Contents

1 YOUR PORTAL TO MANAGE YOUR UNEMPLOYMENT ACCOUNT ................................................................. 1
   Welcome page ........................................................................................................................................... 1
   Home Page ..........................................................................................................................................  2
2 REGISTER A NEW ACCOUNT ................................................................................................................... 3
   Registration Information ....................................................................................................................... 3
   PIN Delay or PIN Not Received ............................................................................................................. 8
3 LOG IN ................................................................................................................................................... 9
   Logging In ..........................................................................................................................................  9
   Forgot Username .................................................................................................................................10
   Forgot Password .................................................................................................................................11
   Instructions for Forgot Password for Account Users ........................................................................... 13
4 EMPLOYER ACCOUNT OVERVIEW PAGE ............................................................................................ 14
   Account Overview ...............................................................................................................................14
5 PAYMENT HISTORY .............................................................................................................................. 15
   Payment History Overview ..................................................................................................................15
   Cancelling a Future Payment ..............................................................................................................16
6 QUARTERLY WAGE AND PREMIUM REPORTING ............................................................................. 17
   Online Filing: Getting started .............................................................................................................17
   Wage Input Form .................................................................................................................................18
   Confirmation Page ...............................................................................................................................25
7 PRINTING YOUR REPORTS .................................................................................................................... 27
8 EMPLOYER PROFILE ............................................................................................................................ 29
9 MANAGE ACCOUNT USERS .................................................................................................................. 31
   Managing Account Users ....................................................................................................................31
10 EMAIL NOTIFICATIONS ............................................................................................................................ 33
   Email Notifications ..............................................................................................................................33
11 MAKE A PAYMENT ............................................................................................................................... 37
   Make a Payment page ..........................................................................................................................37
   Add a Bank Account ............................................................................................................................39
   Remove a Bank Account .....................................................................................................................40
   Payment Verification ............................................................................................................................41
   Confirmation of Payment .......................................................................................................................42
12 ISSUES AND APPEALS .......................................................................................................................... 43
   What you can do in the Issues and Appeals tab ................................................................................43
   What you cannot do in the Issues and Appeals tab .............................................................................43
1 YOUR PORTAL TO MANAGE YOUR UNEMPLOYMENT ACCOUNT

MyUI Employer is a secure system giving you online access to your unemployment account information 24 hours a day, 7 days a week. As a registered user you will have convenient access to the primary tasks needed to complete your reporting and gain valuable information regarding your unemployment insurance account. This Guide provides the details you need to find information and complete work through the MyUI Employer website.

MyUI Employer

Welcome page
Access your account from the

Welcome page: https://myuiemployer.coworkforce.com

To access your information, you must complete an online account registration and obtain a username and password. See Register a New Account.
Home Page

The Home page offers you one-stop access to all your account information needs: Home page

Once you log in, the Home page provides ready access to all your important information and tasks.

The functions are organized into five categories:

• Account History
• Reports and Payments
• Manage Your Profile
• Claims and Appeals
• Forms

Each category has a page that describes the tasks available.
2 REGISTER A NEW ACCOUNT

To ensure your account information is known only to you, each employer account is required to have a unique username and password. This technology protects the data that is captured and displayed in the application.

Registering for your MyUI Employer account is done in two steps so that we can verify that the person initiating the registration is the person responsible for accessing the account online. This verification is completed when you successfully pair an email link sent during the registration process and a PIN mailed to the primary employer mailing address that you maintain with the Unemployment Insurance Division.

There are two types of employer accounts available, an administrator account and an employee account, but only the administrator account is required. The administrator sets up the employee accounts and can limit what information or functions employees can access. For instance, you could give your employee accountant access to file reports and make payments, but not to file an appeal.

Registration Information

Instructions to register a new account

The person completing the registration process for your MyUI Employer account will be the account administrator and will have access to all information available for the account. The account administrator will be able to view information, make changes, complete transactions, and enable online access to other users of the account allowing a unique login for each user. Clearly, the person chosen to register your online account should be trusted to handle sensitive and confidential information.

Only employers with a current and active unemployment insurance account with the state of Colorado may use the MyUI Employer application.

If you have a future account, you cannot register with MyUI Employer until your account has qualified to pay unemployment premiums and has been activated by Employer Services.

You must complete these steps to register your account.

There are two options to begin the registration process:

1. Go to the MyUI Employer Welcome page
   https://myuiemployer.coworkforce.com/
   and click the Register link.
   - or -

2. Click the Login drop down and the click the new user? Link

Either option opens the Employer Registration page.
Step 1
1. Complete the Employer Registration page by providing the requested information.

2. When your information in the first three boxes matches the information online, the mailing address on-file with CDLE will be displayed. This is the address to which we will mail the PIN to complete your registration.

3. Your email address listed here is very important. You will receive email instructions, which include a link to complete the registration process. **Save this email!**

4. Click on Submit.

### Employer Registration

You must have a valid Colorado Unemployment Account Number and an email account to register. If you do not have an email account, you can get one for free by clicking [here](#).

Please provide the following information:

**Colorado Legal Business Name**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PSUEDOCORPS USA LLC</td>
<td></td>
</tr>
</tbody>
</table>

**Colorado Account Number (ex. 123456.00-7)**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>555555</td>
<td>00</td>
<td>5</td>
</tr>
</tbody>
</table>

If you do not have a Colorado Account Number, click [here](#).

**Federal Employer Identification Number (ex. 12-3456789)**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>55-55555555</td>
<td></td>
</tr>
</tbody>
</table>

If you do not have a Federal Employer Identification Number, click [here](#).

**Email Address**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Confirm Email Address**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>This is the address of record we have on file:</td>
<td>PO BOX 100</td>
</tr>
<tr>
<td></td>
<td>DENVER, CO 80202</td>
</tr>
</tbody>
</table>

If this is not the correct address, please change your address by contacting Employer Services at 303-318-9100 or toll free at 800-480-8299. Once your address has been changed, you will need to wait one business day before setting up an online account.

**Next Steps**

You will receive an activation link at the email address you provided. Additionally, we will mail you a one-time Personal Identification Number (PIN) within the next 5-7 business days.

You will need both the email and letter to complete the registration process.

[Submit]
The system will display a Thank You! page indicating that you have successfully completed the first step of the registration.

You will receive an email that includes the link you need to finish your registration when you get your PIN. Save this email!

Dear PSUEDOCORPS_USA,

Thank you for registering with MyUI Employer. PLEASE SAVE THIS EMAIL.

You will receive a one-time Personal Identification Number (PIN) in the mail within the next five to seven business days. Please allow adequate time for your PIN to reach you. Once you receive your PIN, click the URL below to complete your registration and activate your account. If you are unable to click on the link, please copy and paste it into your browser.

http://myuipeople.dev.cdle.colostate.edu/MyUI-Employer/RegistrationConfirmation?example

If you have not received your PIN, please click the URL below and a new PIN will be mailed to you.

http://myuipeople.dev.cdle.colostate.edu/NewPIN?example

This email has been sent by MyUI Employer to the email address provided by you as a registered member of our online community. Please note that this is an automatically generated email for your information only, and we can't respond to or act upon replies sent to this address.

If you have received a confirmation email prior to the date shown above it will no longer function for confirming your registration, only the most recent confirmation email will allow you to confirm your registration.

If you have received this email in error, please contact the Customer Contact Center at 303-316-9100 (Denver metro area) or 1-800-480-6299 (outside Denver metro area). The Customer Contact Center is open between 8:00 a.m. and 4:00 p.m., Mountain Time, Monday through Friday, except on state observed holidays.
**Step 2:**

Confirm the registration. To complete this step you must have both the registration email sent to you and a PIN which is mailed to you.

5. When you receive the PIN, open the registration email you saved. (See Next Page if you need a new email.)

6. Click the link in the second paragraph. This will open the **Complete Registration** page.

7. Type the PIN value from the PIN mailer into the box. This PIN is only valid **once** to complete the registration.

8. Create a username and password that will identify you each time you log onto the system. The password is case-sensitive and must meet the security standards described on the page to be accepted.

