done](#) to return to the Manage Users page. Sign out and use this new user/password to login. You will be prompted to create your own password and security question.

View Agent User

Success! Agent User Saved Successfully!

Agent ID: 1246

Name: Skywalker, Luke

Created: 01/04/2016 14:36:41

Last Signin:

Assigned Roles:

Name	Description
NonDNR Agent Manager	Agent Manager

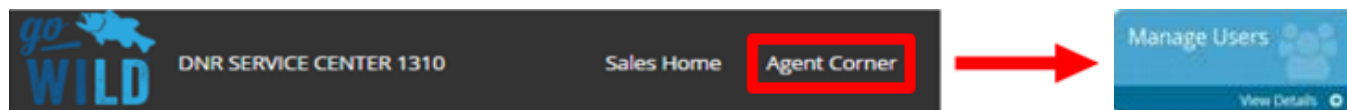
Reset Password Edit Done


Username: Skywalker Password: 4#4#3b78\$a

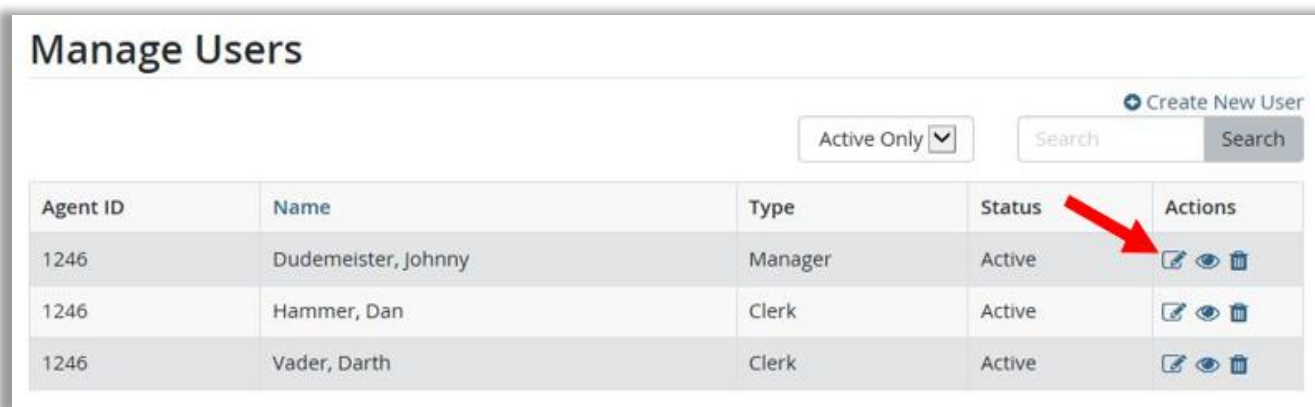
Removing Staff User Accounts










If you have a user that no longer works at your business, or no longer uses the DNR hunting/fishing license kiosk, you should remove them as an active user. *Note: Only users with manager permissions may edit users.*

Make sure you are logged in under a manager user. Select the [Agent Corner](#) link near the top of the screen and then choose the [Manage Users](#) button

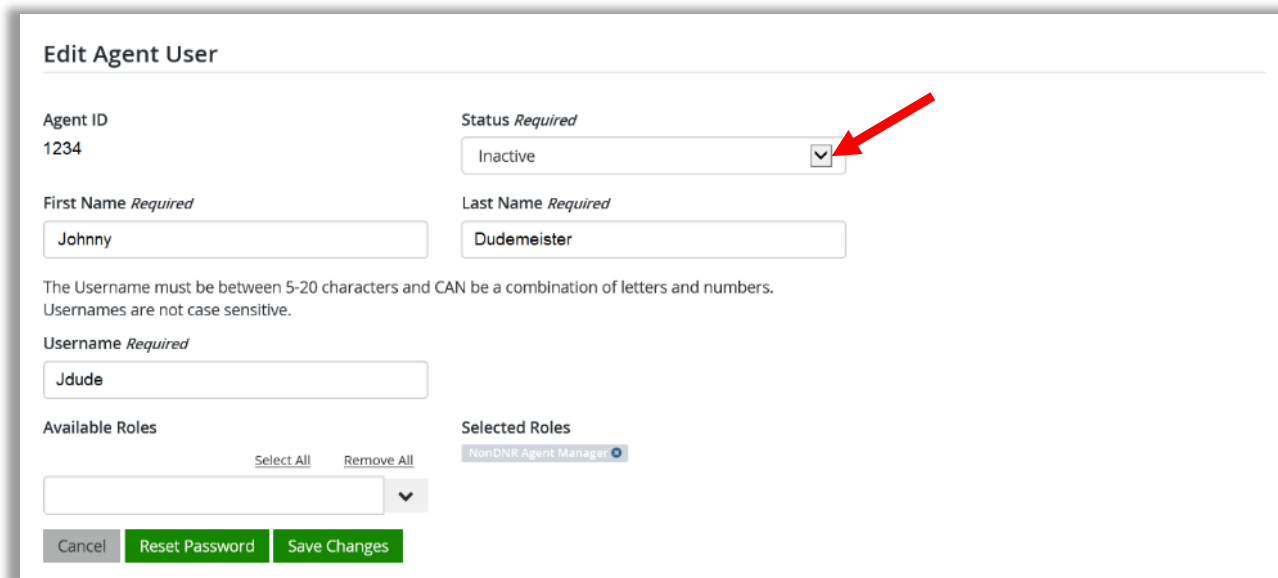


Manage Users - This screen will list all users on the agent account. Users with manager permissions may view or edit users under the [Actions](#) column. Users with clerk permissions may view users only. Find the user you wish to deactivate and touch the edit  icon. *Note: The trash icon will do nothing.*

A screenshot of the 'Manage Users' interface. It features a table with columns for Agent ID, Name, Type, Status, and Actions. There are filters for 'Active Only' and a search bar. A red arrow points to the edit icon in the Actions column for the first user.


