



INDIANA  
DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT


Now Live in Uplink:

# The Enhanced Employer Self-Service System

**couplink**<sup>®</sup>



Connecting People and Employers through Engagement



INDIANA  
DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT

## About Uplink ESS

*DWD listened to Hoosier employers ... and it has redesigned the **Uplink Employer Self-Service** system.*

Connecting People and Employers through Engagement

## Purpose



### To Deliver Great Government Service

(Pillar V in Governor Holcomb's **NextLevel Agenda**) to employers and their agents



It's an **easy-to-use** system



Increased **efficiency** and **effectiveness**

Connecting People and Employers through Engagement

## Benefits To Employers

1. One less report each quarter.
2. Online filing will be easier and support uploading Excel (CSV) files.

### Employers and DWD will be able to:

- ✓ Use shared services for payroll and reporting
- ✓ More Quickly File Quarterly Reports (DWD persists Data)
- ✓ Proactively ID of potential liability errors
- ✓ Create Predictive Analysis using employment data



Connecting People and Employers through Engagement

## Bug Fixes


Some difficulty users experienced during 1Q2019 filing that we've now corrected:

- Receiving Incorrect Warning about Past Due Liability
- Getting Account Suspension Emails Sent in Error
- Being Incorrectly Logged Out after Clicking to Stay Logged In
- Losing Manually Entered Data


## New Features

### **Improvements Scheduled for June 20, 2019:**

- Improved Edit Mode For Manual Reporting
- Better Visibility into assessment and payment application
- Wage Report Confirmations and PDF downloads
- Faster loading screens
- Improved file upload via csv
- Better error reports for wage reporting
- Confirmation Numbers

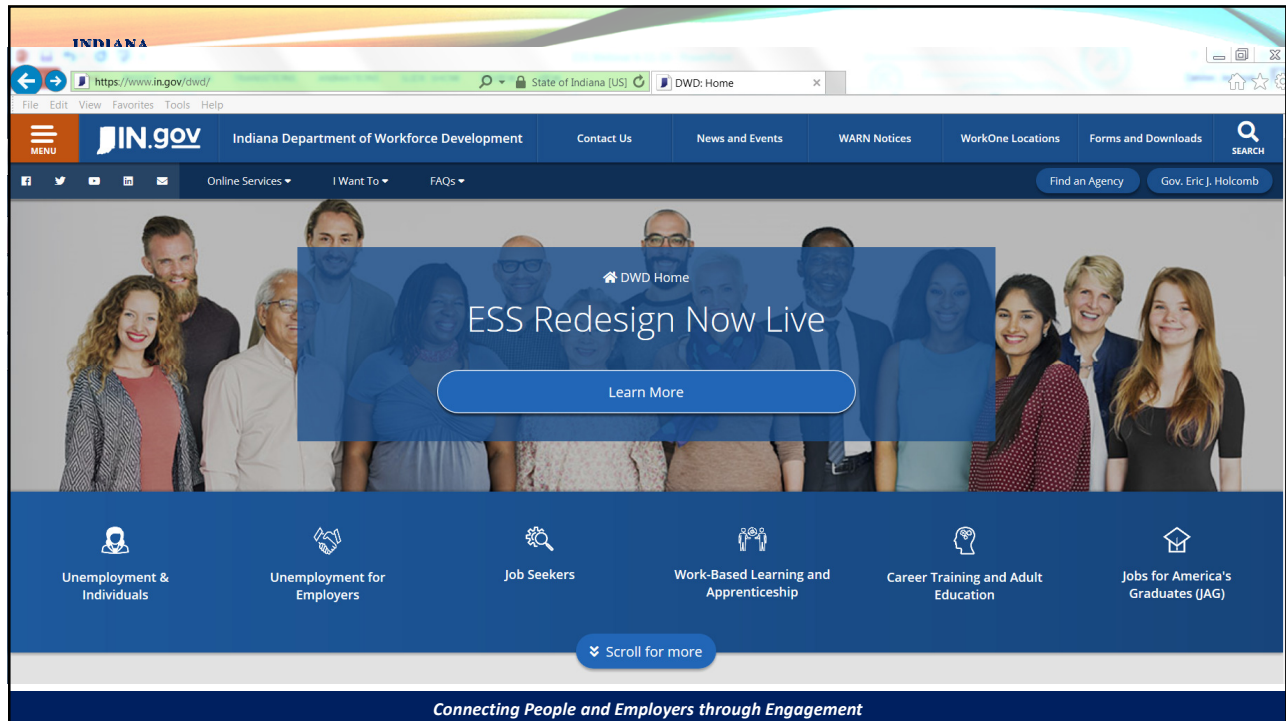


# Contact Information



DWDESSCommunications@dwd.IN.gov

*Connecting People and Employers through Engagement*



INDIANA  
DEPARTMENT OF  
WORKFORCE  
DEVELOPMENT

IN.gov Indiana Department of Workforce Development

Online Services | I Want To | FAQs | Find an Agency | Gov. Eric J. Holcomb

## ESS Redesign Now Live

Learn More

- Unemployment & Individuals
- Unemployment for Employers
- Job Seekers
- Work-Based Learning and Apprenticeship
- Career Training and Adult Education
- Jobs for America's Graduates (JAG)

Scroll for more

*Connecting People and Employers through Engagement*

https://www.in.gov/dwd/3453.htm State of Indiana [US] DWD: Employer Self Service...

