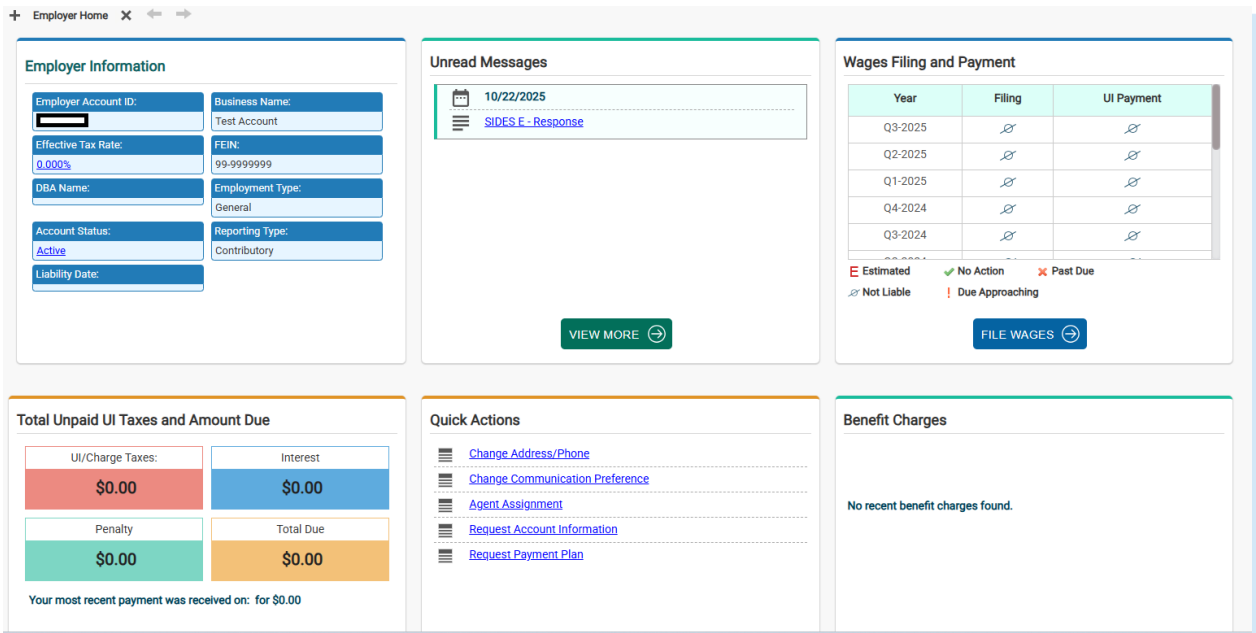


STEP 1: Login to your Employer Self-Service portal.

EMPLOYERS: When you login, you will automatically be on the landing page.

AGENTS: Once you are logged into your Agent Self-Service Portal, you will need to **navigate to your client’s self-service portal**. This can be done by clicking on the Employer Lookup tab, entering the employer’s ID, and click search.

Click on the EIN, which will be hyperlinked, and you will be navigated to the Employer Self-Service portal.

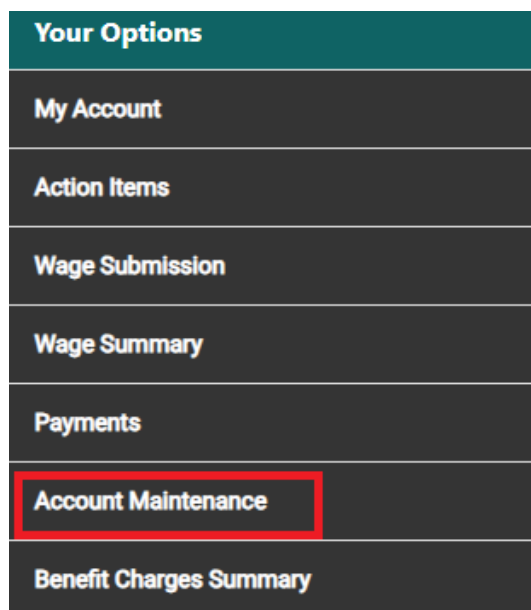


The screenshot shows the Employer Home page with several sections:

- Employer Information:** Fields for Employer Account ID, Business Name, Effective Tax Rate, DBA Name, Account Status, Liability Date, Business Name, FEIN, Employment Type, and Reporting Type.
- Unread Messages:** A message dated 10/22/2025 with a link to "SIDES E - Response".
- Wages Filing and Payment:** A table showing filing and payment status for various quarters from 2024 to 2025.

