Employer Portal

Internet Unemployment System | iUS

Employer Portal User Guide

Idaho Department of Labor

Employer Portal Build Version: 1.5
Document Release Date: June 2016
Employer Portal Version Release Date: June 2016

© 2014-2016 Idaho Department of Labor 317 W. Main St. Boise, ID 83735, Phone: (208) 332-3576

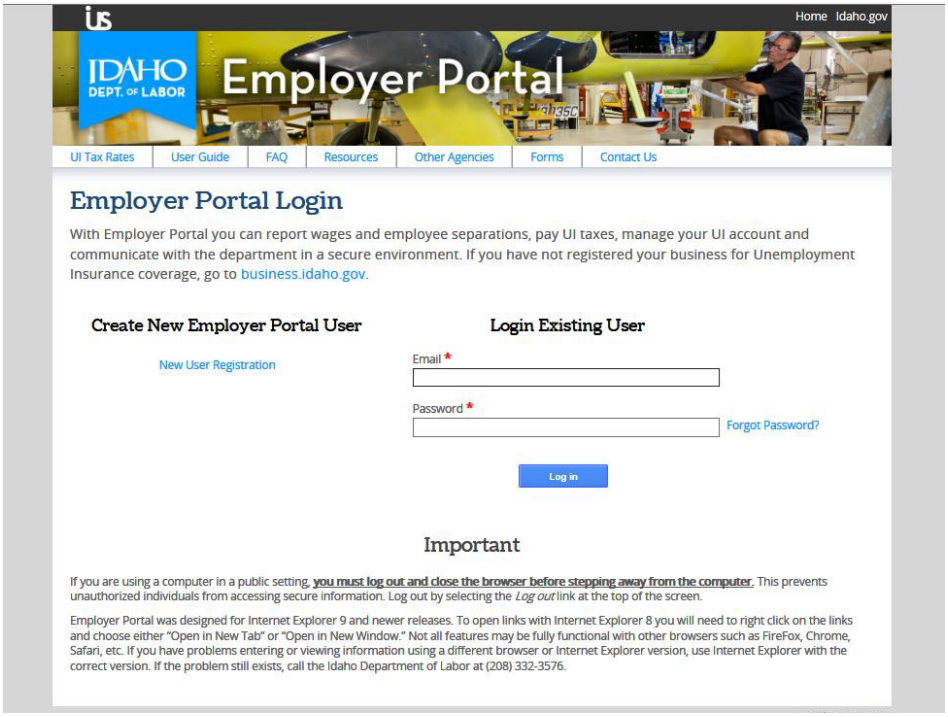
Table of Contents

EMPLOYER PORTAL OVERVIEW 3
Navigation Options 3
Special Features 4
HOW-TO PROCESSES 5
Register a New User Profile 6
Log in to Employer Portal 8
Reset a Forgotten Password 9
Grant a User Access to Employer Data 10
Contact the Idaho Department of Labor 12
Send a New Secure Email Message 13
Reply to a Secure Email Message 15
Update User Information 16
Update Contact Information 16
Set Email Reminder for Quarterly Taxes 16
Change a Password 16
Change the Selected Employer 17
Option 1: Use the Badge to Change the Selected Employer 17
Option 2: Use the Tiles to Change the Selected Employer 17
Manage Your User Roles for an Employer 18
Add Access to a Role for Your User Profile 18
Remove Access to a Role for Your User Profile 18
Manage Authorized User Roles for an Employer 19
Option 1: Manage Authorized Users via Email 19
Option 2: Manage Authorized Users via the Employer Portal 19
Manage the Employer PIN 21
Manage Employer Addresses 22
Edit the Primary Separation Notification Mailing Address 22
Remove the Primary Separation Notification Mailing Addresses 22
Assign the Primary Separation Notification Mailing Address to all Worksites 23
Manage Employer Worksites 23
Add a New Worksite 23
Edit a Worksite Address or a Worksite Contact 24
Remove a Worksite 25
Manage Employer Contacts 26
Add a New Employer Contact 26
Edit an Employer Contact 27
Manage Also Known As Names 28
Add a New AKA 28
Edit an AKA 28
Delete an AKA 29
File a Quarterly Report or Pay Taxes Online 30
New Hire Reporting 31
View the Benefit Charges for an Employer 32
Sign Up for Electronic Claim Notification 33
Report an Employee Separation 34

Employer Portal Overview

Welcome to Employer Portal with the Idaho Department of Labor.

Employer Portal is a self-service system that allows each employer to securely manage unemployment insurance tax and benefits account information directly with the Idaho Department of Labor (IDOL).



The Employer Portal User Guide has been created to help Idaho employers properly navigate and use Employer Portal. Find *how-to* processes for each feature in Employer Portal coupled with relevant background information.

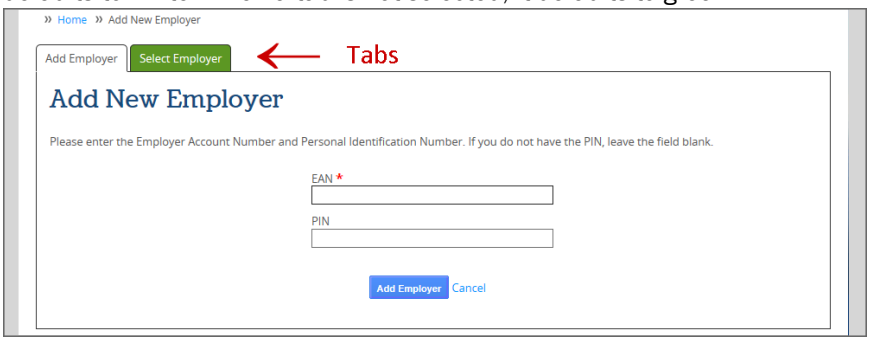
Employer Portal URL: https://Labor.Idaho.gov/EmployerPortal

Navigation Options

The Employer Portal uses standard navigation techniques that provide employers easy access to required information.

- **Tile Navigation** is a series of green, square tiles that depict an image and short description. Each tile acts as a gateway to screens where specific functions can be performed.

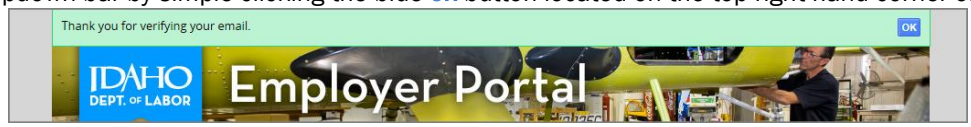
- **Tab Navigation** is a series of white and green tabs used to manage employer information. When a tab is selected, it defaults to white. When a tab is not selected, it defaults to green.



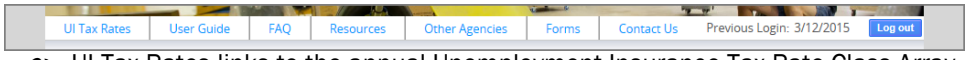
Special Features

The Employer Portal uses a number of special features throughout the site.

- **Success Dropdown Bar** - A green *success dropdown bar* is viewable at the top of the screen after successfully saving information. It displays different success messages related to the actions completed on the screen below it. Remove the dropdown bar by simple clicking the blue **ok** button located on the top right-hand corner of the dropdown bar.

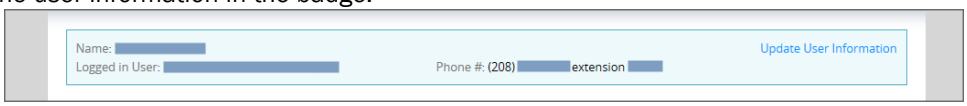


- **Main Menu** – A *main menu* at the top of each screen displays a series of hyperlinks that provide access to important information.



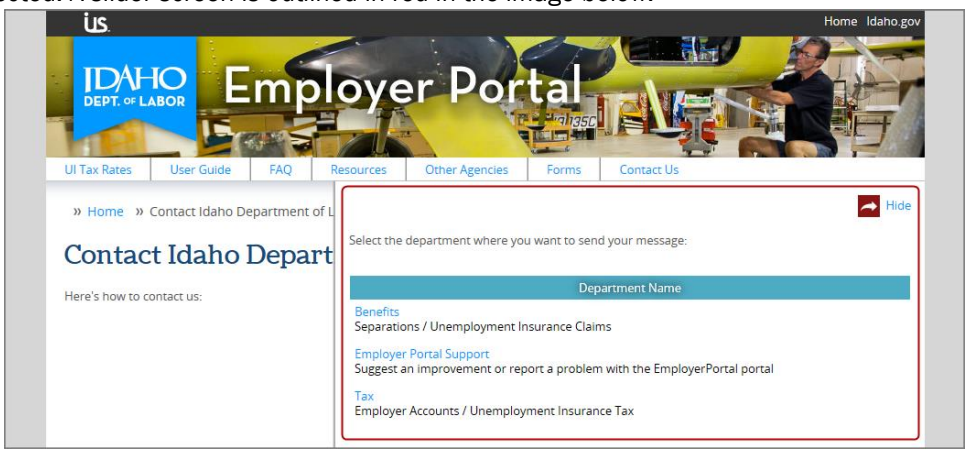
  - UI Tax Rates links to the annual Unemployment Insurance Tax Rate Class Array.
  - User Guide links to the Employer Portal User Guide PDF for employers.
  - FAQ links to a list of frequently asked questions about Employer Portal.
  - Resources links to a list of other helpful websites employers can use as resources.
  - Other Agencies links to a list of other state agency websites.
  - Forms links to a list of forms that are available to employers.
  - Contact Us links to the contact information for Idaho Department of Labor.

- **Badge** – A blue *badge* at the top of each screen of a logged in Employer Portal user displays the user profile's basic information. When an employer has been selected for data management, basic employer information is displayed below the user information in the badge.



- **Site Navigation** – A simple *site navigation* displays the screen to which a user has navigated, allowing quick movement from one area to another within Employer Portal.

- **Slider Screen** – A white *slider screen* flies out from the right-hand side of each screen when actions requiring data entry are selected. A slider screen is outlined in red in the image below.



How-To Processes

The Employer Portal provides access to specific functionality that affects details on an employer account.

Each *how-to process* contained herein provides step-by-step instructions to help each registered user better navigate the Employer Portal and manage employer information.

Click on a single *how-to process* listed below to be redirected to that section of the user guide.

