

Frequently Asked Questions

Logging in for the First Time-Employer/Employee of the business

How do I log into UI eServices for Employers for the first time if I am an employer filing for my own business?

1. Go to our website uieservices.mt.gov
2. Click the "Click Here to Log in Using ePass link"

MONTANA UNEMPLOYMENT INSURANCE DIVISION'S - UI ESERVICES FOR EMPLOYERS

Welcome to UI eServices for Employers!

As of February 24th, 2014, **UI eServices for Employers** replaces both WOW and UI4Employers. If you have not already signed up for access to the new UI eServices, you must do so even if you were formerly using WOW and/or UI4Employers.

[Click here for STEP BY STEP INSTRUCTIONS on how to register for UI eServices for Employers access.](#)

UI eServices for Employers recognizes you based on your ePass user id. Please utilize the same ePass user id each time you return to UI eServices for Employers. To access this site, you must first log in through ePass.

[Click Here to Log In Using ePass](#)



Employers and authorized employer representatives, depending on assigned security access, may utilize the following Unemployment Insurance services:

- Register (apply) for a new Unemployment Insurance (UI) account.
- View and make changes to UI account information and demographics.
- File quarterly reports (Including importing files and Bulk Electronic Filing).
- Make payments via ACH debit or Credit Card and set up payment plans.
- View and print reports, vouchers, letters, and notices.
- View account history for payments, reports, and other activities.
- View rating history for the current and previous years.
- Enhanced web communications methods, and so much more!

Third Party Administrators (representatives/providers), access to UI eServices for Employers will require authorization from clients to attach them to your UI eServices for Employers account.

[Click here for more information regarding the authorization process.](#)

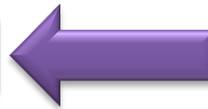
NOTE: You will be directed to the ePass Montana home page Montana.gov website

3. On the ePass Montana Dashboard
 - a. click the "Login with ePass Montana Login" button

Login with ePass Montana

Login with your ePass Montana account. If you do not have an account, you can create one here.

Login



Note: *You cannot log into UI eServices for Employers using a Login with OpenID. If this is the only ePass Montana log in you have, you will need to create a new login using the Login with ePass Montana Login button.*

4. If you already have an ePass Montana login
 - a. Type your username and password in the Existing User box
 - b. Click the "Login" button

Existing User

Username:

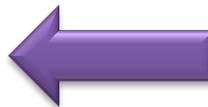


Password:



[Forgot your Username or Password?](#)

Login



5. If you do not have an ePass Montana login
 - a. Click the "Create an Account" button in the New User box

New User

Create an ePass Montana account by selecting the button below:

Create an Account



- b. Type in a First Name (Required)
- c. Type in a Last Name (Required)
- d. Type in a Daytime Phone (Optional)
- e. Type in a Primary Email address (Required)
- f. Type in the email address again in the Verify Primary Email (Required)

- g. Type in an Alternate Email (Optional)
- h. Type in a Username (Required)
 - i. Required to be at least 6 characters long
- i. Type in a Password (Required)
 - i. Required to be at least 8 characters long
 - ii. Must use both letters and numbers
 - iii. Password is case sensitive
- j. Type the password again in Verify Password (Required)
- k. Type in a Password Hint (Required)
 - i. Cannot be the same as your password

Personal Information ?	ePass Montana ID Details ?
<p>*First Name:</p> <input type="text" value="UI eServices"/>	<p>*Username:</p> <input type="text" value="uieservices"/>
<p>*Last Name:</p> <input type="text" value="For Employers"/>	<p>*Password:</p> <input type="password" value="....."/>
<p>Daytime Phone:</p> <input type="text"/>	<p>*Verify Password:</p> <input type="password" value="....."/>
<p>*Primary Email:</p> <input type="text" value="uieservices@mt.gov"/>	<p>*Password Hint:</p> <input type="text" value="Unemployment Insurance"/>
<p>*Verify Primary Email:</p> <input type="text" value="uieservices@mt.gov"/>	
<p>Alternate Email:</p> <input type="text"/>	

- l. Choose a security question from the drop down box for questions 1-3
- m. Type an answer to each question 1-3

Security Info ⓘ

For your protection, these questions will help us verify your identity in the future.