9. Click on **Submit**.

### Terms and Conditions

10. Read and confirm your acceptance of the **Terms and Conditions** of using the website by clicking **I Agree**. This will complete your registration and log you in to the system.

***Note: You will see the Terms and Conditions each time you login. ***
Deleted Your Registration Email?

1. If you lost the email with the registration activation link, click the link on the Login drop down and provide the requested information to have the email resent to you. This link is also available on the Login page and Registration page.

2. Complete the information on the Resend MyUI Employer Registration Email page and click on Submit.
PIN Delay or PIN Not Received

If you did not receive your PIN to complete your registration, contact Employer Services at 303-318-9100 (Denver metro area) or 1-800-480-8299 (outside Denver metro area), Option 1. This provides the fastest means to obtain your PIN.

3. You may also request to have a new PIN mailed to you. The PIN is always mailed to the address on file with the Division of Unemployment Insurance. The mailing address we use was displayed on the Registration page below your email address. To request to have a new PIN mailed, do the following:

a. Go to the email sent to you when you registered and click the second link (as shown in example 3a here).

b. You will see the New PIN Confirmation page indicating that the system generated a new PIN for you to use to complete the registration. The PIN should arrive in the mail in 5-7 business days. The old PIN is no longer valid.

c. An email is also sent to the administrative email account.
3 LOG IN

After you have completed the registration process for the MyUI Employer website, on subsequent visits you gain access to your portal by going to the MyUI Employer Home Page (https://myuiemployer.coworkforce.com/Welcome) and entering your login information. This is true for either the administrator or a designated employee account user.

Logging In

Instructions for Login


2. Click on the Login tab at the top and the window will slide open. Enter your username and password.

3. Click on the Login button in the middle of the page.

You will need to confirm your acceptance of the terms and conditions for using the site each time you log in. The Home page then opens, which provides quick links to all the information and tools available to you.

Employee account users: After your company’s administrator provides you a username and password you will be prompted to change the password the first time you log into MyUI Employer.

If you make a mistake typing your username or password when logging in, this Login page opens.

4. Enter your information again here, but be advised that for security reasons you are allowed only three attempts total until you are locked out and must wait the required time before you can try again. Using the forgot your username? or forgot your password? links can improve your chances of a successful login if you are unsure about your information.

Remember, these links are also available on the window when you start the login process.
Forgot Username

The Forgot Username screen allows the account administrator to request a username via email by simply entering the requested information. Only the administrator of the account can request a forgotten username through this method. Other designated account users must contact the account administrator to recover a forgotten username.

Instructions for Forgot Username

2. From the Login link or Login page choose forgot your username?
3. The Forgot Username screen will display.
4. Enter the required information and click on Submit. The email can only be sent to the email account registered for the company.

When your information matches the information on file, the Username Reset Confirmation page will be displayed.

5. Open the email sent to the administrative email account and select Click here.

6. Open the email sent to the administrative email account and select Click here.

You indicated that you forgot your username. If you made this request, please Click here to view your username. If you did not make this request, please contact customer service.
Forgot Password

The Forgot Password page allows you to reset a forgotten password. Submit the requested information, and then an email will be sent that will allow you to access the New Password page where you can create a new password. This email link will only function for 20 minutes after your request is made. If you do not click the link within 20 minutes, you will need to return to the Password Reset page and begin the process again.

Instructions for Forgot Password for Account Administrators

1. Go to the MyUI Employer home page.
   https://myuiemployer.coworkforce.com/

2. From the Login link or Login page choose forgot your password?

3. The MyUI Employer Password Reset screen will display

4. Enter the required information and click on Submit. The email can only be sent to the email account registered for the company.

5. The Password Reset Confirmation screen will open after you successfully complete the reset page.

6. Open the email sent to you and choose the click here link.

There was a request either to reset your password or your account has been locked. If you made this request or if your account is locked, please click here to reset your password. Please verify that your account is not currently locked. If your account is not locked and you did not make this request, you may ignore this email.
7. Fill in the fields on the **New Password** page to create your new password. When you have successfully completed this page, you will be shown a **New Password Confirmation** page.

**Note for Account Administrator:** If you forgot both your username and password, the self-service reset option functions described in [Forgot Username](#) and [Forgot Password](#) should enable you to recover your username and reset your password if you have access to the email account on file with CDLE. If you require additional assistance, contact Employer Services Customer Service at 303-318-9100 (Denver metro area) or 1-800-480-8299 (outside Denver metro area), Option 1.
Instructions for Forgot Password for Account Users

1. Go to the MyUI Employer home page. [https://myuiemployer.coworkforce.com/](https://myuiemployer.coworkforce.com/)

2. From the Login link or Login page choose forgot your password?

3. The MyUI Employer Password Reset screen will display.

4. Enter the required information and click on Submit. The email can only be sent to the administrator to assist you in resetting your password.

Note: the email included in the password reset is associated with the account itself, not directly with the account user.

5. The system will display the Password Reset Confirmation page.

6. The account administrator will receive an email indicating that an account user has requested to reset his or her password. Work with your administrator to complete the password reset.

7. After logging in with the temporary password, the user will be prompted to changed the password.

Note for Employee Account Users: If you forgot both your username and password, contact your account administrator to change your password and look up your username.
4 Employer Account Overview Page

The Account Overview page provides a summary of information about your employer account. For users other than the account administrator, this page is the first page displayed after login.

Account Overview

1. Choose Account Overview from the Home page or from the left navigation pane.

A. **Address:** The current mailing address on file for this account. Verify that this address is correct.

B. **Premium Account Balance:** This is the total amount of UI premiums due to CDLE and may include figures taken from older premium reports that are no longer viewable. This balance includes premiums (or benefits charged for reimbursable employers), assessments, penalties for late reports, interest for late reports, and applicable surcharges.
   a. If the premium account balance is positive, then this account owes UI premiums to CDLE.
   b. If the premium account balance is negative, then this account has a credit, which will be applied toward any future UI premium amount due to CDLE. C. **Premium Report Status:**
   c. If a premium report is on file with the central system of record, the page will display Received.
   d. If there are missing premium reports, the page will display the quarter and year of all missing premium reports for the current year plus the previous three years.
      i. You will need to contact CDLE to obtain information on older missing reports.

C. Updates for Quarterly Reports filed in MyUI Employer will generally take 3-5 business days to appear accurately on this page. See also: Report History page.

D. **Premium Rate for:** the current calendar year. The Rate Information page can show information for previous years.

E. **Liability Date:** The liability date is the first date wages are paid in the calendar year in which the employer meets the qualifying wage threshold.
5 Payment History

The Payment History page displays payments made on an account, either electronically or received in the mail. Only payments made within the current calendar year and the past three calendar years are presented. It is not uncommon for it to take several business days for a payment to post.

Payment Type - there are two possible payment types:
- Premium - the payment was applied to premium penalties, premium interest and/or premiums.
- Trust Fund/Bond Assessment – the payment was applied to the Federal Trust Fund Assessment and/or to the bond interest repayment.

Payment History Overview

1. Choose Payment History from the Home page or from a left navigation pane.
2. The Payment History page displays.

A - Account Payment History
When you make a payment online, it may take a few days to appear in the Account Payment History because of the time involved to process your payment and post it to our system. Rejected payments will not appear here.

Each payment in the Account Payment History is displayed using two dates:
- Posting Date - displays the date the payment is processed in our system.
- Transaction Date - shows the date on which the transaction is scheduled.

B - Electronic Payment History
Confirmation Number: This is our reference number for transactions.
Status: Payments submitted online will display one of six status conditions:
- Pending - the status upon reaching the Confirmation page in the payment process.
- Posted - the status after we process your payment and post it
- Rejected - the status if a payment does not clear bank processing.
- Unsuccessful - our bank could not process the payment. You will normally be contacted by staff regarding this type of issue.
- Future - the status shown for any payment not yet sent to the bank to be processed.
- Canceled - the status shown for a future payment that was canceled.