File Edit View Favorites Tools Help

**IN.gov** Indiana Department of Workforce Development Contact Us News and Events WARN Notices WorkOne Locations Forms and Downloads SEARCH

The all-new and improved Employer Self Service system is now live. This innovative project is the result of two years of employer feedback and development. At the links below you will find helpful resources to get you familiar with all the new updates and features on the new ESS.

### Guides and FAQs

- [ESS Enhancement FAQ](#)
- [Wage Reporting Guide](#)
- [CSV Wage Report Template](#)
- [Video Vault: Employer Self Service](#)
- [Click here](#) to navigate to the ESS Login screen.

### Step-by-Step User Guides

- [Can I submit an amended or changed report?](#)
- [I'm a new user and I already have an employer account](#)
- [I'm a new user and I don't have an existing account](#)
- [How do I register to access the Employer Self Service portal as an agent?](#)
- [How do I obtain a State Employment Tax Account \(SUTA\) number?](#)
- [What is the quarterly due date?](#)
- [What information do I need to submit in my wage report?](#)

You've spoken. We've listened.

**Coming in 2019 . . . changes to Employer Self Service**

The Indiana Department of Workforce Development (DWD) listened to employers and has embarked on a major redesign of the UpLink Employer Self-Service System (ESS). ESS provides employers with online access to Unemployment Insurance account information, including report submission, tax payments and information on account issues.

**Updates to the system include:**

- » Beginning with first quarter 2019, employers will file one quarterly report.
- » Fully integrated electronic payment with a free e-check option. No more going to a separate website to pay.
- » Electronic filing will be required.
- » Excel compatible (.CSV) file format for easier electronic reporting.
- » ESS Logins will change to a verified email address.
- » Additional changes will improve the employer experience.

Find more information at [in.gov/dwd/ess\\_faqs.htm](https://in.gov/dwd/ess_faqs.htm)

https://uplink.in.gov/ESS/ESSLogin.htm State of Indiana [US] DWD: Employer Self Service R... ESS: Employer Self Service L...

File Edit View Favorites Tools Help

Forgot Username? password Sign In Register

**couplink**

## Welcome to Employer Self Service

### Important Information


**Delinquency Notices**

**05/28/2019**

Notice: Some delinquency notices were erroneously mailed to employers that timely and adequately reported wages to Indiana. Please disregard any notice dated 5/28/2019. Notices dated 5/29/2019 are correct.


DWD apologizes for any confusion or inconvenience this mailing caused. We are investigating the nature of the error and will work diligently to prevent any future errors of this nature.

### Resources



**First Time User**

[Learn More](#)



**What's New?**

[Learn More](#)

**INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT**

couplink

## Dashboard

NEW EMPLOYER A  
SUTA: 767851

Business Type  
Corporation For Profit

FEIN  
11-2233445

Account has an overdue report; please fix now. [Fix Now](#)

