



MICHIGAN WEB ACCOUNT MANAGER
UNEMPLOYMENT INSURANCE

Employer

Toolkit

Settings & POA



LEO

Michigan Web Account Manager MiWAM Employer Toolkit Inside

<u>Settings in MiWAM</u>	61
<u>How do I log off?</u>	62
<u>What are the Access Types in MiWAM?</u>	63
<u>How can I view Additional Logons to my account?</u>	64
<u>How can I add a Logon to my account?</u>	66
<u>How can I add a Power of Attorney to my account?</u>	74
<u>How can I view all logons for my account?</u>	80
<u>How do I make a logon inactive?</u>	82
<u>How do I Reactivate a logon?</u>	84
<u>What is an alert on my account?</u>	86
<u>How can I see the Activities performed on my account?</u>	86
<u>Can I cancel my account?</u>	88
<u>Power of Attorney</u>	89
<u>How can I view Power Of Attorney access?</u>	90
<u>What options can the POA perform on my account?</u> ..	91
<u>How do I add Power of Attorney access to my account?</u>	92
<u>How do I view the POA that I added to my account?</u> ..	98
<u>How can I change my Power of Attorney?</u>	98
<u>I am the Service Provider, how can I view my clients?</u>	100
<u>I am a Service Provider, how do I find out what permissions I have for my client?</u> ..	104

Settings in



How do I log off?

 Settings

There are two ways to log off of MiWAM.

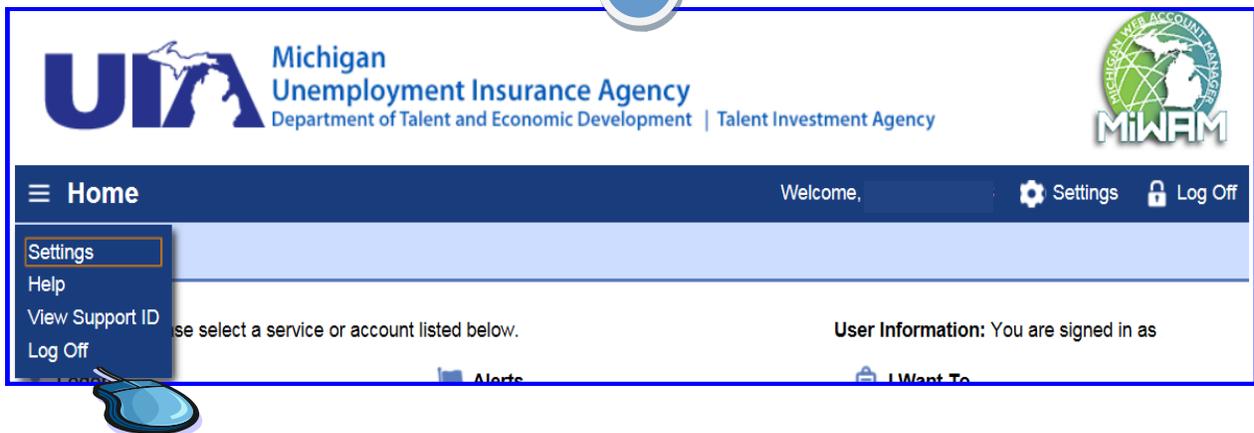
1. On the Home banner, click the Log Off hyperlink to Log Off.
2. On the Home banner, click the  Menu icon. When the Menu appears

1



Or

2



What are the Access Types in MiWAM?

The four access types in MiWAM are:

- Master
 - ◆ Added by Master
- Third Party User
- Limited Access
- Added User

Master

The first logon in MIWAM is granted Master access. **Only** one logon for an account can have Master access. The individual with the Master access has control of all other logons for the employer. This includes control of the third party access.

Added by Master

Added by Master: Can Delegate - The Master can give access to the employer representative to delegate other access to their account.

Added by Master: No Delegate - The Master can give access to another individual. However, this individual cannot delegate access to the employer's account.

Note: When you want to add a third party, you must complete a Power of Attorney in MiWAM for the third party to be granted access.

Third

An

Employer Representative or Service Provider is an individual or organization that represents the employer, but is not an employee for the employer. The Employer Representative or Service Provider is granted authorization to represent the employer.

Party User

Employer

Limited Access

This is usually someone who works for the employer. The employee has been granted access by the employer or the Employer Representative to view, change or submit information relating to the MiWAM account(s) for which they have access. The added user would have limited access to the employer's MiWAM account.

Added User

This 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.

How can I view Additional Logons to my account?

 Settings

MiWAM supports multiple profiles for payments and activities on an employer's account. This means that more than one logon can access the employer's account. For example, an employer's account may have different logons for each access type, such as the Master, service provider/employer representative and/or employee.



UIA Michigan Unemployment Insurance Agency
Department of Talent and Economic Development | Talent Investment Agency

Home Welcome,  Settings  Log Off

Home

WELCOME! Please select a service or account listed below.

User Information: You are signed in as |

Logon **Alerts** **I Want To**

Last logged on 11-Jan-2018

Balance: (\$937.35)

[Add Access to Another Account](#)

[View Employer Handbook](#)

[Setup Email Reminders](#)

[Send Unemployment a Message](#)

[Add or Update Power of Attorney](#)

[Apply for WOTC](#)

[Request Benefit Charges File](#)

Accounts Recent Items Multi-Account Services Names and Addresses

Accounts [View Accounts](#)

UI Tax (\$937.35)

As the Master account holder, you may add other users to your account. You determine the type of access and permissions the users may have in order to assist you.

On the Home Banner, click the “Settings” hyperlink.

How can I view Additional Logons to my account? (cont.)



The Settings springboard appears.

The Settings springboard has three tabs, which are

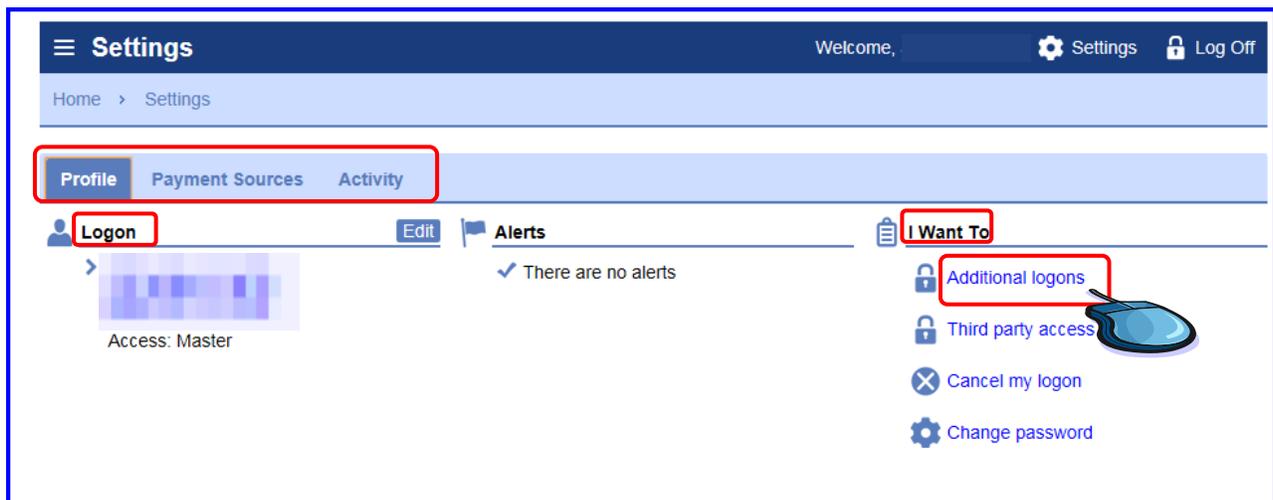
- Profile
- Payment Source
- Activity

The Profile tab is selected by default.

Under the Profile tab, there are three sections.

- Logon
- Alerts
- I Want To

Under the Logon section, the name of the individual who has logged into the account is displayed instead of the employer's business name. Also, the email address, phone number and the access level in MiWAM is displayed from the Logon section.



To view additional logons, click the "Additional logons" hyperlink under the "I Want To" section.

How can I view Additional Logons to my account? (cont.)

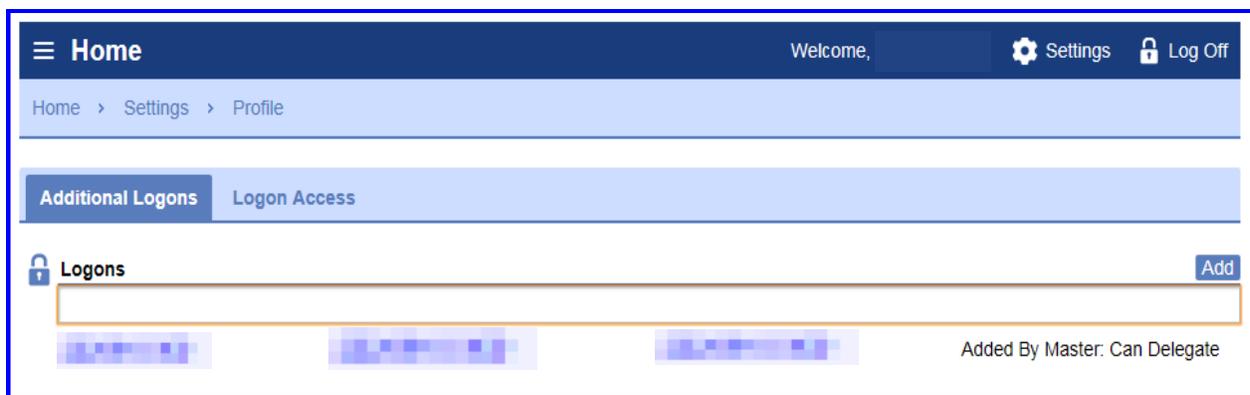


All Logons for an employer is found under the Additional logons tab. The username, the individual name, email address and the access level is displayed. It also shows who the user was added by and if they are able or not able to delegate authority to add other users to the employer's account.

There are two tabs on the Profile springboard

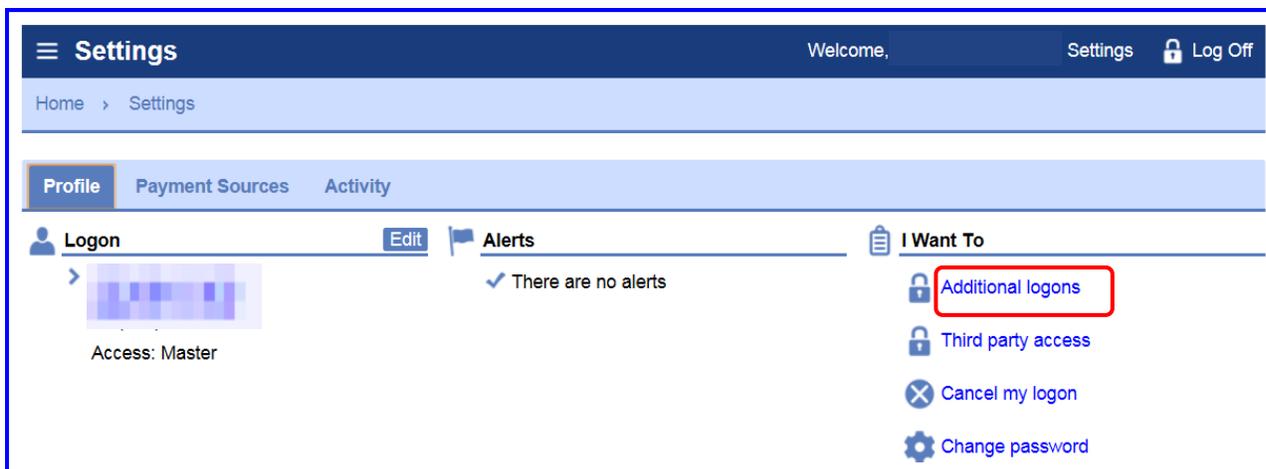
- Additional Logons
- Logon Access

Logons may be added from the Add button.



How can I add a Logon to my account?

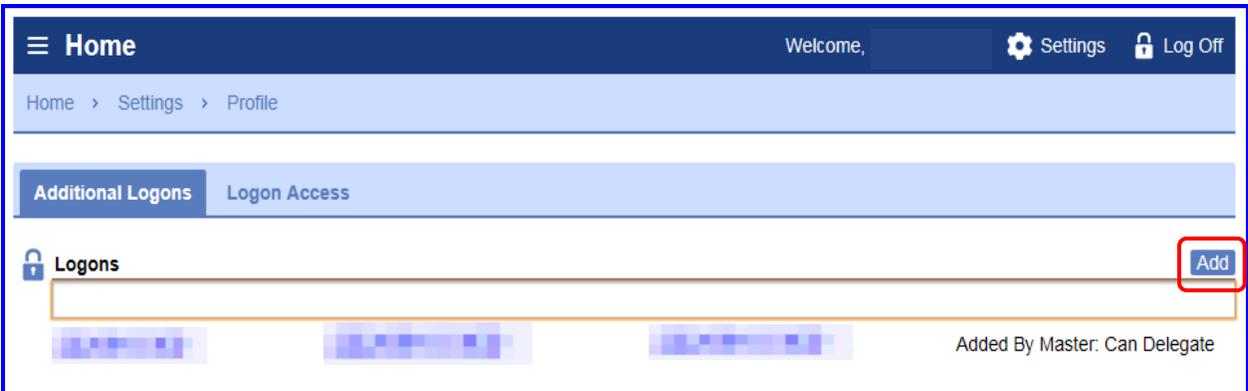
From the MiWAM Home springboard, click the "Settings" hyperlink. The Settings springboard appears with the Profile tab selected. Under the "I Want To" section, click the Additional Logons hyperlink.



How can I add a Logon to my account? (cont.)

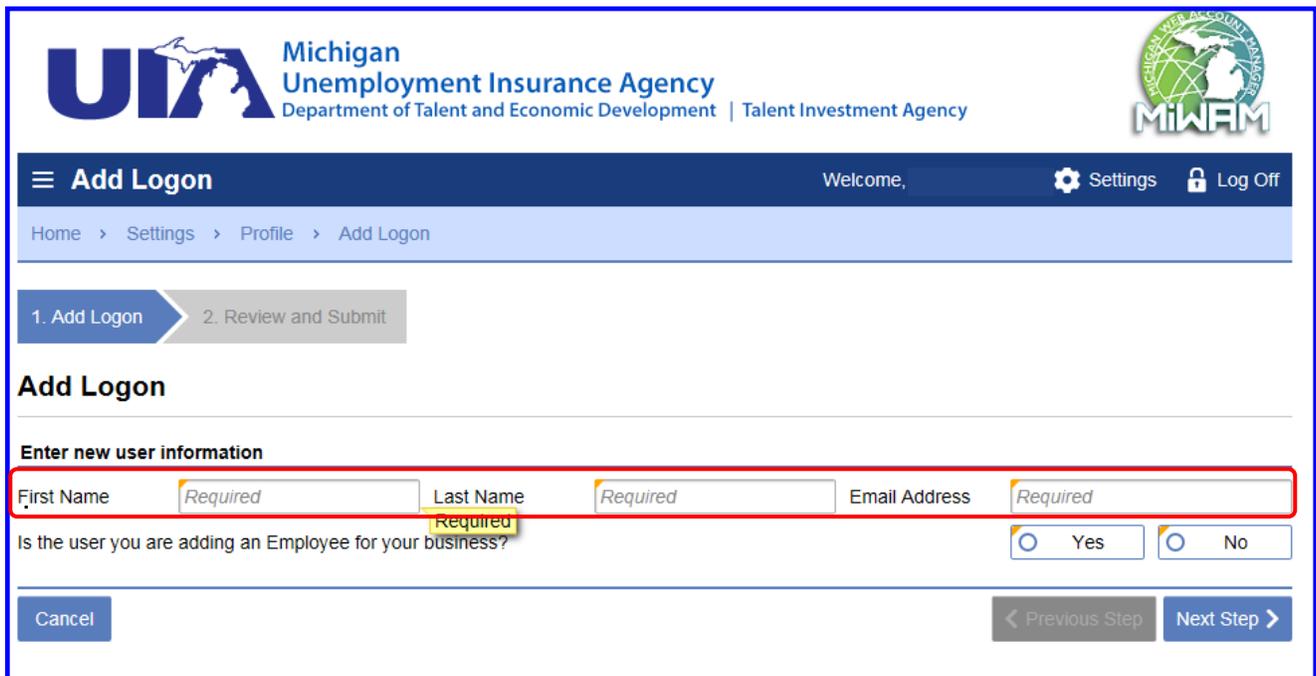
The Home springboard appears with the Additional Logons tab displayed.

Click the Add button.



The screenshot shows a user interface for a Home springboard. At the top, there is a navigation bar with a hamburger menu icon, the word "Home", a "Welcome," message, a "Settings" gear icon, and a "Log Off" lock icon. Below this is a breadcrumb trail: "Home > Settings > Profile". The main content area has two tabs: "Additional Logons" (selected) and "Logon Access". Under the "Additional Logons" tab, there is a section titled "Logons" with a lock icon. To the right of this section is a blue "Add" button, which is highlighted with a red box. Below the "Logons" section, there are three blurred logon entries and a text label "Added By Master: Can Delegate".

The Add Logon springboard appears. The Master would enter the user's first name, last name, and email address in the required fields.