- ★ Register a New User
- ★ Log in to Employer Portal
- ★ Reset a Forgotten Password
- ★ Grant a User Access to Employer Data
- ★ Contact the Idaho Department of Labor
- ★ Send a New Secure Email Message
- ★ Reply to a Secure Email Message
- ★ Update User Information
- ★ Change the Selected Employer
- ★ Manage Your User Roles for an Employer
- ★ Manage Authorized User Roles for an Employer
- ★ Manage the Employer PIN
- ★ Manage Employer Addresses
- ★ Manage Employer Worksites
- ★ Manage Employer Contacts
- ★ Manage Also Known As Names
- ★ File a Quarterly Report or Pay Taxes Online
- ★ New Hire Reporting
- ★ View the Benefit Charges for an Employer
- ★ Sign Up for Electronic Claim Notification
- ★ Report an Employee Separation

Register a New User Profile

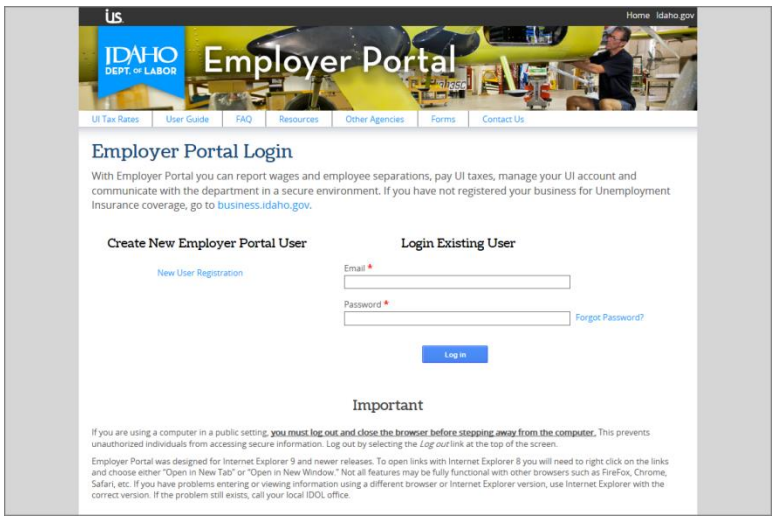
How To: Register a new user profile to access employer information on the Employer Portal.

Each new business entity that compensates workers for services rendered is required to register as a business on the Idaho Business Registration (IBR) website at business.idaho.gov.

If the business was set up in IBR with an email address, *an Employer Portal user profile is automatically set up using the same email address.*

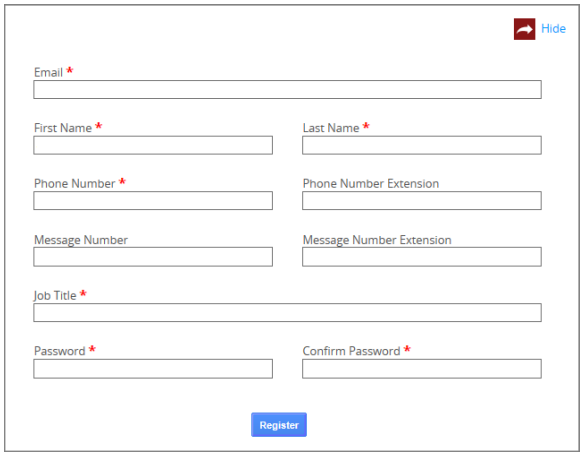
If the business was set up in IBR without an email address, *an Employer Portal user profile must be manually set up so that employer information can be properly managed.*

Begin on the Employer Portal login screen.



Click the **New User Registration** hyperlink.

A slider screen will be displayed on the right-hand portion of the screen.



Enter information into the available fields. A red asterisk indicates a required field. The user profile will not be created unless all required fields are filled in using the correct format.

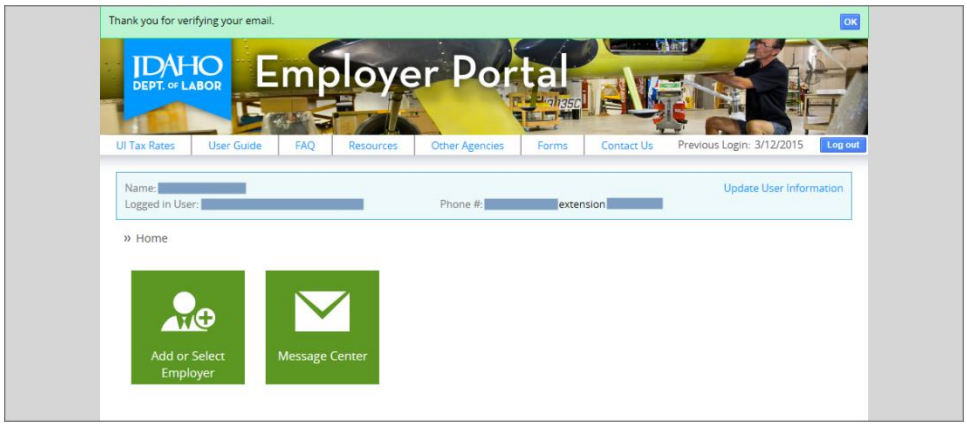
Click the **Register** button to create a new user profile. A verification email is sent to the email address indicated during the registration process and the **Verify Your Email** screen is displayed.

Before continuing to the Employer Portal Login screen the email address must be verified.

Open the email and click the *verify email address* link provided.

If the email cannot be found, click the **Resend Verification Email** button to have an additional verification email sent to the same email address.

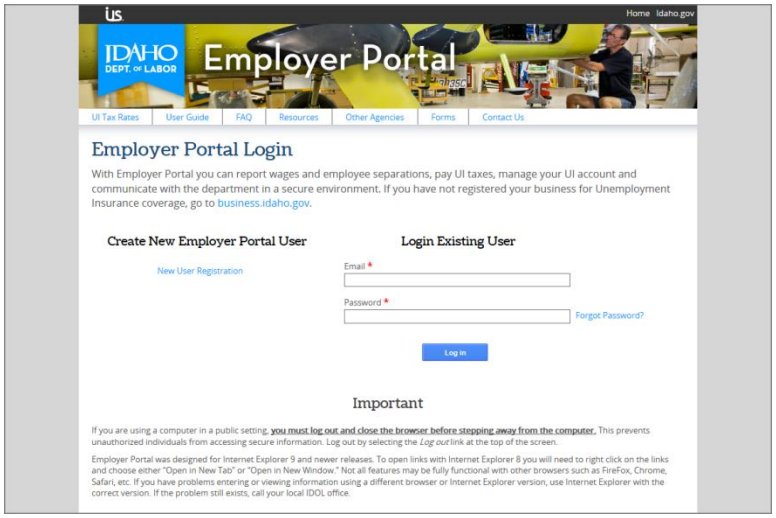
After clicking the link, the user's home screen on the Employer Portal can be accessed. A green success dropdown bar confirms the email was verified and the user profile has been activated.



Log in to Employer Portal

<u>How To</u>: Log in to an existing user profile in the Employer Portal.

Begin on the Employer Portal login screen.

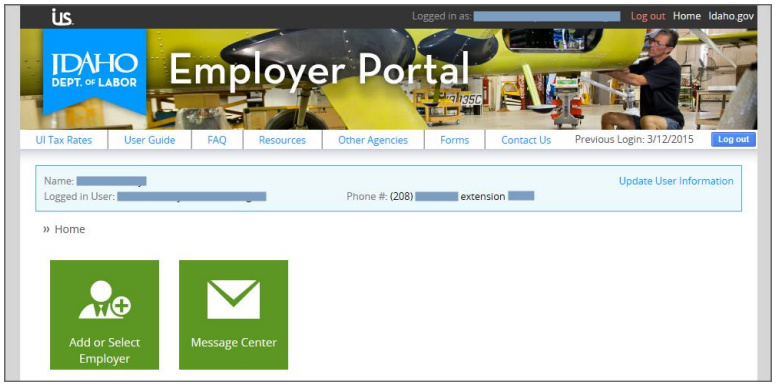


Type the user's email address that was used during the account profile registration. It is required to login.

Type the user's password created by the user or received as a temporary password. It is required to login.

- → If the user profile was established manually on the Employer Portal site, an employer account must be linked to the user. See the Grant a User Access to Employer Data how-to process.
- → If the user profile was established automatically by the IBR program, the associated employer account will be automatically linked with the user that has administrator permissions for that employer account.
- → After five attempts to login, a user will be locked. Idaho Department of Labor will be required to unlock the user and allow access to the Employer Portal again.
- → Once logged in, if a user profile is inactive in Employer Portal for more than fifteen minutes the user is automatically logged out.

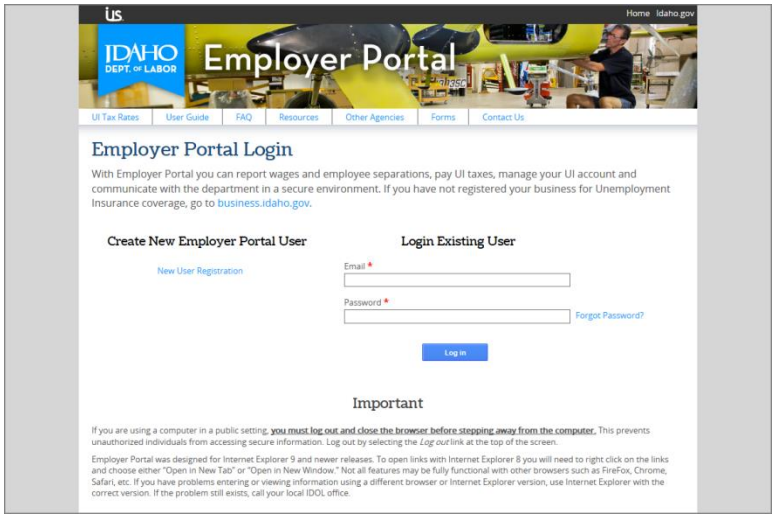
Click the **Login** button to access the Employer Portal and display the user's home screen. Each screen will display different tiles depending on the permission level of the user.



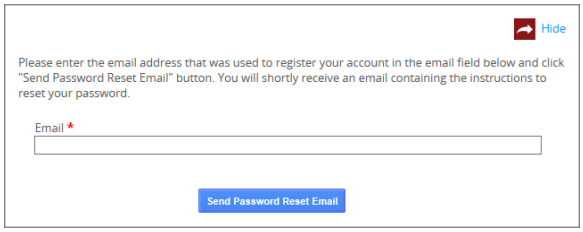
Reset a Forgotten Password

<u>How To</u>: Reset a forgotten password for an existing user profile in the Employer Portal.

Begin on the Employer Portal login screen.



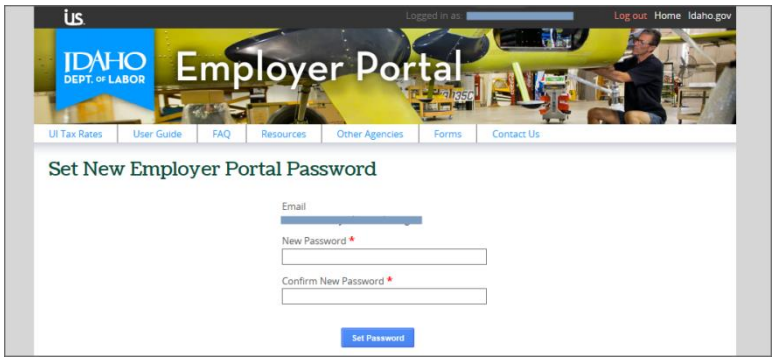
Click the **Forgot Password** hyperlink to access the Password Reset slider screen.



Type the user's email address that is used for all Employer Portal communication in the email field.

Click the **Send Password Reset Email** button. Once the email has been sent the slider screen will disappear, and a green success drop-down bar will be displayed at the top of the screen.

Access the *Employer Portal – Password Reset* activity notification email, click the hyperlink provided and an Internet browser opens to the Set New Employer Portal Password screen.