Please verify that your payment has been withdrawn from your bank account; do not rely solely on the 'Posted' status as a measure of a complete transaction.
Cancelling a Future Payment

Instructions for Cancelling a Future Payment

Future payments can be canceled up until an hour before the payment is processed.

1. Click on the Cancel Payment link. The system will verify by asking “Are you sure?”
2. If you confirm, the payment status will change to Canceled.

Payment History

<table>
<thead>
<tr>
<th>Posting Date</th>
<th>Transaction Date</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/13/2017</td>
<td>01/31/2017</td>
<td>$225.70</td>
</tr>
<tr>
<td>05/26/2015</td>
<td>04/30/2015</td>
<td>$89.55</td>
</tr>
<tr>
<td>08/07/2014</td>
<td>07/30/2014</td>
<td>$82.48</td>
</tr>
<tr>
<td>06/12/2014</td>
<td>04/30/2014</td>
<td>$192.47</td>
</tr>
</tbody>
</table>

Electronic Payment History

<table>
<thead>
<tr>
<th>Confirmation or Cancellation Number</th>
<th>Scheduled Date</th>
<th>Status</th>
<th>Payment Amount</th>
<th>Payment Type</th>
<th>Account (Nickname)</th>
<th>Authorized Submitter</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>V4628</td>
<td>05/23/2017</td>
<td>Future</td>
<td>$50.00</td>
<td>Premium</td>
<td>Test Bank</td>
<td>**0001</td>
<td>Test M-Tester</td>
</tr>
</tbody>
</table>
6 Quarterly Wage and Premium Reporting

The Quarterly Reports section of the My UI Employer site allows you to report and pay the required premiums for Unemployment Insurance. Only initial reports can be processed through MyUI Employer. Once submitted, a premium and wage report can only be amended via paper form. Please only submit completed reports to avoid delays or penalties on your account. The forms to amend a premium or wage report can be found by selecting the links above the Business Information heading.

The quarterly reporting process begins on the Unemployment Insurance Quarterly Wage and Premium Reporting page. You can choose to:
- File quarterly wage and/or premium reports for the current period.
- File quarterly wage and/or premium reports that are past due.
- File a zero (0) wage report.

Online Filing: Getting started

Instructions for Completing the Quarterly Reports through MyUI Employer

Begin Filing

Choose Quarterly Wage and Premium Reporting from the Home page or from the left navigation pane.

1. Verify the business information displayed is for the account for which you intend to complete the report.

2. To complete an unfiled quarter:
   a. Use the drop-down menu to choose from the unfiled quarters for your account. The Report Due date for quarters past due will display: Past Due
   b. Complete the Preparer’s Information section.
   c. Choose how you will file your wage report. (If you are returning to complete a wage report, the system will take you back to that report. Make sure to complete the wage report prior to completing the premium report.)
   d. Click Continue.

Note: You can see the information for previous quarters that you filed through MyUI Employer by going to the Report History page.
Wage Input Form

The Quarterly Wage Input Form page provides an employer the entry form for capturing the wage information for each employee.

You are directed to this page if you choose either Enter the wage report online OR No wages were paid for the quarter selected.

Instructions for Adding Employees

1. For employers filing electronically for the first time, click the Add an Employee link to begin adding employees.
2. Enter the information for the employee.
3. Choose the appropriate button to save the information:
   a. If you are adding more employees, click Save and Add Another.
   b. If this is the last employee that you need to add, click Save.
   c. If you are on a blank Add an Employee screen and don’t have any more employees to enter, click Cancel. All of the previous entries will be saved.
4. Note: The Seasonal? indicator is only available for selection if your business has been granted seasonal status by the UI Division.
5. Tip: if you are a Seasonal Employer and do have seasonal employees that are not paid during this quarter you can enter 0.00 for those employees’ wages so that you don’t have to re-enter the numbers when the employees return to work for you.
6. Selecting **Save** or **Cancel** from the **Add an Employee** screen will take you back to the **Quarterly Wage Input Form**, where all of the entries you have completed will be displayed.

7. If you have made an error in entering your data you can use the **Edit** and **Delete** links to open the record for that employee to fix the problems or to delete unwanted entries.

8. If you need to take a break during the input process, click on **Save and Finish Later**. You will be notified that you are leaving the page and that your information has been saved.

   **Note:** Your wage report is not submitted unless you continue and complete the Premium Report.

9. When information for all of your employees has been entered, select **Continue to Premium Report**.

### Instructions for editing the list of employees saved in MyUI Employer

10. Each quarter when you return to MyUI Employer the list of employees entered from your last visit will be available to edit. Here you can:

    a. Add wages for the current quarter (see note 11, below).
    b. Delete employees who no longer work for you.
    c. Add new employees who were not reported before (same as Item 2, above).

    d. You may save the data that is currently on the form and return at a later time to finish the wage report. This data will be retrieved the next time you come to the page for the same account and quarter/year.
A few notes for the best experience:

11. Sort the records prior to picking the first person to edit.
   a. Click the column heading on SSN or Last Name (or whatever column works best for you).
   b. Then click Edit on the line to open the record to be edited.
   c. Enter the wages and click **Save and Next** to go to the next listed employee.
   d. Add in any new employees by choosing **Save and Add New**.

If wage fields are locked

- If an employer is inactive, all fields are locked if the quarter being reported is after the quarter end following the inactive date. If you have wages to report after the inactive date you will need to contact CDLE to reinstate your account.
- Once a quarterly report has been submitted, all data fields will be locked.

Once submitted, a premium and wage report can only be amended via a paper form. Please only submit completed reports to avoid delays or penalties on your account. The forms to amend reports can be found online using the links from the Forms category on the Home page and listed below.

- **Premium Report:**
  [https://www.colorado.gov/pacific/sites/default/files/UITR-3_UnemploymentInsuranceQuarterly-ReportAdjustment.pdf](https://www.colorado.gov/pacific/sites/default/files/UITR-3_UnemploymentInsuranceQuarterly-ReportAdjustment.pdf)

- **Wage Report:**
  [https://www.colorado.gov/pacific/sites/default/files/UITR-6a_MultipleQuarterAdjustmentOfWorkersWages.pdf](https://www.colorado.gov/pacific/sites/default/files/UITR-6a_MultipleQuarterAdjustmentOfWorkersWages.pdf)

- Go back to the **Quarterly Wage Input Form** where you can make changes.
Instructions for Premium Input

1. Complete the Begin Filing steps on the Quarterly Wage and Premium Reporting page and choose the appropriate method for filing wages.

2. If the wage report is being submitted online, complete the steps as detailed on the Quarterly Wage Input Form and select Continue to Premium Report.

3. The Quarterly Premium Input page is displayed. If you have completed your wage report online, the total wages will be entered for you.

4. Complete the information for each field and then select Submit Quarterly Report.

*** See the following screens to receive detailed information on each item in the report. ***
Detailed descriptions for Premium Report

The Number of Employees on the 12th day of each month:

- An entry must be made for each field even if that entry is a zero.
- If zero gross wages are reported for a quarter then all employee fields should be a zero value.

A. Total Colorado gross wages paid to all workers this quarter:

- The Grand Total from the Quarterly Wage Input Form (if completed) is inserted here. If you did not complete the Quarterly Wage Input Form, manually enter the value. This value can be changed.
- If you clicked the File a Zero Report button on the Quarterly Wage Input Form, then the Total Colorado Gross Wages field is populated with a zero value.
  - This value can be changed.

B. Wages in excess of $13,600 per worker per year:

- The excess value may change periodically. The value displayed will be the applicable value for the year for which you are filing.
- The amount entered in the field is the quarterly total of all excess wages for all workers paid during the quarter.
- If you clicked the File a Zero Report button on the Quarterly Wage Input Form, then the Wages in Excess field is populated with a zero value.
  - This value can be changed.
- If your account is a political subdivision, you cannot report any excess wages.
C. Total Chargeable Wages:
- This is A minus B above.
- This value is calculated for you by our system.

Validation: In order for the report to be submitted successfully, the Total Colorado Gross Wages Paid (A) minus the Wages in Excess (B) must equal the Total Chargeable Wages (C).