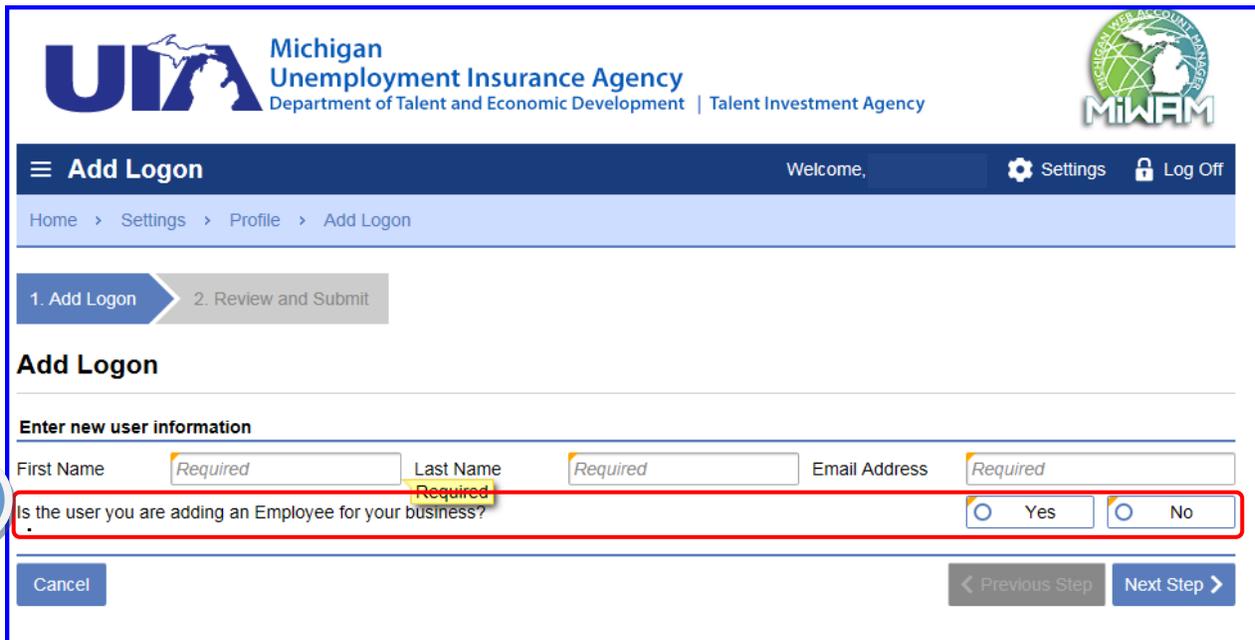
The screenshot shows the "Add Logon" springboard. At the top left is the "UIA Michigan Unemployment Insurance Agency" logo, with the text "Department of Talent and Economic Development | Talent Investment Agency". At the top right is the "MIWAM" logo. The navigation bar includes a hamburger menu, "Add Logon", "Welcome,", "Settings", and "Log Off". The breadcrumb trail is "Home > Settings > Profile > Add Logon". Below the navigation bar is a progress indicator with two steps: "1. Add Logon" (active) and "2. Review and Submit". The main heading is "Add Logon". Underneath is the section "Enter new user information". This section contains three text input fields: "First Name" (with a "Required" label), "Last Name" (with a "Required" label), and "Email Address" (with a "Required" label). Below these fields is a question: "Is the user you are adding an Employee for your business?" with two radio button options: "Yes" and "No". At the bottom left is a "Cancel" button, and at the bottom right are "Previous Step" and "Next Step" buttons.

How can I add a Logon to my account? (cont.)

 Settings

There are two questions that the Master account holder may be asked.

1. “Is the user you are adding an employee for your business?” Click the appropriate radio button. “Yes” or “No”



UIA Michigan Unemployment Insurance Agency
Department of Talent and Economic Development | Talent Investment Agency

MiWAM

Add Logon Welcome,  Settings  Log Off

Home > Settings > Profile > Add Logon

1. Add Logon 2. Review and Submit

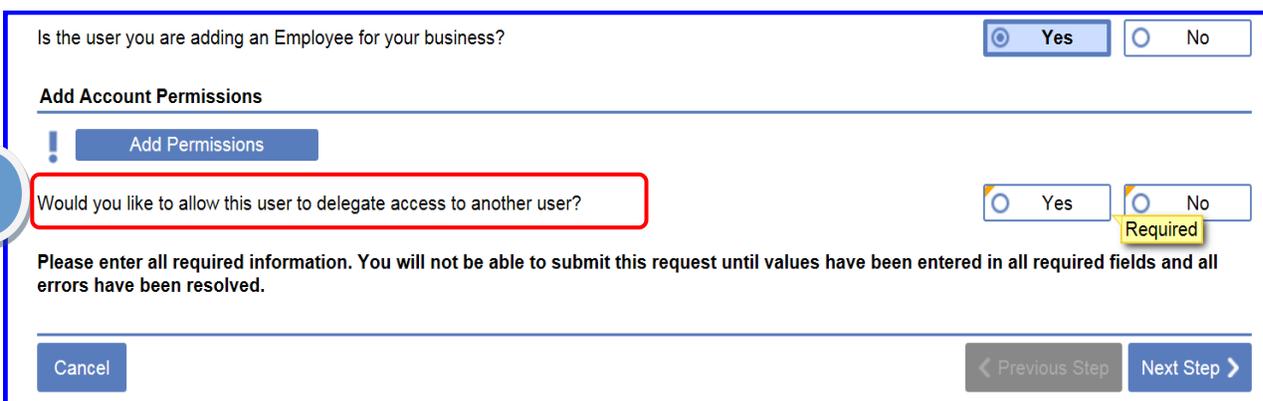
Add Logon

Enter new user information

First Name *Required* Last Name *Required* Email Address *Required*

Is the user you are adding an Employee for your business? Yes No

If the Master account holder clicks “Yes” for the first question, the second question appears after answering the first question.



Is the user you are adding an Employee for your business? Yes No

Add Account Permissions



Would you like to allow this user to delegate access to another user? Yes No *Required*

Please enter all required information. You will not be able to submit this request until values have been entered in all required fields and all errors have been resolved.

If a “Yes” is chosen for the second question, the Master account holder would add permissions for the logon user.

If both of the questions are answered “Yes,” a POA is not needed. However, the permissions to access the MiWAM account are needed.

How can I add a Logon to my account? (cont.)

If the Master account holder clicks “No” for the first question, the Add Permissions button appears.

Add Logon

Welcome, JULIE RIGGS Settings Log Off

Home > Settings > Profile > Add Logon

1. Add Logon 2. Review and Submit

Add Logon

Enter new user information

First Name [] Last Name [] Email Address []

Is the user you are adding an Employee for your business? Yes No

Add Account Permissions

Add Permissions

Please enter all required information. You will not be able to submit this request until values have been entered in all required fields and all errors have been resolved.

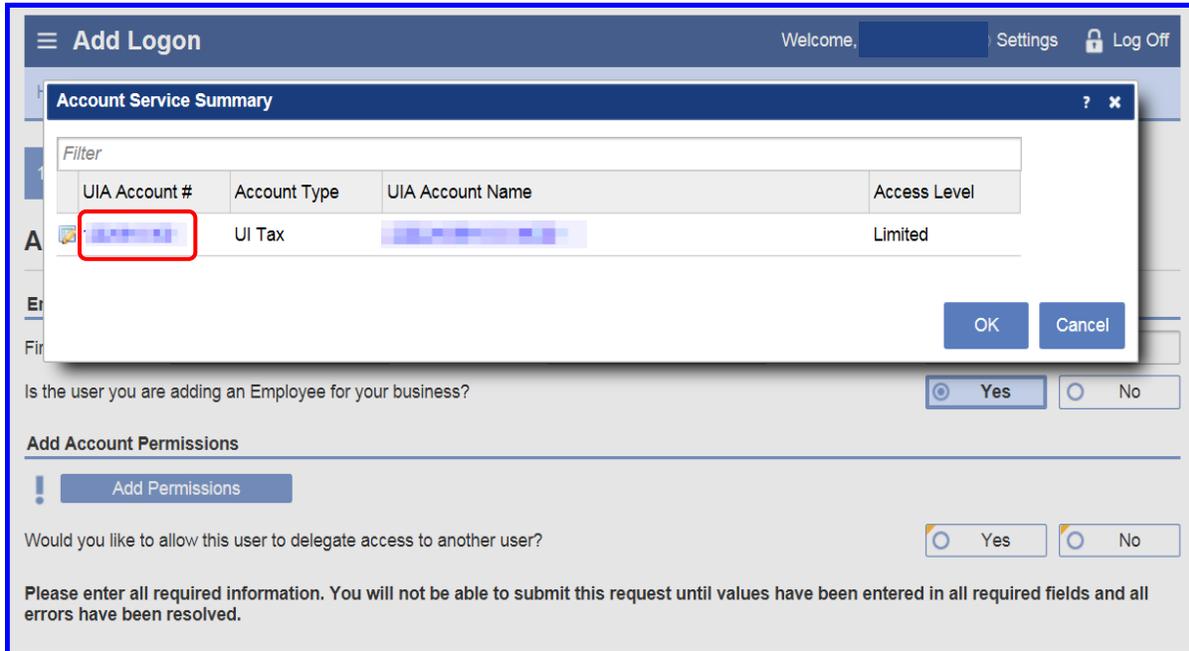
Cancel < Previous Step Next Step >

Click Add Permissions button. (This will be shown on the next page.)

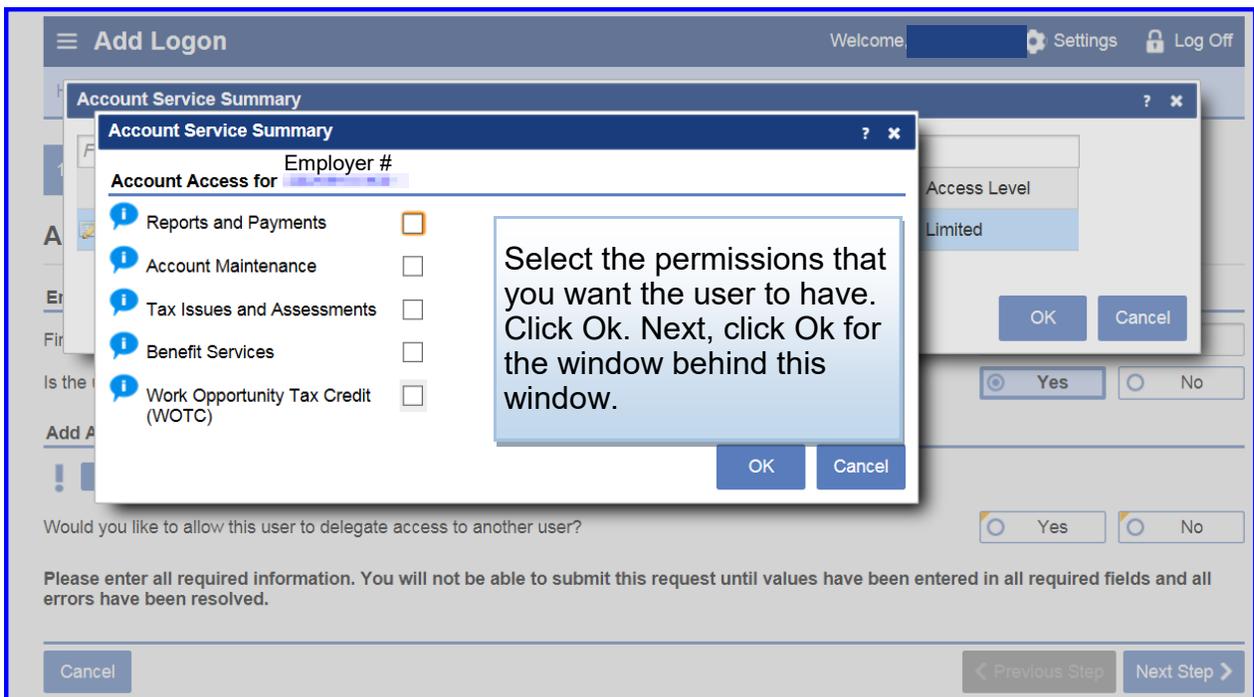
How can I add a Logon to my account? (cont.)



The Account Services Summary window appears. Click the UI Account number hyperlink.



After clicking the UI Account number hyperlink, another window displays the five Account Access for the employer to add permissions to the employer account.



How can I add a logon to my account? (cont.)

After completing the user information and adding the permissions, the Add Logon window appears. The Add Permissions button appears with a check mark when the permissions are added.

The screenshot shows the 'Add Logon' form with the following elements:

- Header: 'Add Logon', 'Welcome,', 'Settings', 'Log Off'
- Breadcrumbs: 'Home > Settings > Profile > Add Logon'
- Progress: '1. Add Logon' (active), '2. Review and Submit'
- Section: 'Add Logon'
- Section: 'Enter new user information'
- Fields: 'First Name', 'Last Name', 'Email Address' (all masked)
- Question: 'Is the user you are adding an Employee for your business?' with 'Yes' (selected) and 'No' radio buttons.
- Section: 'Add Account Permissions'
- Button: 'Add Permissions' with a checkmark, highlighted with a red box.
- Question: 'Would you like to allow this user to delegate access to another user?' with 'Yes' (selected) and 'No' radio buttons.
- Text: 'You have successfully entered all required information. When you are finished, please click the 'Submit' button'
- Buttons: 'Cancel', '< Previous Step', 'Next Step >' (highlighted with a red box).

Click the Next Step button.

If the user is **not** an employee of the employer, the Power of Attorney must be completed. Click the New Power of Attorney button as displayed below.

The screenshot shows the 'Add Logon' form with the following elements:

- Header: 'Add Logon', 'Welcome', 'Settings', 'Log Off'
- Breadcrumbs: 'Home > Settings > Profile > Add Logon'
- Progress: '1. Add Logon' (active), '2. Review and Submit'
- Section: 'Add Logon'
- Section: 'Enter new user information'
- Fields: 'First Name', 'Last Name', 'Email Address' (all masked)
- Question: 'Is the user you are adding an Employee for your business?' with 'Yes' and 'No' radio buttons. The 'No' button is selected and highlighted with a red box.
- Section: 'Add Account Permissions'
- Buttons: 'Add Permissions' (with checkmark), 'New Power of Attorney' (with exclamation mark, highlighted with a red box).

How can I add a logon to my account? (cont.)

Settings

If the user is **not** an employee for business, but the existing Power of Attorney, click the Existing Power of Attorney button.

Add Logon

Welcome, Settings Log Off

Home > Settings > Profile > Add Logon

1. Add Logon 2. Review and Submit

Add Logon

Enter new user information

First Name Last Name Email Address

Is the user you are adding an Employee for your business? Yes No

Add Account Permissions

Add Permissions Existing Power Of Attorney

Please enter all required information. You will not be able to submit this request until values have been entered in all required fields and all errors have been resolved.

Cancel < Previous Step Next Step >

The Power of Attorney List window appears. This window may display a list of the employer's active POA for his/her account.

Power Of Attorney List

Existing Power of Attorney List

The list below shows the active POA(s) UIA has on file for your account. If you've already submitted a Power of Attorney form for this user, you may check the box to 'Use this POA'. If the user you're granting access to cannot be found in this list, you must fill out a new Power of Attorney form for this user.

Use this POA	POA Name
<input checked="" type="checkbox"/>	[Blurred Name]

OK Cancel

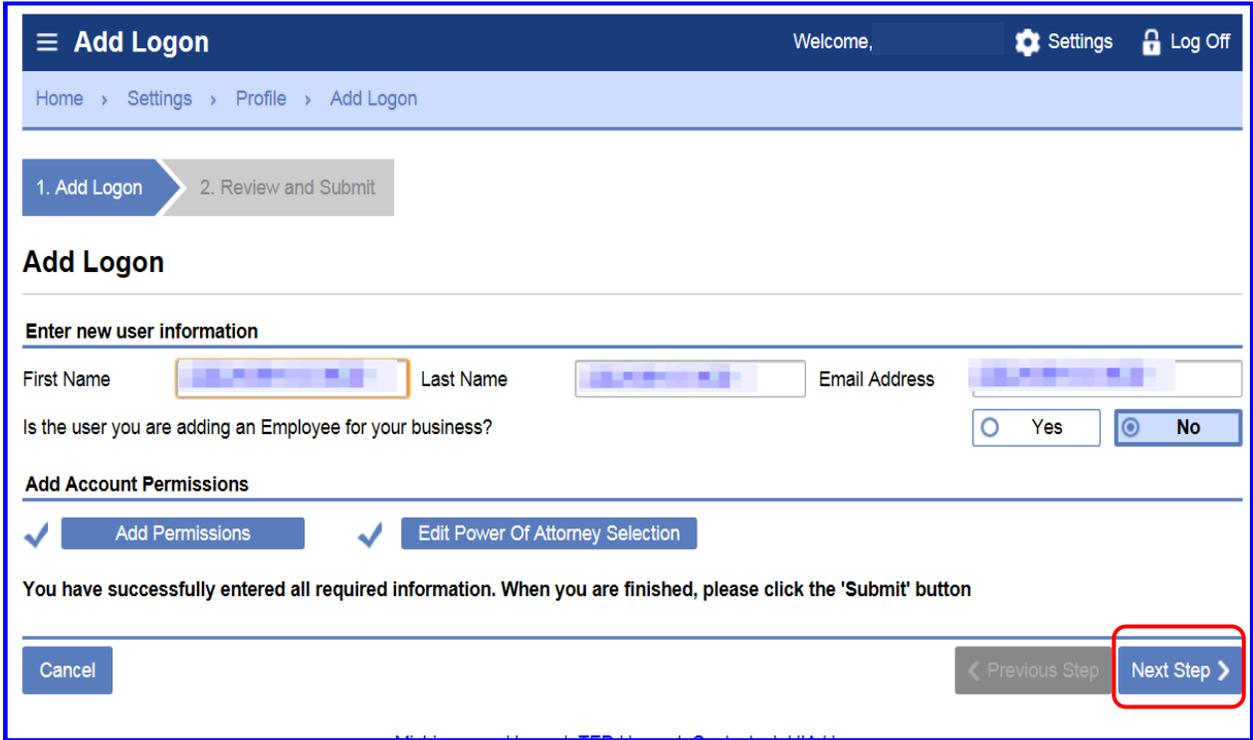
The box under the "Use this POA" column **must** be checked to grant access to your account. Click OK.