Welcome Jeremie

### What Would You Like To Do Today?

- Make a Payment
- File a Report
- Change Status
- Manage Users

Connecting People and Employers through Engagement

**INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT**

couplink

## Account Summary

Today's Balance  
You Owe ↓  
**\$287.43**

Due Date: 07/31/2019  
52 Days Left  
Apr 1 — Jul 31

Status: **Active** ✓

Total Premium: 2.5%

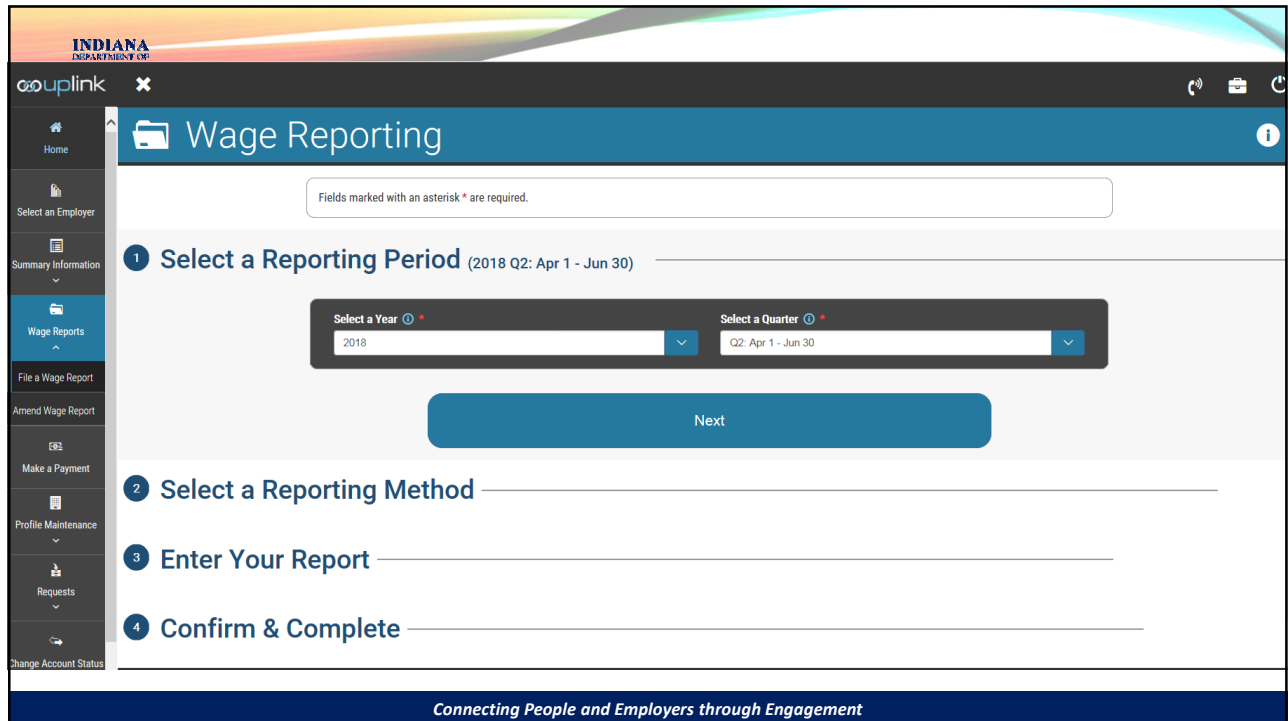
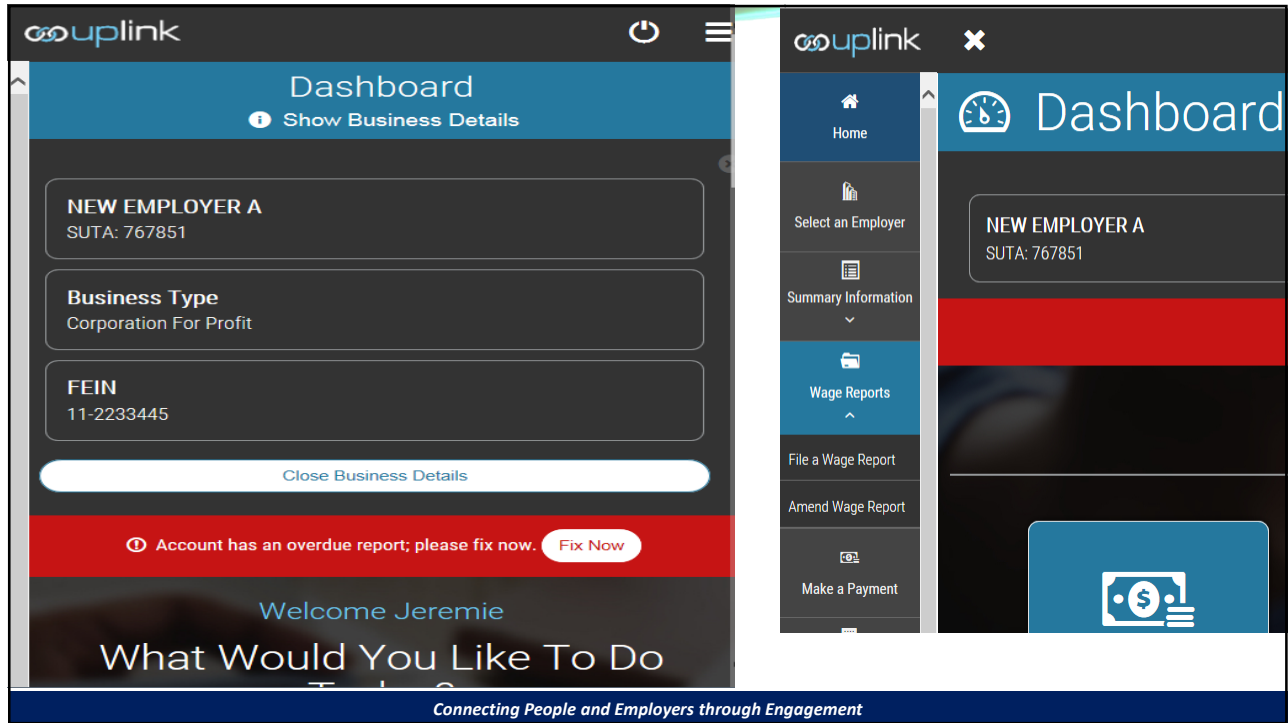
Exp. Balance: Positive