D. Combined Rate, which includes all applicable surcharges:
- This value comes from your rate information in our system.

E. Premium Due:
- This is C multiplied by D. It is the amount the account owes for the filed quarter.

F. Penalty Charges this Quarter:
- The employer account is charged a $50 per quarter penalty ($10 for employers in the first year of business) if a report is late.
- Penalties are assessed per report and per quarter.

G. Interest Charges this Quarter:
- An employer account is charged interest at the rate of 1.5 percent (0.015) per month on any late premium payments due if a quarterly report is filed late and on unpaid penalties.

H. Potential Debit (+) or Credit (-) Amount, if any, from previous quarters:
- Any debit amount is the total of all unpaid premium, penalty and interest charges due the state.
- Any credit amount is the total of all credit amounts for the account and is usually caused by either premium overpayments or premium adjustments in prior quarters.

- The above debit or credit will not reflect any transactions made that day. Updates are processed overnight on CDLE business days.

Penalties and interest generated on this form are estimates based on the information provided for this quarter. Actual values may vary depending on dates reports are filed, recent payments, and/or outstanding balances.
I. Total Amount Due:
- This is the total amount that the employer owes as of the current quarter (the total of premiums, penalties, interest, and debit or credit adjustments from previous quarters.)

J. Enter the Amount You Are Remitting:
- The preparer enters the amount the employer wishes to pay this quarter. Any amount that the employer decides not to pay will accrue monthly interest charges and will appear in Item H of the next quarter’s report.

Note: Making an entry here does not initiate a payment in the system; it is purely an indication of intent to pay a certain amount.
Confirmation Page

The Confirmation Page confirms the completion of a quarterly premium report. You are presented this screen when you complete the filing of your premium report online with MyUI Employer. From this page you can:

1. Access the online payment option.
2. Print your coupon to mail with your payment.
3. Print this page.
4. Access the Save and Print Options to print/download a complete report of your quarterly reports.

You will see this page after you have completed the steps from the Begin Filing, Wage Reports (if completed online), and Premium Report.

After you have selected the Submit Quarterly Report button from the Quarterly Premium Input page, the Confirmation Page appears.

There are two methods of submitting your payment at his point:

Using the Online Payment

1. If you are submitting an online payment you may click the Pay Online (1) link to go to the Make a Payment page.

Printing the Online Payment Coupon

2. If you are not completing an online payment, click the Mail my Payment (2) link to print the coupon to include with your check.

In addition to payment options on this page, you can also:

Print Reports to keep for your records

3. The Print Report button will take you to the Save and Print Options page where you can print the reports for the quarter.

Continue for Successful Submission

4. The Continue button will open the Successfully Submitted page.
**Payment Coupon details** When you open a Payment Coupon it accesses a PDF viewer on your system. This ensures your payment can be processed efficiently when we receive the check.

1. Choosing the Mail my Payment link on the Confirmation page will open a new page and display your coupon in a PDF format. (The report may take a minute or more to display).
   a. Use the built in **Print** button to send the printout to your printer.
   b. You can also save this file using the **Save** button

This page can be obtained at any time after you have submitted your report. See the description in **Report History**.
7 PRINTING YOUR REPORTS

The Save & Print Options page lets you keep a record of the quarterly reports pages you complete during the quarterly reports process. You can access the Save & Print Options page from the Confirmation Page or from the Report History page. The reports include:

- **Quarterly Combined Wage and Premium Report – Business Information:** Captures the input from the first screen in the quarterly reports process.
- **Quarterly Wage Input form:** Shows the employee names you entered into the system during the wage input process. If you use FTP or send in your wage report by mail, you will not be able to view the data online.
- **Quarterly Premium Input page:** Displays the information input on the Premium Report page.
- **Confirmation page:** This is another way to get the printed Payment Coupon if you choose not to use the online payment processing.

**Printing Reports from the Confirmation Page**

1. Users who complete steps 1-4 on each of the wage and premium reports have the option to select the Print Report button.

2. The system will open the Save & Print Options page for the quarter you just input.

**Printing from Report History**

At any time (not just when filing), you may print your online reports using the Report History page.

3. Choose Report History from the Home page or from the left navigation pane.


5. Choose the report you want to view. You may only view one quarter at a time.

Save & Print Options

7. The Save & Print Options page displays options for that quarter.
   a. Choose whether you want to have the SSNs masked in the reports.
   b. Instead of printing a single report you may click on the Print the full report link to print all four reports for that quarter.
   c. Each of the individual reports is also available for viewing, saving, and printing separately.

8. The reports will open in a separate window as a PDF. (Please allow a few minutes for the report to display. If you are using a popup blocker you may need to disable or whitelist MyUI Employer)

   Note: The reports will show the information entered in the MyUI Employer account.

MyUI Employer data is sent each night to the system of record. The data entered is then checked and verified. It is possible for the information calculated to be different than the data calculated by MyUI Employer due to additional information in the system of record not available at the time of the report.

   Warning
   • Currently the reports are verified to display in PDF using Internet Explorer or Chrome.
   • Reports from MyUI Employer are best viewed using Chrome or Internet Explorer versions 9, 10 or 11. Microsoft Edge is not supported at this time.

Note: Any changes to your account are not immediately reflected on this page; they may take up to two business days to appear.

9. This window shows an example of the Wage Report displayed in Chrome.
   a. Select the Print button to send the printout to your printer.
   b. You can also save this file using the Save function.
8 Employer Profile

The Employer Profile page lets you manage your account demographic information.

Instructions for Managing your Business Addresses

1. Central to the page is the address control, which gives you access to all your addresses at the click of a mouse.

   The user displayed here has these addresses already on file: Primary Mailing, Physical Location Address, Owner/Officer, and Banking Information. Clicking on the address type will slide the window open to show the address currently on file for that address type.

   If an address shown displays a Pending label, the address has been changed in MyUI Employer but has not been updated in the System of Record. Updating an address generally takes two business days.

2. Additional address types include Banking Information, Benefits Mailing Address, Books and records, and Power of Attorney address.

   • If you wish to add an address type not currently shown on the left, you may add it by selecting Add Address on the right.
The Change Password option allows you to change your password while you are logged in. This can help when you don’t want to go through the email process to change your password.

Instructions for Change Password:

3. From the Employer Profile page, select Change Password.
4. Update the information and click Submit.
5. You will get a confirmation that the password has changed.

Remember, your username and password should be the keys for you and no one else to unlock the information about your organization in MyUI Employer. Practice good password management by creating passwords that are easy to remember but hard to guess, and never share your password.

The Change Email Address option allows account administrators to change the primary email address that is used for correspondence when work is completed in MyUI Employer, and for all CDLE correspondence to registered users of MyUI Employer. When you submit an email address change, an email is sent to the previous email address and to the new email address.

Instructions for Change Email Address

6. From the Employer Profile page, select Change Email Address.
7. Update the information and click Submit.

You will receive a confirmation of the change to the new email address and previous email address.
Only the account administrator has access to the Account Users page. Here you may:
- Add an account user.
- Delete an account user.
- Review and change an account user’s page access permissions.

Managing Account Users

Instructions for authorizing user access

1. Choose Account Users from the Home page or a from the left navigation pane.

2. The list of current users who have access to your account will display.

3. If you need to make changes, select the Edit link next to an existing user’s name.

4. You may also remove a user on this page by clicking the Delete link on any user listed. If a user is removed, all of his or her prior access is also removed. The system will not retain any settings for a user once removed.

5. If you are adding a user, select the Add a User button.

6. You may return to this page to make changes to user permissions at any time.
7. On the **Add a User** screen, identify the user and choose a username and password for that person. Once you have set up the account, you will need to give them the username and password you created.

8. An account user’s username cannot be changed without removing the user and adding them again. This will require re-selecting all of the page access permissions.

9. Only the account administrator can grant page access permissions. Users can be granted access to as little or as much of your information as you choose, except for authorizing other users. Choose the sections or pages from the list on this page and click **Submit** when you are finished.

The 🔍 next to each page listing contains a brief description.