Enter a new password in the Password field and reenter it a second time in the Confirm New Password field.

> *<u>Note</u>: This must be a different password from the previous password.*

Click the **Set Password** button. This will be the new password to use when logging in to Employer Portal.

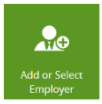
Grant a User Access to Employer Data

How To: Grant a user profile access to an employer account for data management.

Note: A single user can have access to multiple roles for managing data on multiple employer accounts.

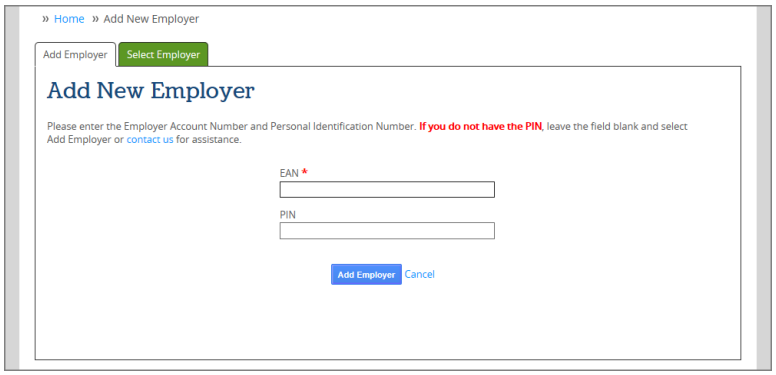
User profiles are assigned permissions to various roles for an employer account that correlates to the actions that user will perform once logged in to Employer Portal. Administrator users can manage a wider range of employer information, send secured email messages to Idaho Department of labor staff and control other user's permissions for the specified employer account. Administrators receive emails each time a new user requests permissions to the employer.

Log in to the Employer Portal and access the user's home screen.



Click the **Add or Select Employer** tile.

Click the **Add Employer** tab to request access to an employer's information for data management.

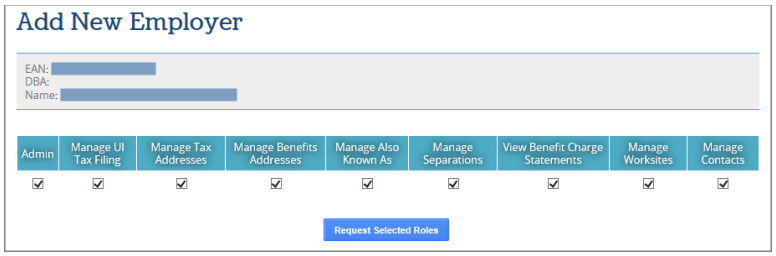


Type the 10-digit employer account number into the EAN field.

Note: Providing only an EAN sends an email to the administrator for the employer account requesting the permissions indicated on the following screen.

Type the 6-digit personal identification number in the PIN field.

Note: Providing a PIN along with the EAN sets up the user profile in an administrator role for the employer, granting access to view and manage all employer information and the ability to add, edit and delete users for that employer.



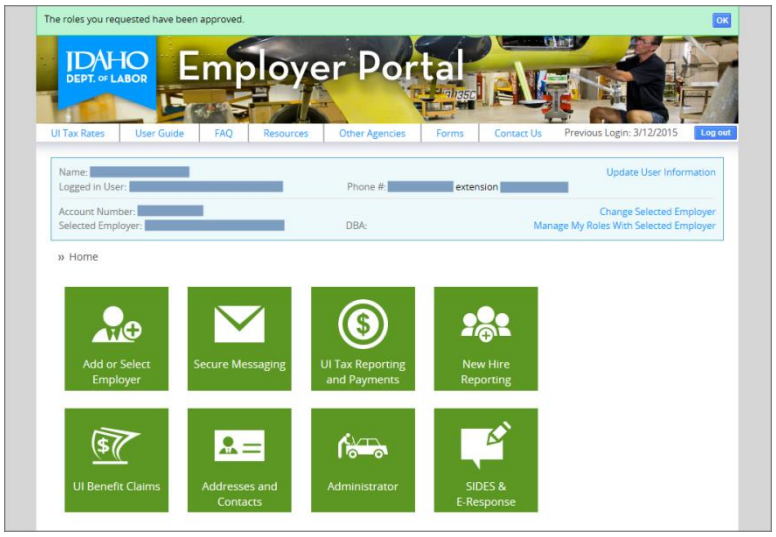
Select the check box underneath each area of functionality that is required by the user.

→ *If a PIN was not keyed during the user's roles request,* by default all boxes are not checked and each role being requested must be manually selected.
→ *If a PIN was keyed during the user's roles request,* by default all boxes are checked. The user will be granted all the permissions to all roles.

Click the **Request Roles** button to attain access to the roles requested.

→ *If a PIN was not keyed during the request,* access to the employer account will remain in a pending state until an administrator approves the request, granting access.
→ *If a PIN was keyed during the request,* the user will be granted administrator permissions on the employer account.

The screen refreshes to the user profile home screen, displaying tiles for each functional area the user was granted access to. A success dropdown bar is displayed at the top of the screen, indicating that new roles have been approved. An email is also sent to the user profile email address, indicating what action occurred.


The roles you requested have been approved.
OK
IDAHO DEPT. OF LABOR
Employer Portal
UI Tax Rates
User Guide
FAQ
Resources
Other Agencies
Forms
Contact Us
Previous Login: 3/12/2015
Log out
Name:
Logged in User:
Phone #:
extension
Update User Information
Account Number:
Selected Employer:
DBA:
Change Selected Employer
Manage My Roles With Selected Employer
» Home
Add or Select Employer
Secure Messaging
UI Tax Reporting and Payments
New Hire Reporting
UI Benefit Claims
Addresses and Contacts
Administrator
SIDES & E-Response

Contact the Idaho Department of Labor

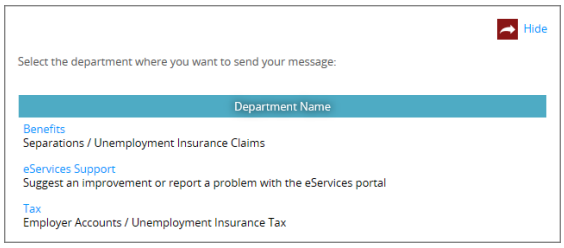
<u>How To</u>: Find contact information for Idaho Department of Labor without being logged in to Employer Portal.

Begin on the Employer Portal home screen.

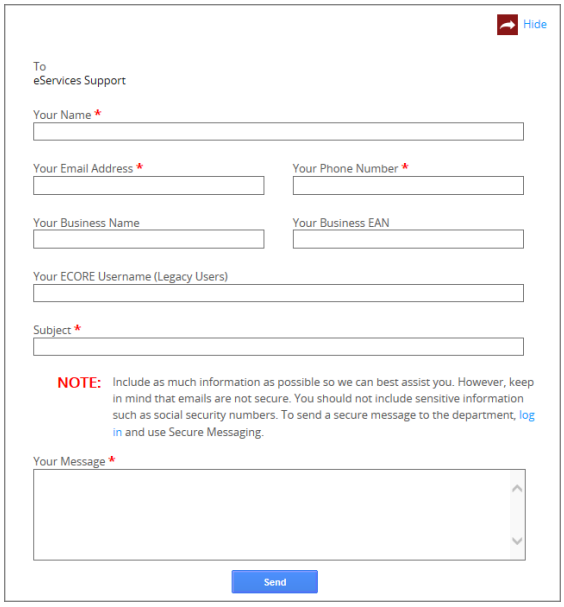
Click the **Contact Us** menu hyperlink to access the Contact Idaho Department of Labor screen.

Click the **Contact Us Form** hyperlink to send an email message directly to Idaho Department of Labor.

A slider screen displays the departments to which an email message can be sent.



Select a **department name** to access the message slider screen for that department.



Enter required details and attach supporting files to assist in the communication process, ensuring there is enough detail in the request for staff to understand it and respond promptly and accurately.

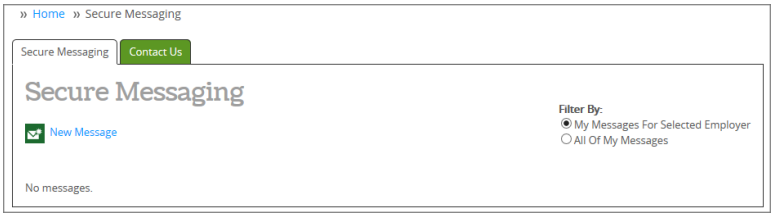
Click the **Send** button to send the email to Idaho Department of Labor. The slider will disappear.

Send a New Secure Email Message

<u>How To</u>: Send a secure email message to Idaho Department of Labor while logged in to Employer Portal.

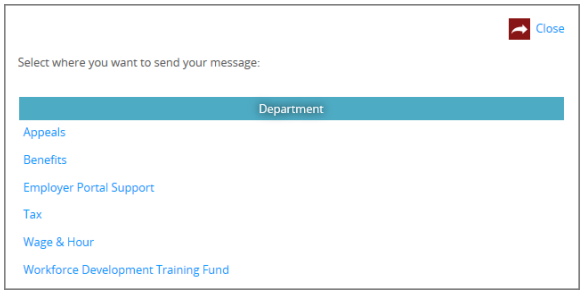
Log in to the Employer Portal and access the user's home screen.

Click the **Secure Messaging** tile to access the *Secure Messaging* tab as seen below.

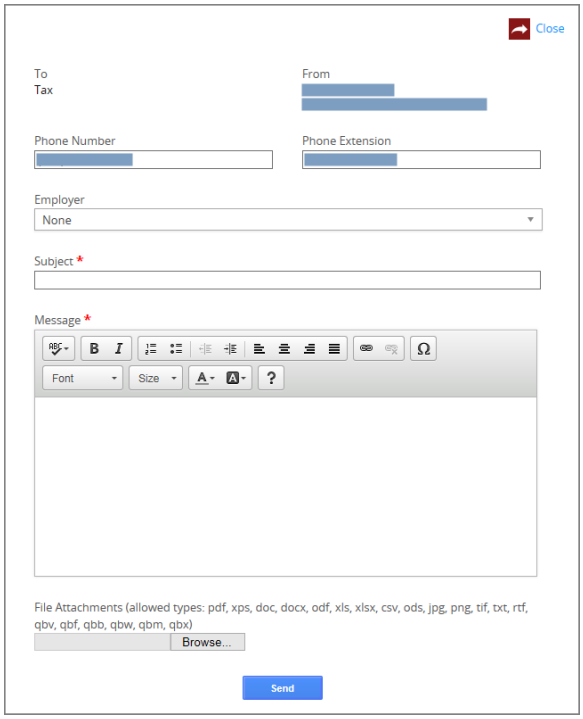


Click the **New Message** button to send a secure email message directly through the Employer Portal.

A slider will display the departments that a secure message can be sent to.



Select one of the hyperlinks under the Department heading to send a secure message to appeals, benefits, tax, wage and hour, workforce development training fund or Employer Portal support. After clicking one, the secure email message slider will appear with the selected department listed in the *To* section and your user profile name and email address in the *From* section.