[Make a Payment](#) [File a Report](#)

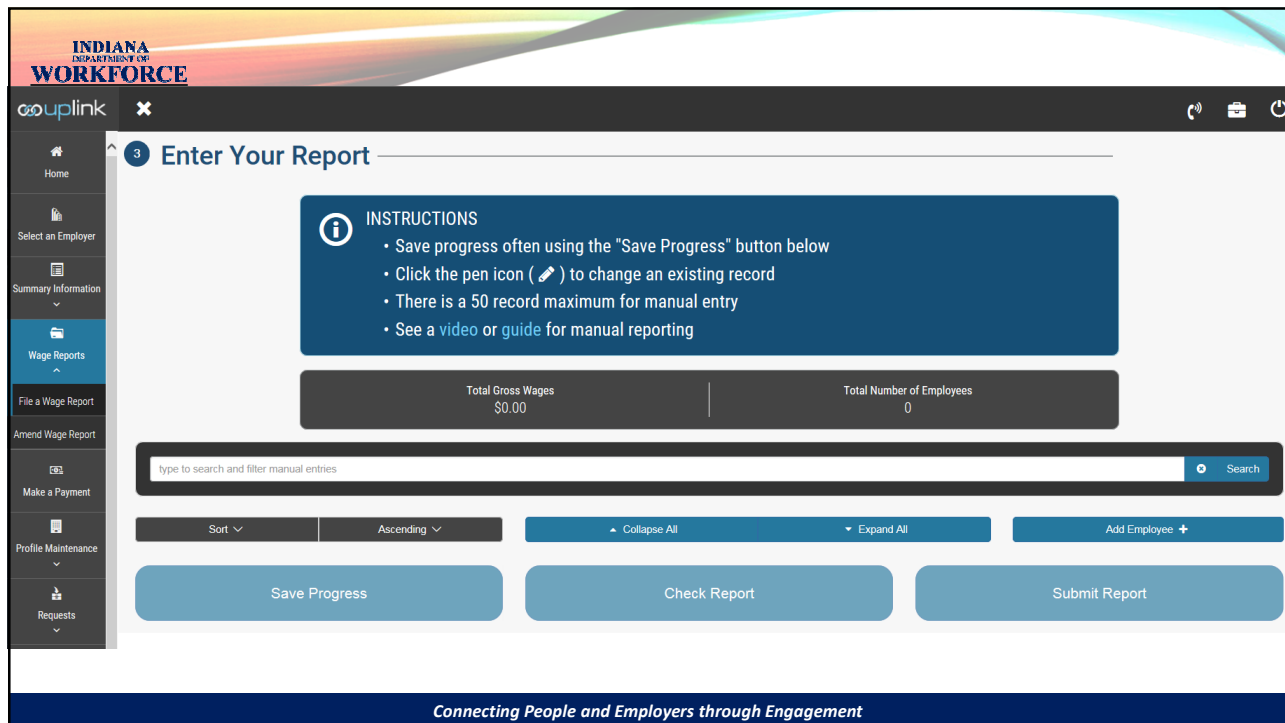
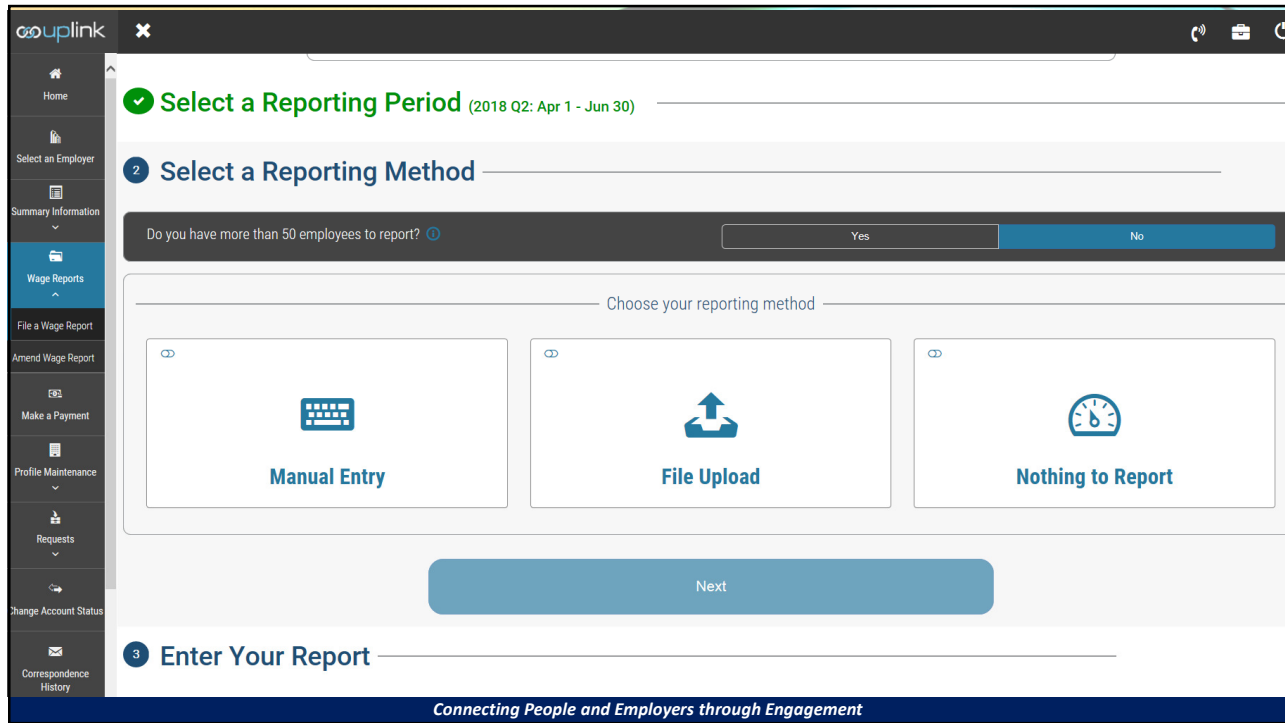
Questions, Concerns or Inquiries?  
Contact us today at 1-800-891-6499. Open 8am - 4:30pm Monday - Friday

