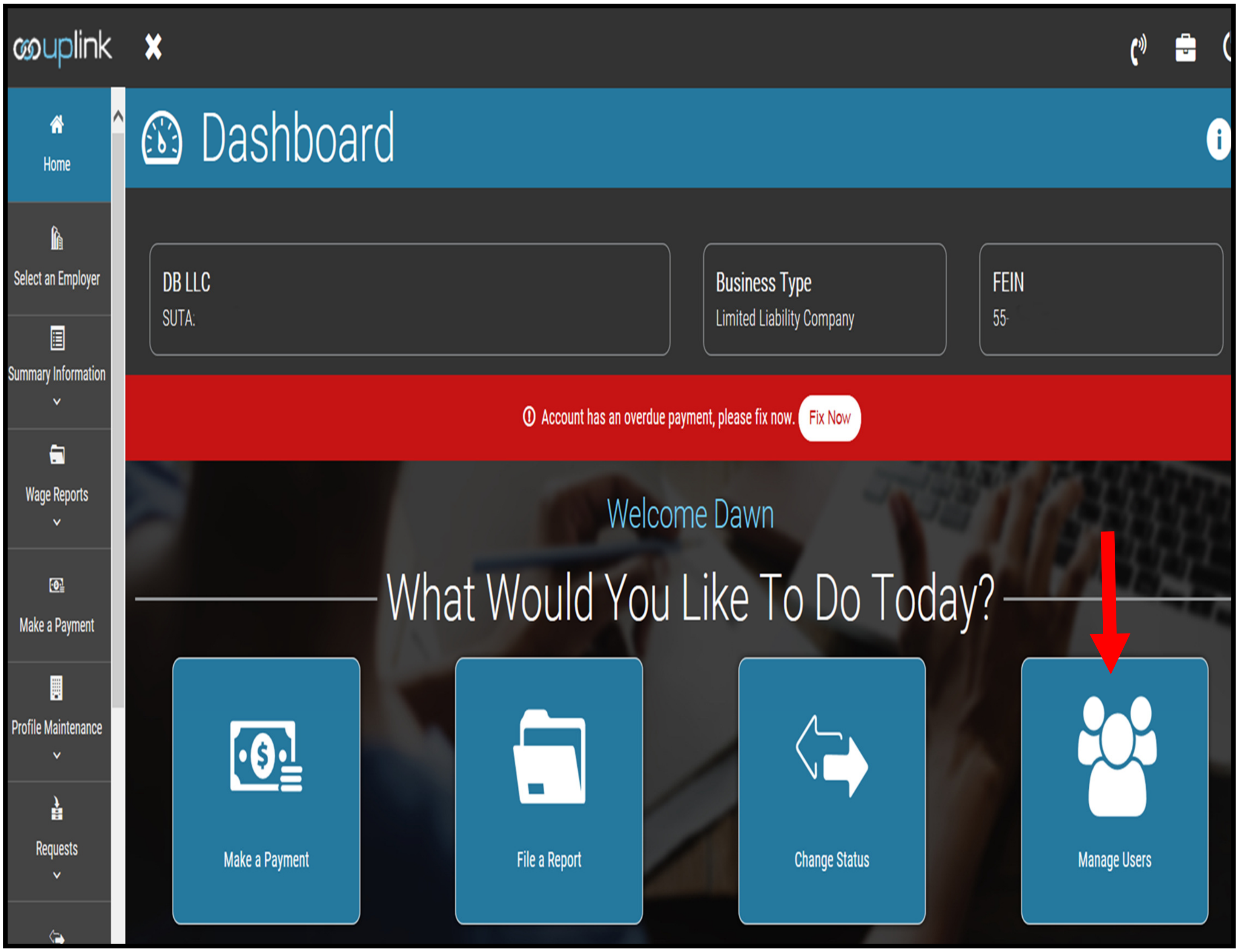
ADDING AN EXTERNAL USER

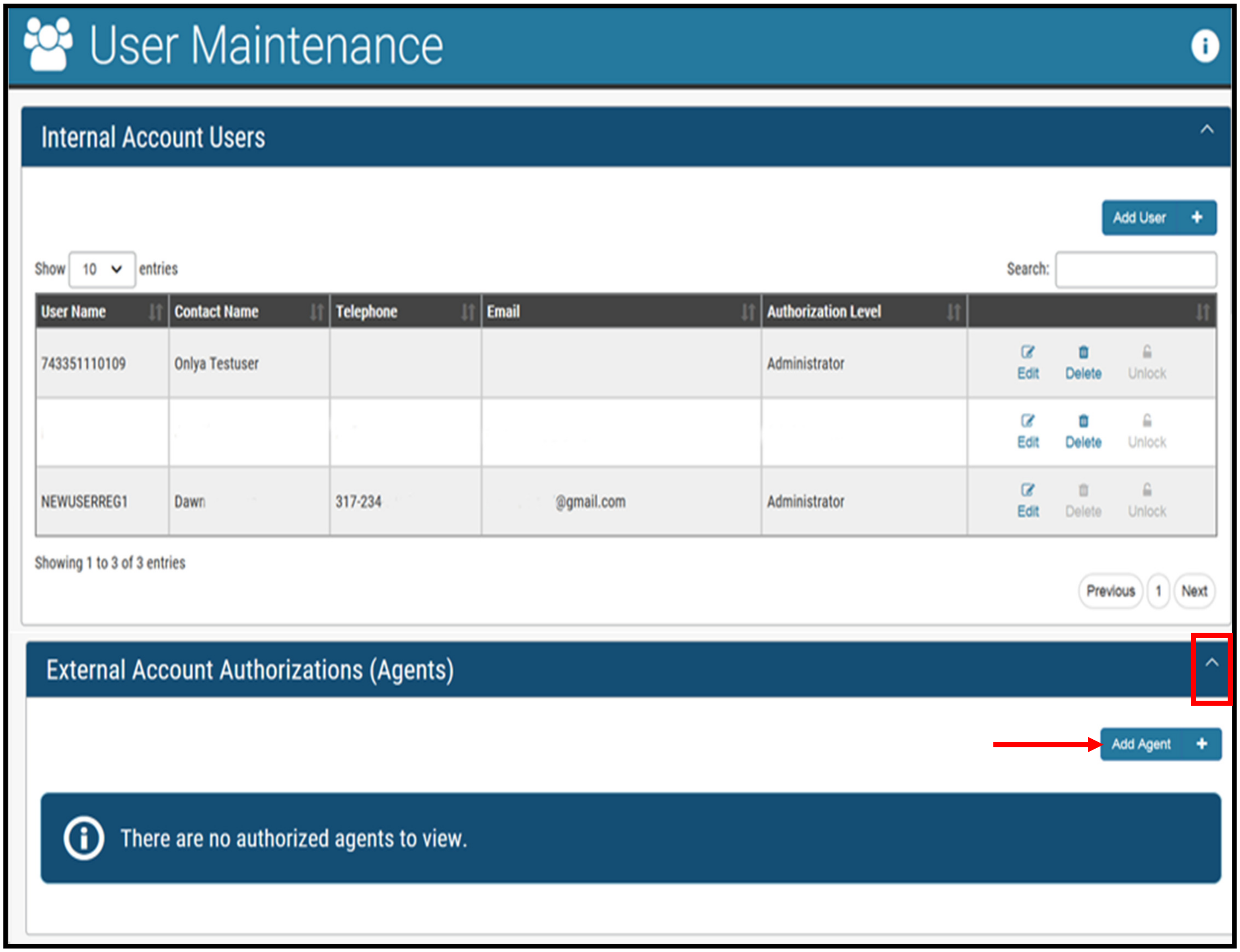
UPLINK Employer Self Service

April 11, 2019



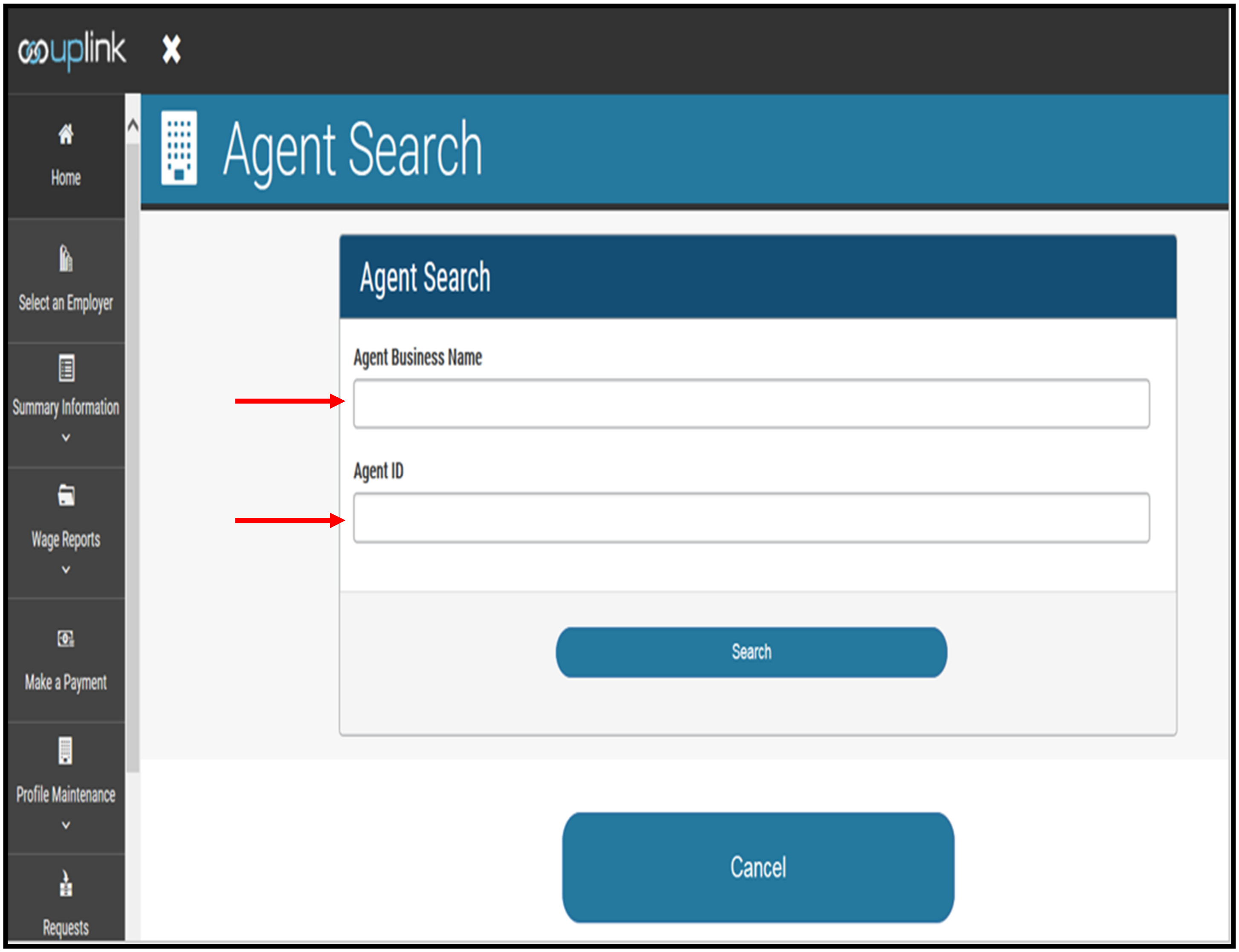
Before you start make sure that you have your agents 6 digit ID number they received when they enrolled as an agent with DWD (the number usually starts with the number 1). You will need this information to add the agent to your account.

Once you have this information logon to 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.