Note: If the POA that you are granting access to is **not** on the list, you must [add a POA](#).

How can I add a logon to my account? (cont.)

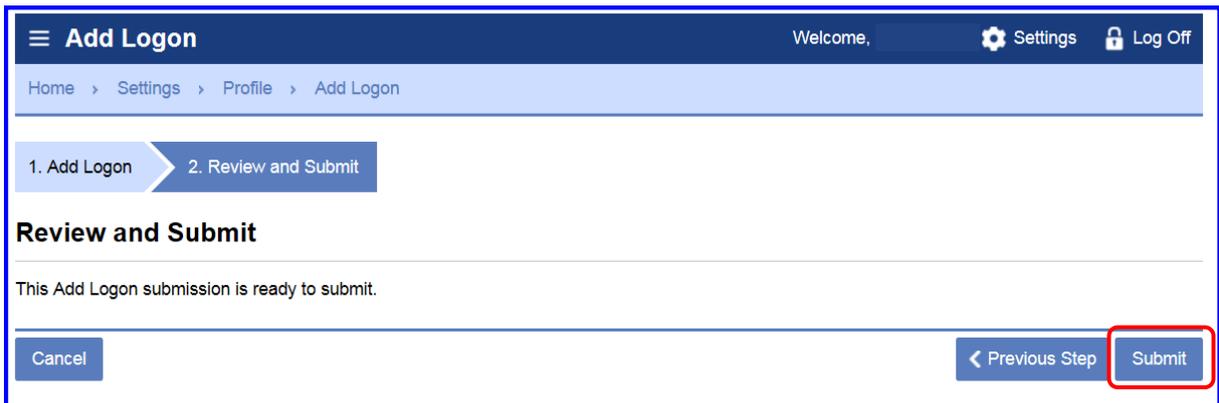
 Settings

The Add Logon window appears after clicking Ok on the Power of Attorney List window.



The screenshot shows the 'Add Logon' window with a dark blue header. The header contains a hamburger menu icon, the text 'Add Logon', and user information 'Welcome,' followed by 'Settings' and 'Log Off' icons. Below the header is a breadcrumb trail: 'Home > Settings > Profile > Add Logon'. A progress indicator shows '1. Add Logon' as the active step and '2. Review and Submit' as the next step. The main content area is titled 'Add Logon' and contains a section 'Enter new user information' with input fields for 'First Name', 'Last Name', and 'Email Address'. Below these is a question 'Is the user you are adding an Employee for your business?' with 'Yes' and 'No' radio buttons. A section titled 'Add Account Permissions' shows two checked items: 'Add Permissions' and 'Edit Power Of Attorney Selection'. A message states: 'You have successfully entered all required information. When you are finished, please click the 'Submit' button'. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Next Step >', with the 'Next Step >' button highlighted by a red box.

Click the Next Step button.



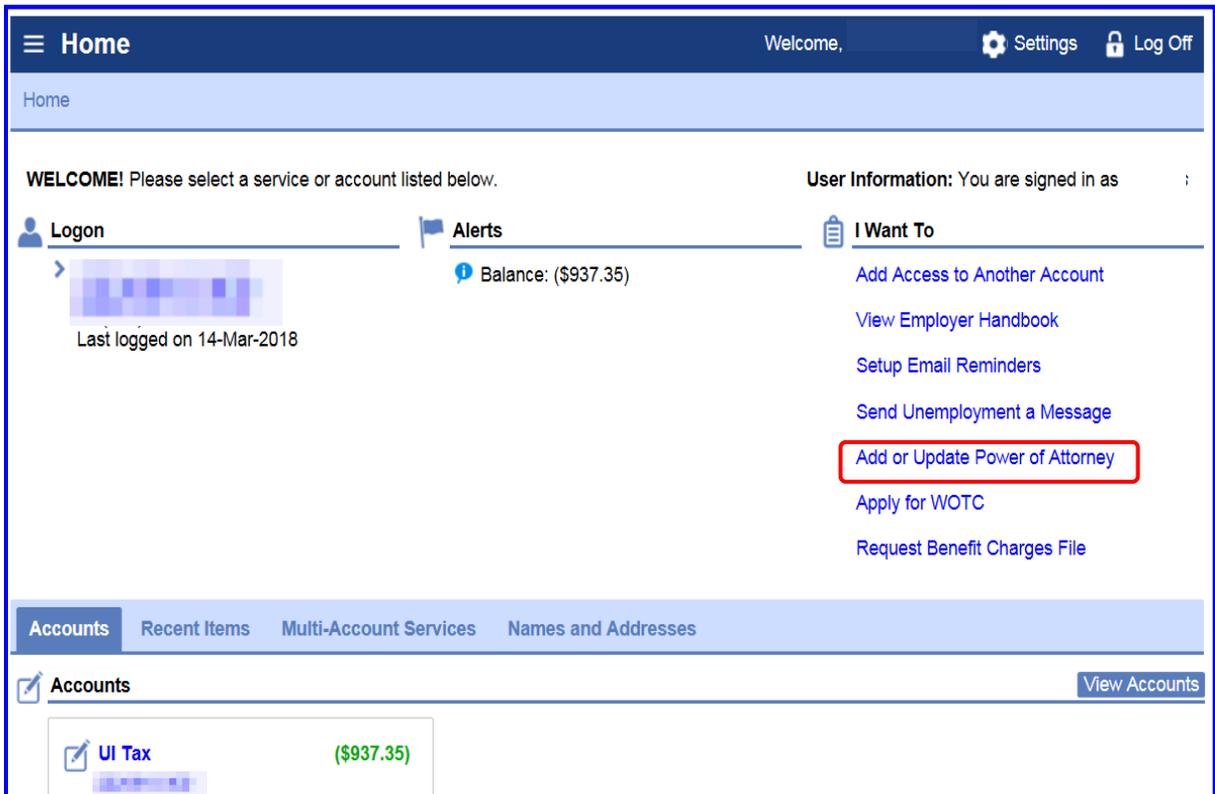
The screenshot shows the 'Add Logon' window with the same header and breadcrumb trail as the previous screenshot. The progress indicator now shows '1. Add Logon' as a completed step and '2. Review and Submit' as the active step. The main content area is titled 'Review and Submit' and contains a message: 'This Add Logon submission is ready to submit.'. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Submit', with the 'Submit' button highlighted by a red box.

The employer will receive a confirmation number in the Confirmation window.

How can I add a Power of Attorney to my account?

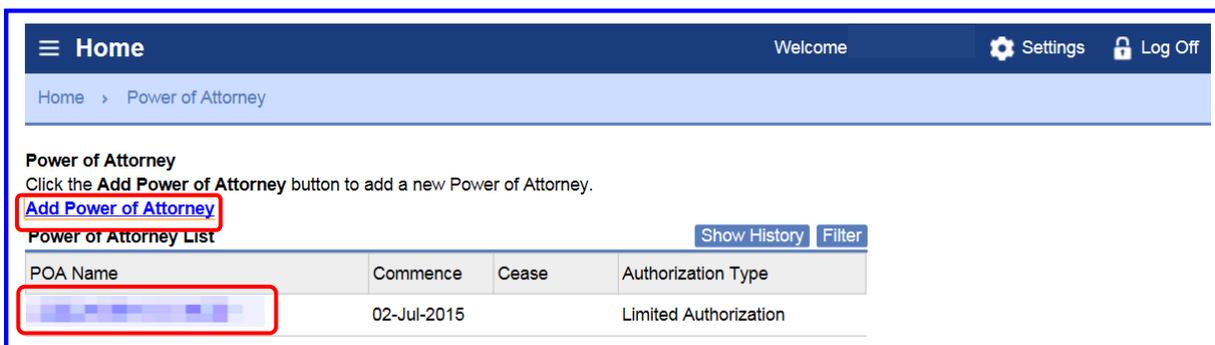
[Settings](#)

From the Home springboard, click the Add or Update Power of Attorney hyperlink to add a POA.



The screenshot shows the Home page of a user interface. At the top, there is a navigation bar with 'Home', 'Welcome,', 'Settings', and 'Log Off'. Below this, a 'WELCOME!' message prompts the user to select a service or account. The page is divided into three main sections: 'Logon', 'Alerts', and 'I Want To'. The 'Logon' section shows a user profile with a last login date of 14-Mar-2018. The 'Alerts' section shows a balance of (\$937.35). The 'I Want To' section contains several links, with 'Add or Update Power of Attorney' highlighted in a red box. Below these sections, there are tabs for 'Accounts', 'Recent Items', 'Multi-Account Services', and 'Names and Addresses'. The 'Accounts' section is active, showing a list of accounts with a 'View Accounts' button.

The employer has an existing POA on file. This is displayed under the POA Name column. If there is no POA Name listed, the employer does not have a POA on file.



The screenshot shows the 'Power of Attorney' page. At the top, there is a navigation bar with 'Home', 'Welcome', 'Settings', and 'Log Off'. Below this, a breadcrumb trail shows 'Home > Power of Attorney'. The main content area is titled 'Power of Attorney' and includes instructions to click the 'Add Power of Attorney' button to add a new POA. The 'Add Power of Attorney' link is highlighted in a red box. Below the instructions, there is a 'Power of Attorney List' table with columns for 'POA Name', 'Commence', 'Cease', and 'Authorization Type'. The table contains one entry with a redacted POA Name, a commencement date of 02-Jul-2015, and an authorization type of 'Limited Authorization'. There are also 'Show History' and 'Filter' buttons.

Click the Add Power of Attorney hyperlink to add a POA. The Add Power of Attorney springboard appears.

Note: If the employer is adding a Logon for the POA, he/she may add the POA from the Add Logon window. This was displayed on [page 71](#).

How can I add a Power of Attorney to my account? (cont.)



An employer may authorize the third party to represent their business or organization in tax and/or benefit matters.

Unemployment Insurance has two types of POA(s).

- **Full Power (General) of Attorney** - Used when an employer requests that another individual or legal entity represent him/her in all matters. The term is of indefinite duration until revoked by the employer. The employer can **only** have one General POA.
- **Limited Power of Attorney** - Used when an employer requests that another individual or legal entity represent him/her in tax and/or benefits matters for a defined period of time and is sometimes limited to certain forms or specific issues. UI Policy allows an unlimited number of Limited POA(s) that an employer can have on his/her account.

The Power of Attorney Authorization form section and the Authorization Information section must be completed in the Add New POA window.

REPRESENTATIVE INFORMATION Your authorized representative may be an organization, firm or individual.

Representative FEIN: Representative *Required* Representative Name: *Required*

ADDRESS

Country: *Required*

Address line 1: *Required*

Address line 2:

Unit Type: Unit: City: *Required*

State: ZIP/Postal:

Contact Name: *Required* Contact Phone #: *Required* Contact Fax #:

Contact Email:

AUTHORIZATION INFORMATION - MICHIGAN UIA

NOTE: If no Ending Authorization Date is provided, the representative will be authorized to represent you until you notify the Michigan Unemployment Insurance Agency (UIA) in writing that this Power of Attorney is revoked.

Beginning Authorization Date: *Required* Ending Authorization Date:

The employer must provide the beginning and ending authorization dates for the Power of Attorney. The employer **cannot** enter the Beginning Authorization Date before the current date.

If the ending date is **not** provided, the Power of Attorney will represent you until you notify Unemployment Insurance in writing to revoke the POA.

How can add a Power of Attorney to my account? (cont.)

Settings

Question five, Receive Mail has informational icons which may be clicked.

Limited Authorization

Please select the type of authorization by checking the appropriate boxes.

1. Inspect or receive confidential information	Required
2. Represent me and make oral/written presentation of fact or argument	Required
3. Sign Returns	Required
4. Enter into agreements	Required
5. Receive Mail	Required

Receive Tax Forms 

Receive Claims Control Forms 

Receive Contested Claims Forms 

Required

OK Cancel

Clicking on the informational specific icons will display the Receive Tax Forms window, or the Receive Claims Control Forms window, or the Receive Contested Claims Forms window. These forms can be designated to your Power of Attorney to receive.

Receive Tax Forms

- UIA 1028 – Employer’s Quarterly Wage/Tax Report
- UIA 1771 – Tax Rate Determination
- UIA 1763 – Reimbursing Employer Billing for Benefit Charges

Receive Claims Control Forms

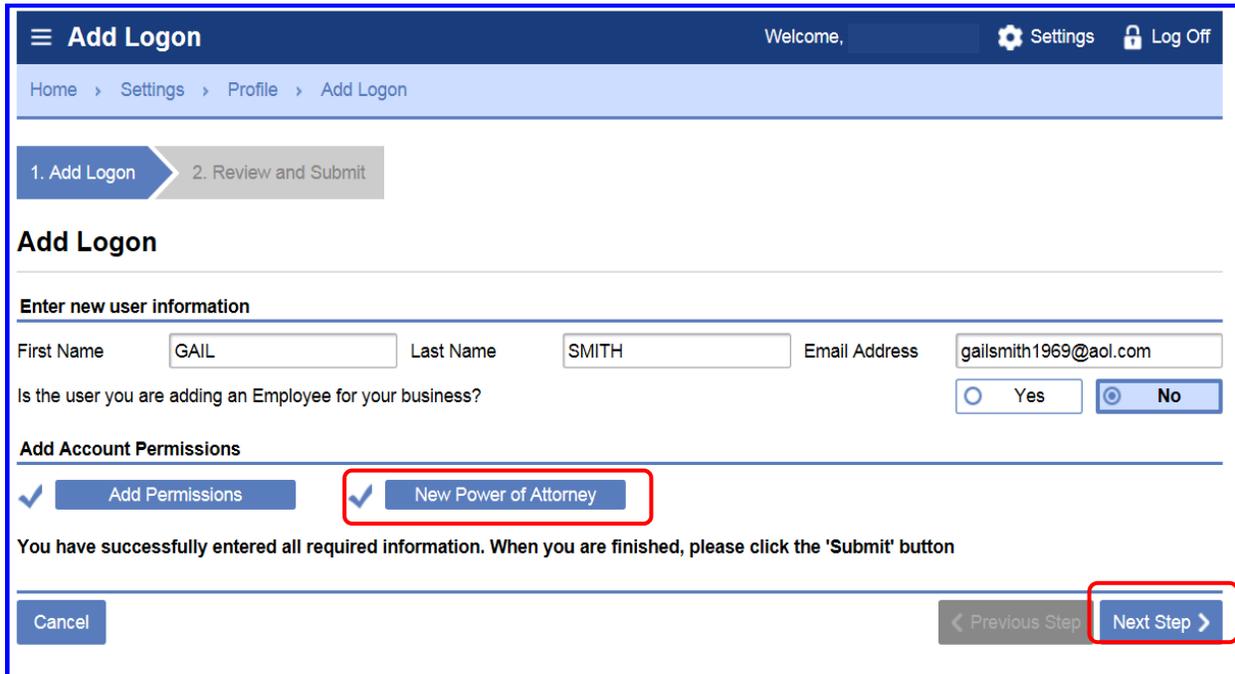
- UIA 1136 – Statement of Unemployment Benefit Charged or Credited to Employer’s Account
- UIA 1770 – Summary Statement of Benefit Charges and Credits
- UIA 1563 – Notice to Chargeable Employer of Claim Renewal
- UIA 1575 – Monetary Determination

Receive Contested Claims Forms

- UIA 1301 – Notice of Restitution Due
- UIA 1302 – Notice of Determination
- UIA 1564 – Notice to Employer of Claim Renewal
- UIA 1707 – Request for Information Relative to Possible Ineligibility or Disqualification
- UIA 1713 – Fact-Finding Form
- UIA 1742 – Medical Statement
- UIA 1915 – Physician’s Statement
- UIA 1955 – Redetermination of Charges

How can I add a Power of Attorney to my account? (cont.)

When the POA is completed, a check mark appears beside the New POA button. Click the Next Step button.



The screenshot shows the 'Add Logon' form. At the top, there is a navigation bar with 'Add Logon' on the left and 'Welcome,' 'Settings', and 'Log Off' on the right. Below the navigation bar is a breadcrumb trail: 'Home > Settings > Profile > Add Logon'. A progress indicator shows '1. Add Logon' as the active step and '2. Review and Submit' as the next step. The main heading is 'Add Logon'. Underneath, there is a section titled 'Enter new user information' with input fields for 'First Name' (GAIL), 'Last Name' (SMITH), and 'Email Address' (gailsmith1969@aol.com). Below this is a question: 'Is the user you are adding an Employee for your business?' with radio buttons for 'Yes' and 'No' (selected). The next section is 'Add Account Permissions', which contains two buttons: 'Add Permissions' and 'New Power of Attorney'. The 'New Power of Attorney' button has a checkmark and is highlighted with a red box. Below the permissions section is a message: 'You have successfully entered all required information. When you are finished, please click the 'Submit' button'. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Next Step >', with the 'Next Step >' button highlighted by a red box.

After the Next Step button is clicked, the Add Logon springboard appears with a Review and Submit ribbon. Click the Submit button.



The screenshot shows the 'Add Logon' form after clicking the 'Next Step' button. The navigation bar and breadcrumb trail remain the same. The progress indicator now shows '1. Add Logon' as a completed step and '2. Review and Submit' as the active step. The main heading is 'Review and Submit'. Below the heading is a message: 'This Add Logon submission is ready to submit.'. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Submit', with the 'Submit' button highlighted by a red box.

The employer will receive a confirmation number in the Confirmation window.

How can I add a Power of Attorney to my account? (cont.)

The added logon user will receive an email that provides the MiWAM link to sign up as a Service Provider. The email provides an Authorization Code and Authorization Code Expiration date as displayed below.

