Michigan Web Account Manager

Unemployment Insurance

Employer Toolkit

Settings & POA

LEO

Settings in

MiWAM

MICHIGAN WEB ACCOUNT MANAGER

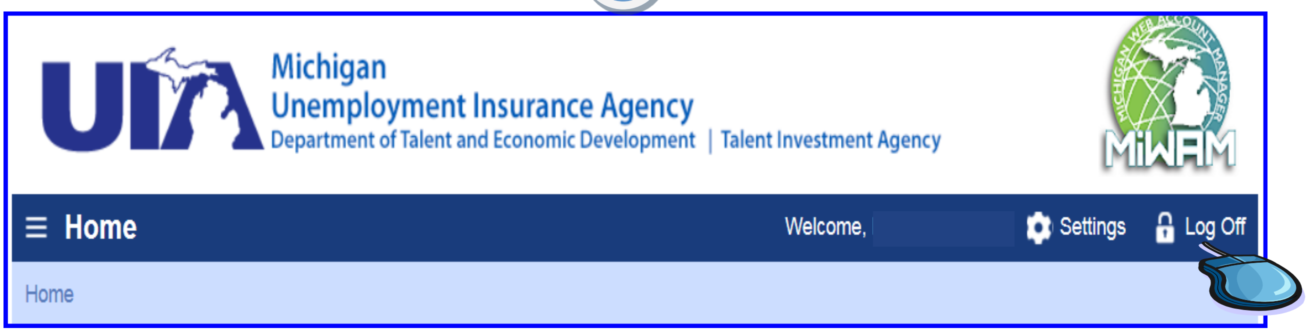
UNEMPLOYMENT INSURANCE AGENCY

How do I log off?

There are two ways to log off of MiWAM.

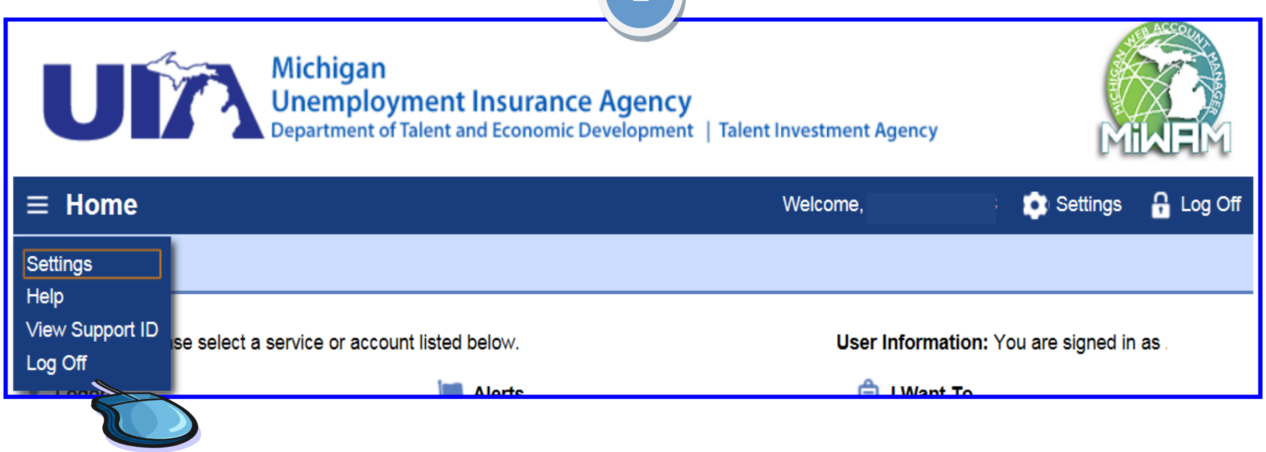
1. On the Home banner, click the Log Off hyperlink to Log Off.
2. On the Home banner, click the  Menu icon. When the Menu appears click the Log Off hyperlink.

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.

<u>Added by Master</u>

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 Party User

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.

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?

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.

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.)