Agent ID	Name	Type	Status	Actions
1246	Dudemeister, Johnny	Manager	Active	  
1246	Hammer, Dan	Clerk	Active	  
1246	Vader, Darth	Clerk	Active	  

Edit Agent User - Change the status of the user to Inactive and select [Save Changes](#). That user will be removed from the active user list and will no longer have access to your terminal.

A screenshot of the 'Edit Agent User' form. It shows fields for Agent ID (1234), First Name (Johnny), Last Name (Dudemeister), Username (Jdude), and Status (Inactive). A red arrow points to the 'Inactive' status dropdown. At the bottom are buttons for 'Cancel', 'Reset Password', and 'Save Changes'.

Edit Agent User

Agent ID
1234

Status Required
Inactive 

First Name Required
Johnny


Last Name Required
Dudemeister

The Username must be between 5-20 characters and CAN be a combination of letters and numbers. Usernames are not case sensitive.

Username Required
Jdude

Available Roles

Select All Remove All

Selected Roles
NonDNR Agent Manager 

Cancel

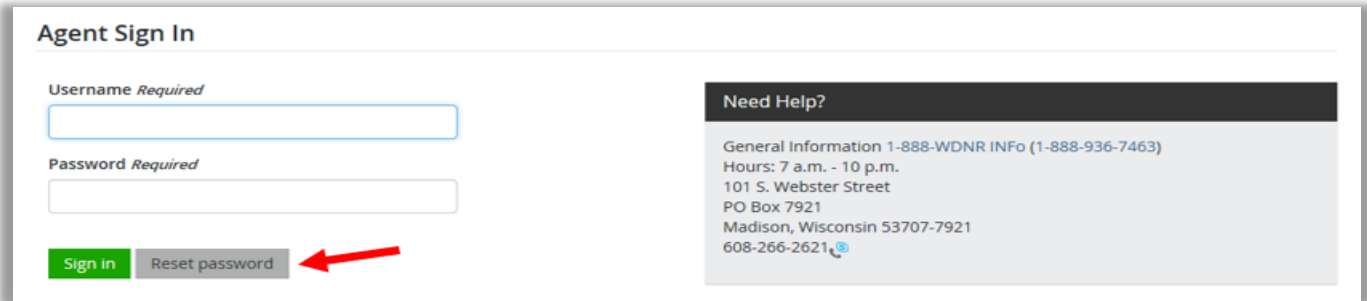
Reset Password

Save Changes

IMPORTANT - For security reasons, you should review the users assigned to your account periodically. Any user that is no longer employed should be inactivated to prevent access to the system in the future. The system will automatically inactivate users who have not logged in for 90 days. DO NOT share user accounts or passwords, and never post your username/password in the open for others to see.

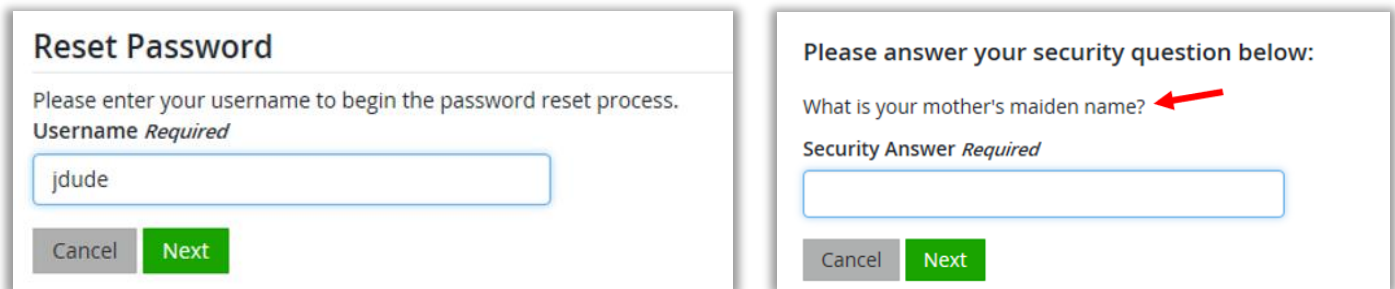
Reset Your Password

Agent Sign In - Your account will become locked if the username or password are entered wrong 3 times in a row. The following are instructions for changing or resetting your password. Touch the [Reset Password](#) button.



