Montana Department of LABOR & INDUSTRY

UI eServices for Employers
Changes to the Logon Process effective June 1, 2020

The following instructions are for current eServices users who have multiple accounts/clients attached to a single logon id AND have been sharing eServices login credentials amongst your staff.

If you are a current eServices user, and are not sharing user names and passwords, refer to our video and/or instructions for logging in for the first time after June 1.

The homepage and log in process for UI eServices for Employers has changed. Effective June 1, 2020, we are no longer using E-Pass Montana to access UI eServices and, as a security enhancement, have implemented two-factor verification (authentication codes) for each user.

If your organization currently allows team members to share user names and passwords, that practice must be discontinued.

Every eServices user should be using their own unique log in id (username) to access UI eServices. Sharing logon credentials is not only a large security concern, it will be problematic with the introduction of authentication codes. Our office will work with you to help ensure a smooth transition.

On or after June 1, 2020, if you or any of your staff do not have your own individual logon credentials for UI eServices, you will each need to create them.

Provided we have an authorization form on file, we will attach clients to each respective logon once it is created. We will not require additional copies of authorization forms for each new web logon created under your organization.

To create logon credentials, the following steps should be completed by each person who needs access to UI eServices. They should NOT be completed by one individual on behalf of another individual.

Go to uieservices.mt.gov and click **Sign Up Here** at the bottom of the page under *Log In to UI eServices.*

You will need to be able to answer a few questions regarding your organization (the entity you work for, not one of your clients) to complete the access request.

Once you have completed the access request and have your username and password, log in to eServices to send us a **Web Message** requesting we attach your clients to your logon.
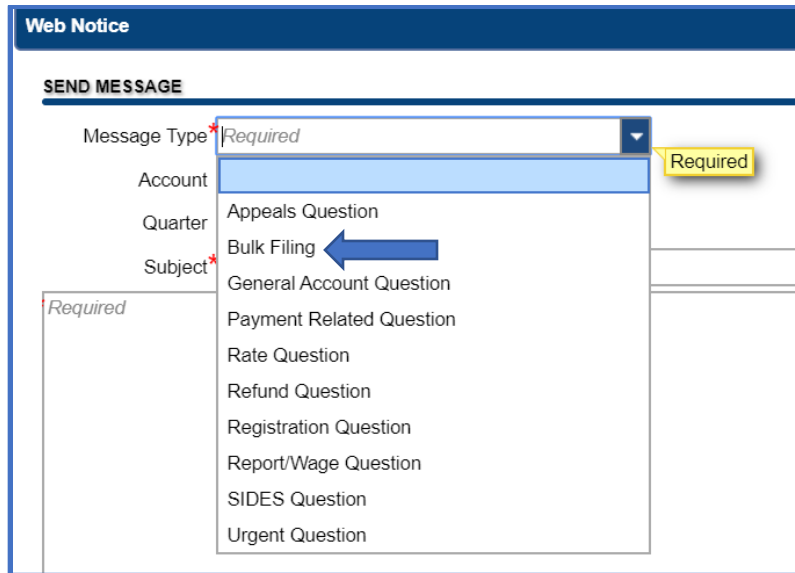
In the web <u>Message Type</u> field, select **Bulk Filing** from the dropdown menu.
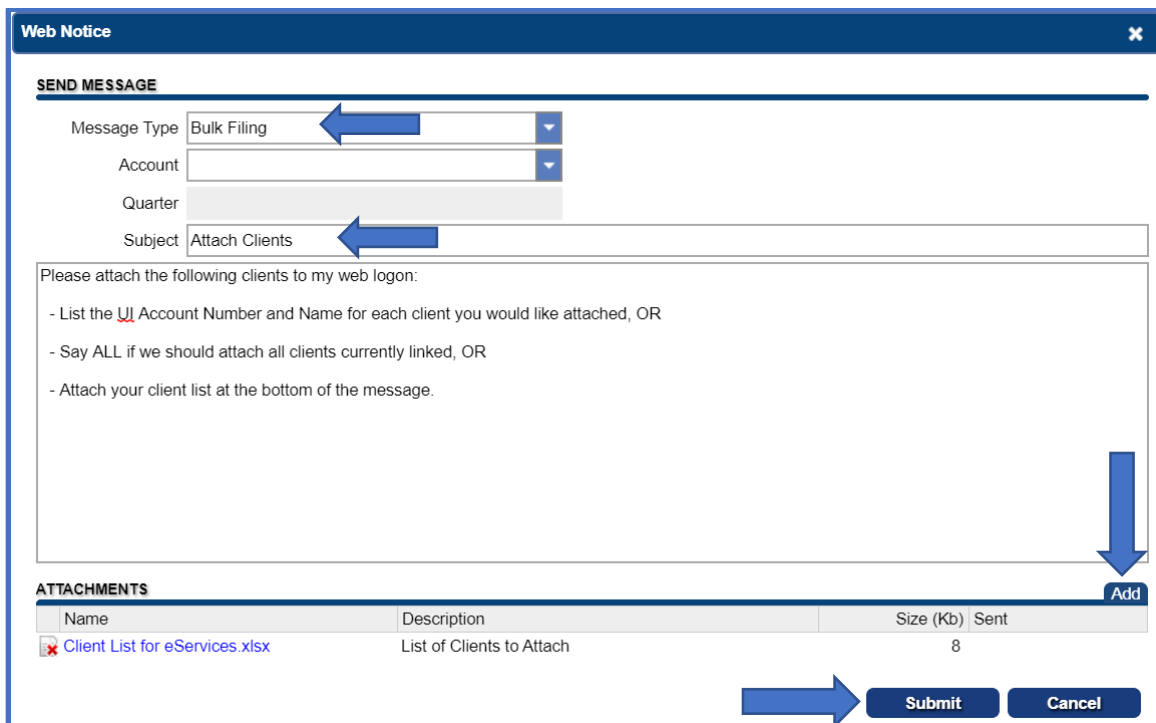
In the <u>Subject</u> field enter "**Attach Clients**".

