



Welcome to the Uplink Employer Self Service tutorial for new agent registration. If you are an agent and need to register with the Department of Workforce Development this tutorial has helpful information for you.



UIM/ Business Transition and Training  
Department of Workforce Development

## Benefits of Uplink Employer Self Service

- Immediate access to account information
- Ability to maintain employer accounts (with employer authorization)
  - Receive correspondence
  - Make quarterly reports and payments

Uplink ESS provides you with immediate 24/7 access to your account. With proper authorization from your employer clients you may receive benefits or tax correspondence on their behalf. In addition, they may authorize you to assist in maintaining their account information, filing quarterly reports, and making payments.

Good Morning Tuesday, December 12, 2006 [Help](#) | [Contact](#) | [Resources](#)

### EMPLOYER SELF SERVICE LOGON

**INDIANA WORKFORCE DEVELOPMENT**

**Please Logon**

Fields marked with an asterisk \* are required.

Username \*

Password \*

[New User?](#) [Forgot Password?](#) [Forgot Username?](#)

**Important Information**

Welcome to the Indiana Department of Workforce Development Employer Self Service Website. The following capabilities are currently available to employers:

- Registration
- Profile Maintenance
- Quarterly Reporting
- Payment Processing
- Data Review

As some browser buttons can cause unexpected results, please do not use the BACK button or any other external browser buttons. Use only the navigation buttons provided within Uplink. Also, Uplink does use some pop up windows to display certain information such as help content and various other links. Most pop up blocker programs allow you to hold down the ctrl key on your keyboard while clicking a link, to allow a pop up window to open.

**Existing User Logon Screen**

**New Users Click Here**

This is the logon screen for accessing Uplink Employer Self-Service. By providing a username and password, you can gain access to your account to review and update your information. If you are a new user, click the 'New User' button, or the link on the navigation pane, to start the account creation process. The *Important Information* section at the top right portion of the screen will provide you with information about the kinds of activities you can complete when using Uplink Employer Self-Service. You will return to this screen again after logging out of Uplink.

Uplink Helpful Hints ~ If you've forgotten your username or password, buttons are 'up front and center' to help you get answers. You can also click the '?Help' button at the top right of the screen for more information.

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### CHECK EXISTING UI ACCOUNT

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Check Existing UI Account

You have indicated that you would like to establish a new Logon UserID.

Is this UserID going to be for a UI Employer or [Agent](#) Account?

Employer  
Employer  
Agent

Do you already have an existing Indiana DWD account number for the account type selected above?

Yes  No

Select 'Yes' to only create an online User Account for your existing Employer or Agent account.  
Select 'No' to complete the full registration process for a new Employer or Agent account.

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

Registering as an Employer

You will reach this screen when you click the 'New User' button on the Logon screen. On this screen you are asked to register as a UI (unemployment insurance) Employer or as an Agent. You are asked to make your selection from the drop-down box choices using the list arrow. Click on the 'Yes' button if you have never had an Uplink User ID but have an existing DWD account number.

Uplink Helpful Hints ~ If you see an underlined word or phrase on the screen you can click on that text to access the Help system and learn more about that item.

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### CREATE NEW USER ACCOUNT

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**Sign Up For A New Account** | **User Agreement**

Fields marked with an asterisk \* are required.

I am signing up as an Agent

Logon  
 **New User?**

Username \* rcbal  
Password \* \*\*\*\*\* (4 to 15 Characters)  
Retype Password \* \*\*\*\*\*  
Secret Question \* Name of high school  
Answer \* Terre Haute North  
User Email Address \* rcbal@abcd.com  
Retype Email Address \* rcbal@abcd.com  
User First Name \* Ryan  
User Last Name \* Ball  
Contact Phone \* 123-456-7890 (999-999-9999) xtn

**User Agreement**

**Website Terms of Use Agreement**

- Definitions.**  
www.dwd.in.gov is a website maintained on the World Wide Web by the State of Indiana, Department of Workforce Development. "The site" or "site" refers to www.dwd.in.gov. "User," or collectively "Users," refers to any party who accesses the site. "Department" refers to Indiana Department of Workforce Development. "Access" means viewing or otherwise obtaining information located on www.dwd.in.gov. "Agreement" refers to these terms of use and any subsequent modification.
- Acceptance of Terms.**  
By accessing the site via the World Wide Web or any other medium, User accepts and agrees to all conditions imposed in this Terms of Use

I accept the User Agreement

Registering as an Agent

If you are registering as an agent, as you indicated on the new user screen, this is the screen you will see. You are asked to provide your user account information here. Don't forget to check the 'I accept the User Agreement' box before clicking on the 'Next' button. Both employers and agents can register in Uplink. This screen and the following one will provide information for those registering as an agent.