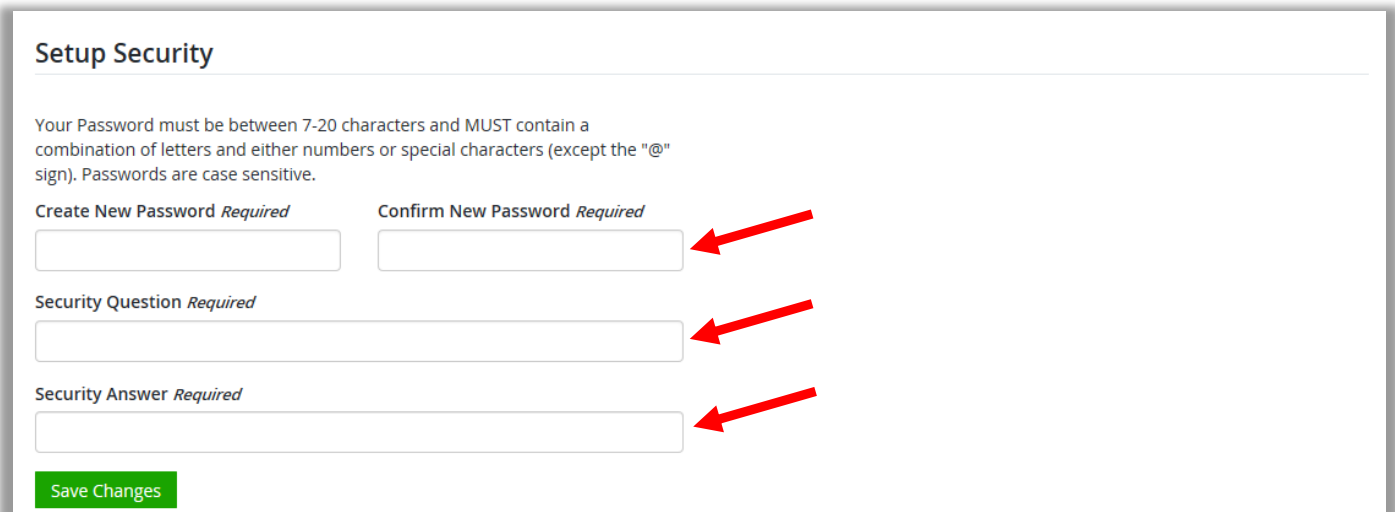
The Agent Sign In screen features two input fields: "Username Required" and "Password Required". Below these fields are two buttons: "Sign in" (green) and "Reset password" (gray). A red arrow points to the "Reset password" button. To the right, a "Need Help?" section provides contact information: "General Information 1-888-WDNR INFO (1-888-936-7463)", "Hours: 7 a.m. - 10 p.m.", "101 S. Webster Street", "PO Box 7921", "Madison, Wisconsin 53707-7921", and "608-266-2621".

Reset Password - Enter your assigned username and touch Next. Answer your security question. You will be asked the same security question you entered when you created your user account. Type in the security answer and touch Next. *NOTE: The security answer must be entered exactly how you typed it in when you created it, including capital letters and spaces.*



The Reset Password screen shows the instruction "Please enter your username to begin the password reset process." and a "Username Required" field containing "jdude". Below the field are "Cancel" and "Next" buttons. A red arrow points to the "Next" button. The Security Question screen displays "Please answer your security question below:" and "What is your mother's maiden name?". Below this is a "Security Answer Required" field. Below the field are "Cancel" and "Next" buttons. A red arrow points to the "Next" button.

Setup Security - You will now be asked to create a new password and new security question. Follow the guidelines on password creation. Touch Save Changes to be brought to the Sales Dashboard.

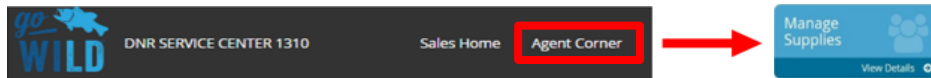


The Setup Security screen provides instructions: "Your Password must be between 7-20 characters and MUST contain a combination of letters and either numbers or special characters (except the '@' sign). Passwords are case sensitive." It includes two password fields: "Create New Password Required" and "Confirm New Password Required". Below these are three fields: "Security Question Required", "Security Answer Required", and a "Save Changes" button. Red arrows point to the "Confirm New Password Required", "Security Question Required", and "Security Answer Required" fields.

Password Assistance - If unsuccessful with your password reset, contact your store manager or supervisor to assist you. If your supervisor is unavailable, you may contact DNR for assistance at [1-866-381-7668](tel:1-866-381-7668) and select option #1.

Ordering Hunt/Fish Regulations

Order DNR hunting and fishing regulations through your Go Wild kiosk. Orders should arrive within 2 business days. **NOTE: Printer paper and toner are not available to order. Agents must purchase those items externally from an office supply store or online.** Select the [Agent Corner](#) link near the top of the screen. Choose the [Manage Supplies](#) button.



Manage Supply Orders - This page will list any recent orders that you made. Note the order status to avoid duplicate orders. Orders with 'New' or 'Processing' status will be highlighted. Select [Create New Order](#).

The screenshot shows the 'Manage Supply Orders' page. At the top, there is a 'Search Orders' section with a dropdown menu set to '2025' and buttons for 'Clear' and 'Search'. Below this is a table with columns: Order Date, Item Name, Packets Requested, Transaction Number, Shipped Date, Order Status, and Actions. The table contains one row for '2025-2026 TROUT FISHING REGULATIONS' with 4 packets requested and a status of 'Shipped'. At the bottom of the table, it says 'Total Records: 4 Showing: 1 - 4' and a 'Done' button. A red arrow points to a green button labeled 'Create New Order' located to the right of the table.