Year	Filing	UI Payment
Q3-2025	⌘	⌘
Q2-2025	⌘	⌘
Q1-2025	⌘	⌘
Q4-2024	⌘	⌘
Q3-2024	⌘	⌘
- Total Unpaid UI Taxes and Amount Due:** Summary table showing \$0.00 for UI/Charge Taxes, Interest, Penalty, and Total Due.
- Quick Actions:** Links for Change Address/Phone, Change Communication Preference, Agent Assignment, Request Account Information, and Request Payment Plan.
- Benefit Charges:** A message stating "No recent benefit charges found."

STEP 2: Click on the Account Maintenance option located on the left-hand side of the screen, under **Your Options**.




The 'Your Options' sidebar menu includes the following items:

- My Account
- Action Items
- Wage Submission
- Wage Summary
- Payments
- Account Maintenance** (highlighted with a red box)
- Benefit Charges Summary

STEP 3: Click on the **Employer Maintenance** link.


Employer Account

Agent Assignment




[Agent Assignment](#)

Change Business Name



[Change Business Name](#)

Employer Maintenance



[Employer Maintenance](#)

STEP 4: Click on the **Contact Summary** tab.

Employer Details

Employer Account ID: XXXXXXXXXX Business Name: Test Account Effective Tax Rate: [0.000%](#)
 FEIN: 99-9999999 DBA Name: Employment Type: General
 Account Status: [Active](#) Reporting Type: Contributory Liability Date:

Other Information

Address Summary **Contact Summary** Location Summary Notes NAICS Summary Ownership Summary Communication Preferences Account Activity

New Open Inactivate

<input type="checkbox"/>	First Name	Last Name	Telephone Number	Ext	Status	Email	Contact Type	History	Modified Date	Modified By
No records to display.										

STEP 5: Click on **New** to add a new contact to the account.

Employer Details

Employer Account ID: XXXXXXXXXX Business Name: Test Account Effective Tax Rate: [0.000%](#)
 FEIN: 99-9999999 DBA Name: Employment Type: General
 Account Status: [Active](#) Reporting Type: Contributory Liability Date:

Other Information

Address Summary **Contact Summary** Location Summary Notes NAICS Summary Ownership Summary Communication Preferences Account Activity

New Open Inactivate

<input type="checkbox"/>	First Name	Last Name	Telephone Number	Ext	Status	Email	Contact Type	History	Modified Date	Modified By
No records to display.										

STEP 6: Select the **Contact Type Code** from the list provided. To receive Benefits information, please select contact type code **Benefits**.

Employer Details

Employer Account ID: 10225472 FEIN: 99-9999999 Account Status: Active	Business Name: Test Account DBA Name: Reporting Type: Contributory	Effective Tax Rate: 0.000% Employment Type: General Liability Date:
---------------------------------------------------------------------------------------------	--------------------------------------------------------------------------	-------------------------------------------------------------------------------------------

Contact Information

Contact Type Code: ▼	If you selected Other, describe:
First Name: * <input type="text"/> Address Line 1: * <input type="text"/> City: * <input type="text"/> ZIP/Postal Code: * <input type="text"/> Email: * <input type="text"/> Telephone Number: * <input type="text"/> Ext. <input type="text"/>	Last Name: * <input type="text"/> Address Line 2: <input type="text"/> State: * South Carolina ▼ Country: * United States of America ▼ Alternate Telephone Number: <input type="text"/>

STEP 7: Fill in the required information in blanks with a red asterisk next to the box.