MiWAM Authorization Information

Do Not Reply - UIA <MiDAS-Undeliverables@michigan.gov>
Sent: Thu 1/18/2018 1:34 PM
To:

You have been given access as an authorized user by

To complete the authorization process, please visit <https://miwamdr.unemployment.state.mi.us/MIS/WebDoc/>, select Sign-up Now, and follow the prompts on the screen.

Authorization Code: yfkeyv43
Authorization Code Expiration Date: 1/28/2018

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message. If you have questions regarding your unemployment account then contact the Office of the Employer Ombudsman (OEO) at 1-855-4UIAOEO (855-484-2636) or by email at OEO@michigan.gov.

If you have reason to believe this submission was made by someone other than yourself or an unauthorized person, or you are experiencing technical issues with MiWAM, you should immediately call (313) 456-2188 (between 8:00 am and 4:30 pm Monday through Friday) or email MiWAMSupport@michigan.gov.

Thank you for using MiWAM!

Unemployment Insurance Agency

The employer will receive Form UIA 1163, *Acknowledge of Authorization – Employer Representative*.

I am an authorized user. I received an email with authorization code and authorization code expiration date. How do I access MiWAM?

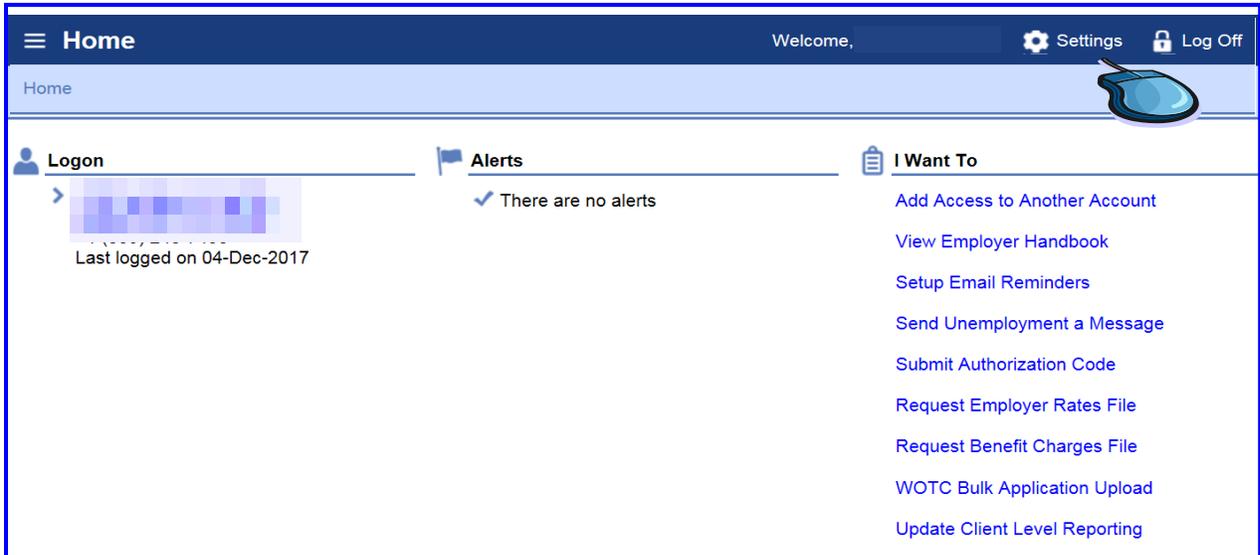
Click the web link in the email. The MiWAM Home springboard appears. Click on the Sign-up as a Services Provider hyperlink. See pages 13–27.

How can I view all logons for my account?

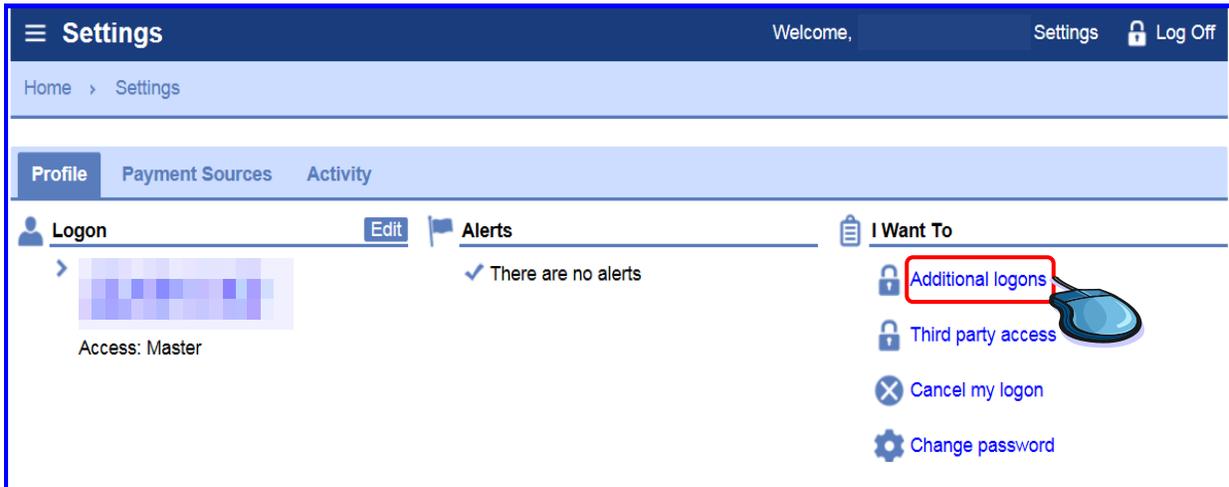
 Settings

The Logons Access tab provides the Master account holder the access type as well as the access levels for all users on the account. The Master account holder may add other users to the account and determine the type of permissions the user may access.

From the Home springboard, click the Settings hyperlink.



The Settings springboard will open with the Profile tab selected. Click the Additional logons hyperlink under the "I Want To" section.



How can I view all logons for my account? (cont.)

On the Home springboard, click the Logon Access tab. The Logon Access list will **only** show the logon users name, individual name, email address, and who the user was added by.

The screenshot shows the 'Logons' section of the application. The 'Logon Access' tab is highlighted with a red box. Below the tabs, there is a 'Logons' header with a filter input and an 'Add' button. A table displays the following data:

Logons username	Individual's name	Email address	Added By Master
[Redacted]	[Redacted]	[Redacted]	Can Delegate
[Redacted]	[Redacted]	[Redacted]	Can Delegate
[Redacted]	[Redacted]	[Redacted]	No Delegation

The Master has access to make a logon inactive or add permissions to the MiWAM user. The status of the additional logons are shown in the Active column. If the logon is Active there will be a check mark in the box.

The screenshot shows the 'Access to My Accounts' table. The 'Logon Access' tab is highlighted with a red box. The table has the following columns: Username, Access Type, Name, Account Type, Id, Access Level, and Active. The 'Active' column contains checkmarks for all rows, which are also highlighted with a red box.

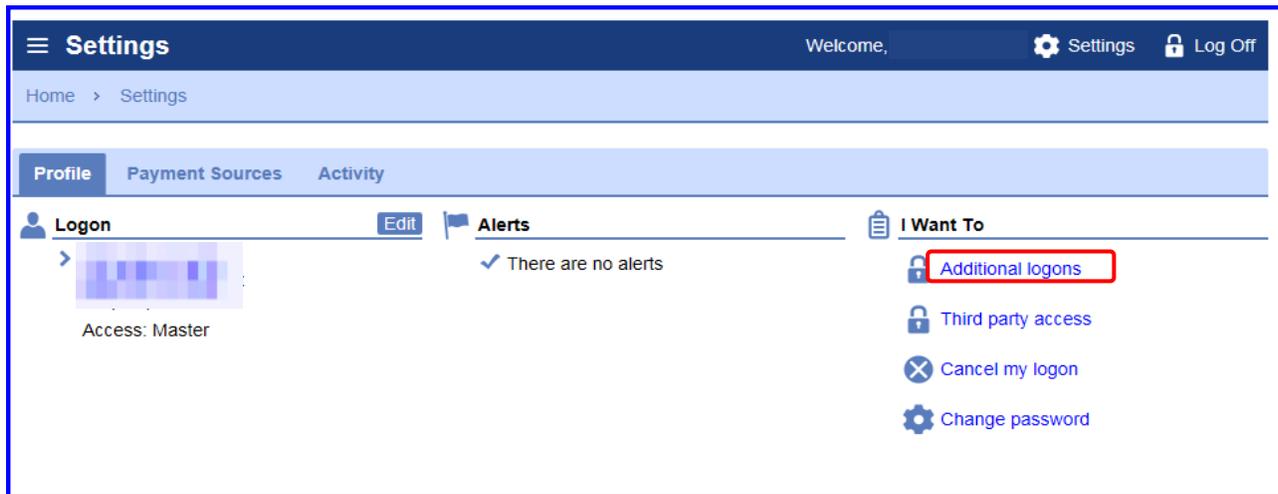
Username	Access Type	Name	Account Type	Id	Access Level	Active
[Redacted]	Master	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Added By Master: Can Delegate	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Added By Master: Can Delegate	[Redacted]	Tax	[Redacted]	Benefit Services	<input checked="" type="checkbox"/>
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Benefit Services	<input checked="" type="checkbox"/>
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Benefit Services	<input checked="" type="checkbox"/>
[Redacted]	Added By Master: No Delegation	[Redacted]	Tax	[Redacted]	Benefit Services	<input checked="" type="checkbox"/>

10 Rows

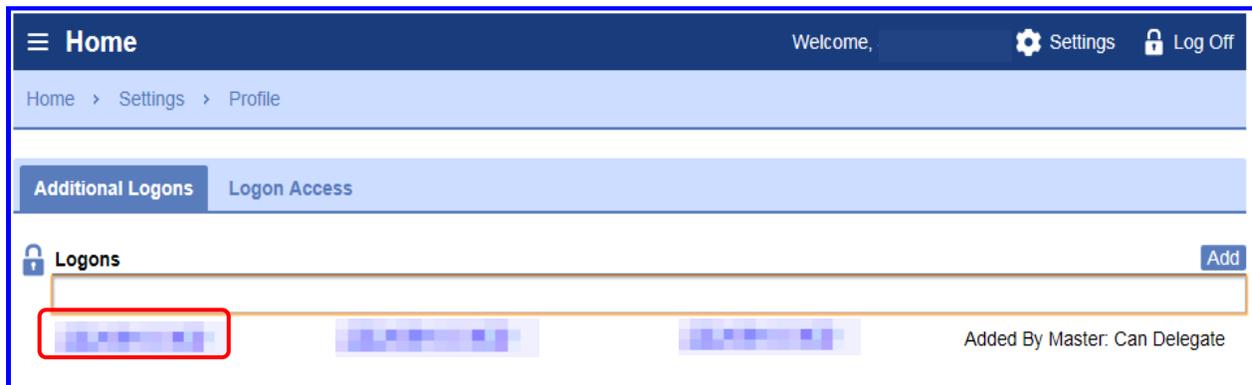
How do I make a logon inactive?

[Settings](#)

From the Settings Springboard, click the “Additional logons” hyperlink.



This will open Additional Logons tab. Click the Logon hyperlink.

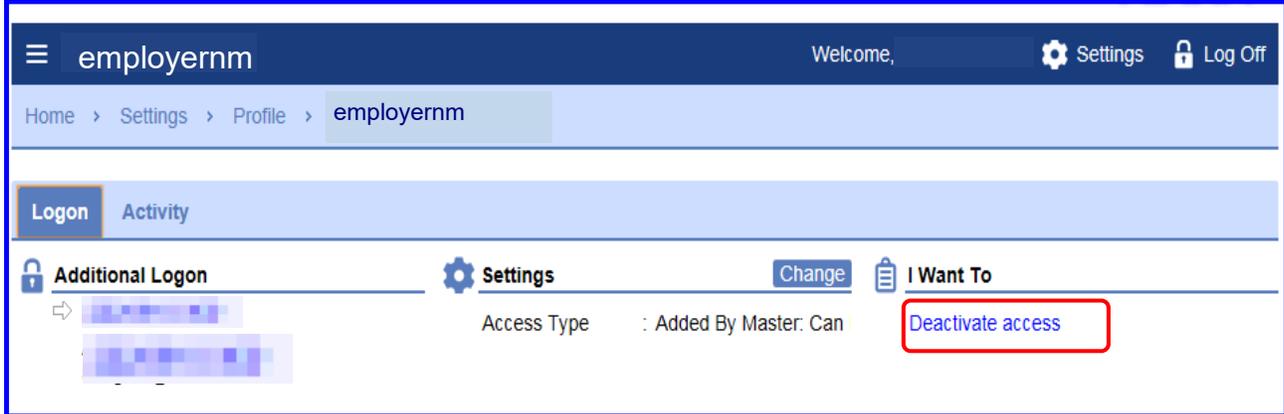


If there is more than one logon, the Logons for the employer maybe in a list.

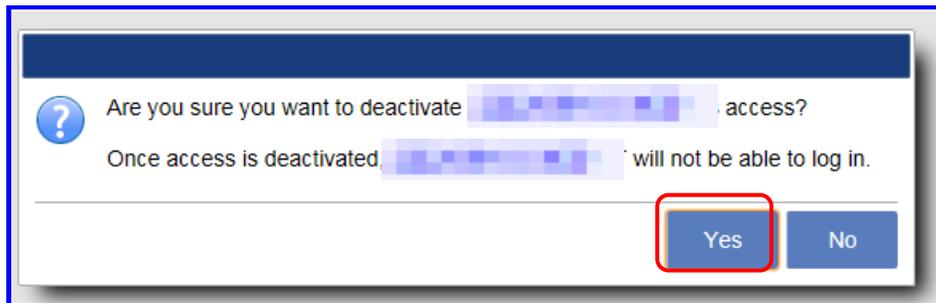
How do I make a logon inactive? (cont.)

 Settings

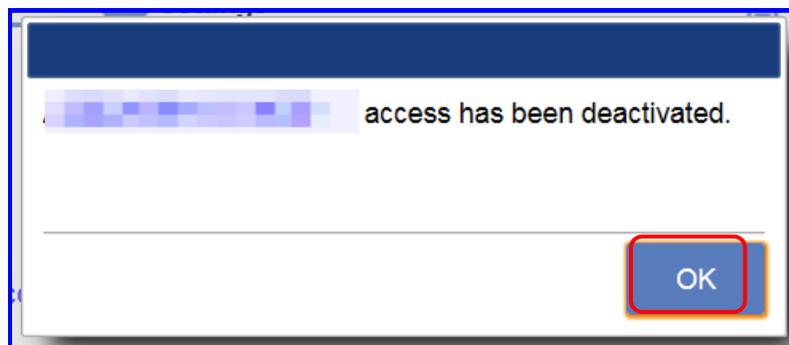
The Logon name springboard appears. Under the “I Want To” section, click the “Deactivate access” hyperlink.



The screen below appears asking “Are you sure you want to deactivate the user’s access? If you click “Yes” the user will not be able to log in.



The screen below acknowledges that the user access has been deactivated.

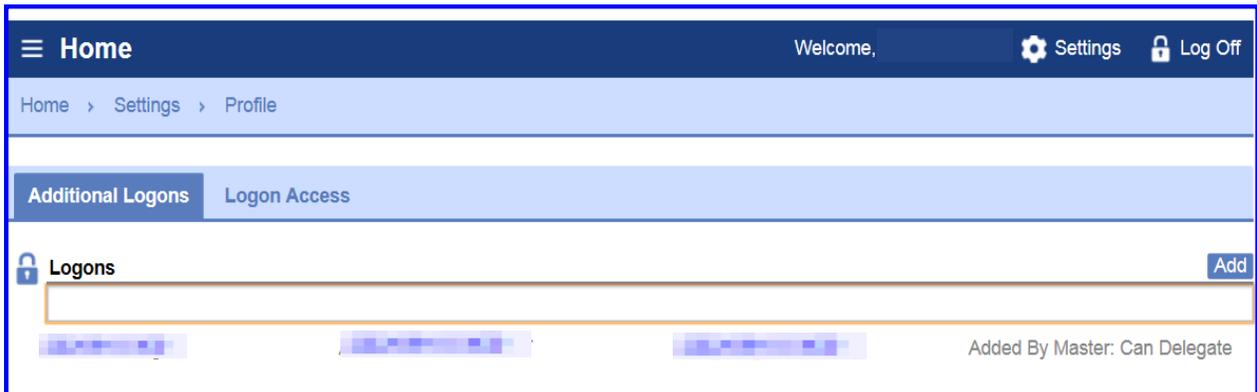


If there is an Inactive status for the Logon, the Web Profile account is automatically closed. That does not mean the employer’s account is closed, just the Web Profile for that individual is closed.

How do I make a logon inactive? (cont.)

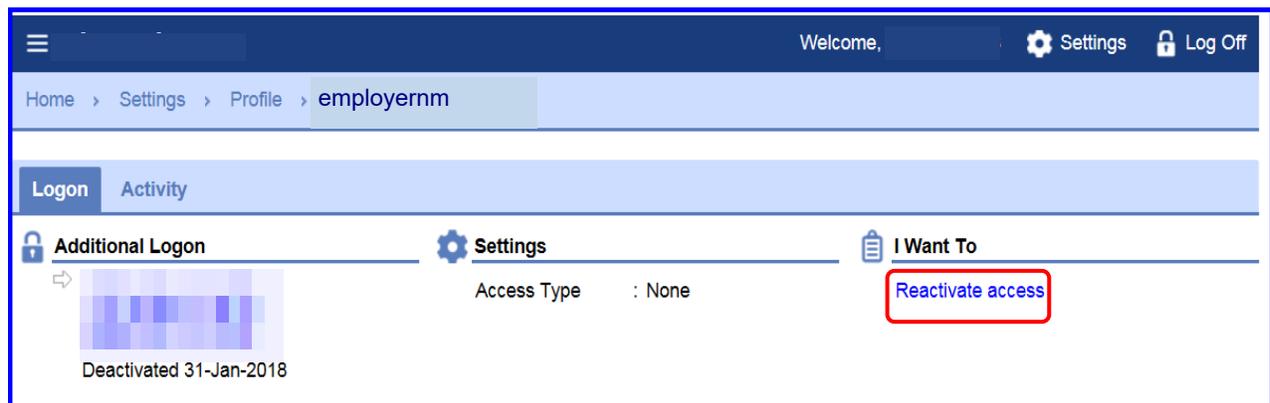
[Settings](#)

After the web logon is deactivated the individual's logon information will be viewable. However, inactive accounts will be displayed as grayed out and the active accounts will have a blue hyperlink.