Create New Order - Notice the list of available items for order. Note the [Packet Size](#) for each item. Type in the number of PACKETS you would like to receive for each item (not the number of items). Touch [Submit](#) when done to complete your order.

The screenshot shows the 'Create New Order' page. It has input fields for 'Item Name' and 'Category' (with a dropdown menu). Below these are 'Clear' and 'Search' buttons. A table lists available items with columns: Item Name, Item Description, Packet Size, Packets Requested, and Total Items. The table has two rows: 'COMBINED HUNTING REGULATIONS' with a packet size of 25 and 1 packet requested, and 'FISHING REGULATIONS' with a packet size of 50 and 1 packet requested. At the bottom right, there are 'Cancel' and 'Submit' buttons. A red arrow points to the 'Submit' button.

Manage Supply Orders - You will receive an [order confirmation](#) once completed, and you will see the new order listed on the Manage Supply Orders screen. Select [Done](#) when finished to return to the Agent Corner main page.

This screenshot shows the 'Manage Supply Orders' page after a new order has been placed. The table now includes a new entry: '9/30/2022 2022-2023 FISHING REGULATIONS' with 1 packet requested, transaction number 225902, and a status of 'New'. The previous entry for '2022-2023 TROUT FISHING REGULATIONS' is still listed with a status of 'Shipped'. The 'Total Records' is now 6, and the 'Showing' range is 1 - 6. A 'Done' button is at the bottom left.

Reprinting a License

Reprinting a License (\$2 Fee)

Customers may request a reprint from agent locations. This is common if they lost or destroyed their original copy, or they may not have a printer at home. There is a \$2 fee to print this product for a customer. If you need to reprint due to an issue during the sale, please refer to the next topic – Reprinting a license (free).

Search for the customer and make your way to the Customer Catalog. Select the **Misc/Other** tab, and you will see the \$2 Reprint Customer Documents. The reprint will include all of the licenses they purchased so far that year. Add to cart and print the license for the customer.

Customer Catalog

Hunt/Trap Fish Applications Trails & Parks **Misc/Other**

Products

Product Name	Description	Price
\$2 Reprint Customer Documents		\$2.00

Cart 0

Customer Information

James Test
123 Main Street
Anytown, WI 55555
Customer Number: 729-086-322
Active Products and Points
Recreational Vehicles
Return to Customer Search

Reprinting a License (No Cost)

You may need to reprint a license due to an error with the printer, or the original did not print correctly. You are able to run a reprint for free, however, you are limited to the most recent 5 transactions your location processed that same day. Select the Agent Corner at the top of the page and select the Reprint Order Button.

go WILD DNR SERVICE CENTER 1310 Sales Home **Agent Corner** Reprint Order View Details

The last five transactions you processed will appear under the Reprint Recent heading. Locate the transaction you wish to print and select the printing icon under the Actions column. This will reprint all items purchased within that transaction.

Reprint Order

Search

Order Number Customer ID

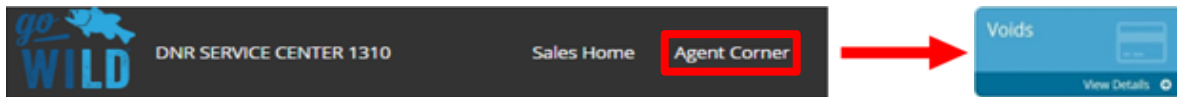
Cancel Submit

Reprint Recent

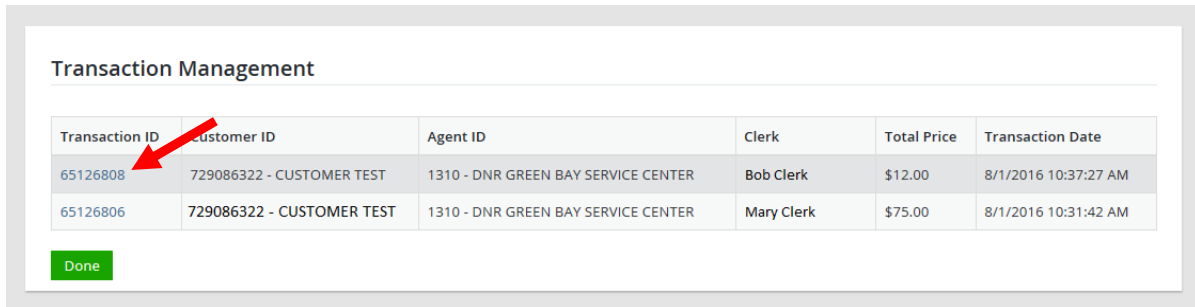
Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Actions
65698842	729086322 - CUSTOMER TEST	1310 - DNR GREEN BAY SERVICE CENTER	Clerk	\$0.00	9/29/2016 10:05:14 AM	
65698841	729086322 - CUSTOMER TEST	1310 - DNR GREEN BAY SERVICE CENTER	Clerk	\$0.00	9/29/2016 10:01:46 AM	
65698840	729086322 - CUSTOMER TEST	1310 - DNR GREEN BAY SERVICE CENTER	Clerk	\$0.00	9/29/2016 10:00:56 AM	