Employer Details

Employer Account ID: 10225472 FEIN: 99-9999999 Account Status: Active	Business Name: Test Account DBA Name: Reporting Type: Contributory	Effective Tax Rate: 0.000% Employment Type: General Liability Date:
---------------------------------------------------------------------------------------------	--------------------------------------------------------------------------	-------------------------------------------------------------------------------------------

Contact Information

Contact Type Code: ▼	If you selected Other, describe:
First Name: * <input style="background-color: yellow;" type="text"/> Address Line 1: * <input style="background-color: yellow;" type="text"/> City: * <input style="background-color: yellow;" type="text"/> ZIP/Postal Code: * <input style="background-color: yellow;" type="text"/> Email: * <input style="background-color: yellow;" type="text"/> Telephone Number: * <input style="background-color: yellow;" type="text"/> Ext. <input style="background-color: yellow;" type="text"/>	Last Name: * <input style="background-color: yellow;" type="text"/> Address Line 2: <input type="text"/> State: * South Carolina ▼ Country: * United States of America ▼ Alternate Telephone Number: <input type="text"/>

STEP 8: Once the new information is entered, click on **Validate Address**.

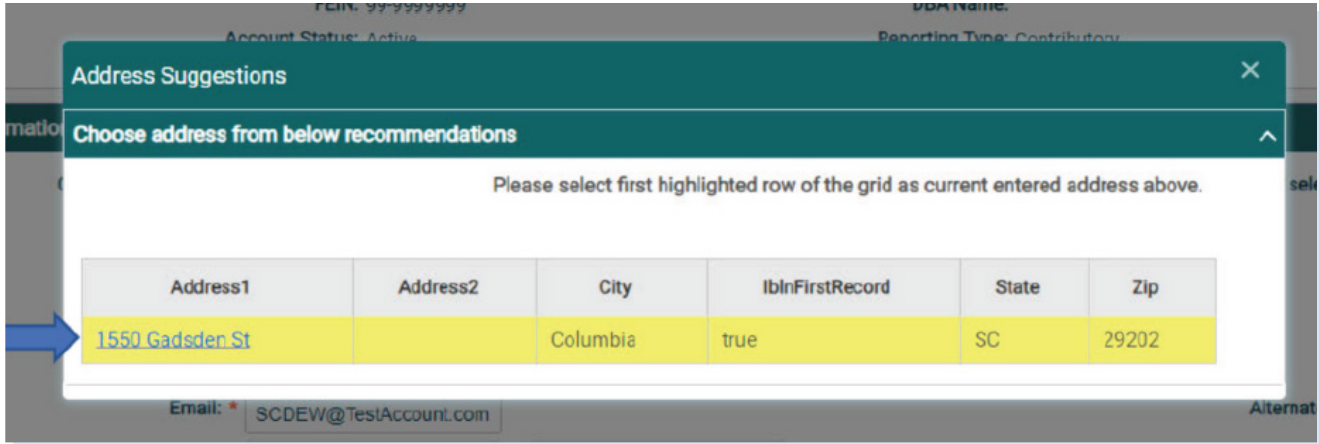
Employer Details

Employer Account ID: FEIN: 99-9999999 Account Status: Active	Business Name: Test Account DBA Name: Reporting Type: Contributory	Effective Tax Rate: 0.000% Employment Type: General Liability Date:
--------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------	-------------------------------------------------------------------------------------------