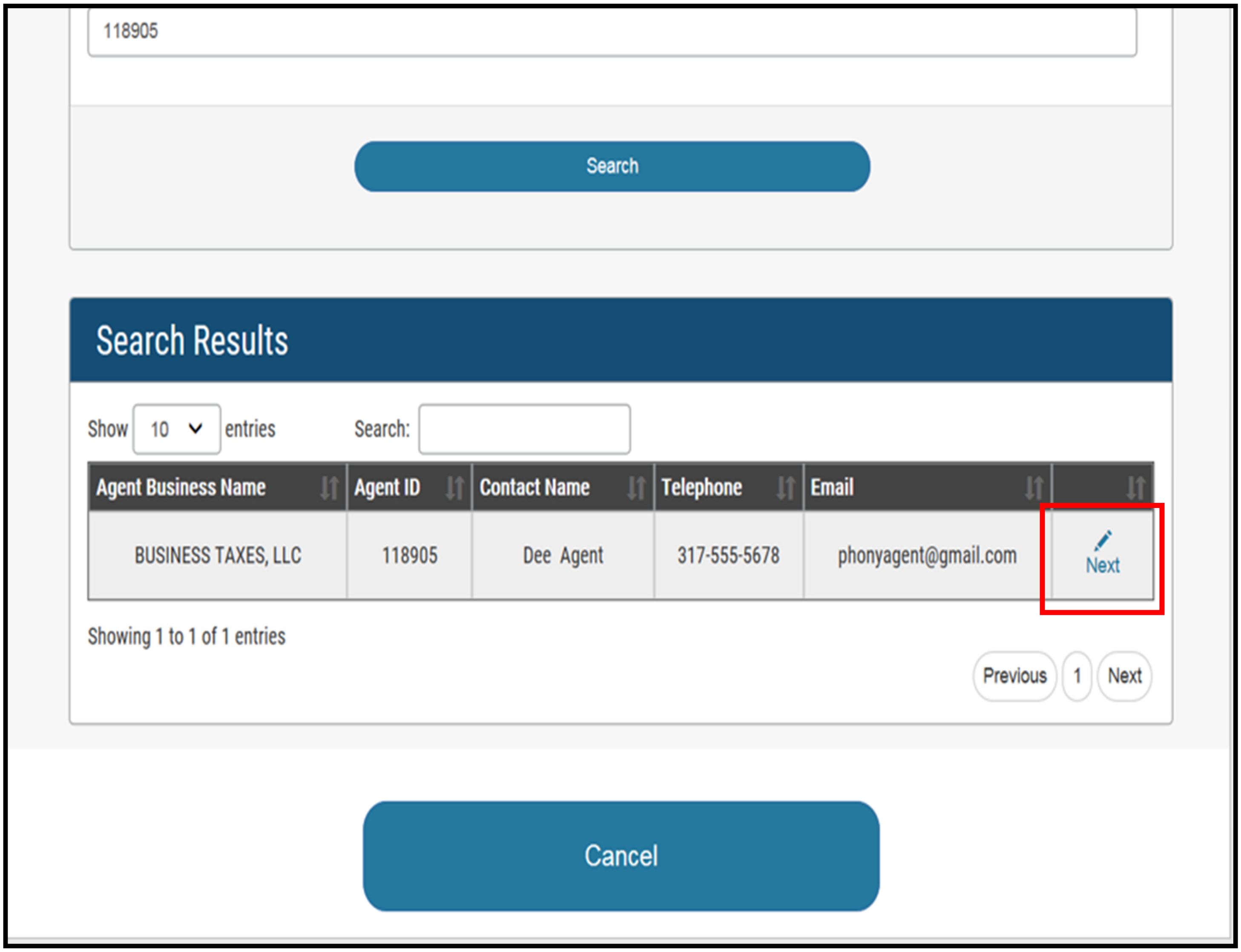
An external user is a person or business that you want to authorize to receive confidential information and speak in behalf of your business. This might be an accounting firm, a payroll provider, or other third party representative.

On the User Maintenance screen, in the External Account Authorizations (Agent) section click on the arrow to the far right in the section heading. This will open the option to add an agent. Click on the Add Agent button.