Voiding a License

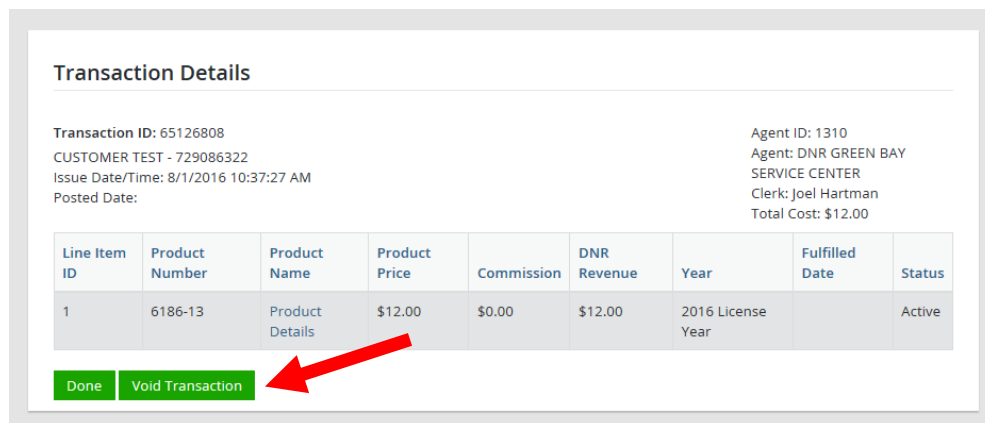
A license may need to be voided if the wrong license was sold, the customer does not have enough money to pay, etc. You can void a license at your kiosk for up to 30 minutes, and if it was one of the last 5 transactions you sold that day. Touch the [Agent Corner](#) link at the top of the screen and touch the [Voids](#) button.



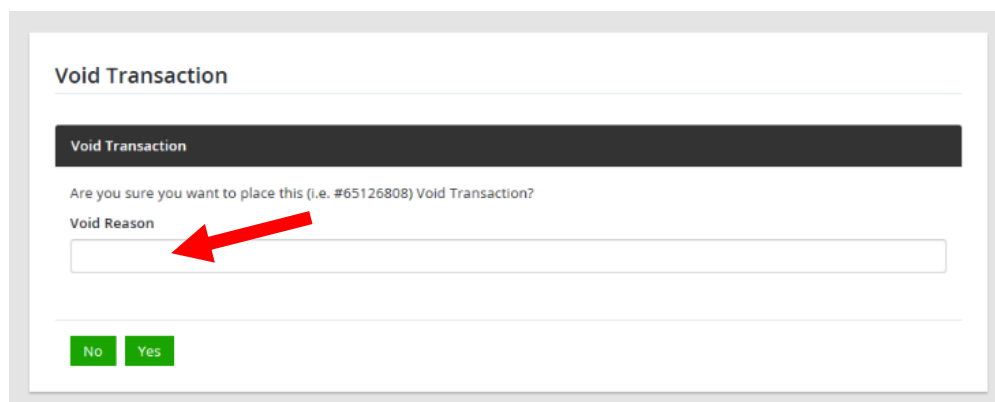
Transaction Management - A list of the last 5 transactions will show on the screen as long as they were processed in the last 30 minutes. Touch the [Transaction ID](#) for the transaction that you wish to void.



Transaction Details - Double check it is the correct customer/transaction and select the [Void Transaction](#) button.



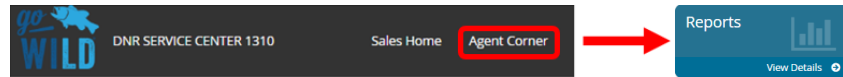
Void Transaction - A screen will pop up asking for the [void reason](#). Please type in a specific reason in the box (wrong license/unit, payment not received, printer issue, etc.). Then touch the [Yes](#) button.



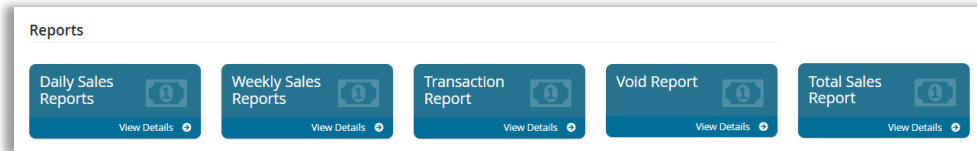
The transaction status will be changed from **Active** to **Void**. Your account will be credited the amount of the void. You can view the transaction under your Void Report in the Reports menu of the Agent Corner. Make sure to collect the license document from the customer and dispose of it.

Reports And Sales History

You may need to access various reports for your financial and transactional records. Here is how you can access the reports and how they will be useful for your business. Select the [Agent Corner](#) link near the top of the screen and choose the [Reports](#) button.



Reports. This screen will have all reports that are available. See below for a description of each button you see here:



#1 Daily Sales Reports: This report will create line items for each item processed during transactions for the day selected and will also include the number of total transactions, amount of money processed, and the amount that the DNR will sweep during the next weekly ACH (see Weekly Sales Reports for more information). Select [Print Report](#) to print or save a PDF of this report for your files.

A screenshot of the 'Daily Sales Reports' page. It includes a search bar with a 'Day of Sale' dropdown set to '03/01/2024' and 'Clear'/'Search' buttons. Below is a 'Summary of Sales' table and a 'Details of Sales' table. A red arrow points to the 'Print Report' link in the top right corner.