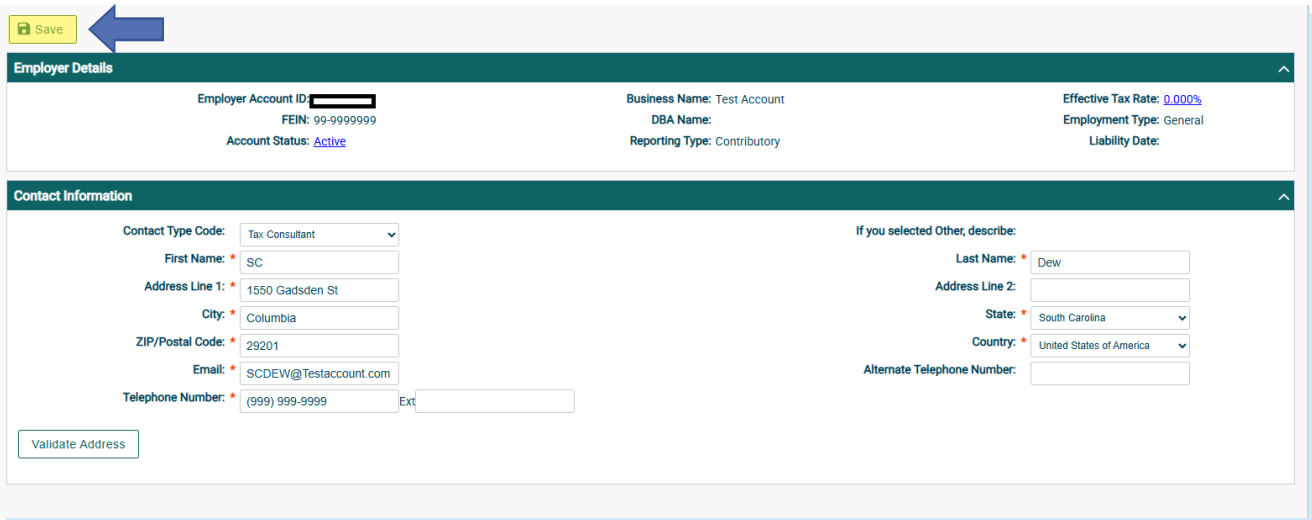
Contact Information

Contact Type Code: Tax Consultant ▼ First Name: * <input type="text" value="SC"/> Address Line 1: * <input type="text" value="1550 Gadsden St"/> City: * <input type="text" value="Columbia"/> ZIP/Postal Code: * <input type="text" value="29202"/> Email: * <input type="text" value="SCDEW@Testaccount.com"/> Telephone Number: * <input type="text" value="(999) 999-9999"/> Ext. <input type="text"/>	If you selected Other, describe:
<div style="margin-top: 10px;"> <input style="background-color: yellow;" type="button" value="Validate Address"/> </div>	Last Name: * <input type="text" value="Dew"/> Address Line 2: <input type="text"/> State: * South Carolina ▼ Country: * United States of America ▼ Alternate Telephone Number: <input type="text"/>

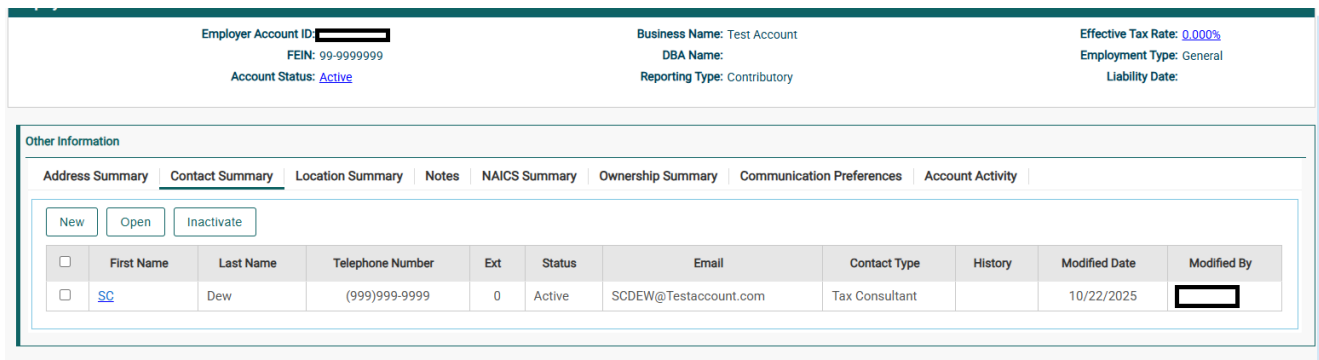
STEP 9: The address Validation box will pop up. You may click on the blue hyperlink address:



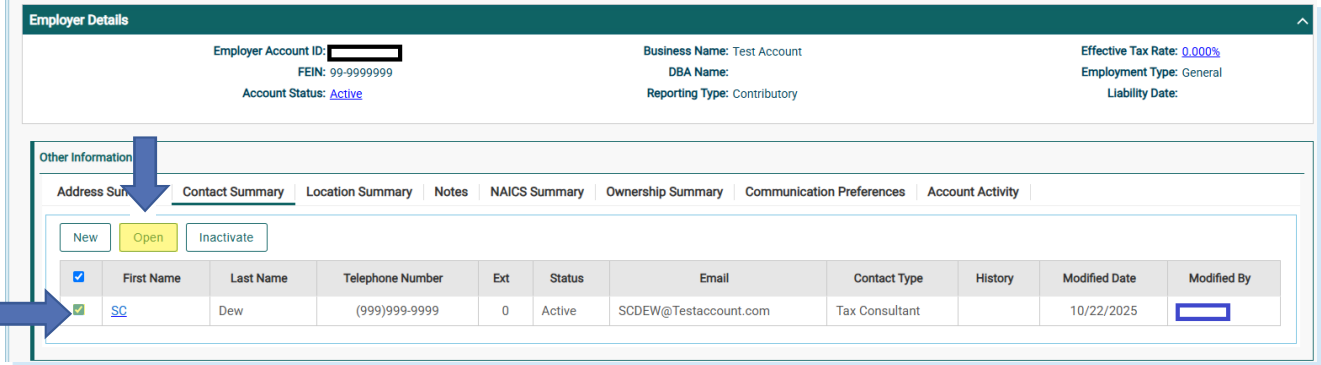
STEP 10: Click Save.



STEP 11: All saved changes will appear. You may need to refresh the screen for changes to appear.



STEP 12: To update an existing contact, check the box to the left of it and click **Open**.



Employer Details

Employer Account ID: [REDACTED]
FEIN: 99-9999999
Account Status: [Active](#)

Business Name: Test Account
DBA Name:
Reporting Type: Contributory

Effective Tax Rate: [0.000%](#)
Employment Type: General
Liability Date:

Other Information

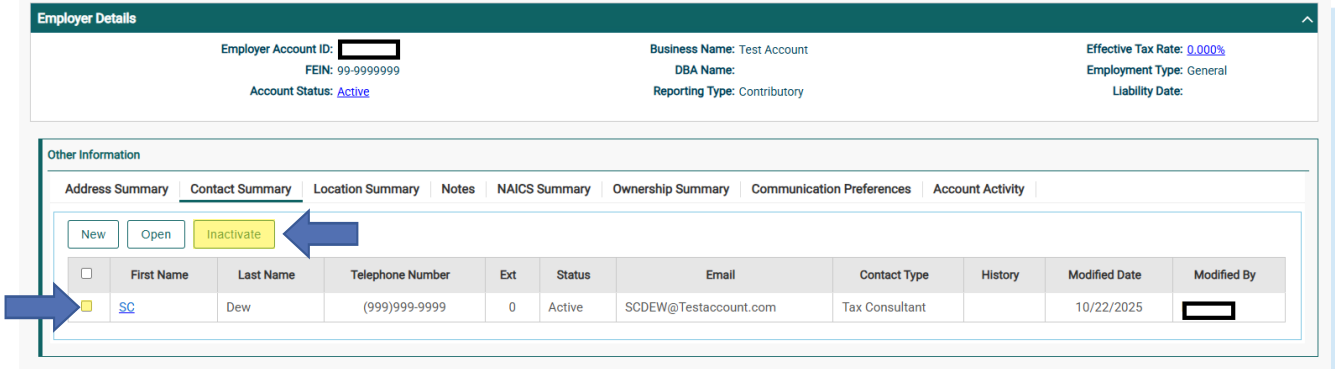
Address Summary | **Contact Summary** | Location Summary | Notes | NAICS Summary | Ownership Summary | Communication Preferences | Account Activity

New | **Open** | Inactivate

<input type="checkbox"/>	First Name	Last Name	Telephone Number	Ext	Status	Email	Contact Type	History	Modified Date	Modified By
<input checked="" type="checkbox"/>	SC	Dew	(999)999-9999	0	Active	SCDEW@Testaccount.com	Tax Consultant		10/22/2025	[REDACTED]

STEP 13: Follow above steps 7-11.