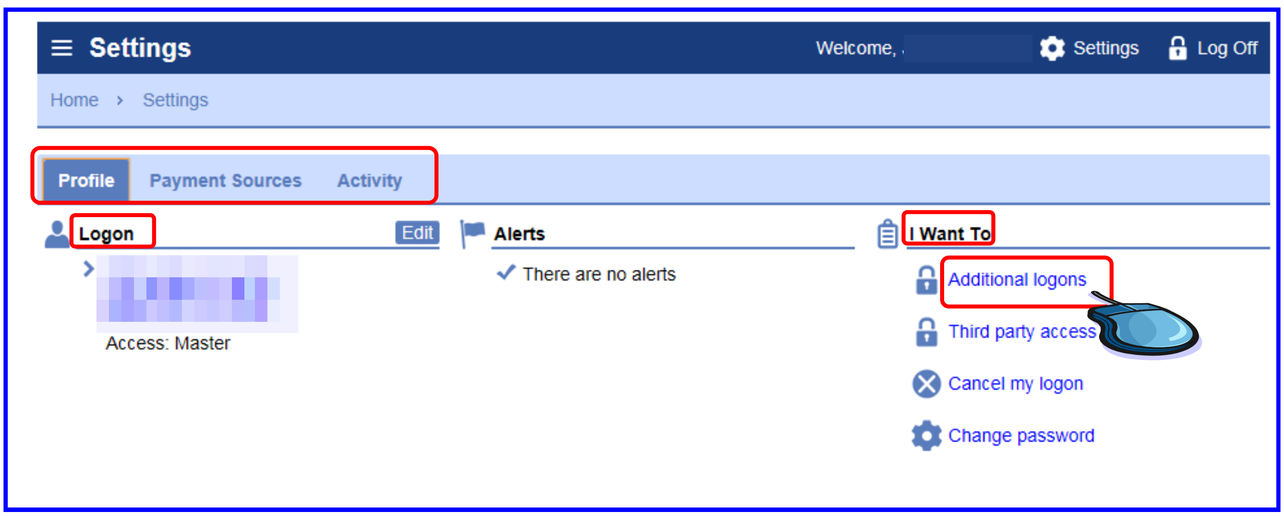
The Settings springboard appears.

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.

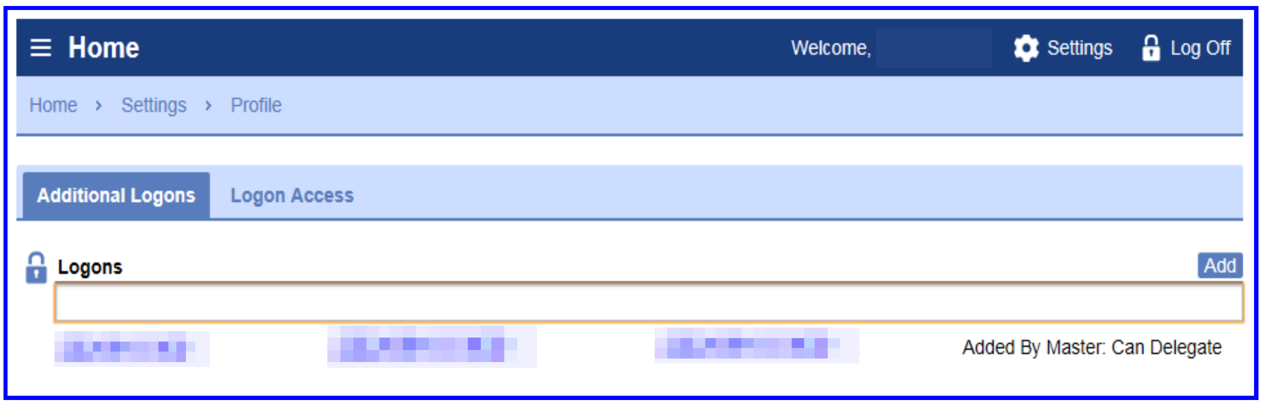
How can I view Additional Logons to my account? (cont.)