---

**Add a User**

For the user you are adding, you have the ability to choose which screens that individual may access. Please be aware that there are secondary screens that may only be accessed from the key pages listed.

**First Name**

**Middle Name**

**Last Name**

**Username**

**Confirm Username**

**Password**

**Confirm Password**

The password must:
- Be between 6 and 25 characters in length
- Contain both upper and lower case characters
- Contain at least 1 number
- Contain at least one of these special characters @ # $ % ^ & + = _

**Password Instructions**

Please inform your employee of their username and password. The very first time the employee logs in, they will need to change their password.

Select the pages this employee should have access to:

- **Account History:**
  - Account Overview
  - Premium Overview
  - Rate Information
  - Payment History
  - Report History
  - Request 940
  - Request Employer’s Rate Notice

- **Claims and Appeals:**
  - Issues and Appeals
  - Respond to Questionnaires
  - Request to Employer for Earnings Data
  - Sides/IE-Response

- **File and Pay:**
  - Quarterly Wage-and-Premium Report Premium Reporting
  - Make a Payment and Payment History
  - Report History
  - New Hire Reporting

- **Manage Account:**
  - Change Account status
  - Email Notifications
  - Work-Share

---

**Disclaimer**

It is your responsibility to grant or revoke access to any page within this online application. Be sure to review each of these screens before granting access to another party to be certain that you feel comfortable sharing sensitive data. Failure to manage all user’s access to your account may result in unwanted access.

[Submit] [Cancel]
The Email Notifications page is designed to provide the account administrator the ability to manage specific communications with CDLE with regards to online information exchanges. This page provides self-service functionality for two key communication tools.

At the top of the page with the heading Quarterly Reminders, employers can use MyUI Employer to opt out of receiving the paper quarterly reports. When you use MyUI Employer to submit your quarterly reports, you may choose to stop receiving paper forms; you will also be able to access your Quarterly Newsletter online.

On the second half of the page under the heading e-Response Notifications, you can complete your State Information and Data Exchange System (SIDES) e-Response enrollment online, and/or designate a TPA you have chosen who currently uses SIDES. The SIDES e-Response application allows online communication for job separation notifications and for verifying monetary and potential charging.

Email Notifications

1. To display the page, choose Email Notifications from the Home page or from the left navigation pane.
Instructions for Email Notifications – Quarterly Reminders

To stop receiving paper quarterly reports, complete the fields as instructed.

Note: This email address can be the same or different than the email address for your account.

To change your preference:

1. Click the arrow in the box. Choose the preference for the way you prefer to receive communication: Send forms via mail or Email me these reminders.

2. If you choose to receive reminders by email, you must enter an email address in the email address boxes.

3. When you have completed your changes, click the Save button.

You may return to this page and change your preferences or update the email address for reminders at any time.

***This email is stored separately from your administrator account email so that you can choose to have the quarterly report notices go any email of your choosing.
Instructions for Email Notifications – eResponse Notifications

The information under the e-Response portion of the page helps you get set up to use the SIDES e-Response system, which supports your ability to respond to job separations, reported wages, and potential charging notices electronically through a secure, nationally standardized system.

To manage your SIDES participation:

4. The list of current electronic form preparers will display. Only one preparer can be designated for each type of form. If you are not a current SIDES participant or your TPA is not participating in SIDES, the rows here will be blank.

5. The Add, Edit, and Delete functions support each function you will need in order to manage the users. The Edit | Delete option is only visible when there is a value for a preparer on the line.

6. You may return to this page to make changes to participant permissions at any time.

7. You may respond to job separations, reported wages, and potential charging notices online by selecting the national eResponse (SIDES) site link. This link is also available on the Home page and on the left navigation menu for Manage Your Profile.

8. You may access your e-Response History page by selecting the link.

Email Notifications
For your convenience, we now offer electronic paperless delivery of some documents associated with your account. If you elect to view these online, you will receive email notifications to the email account you enter below.

Quarterly Reminders
- Premium Report Reminder (UITR-1)
- Wage Report Reminder (UITR-1a)
- Seasonal Wage Report Reminder (UITR-1c)
- Quarterly Newsletter

Choose below which method you prefer to receive these notifications:
- Send forms via mail

If you prefer email, please enter the email address where you wish to receive these notifications:

Verify email address:

Please note that entering or modifying an email address here will not change the email address shown on the Employer Profile page.

e-Response Notifications
In addition to our electronic notifications for your account, we also provide access to our statewide data exchange, e-Response. By registering with e-Response, you will receive job separation notifications, reported wages and potential charging notices, and appeals information sent to you via email. You can manage your e-Response notifications from this page, but will need to login to the e-Response system to take action once you receive notice via email.

Select the items you would like to receive below.

<table>
<thead>
<tr>
<th>Form</th>
<th>Preparer</th>
<th>eMail</th>
<th>PIN</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>UIB290</td>
<td>4</td>
<td>5</td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td>UBF290</td>
<td>6</td>
<td>5</td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td>UIB6</td>
<td>7</td>
<td>8</td>
<td>Add</td>
<td>View e-Response History</td>
</tr>
</tbody>
</table>

If you are utilizing a third-party administrator or professional employer organization for your payroll and unemployment premiums, you do not need to sign up.
Adding a SIDES e-Response Preparer

When adding a preparer, the Add a Form Configuration screen will open for the specified document type:

- UIB-290, Request for Facts About a Former Employee’s Employment
- UIF-290, Notice of Unemployment Insurance Claim, Wages Reported, and Possible Charges
- UIB-6, Notice of Decision

9. Complete the preparer information.

10. You will need to create a PIN for each preparer.
   a. A PIN is nine characters in length.
   b. A PIN should contain an upper case letter, a lower case letter, a number, and a special character (such as @#$%^&+=_).

11. When you have completed the information click on Submit.
11 MAKE A PAYMENT

MyUI Employer provides an online payment option for paying your Unemployment Insurance Accounts.

Make a Payment page

Note: Only an authorized remitter listed on the bank signature card is allowed to make a payment online. The user making the payment should ensure his or her status is verified before making the payment.

Instructions for Make a Payment

1. Choose Make a Payment from the Home page or from a left navigation pane.

2. The page opens to allow you to pay current and past due premium and bond assessment balances on your account. You will see the details of the payments in the Payment History, but the payment process breaks out this information for internal business accounting purposes.

   a. Emppayments – Reflects payments for premium payments.

   b. Empfirp – Reflects payments for federal interest and bond special assessments.

3. More information regarding premiums is available at: https://cdle.colorado.gov/premiums
Payment Information:

4. If you have past due premiums, you can choose which quarter you want the payment applied. You may change the order in which payments are applied by clicking the button option next to a quarter and year (see Qtr/Year) for which you would like to apply this payment.
   - If you elect to pay one specific quarter, the payment is applied to that quarter first. After a payment is initially applied, any remaining amount will be applied according to the listed payment order beginning with the oldest quarter containing a debt.
   - If you select the option apply payment according to the order above, the payment is initially applied to the oldest quarter containing a debt and progresses until all of the payment has been applied to a debt or until no debt remains.
   - You may not select a quarter displaying a credit; any credit field is view only.

6. Type in the total payment amount to be submitted for this payment.

7. You may choose a date on which to make the payment. To ensure estimated calculations remain accurate, future dates are only allowed through the end of the current month.

Payment Method:

8. Choose or input a bank account to use for making a payment.

9. Each existing account will display the name on the bank account and **xxxx (the last four digits of the account). For example: (Wells Fargo **0001)

10. Enter the name of the person who is the Authorized Remitter in the box.
Add a Bank Account

The Add Account page is used to collect the information needed to set up an account for making payments:

Instructions for Add Account

Add a Bank Account

1. From the Make a Payment page, click on the Add Account link beneath the Choose Account title.

2. All fields on this page are required fields in order to set up a new bank account.

3. The person making the payment must have signature authority on the account.
Remove a Bank Account

The Remove Account page allows you to remove an account from your list of bank accounts. Make sure to remove any accounts that you no longer use.