Use the body of the message to **indicate which clients to attach** to the web logon. If we should attach all clients currently linked to your organization, you can indicate that. Alternately, if we should only attach specific clients, you will need to let us know which ones. Type the name and Montana UI account number for each client directly into the message OR if you have list, you can attach the list directly to the web message.

Please note: If we do not have an active authorization form on file for any client (employer) you list, we will contact you and require the form be submitted prior to attaching the client to any logons associated to your organization.

If you need to submit an Authorization form, please use the **Add Employer's Account Access** request within eServices under **I Want to…** in the upper righthand corner of the screen. You will be required to attach the completed authorization form to the request.
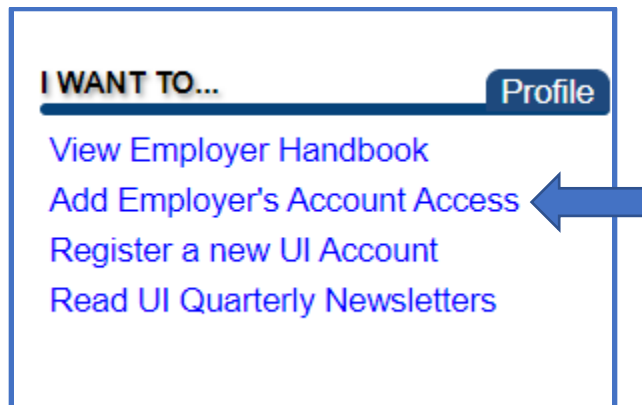
Once your request to attach your clients is received, we will work as quickly as possible to do so. Depending on incoming volume, the number of clients to attach, and additional internal verification protocols, we should have your clients attached to your logon within 1 to 7 business days. We will send you a web message letting you know when it is done.

We recommend you and your staff begin the process of creating and requesting client attachments immediately on or after June 1 to ensure you are prepared for the second quarter 2020 filing period.

For questions or assistance getting started, contact our Customer Support Team at (406) 444-3834, option 2.

Thank you for using UI eServices for Employers!