Certain fields will be auto-populated but can be changed if necessary.

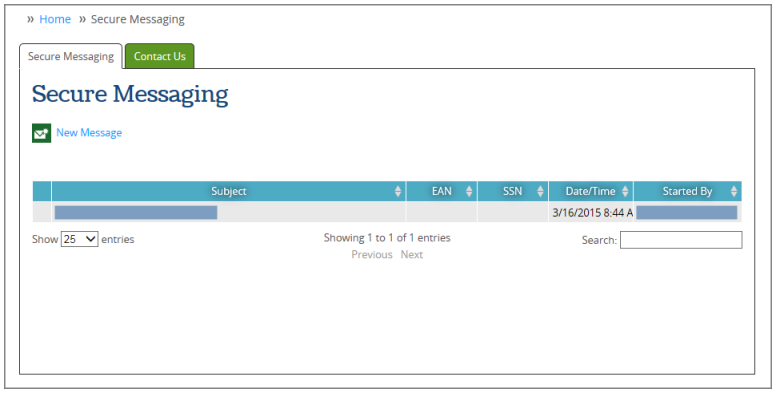
An employer can be listed if the email is in reference to a specific employer account, but it is not required.

Type a subject of the email in the Subject field. It is a required field.

Type a message on the Message box. It is a required field.

Attach any files relevant to the communication that will assist in the investigation by staff.

Click the **Send** button to send the secure email message including any attachments to the department or individual indicated on the email. A green slider dropdown will appear at the top of the screen indicating that the message was sent successfully. The Secure Messaging tab will refresh to display the new message in a table.

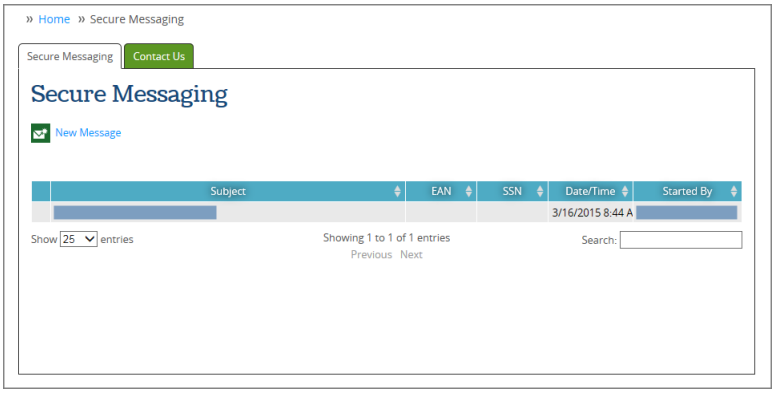


Reply to a Secure Email Message

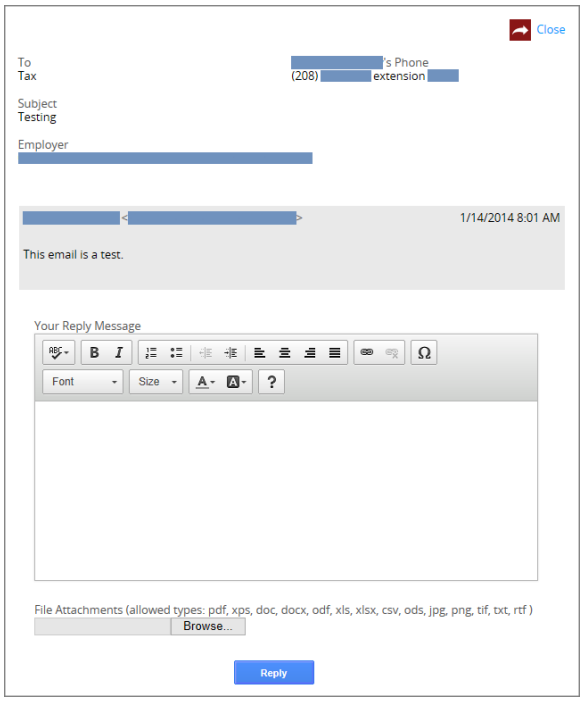
<u>How To</u>: Reply to a secure email message from Idaho Department of Labor while logged in to Employer Portal.

Log in to the Employer Portal and access the user's home screen.

Click the **Secure Messaging** tile to access the *Secure Messaging* tab as seen below.



Select the **Subject** hyperlink for an email conversation to access a slider screen with message details.



Type a reply to the message.

Attach any helpful files.

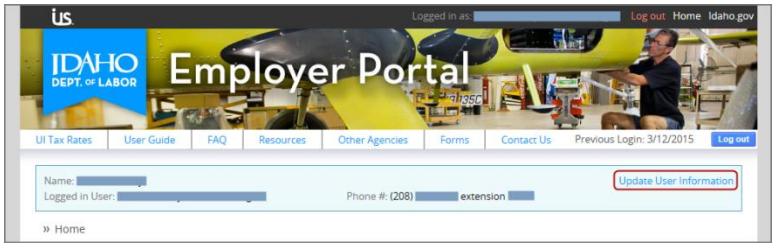
Click the **Reply** button to send an email reply to the selected message with Idaho Department of Labor.

The slider screen will disappear and a green success dropdown bar will appear at the top of the screen indicating that the email was successfully sent. If the email message in the table is selected, the original email and the reply are displayed.

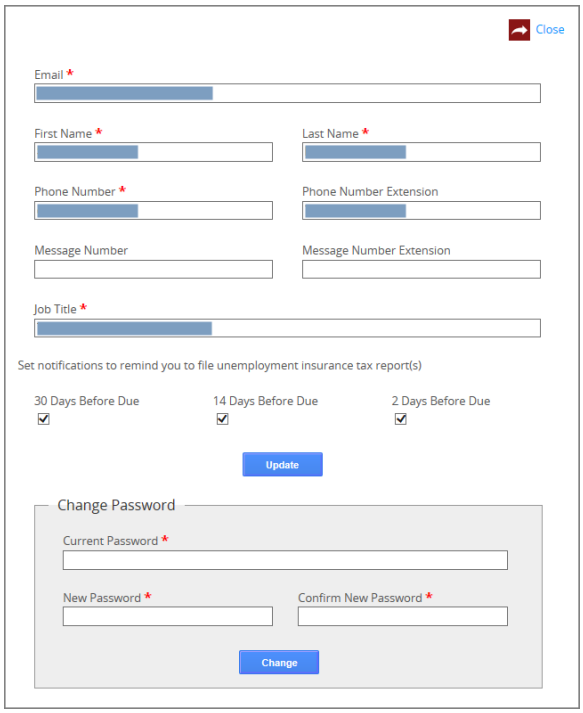
Update User Information

<u>How To</u>: Update user contact information or change a password.

Log in to the Employer Portal and access the user's home screen.



Click the **Update User Information** hyperlink located in the top right-hand corner of the badge to access the *Update User Information* slider screen.



Update Contact Information

Type new contact information into any fields that need to be updated. This includes email, first and last names, phone number and extension, message number and extension and job title.

Click the **Update** button to save the new data to the user profile. The slider screen disappears and a green success dropdown bar is displayed at the top of the screen.

Set Email Reminder for Quarterly Taxes

Select one or all check boxes to indicate each time an email reminder should be generated, at 30, 14 and 2 days prior to the quarterly tax report due date.

Change a Password

Change a password by entering the old password into the Current Password field and a new password into the New Password field. Re-enter the same new password into the Confirm New Password field as confirmation of the new password.

Click the **Change** button to save the new password on the user profile. The slider screen disappears and a green success dropdown bar is displayed at the top of the screen.

Change the Selected Employer

How To: Change the selected employer to manage the information on a different employer account.

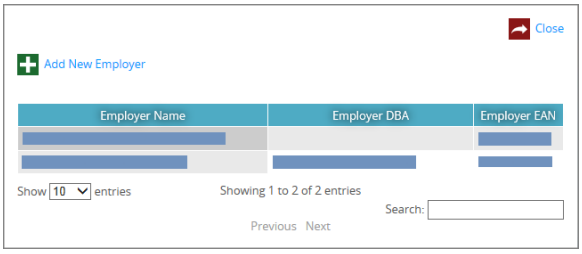
A user can switch between accessing data on different employer accounts as long as access has already been granted for each employer account.

There are two ways to change the selected employer. Both options are described below.

Option 1: Use the Badge to Change the Selected Employer

Log in to the Employer Portal and access the user's home screen.

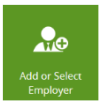
Click the **Change Selected Employer** hyperlink located in the middle right-hand side of the badge to access the employer slider screen to view all employers a user has access to.



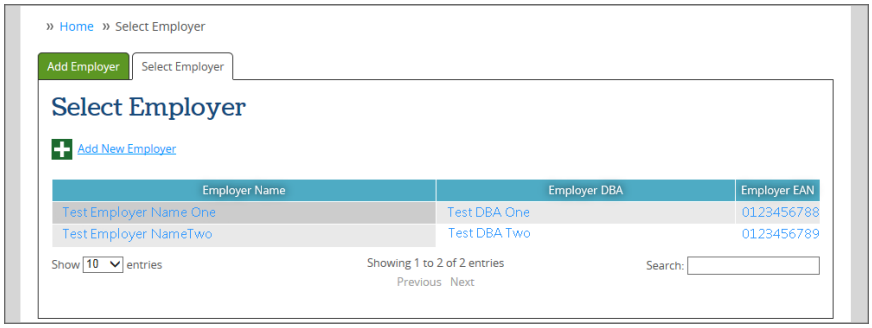
Select the **Employer Name** hyperlink for an employer listed in the table of employers the user has access to. The slider will disappear and the home screen will refresh displaying the selected employer's details in the badge and tiles for functional areas the user has access to for that employer.

Option 2: Use the Tiles to Change the Selected Employer

Log in to the Employer Portal and access the user's home screen.



Click the **Add or Select Employer** tile to access the *Select Employer* tab.



Click the **Employer Name** hyperlink to select that employer account for information management. The badge will refresh to display the newly selected employer information.

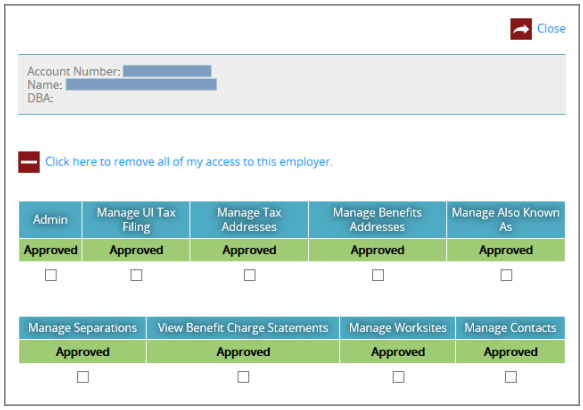
Pending role requests are displayed at the bottom of the tab. Click **cancel** to cancel a role request.

Manage Your User Roles for an Employer

<u>How To</u>: Manage your own user roles for an employer. Add or remove access to functional areas for an employer.

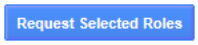
Log in to the Employer Portal and access the user's home screen.

Click the **Manage My Roles With Selected Employer** hyperlink on the badge to access the roles slider screen.