How do I Reactivate a logon?

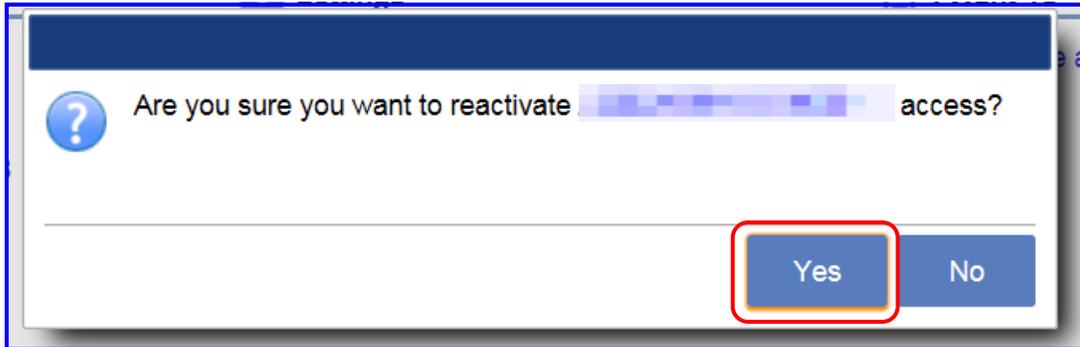
The individual with Master access can reactivate the deactivated Web Logon Profile. The Master would logon to MiWAM, click the "Settings" hyperlink. On the Settings springboard, click the "Additional logons" hyperlink under the "I Want To" section.



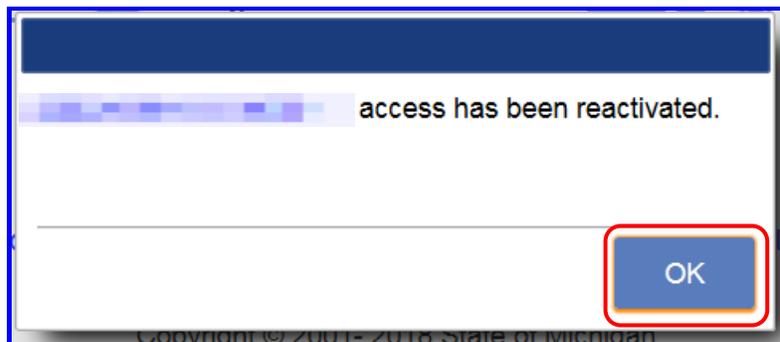
Click the "Reactivate access" hyperlink.

How do I Reactivate a logon?

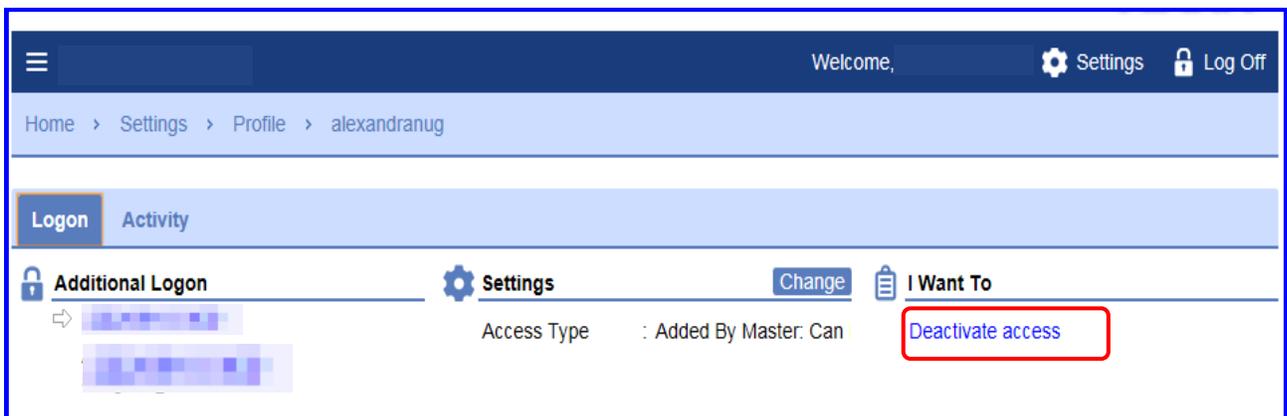
After clicking the “Reactivate access” hyperlink, the screen below appears. This screen asks “Are you sure you want to reactivate the user’s access?”



If you click “Yes” the user will be able to log in. The screen below acknowledges that the user’s access has been reactivated.



Click Ok. The individual’s logon screen appears displaying the account as reactivated.



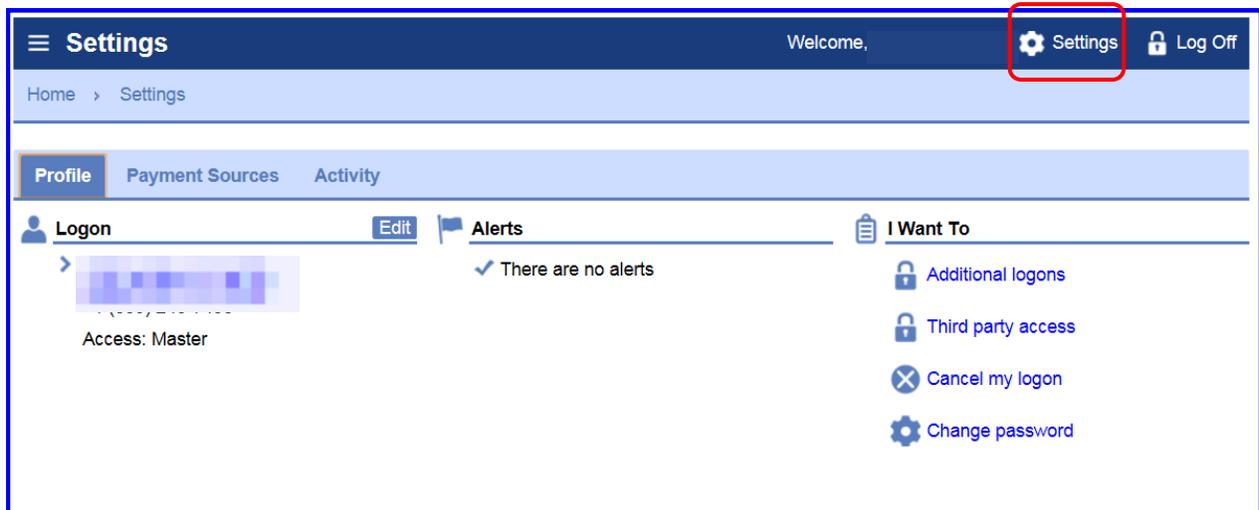
What is an alert on my account?

[Settings](#)

An alert is a flag to make the MiWAM user aware that a specific condition exist on the account. For example, if an employer has a delinquency, an alert is found on the Home page with the amount of the outstanding balance or account alert to file their quarterly report. Alerts are found in other areas of MiWAM as well.

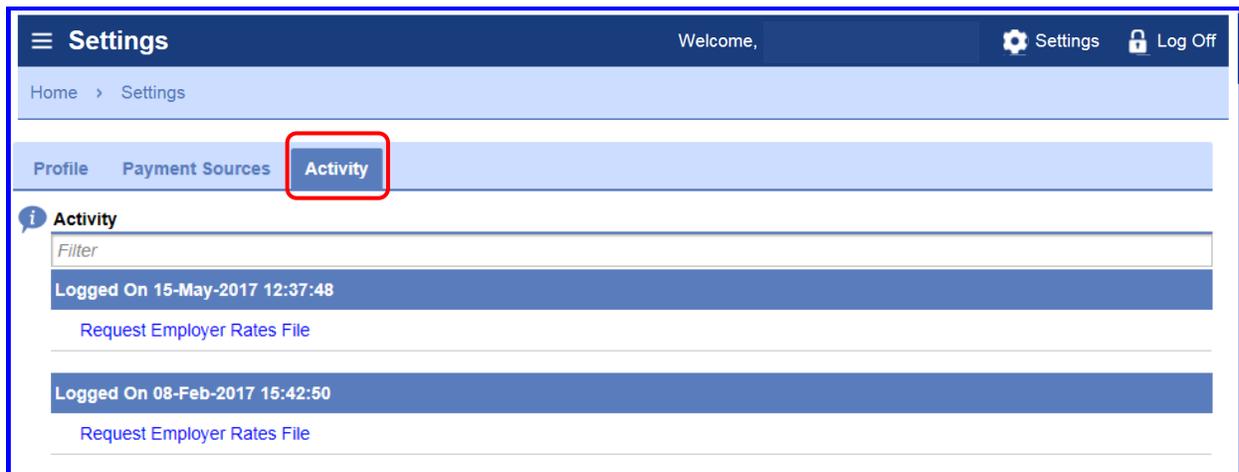
How can I see the Activities performed on my account?

Access the Home page. Click on the Settings hyperlink on the right top of the page.



The screenshot shows the MiWAM Settings page. The top navigation bar includes a hamburger menu, the word "Settings", a "Welcome," message, a "Settings" link with a gear icon, and a "Log Off" link with a lock icon. Below the navigation bar is a breadcrumb trail "Home > Settings". The main content area has three tabs: "Profile", "Payment Sources", and "Activity". The "Profile" tab is active, showing a "Logon" section with an "Edit" button and an "Alerts" section with a checkmark and the text "There are no alerts". To the right of the "Alerts" section is an "I Want To" section with four options: "Additional logons", "Third party access", "Cancel my logon", and "Change password".

Click on the Activity tab.



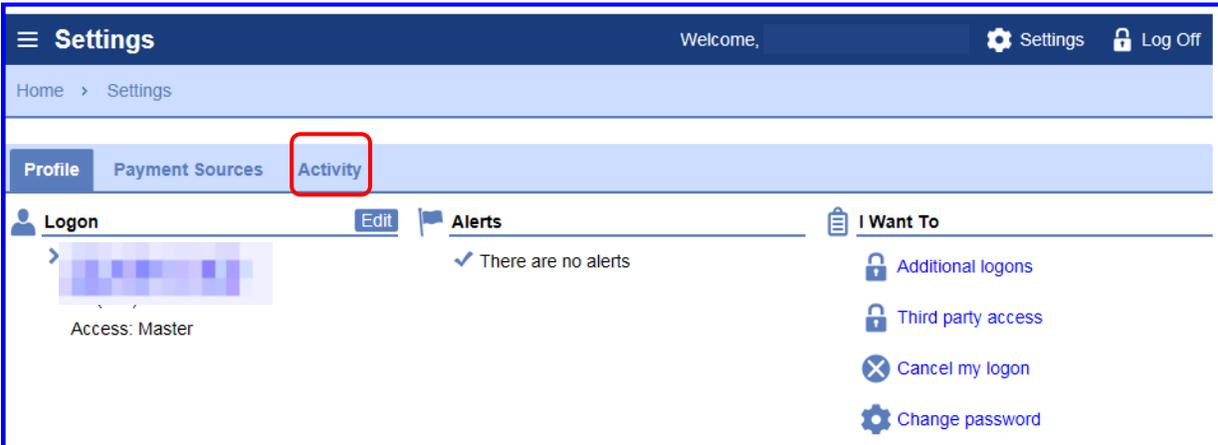
The screenshot shows the MiWAM Activity page. The top navigation bar is the same as in the previous screenshot. The breadcrumb trail is "Home > Settings". The "Activity" tab is active and highlighted with a red box. Below the tabs is an "Activity" section with an information icon and a "Filter" input field. The activity log shows two entries: "Logged On 15-May-2017 12:37:48" with a link "Request Employer Rates File", and "Logged On 08-Feb-2017 15:42:50" with a link "Request Employer Rates File".

The Activity tab contains a log of all the actions that the employer has taken on his/her account. The screen above displays a partial list of the employer's activities in MiWAM.

How can I see the Activities performed on my Account? (cont.)

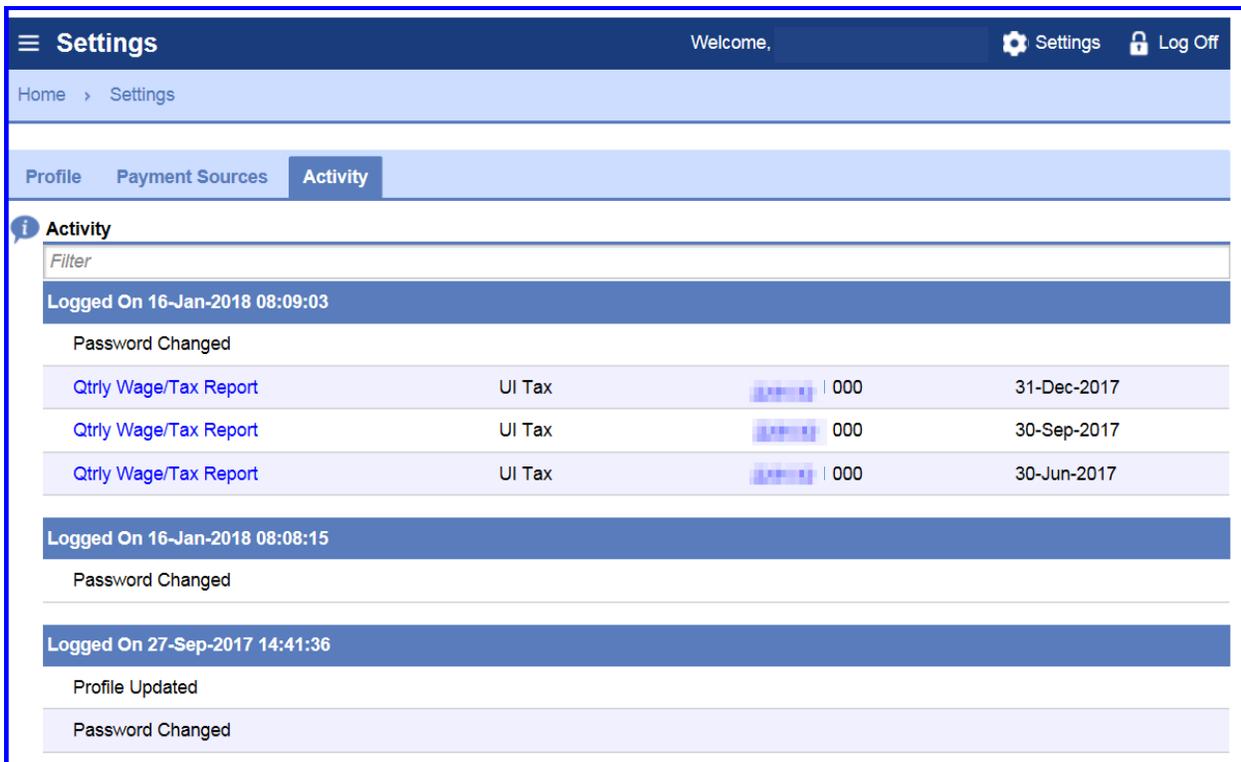
 Settings

To view the Activity tab from the Home springboard, click the Setting hyperlink. On the Settings springboard, click the Activity tab.



The screenshot shows the 'Settings' page with the 'Activity' tab selected and highlighted with a red box. The page includes a header with 'Settings', 'Welcome,', and 'Log Off'. Below the header, there are tabs for 'Profile', 'Payment Sources', and 'Activity'. The 'Activity' tab is active. Underneath, there are sections for 'Logon', 'Alerts', and 'I Want To'. The 'Logon' section shows a blurred profile picture and 'Access: Master'. The 'Alerts' section shows 'There are no alerts'. The 'I Want To' section lists options like 'Additional logons', 'Third party access', 'Cancel my logon', and 'Change password'.

The Activity tab contains a log of all actions that the user has taken on his/her account. Every action taken by a **user** on the MiWAM account will be listed here.