Instructions for Remove a Bank Account

1. From the Make a Payment page, click on the Remove Account link beneath the Choose Account field.

2. Use the drop-down list to display the list of accounts previously entered. Then select an entry to display the name on the page. Click on Remove to delete the account from your drop-down list.
Payment Verification

The Payment Verification page is presented after you submit a payment using the online payment system. This page gives you the opportunity to confirm the data you entered on the Make a Payment page or return to the Make a Payment page to edit the information or cancel the payment.

If any portion of your payment is being applied to a special assessment in the Trust Fund/Bond Interest Assessment Amount field, you will see the breakout on this page.

Instructions for Payment Verification

Payment Verification
From the Make a Payment page:
1. Complete all the fields necessary to submit a payment.
2. Click on the Submit button.
3. The Payment Verification page displays.
4. Review the information and check the I Accept box.
5. Select Confirm.
Confirmation of Payment

The Confirmation of Payment page is presented after you have verified a payment using the online payment system. This page provides the record of your transaction showing the confirmation number that uniquely identifies the transaction.

Instructions for Confirmation of Payment page

Confirmation of Payment
From the Make a Payment page, complete all the fields necessary to submit a payment.

1. Click on the Submit button.
2. The Payment Verification displays.
3. Click on the Confirm button.
4. The Confirmation of Payment page displays.
5. You will receive a Payment Confirmation Notice via email.

The following fields will display in addition to data from the Payment Verification page.

- Confirmation Number
- Confirmation Date/Time (ET)
12 Issues and Appeals

What you can do in the Issues and Appeals tab

The Issues and Appeals tab allows you to view and appeal issues impacting your Unemployment Insurance account electronically. You have access to:

• Search for and display issues on your UI account.
• Find out the status of a decision.
• Display a Notice of Decision to read.
• Submit additional information online if your appeal is late.
• Appeal an issue online.
• Receive confirmation that you have successfully submitted the appeal.
• Withdraw an appeal you have previously submitted online.

What you cannot do in the Issues and Appeals tab

Appeal decisions that were manually processed. If you get a message stating that the decision or issue in your case is not viewable, the decision was manually processed. Follow the instructions on the back of the Notice of Decision if you want to file an appeal.

Obtain details about your scheduled hearing. There is no hearing information available through this application.

Appeal Hearing Officer decisions or Industrial Claim Appeals Panel (ICAP) decisions through the online application. Follow the instructions included with the decision sent to you.

Issue Type: What does it mean?

Issue type defines what type of issue was being reviewed. See below table for a sample of issue types.

<table>
<thead>
<tr>
<th>Issue Type</th>
<th>What does it mean?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discharged</td>
<td>A separation resulting in a termination from employment (discharges include layoffs).</td>
</tr>
<tr>
<td>Conversion</td>
<td>Issue was established in the old MyUI Employer system and that decision document may not be available to view.</td>
</tr>
<tr>
<td>Remuneration</td>
<td>A payment that may impact the claim.</td>
</tr>
<tr>
<td>Quit</td>
<td>A separation resulting from quitting employment.</td>
</tr>
</tbody>
</table>

Status: What does it mean?

As the issues on a claim are processed, the Issue Status is updated.

Level: What does it mean?

Level defines where the issue resides for decision-making or where the most recent decision was made.
Note: There are three ways to file an appeal. 1) File an online appeal via MY UI Employer; 2) File an online appeal via SIDES e-response 3) File an appeal following the instructions on the back of the Notice of Decision mailed to you.

What to expect when an online appeal is available

- If your appeal is submitted past the deadline listed on the Notice of Decision, you will be prompted to complete the information on the Your Appeal is Past the Deadline page. See Section File a Late Appeal.
- Otherwise, or after completing the additional information, you will be presented the File Appeal page. See File Appeal.
- Next you will get a Confirmation Page and your appeal will be submitted to the Appeals Unit for processing just as if it was received in the mail
- You can withdraw appeals online that were submitted online. See Section Withdraw an Appeal.

Note: Status updates are not real time. It can take several weeks for an appeal to be processed.

Current Claims: Issues

Instructions for Finding an Issue

1. On the Issues and Appeals tab, you are presented several fields to enter information to narrow your search results.

2. By defaults the dates in the Resolution Date Range boxes are for the past 12 months. If you click the Search button without changing the dates in the Start/End boxes, the results will show all issues for your business for the past 12 months.

3. You may choose to further narrow your search by entering information or selections in one or many of these fields:
   A. SSN
   B. Claimant last name
   C. Choosing from the Issue Type list
   D. Resolution date range
   E. Appeal deadline date range

   The results presented will match all the entered data.

4. Click Search to find issues that match your results.

Note: You may need to remove the default resolution start/end dates if you are having trouble finding a specific issue.
Search Results and Viewing Notice of Decision Documents

Search Results

1. Depending on the search criteria you type in, you will get a different view of your search results.

The view below represents the default view where all claims are shown; however, you could limit your search by typing the last name or the SSN of the claimant you are looking for.

<table>
<thead>
<tr>
<th>Social Security Number</th>
<th>Claimant Name</th>
<th>Issue Type</th>
<th>Status</th>
<th>Level</th>
<th>Resolution Date</th>
<th>Appeal Deadline</th>
<th>Decision</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>584-96-6999</td>
<td>OGVPXYK0</td>
<td>Discharged</td>
<td>Completed</td>
<td>Adjudication</td>
<td></td>
<td></td>
<td>View Decisions</td>
<td></td>
</tr>
<tr>
<td>587-09-6991</td>
<td>PIUUOMUT</td>
<td>Discharged</td>
<td>Completed</td>
<td>Adjudication</td>
<td></td>
<td></td>
<td>View Decisions</td>
<td></td>
</tr>
<tr>
<td>555-37-3202</td>
<td>QJFRYMJ</td>
<td>Conversion</td>
<td>Completed</td>
<td>Adjudication</td>
<td>01/04/2021</td>
<td>01/24/2021</td>
<td>View Decisions</td>
<td>File Appeal (late)</td>
</tr>
<tr>
<td>544-47-6739</td>
<td>APMRR FZHKPKNZ</td>
<td>Conversion</td>
<td>Completed</td>
<td>Adjudication</td>
<td>01/04/2021</td>
<td>01/24/2021</td>
<td>View Decisions</td>
<td>File Appeal (late)</td>
</tr>
</tbody>
</table>

Viewing the Notice of Decision document

2. You can see the decisions online with a PDF viewer. To access the documents, use the search function to locate the issue you are seeking and then click the drop down arrow next to View Decision and click on the document link shown.
Filing a Late Appeal

1. If the line displays (late), then the deadline for this appealable issue has passed. The system presents the **Your Appeal is Past the Deadline** page. You will need to provide “good cause” information in order for staff to approve the request to appeal.

2. The rules concerning what constitutes good cause are outlined when you click [learn more about good cause, click here](#). This will open a new window showing Regulation 12.1.8.

3. Complete each question to explain your situation and your reason for filing a late appeal.

4. The Yes/No questions may slide open to reveal additional questions that need to be completed.

5. You are limited to 8000 characters for the text boxes. If you want to provide additional information, it is best if you note in the box here how that additional information will be submitted. For example, if you plan to fax the additional information, you would include that a note that in the text box. To send additional information, follow the instructions in the Hearing Services section (found on the **Issues and Appeals: Current Issues** page)

6. Click **Submit** when you have finished inputting the information.

7. The system will confirm the receipt of your request to submit a late appeal. Select **Continue** to now file the appeal.
File Appeal

1. You will get to this page if you click a link to a timely appeal: or if you have received the receipt confirmation and selected Continue on the late appeal page called Thank You for Submitting Your Good Cause Request.

2. Complete each question by providing the information to support your appeal.
   
   You will be limited to 1000 characters in your explanation for your appeal. If you want to provide additional information, please indicate so in the text box. To send additional information follow the instructions in the Hearing Services section (found on the Issues and Appeals: Current Issues page)

3. The Yes/No questions may slide open to reveal additional questions that need to be completed.

4. Please type your name to sign the appeal.

5. A confirmation stating Your Appeal has been Successfully Filed will be displayed. The buttons on this page provide options to send an email confirmation (to the email address on file), print this page, or save this page.