Adobe Acrobat Reader

Connecting People and Employers through Engagement









### Add Employee Information

Record 1 of 1 | 0 Unsaved Records | Save

FEIN	SSN
First Name	Last Name
Middle Initial	Start Date MM/DD/YYYY
SOC Code	Gross Wages \$ 0
Zip Code of Primary Work Location	Employment Type [select an employment type]
Employed 12th Day of April? Yes No	Employed 12th Day of May? Yes No
Employed 12th Day of June? Yes No	

Save | Add | Delete | Save & Close

FEIN	Start Date	SOC Code	ZIP Code
N/A	N/A	N/A	N/A

Connecting People and Employers through Engagement

couplink

Home | Select an Employer | Summary Information | Wage Reports | File a Wage Report | Amend Wage Report | Make a Payment | Profile Maintenance | Requests | Change Account Status | Correspondence History

Total Gross Wages: 10,000 | Total Number of Employees: 1

type to search and filter manual entries | Search

Sort | Ascending | Collapse All | Expand All | Add Employee

### ? 1 Unchecked Records

ACB | Check Report

FEIN 11-223345	SSN 000-11-1111	Gross Wages 10,000.00	Start Date 12/31/2017	SOC Code N/A	ZIP Code 46204
Employment Type Part-Time	April Yes	May Yes	June Yes		

Save Progress | Check Report | Submit Report

4 Confirm & Complete

Connecting People and Employers through Engagement

**couplink** Wage Reporting

Fields marked with an asterisk \* are required.

✔ Select a Reporting Period

✔ Select a Reporting Method

3 Enter Your Report

**! Your report contains some adequacy errors; however, it may be submitted at this time.**

If you choose to submit your report with these errors, your account may be subject to a fine. We have saved your report in the event you wish to fix these errors. Click 'Submit Anyway' to submit your report with errors.

0 UPLOAD ERRORS	Upload Errors - must be fixed to submit a file
1 ADEQUACY ERRORS	Adequacy Errors - must be fixed to avoid a penalty
2 WARNINGS	Warnings - required, but no penalty

Download an Error Report

Download Summarized Error Report

Download Itemized Error Report

Come Back Later   Fix Errors/Warnings   Submit Anyway

Connecting People and Employers through Engagement

**INDIANA** couplink Wage Reporting

Fields marked with an asterisk \* are required.

✔ Select a Reporting Period (2018 Q2: Apr 1 - Jun 30)

✔ Select a Reporting Method

✔ Enter Your Report

4 Confirm & Complete

Total Gross Wages = \$10,000.00 | Total Number of Employees = 1

I certify, under penalty of perjury, that this report is true and complete to the best of my knowledge. I understand that my report contains errors that may subject my account to penalties.

