



Welcome to this Uplink Employer Self Service tutorial for Registration for Existing Employers. If you have an existing Unemployment Insurance (UI) account this tutorial has helpful information for you.



UIM/ Business Transition and Training  
Department of Workforce Development

## Benefits of Uplink Employer Self Service

- Register as a new employer
- Immediate access to account information
  - Review
  - Maintain

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Using Uplink will provide you with many benefits. Through Uplink Employer Self Service, you now have access to on-line services, 24 hours a day, 7 days a week. Uplink allows you to do the following on-line:

- Register as a new employer or an agent
- Maintain unemployment insurance account information
- Review and modify account status information



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Department of Workforce Development

## Benefits of Uplink Employer Self Service

- Ability to assign agents and authorizations
- Submit quarterly reports & make payments

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Additional options in Uplink allow you to:

- Assign correspondence agents and external users to assist with account maintenance
- Submit quarterly unemployment insurance contribution and wage reports and make payments via e-check, credit card, or payment voucher

Uplink Employer Self Service provides you with immediate access to services and information.

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### 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 account 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 by using Uplink Employer Self-Service. You will return to this screen again after logging off the Employer Self-Service system. 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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**INDIANA WORKFORCE DEVELOPMENT**

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  
Agent

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

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.

Yes  No

[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 an existing SUTA account number. By clicking the 'Next' button you will advance to the next screen to create your online account.

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.

The screenshot shows the 'CREATE NEW USER ACCOUNT' page on the Uplink website. The page is titled 'CREATE NEW USER ACCOUNT' and features the 'uplink' logo. The main content area is divided into two sections: 'Sign Up For A New Account' and 'User Agreement'. The 'Sign Up For A New Account' section contains a form with the following fields: Username (jmurphy), Password (masked with asterisks), Retype Password (masked with asterisks), Secret Question (Name of high school), Answer (Terre Haute North), User Email Address (jmurphy@abcd.com), Retype Email Address (jmurphy@abcd.com), User First Name (Shari), User Last Name (Murphy), and Contact Phone (123-456-7890). A green oval highlights the text 'Type and Tab From Field to Field' over the form fields. The 'User Agreement' section contains the text of the agreement, including definitions and acceptance of terms. A checkbox labeled 'I accept the User Agreement' is checked. At the bottom of the form, there are 'Cancel' and 'Next' buttons. A green oval at the bottom of the page contains the text 'Registering as an Employer'.

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### CREATE NEW USER ACCOUNT

**Sign Up For A New Account**

Fields marked with an asterisk \* are required.

I am signing up as an Employer

**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 the Indiana Department of Workforce Development. "Access" refers to 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 Agreement.

I accept the User Agreement

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

Registering as an Employer

Creating a new Uplink user account starts with basic information such as a personalized username, password, and security question. An email address is required to create your online account. Don't forget to read and click the check box 'I accept the User Agreement'. Now that you have created your user account, click on the 'Next' button to advance to the next screen and complete your registration process. Both employers and agents can register in Uplink.

Uplink Helpful Hints ~ The orange asterisks \* indicate required entry fields.

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### NEW USER ACCOUNT CONFIRMATION

Confirmation page [Print](#)

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

Your account information is indicated below.

Username	bdbal
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](#)

[Print Confirmation](#)

Confirmation - Microsoft Internet Explorer

[Print](#) [Close](#)

Congratulations! You have successfully created an online user account.

Your account information is indicated below.

Username	SSAM
Password	1234
Secret Question	Name of high school
Answer	Wiley

The New User Account Confirmation screen will contain your online account information including your username and password and your secret question and answer. You will also receive a confirmation email indicating you were successful in registering as a new user. You are encouraged to print this page and keep for your records. The 'Print' button is located at the top right of the screen. After selecting the Print option you will see a pop-up box with the print preview and command buttons to either 'Print' or 'Close'. After printing your confirmation page click on the 'Home' button to access your Employer Summary home page in Uplink.