Uplink Helpful Hints ~ You are encouraged to print all confirmation pages for your records.

Good Afternoon      Wednesday, March 14, 2007      [Help](#) | [Contact](#) | [Resources](#)

### NEW USER ACCOUNT CONFIRMATION

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Confirmation page Print

**Congratulations! You have successfully created an online user account.**

Your account information is indicated below.

Username	balb
Password	wagon
Secret Question	Name of high school
Answer	Terre Haute North Vigo

To continue with the Registration process, please press the Next button below.

**Please print this page and keep for your records.**

[Next](#)

This is the agent new user account confirmation screen. You should print this screen for your records by using the 'Print' button at the top right of the screen. After clicking on the 'Next' button you will return to the Uplink logon screen where you can enter your logon and password and enter the system to complete your registration process.

Good Afternoon Breeanne      Wednesday, March 14, 2007      [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

### AGENT PROFILE

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#### Agent Registration

Fields marked with an asterisk \* are required.

Agent Business Name\*

First Name

Middle Initial

Last Name

Address Line 1\*

Address Line 2

City\*

State\*

Zip\*

Phone\*  (999-999-9999)

Email\*

Re-type Email\*

[Next](#)

When registering as an Agent with DWD you must provide contact information, including your email address. Registering as an agent allows you to be included on the list employers will access to select an agent to assist with their account correspondence or maintenance. Please note that your agent number is not the same as your State Unemployment Tax Act (SUTA) account number.

Good Afternoon Ryan      Tuesday, December 12, 2006      [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

### AGENT REGISTRATION CONFIRMATION

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Confirmation

**Congratulations! You are successfully registered.**

Agent Business Name	Rb Ball Associates
First Name	Ryan
Middle Initial	
Last Name	Ball
Address Line 1	4567 E. Isabell Ave.
Address Line 2	
City	Terre Haute
State	IN
Zip	47805
Phone	789-456-1523
Email	rtball@abcd.com

[Next](#)

Following completion of the agent registration process you will see this confirmation screen.

Uplink Helpful Hints ~ Registering as an agent allows your name to be included on the list employers access to select an agent for their account.

The screenshot shows a web application interface for 'SELECT EMPLOYER'. At the top left is the Indiana Workforce Development logo. The top navigation bar includes the text 'Good Afternoon Breeanne', the date 'Wednesday, March 14, 2007', and links for 'Home', 'Contact', 'Resources', and 'Logout'. The main header area features the 'couplink' logo with the tagline 'unemployment programs'. Below the header, a blue bar displays 'BALL & ASSOCIATES 101701'. A message reads 'Please Select an Employer'. A table with two columns, 'Employer Legal Name' and 'Account Number', is shown, but it is empty. A red message states: 'No employer accounts are available to be serviced by your agent account at this time'. On the left side, a navigation menu lists 'Profile Maintenance', 'Select Employer' (which is highlighted with a yellow arrow), and 'User Maintenance'.

This is your agent home page. You will need to contact your employers to advise them you have registered with DWD and are now on the list of agents which are available to be selected by employers. Following authorization from your employers, you will see your employer accounts listed on this page and may select an account to work with. You will also have screens available to allow you to access the Profile Maintenance and User Maintenance screens to update information. These menu items are located on the navigation bar on the left side of the screen.



**~ Uplink ESS ~**

**For additional information  
contact our DWD Call Center  
at 1-800- 437-9136**

Thank you for viewing this informational tutorial on Uplink Employer Self Service, New Agent Registration. If you experience any difficulties or have additional questions you may contact the DWD Call Center at 1-800-437-9136.