Add Access to a Role for Your User Profile

Select the check box under each role for which access *should be granted* on the selected employer.

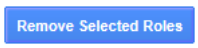


Click the **Request Selected Roles** button to request access for the selected user roles.

- → If the user is an administrator the change is immediate, displaying *approved* under each role to which access was granted.
- → If the user is not an administrator, an email is sent to each administrator for the employer requiring approval of the role request prior to the user's access being granted.

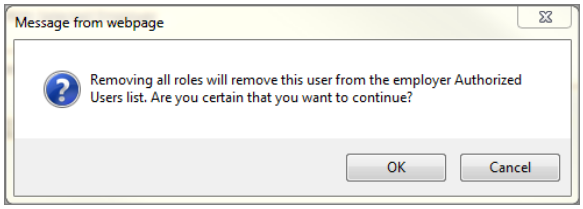
Remove Access to a Role for Your User Profile

Select the check box under each role for which access *should not be granted* on the selected employer.



Click the **Remove Selected Roles** button to remove your access and display *no access* for those roles in the table. A role change notification email is sent to all administrators for the employer account.

Instead of removing each role individually, *if all access should be removed from an employer*, click the **Remove All Roles** button. A pop-up requires confirmation of the request to remove all roles for the user.



Click the **OK** button and remove all your roles access from the selected employer. A roles change notification is sent to your user profile email address.

Click the **Cancel** button to abandon changes and keep the user roles as they are for the selected employer.

Manage Authorized User Roles for an Employer

How To: Manage the authorized users for an employer. Approve or deny user requests for access to specific functional areas for an employer.

Users with administrator permissions for an employer have the ability to approve or deny requests by other users for access to functional areas. This can be done via email or through the Employer Portal.

Users with administrator permissions for an employer automatically receive email notifications as new users are granted access to and removed from an employer account. This assists in ensuring that only approved users have permission to access employer information.

Option 1: Manage Authorized Users via Email

When a user requests access to an employer's functional areas, all users with administrator access for that employer receive an email with details about the request for access.

Click the **Approve** hyperlink to *grant the user access to all functional areas for the employer* requested in the email. The Employer Portal Result of Role Management screen is displayed in an Internet browser, indicating the roles that were approved for a user. No further action is required. >>

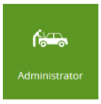
Or click the **Deny** hyperlink to *deny the user access for all functional areas for the employer* requested in the email. The Employer Portal Result of Role Management screen is displayed in an Internet browser, indicating the roles that were denied for a user. No further action is required.

Or click the **Login to manage roles** hyperlink to view the user roles request directly in the Employer Portal. This process is detailed below.

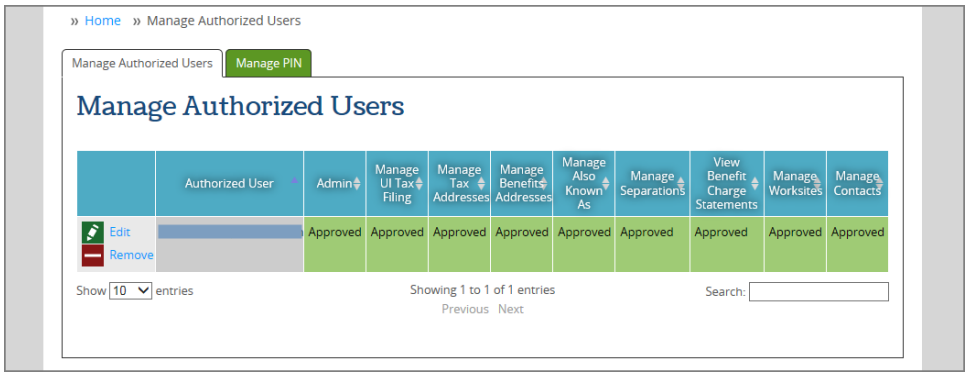
Option 2: Manage Authorized Users via the Employer Portal

A user profile can be granted access to or removed from specific roles for an employer.

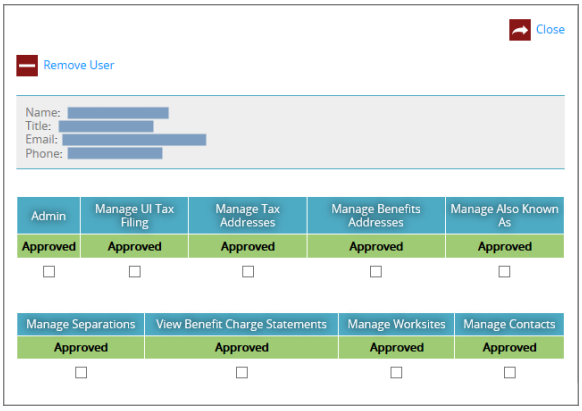
Log in to the Employer Portal and access the user's home screen.



Click the **Administrator** tile to access the *Manage Authorized Users* tab.



Select the **Edit** hyperlink for the user profile with a pending request and access the *manage authorized users* slider screen. View the current status of the selected user, pending requests for access to functional areas and areas already *approved* or *denied*.



Select the check box for each role being approved or denied. This will trigger a button to appear.

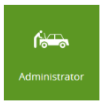
Click the **Add Selected Roles** button to grant the user access to the requested roles with boxes checked. The slider disappears, and the Manage Authorized Users tab displays the approved roles as *approved*.

Click the **Remove Selected Roles** button to deny the user access to the roles with boxes checked. The slider disappears, and the Manage Authorized Users tab displays the denied functional areas as *no access*. This action also triggers an email to the administrator detailing the role changes that occurred for the user.

Manage the Employer PIN

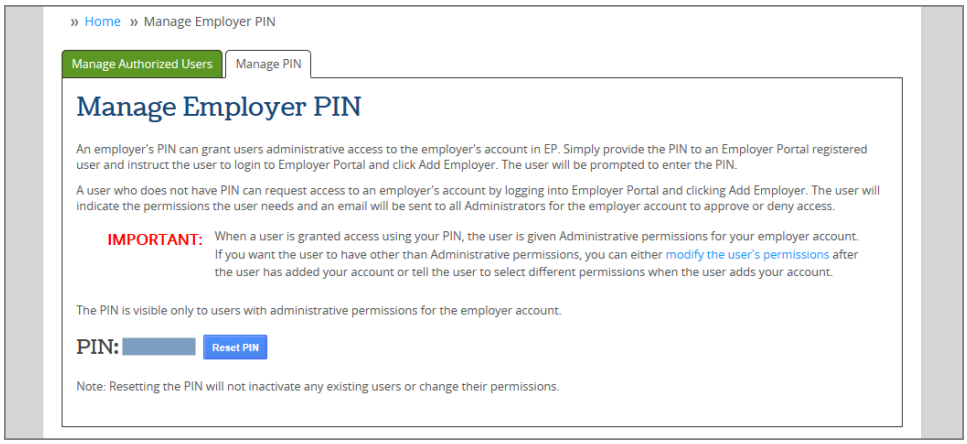
<u>How To</u>: Change the PIN associated with an employer account to ensure the employer account stays secure when a change occurs in employee status.

Log in to the Employer Portal and access the user's home screen.



Click the **Administrator** tile to access the features available to users with administrator permissions for the selected employer. Only a user with administrator rights can access this tile.

Click the **Manage PIN** tab. Only a user with administrator rights has access to this screen.



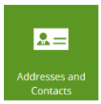
Click the **Reset PIN** button to remove the PIN and activate a new PIN that will be linked to the employer.

Any user attempting to access the employer information using the previous PIN will be unable to do so. This does not adjust a user's authorized roles. It simply invalidates the old employer PIN. To ensure security of the employer information, changing an employer PIN should be done in conjunction with removing all roles for any users no longer requiring access to the employer information.

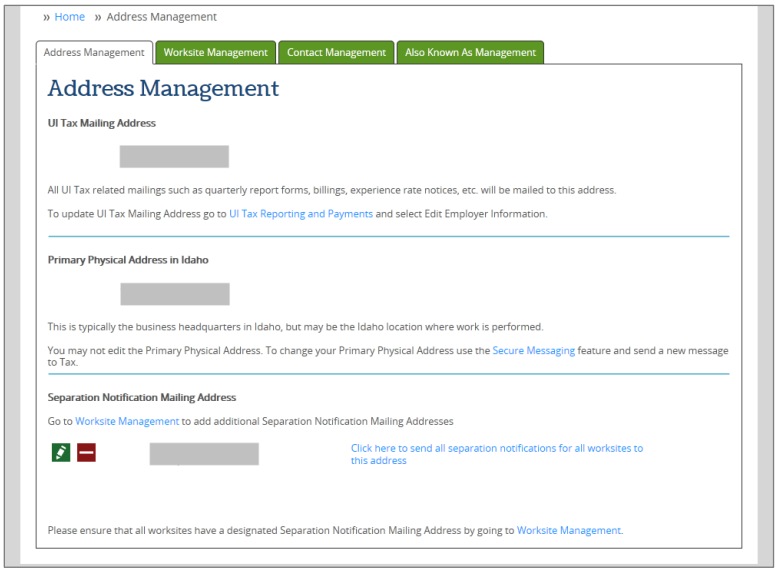
Manage Employer Addresses

<u>How To</u>: Update employer addresses associated with an employer account.

Log in to the Employer Portal and access the user's home screen.



Click the **Addresses and Contacts** tile to access the Address Management tab.

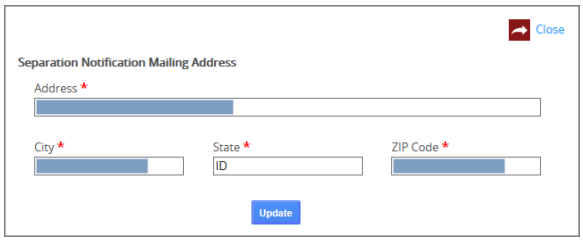


From the **Address Management** tab, three different addresses are displayed.

- **UI Tax Mailing Address** is used for all mail related to unemployment tax such as report forms, billings and experience rate notices. The UI Tax Mailing address can be edited in the Employer Online Reporting application.
- **Primary Physical Address in Idaho** is the employer's Idaho headquarters or the location in which work is performed. P.O. Boxes are not allowed. This address can only be changed by an Idaho Department of Labor staff. To request a change, send a secure message to the Tax inbox.
- **Separation Notification Mailing Address** is the address used to mail *notice of claim and separation statement* notifications. By default, the separation notifications mailing address is the UI Tax Mailing address. However, if another destination is preferred for *notice of claim and separation statement* letters, the primary separation notification mailing address can be changed.

Edit the Primary Separation Notification Mailing Address

Under the Separation Notification Mailing Address header, click the **Edit** icon to access the Separation Notification Mailing Address slider screen.



All fields displayed are required fields when editing the address.

Enter the address into the fields displayed or make changes to the existing address.

Click the **Update** button to save changes entered on the slider screen.

Or, click the **Close** button to abandon changes and return to the Address Management tab.

Remove the Primary Separation Notification Mailing Addresses

Under Separation Notification Mailing Address, click the **Remove** icon to remove the main separation notification mailing address listed on the screen. A popup will appear asking for confirmation of the address removal.