# Txns	Total	Txn Commissions	Agent Commission	DNR Sweep Amount
32	\$1,633.75	\$0.00	\$0.00	\$1,633.75

Line Status	Quantity	Approval	Total	Agent Commission	DNR Amount
Active	1	Annual Individual Fishing License (Resident)	\$20.00	\$0.00	\$20.00
Active	3	Annual Fishing License (Senior Resident)	\$21.00	\$0.00	\$21.00
Active	1	Sports License (Resident)	\$60.00	\$0.00	\$60.00

#2 Weekly Sales Reports: This report is probably the most important for your financial records. This page will display all past weekly sales periods for the current year. The most recent will be at the top. Click on the [ACH Period](#) to get a detailed report of your transactions for the week.

A screenshot of the 'Weekly Sales Reports' page. It features a 'Year Required' dropdown set to '2023'. Below is a table of weekly sales reports. The 'ACH Period' column is highlighted with a red box. A 'Print Report' link is in the top right corner.

ACH Period	Date	Gross Sales	Voids	Amount	Balance	Status
2023-4	1/24/2023	\$110.00	\$0.00	\$110.00	\$0.00	
2023-4	1/26/2023			\$110.00	\$0.00	Submitted

Once you select your ACH Period, a week-specific report will generate (below). This report shows several important items, especially in relation to the amount of money swept from your bank account for the transactions completed during this time. It also lists all the days during that week that you completed transactions. Click on [Transactions](#) to see the individual transactions for that day.

Weekly Sales Report

Year Required: 2025

[Back to Weekly Sales](#)

Weekly Sales Summary

Start - End:	2/25/2025 - 2/28/2025
Gross Sales:	\$4,194.95
Voids:	\$0.00
Trans Comm.:	\$0.00
Agent Comm.:	\$0.00
Net Sales:	\$4,194.95

Sweeps

Period	Effective	Swept	Amount	Status	Balance
2025-9	3/1/2025	3/6/2025	\$4,194.95	Submitted	\$0.00

Daily Sales Reports

Date	Gross Sales	Voids	Transaction Commissions	Agent Commission	Net Sales	Actions
2/28/2025	\$313.20	\$0.00	\$0.00	\$0.00	\$313.20	Transactions
2/27/2025	\$663.00	\$0.00	\$0.00	\$0.00	\$663.00	Transactions

[Done](#)

Annotations:

- Date Sweep Occurred:** Points to the 'Effective' column in the Sweeps table.
- Amount of Sweep:** Points to the 'Amount' column in the Sweeps table.
- Print/Save the Report for your Records:** Points to the 'Print Report' button.
- Amount that is still owed to the DNR (should be \$0 unless there was an issue):** Points to the 'Balance' column in the Sweeps table.

#3 Transaction Reports: This will allow you to search your past transactions using any of the following search criteria (see photo below). This can be useful for generating several different reports, for example:

- Viewing all of your transactions completed during a specified time period.
- Viewing all transactions completed for a single customer.
- Viewing all transactions completed by a single employee.

Transaction Management

Search

Customer ID:

Transaction ID:

Transaction Begin Date:

Transaction End Date:

Clerk First Name:

Clerk Last Name:

Number of Records Required:

[Clear](#) [Search](#)

[Done](#)

#4 Void Report: This will generate a list of transactions that have been voided in the License Year that you select. Select the year that you would like to view and then click [Search](#).

Void Report

Search

License Year Required:

[Clear](#) [Search](#)

[Done](#)

Annotation: A red arrow points to the 'Search' button.

These are your search results. You can view who the customer was, the user that authorized the void, and the monetary amount of the void. For more details, click on the [Transaction ID](#) number.

The screenshot shows the 'Void Report' interface. At the top, there is a 'Search' section with a 'License Year Required' dropdown menu set to '2023'. Below this are 'Clear' and 'Search' buttons. The main section is titled 'Void Search Results' and contains a table with the following data:

Transaction ID	Customer ID	Status	Amount	Transaction Date/Time	Last Update	DNR Admin Void	Void User
90413064	669274359 - Shelby Chesko	Canceled	\$90.00	2/2/2023 3:12:30 PM	2/2/2023 3:17:31 PM	No	smerritt

At the bottom of the table, there is a 'Done' button.

#5 Total Sales Report: This will produce an itemized report of the various types of transactions that have been completed during the time frame selected as well as the total sales/amount swept.

The screenshot shows the 'Total Sales Report' interface. It has a 'Search' section with a 'Year' dropdown menu set to '2023' and a 'Year Type' dropdown menu set to 'Calendar'. Below these are 'Clear' and 'Search' buttons. At the bottom, there is a 'Done' button.

Agent Responsibilities – Contract Summary

As an Authorized Sales Agent, your business has signed a contract to follow the policies and procedures involved with conducting license sales on behalf of the DNR. The following list is a summary of those contract terms.

Annual Sales Activity: License agents must complete a minimum of 200 transactions within a 12-month period to maintain their contract with the DNR. Sales performance is reviewed annually, and agents who do not meet this threshold may have their license kiosk removed and their contract terminated. .