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

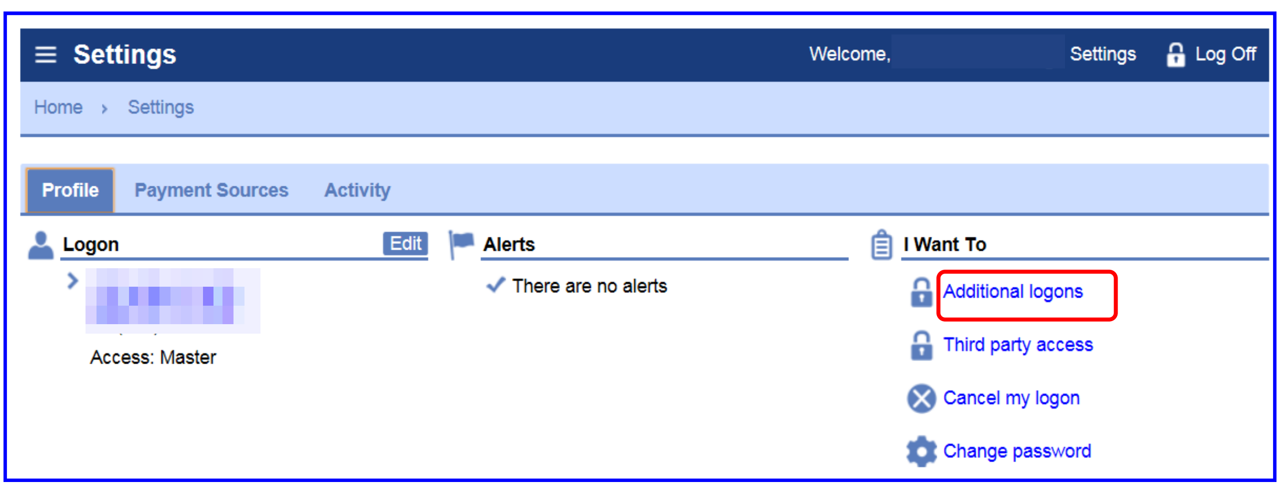
- Additional Logons
- Logon Access

Logons may be added from the Add button.



How can I add a Logon to my account?

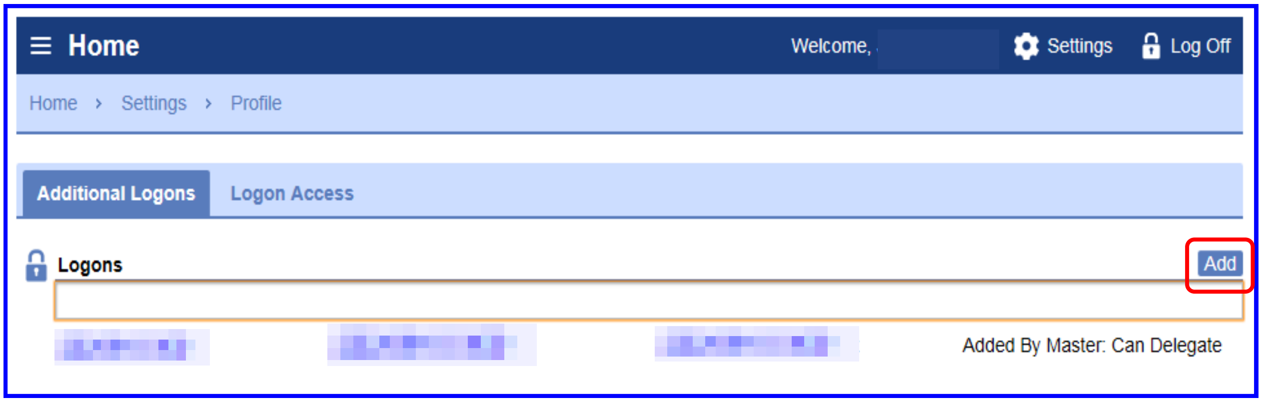
From the MiWAM Home springboard, click the "Settings" hyperlink. The Settings springboard appears with the Profile tab selected. Under the "I Want To" section, click the Additional Logons hyperlink.