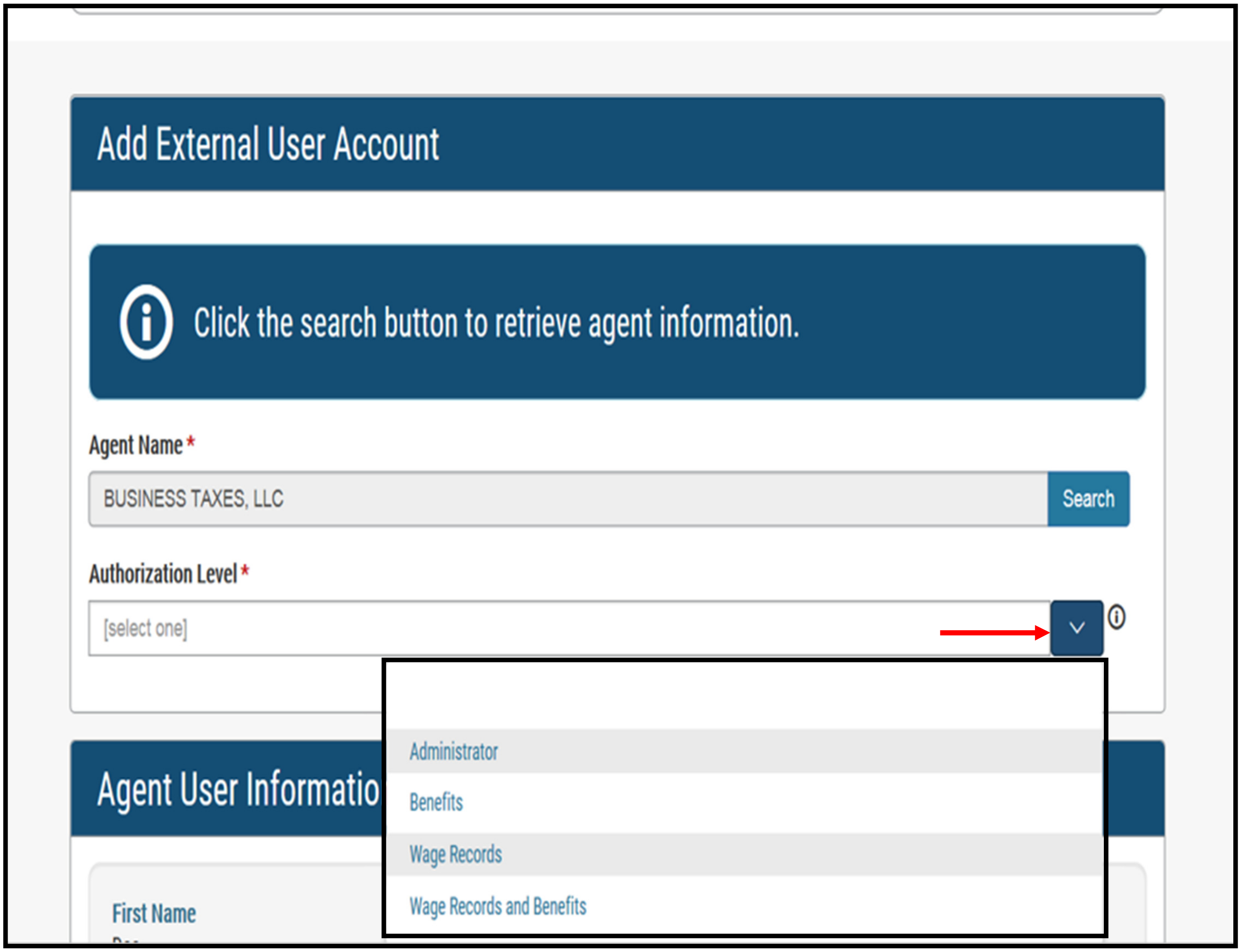


The Agent Search screen will appear, here is where you will enter your agents 6 digit ID number or search for your agent's name.