Sales Availability: There should always be someone on staff available to process license sales during your business's open hours. A customer should not be denied service due to short staffing or busy customer traffic. If you are unable to process a license due to a problem with the license sales equipment, please contact the tech support number 866-381-7668 to resolve the issue.

User Management: User IDs are required to be created for each user that logs into the system. User credentials should be kept confidential and not shared. Do not display or "post" user credentials in the open where others can see them.

Always Check Customer ID: License agents must always check a customer's identification (Driver License or State ID Card) before selling DNR hunting and fishing license approvals. *A Go Wild Conservation Card or a previous year license is not an official form of identification.*

Customer Signatures: Always have the customer sign the electronic signature screen when purchasing a license. The kiosk must be in a position where customers sign their name and attest to the statements. The agent should NEVER sign the screen on behalf of the customer.

Printer Paper and Toner: License sales agents are responsible for providing a supply of printer toner and paper for the license sales printer. They can be purchased at most office supply stores or ordered online. The recommended brand of toner is the HP134A or HP134X:

Replacement/Return Equipment: Any equipment that is replaced must be returned within 30 days using the packaging the replacement came in and the pre-paid shipping labels included. An invoice will be issued for any items not returned.

Bank Account Updates: To avoid an ACH sweep failure due to insufficient funds or closure of account, make sure to notify DNR promptly if your bank account information has changed. Failure to do so may result in the DNR sales machine being locked until the issue is resolved. Contracts may be subject to termination if there are three failed ACH sweeps within a 12-month period.

Equipment Ownership: This equipment is the property of DNR, and cannot be sold, transferred, or discarded. DNR sales equipment cannot be considered an asset as part of any sale of the business, foreclosure, or bankruptcy petition.

Sale Of Business, Or Business Name Change: In the event of a change of ownership of the ASA's business, the DNR shall be notified thirty (30) days in advance of any such change. In the event the business name is changed, a new W-9 form must be submitted to DNR within 30 days.

Safety Certification: When a hunting license is selected and safety information is not in the customer's record for anyone born on or after Jan 1, 1973, Go Wild will prompt the agent to enter the certificate number and issuing state. **IMPORTANT:** The agent must see the actual Hunter Safety Certificate, proof of armed forces basic training completion, or previous license with the safety number printed on it. If the customer cannot provide this information, they will be restricted to purchasing a mentor license.

Help & Support

The DNR offers several options for you to request assistance. The most direct and quickest way to receive help is to call the Go Wild Agent Support Line. Staff are available to assist you from 7am to 10pm, 7 days a week. **IMPORTANT: This line is for License Agent use only and should NOT be given out to customers.**

Go Wild Agent Support Line 866-381-7668

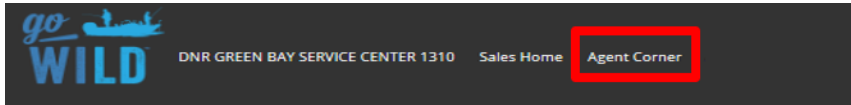
- | | |
|---------|--|
| Press 1 | Login ID and Password Information |
| Press 2 | Hardware Installation and Network Set Up |
| Press 3 | DNR Licensing or Regulation Questions |

The DNR Customer Service number may be provided to customers should they have regulation questions, issues with their DNR customer account, or any other matter that would require DNR staff assistance. Staff are available to assist customers from 7am to 10pm, 7 days a week.

DNR Customer Support Line 888-936-7463

Agent Corner Training Page - Assistance for license sales is available right on your Go Wild kiosk

These are the recommended modules that employees should read and know how to access for ongoing help on license types.



NEW EMPLOYEES – learn the basics to give you a head start

START HERE

- Review your Agent Handbook (Managers can also review the Agent Contract).
- Read all Topics presented in this section and do “Start Your Tour!” to see a sample license sale.
- Be sure to read “License Sales Tips” and the 14 topics that open behind that heading. This covers User ID, password, search and create a customer, verify driver’s license, reprint for \$2, reprint for free, void a license, order regulations and required customer signatures.

REFRESHER FOR ALL EMPLOYEES – Step by step instructions for license sales

SALES TRAINING

- Open green buttons on left side and become familiar with items – Fishing, Turkey hunting, Deer hunting, Bear hunting, Waterfowl hunting, permit applications, reduced rate licenses, posters and forms, vehicle renewals, trail passes, safety education, help & support.
- License Instructions by Category – 50+ topics listed. Review those tutorials that are applicable to current season or ones you are unfamiliar with.

ALL STAFF check regularly – Get updated information on current license sales topics

- The Calendar is much more than just a series of dates. It has specific notes, details and links to help you with products that will be “hot” during that time.
- Messages & News – Sometimes things happen or change quickly. This is our best way to reach everybody.