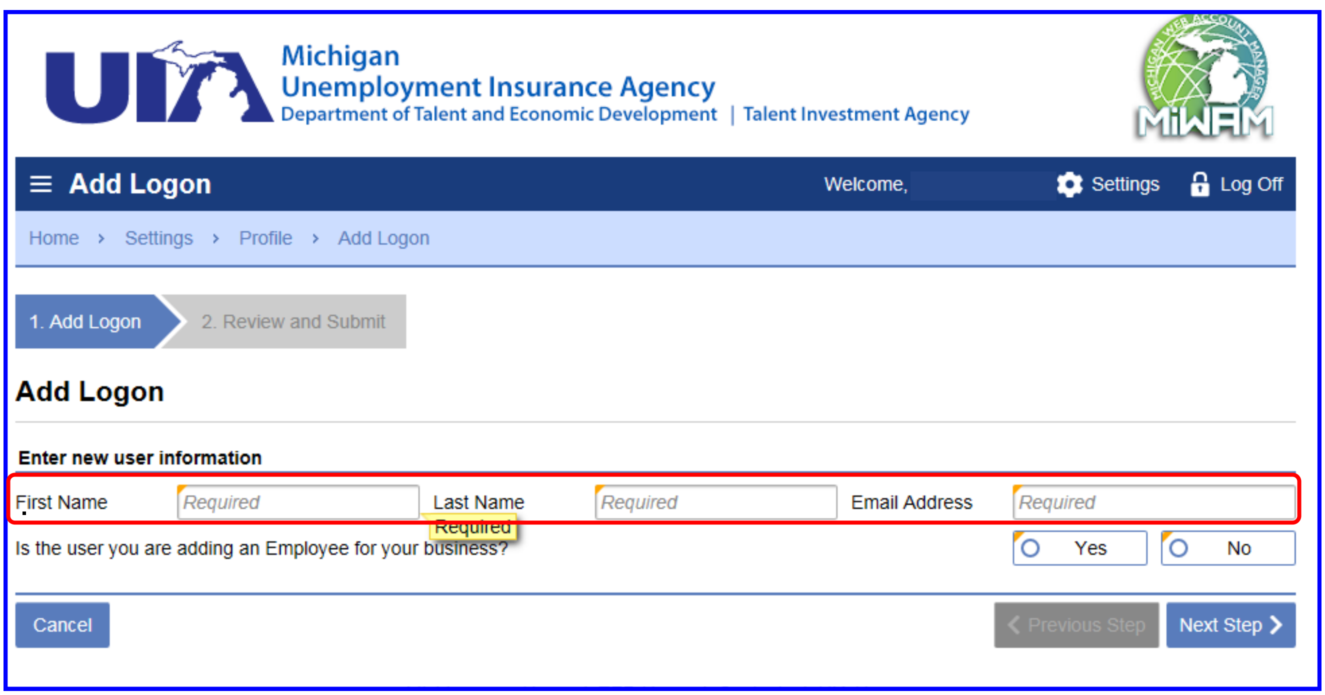
How can I add a Logon to my account? (cont.)

The Home springboard appears with the Additional Logons tab displayed.

Click the Add button.



