UIeServices for Employers

We'd like to sincerely thank everyone who has visited our new UI eServices for Employers and encourage others to do the same. The new service offers a variety of options to streamline Unemployment Insurance registration, report filing, payment and more.

The launch of the new UI eServices has been very successful, but not always problem free. We appreciate all of the constructive suggestions and are striving to incorporate more and more to enhance your experience.

The following are some frequently asked questions, tips and/or tricks to help you along the way:

- **Do you have to "sign-up" if you used WOW in the past?** Yes. Even if you used WOW in the past, you must sign-up for UI eServices. We could not grandfather in the old user names and passwords, but you will see the majority of the information you saw in WOW on UI eServices once you get in.

- **Where do you start?** Go to **uieservices.mt.gov** and click the big blue "Click Here to Log In Using ePass" link. You will be redirected to ePass Montana, to log in and then you will be brought back to UI eServices. Think of ePass Montana as a doorway to many State of Montana services, one of which happens to be Unemployment Insurance. If you are new to ePass Montana, you will need to create a user name and password for ePass before you can register to use *UI eServices for Employers*. Alternatively, if you are already a ePass Montana user, you may start by logging into that site and then clicking on the *UI eServices for Employers* link on the ePass Montana Dashboard.

- **New UI eServices Users**: If you are signing up for UI eServices for the first time, please have the last report you filed with us available (not the report you might be trying to file) and your 2014 total UI tax rate. To improve security, we will ask you a series of questions regarding your UI account before we allow you access. Most of the answers can be found on your quarterly report (also known as a UI5). You will only be asked these questions the first time you sign in to UI eServices.

- **Returning UI eServices Users**: You will need 3 pieces of information to log into UI eServices: your ePass Montana user name, your ePass Montana password, and the answer to the secret question you chose for *UI eServices for Employers*. Please remember to use the same ePass user name and password you used to sign-up with UI eServices. Using different ePass information will result in not being able to access UI eServices without signing up again.

- **Locked Account**: Answering your UI eServices secret question incorrectly 5 times will lock your UI eServices account. The answer to your secret question is case sensitive. If you have locked your account or do not remember the answer to your secret question, please use the "Unable to Login" tab on the login page to temporarily reset your secret answer.

- **Navigation**: Once inside UI eServices, anything underlined and in blue font is a hyperlink. Using the "tabs" across the middle of the screen will open up more information.

- **Filing and Submitting Your Report**: Be sure you are filing and paying for the correct quarter. Choose the "File Now" and "Pay" links next to the date of the corresponding quarter you wish to file. For reports, you do have the option to "Save and Finish Later", however, that does NOT submit the report to us. You must "Submit" the report for it to be received. To submit a report after you've saved it, follow the instructions below for updating a request.

- **Updating, Changing, or Cancelling a "Request"**: Anything you do inside of eServices (filing a report, making a payment, etc.) is considered a "request". To make a change to a request before it is processed, navigate to the "Requests" tab and select the request you wish to change by clicking on the blue confirmation number. Once the request is open, click the "Change" button in the upper right hand corner. **Please note**: Submitted reports are processed nightly around 6:00 p.m.; reports submitted after that time will be processed on the next business day. Payments are process about 2:00 p.m. on the scheduled payment date; to withdraw or cancel a payment request you must do so prior to 2:00 p.m.

- **Printing Problems**: Issues with printing are typically due to pop up blockers. If you have a pop up blocker in place, please add us as a trusted site. Additionally, you must have Adobe PDF reader installed on your pc. Adobe PDF reader is free to install.

- **More on the ePass Montana and *UI eServices for Employers* Relationship**: As said before, ePass Montana is simply a doorway to many State of Montana eServices, one of which is Unemployment insurance. The connection from an ePass account to a UI eServices account is one-to-one, meaning an ePass account can only be connected to one UI eServices account. However, a UI eServices account can have multiple ePass accounts connected to it (each one will have to go through the UI eServices registration process).

- **Third Party Administrators (TPA)**: If you are a Third Party Administrator (TPA) or someone who files for multiple businesses, and would like to access all of your clients using a single set of sign-on credentials, it is best to first connect your primary UI account (aka your business account) to the ePass Montana account you wish to use for all your customers. Once you have the primary UI eServices logon established, providing we have received proper authorization forms, we can attach each of your clients to your primary logon id.

- **More information**: Please see our FAQ page http://uid.dli.mt.gov/tax/eservice/faq.asp or our Help page http://uid.dli.mt.gov/tax/eservice/help.asp

- **Contact Us:** Email UIeServices@mt.gov or call 406-444-6963 or 406-444-1874.

Labor Law Posters – Available for Free!

Businesses across Montana are contacting the Montana Department of Labor and Industry complaining of aggressive marketing companies trying to sell labor law posters. Every time there is an update to the five-in-one poster, these companies try to take advantage of Montana's small businesses and charge them for something that the Department of Labor and Industry provides at no cost.

The Five in One posters, which are available for free from the Department's Job Service Division, encompass Equal Employment Opportunity, Family and Medical Leave Act with Military Family Leave (employers with 50 or more employees), Federal Minimum Wage (Fair Labor Standards Act), and the Polygraph Protection Act. Federal regulations also require posting the Uniformed Services Employment and Reemployment Rights Act (USERRA). All posters are available at the Job Service offices.

Posters also required by Montana State Law include: Proof of Unemployment Insurance coverage (provided by the Department of Labor and Industry, Unemployment Insurance Contributions Bureau) and Proof of Workers' Compensation coverage, provided by Workers' Compensation Insurance carrier. Employers are not required to post the State minimum wage.

Businesses who would like to request a copy of the Federal Five in One poster can call (406)-444-4100 or their local Job Service Office.