*1. Security Question:

What street did you grow up on as a child? ▼

Lockey

*2. Security Question:

What school did you attend in 6th grade? ▼

Helena Middle School

*3. Security Question:

What is the middle name of your oldest child? ▼

Insurance|

n. Save changes

Note: As soon as the ePass Montana account has been created you will be redirected to UI eServices for Employers

ePass Montana is not a system supported by the Department of Labor and Industry, it is a service offered by the State of Montana.

Employees of the Department of Labor and Industry CANNOT reset your ePass Montana passwords or user names.

If you have any problems setting up or logging into your ePass Montana account, contact ePass Montana Customer Service by calling (406) 449-3468 or email them at epass@egovmt.com

6. Click "New to UI eServices? Click Here to Signup for Online Access"

MONTANA UNEMPLOYMENT INSURANCE DIVISION'S - UI ESERVICES FOR EMPLOYERS

Welcome uieservices to UI eServices for Employers! If you are not uieservices logout of ePass then return to this site.

Congratulations, you have completed the first step to gaining access to **UI eServices for Employers** by logging in through ePass. Now choose the correct option below that best fits your needs.

[Click here for STEP BY STEP INSTRUCTIONS on how to register for UI eServices for Employers access.](#)

New to UI eServices? Click Here to Signup for Online Access



Signup for online access to manage your UI Tax account information, file wage and tax reports, make payments, and more.

Agent/Employer Representatives are advised to only enroll once, and use eServices to establish access to multiple client accounts.

New Employer? Click here to Apply for a New UI Account

If you are a new employer or have not registered for a Montana Unemployment Insurance account number, click on the link above.

If you have started an online Registration for a UI Account number, [click here](#).

UI eServices for Employers is the property of the State of Montana. Unauthorized use is a violation of 45-6-311, MCA. This system, including all related equipment, networks, and network devices, is provided only for authorized unemployment insurance use. Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized personnel. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized personnel. Unauthorized or improper use of this system may result in civil and criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. Log off immediately if you do not agree to the conditions stated in this warning.

7. Click the radio button next to “Employer/Employer Representative”
8. Type Login Information
 - a. ePass Username will populate automatically from the username registered with ePass Montana
 - b. Type a Contact Name (Required)
 - c. Type a Contact Email (Required)
 - d. Type a Contact Phone Number (Required)
 - e. Type Alternate Phone Number (Optional)
 - f. Choose a Secret Answer using the drop down box
 - g. Type the answer to the Secret Answer
 - h. Type the answer to the Secret Answer again

Note: Please note that the secret answer entered will be used to log into UI eServices for Employers and as an electronic signature when filing a report or making a payment. Keep this information safe!

Submit

Cancel

SETUP ACCESS TO UI ESERVICES FOR EMPLOYERS

Complete this one-time authorization to use UI eServices for Employers. All three steps must be completed before you can submit this request.

1. Select access type before continuing:

Employer/Employer Representative

Select "Employer/Employer Representative" if you and/or your company **HAVE** a Montana UI Account Number.

If you need to register for a Montana Unemployment Insurance account number, return to the previous page and complete the Online Registration form.

Third Party Agent

Select "Third Party Agent" if you and/or your company **DO NOT** have (and are not required to have) a Montana UI Account Number.

2. Login Information:

ePass Username

uieservices

Contact Name

UI eServices

Contact Email

uieservices@mt.gov

Contact Phone Number

Office (406)444-6963

Alternate Phone Number

Secret Question

What street did you live on as a child?

Secret Answer

•••••

Confirm

•••••

Secret answer is case sensitive

Minimum 3 characters

It is recommended to use both letters and numbers

Please note that the secret answer entered will be used to log into UI eServices for Employers and as an electronic signature when filing a report or making a payment. Keep this information safe!

9. Complete Employer/Employer Representative Enrollment Type (All of these fields are required)

- a. "Are you a new Employer?"
 - i. Use the drop down box to choose "Yes" or "No"
- b. Type FEIN of your business (Required)
- c. Type the UI Account Number (Required)
- d. Type Mailing Address Zip code (Required)
 - i. If you have multiple locations, use the zip code of the main mailing address for the business registered with UI
- e. "What is your business Role?" Please select only one
 - i. Click the radio button next to "I am an owner, officer, or other principle of the business"
- f. "Is your UI Account Number still active?"
 - i. Choose "Yes" if your business is still actively employing in Montana
 - ii. Choose "No" if your business no longer employs in Montana
- g. "Has a UI-5 been filed for your business?"
 - i. A UI-5 is a quarterly report
 - ii. Use the last report that was sent into DLI, not the current report you want to file
 - iii. Choose "Yes" or "No" depending on if a UI-5 has been filed
- h. "What is your business' Employer Class?"