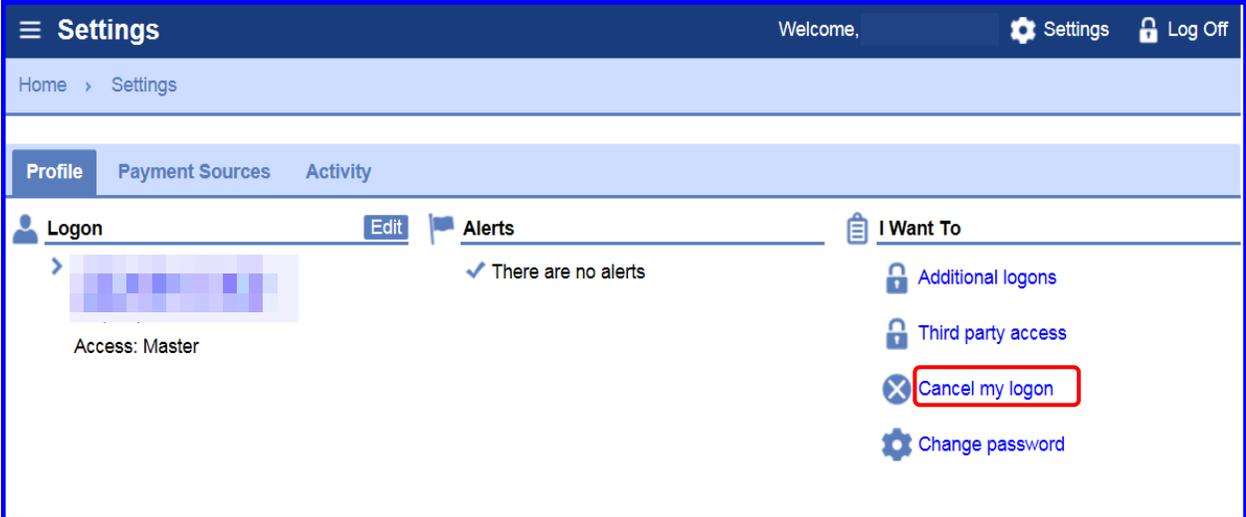
The screenshot shows the 'Activity' tab selected. It displays a list of activities with a 'Filter' input field at the top. The activities are grouped by date and time. The first group is 'Logged On 16-Jan-2018 08:09:03', which includes 'Password Changed' and three 'Qtrly Wage/Tax Report' entries for 'UI Tax' with amounts of '000' and dates '31-Dec-2017', '30-Sep-2017', and '30-Jun-2017'. The second group is 'Logged On 16-Jan-2018 08:08:15', which includes 'Password Changed'. The third group is 'Logged On 27-Sep-2017 14:41:36', which includes 'Profile Updated' and 'Password Changed'.

Can I cancel my account?

 Settings

If the employer cancels his/her MiWAM account, they will **not** be able to access the account. The employer would have to sign up again for an account.

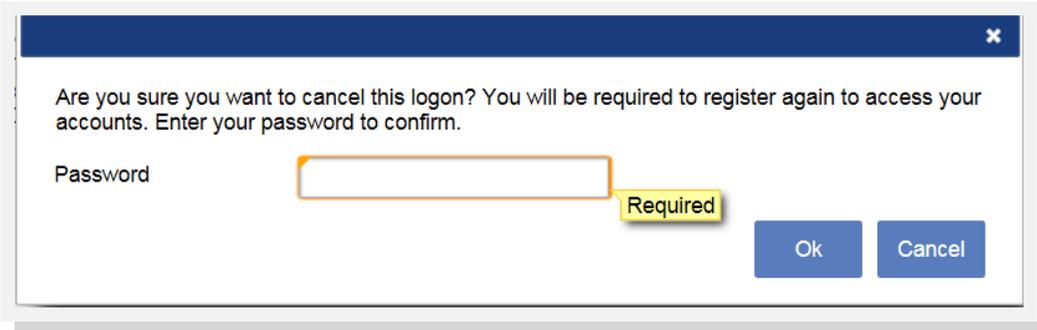
However, if an employer wants to cancel his/her account, click the “Cancel my logon” hyperlink.



The screenshot shows the 'Settings' page with a navigation bar at the top containing 'Home > Settings', 'Welcome,', 'Settings', and 'Log Off'. Below the navigation bar are tabs for 'Profile', 'Payment Sources', and 'Activity'. The 'Profile' tab is active, showing a 'Logon' section with an 'Edit' button, an 'Alerts' section with a checkmark and the text 'There are no alerts', and an 'I Want To' section with four options: 'Additional logons', 'Third party access', 'Cancel my logon' (highlighted with a red box), and 'Change password'.

The password certification window appears. Next, enter his/her password, then click OK.

If the employer selected the link in error, he/she can click the Cancel button to avoid cancelling his/her MiWAM account.



The screenshot shows a password certification window with the following text: 'Are you sure you want to cancel this logon? You will be required to register again to access your accounts. Enter your password to confirm.' Below the text is a 'Password' label and an empty text input field. A yellow 'Required' label is positioned to the right of the input field. At the bottom right of the window are two buttons: 'Ok' and 'Cancel'.

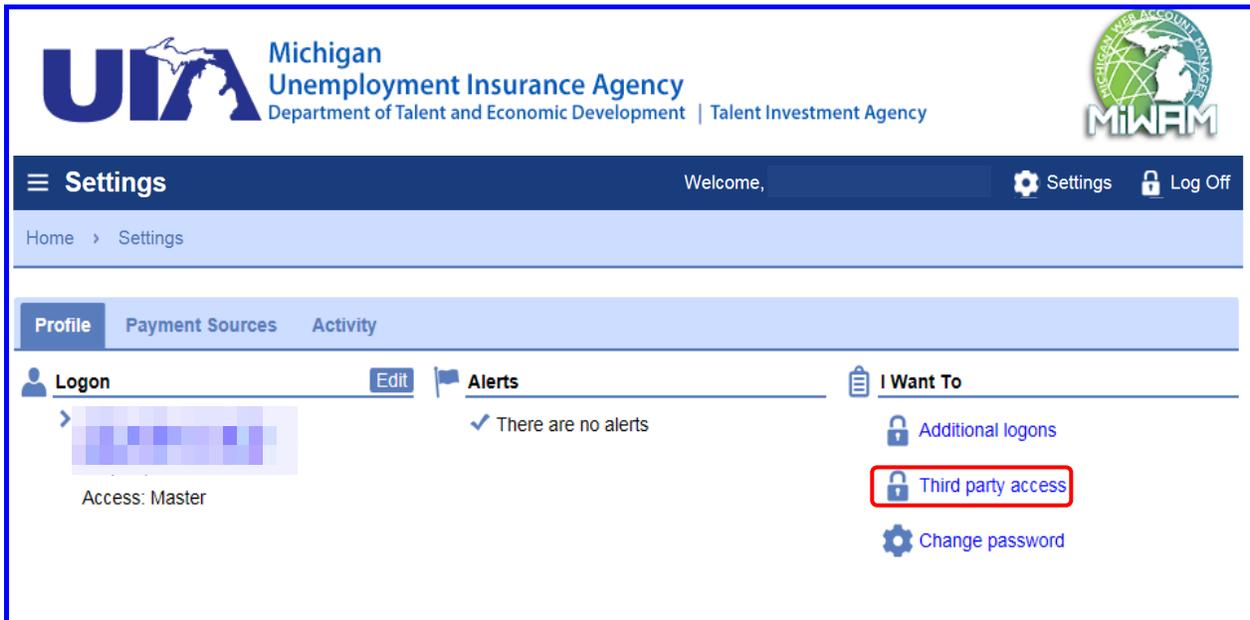
Power of Attorney



How can I view Power Of Attorney (POA) Access?

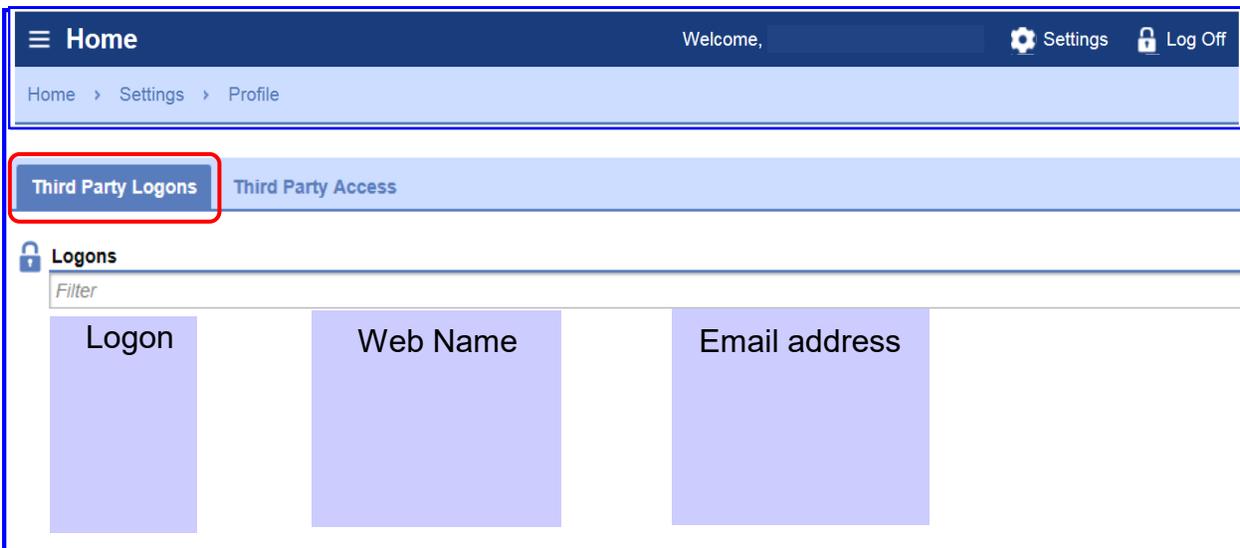
 Settings

From the Home springboard, click the Settings hyperlink. Under the Profile tab “I Want To” section, click the “Third party access” hyperlink.



The screenshot shows the UIA Settings page. At the top, there is a navigation bar with 'Settings' and 'Log Off' options. Below this, there is a breadcrumb trail 'Home > Settings'. The main content area has three tabs: 'Profile', 'Payment Sources', and 'Activity'. Under the 'Profile' tab, there are three sections: 'Logon', 'Alerts', and 'I Want To'. The 'Logon' section shows a blurred profile picture and 'Access: Master'. The 'Alerts' section shows a checkmark and 'There are no alerts'. The 'I Want To' section has three links: 'Additional logons', 'Third party access' (highlighted with a red box), and 'Change password'.

The Third Party Logons tab is set as the default tab. The Third Party Logon tab contains the name of the Logon, Web Name and his/her email address.



The screenshot shows the UIA Third Party Logons page. At the top, there is a navigation bar with 'Home', 'Settings', and 'Log Off' options. Below this, there is a breadcrumb trail 'Home > Settings > Profile'. The main content area has two tabs: 'Third Party Logons' (highlighted with a red box) and 'Third Party Access'. Under the 'Third Party Logons' tab, there is a 'Logons' section with a 'Filter' input field. Below the filter, there is a table with three columns: 'Logon', 'Web Name', and 'Email address'.

Next, click the Third Party Access tab.

How can I view Power of Attorney (POA) Access? (cont.)

The Third Party Access tab provides the Master with the third party's:

- Username
- Access Type
- Employer's Name
- Account Type
- Id: Employer Account number
- Access Level
- Status: Active or Inactive

Username	Access Type	Name	Account Type	Id	Access Level	Active
	Third Party		Tax		Multiple Permissions	<input checked="" type="checkbox"/>
	Third Party		Tax		Benefit Services	<input checked="" type="checkbox"/>
	Third Party		Tax		Benefit Services	<input checked="" type="checkbox"/>
	Third Party		Tax		Benefit Services	<input checked="" type="checkbox"/>
	Third Party		Tax		Limited	<input type="checkbox"/>
	Third Party		Tax		Benefit Services	<input checked="" type="checkbox"/>

A check mark in the box under the Active column confirms the third party is active.

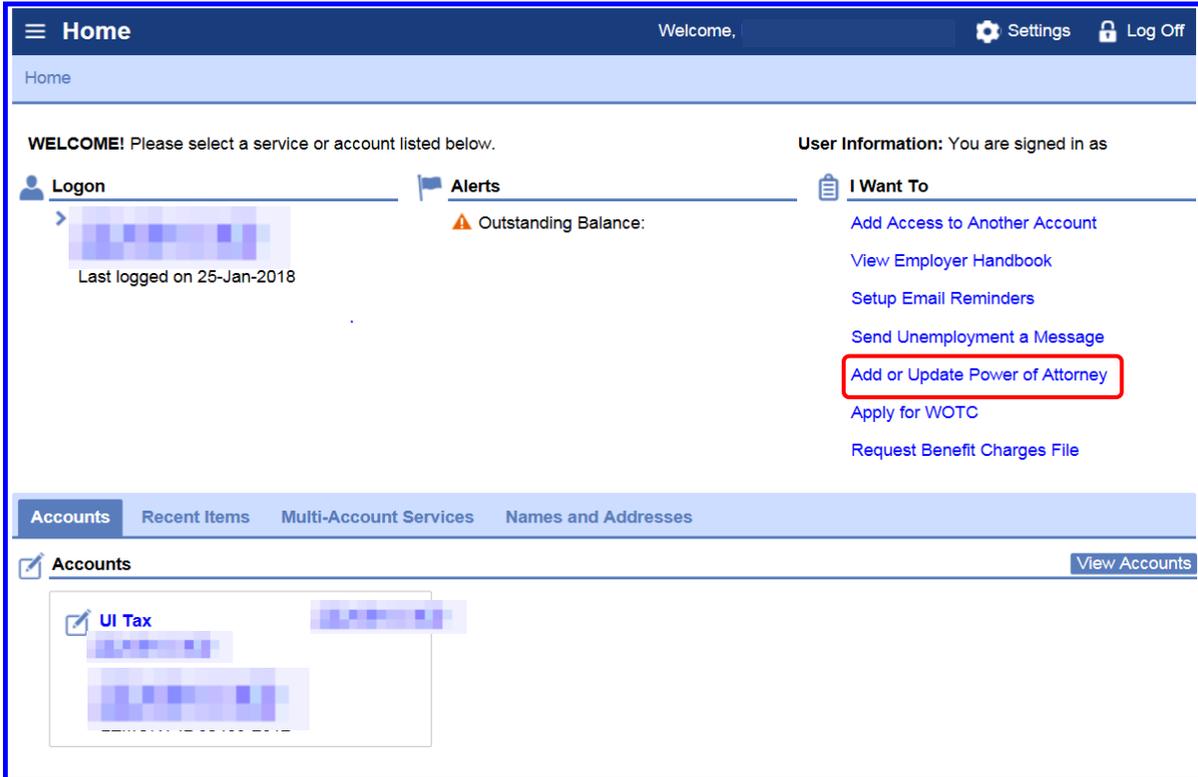
What options can the POA perform on my account?

From the above screen, click the Access Level hyperlink. This will open the Profile window displayed below. The employer selects the account access when adding the POA.

Access Option	Checked	Active
Reports and Payments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account Maintenance	<input checked="" type="checkbox"/>	
Tax Issues and Assessments	<input checked="" type="checkbox"/>	
Benefit Services	<input type="checkbox"/>	
Work Opportunity Tax Credit (WOTC)	<input type="checkbox"/>	

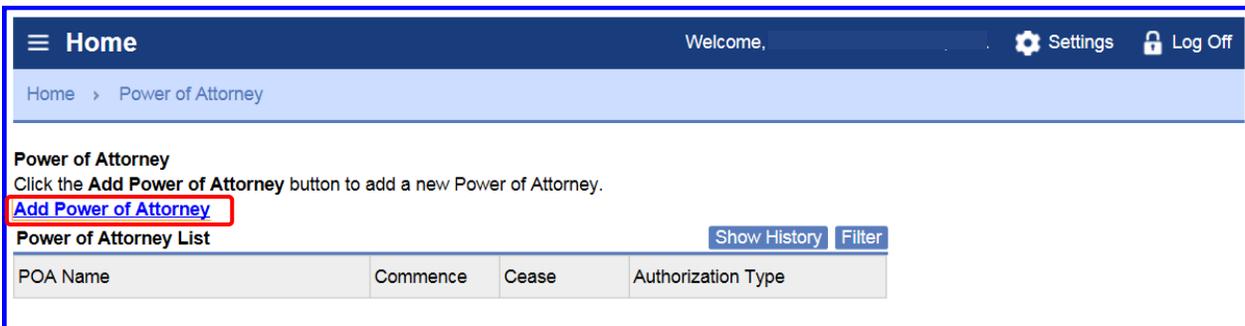
How do I add Power of Attorney (POA) Access to my Account?

When you want to add a Power of Attorney to your account, login to MiWAM. From the Home springboard, under the “I Want To” section, click the “Add or Update Power Of Attorney” hyperlink.



The screenshot shows the MiWAM Home page. At the top, there is a navigation bar with 'Home', 'Welcome, [Name]', 'Settings', and 'Log Off'. Below the navigation bar, there is a 'Home' breadcrumb. The main content area is divided into three sections: 'Logon', 'Alerts', and 'I Want To'. The 'Logon' section shows a user profile with a last login date of 25-Jan-2018. The 'Alerts' section shows an 'Outstanding Balance' alert. The 'I Want To' section contains several links: 'Add Access to Another Account', 'View Employer Handbook', 'Setup Email Reminders', 'Send Unemployment a Message', 'Add or Update Power of Attorney' (highlighted with a red box), 'Apply for WOTC', and 'Request Benefit Charges File'. Below the 'I Want To' section, there is a 'Accounts' section with a 'View Accounts' button. The 'Accounts' section shows a list of accounts, including 'UI Tax'.

The Power of Attorney springboard appears with an “Add Power of Attorney” hyperlink. After adding the Power of Attorney for your account, the Power of Attorney will be listed on this springboard. Click the “Add Power of Attorney” hyperlink.



The screenshot shows the MiWAM Power of Attorney page. At the top, there is a navigation bar with 'Home', 'Welcome, [Name]', 'Settings', and 'Log Off'. Below the navigation bar, there is a breadcrumb 'Home > Power of Attorney'. The main content area is titled 'Power of Attorney' and contains the text: 'Click the Add Power of Attorney button to add a new Power of Attorney.' Below this text, there is a link 'Add Power of Attorney' (highlighted with a red box). Below the link, there is a 'Power of Attorney List' section with a 'Show History' button and a 'Filter' button. The list has the following columns: 'POA Name', 'Commence', 'Cease', and 'Authorization Type'.

POA Name	Commence	Cease	Authorization Type
----------	----------	-------	--------------------

How do I add Power of Attorney (POA) Access on my Account? (cont.)

