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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
UNEMPLOYMENT INSURANCE AGENCY
STEVE ARWOOD
DIRECTOR

STEVEN H. HILFINGER
DIRECTOR

Dear Employer:

As a part of the State of Michigan Unemployment Insurance Agency's (UIA) initiative to upgrade and improve our services, the Employer Web Account Manager (EWAM) is being re-branded as the Michigan Web Account Manager (MiWAM), beginning in August 2012. We are retooling our computer system to offer more opportunity for efficient, expedient and secure business transactions between our agency and Michigan employers.

The new upgraded functionality of MiWAM includes 3-different types of sign-up options for employers. You will be able to choose to sign-up as a standard employer, an employer representative, or as an added user:

- A **standard employer** is an employer who is currently registered with the State of Michigan for Michigan unemployment taxes and would like to view, change or submit information relating to their UIA Tax account through MiWAM.
- An **employer representative** can be an employer who has registered him/herself with the State of Michigan for unemployment taxes and has one or more clients who are registered with the State of Michigan for unemployment taxes. The employer representative will be performing online services relating to their own and/or their client's UIA Tax accounts. An employer representative can also be a person or entity who is not registered for unemployment taxes but who will be performing services through MiWAM for their client(s).
- An **added user** is someone who has been granted access by an employer or an employer representative to view, change or submit information relating to the MiWAM account(s) for which they have access.

Once a new user has completed the registration process for MiWAM, within minutes they will receive a 10-day temporary password granting limited access to their account. The temporary password allows the user to make payments, file reports, update the user profile and view the UIA employer handbook. The user will receive their permanent authorization code in USPS mail within 10 days of signing up.

The UIA is working diligently to ensure your interactions with the agency are easier and more efficient. We will continue to keep you updated on our progress. Please look for more information through the UIA's Michigan Employer Advisor newsletter, email, postal mail, and our website at www.michigan.gov/uia. Additionally, in the coming weeks, we will be mailing to you a MiWAM Toolkit, which will provide more details on the new system and how to use it.

Please feel free to contact the Office of Employer Ombudsman by phone at 1-855-4UIAOEO (855-484-2636) or 1-313-456-2300 or by email at OEO@michigan.gov with your feedback.

Again, we thank you for taking the time to share your thoughts about how we can better assist and communicate with you. We look forward to working with you to ensure that your experience with the UIA is a productive one.

Sincerely,

Steve Arwood, Director
Unemployment Insurance Agency
State of Michigan