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## EMPLOYER SUMMARY

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**MURPHY ACCOUNTING INC. 600931**

Doing Business As : Murphy & Associates Business Type : Limited Partnership FEIN : 23-7894561

Profile Information		Smart Links	
Primary Address	1234 E. Isabell Ave. Terre Haute, IN 47805 Ph: 123-456-7890	Contribution Report Due: 03/2006	
		Contribution Report Due: 02/2006	
		Contribution Report Due: 01/2006	
Current Year: Rate	2006 : 2.7%	Wage Report Due: 03/2006	
Liability Date	01/01/2006	Wage Report Due: 02/2006	
Status	Active		
Status Date	01/01/2006		
Business Activity	Offices of Certified Public Accountants		

**Employer Summary/  
Home Page**

Quarterly Report Summary											
Qtr/Year	Total Wages	Taxable Wages	Contr Due	Contr Pd	Interest Due	Interest Pd	Penalty Due	Penalty Pd	Other Due	Other Pd	Balance
2/2004	\$ 45,000.00	\$ 28,000.00	\$ 756.00	\$ 0.00	\$ 219.24	\$ 0.00	\$ 75.60	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,050.84
1/2004	\$ 58,000.00	\$ 35,000.00	\$ 945.00	\$ 0.00	\$ 302.40	\$ 0.00	\$ 94.50	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,341.90

The Employer Summary screen is your home page for Uplink Employer Self-Service and is where you will begin when logging into the system. This screen provides a summary of important activity on your account. You can access this page from any screen in Uplink by clicking on the 'Home' menu item. *Smart Links* to additional account information are available on this page also. The Smart Links will notify you of any reports or payments that are due or past due and will link you to the appropriate screens to enable you to take action. Once on this screen you can use the navigation pane to move to other items in the Employer Summary topic list.

The first time you enter Uplink you should click on the Profile Maintenance menu item and review the information listed under each topic. You can update your information immediately if there are changes which need to be made to your account.

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## ASSIGN CORRESPONDENCE AGENTS

**BDB ASSOCIATES 601059**

Doing Business As : Bdb & Associates      Business Type : Association      FEIN : 33-1234567

Assign Correspondence Agents      **Important Information**

Correspondence Type:

Agent Details: [Search](#)

By checking this box, I certify that I, Breeanne Ball, am a responsible party for Bdb Associates identified for federal tax identification purposes as 33-1234567. I understand that the Indiana Department of Workforce Development (IDWD) maintains three separate and distinct correspondence groups (Benefits, Tax, and Appeals) for the purpose of providing various notices to employers. I understand that I am granting or retracting the selected agent on this screen to right to receive all IDWD correspondence from that correspondence group. I understand that my assignment or retraction thereof in no way relieves Bdb Associates of any liability that may result from Bdb Associates's agent's failure to perform its duties. I agree that Bdb Associates's agent will act in good faith to provide IDWD with all federal information necessary to timely and

Correspondence Agents					
Business Name	First name	Last Name	Phone	Correspondence Type	
Bookkeeping & More Inc.			812-473-3585	Benefits	<a href="#">Details</a>   <a href="#">Delete</a>
Bookkeeping & More Inc.			812-473-3585	Tax	<a href="#">Details</a>   <a href="#">Delete</a>

This screen is located under the Profile Maintenance menu item and allows you to update or add additional correspondence agents to your account. You may choose your agent from the searchable list and then click on the 'Assign' button to add it to the list of correspondence agents at the bottom of the screen. There can be a separate agent for each type of correspondence (tax and benefits). Or you may have one agent selected to receive both types of correspondence.