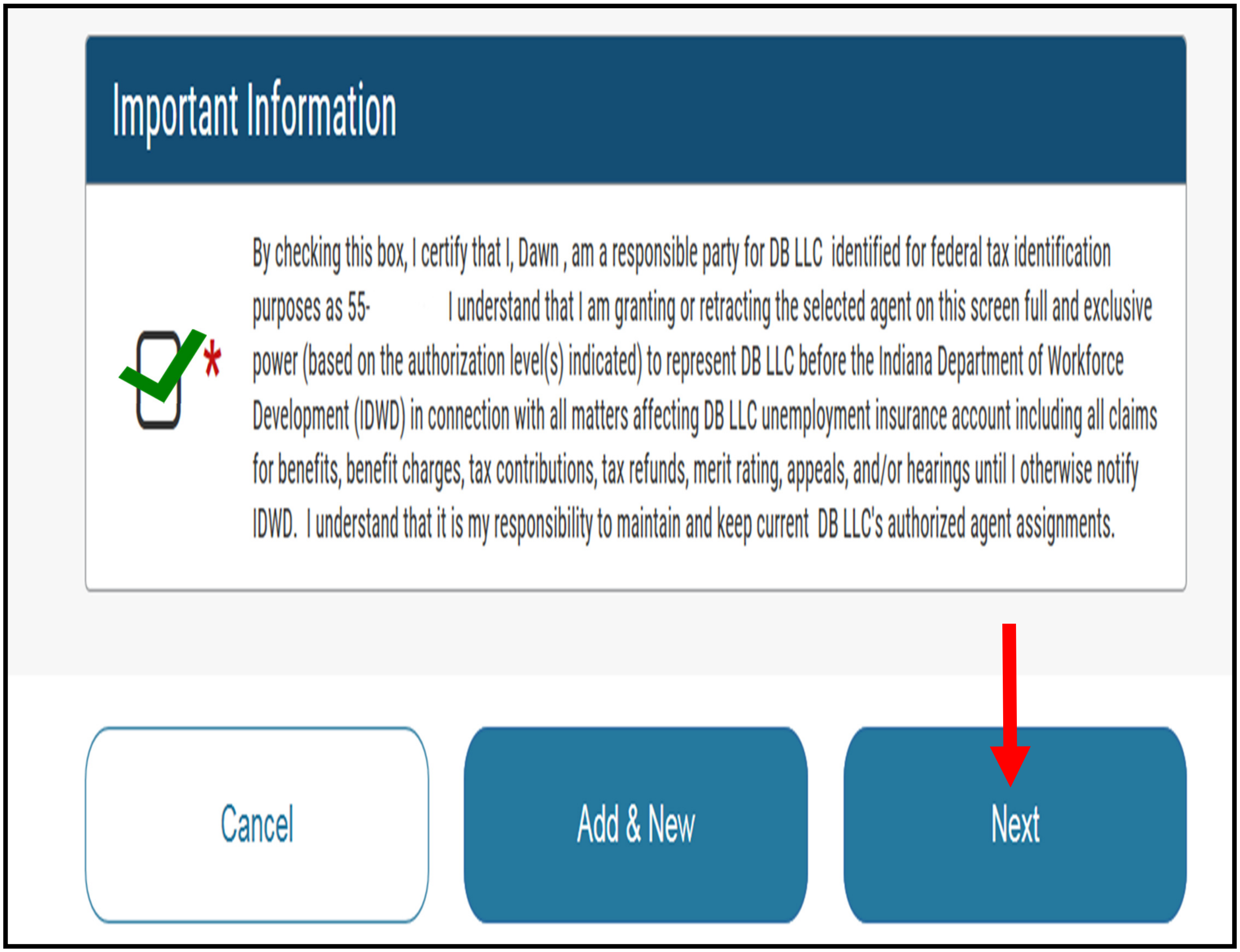
If you have your agents 6 digit ID number enter it in the Agent ID field. If you do not have your agents ID number just enter their business name in Agent Business Name field. After entering the information select the Search button.