I Confirm

Connecting People and Employers through Engagement

The screenshot shows the Couplink Wage Reporting interface. A central modal window displays a large green checkmark and the text: "Your wage report has been successfully submitted. Your confirmation # is 69511900." Below this, there is a button labeled "Continue". The background interface shows a sidebar with navigation options like "Home", "Select an Employer", "Summary Information", "Wage Reports", "File a Wage Report", "Amend Wage Report", "Make a Payment", "Profile Maintenance", "Requests", "Change Account Status", and "Correspondence History". The main content area includes a progress bar with steps: "1 Select a Reporting Period", "2 Select a Reporting Method", "3 Enter Your Report", and "4 Confirm & Complete". Below the progress bar, there are fields for "Total Gross Wages =" and "Total Number of Employees = 0". A checkbox is present with the text "I certify, under penalty of perjury, that this report is true and complete to the best of my knowledge." and a "I Confirm" button.

The screenshot shows the Couplink Wage Report History interface. At the top left, the logo for "INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT" is visible. The page title is "Wage Report History". Below the title, there is a search bar and a "Show 10 entries" dropdown. A table displays the following data:

Effective Date	Quarter/Year	Total Gross Wages	Taxable Wages	Rate	Contribution Assessed	Status	Download CSV	Download PDF	View Details
06/09/2019	2 / 2018	\$10,000.00	\$9,500.00	2.5%	\$237.50	Late			

Below the table, it says "Showing 1 to 1 of 1 entries" and "Previous 1 Next". At the bottom, there is a contact information section: "Questions, Concerns or Inquiries? Contact us today at 1-800-891-6499. Open 8am - 4:30pm Monday - Friday." and an "Adobe Acrobat Reader" icon. The footer includes logos for "INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT", "WorkOne", and the slogan "Connecting People and Employers through Engagement".

**Wage Report History Details**

For Quarter/Year : 2/2018

Download CSV | Download PDF | Print

### Assessment Summary

	Contributions	Interest	Penalty	Other Cost	Spc Chrgs
Amount Assessed	\$237.50	\$26.18	\$23.75	\$0.00	\$0.00
Amount Paid *	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Remaining Balance	\$237.50	\$26.18	\$23.75	\$0.00	\$0.00

Showing 1 to 3 of 3 entries

\* Note: Amount Paid includes all prior credits applied and money received.

### Report Details

Total Gross Wages: \$10,000.00

Total Taxable Wages: \$9,500.00

Total Premium: 2.500 %

Report Type: Inadequate

Report Status: Late

Connecting People and Employers through Engagement

**INDIANA**

**Make a Payment**

You may enter individual amounts for each liability listed. We will automatically calculate your total amount. You are required to pay the total of what you entered.

### Payments

Total Due

Total Payment

**Make a Payment**

[I am unable to pay electronically](#)

Questions, Concerns or Inquiries?  
 Contact us today at 1-800-891-6499. Open 8am - 4:30pm Monday - Friday

Get Adobe Acrobat Reader

Connecting People and Employers through Engagement

**Make a Payment**

You may enter individual amounts for each liability listed. We will automatically calculate your total amount. You are required to pay the total of what you entered.

Payments	
Total Due	\$ 287.43
Other Dues (\$287.43)	\$ 287.43
<b>Total Payment</b>	<b>\$ 287.43</b>

[I am unable to pay electronically](#)

Questions, Concerns or Inquiries?  
Contact us today at 1-800-891-6499. Open 8am - 4:30pm Monday - Friday

Connecting People and Employers through Engagement

**Wage Report History**

Show 10 entries Search:

Effective Date	Quarter/Year	Total Gross Wages	Taxable Wages	Rate	Contribution Assessed	Status	
06/09/2019	3 / 2018	\$160,000.00	\$152,000.00	2.5%	\$3,800.00	Late	Download CSV, Download PDF, View Details
06/09/2019	2 / 2018	\$10,000.00	\$9,500.00	2.5%	\$237.50	Late	Download CSV, Download PDF, View Details

Showing 1 to 2 of 2 entries [Previous](#) [1](#) [Next](#)

Questions, Concerns or Inquiries?  
Contact us today at 1-800-891-6499. Open 8am - 4:30pm Monday - Friday

