



INDIANA
WORKFORCE
DEVELOPMENT

ADDING NEW USERS

UPLINK Employer Self Service

April 11, 2019

Welcome

This tutorial will guide you through the process of adding internal users for processing wage records and benefits.

Users with the **Administrator** role have the sole capability to add internal users with a role to the employer's account.

The screenshot displays a dashboard for 'PEP SH MANAGEMENT LLC'. The top navigation bar includes 'Wage Reports', 'Make a Payment', 'Profile Maintenance', 'Requests', 'Change Account Status', 'Correspondence History', 'Maintain Account', and 'Multi Claimant Group'. The main content area shows account details: 'PEP SH MANAGEMENT LLC SUTA: 718', 'DBA Management Llc', 'Business Type Limited Liability Company', and 'FEIN 80-09'. A red banner indicates 'Account has an overdue report, please fix now.' with a 'Fix Now' button. Below this, a welcome message 'Welcome Onlya' is followed by the question 'What Would You Like To Do Today?'. Four large blue buttons are provided: 'Make a Payment', 'File a Report', 'Change Status', and 'Manage Users'. A red arrow points to the 'Manage Users' button.

Log into your account and click on Manage Users. You can also click on Maintain Accounts from your left-hand navigation bar and then on User Information.

The screenshot shows the 'User Maintenance' interface. The main content area is titled 'Internal Account Users'. It features a table with the following data:

User Name	Contact Name	Telephone	Email	Authorization Level	
718267110109	Onlya Testuser			Administrator	Edit Delete Unlock

Below the table, it indicates 'Showing 1 to 1 of 1 entries' and includes navigation buttons for 'Previous', '1', and 'Next'. An 'Add User' button is located in the top right corner of the table area, highlighted with a red arrow. The sidebar on the left contains navigation options: Home, Select an Employer, Summary Information, Wage Reports, Make a Payment, Profile Maintenance, and Requests.

The User Maintenance screen will appear, here you will be able to see your current users and their access. To add additional users click the Add User button.

Fields marked with an asterisk * are required.

Add User Account

User Name *

Authorization Level * ⓘ

User First Name *

User Last Name *

User Telephone *

Extension

User Email *

Retype User Email *

Password *

Retype Password *

Secret Question *

Answer *

Cancel Add & New Next

Complete all the areas that have asterisks and then, click the Next button. The authorization level will determine what the user will be able to process on the account and should be determined by the Administrator. Hovering over the little icon next to the authorization level gives you a brief explanation of what each of the roles consists of.

If you have more users to add you can click on Add & New. You will see this screen again and can proceed with your next user. All emails must be valid emails. This will become the main means of communication between the agency and employers.

The screenshot displays the 'User Maintenance' interface in the couplink system. The main heading is 'Internal Account Users'. A sidebar on the left contains navigation options: Home, Select an Employer, Summary Information, Wage Reports, Make a Payment, and Profile Maintenance. The main content area features a table of users with columns for User Name, Contact Name, Telephone, Email, and Authorization Level. Two users are listed: NEWUSERREG1 (Administrator) and TESTUSER (Wage Records). Each user row has 'Edit', 'Delete', and 'Unlock' actions. A search bar and an 'Add User' button are also visible.

User Name	Contact Name	Telephone	Email	Authorization Level	
NEWUSERREG1	Dawn	317-234	@gmail.com	Administrator	Edit Delete Unlock
TESTUSER	Penelope Test	317-555-1234	testing@gmail.com	Wage Records	Edit Delete Unlock

The Internal Account User screen will appear showing the new user. You can also edit your information such as changing a password, telephone number or delete logon access. You must always have an administrator on the account and they cannot be deleted from the account.

If the current administrator needs to be changed or removed a second administrator will need to be added first. Then you will be able to change the authority level of the existing administrator to any of the other options or delete that user.

Phone representatives are available by calling 1-800-891-6499, choose option #2, and then choose option #3 if you have any questions on adding a new user.