Enter your power of attorney information in the Representative Information section. If the Power of Attorney is an individual and does not have a Federal ID number, provide his/her Social Security Number (SSN).

Add Power of Attorney Welcome Settings Log Off

Home > Power of Attorney > Add Power of Attorney

1. REPRESENTATIVE INFORMATION

REPRESENTATIVE INFORMATION

Add Power of Attorney

Your authorized representative may be an organization, firm or individual.

Power of Attorney Authorization Form

Representative FEIN: Representative SSN: Representative Name:
Required *Required* *Required*

ADDRESS

Address line 1:
Required

Address line 2:

Country: Unit Type: Unit:
USA

City: State: ZIP:
Required *Required* *Required*

Contact Name: Contact Phone #: Contact Fax #: Contact Email Address:
Required *Required*

Please select whether you are authorizing this Power Of Attorney to represent you with the State of Michigan Unemployment Insurance Agency (UIA), with the IRS for the Work Opportunity Tax Credit (WOTC), or both. UIA WOTC

Cancel

Enter all appropriate field(s) under the Address section.

The employer may select the Power of Attorney for UI and/or Work Opportunity Tax Credit (WOTC).

How do I add Power of Attorney (POA) Access on my account? (cont.)

Once you click the authorization box for UIA and/or WOTC Power of Attorney, the Beginning Authorization and Ending Authorization Dates appear. The ending authorization date does not have to be completed.

1. REPRESENTATIVE INFORMATION **2. AUTHORIZATION INFORMATION**

AUTHORIZATION INFORMATION

Authorization Type and Authorization Dates

AUTHORIZATION INFORMATION - MICHIGAN UIA

NOTE: If no Ending Authorization Date is provided, the above named representative will be authorized to represent you until you notify the Michigan Unemployment Insurance Agency (UIA) in writing that this Power of Attorney is revoked.

Beginning Authorization Date: Ending Authorization Date:

If the WOTC box is checked, the employer must enter Beginning Authorization and Ending Authorization Date for the power of attorney.

WORK OPPORTUNITY TAX CREDIT (WOTC)

Beginning Authorization Date: Ending Authorization Date:

Required Required

Cancel Previous Step Submit

Above the WOTC section there is an informational icon. If the icon is clicked, the Receive Claims Control Forms window to the right is displayed. The list of the forms in the Receive Claims Control Forms window will be designated to your Power of Attorney.

Receive Claims Control Forms

- UIA 1136 – Statement of Unemployment Benefit Charged or Credited to Employer’s Account
- UIA 1770 – Summary Statement of Benefit Charges and Credits
- UIA 1563 – Notice to Chargeable Employer of Claim Renewal
- UIA 1575 – Monetary Determination

How do I add Power of Attorney access on my account? (cont.)

On the POA form, the employer must select one type of Power of Attorney.

If the employer selects the General Authorization, this gives the POA the authorization to perform all five areas shown below.

General Authorization

1. Inspect or receive confidential information.
2. Represent me and make oral/written presentation of fact and/or argument.
3. Sign returns.
4. Enter into agreements.
5. Receive mail (including forms, billings and payment notices).

However, if the employer selects Limited Authorization, this gives the POA **only** authorization to perform what is selected “Yes” of the five areas.

Click the drop-down arrow to select “Yes” or “No.”

Limited Authorization

The screenshot shows a web form titled "Limited Authorization" with a checked checkbox. Below the title, it says "Please select the type of authorization by checking the appropriate boxes." There are five main categories, each with a "Required" dropdown menu:

- 1. Inspect or receive confidential information: Required dropdown (open, showing "No" and "Yes" options, with "Required" label).
- 2. Represent me and make oral/written presentation of fact or argument: Required dropdown (with "Required" label).
- 3. Sign Returns: Required dropdown (with "Required" label).
- 4. Enter into agreements: Required dropdown (with "Required" label).
- 5. Receive Mail: This category has three sub-items, each with a "Required" dropdown menu and an information icon (i):
 - Receive Tax Forms: Required dropdown (with "Required" label).
 - Receive Claims Control Forms: Required dropdown (with "Required" label).
 - Receive Contested Claims Forms: Required dropdown (with "Required" label).

At the bottom right, there are "OK" and "Cancel" buttons. The "OK" button is highlighted with a red box.

Only four of the five check boxes can be checked for Limited Authorization. The system creates an error if five boxes are checked. If the employer answers “Yes” to all questions, the employer will be prompted to change his/her authorization to General POA. Click Ok.

How do I add Power of Attorney access on my account? (cont.)

The screenshot shows the 'Add Power of Attorney' interface. At the top, there is a navigation bar with a hamburger menu, the title 'Add Power of Attorney', and user information: 'Welcome, VICES, INC.' with links for 'Settings' and 'Log Off'. Below the navigation bar is a breadcrumb trail: 'Home > Power of Attorney > Add Power of Attorney'. A progress indicator shows two steps: '1. REPRESENTATIVE INFORMATION' and '2. AUTHORIZATION INFORMATION', with the second step being the active one. The main content area is titled 'Check Type of Authorization (please select one):'. It contains two radio button options: 'General Authorization' and 'Limited Authorization'. Below these is a detailed list of authorization powers: 'Authorize my representative to: [1] Inspect or receive confidential information; [2] Represent me and make oral or written presentations of fact and/or argument; [3] Sign returns; [4] Enter into agreements; and [5] Receive mail (including forms, billings and payment notices)'. A note below the options states: 'Please select the type of authorization by checking the appropriate boxes.' At the bottom of the form are three buttons: 'Cancel', '< Previous Step', and 'Submit'.

The employer may select any of the five areas, however there cannot be more than four areas selected for Limited Authorization. The employer can **only** have one General Power of Attorney. However, the employer is not limited to the number of Limited Power of Attorneys.

For more information of Power of Attorney, [see pages 74 - 79.](#)

This screenshot shows the 'Limited Authorization' section of the form. The 'Limited Authorization' radio button is selected. Below the instruction 'Please select the type of authorization by checking the appropriate boxes.', there is a list of five authorization areas, each with a 'Required' dropdown menu. The areas are: 1. Inspect or receive confidential information, 2. Represent me and make oral/written presentation of fact or argument, 3. Sign Returns, 4. Enter into agreements, and 5. Receive Mail. Under the 'Receive Mail' section, there are three sub-options, each with a 'Required' dropdown menu: 'Receive Tax Forms', 'Receive Claims Control Forms', and 'Receive Contested Claims Forms'. At the bottom of the form are three buttons: 'Cancel', '< Previous Step', and 'Submit'.

Click the Submit button.

How do I add Power of Attorney access on my account? (cont.)

The Authorization Information appears grayed out and the certification window to enter your password appears in the foreground. Enter your password and click Ok.

AUTHORIZATION INFORMATION

Authorization Type and Authorization Dates

AUTHORIZATION INFORMATION - MICHIGAN UIA

NOTE: If no Ending Authorization Date is provided, the above named representative will be authorized to represent you until you notify the Michigan Unemployment Insurance Agency (UIA) in writing that this Power of Attorney is revoked.

Beginning Authorization Date: 26-Jan-2018
Ending Authorization Date:

Check Type of Authorization (please select one):

General Authorization

Limited Authorization

Authorize my representative to: [1] Inspect or receive confidential information; [2] Represent me and make oral or written presentations of fact and/or argument; [3] Sign returns; [4] Enter into agreements; and [5] Receive mail (including forms, billings and payment notices).

Please select the type of authorization by checking:

1. Inspect or receive confidential information
2. Represent me and make oral/written presentations of fact or argument
3. Sign Returns: Yes
4. Enter into agreements: No
5. Receive Mail
 - Receive Tax Forms: No
 - Receive Claims Control Forms: No
 - Receive Contested Claims Forms: No

Are you sure you want to add this POA?
Password: [Redacted]
Required
Ok Cancel

Cancel Previous Step Submit

The employer will receive a Confirmation after submitting the Power of Attorney.

How do I view the POA that I added to my account?

From the Home springboard, click the “Add or Update Power of Attorney” hyperlink. The Home springboard appears with Power of Attorney on the springboard..

POA Name	Commence	Cease	Authorization Type
[Redacted]	25-Jan-2018	31-Dec-2019	General Authorization
[Redacted]	25-Jan-2018	31-Dec-2019	WOTC

Click the name hyperlink under the POA Name column to view the Power of Attorney.

If you would like to add a Limited Power of Attorney, you may click the “Add Power of Attorney” hyperlink in the window above.

How can I change my Power of Attorney?

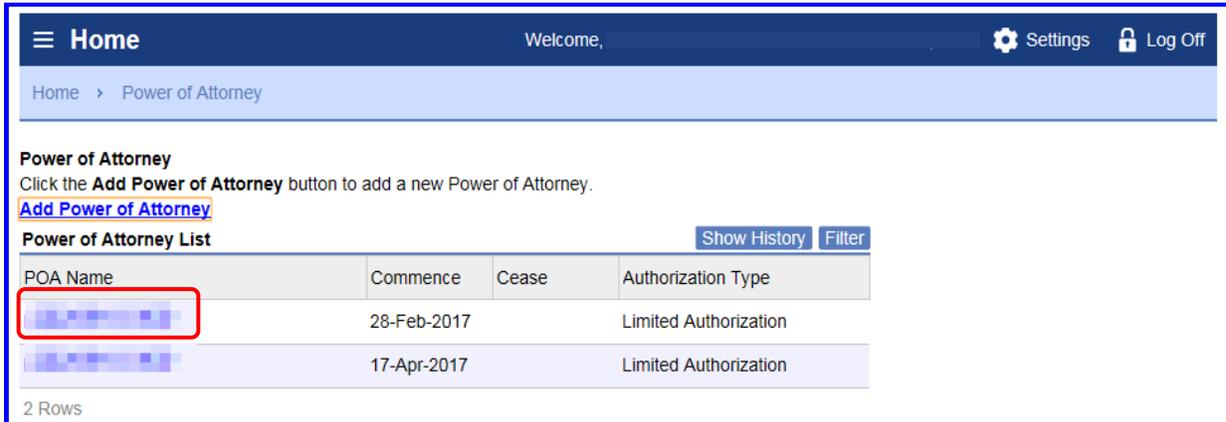
From the Home page, click the “Add or Update Power of Attorney” hyperlink found under the “I Want To” section.

I Want To

- Add Access to Another Account
- View Employer Handbook
- Setup Email Reminders
- Send Unemployment a Message
- Add or Update Power of Attorney**
- Apply for WOTC
- Request Benefit Charges File

How can I change my Power of Attorney? (cont.)

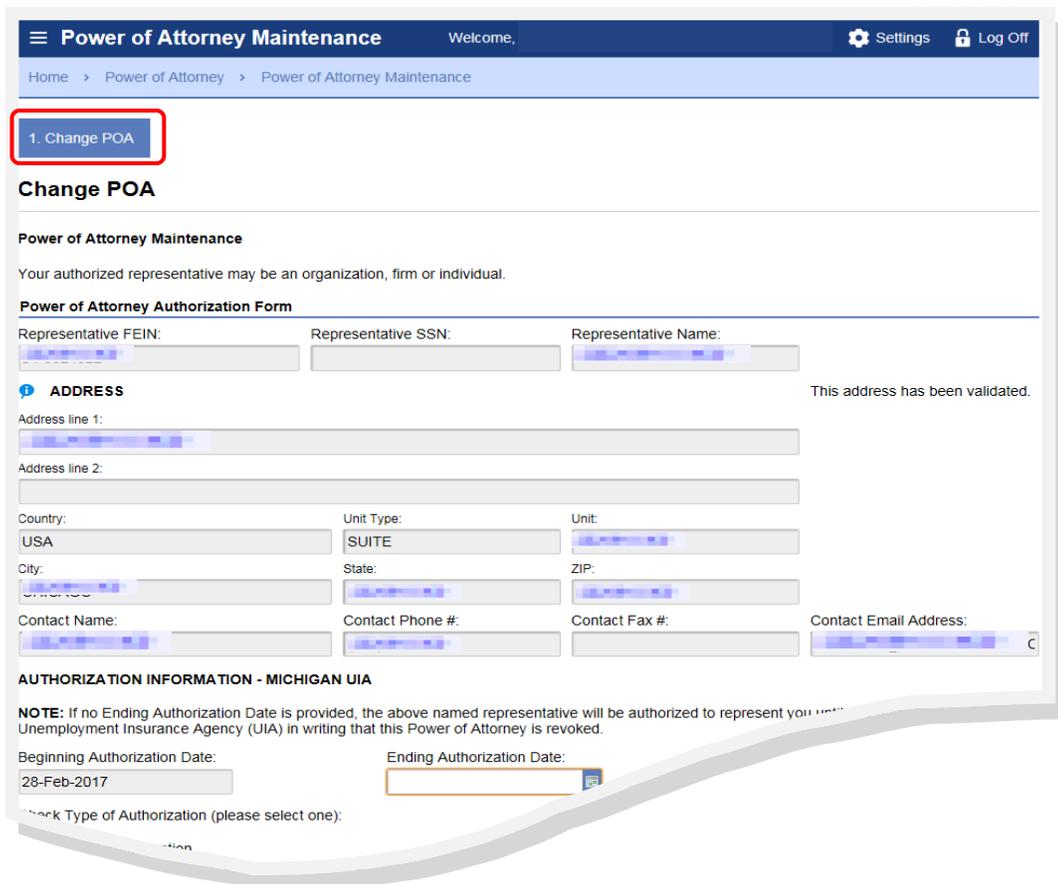
The Home springboard lists the existing Power of Attorneys (POAs) for the employer.



The screenshot shows the 'Home' springboard interface. At the top, there is a navigation bar with 'Home', 'Welcome,' and 'Settings Log Off'. Below the navigation bar, there is a breadcrumb trail: 'Home > Power of Attorney'. The main content area is titled 'Power of Attorney' and includes the instruction: 'Click the **Add Power of Attorney** button to add a new Power of Attorney.' There is a blue button labeled 'Add Power of Attorney'. Below this is the 'Power of Attorney List' section, which includes 'Show History' and 'Filter' buttons. The list is a table with the following columns: 'POA Name', 'Commence', 'Cease', and 'Authorization Type'. There are two rows of data. The first row has a 'POA Name' field highlighted with a red box, a 'Commence' date of '28-Feb-2017', and an 'Authorization Type' of 'Limited Authorization'. The second row has a 'POA Name' field, a 'Commence' date of '17-Apr-2017', and an 'Authorization Type' of 'Limited Authorization'. At the bottom of the table, it says '2 Rows'.

POA Name	Commence	Cease	Authorization Type
[Redacted]	28-Feb-2017		Limited Authorization
[Redacted]	17-Apr-2017		Limited Authorization

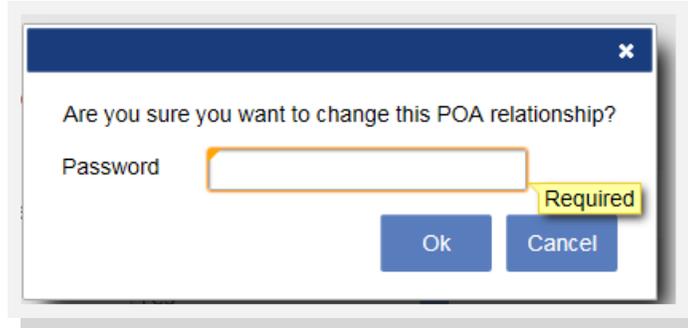
In the Home springboard above, click the “POA Name” hyperlink to view the Power of Attorney Maintenance window below. This window provides the existing POA’s information. To change the POA, click the Change POA button and enter the new POA information in the POA Maintenance window.



The screenshot shows the 'Power of Attorney Maintenance' window. At the top, there is a navigation bar with 'Power of Attorney Maintenance', 'Welcome,', and 'Settings Log Off'. Below the navigation bar, there is a breadcrumb trail: 'Home > Power of Attorney > Power of Attorney Maintenance'. The main content area is titled '1. Change POA' (highlighted with a red box) and 'Change POA'. Below this is the 'Power of Attorney Maintenance' section, which includes the instruction: 'Your authorized representative may be an organization, firm or individual.' There is a section titled 'Power of Attorney Authorization Form' with the following fields: 'Representative FEIN:', 'Representative SSN:', and 'Representative Name:'. Below this is the 'ADDRESS' section, which includes the instruction: 'This address has been validated.' There are fields for 'Address line 1:', 'Address line 2:', 'Country:', 'Unit Type:', 'Unit:', 'City:', 'State:', and 'ZIP:'. Below this is the 'Contact Information' section, which includes fields for 'Contact Name:', 'Contact Phone #:', 'Contact Fax #:', and 'Contact Email Address:'. At the bottom, there is a section titled 'AUTHORIZATION INFORMATION - MICHIGAN UIA' with the instruction: 'NOTE: If no Ending Authorization Date is provided, the above named representative will be authorized to represent you until your Unemployment Insurance Agency (UIA) in writing that this Power of Attorney is revoked.' There are fields for 'Beginning Authorization Date:' (with a date of '28-Feb-2017') and 'Ending Authorization Date:'. There is also a dropdown menu for 'Check Type of Authorization (please select one):'.

How can I change my Power of Attorney? (cont.)