Indiana WORKFORCE DEVELOPMENT WorkOne

Connecting People and Employers through Engagement

**INDIANA**  
DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT

A1 :     Row Type

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Row Type	Reporting	Reporting	State Uner	FEIN	SSN	Last Name	First Name	Middle Init	Start Date	SOC Code	Zip Code	o Full Time/	Gross Wag	Employed	Employed	Employed	12th of Third Month?	
2	H	1/2/3/	or	YYYY	0	0	0	Sample	Sample	A	C	00/00/000	0	0	FT/PT or 0	0	Y/N	Y/N	Y/N
3	S	3	2018	767851	11-223344	111-22-33	B	A	C	00/00/000	11-1234	46204	PT	10000	Y	Y	Y		
4	S	3	2018	767851	11-223344	111-22-33	D	E	F	1/1/2018	11-1234	46204	PT	10000	Y	Y	Y		
5	S	3	2018	767851	11-223344	111-22-33	G	H	I	1/2/2018	11-1234	46204	PT	10000	Y	Y	Y		
6	S	3	2018	767851	11-223344	111-22-33	J	K	L	1/3/2018	11-1234	46204	PT	10000	Y	Y	Y		
7	S	3	2018	767851	11-223344	111-22-33	M	N	O	1/4/2018	11-1234	46204	PT	10000	Y	Y	Y		
8	S	3	2018	767851	11-223344	111-22-33	P	Q	R	1/5/2018	11-1234	46204	PT	10000	Y	Y	Y		
9	S	3	2018	767851	11-223344	111-22-33	S	T	U	1/6/2018	11-1234	46204	PT	10000	Y	Y	Y		
10	S	3	2018	767851	11-223344	111-22-33	V	W	X	1/7/2018	11-1234	46204	PT	10000	Y	Y	Y		
11	S	3	2018	767851	11-223344	111-22-33	Y	Z	A	1/8/2018	11-1234	46204	PT	10000	Y	Y	Y		
12	S	3	2018	767851	11-223344	111-22-33	BB	CC	D	1/9/2018	11-1234	46204	PT	10000	Y	Y	Y		
13	S	3	2018	767851	11-223344	111-22-33	EE	FF	G	#####	11-1234	46204	PT	10000	Y	Y	Y		
14	S	3	2018	767851	11-223344	111-22-33	HH	II	J	#####	11-1234	46204	PT	10000	Y	Y	Y		
15	S	3	2018	767851	11-223344	111-22-33	KK	LL	M	#####	11-1234	46204	PT	10000	Y	Y	Y		
16	S	3	2018	767851	11-223344	111-22-33	NN	OO	P	#####	11-1234	46204	PT	10000	Y	Y	Y		
17	S	3	2018	767851	11-223344	111-22-33	QQ	RR	S	#####	11-1234	46204	PT	10000	Y	Y	Y		
18	S	3	2018	767851	11-223344	111-22-33	TT	UU	V	#####	11-1234	46204	PT	10000	Y	Y	Y		
19																			
20																			

Connecting People and Employers through Engagement

**INDIANA**  
couplink

Home

Select an Employer

Summary Information

Wage Reports

File a Wage Report

Amend Wage Report

Make a Payment

Profile Maintenance

Requests


Change Account Status

1 ✓ Select a Reporting Period (2018 Q4: Oct 1 - Dec 31)