6. The Continue button returns you to the Issues and Appeals: Current Issues page.
Withdraw Appeal

1. If you have appealed your claim online, you can also withdraw that appeal through the online application. Click the link to display the Withdraw Appeal page.

2. Complete the information to explain your reason for withdrawing this appeal.
   You will be limited to 1000 characters in your explanation for your withdrawal. If you want to provide additional information, please type in how that additional information will be submitted. For example, if you plan to fax the additional information, please indicate so in the text box. To send additional information follow the instructions in the Hearing Services section (found on the Issues and Appeals: Current Issues page)

3. Sign by typing your name, and click on Submit.

4. You will see a confirmation page which tells you that Your Withdrawal Request has been Successfully Completed.

*** Note: If you withdraw this appeal, the decision you were appealing will remain in effect. ***
13 NEW FUNCTIONS

New Functions Overview

New Features: You can now respond to questionnaires (requests for job separation facts and earnings verifications); upload quarterly wage reports via file transfer protocol (FTP); as well as apply for and manage your workshare plan online!

If you have multiple users with access to your account in MyUI Employer, the master account holder may have to grant access to the new feature links to each subaccount user. The master account holder should log in and go to Account Users. For each subaccount user that you want to be able to respond to questionnaires, click the Edit link and then select the button for Respond to Questionnaires.

Be sure to review your permissions settings for existing and new users to take full advantage of the new features.
Wage FTP Upload

Access the FTP login and upload your wage data in the prescribed format.

**Note:** Beginning in January 2021, you will need to provide the year first, and the quarter next as 01, 02, 03, or 04, in the format YYYYQQ. You will need to update your file format in order for the file to be accepted and processed.

*Example for 1st quarter of 2021: Old format: 012021 | New format: 202101.

**Upload a new Wage file**

A. Click Choose File and select the file you wish to upload from your computer.

B. Then, click Upload File.
   - After upload, you will see a message confirming a successful file upload or alerting of an error.

C. For additional assistance and to download the template for correct file format click the FTP Help link.

D. To view a history of previous uploads, check the status of an upload file, or view response files then click Show History

E. To download a copy of the uploaded file for your records click Download File
Work-Share

The Work-Share Program gives you an alternative to laying off your employees. It allows you to let your employees keep working but with fewer hours. While your employees are working fewer hours, we pay them part of their regular unemployment benefits.

You are able to access work-share from three convenient locations:
1. Home Screen
2. Manage Your Profile menu
3. Manage Your Profile left menu

NOTE If employee accounts are unable to view workshare, be sure they have permissions to access the page. Permissions can be changed in Account Users under Manage Your Profile.
From the Work-Share screen you are able to:

A. View Employer Fact Sheet  
B. View Employee Fact Sheet  
C. Review FAQs  
D. Open the MyUI+ portal to apply for and manage your plan

Work-Share

The Work-Share Program gives you an alternative to laying off your employees. It allows you to let your employees keep working but with fewer hours. While your employees are working fewer hours, we pay them part of their regular unemployment benefits.

Qualifications

The requirements for the Work-Share Program include:

- Applying to be in the Program instead of laying off your employees.
- Reducing the hours of at least 2 employees. You would have laid off at least that many employees.
- Reducing the work hours of that group by at least 10 percent but no more than 40 percent.
- You will not hire or have other employees work in that group.
- Your employees' collective-bargaining agent (union), if any, must agree to the plan.
- You cannot get rid of or reduce employees' benefits that you currently provide. These include health insurance, retirement/pension benefits, vacation pay and holidays, sick leave, and any other similar benefits you normally provide.
- You must have a positive percent of excess to sign up for the Work-Share Program. That means that you must have paid as much in premiums as we paid your former employees in benefits. Your percent of excess is on the rate notice that we mail you each November.

Please be aware that if you no longer meet any one of these requirements, we can end your plan early.

Once your plan is approved, you will have to report the number of hours worked for each employee included on the plan at the end of each week included in your Work Share plan. You will also have the opportunity to make adjustments in your plan if your circumstances change and you still meet the requirements.

The employees included in the plan will have to meet the requirements described in the Employee Fact Sheet. If the employee does not work any hours in a week, we would pay regular unemployment benefits for that week (if he or she meets the requirements of the law). The employee does not also get the work-share benefits for that week.

We will charge you for any benefits we pay. For employees on an approved Work Share plan, we will pay less in benefits than we would pay if you completely laid off your employees. Therefore, we will charge you less than we would if we were paying full unemployment benefits.

Frequently Asked Questions

To get started click [Apply for & Manage your Workshare Plan] (D)

This will open a new page in your browser. If the page does not display, check your pop-up blocker settings.

See below for an example screen of the Work-Share section.
Respond to Questionnaires (Fact Finding)

You will see a link to complete a questionnaire if we need information from you about an employee who files a claim for unemployment benefits. The facts you provide will be used to determine if the claimant qualifies to receive benefits.

A. You may access the Questionnaire section from your Home menu by clicking Respond to Questionnaires.

If you do not have any Questionnaires to respond to, your screen will be similar to Figure A:

NOTE: If employee accounts (sub accounts) are unable to view Questionnaires, be sure they have permissions to access the page. Permissions can be changed in Account Users under Manage Your Profile.
If you do have Questionnaires available, they will display as in Figure B:

C. To complete a Questionnaire, click the text in the Descriptions column.

Below is an example of the Remuneration – Separation Pay Questionnaire
14 FAQs

Registration

What happens if my Federal Employer Identification Number (FEIN) is all zeros?
If your FEIN is all zeros you will not be able to register for MyUI Employer. You must update this information by contacting customer service at 303-318-9100 or 1-800-480-8299.

I entered my account number on the registration page and the system gave me a message stating “You have entered an incorrect value in the business name, account number, or Federal Employer Identification Number field”. How can I create an account if I can't start the process?
If you are a new employer, your account must be made active by our staff prior to you being able to register with MyUI Employer.

For security purposes CDLE needs to make sure only the correct users are registering for MyUI Employer. To ensure this, we require that your business name, account number, and FEIN are exactly as we have them on our system. If you received this error message, make sure the values you entered are correct. If you can look at one of the forms that CDLE mailed to you, make sure to enter the data as follows;

- **Colorado Legal Business Name** – Enter it exactly as printed on these forms; we sometimes abbreviate due to space limitations. If there is a misspelling or other error, you should enter it that way (you can send a correction to CDLE later). **Do not use punctuation.**
- **Colorado Account Number** – Your account number is nine digits entered in the three fields. Only enter the numbers which match the example; omit any additional numbers that follow.
- **Federal Employer Identification Number** – Enter your 9-digit FEIN.

If you believe there is a problem with your account, please contact Employer Services at 303-318-9100 or 1-800-480-8299 for help completing your registration.

I have not received my PIN. What do I do?
You can open the registration confirmation email that you received after initiating the registration. Click on the second link (under the sentence “If you have not received your PIN, please click the URL below and a new PIN will be mailed to you.”) If you need further help with the registration process you may contact Employer Services at 303-318-9100 or 1-800-480-8299.

I deleted or cannot find the email I received after I registered. What do I do?
You should return to the MyUI Employer Welcome page and click the Login link. Look for the sentence that says “If you've lost your registration email, click here.” Click on this link and complete the Resend MyUI Employer Registration Email screen that appears. This will resend the email to the original email address entered during initial registration. If this email is no longer accessible, please contact Employer Services at 303-318-9100 or 1-800-480-8299 for help completing your registration.

I started a registration but I never received anything so I tried to register again; now it’s telling me that the account either already exists or something doesn't match. Why?
This account is in a pending status and needs to have the registration completed before you can log in. Once a registration has been started, you will not be permitted to start another one for the same account. To complete one already begun, open the registration confirmation email that was sent to you after initiating the registration and enter the PIN that was mailed to you.
For additional assistance in completing your registration please contact Employer Services at 303-318-9100 or 1-800-480-8299.