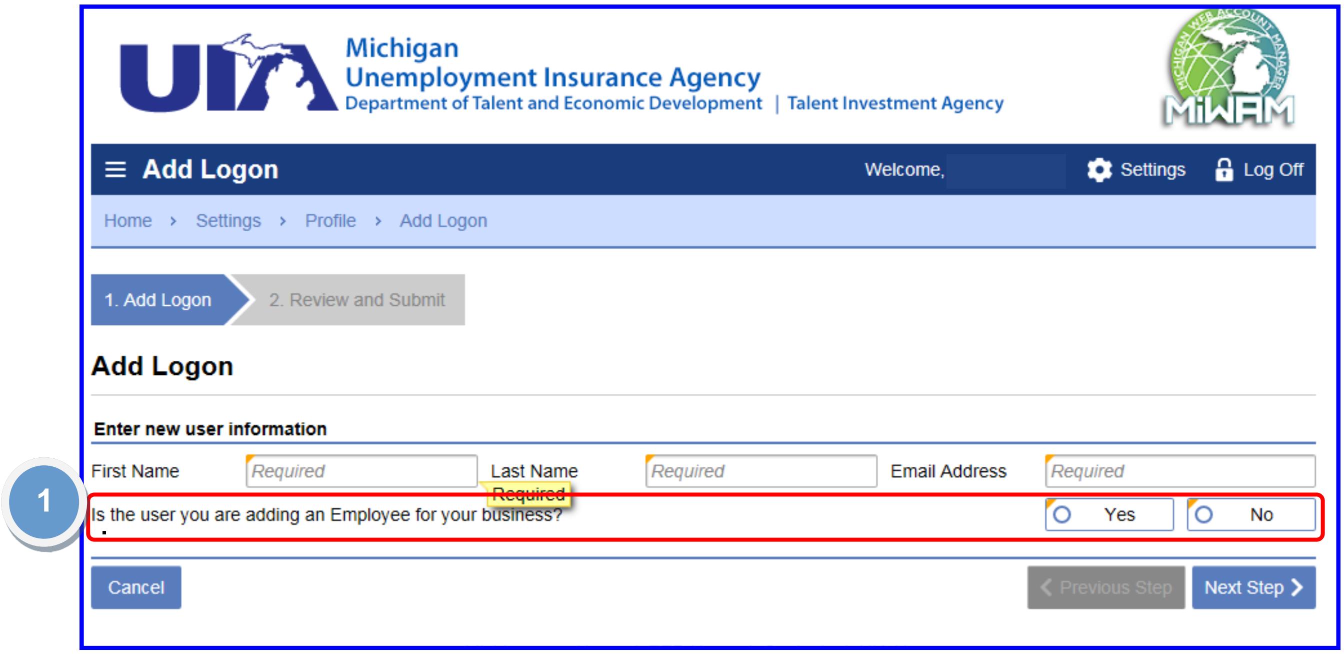
The Add Logon springboard appears. The Master would enter the user's first name, last name, and email address in the required fields.



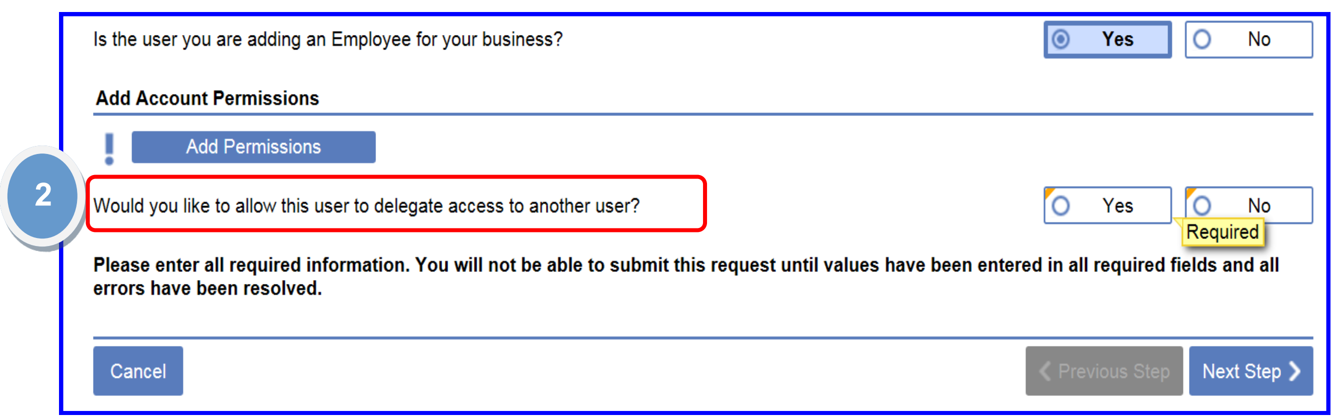
How can I add a Logon to my account? (cont.)