2 Select a Reporting Method

Do you have more than 50 employees to report?  Yes  No


Choose your reporting method



**Manual Entry**

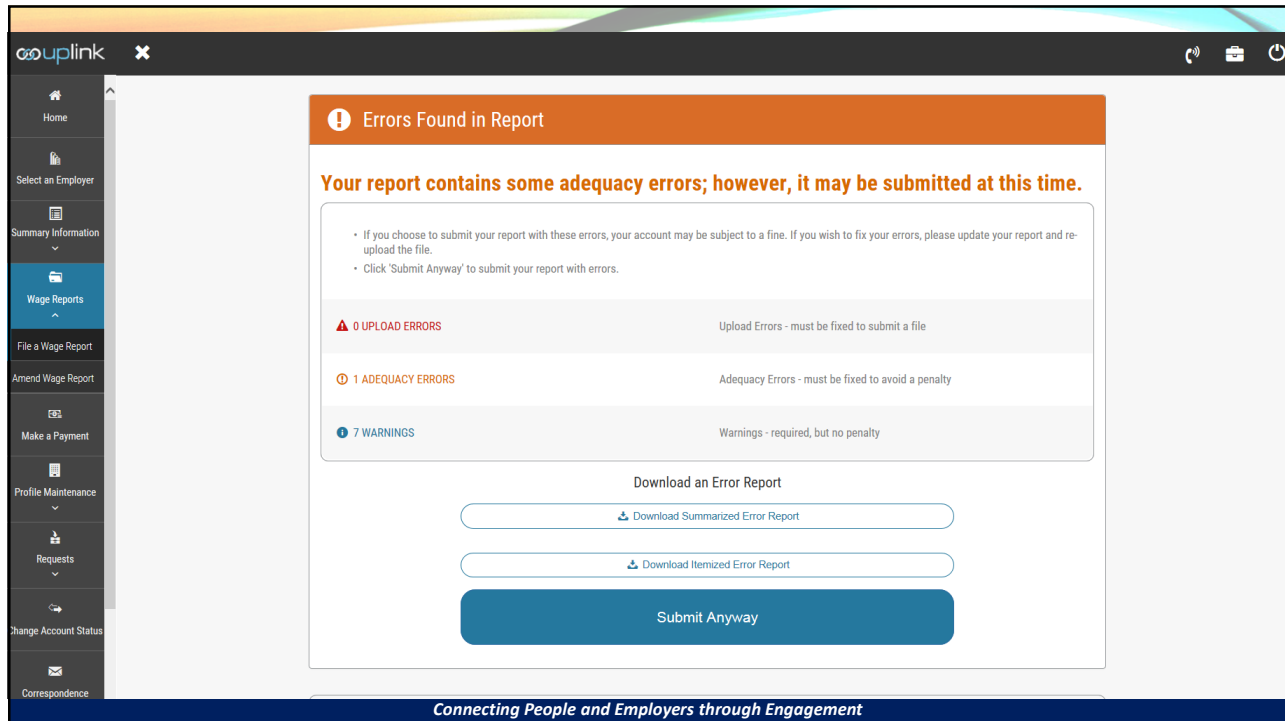
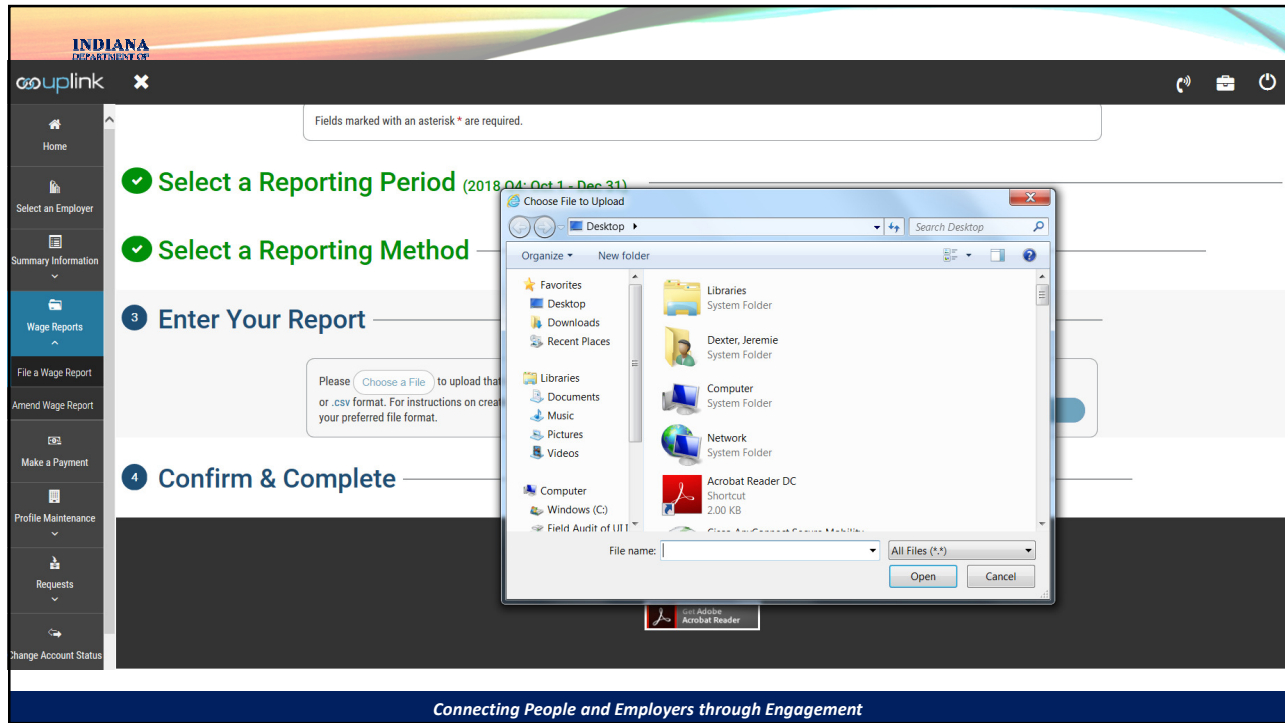


**File Upload**



**Nothing to Report**

Connecting People and Employers through Engagement





**INDIANA**  
DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT

UploadFileErrors - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW

Clipboard Font Alignment Number Styles

General Conditional Formatting Format as Table Cell Styles


E1

	A	B	C	D
1	Location	Field	Error	Severity
2	E:19	FEIN	FEIN is required	WARNING
3	F:19	SSN	SSN cannot begin with 000	ADEQUACY_ERROR
4	K:19	SOC Code	SOC Code is required	WARNING
5	L:19	Zip Code	Zip Code is required	WARNING
6	M:19	Employment Type	Employment Type is required	WARNING
7	O:19	Month 1	Month 1 employment question is required	WARNING
8	P:19	Month 2	Month 2 employment question is required	WARNING
9	Q:19	Month 3	Month 3 employment question is required	WARNING
10				
11				
12				
13				

*Connecting People and Employers through Engagement*

**INDIANA**  
DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT

# Contact Information



DWDESSCommunications@dwd.IN.gov

*Connecting People and Employers through Engagement*