Web Messages

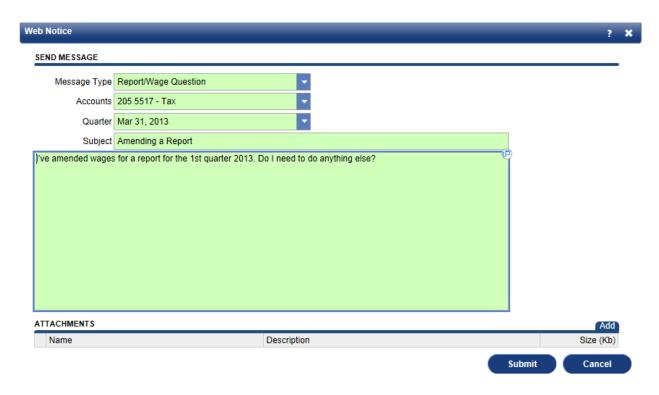**Can I send a secure message to UI Contributions staff?**

Yes, you can. Please see "How do I send a secure message to UI Contributions staff through eServices?" for more instructions.

How do I send a secure message to UI Contributions staff through eServices?

1. Log into *UI eServices for Employers*
2. Click the "Messages" tab on either the Customer or Account level
3. Click "Send Message" tab
   a. Choose a "Message Type" using the drop-down box (Required)
      i. Appeals Question - File an Appeal, Status of an Appeal, How to Appeal
      ii. Bulk Filing - Fiscal Rate Exchange, ICESA or FSET filing
      iii. General Account Question - Account Status
      iv. Payment Related Question - Make a Payment, Payment Status, Payment Due Date, Collections
      v. Rate Question - Rating Schedule, Finding Rates, Understanding my Rate
      vi. Refund Question - Account Credits, Lost Refund, Requesting a Refund
      vii. Registration Question - How to Register, Who must Register, Registration Form Questions
      viii. Report/Wage Question - Filing a Report, Amending a Report, Adding Wages to a Report
      ix. Urgent Question - Anything needing a response in the quickest time possible
   b. Choose the account number the question pertains to using the drop down box (Optional)
   c. Choose a quarter the question pertains to using the drop-down box (Optional)
   d. Type a "Subject"
   e. Type a message
   f. Add an Attachment if you need to
      i. Click "Add"
      ii. Type a description
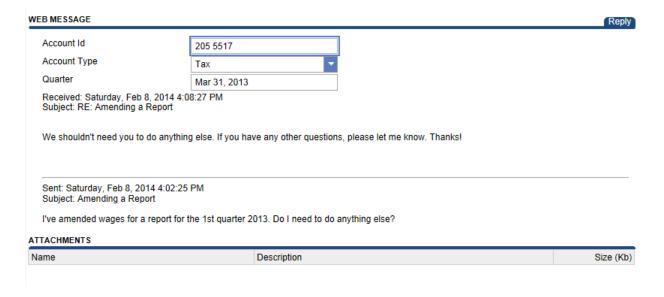   iii. Press "Browse"
      iv. Choose "File Save"
   g. Submit Message

Note: This message will be sent to the UI Contributions Staff to answer any questions or concerns you have. You can find the sent message in your "Outbox" sub-tab.

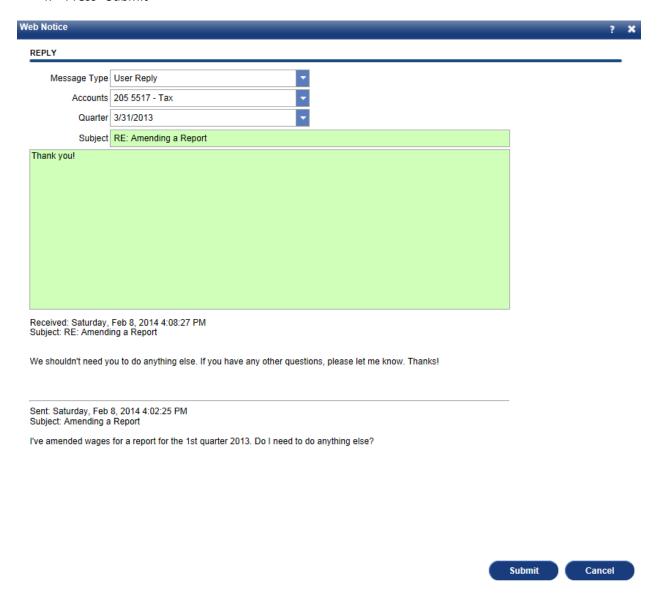**How do I retrieve a web message sent to my eServices account?**

1. Log into *UI eServices for Employers*
2. Click the "Messages" tab on either the Customer or Account level
3. Click on the "Unread" sub-tab
4. Click the "Subject" link of the unread message

Web Messages

How do I reply to a web message sent to my eServices account?

1. Open the web message you want to reply to
2. Click "Reply"
3. Type a response
4. Press "Submit"

Web Notice ? ✕

REPLY

Message Type	User Reply ▼
Accounts	205 5517 - Tax ▼
Quarter	3/31/2013 ▼
Subject	RE: Amending a Report

Thank you!

Received: Saturday, Feb 8, 2014 4:08:27 PM
Subject: RE: Amending a Report

We shouldn't need you to do anything else. If you have any other questions, please let me know. Thanks!

Sent: Saturday, Feb 8, 2014 4:02:25 PM
Subject: Amending a Report

I've amended wages for a report for the 1st quarter 2013. Do I need to do anything else?

Submit   **Cancel**