MESSAGES & NEWS

DNR Agent Support line 866-381-7668
(Note: number not to be given to customers)
Press 2 for equipment support

MANAGERS/SUPERVISORS – Learn to manage your account and assist your employees

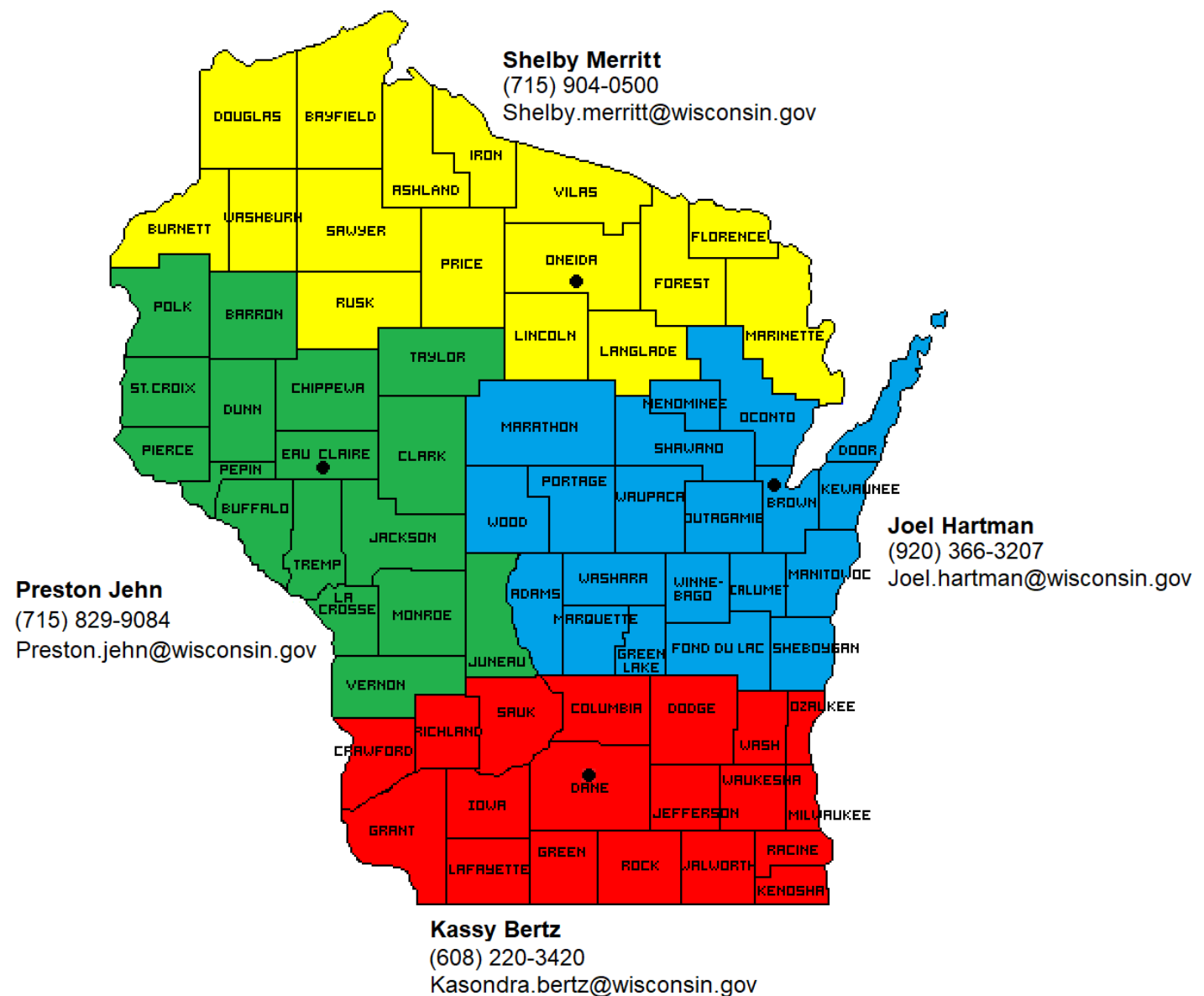
HELP & SUPPORT

- Logging in, Financial help, Hardware help, FAQ.
- Also review the “Agent Contract” under “Start Here” button.
- Ordering Regulations – remember to order what you need. Auto shipments are not available.

Business Support Specialists

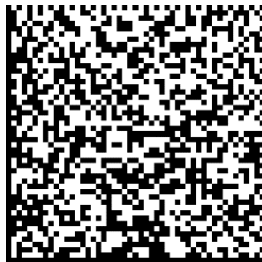
Business Support Specialists are here to assist you. Contact your Business Support Specialist for:

- Issues logging in to Go Wild. If you are unable to reset your password, your Business Support Specialist can assist you by resetting it or creating another user if necessary
- Assistance with licenses sales and regulation questions. It is best to refer customers to the DNR for regulation questions. If you and your staff have any questions to help you sell licenses, your Business Support Specialist can assist.
- Training for staff on the operation of the Go Wild license sales equipment.
- Hardware troubleshooting/replacement (or call tech support at 866-381-7668 and select option #2)
- Financial questions regarding your weekly sales history and your weekly account sweep.
- Assistance with the closing or sale of your business. Please contact your Business Support Specialist if you have plans to sell your business, DBA name change, or bank account changes.



Go Wild Scanner Calibration

The bar codes below will calibrate your scanner to read Wisconsin Driver Licenses. Scan all codes in order, one by one, from top to bottom. It will beep after each successful scan. Then perform a system restart.





WI Department of Natural Resources
Box 7921
Madison, WI 53707

The Wisconsin Department of Natural Resources provides equal opportunity in its employment, programs, services, and functions under an Affirmative Action Plan. If you have any questions, please write to Equal Opportunity Office, Department of Interior, Washington, D.C. 20240.



PUB-CS-073-2025