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”



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

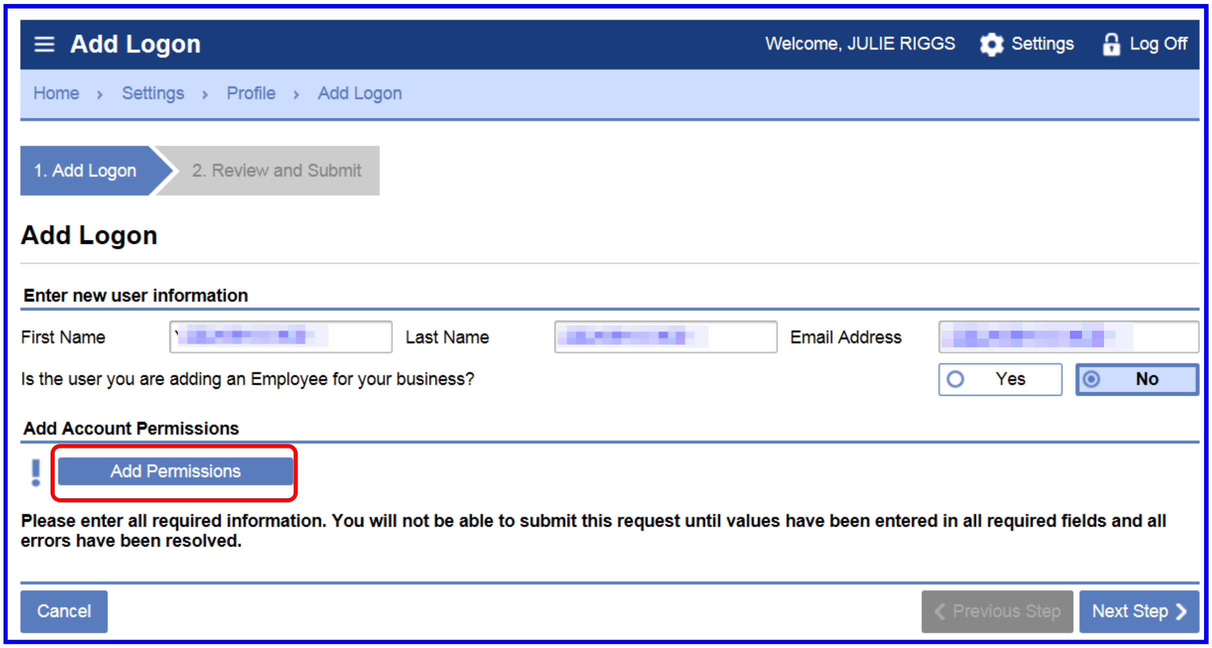


If a “Yes” is chosen for the second question, the Master account holder would add permissions for the logon user.

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.)

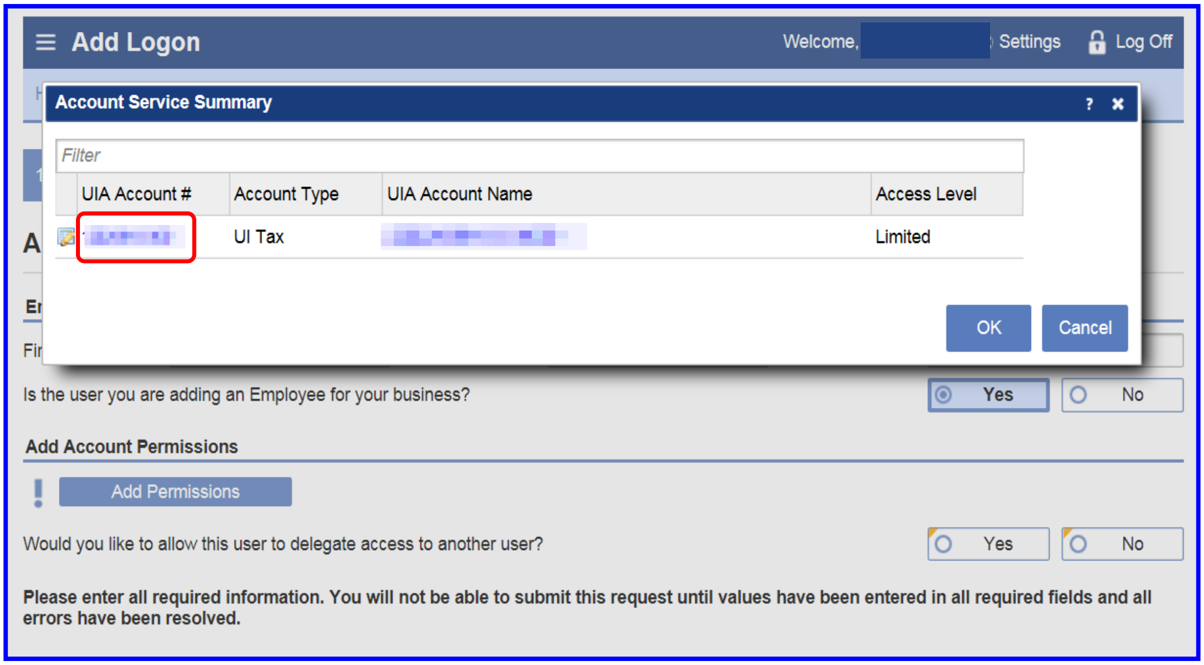
If the Master account holder clicks “No” for the first question, the Add Permissions button appears.