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### USER MAINTENANCE

**BDB ASSOCIATES 601059**

Doing Business As: Bdb & Associates      Business Type: Association      FEIN: 33-1234567

#### Internal Account Users

Del User Name	Contact Name	Telephone	Email	Delete   Add
<input type="checkbox"/> BDBALL	Breeanne Ball	123-456-7890	bdbal@abcd.com	Edit

#### External Account Authorizations (Agents)

Del Agent Name	Contact Name	Telephone	Email	Delete   Add
<input type="checkbox"/> NATIONAL EMPLOYERS COUNCIL, INC. (NEC)		315-471-2627		Edit

From the User Maintenance screen you will be able to add or delete internal or external account users by selecting the check box for the user and clicking on the appropriate links on the right side of the user information line. The user information may be revised using the 'Edit' link on the right.

You may choose to add your agent as an external account user. An authorization level for the agent will be selected to allow them to maintain your account at a level specified by you.

The screenshot shows a web application interface for adding an internal user. At the top, it displays the user's name 'Good Afternoon Breeanne', the date 'Wednesday, March 14, 2007', and navigation links for 'Help', 'Contact', 'Resources', and 'Logout'. The main heading is 'ADD INTERNAL USER' with the 'couplink' logo. Below this, the business name 'BDB ASSOCIATES 601059' is shown, along with 'Doing Business As: Bdb & Associates', 'Business Type: Association', and 'FEIN: 33-1234567'. The section is titled 'Add User Account' and includes a note: 'Fields marked with an asterisk \* are required.' The form contains the following fields: Username \*, User First Name \*, User Last Name \*, User Telephone \* (with an extension field), User Email \*, Retype User Email \*, Password \* (4 to 15 Characters), Retype Password \*, Secret Question \*, Answer \*, and Auth Level \*. At the bottom, there are three buttons: 'Add & New', 'Next', and 'Cancel'. On the left side, there is a navigation menu for 'INDIANA WORKFORCE DEVELOPMENT' with options like Home, Quarterly Reporting, Make A Payment, Profile Maintenance, Employer Summary, User Maintenance, User Information, and Change Password.

This is the screen you will see when you want to add an internal user to your account. All fields on this page are required. You must provide an authorization level for the internal user by selecting from the drop down list. You must click on the 'Add & New' button to complete the action.

Good Afternoon Sarah      Friday, July 27, 2007      [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

### ADD EXTERNAL USER

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**BALL DAYCARE 600524**

Doing Business As:      Business Type: Proprietorship      FEIN: 11-1234567

**Add External User Account**      **Important Information**

Fields marked with an asterisk \* are required.

Agent Name\*      PEGGYLOU DOUGHNUT REVIEWS      Search

User First Name

User Last Name

User Telephone      123-456-7890      Xtn

User Email      peggylou@abcd.com

Auth Level\*      Quarterly Update

By checking this box, I certify that I, Sarah Ball, am a responsible party for BALL DAYCARE identified for federal tax identification purposes as 11-1234567. I understand that I am granting or retracting the selected agent on this screen full and exclusive power (based on the authorization level(s) indicated) to represent BALL DAYCARE before the Indiana Department of Workforce Development (IDWD) in connection with all matters affecting BALL DAYCARE unemployment insurance account including all claims for benefits, benefit charges, tax contributions, tax refunds, merit rating, appeals, and/or hearings until I otherwise notify IDWD. I understand that it is my responsibility to maintain and keep current BALL DAYCARE's authorized agent assignments.

[Add & New](#)   [Next](#)   [Cancel](#)

This is the screen you will use when adding an external user to your Uplink account. The external user may be an agent you want to allow to access and maintain your account. A search may be done to locate the agent or the name may be entered manually in the text box. Please be sure to enter the correct information as there may be more than one agent with the same name but different locations, or a similar name. An *Authorization Level* must be set to allow the agent access to your account. By using the list arrow and making the appropriate selection you can choose which level of activity you want the agent to be able to complete for you in Uplink. You must also put a check mark in the *Important Information* box to indicate you have read the information and that you are a responsible party for your account.



**~ 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, Existing Employer Registration. If you experience any difficulties, or have additional questions, you may contact the DWD Call Center at 1-800-437-9136.