# Quarterly News

## New UI System Go-Live, October 2, 2023

It's finally here!  The yearlong modernization and integration of our Unemployment Insurance (UI) systems is nearing completion. The new system will go-live October 2, 2023.

To allow time for conversion and cut over, **all Unemployment Insurance Division (UID) systems, including UI eServices for Employers, will be unavailable** starting at 5:00pm (mountain time) on Thursday September 28th through October 1, 2023.

The new Montana Unemployment Services Enterprise (MUSE) system will integrate both UI Contributions (tax) and Benefit Claims functions into one unified IT system. MUSE will allow us to streamline processes and improve efficiencies across the division and UI program.

Employer and Third-Party Administrators (TPA) will benefit from a mobile friendly redesign of UI eServices for Employers that includes:

- An OKTA single sign-on,
- Built in options for responding to requests for Separation information on benefit claims,
- Expanded secure web messaging features,
- Improved options for managing your tax account, and
- All the same great tools for filing and paying quarterly UI reports and contributions.

The responsive nature of the redesign will allow UI eServices for Employers to be accessed from any mobile device or tablet. The expanded messaging and fact-finding features will provide early access to claim issues or requests for information.

**What's not changing?**  The web address for UI eServices for Employers will remain the same, uieservices.mt.gov, as will all our bulk filing and rate exchange file formats.  For TPAs who utilize our server-to-server web service file exchange, the end point and your credentials will remain the same as well.

## Accessing UI eServices for Employers On or After 10/2/23

Included with the redesign of UI eServices for Employers is a new way to log in, using Okta.

As the State of Montana moves towards a goal of single sign-on access to state services, Okta is the access management software being used to authenticate users. Think of it as the doorway into UI eServices for Employers, and other State of Montana services.

### Returning UI eServices for Employers Users
If you have used eServices in the past, access after October 2nd, is a matter of connecting your existing eServices logon creditials with an Okta account:

- Go to uieservices.mt.gov
- Click "Sign In with Okta"
- If you have an existing Okta logon, enter your creditials.  If not, you'll need to create an Okta account
- Once you have signed into Okta, you will be redirected back to UI eServices for Employers to enter your current eServices username and password

Once you have connected your Okta account to eServices, you'll no longer need your existing eServices creditintials, you will log in using your Okta username and password.

### New to UI eServices for Employers
For existing employers who are new to eServices, the intial login process will be similar, except you will need to answer a few security questions about your UI tax account to verify your identity and create an eServices profile.  It may be helpful to have the last quarterly report filed for your business on hand to answer the questions.

### New Employers
New employers who have not yet registered with Montana Unemployment Insurance, will need to select Sign Up for eServices from uieservices.mt.gov, log into Okta, and then create a UI eServices for Employers profile before completing a New Employer Registration.

## UI eServices for Employers Webinars for Employers and Third-Party Administrators (TPA)

The Unemployment Insurance Division (UID) will be hosting several webinars in September to demonstrate the new look and features of UI eServices for Employers.

- Tuesday September 12, 2023 – Employers
- Thursday September 14, 2023 – Third-Party Administrators
- Tuesday September 19, 2023 – Third-Party Administrators
- Thursday September 21, 2023 – Employers

**All webinars are scheduled for 1:30pm to 3:00pm (MTN).** To access a webinar, click the respective date link above.

The sessions for Employers and Third-Party Administrators (TPA) will be similar but TPA sessions will add more focus on how you can connect and interact within the system on behalf of your clients.

Topics covered will include:
- New process/steps for accessing eServices,
- Navigating the new design; managing your profile, filing reports, making payments and more,
- New and improved tools for communicating with UID, including additional options for responding to requests for information regarding benefit claims.
- For TPAs: all the above, plus submitting bulk files and authorizations forms, connecting clients, and managing access for your staff.

If you are unable to attend a webinar and would like to obtain a recording of a session (when available) visit our Handbooks, Forms, and More page at
https://uid.dli.mt.gov/employers/eservices/help

### SafetyFestMT
October 16th-20th 2023 (virtual)
May 14th -17th, 2024 (Missoula College)
For more information, safetyfestmt.dli.mt.gov

## 2024 Taxable Wage Base

The 2024 taxable wage base will be $43,000 which is 80% of the 2022 average annual wage ($53,793), rounded to the nearest $100.

We recommend you do not update payroll software with the 2024 taxable wage base until AFTER you file the UI report for the fourth quarter of 2023.

## Discontinuing FAX Communications

With our efforts to streamline processes and improve security, the Unemployment Insurance Division (UID) will be discontinuing the use of FAX machines in October 2023 and encourage the use of our online portals for employers and claimants to securely transmit information to our office.

### ASSISTANCE for BUSINESS CLINIC

Upcoming 2023 Assistance for Business Clinics:
- September 13th – Kalispell
- September 14th – Helena
- September 19th – Billings
- September 20th – Bozeman
- September 21st - Butte

For more information visit dli.mt.gov/resources/abc-clinics or contact **Andy Shirtliff** at andy.shirtliff@mt.gov or (406) 444-6171.

### Contactor Compliance Letter Requests
To request subcontractor compliance letters, send authorizations to Jennifer.Whalen@mt.gov. via the State of Montana's File Transfer Service (tranfer.mt.gov).

### Report Fraud
Go to uieservices.mt.gov and select Report UI Fraud, call (406) 444-0072, or email dliuidci@mt.gov. **You can remain anonymous!**

## Questions about Benefit Charges on your account?
Call the Employer Charging Phone Line at 406-444-0399. We are here to help! Hours 8 am – 4 pm (closed for lunch 12 – 1).