- i. Using the drop down box choose
 - 1) "Experienced Rated" if a regular account
 - 2) "Governmental" if a governmental agency
 - 3) "Reimbursable" if a non-profit organization
- i. "What is your business' 2014 total UI Tax Rate?"
 - i. Type in your tax rate in the __. __ format
 - ii. This will be the sum of the UI rate and AFT rate
- j. "What were the total gross wages reported on the last quarterly report filed for your business?"
 - i. Type in the total gross wages paid in the last liable quarter
 - 1) This must include dollars and cents
 - ii. If a zero amount was reported as gross wages, please click the Zero Reported box
- k. Choose an additional question to be answered
 - i. "What were the total taxable wages reported on the last quarterly report filed for your business?"
 - 1) Type in the dollars and cents of the taxable wages paid in the last liable quarter
 - 2) If a zero amount was reported as taxable wages for the last liable quarter, click the Zero Reported box
 - ii. "What was the amount of your business' last payment posted after 2/24/2014?"
 - 1) **This question can only be chosen if a payment was made after February 25th 2014**
 - 2) Type in dollars and cents
- l. Click "Submit"

Note: An email will be sent to the email account you entered into the Contact Email field, letting you know you can log into eServices using your Secret answer.

3. Employer/Employer Representative Enrollment Type:

Enter your business information. Once you have entered the information correctly, you will have immediate access to your online services.

Are you a new Employer?

No

FEIN

32-1321321

UI Account Number

205 5771

Mailing Address Zip Code

59601

What is your Business Role? Please select only one.



I am an owner, officer, or other principal of the business



I am an authorized employee of the business that can have online access

UI Account Access:

You must answer the following questions correctly in order to gain access to this account.

Is your UI Account Number still active?

Yes

Has a UI-5 been filed for your business?

Yes

No

What is your business' Employer Class?

Experience Rated

What is your business' 2014 total UI Tax Rate?

3.78 %

What were the total gross wages reported on the last quarterly report filed for your business?

51,100.00

Zero Reported

Choose an additional question to answer

What were the total taxable wages reported on the last quarterly report filed for your business?

48,278.00

Zero Reported

Please review any data in error and correct the information. If you are unable to correct the information, call us at 406-444-6963 or email us at uieservices@mt.gov. Keep the information from this form available so we can verify you have authorization to register the company for online services.

Submit

Cancel

10. Type your Secret Answer into the area provided

11. Click the "Logon" button.

Note: These steps only have to be done the first time you log into UI eServices for Employers. Every time after this, you'll log in using your Secret Answer.

How do I log into UI eServices for Employers for the first time if I am an employee of a business?