STEP 14: To inactivate an existing contact, check the box next to the contact that you wish to inactivate and click the **Inactivate** button.



Employer Details

Employer Account ID: [REDACTED]
FEIN: 99-9999999
Account Status: [Active](#)

Business Name: Test Account
DBA Name:
Reporting Type: Contributory

Effective Tax Rate: [0.000%](#)
Employment Type: General
Liability Date:

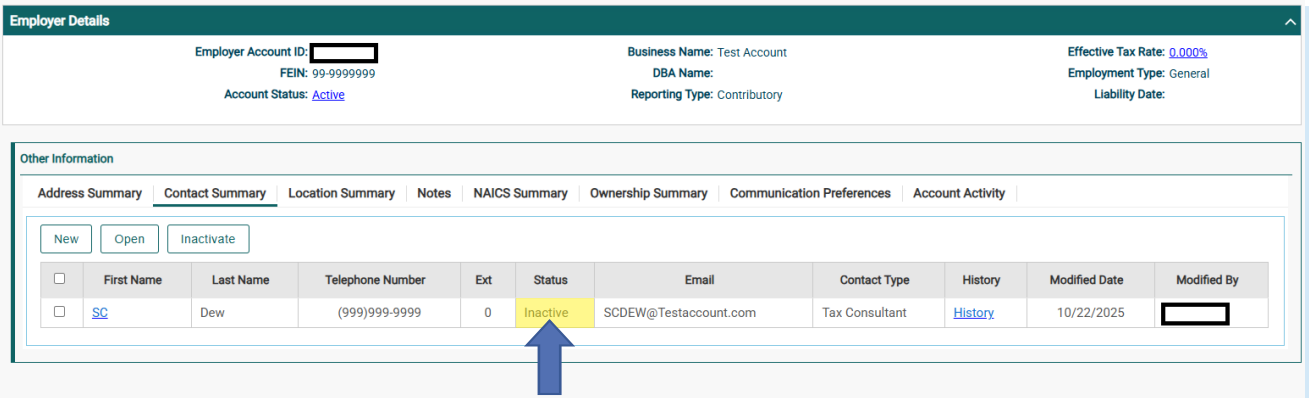
Other Information

Address Summary | **Contact Summary** | Location Summary | Notes | NAICS Summary | Ownership Summary | Communication Preferences | Account Activity

New | Open | **Inactivate**

<input type="checkbox"/>	First Name	Last Name	Telephone Number	Ext	Status	Email	Contact Type	History	Modified Date	Modified By
<input checked="" type="checkbox"/>	SC	Dew	(999)999-9999	0	Active	SCDEW@Testaccount.com	Tax Consultant		10/22/2025	[REDACTED]

STEP 15: The status of the contact will be updated to inactive.



Employer Details

Employer Account ID: [REDACTED]
FEIN: 99-9999999
Account Status: [Active](#)

Business Name: Test Account
DBA Name:
Reporting Type: Contributory

Effective Tax Rate: [0.000%](#)
Employment Type: General
Liability Date:

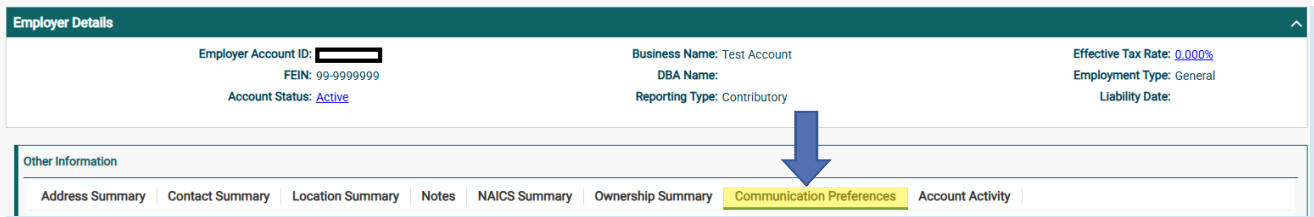
Other Information

Address Summary | **Contact Summary** | Location Summary | Notes | NAICS Summary | Ownership Summary | Communication Preferences | Account Activity