Click the **OK** button on the popup to remove the address. A green success dropdown bar will be displayed at the top of the screen. Now all *notice of claim and separation* letters will be mailed to the UI Tax Mailing address.

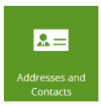
Assign the Primary Separation Notification Mailing Address to all Worksites

Send all Separation Notifications for all worksites to this address is a hyperlink used to remove any separation notification mailing addresses mail separation notifications to separate worksites, but instead to mail them to the single selected Separation Notification Mailing Address.

Manage Employer Worksites

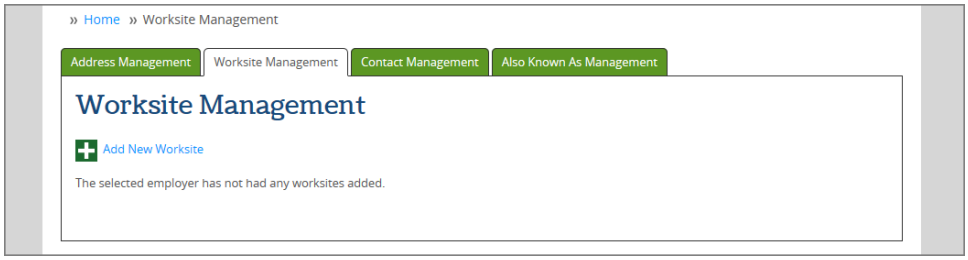
How To: Update the worksite addresses associated with an employer account.

Log in to the Employer Portal and access the user's home screen.



Click the **Addresses and Contacts** tile to access the Address Management tab.

Click the **Worksite Management** tab to access the worksite management features.



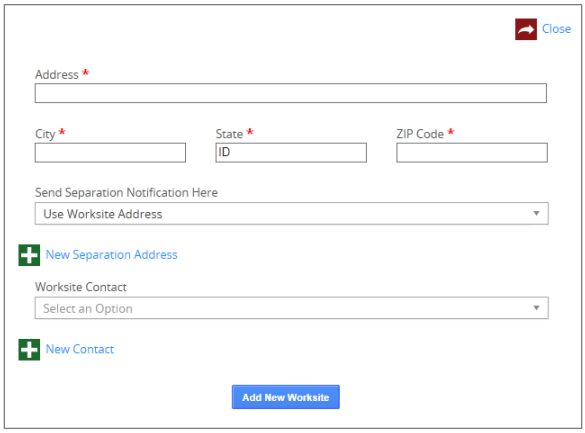
Add a New Worksite

How To: Add a new worksite to an employer account, with the option to add a separation address to each new worksite.

Notice of claim and separation statement letters can be sent to the primary separation address or a specific worksite.

Begin on the Worksite Management tab.

Click the **Add New Worksite** button to access the new worksite slider screen.



Enter data into each required field including address, city, state and ZIP code.

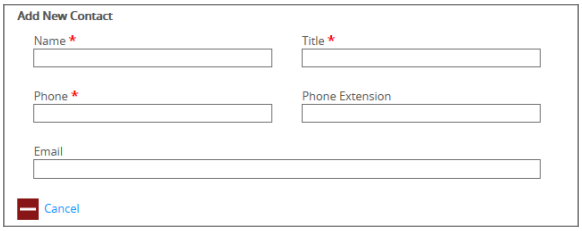
Select *Send Separation Notification Here* to identify the address to which *notice of claim and separation statement* letters should be mailed: the *primary separation notification* address or the *worksite* address.

> *Or, if separation notifications for this worksite should be mailed to a different address,* you may add a new separation address to your account on this screen. Click the New Separation Address button to dynamically display a new section of data entry fields that are related to the new separation address.

If it turns out a new separation address is not required after all, click the *Cancel New Separation Address* button to remove any information that had been typed.

Select *Worksite Contact* to assign from a drop-down list of existing contacts.

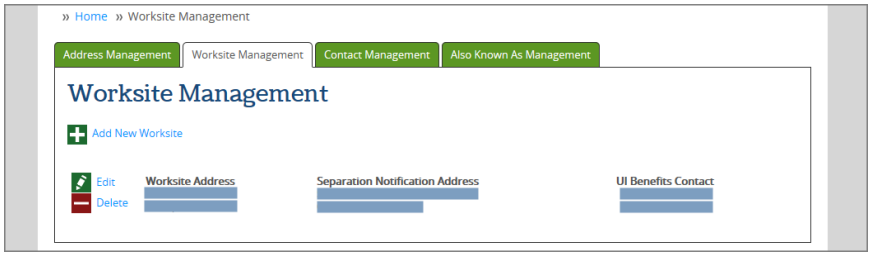
Or, if a new contact needs to be added, click the **New Contact** button. This will dynamically display a new section of fields for data entry under the heading *Add New Contact*.



Enter data into all required fields. *A new contact added from this screen and saved to the address can be viewed and edited from the Contact Management tab.*

If a new contact is not required after all, click the **Cancel** button to remove any new contact information entered. This does not close the slider. It only removes contact information keyed in error on the slider screen. Continue with the process below.

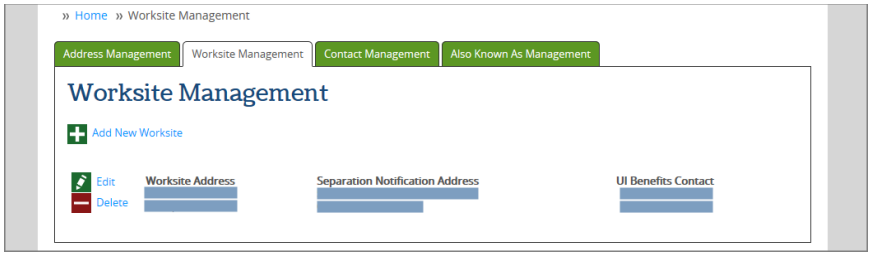
Click the **Add New Worksite** button to save all new worksite information entered to the employer account. The slider disappears, a green success drop-down bar indicates that a new worksite was added and the Worksite Management tab refreshes to display the new worksite.



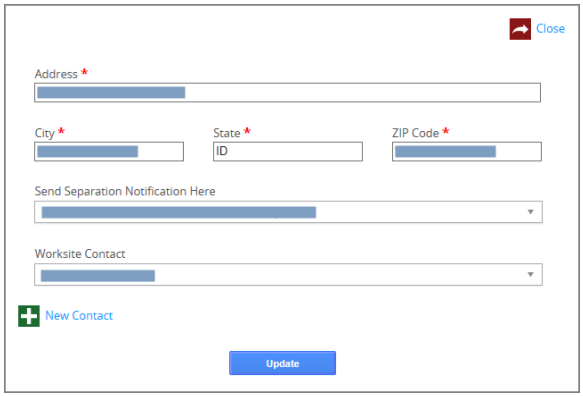
Edit a Worksite Address or a Worksite Contact

How To: Edit an address or contact associated with a worksite on an employer account.

Begin on the **Worksite Management** tab.



Click the **Edit** button next to an existing worksite address to access the edit address slider screen.

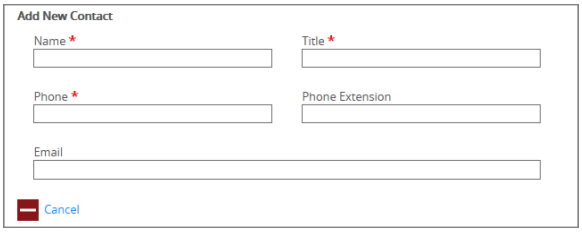


Make updates to any fields requiring a change.

Select a Separation Notification address to use.

Select a Contact from the existing contacts drop-down list.

Or click the *New Contact* button to dynamically display the Add New Contact section.



Enter data into the required fields for the new contact.

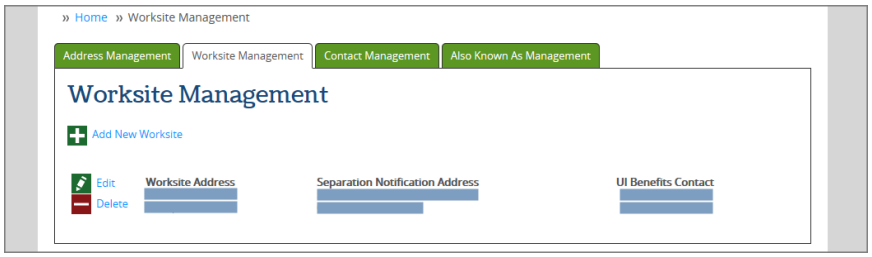
If a new contact is not required, click the **Cancel** button to abandon changes made to the New Contact section and return to the original slider screen options.

Click the **Update** button to save the changes made to the worksite address and worksite contact. The slider will disappear, a green success drop-down bar will indicate that the worksite was successfully updated and the changes will be available immediately on the *Worksite Management* tab.

Remove a Worksite

How To: Remove a worksite from an employer account.

Begin on the **Worksite Management** tab.



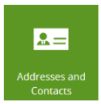
Click the **Delete** button to remove a worksite from the employer account. A popup will be displayed to confirm that the worksite will be deleted.

Click the **OK** button to permanently delete the worksite from the employer account. A green success header bar will be displayed at the top of the screen.

Manage Employer Contacts

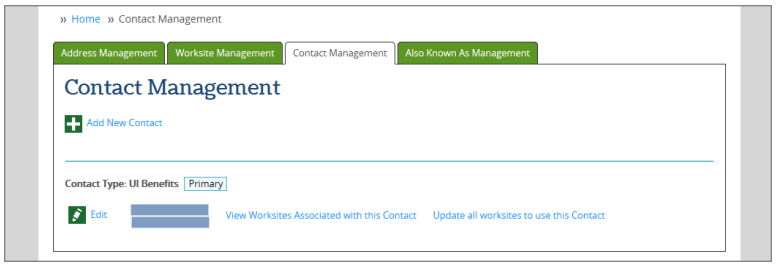
<u>How To</u>: Update the contacts associated with an employer account.

Log in to the Employer Portal and access the user's home screen.



Click the **Addresses and Contacts** tile to access the Contact Management tab.

Click the **Contact Management** tab to access the Employer Contact Management features.



An employer can have one UI Tax contact. Once a UI Tax contact is entered, it cannot be deleted. If this contact changes the UI Tax contact must be edited to reflect the new person.

An employer can have multiple UI Benefits contacts only one of which can be designated as the primary benefits contact. Only non-primary benefits contacts can be deleted.

The first UI Benefits contact entered on an employer account is automatically designated as the primary benefits contact.

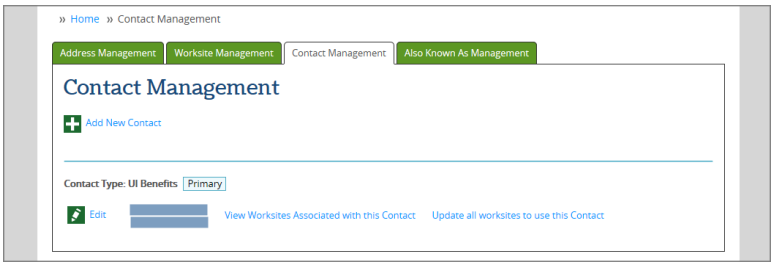
Click the **Make Primary** hyperlink to change the primary benefits contact from one contact to another.