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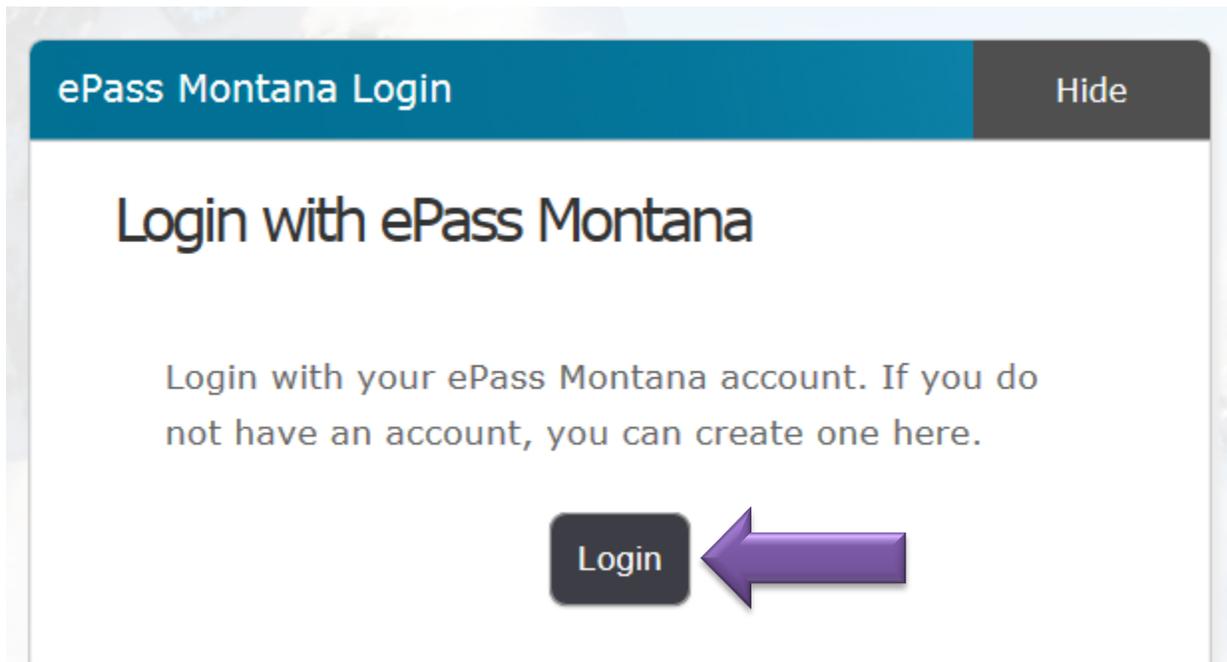
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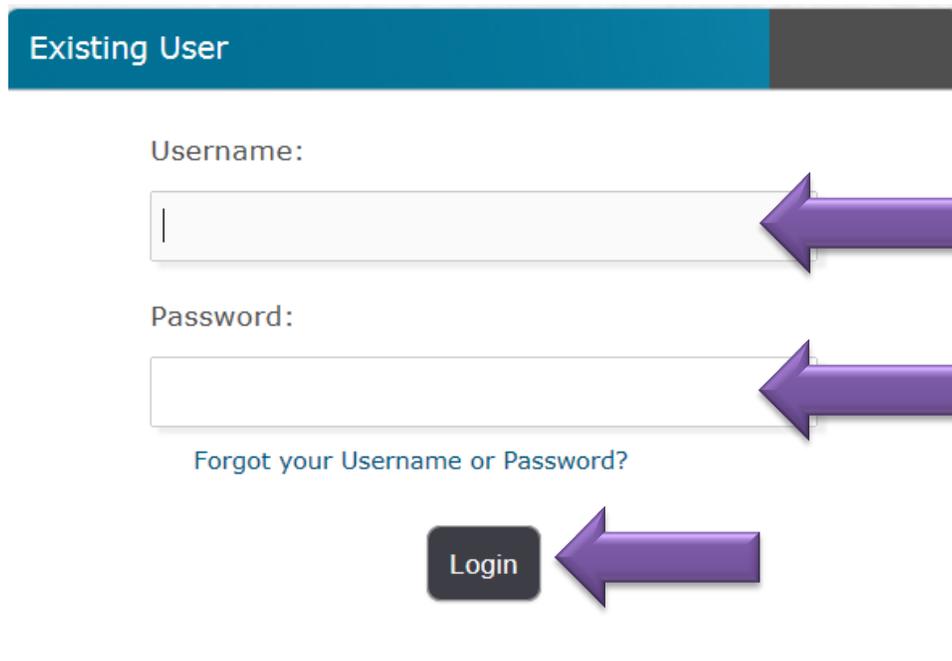
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 - a. click the "Login" with ePass Montana Login button



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2. If you already have an ePass Montana login
 - a. Type your username and password in the Existing User box
 - b. Click the “Login” button



The image shows a screenshot of a web form titled "Existing User". The form has a teal header bar with the text "Existing User" in white. Below the header, there are two input fields: "Username:" and "Password:". The "Username:" field is a white text box with a vertical cursor on the left. The "Password:" field is a white text box with a vertical cursor on the left. Below the "Password:" field, there is a link that says "Forgot your Username or Password?". At the bottom of the form, there is a dark grey button with the text "Login" in white. Three purple arrows point from the right side of the image towards the "Username:" field, the "Password:" field, and the "Login" button.

3. If you do not have an ePass Montana login
 - a. Click the “Create an Account” button in the New User box

New User

Create an ePass Montana account by selecting the button below:

Create an Account



- b. Type in a First Name (Required)
- c. Type in a Last Name (Required)
- d. Type in a Daytime Phone (Optional)
- e. Type in a Primary Email address (Required)
- f. Type in the email address again in the Verify Primary Email (Required)
- g. Type in an Alternate Email (Optional)
- h. Type in a Username (Required)
 - i. Required to be at least 6 characters long
- i. Type in a Password (Required)
 - i. Required to be at least 8 characters long
 - ii. Must use both letters and numbers
 - iii. Password is case sensitive
- j. Type the password again in Verify Password (Required)
- k. Type in a Password Hint (Required)
 - i. Cannot be the same as your password