New | Open | Inactivate

<input type="checkbox"/>	First Name	Last Name	Telephone Number	Ext	Status	Email	Contact Type	History	Modified Date	Modified By
<input type="checkbox"/>	SC	Dew	(999)999-9999	0	Inactive	SCDEW@Testaccount.com	Tax Consultant	History	10/22/2025	[REDACTED]

UPDATE COMMUNICATION PREFERENCES: To update Communication Preferences, follow Steps 1-3 above, then click on Communication Preferences.



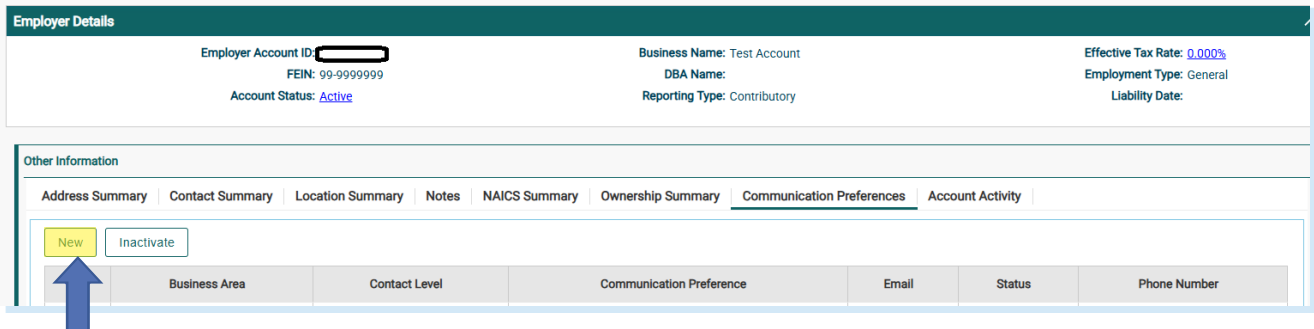
Employer Details

Employer Account ID: [Redacted] Business Name: Test Account Effective Tax Rate: 0.000%
 FEIN: 99-9999999 DBA Name: Employment Type: General
 Account Status: [Active](#) Reporting Type: Contributory Liability Date:

Other Information

Address Summary | Contact Summary | Location Summary | Notes | NAICS Summary | Ownership Summary | **Communication Preferences** | Account Activity

STEP 2: Click on New to add a Communication Preference. Click Inactivate to cancel an existing Communication Preference.



Employer Details

Employer Account ID: [Redacted] Business Name: Test Account Effective Tax Rate: 0.000%
 FEIN: 99-9999999 DBA Name: Employment Type: General
 Account Status: [Active](#) Reporting Type: Contributory Liability Date:

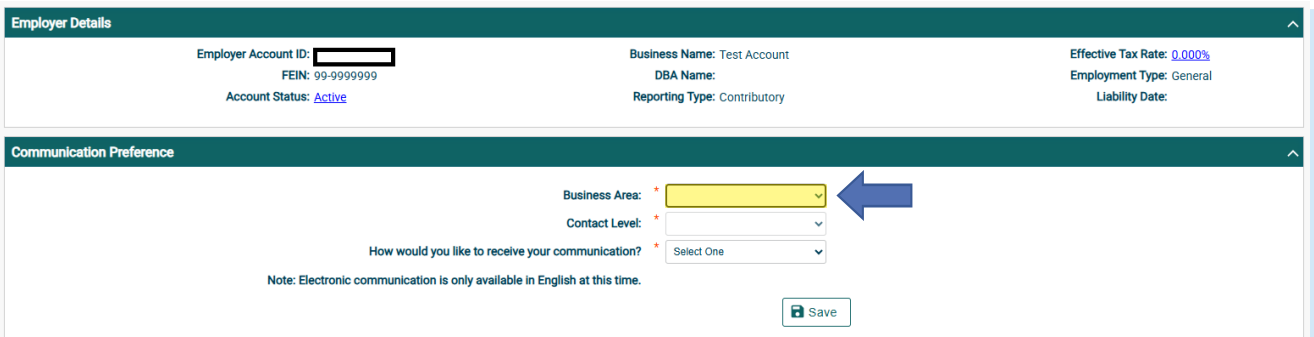
Other Information

Address Summary | Contact Summary | Location Summary | Notes | NAICS Summary | Ownership Summary | **Communication Preferences** | Account Activity