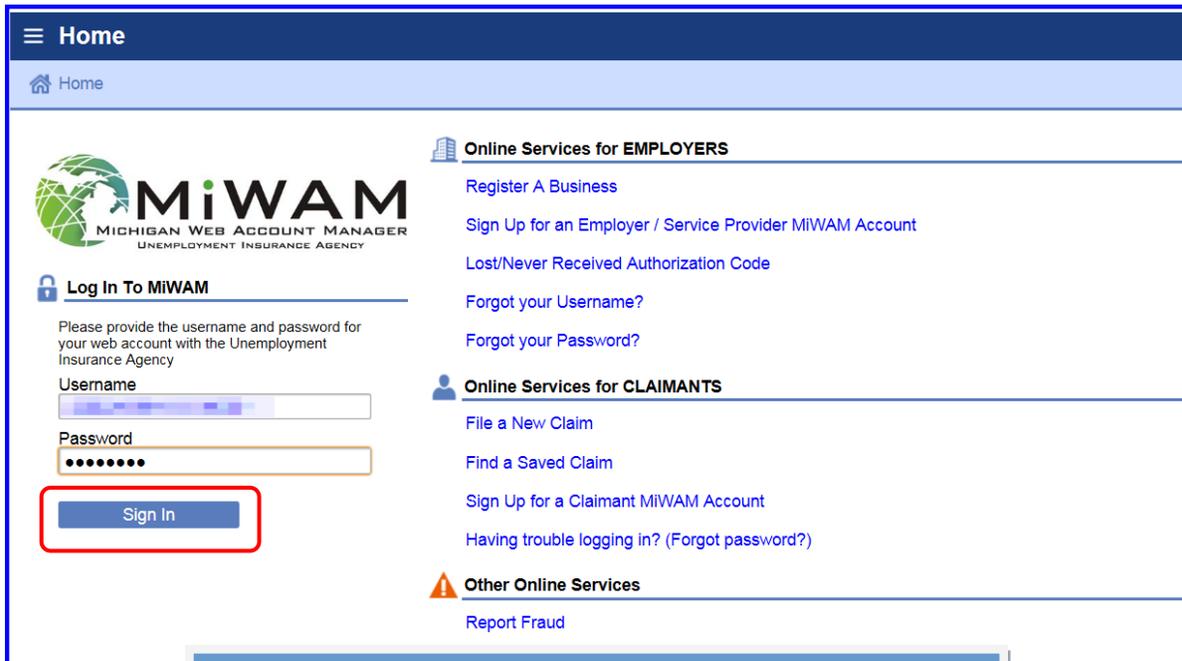
After completely entering the POA information, click the Submit button. Next you will received a password certification window.

A screenshot of a password certification window. The window has a blue header with a close button (X). The main text asks, "Are you sure you want to change this POA relationship?". Below this is a "Password" label followed by an empty text input field. A yellow tooltip with the word "Required" is positioned over the input field. At the bottom of the window are two buttons: "Ok" and "Cancel".

The password certification window asks you “Are you sure you want to change this POA relationship?” If you want to change the POA, enter your password and click the OK button. If not, click the Cancel button.

I am the Service Provider, how can I view my clients?

Enter the username and password in the log in window. Click the Sign In button.

A screenshot of the MIWAM (Michigan Web Account Manager) login page. The page has a dark blue header with a "Home" button and a hamburger menu icon. Below the header is a light blue navigation bar with a "Home" link. The main content area is white and contains the MIWAM logo (a globe with a green leaf) and the text "MIWAM MICHIGAN WEB ACCOUNT MANAGER UNEMPLOYMENT INSURANCE AGENCY". To the left of the logo is a "Log In To MIWAM" section with a lock icon. It contains the text "Please provide the username and password for your web account with the Unemployment Insurance Agency" and two input fields: "Username" and "Password". The "Sign In" button is highlighted with a red rectangle. To the right of the login section are three sections of "Online Services": "Online Services for EMPLOYERS" (with links for Register A Business, Sign Up for an Employer / Service Provider MIWAM Account, Lost/Never Received Authorization Code, Forgot your Username?, and Forgot your Password?), "Online Services for CLAIMANTS" (with links for File a New Claim, Find a Saved Claim, Sign Up for a Claimant MIWAM Account, and Having trouble logging in? (Forgot password?)), and "Other Online Services" (with a link for Report Fraud). A blue box at the bottom of the page contains a note.

Note: The username and password is the Service Provider’s credentials not the employer’s credentials.

I am the Service Provider, how can I view my clients? (cont.)

The Employer Representative/Service Provider can view and access all of his/her clients from the MiWAM Home Page. If the Service Provider has an employer account number, he/she may view and access their own account from the Home Page.

The Username Information and Logon is strictly used by the Employer Representative or Service Provider.

Multi-Unit Location	UI Tax	
Multi-Unit Location		\$0.00
Multi-Unit Location		\$0.00
UI Tax		\$0.00
UI Tax		\$107.76
UI Tax		(\$2.96)
UI Tax		\$0.30
UI Tax		\$0.00
UI Tax		\$48.25
UI Tax		\$381.82
UI Tax		\$45.66
UI Tax		(\$310.38)
UI Tax		\$9.49
UI Tax		(\$0.48)
UI Tax		\$0.00
UI Tax		(\$10.80)
UI Tax		\$0.09
UI Tax		(\$3.05)
UI Tax		\$0.03

I am the Service Provider, how can I view my clients? (cont.)

A list of the Service Providers clients is displayed under the Accounts tab, on the Service Provider's Home springboard.

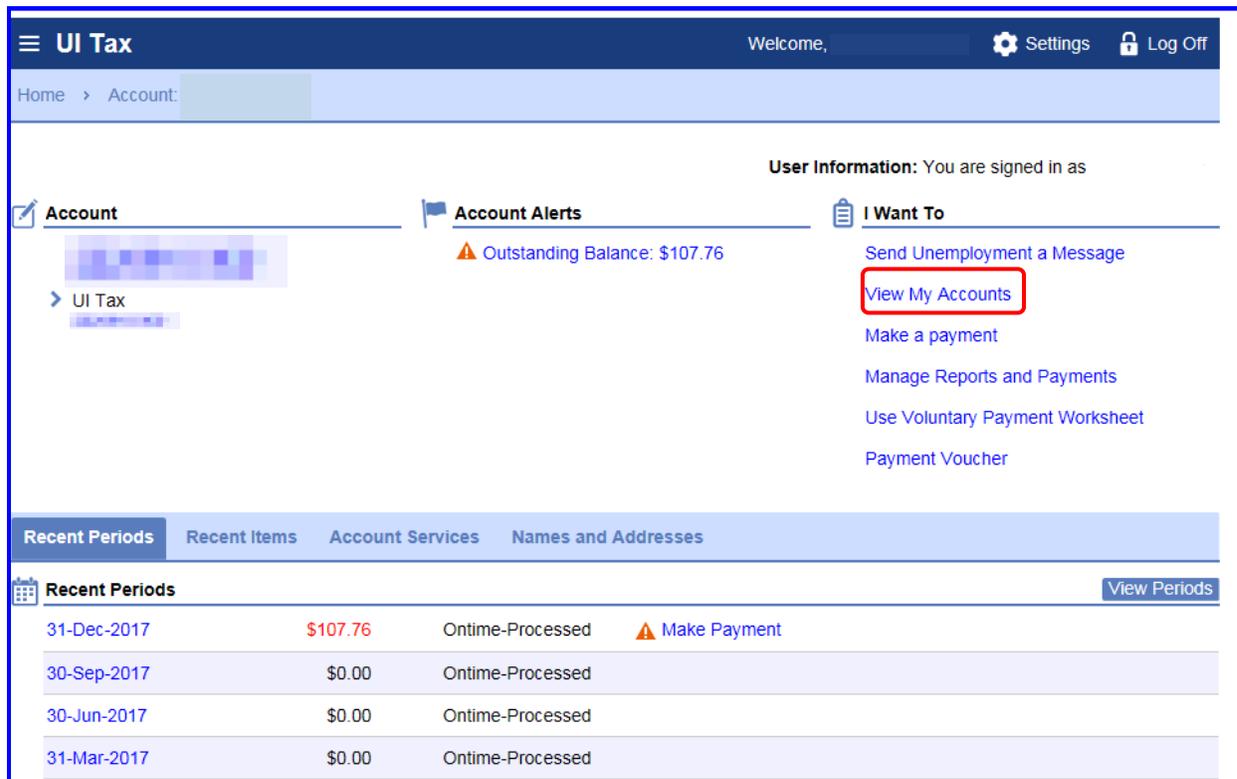
The screenshot shows a web application interface for a Service Provider. At the top, there is a navigation bar with 'Home', 'Welcome,', 'Settings', and 'Log Off'. Below this, a 'WELCOME!' message prompts the user to select a service or account. The 'User Information' section indicates the user is signed in. There are three main sections: 'Ligon' (with a profile picture and 'Last logged on 11-Jan-2018'), 'Alerts' (with a checkmark and 'There are no alerts'), and 'I Want To' (with a list of actions like 'Add Access to Another Account', 'View Employer Handbook', etc.). A red box highlights the 'Accounts' tab in the navigation bar. A callout box points to the 'View Accounts' button in the top right of the Accounts section. Below the button is a table of accounts.

Multi-Unit Location	Employer Number	Employer Address	Amount
Multi-Unit Location			\$0.00
Multi-Unit Location			\$0.00
UI Tax			\$0.00
UI Tax			\$107.76
UI Tax			(\$2.96)
UI Tax			\$0.30
UI Tax			\$0.00
UI Tax			\$48.25
UI Tax			\$381.82
UI Tax			\$45.66
UI Tax			(\$310.38)
UI Tax			\$9.49
UI Tax			(\$0.48)
UI Tax			\$0.00
UI Tax			(\$10.80)
UI Tax			\$0.09
UI Tax			(\$3.05)
UI Tax			\$0.03

The red font represents the balance owed. The green font represents the credit amount on the account.

I am a Service Provider, how do I find out what permissions I have for my client?

Access your Home springboard. Under the Accounts tab, click the “UI Tax” hyperlink for your client. The UI Tax springboard appears for the Service Provider’s clients.



The screenshot displays the UI Tax springboard interface. At the top, there is a navigation bar with a hamburger menu, the text "UI Tax", a "Welcome," message, and links for "Settings" and "Log Off". Below the navigation bar, the breadcrumb "Home > Account:" is visible. The main content area is divided into three sections: "Account", "Account Alerts", and "I Want To". The "Account" section shows a blurred business name and a "UI Tax" link. The "Account Alerts" section displays an "Outstanding Balance: \$107.76" with a warning icon. The "I Want To" section contains several action links, with "View My Accounts" highlighted by a red rectangular box. Below these sections is a tabbed interface with "Recent Periods" selected. Under the "Recent Periods" tab, there is a table with the following data:

Period	Amount	Status	Action
31-Dec-2017	\$107.76	Ontime-Processed	Make Payment
30-Sep-2017	\$0.00	Ontime-Processed	
30-Jun-2017	\$0.00	Ontime-Processed	
31-Mar-2017	\$0.00	Ontime-Processed	

In the Account section, the employer’s business name and the last four of the FEIN are listed first. The employer’s account number is below the UI Tax account number

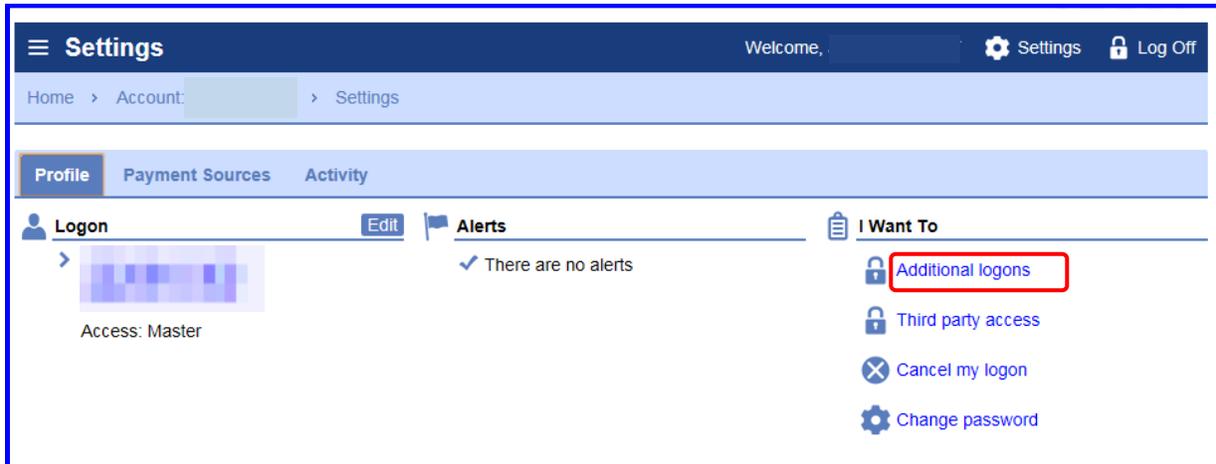
The “View My Accounts” hyperlinks provides the Service Provider access to his/her other client’s accounts.

Note: The Power of Attorney may use the “I Want To” hyperlinks to handle business for his/her client.

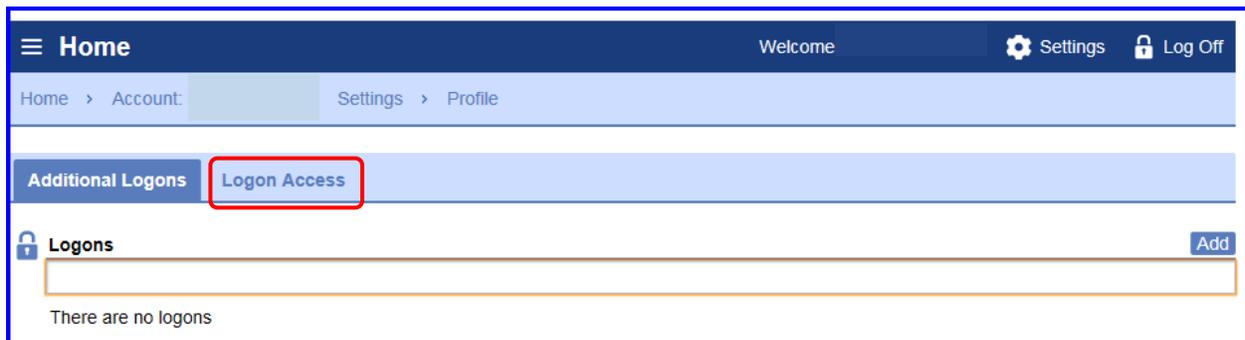
To view the permissions for a client, from the UI Tax springboard, click the “Settings” hyperlink.

I am a Service Provider, how do I find out what permissions I have for my client? (cont.)

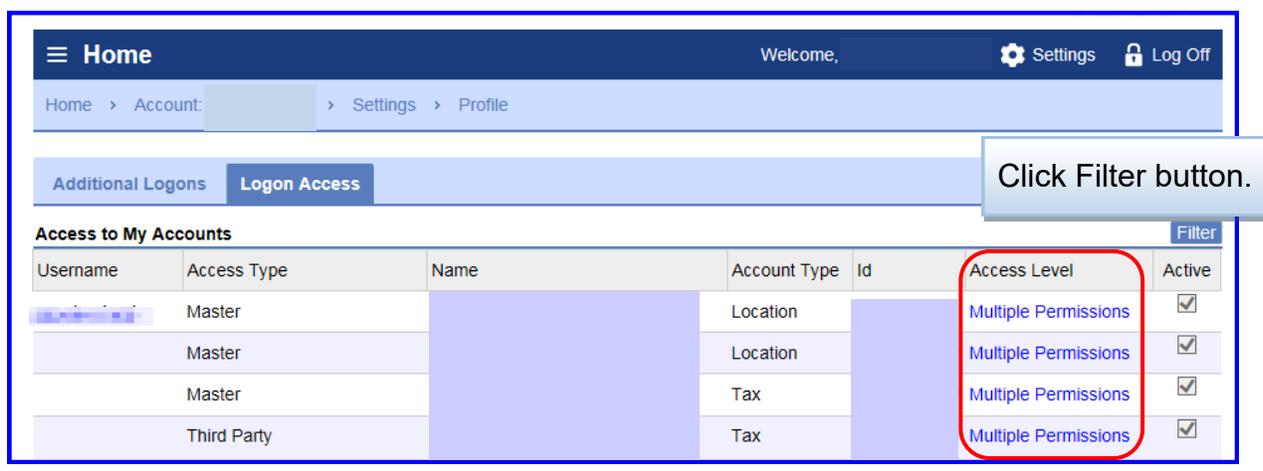
On the Settings springboard, click the “Additional logons” hyperlink.



The Additional Logons tab appears in the default setting.



Click the Logon Access tab. The Logon Access provides the Service Provider with a list of his/her clients. The Access Level column provides the permissions that the Service Provider has for each of his/her clients.



I am a Service Provider, how do I find out what permissions I have for my client? (cont.)

After the Filter button is clicked, a white field under the Access to My Accounts appears. Enter the client's employer account number in the white field. Press the Enter key.

The screenshot shows the 'Logon Access' tab in a web application. A search field labeled 'Access to My Accounts' is highlighted with a red box. Below it is a table with the following columns: Username, Access Type, Name, Account Type, Id, Access Level, and Active. The table contains four rows of data:

Username	Access Type	Name	Account Type	Id	Access Level	Active
[Redacted]	Master	[Redacted]	Location	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Master	[Redacted]	Location	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Master	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>

The employer account that the Service Provider wants to view appears. Click the "Multiple Permission" hyperlink.

The screenshot shows the 'Logon Access' tab with the search field containing the account number '0608549'. The table below shows a single row of data:

Username	Access Type	Name	Account Type	Id	Access Level	Active
[Redacted]	Third Party	[Redacted]	Tax	[Redacted]	Multiple Permissions	<input checked="" type="checkbox"/>

The Profile window appears with the permissions checked that the Service Provider may perform for his/her client.

The screenshot shows the 'Profile' window with the following permissions checked:

- Reports and Payments
- Account Maintenance
- Tax Issues and Assessments
- Benefit Services
- Work Opportunity Tax Credit (WOTC)

The 'Active' checkbox is also checked. An 'OK' button is visible at the bottom right.