Personal Information ⓘ	ePass Montana ID Details ⓘ
<p>*First Name:</p> <input type="text" value="UI eServices"/>	<p>*Username:</p> <input type="text" value="uieservices"/>
<p>*Last Name:</p> <input type="text" value="For Employers"/>	<p>*Password:</p> <input type="password" value="....."/>
<p>Daytime Phone:</p> <input type="text"/>	<p>*Verify Password:</p> <input type="password" value="....."/>
<p>*Primary Email:</p> <input type="text" value="uieservices@mt.gov"/>	<p>*Password Hint:</p> <input type="text" value="Unemployment Insurance"/>
<p>*Verify Primary Email:</p> <input type="text" value="uieservices@mt.gov"/>	
<p>Alternate Email:</p> <input type="text"/>	

- l. Choose a security question from the drop down box for questions 1-3
- m. Type an answer to each question 1-3

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*2. Security Question:

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Insurance|

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New Employer? Click here to Apply for a New UI Account

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This system, including all related equipment, networks, and network devices, is provided only for authorized unemployment insurance use.
Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized personnel. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized personnel. Unauthorized or improper use of this system may result in civil and criminal penalties.
By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use.
Log off immediately if you do not agree to the conditions stated in this warning.

5. Click the radio button next to “Employer/Employer Representative”
6. Type Login Information
 - a. ePass Username will populate automatically from the username registered with ePass Montana
 - b. Type a Contact Name (Required)
 - c. Type a Contact Email (Required)
 - d. Type a Contact Phone Number (Required)
 - e. Type Alternate Phone Number (Optional)
 - f. Choose a Secret Answer using the drop down box
 - g. Type the answer to the Secret Answer
 - h. Type the answer to the Secret Answer again

Note: Please note that the secret answer entered will be used to log into UI eServices for Employers and as an electronic signature when filing a report or making a payment. Keep this information safe!

Submit

Cancel

SETUP ACCESS TO UI ESERVICES FOR EMPLOYERS

Complete this one-time authorization to use UI eServices for Employers. All three steps must be completed before you can submit this request.

1. Select access type before continuing:

Employer/Employer Representative

Select "Employer/Employer Representative" if you and/or your company **HAVE** a Montana UI Account Number.

If you need to register for a Montana Unemployment Insurance account number, return to the previous page and complete the Online Registration form.

Third Party Agent

Select "Third Party Agent" if you and/or your company **DO NOT** have (and are not required to have) a Montana UI Account Number.

2. Login Information:

ePass Username

uieservices

Contact Name

UI eServices

Contact Email

uieservices@mt.gov

Contact Phone Number

Office

(406)444-6963

Alternate Phone Number

Secret Question

What street did you live on as a child?

Secret Answer

•••••

Confirm

•••••

Secret answer is case sensitive

Minimum 3 characters

It is recommended to use both letters and numbers

Please note that the secret answer entered will be used to log into UI eServices for Employers and as an electronic signature when filing a report or making a payment. Keep this information safe!

7. Complete Employer/Employer Representative Enrollment Type (All of these fields are required)

- a. "Are you a new Employer?"
 - i. Use the drop down box to choose "Yes" or "No"
- b. Type FEIN of your business (Required)
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- d. Type Mailing Address Zip code (Required)
 - i. If you have multiple locations, use the zip code of the main mailing address for the business registered with UI
- e. "What is your business Role?" Please select only one
 - i. Click the radio button next to "I am an authorized employee of the business that can have online access"
- f. "Is your UI Account Number still active?"
 - i. Choose "Yes" if your business is still actively employing in Montana
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- i. "What is your business' 2014 total UI Tax Rate?"
 - i. Type in your tax rate in the __. __ format
 - ii. This will be the sum of the UI rate and AFT rate
- j. "What were the total gross wages reported on the last quarterly report filed for your business?"
 - i. Type in the total gross wages paid in the last liable quarter
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Are you a new Employer?

No

FEIN

32-1321321

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205 5771

Mailing Address Zip Code

59601

What is your Business Role? Please select only one.

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UI Account Access:

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What is your business' Employer Class?

Experience Rated

What is your business' 2014 total UI Tax Rate?

3.78 %

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8. Type your Secret Answer into the area provided
9. Click the "Logon" button.

Note: These steps only have to be done the first time you log into UI eServices for Employers. Every time after this, you'll log in using your Secret Answer.