[New](#) [Inactivate](#)

Business Area	Contact Level	Communication Preference	Email	Status	Phone Number

STEP 3: Select the appropriate Business Area.



Employer Details

Employer Account ID: [Redacted] Business Name: Test Account Effective Tax Rate: 0.000%
 FEIN: 99-9999999 DBA Name: Employment Type: General
 Account Status: [Active](#) Reporting Type: Contributory Liability Date:

Communication Preference

Business Area: * [Dropdown] ←

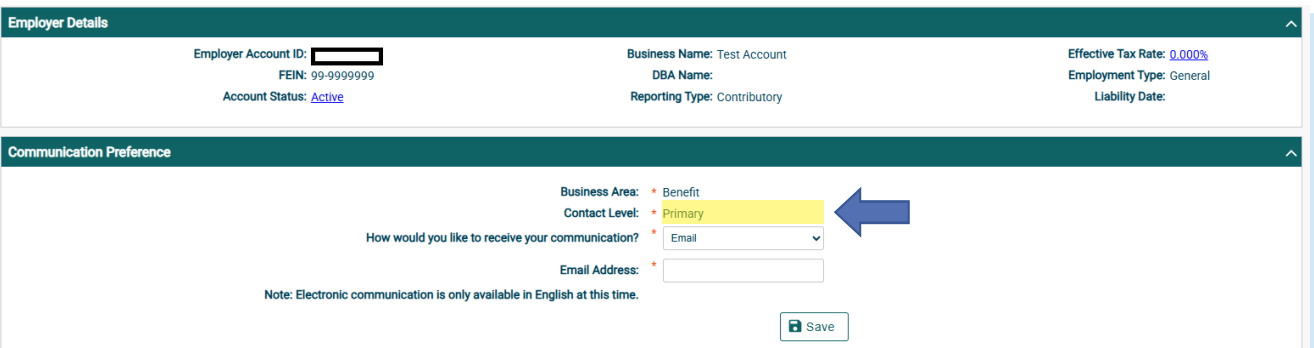
Contact Level: * [Dropdown]

How would you like to receive your communication? * [Select One]

Note: Electronic communication is only available in English at this time.

[Save](#)

STEP 4: Select the appropriate Contact Level.



Employer Details

Employer Account ID: [Redacted] Business Name: Test Account Effective Tax Rate: 0.000%
 FEIN: 99-9999999 DBA Name: Employment Type: General
 Account Status: [Active](#) Reporting Type: Contributory Liability Date:

Communication Preference

Business Area: * Benefit

Contact Level: * **Primary** ←

How would you like to receive your communication? * [Email]

Email Address: * [Text Field]

Note: Electronic communication is only available in English at this time.


[Save](#)

STEP 5: Select the appropriate field for "How you would like to receive communication?" Enter the current contact information for whichever method selected and click Save to see updated list.

Employer Details

Employer Account ID: Business Name: Test Account Effective Tax Rate: [0.000%](#)
FEIN: 99-9999999 DBA Name: Employment Type: General
Account Status: [Active](#) Reporting Type: Contributory Liability Date:

Communication Preference

Business Area: * Benefit
Contact Level: * Primary
How would you like to receive your communication? * **Email** 
Email Address: *
Note: Electronic communication is only available in English at this time.

Other Information

Address Summary | Contact Summary | Location Summary | Notes | NAICS Summary | Ownership Summary | Communication Preferences | Account Activity

<input type="checkbox"/>	Business Area	Contact Level	Communication Preference	Email	Status	Phone Number
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						