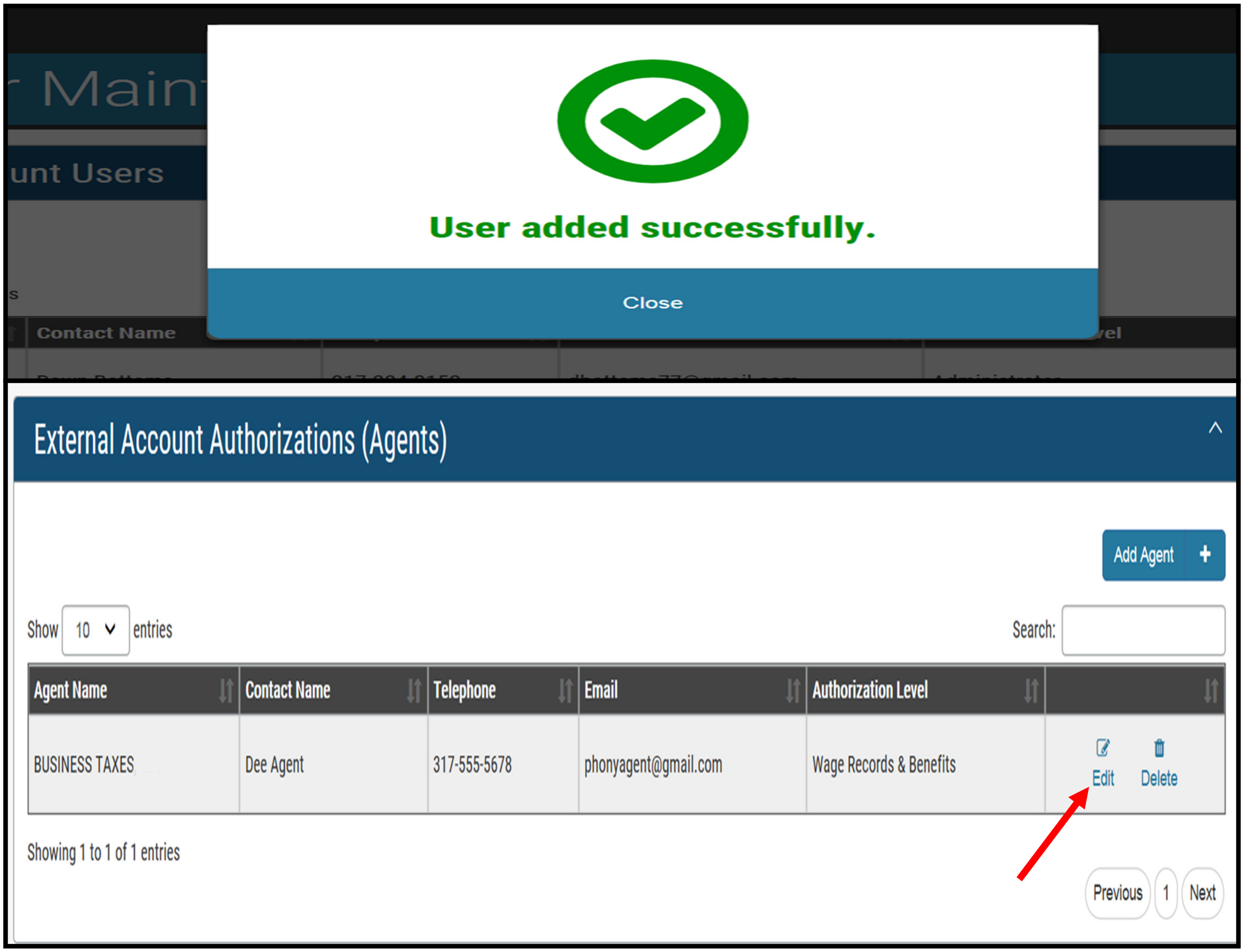
The search results will be listed on the screen below based on your search criteria. To select the agent from the list click on the Next icon with the pencil to the right of the agent's email.



Now assign the level of authorization you want your agent to have. Based on what your agent handles for your company (wage records, benefits, or both) is what you will select for the level of authorization. If your agent only handles your benefits records or your wage records, then you will assign them either the Benefits or Wage Records authorizations and so on. Rarely will an external agent need administrator level authorization.



Read the important information and check the box to certify you have the authority to assign this agent to your account (this should be the Administrator on the account) and click the Next button.



Your external authorization has been added successfully and you will be able to see that agent and authorization level that you have assigned. You will also have the option to edit the agent authorization level anytime by using the Edit option to the right of the authorization level.

If you have any questions about assigning your third party representative authorization on your account, phone representatives are available by calling 1-800-891-6499, choose option #2, and then choose option #3.