Click the **View Worksites Associated with this Contact** to access a slider that displays all worksite addresses to which a contact is linked.

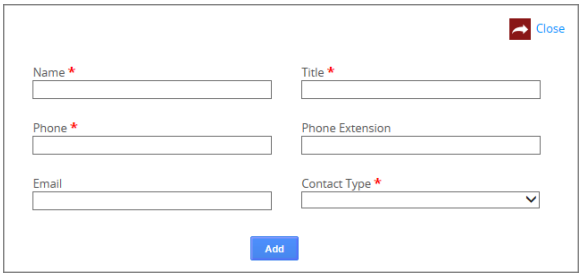
Add a New Employer Contact

<u>How To</u>: Add a new employer contact to an employer account.

Begin at the **Contact Management** tab.



Click the **Add New Contact** button to access the new employer contact slider screen.



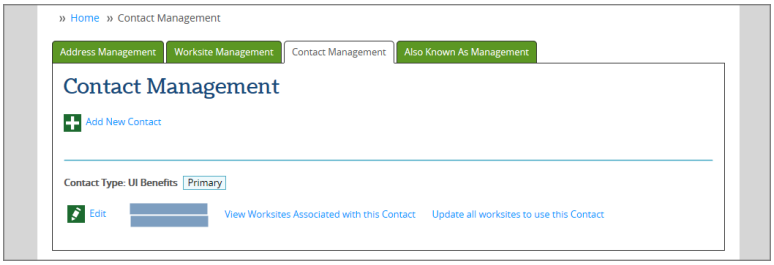
Enter data into required fields.

Click the **Add** button to save all information to the employer account. The slider will disappear, a green success drop-down bar will appear and the new contact will immediately be displayed on the Contact Management tab.

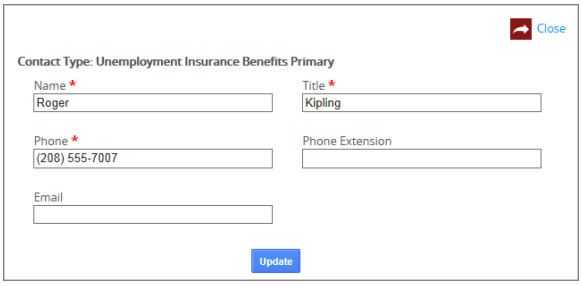
Edit an Employer Contact

How To: Edit an existing employer contact on an employer account.

Begin at the **Contact Management** tab.



Click the **Edit** button to access the edit contact slider screen.



Make updates to any field requiring a change.

Click the **Update** button to save all changes to the employer account. The slider screen will disappear, a green success drop-down bar appears indicating that the contact was successfully updated and the changes are available immediately on the Contact Management tab.

Manage Also Known As Names

<u>How To</u>: Update the also known as names associated with an employer account.

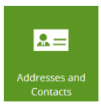
Having a list of all names an employer uses is important when an employer may be corporately known by one name but publicly known by another. This helps when performing research on a benefits claim to ensure that the correct employer is being referenced on the claim.

The *also known as* name is different from the *legal* name and *doing business as* name.

An also known as name is not a legally registered name. It is a name by which a business is known generally in the public that has sprung up over time as a sort of business nickname.

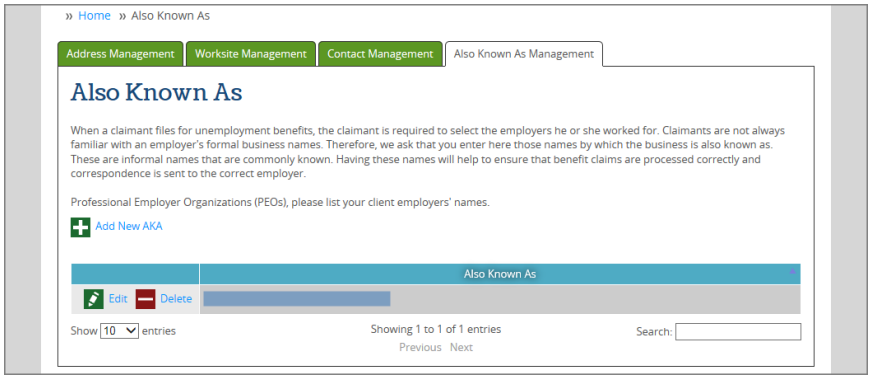
> Our example employer registered with the Secretary of State using the legal name of *IntelliCore Inc.* This same employer registered with a doing business as name of *Computer Smarts Repair and Sales,* the name listed on the business's local computer shop sign. Over time the business was referred to by happy clientele and dedicated workers as simply *Smart Computers.* Therefore*, Smart Computers* became an *also known as* name for the employer.

Log in to the Employer Portal and access the user's home screen.



Click the **Addresses and Contacts** tile to access the Also Known As Management tab.

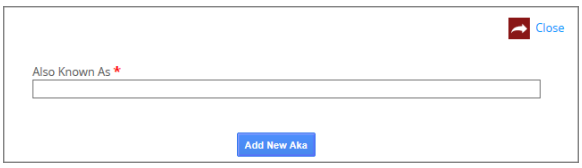
Click the **Also Known As** tab to access features that assist in managing *also known as names,* AKAs.



Add a New AKA

Begin on the **Also Known As** tab.

Click the **Add New AKA** button to access the slider screen to add a new AKA name.

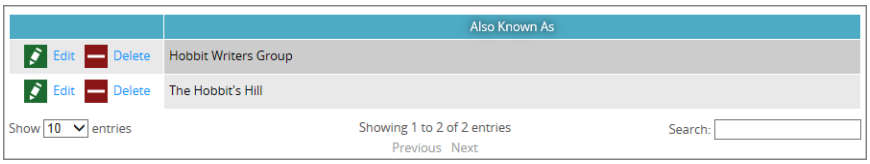


Type a single *also known as* name associated with the selected employer.

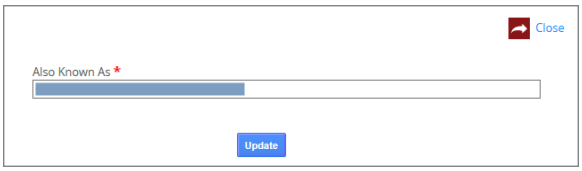
Click the **Add New AKA** button to save the new AKA to the employer account. The slider screen will disappear, a green success drop-down bar will indicate that the AKA name was successfully saved to the employer account, and the new AKA name will be displayed in the *also known as* table at the bottom of the Also Known As tab.

Edit an AKA

Begin on the Also Known As tab.



Click the **Edit** button to the right of an AKA name requiring a change and access the slider screen to edit an existing AKA name.

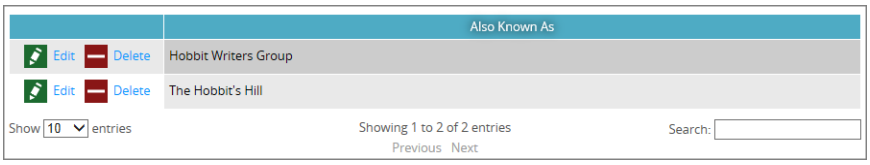


Make the required changes to the employer AKA name.

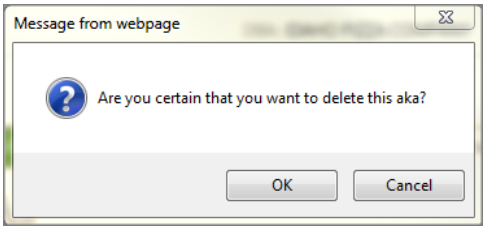
Click the **Update** button to save changes to the AKA name on the employer account. The slider screen will disappear, a green success drop-down bar will indicate that the AKA name was successfully saved to the employer account and the updated AKA name will be displayed immediately in the *also known as* table at the bottom of the Also Known As tab.

Delete an AKA

Begin at the Also Known As tab.



Click the Delete button to the right of an AKA name that was entered in error to access a popup requesting confirmation of the AKA name deletion.



Click the OK button to delete the selected AKA name.

A green *AKA successfully deleted* success drop-down bar is displayed and the screen is refreshed with the AKA name no longer displayed in the table at the bottom of the Also Known As tab.

File a Quarterly Report or Pay Taxes Online

<u>How To</u>: File a quarterly report and pay unemployment insurance taxes online using the Employer Online Reporting tool.

Log in to the Employer Portal and access the user's home screen.

Click the **UI Tax Reporting and Payments** tile to access the Employer Online Reporting tool.

The credentials of the employer logged into Employer Portal will be used to automatically log the employer in to the Employer Online Reporting tool. This simplifies the online experience for employers.

New Hire Reporting

How To: Report a new hire to the Idaho Department of Labor. All new employees must be reported. This can be accomplished through use of the Idaho New Hire Directory website, which can be accessed in multiple ways.

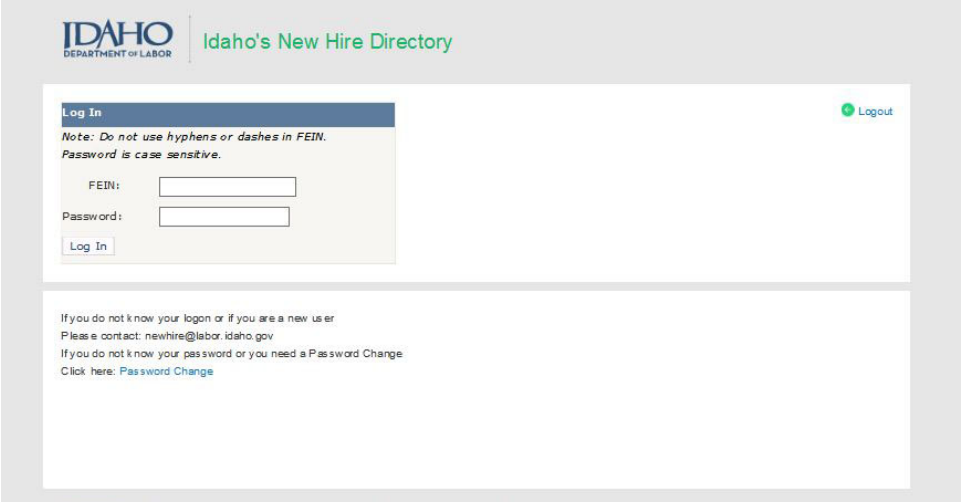
To access the Idaho New Hire Directory website directly, visit *labor.idaho.gov/NewHire*.

> ***Note:*** *Separate login credentials are required for the Idaho New Hire Directory. Contact the Idaho Department of Labor to register a new user account.*

To access the Idaho New Hire Directory website from inside the Employer Portal, begin on the user's home screen.

> ***Note:*** *Employer Portal login credentials cannot be used to log in to the Idaho New Hire Directory website.*
>
> Click the **New Hire Reporting** tile to be redirected to the *Idaho New Hire Directory* website.

Click *Report New Hires Online* to access the Log In screen for the Idaho New Hire Directory website.