I am a Third Party Administrator (TPA); should I register the employers I represent?
MyUI Employer was designed for individual employers to set up their own accounts. It is possible for many Third Party Administrators to complete the steps required to register an employer, but should you discontinue representing an employer the steps required to transfer “ownership” of the account to the employer will be greater than if the employer had registered independently. Because MyUI Employer was designed for employers, you will need to have a separate username and password for each account.

What happens when a Third Party Administrator or Leasing Company registers on behalf of a client employer and then the agreement to represent that employer is terminated?
MyUI Employer is intended for individual employer use. We do not advise anyone other than the employer to register an account, not even a TPA on behalf of an employer. If this situation does occur, however, there are two methods of resolution: first, the TPA can just provide the username and password to the employer, who can then change the password. Second (if for some reason the TPA representative is not cooperative), a staff member with the proper authorization can change the password for the employer.

A username may not be changed once it has been created.

For assistance with a password change, please contact Employer Services at 303-318-9100 or 1-800-480-8299.

Can there be more than one administrator on a MyUI Employer account?
No, there can be only one administrator per MyUI Employer account.

Payments:

May I make a payment using a bank outside of the United States?
Any bank that is used to make payments through MyUI Employer must have a U.S. routing number. Many foreign banks have U.S. routing numbers, so those banks would be acceptable, but any bank that does not have a U.S. routing number will not be allowed to make payments.

I would like to change my bank account number; how do I do this?
MyUI Employer does not allow a previously entered bank account number to be modified. If you no longer want to use a specific bank account number that was entered into MyUI Employer, it should be deleted. You would then need to add the new bank account number to begin using it.

May I verify if the payment I submitted online today went through?
If you view the Payment History page, you will be able to see payments that went to the bank immediately after they are submitted. You can see the payment in the Electronic Payment History portion of the Payment History page. When the ACH process is completed, the payment will change status to Posted and will also appear in the Account Payment History section (at the top of the page). The process generally takes 3-5 business days depending on when the payment was made.

If for some reason a payment is not accepted by the bank, the status will change to Rejected or Unsuccessful depending on the reason it was not accepted.

If a payment has a status of Future, that indicates that a payment was submitted to the system but has not yet been executed or accepted. When the scheduled payment date is reached, the status will change to Posted once the system submits the payment to the bank.
How long does it take for a payment to post to your system after I submit it online? A good general time estimate is 3-5 business days.

When does my online payment have to be submitted online in order to be considered timely? As long as the payment is submitted before 11:59 p.m. it is considered to be made on that date. For MyUI Employer, the payment can be accepted on a Sunday or holiday and is not affected by postal service limitations.

May I make a future payment? Future payment options are available, but only through the end of the current month that the payment is entered. For example, if you are filing your reports the month before the filing month and want to pay during the filing month, you must log in during the filing month to submit a payment. You can go directly to the Make a Payment page and complete the form to reflect the payment date of your choice (one that occurs during the filing month, in this example).

Why am I receiving a billing statement if my payment went through on time? As long as the payment is submitted before 11:59 p.m. it is considered to be made on that date. However, it takes a certain amount of time for our system to process the billing statements, and those can take a few days to post. If the payment was not showing in our system when the system ran, the system will automatically send a billing notice. You may disregard that notice or contact customer service to ensure the payment was received timely.

Other questions

How many users can log in to a single account? Only one user may log into an account as a system administrator. There is no limit to how many other users an account may have. Also, all of these different users can be using the system at the same time.

What happens if the administrator for an employer is no longer employed by the business? If no one at an employer’s business knows the username, password and security answers for an account and cannot log into the system administrator’s email, then a staff member with the proper authorization can change the password for the employer and change the email address for the account. This will allow the new system administrator to receive the username reminder and log in to the account. (A username may not be changed once it has been created.)

For assistance with a change, contact Employer Services at 303-318-9100 or 1-800-480-8299.

Should I use my MyUI Employer password and username when I am logging in to the FTP site? No; although we link to the FTP site, your MyUI Employer username and password will only work for the MyUI Employer site. Continue to use the login information that you have been previously instructed to use to access the FTP site.

Why can I only see information for a few years on MyUI Employer? The MyUI Employer system displays employer information for the current year plus three prior years. For information on additional years, contact Employer Services at 303-318-9100 or 1-800-480-8299.

How long does it take for a report to post to your system after I submit it online? If you look on the Report History page, any report filed in MyUI Employer is viewable as soon as you receive your Confirmation Page. We will also send you an email notification when the report is filed.

If, instead, you are looking at the Account Overview page or Premium Information Details pages, the updates happen within 3-5 business days. If you have concerns, contact Employer Services at 303-318-9100 or 1-800-480-8299.

I am an employer having printing issues when printing from MY UI Employer. If encountering printing issues, please utilize a Google Chrome Browser.
### 15 Glossary/Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
<th>Acronym</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bond Interest Assessment</strong></td>
<td>A. Interest and administrative costs associated for the bond principal.</td>
<td></td>
</tr>
<tr>
<td><strong>Chargeable Wages</strong></td>
<td>B. Those wages paid to employees during a calendar year on which the employer of said employees is required to pay premiums.</td>
<td></td>
</tr>
<tr>
<td><strong>Colorado Department of Labor and Employment</strong></td>
<td>C. The Colorado Department of Labor is the state agency tasked with overseeing unemployment benefits and unemployment premiums collection from businesses operating in the state.</td>
<td>CDLE</td>
</tr>
<tr>
<td><strong>Doing Business As</strong></td>
<td>D. Doing Business As allows a company to operate under a different name than the name used to incorporate.</td>
<td>DBA</td>
</tr>
<tr>
<td><strong>Employer</strong></td>
<td>E. Employer is the owner of the business who will have a full right to access his or her account.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F. An Employer may have account users who will be acting on behalf of the employer and who will have a capacity granted by the employer to view information and data to conduct business.</td>
<td></td>
</tr>
<tr>
<td><strong>System Administrator</strong></td>
<td>G. A System Administrator is the owner, partner, officer, or other designated representative of the business who will administer a My UI Employer account for the employer and additional administrators. It is recommended to have at least two System Administrators who know the main account user name and password.</td>
<td></td>
</tr>
<tr>
<td><strong>Excess Wages</strong></td>
<td>H. The Gross wages of employees less their Chargeable Wages.</td>
<td></td>
</tr>
<tr>
<td><strong>Federal Employer Identification Number</strong></td>
<td>I. The Federal Employer Identification Number is also known as the Federal Tax Identification Number. It is a 9-digit code used by businesses to classify and identify the business as a tax payer, for banking services and for other official and legal purposes.</td>
<td>FEIN</td>
</tr>
<tr>
<td><strong>Gross Wages</strong></td>
<td>J. The total wages paid to employees of a company or corporation.</td>
<td></td>
</tr>
<tr>
<td><strong>Premium</strong></td>
<td>K. The premium (formerly known as tax) is paid by the employer on the chargeable amount of every employee’s wages in a calendar year. It is paid into an unemployment fund, which is used to pay unemployment benefits.</td>
<td></td>
</tr>
</tbody>
</table>
**Premium Report**

L. The Premium Report is submitted each calendar quarter by an employer. It lists the gross, excess and chargeable wages and the premium due for the quarter.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
<th>Acronym</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust Fund Assessment</td>
<td>M. Interest and associated administrative costs to the Federal Interest Repayment program.</td>
<td></td>
</tr>
</tbody>
</table>
| Unemployment Insurance      | N. Unemployment Insurance (UI) has several definitions used in different contexts.  
                                • Unemployment Insurance (UI) is the largest agency within the Employment and Training Division under the Colorado Department of Labor and Employment (CDLE). This agency oversees the UI Program.  
                                • Unemployment Insurance is temporary or partial wage replacement program for workers who have become unemployed through no fault of their own and who meet the eligibility requirements of the Colorado Employment Security Act. | UI      |
| Wages                       | O. Wages are the earnings paid to an employee of a company or corporation.     |         |
| Wage Report                 | P. This report lists the employees and their wages.                           |         |