You may now securely log in to the Idaho New Hire Directory to report newly hired employees.

→ ***If you have a registered user account for the Idaho New Hire Directory website***, you may log in using your current Idaho New Hire Directory account credentials.

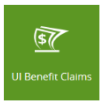
→ ***If you do not have a registered user account for the Idaho New Hire Directory website***, you must contact Idaho Department of Labor to register as a new user. (New Hire contact information is available on the Log In screen.)

From there, follow the on-screen instructions to report any newly hired employees to the Idaho Department of Labor.

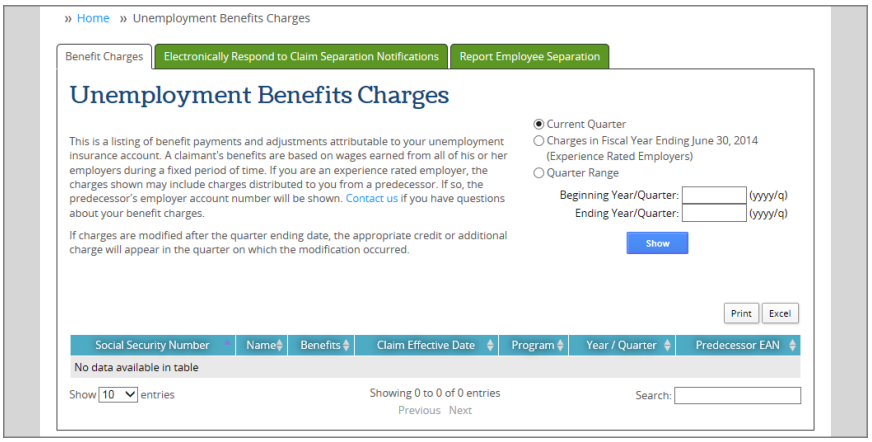
View the Benefit Charges for an Employer

<u>How To</u>: View an employer's benefit charges by quarter or tax year.

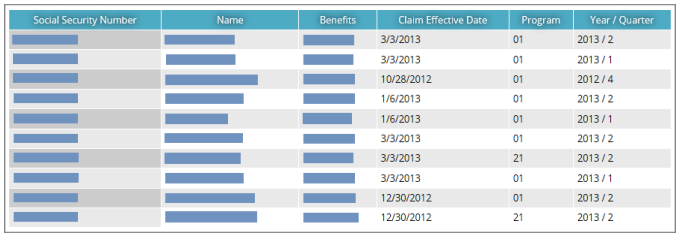
Log in to the Employer Portal and access the user's home screen.



Click the **UI Benefit Claims** tile to access the Benefit Charges tab with a table of the *Current Quarter* displayed by default. This can be changed to view many different quarter options.

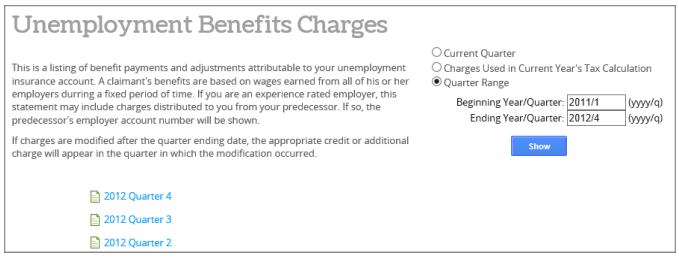


View only the *charges used in the current year's tax calculation* in a table.

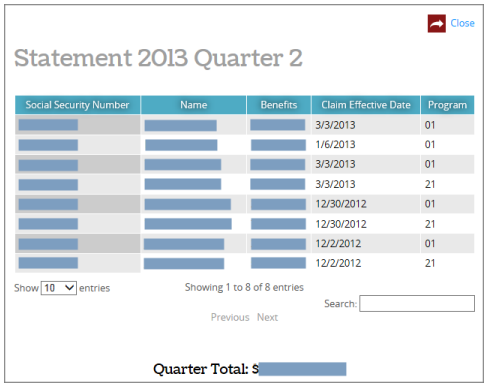


Social Security Number	Name	Benefits	Claim Effective Date	Program	Year / Quarter
			3/3/2013	01	2013 / 2
			3/3/2013	01	2013 / 1
			10/28/2012	01	2012 / 4
			1/6/2013	01	2013 / 2
			1/6/2013	01	2013 / 1
			3/3/2013	01	2013 / 2
			3/3/2013	21	2013 / 2
			3/3/2013	01	2013 / 1
			12/30/2012	01	2013 / 2
			12/30/2012	21	2013 / 2

Or view a specified *quarter range* and see each quarter's information separately.



Select a single quarter to view a slider screen with all benefit claims by Social Security number for which a payment made during the selected quarter has been charged to the employer.



Sign Up for Electronic Claim Notification

How To: Sign up to receive electronic Notice of Claim and Separation Statement requests from the Idaho Department of Labor. Once you sign up, you will no longer receive the mailed versions of the Notice of Claim and Separation Statement request letters after a former employee files an unemployment claim. Instead, you will be notified of the claim and separation statement request electronically in SIDES or eResponse.

> ***Note:*** *You are required to respond within seven calendar days to each Notice of Claim and Separation Statement request that Idaho Department of Labor sends to you, regardless of whether the request is mailed with U.S. Postal Office or sent electronically with SIDES or eResponse.*

Log in to the Employer Portal and access the user's home screen.

Click the **SIDES & E-Response** tile to access the Electronically Respond to Claim Separation **Notifications** tab.

SIDES is the State Information Data Exchange System, a separate tool employers can use to sign up for online communication with Idaho Department of Labor. This includes (1) electronic notice of claim and separation statement notification sent by the Idaho Department of Labor when an unemployment benefits claim is filed by a former employee, and (2) electronic response from the employer about the employee's separation.

Click here to register for SIDES or SIDES E-Response is a hyperlink that provides access to the SIDES tool, where you can sign up to receive and respond to separation statements online with Idaho Department of Labor.

Click here to open e-Response is a hyperlink used to access the SIDES tool after you have a SIDES or eResponse account.

Report an Employee Separation

<u>How To</u>: Report an employee separation to Idaho Department of Labor before an unemployment claim is filed.

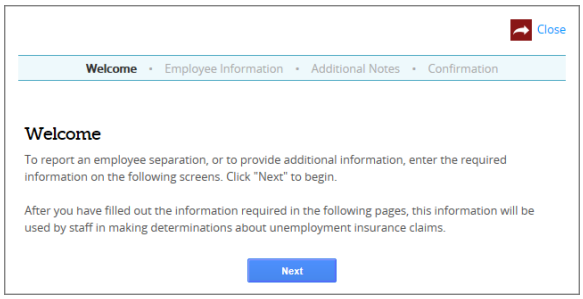
If a former employee files an unemployment claim, you are still required to respond within seven calendar days to each employee separation request that Idaho Department of Labor sends to you, regardless of whether it is sent by mail or electronically through SIDES or eResponse.

Log in to the Employer Portal and access the user's home screen.

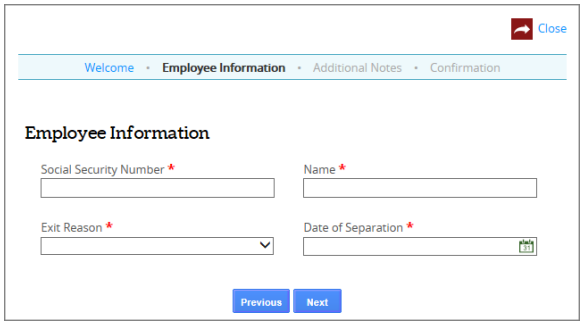
Click the **UI Benefit Claims** tile.

Click the **Report Employee Separations** tab to view all employee separations entered for the selected employer.

Click the **Report New Employee Separation** button to access the employee separation slider screen.

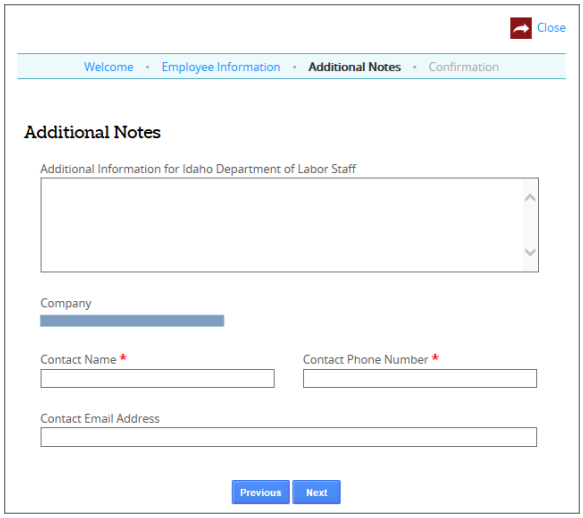


Click the **Next** button to continue filing an employee separation.



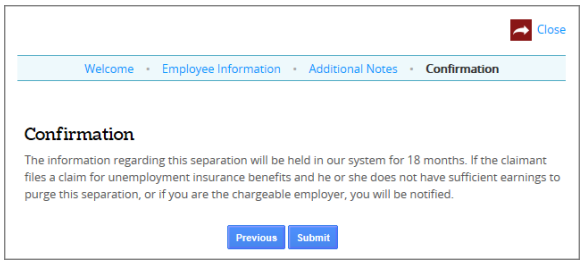
Enter the former employee's Social Security number, name, exit reason, and date of separation.

Click the **Next** button to save the data and continue to the Additional Notes screen.

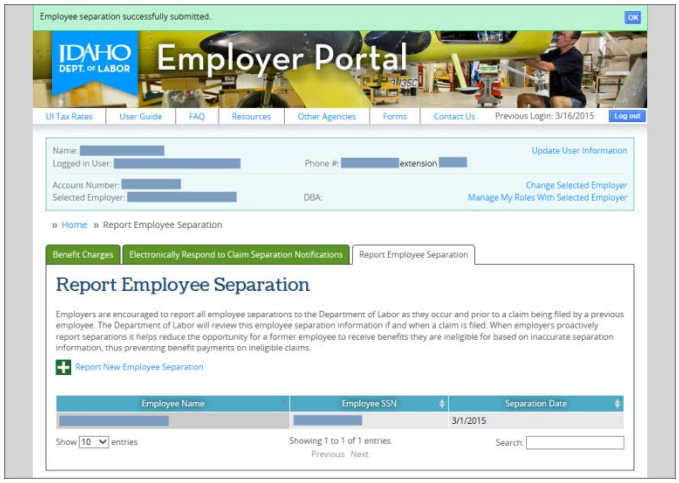


Enter details about the separation that may be helpful if a claimant files an unemployment claim.

Click the **Next** button to save the data and continue to the Confirmation screen.



The Confirmation screen provides details for your review prior to submitting the information.

> Note: *This is a record of a former employee who has been separated from your employment. If the former employee files an unemployment claim, you are still required to respond to any* Notice of Claim and Separation Statement *request that is sent from Idaho Department of Labor.*

Click the **Submit** button to save the employee separation to the employer account. The slider disappears, a green success dropdown bar is displayed and the new employee separation is listed in the table.