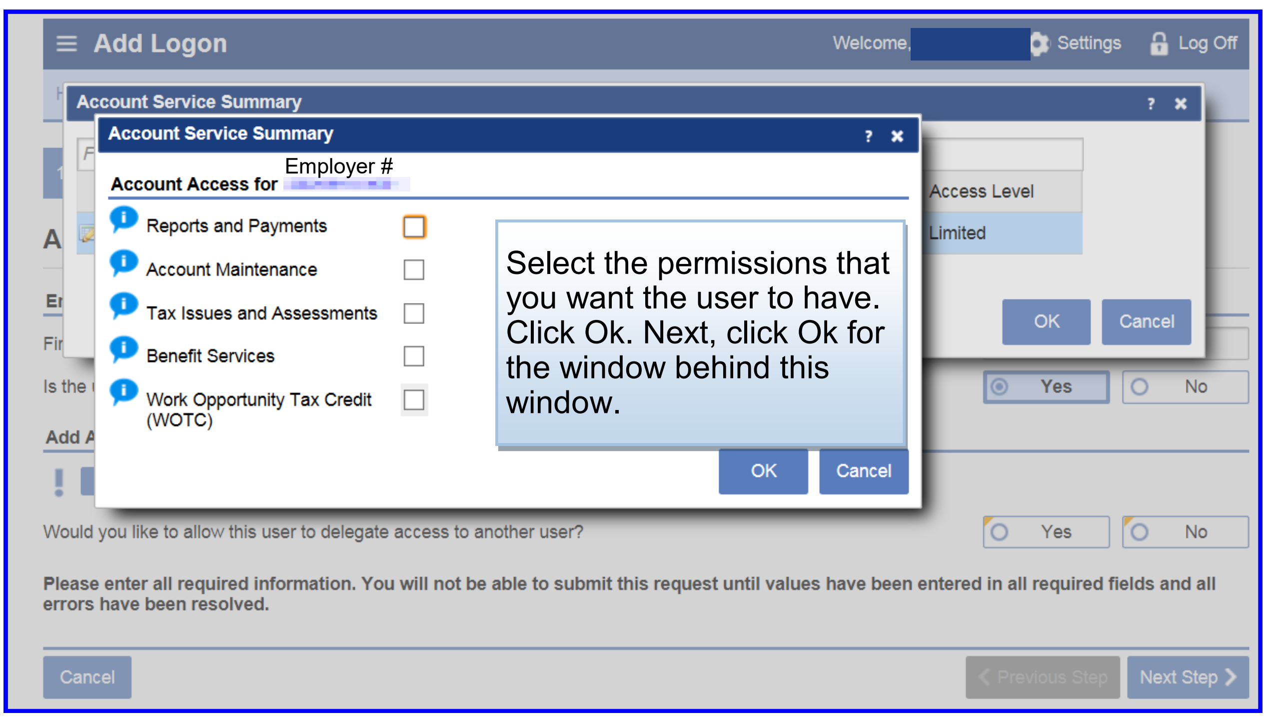
Click Add Permissions button. (This will be shown on the next page.)

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

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

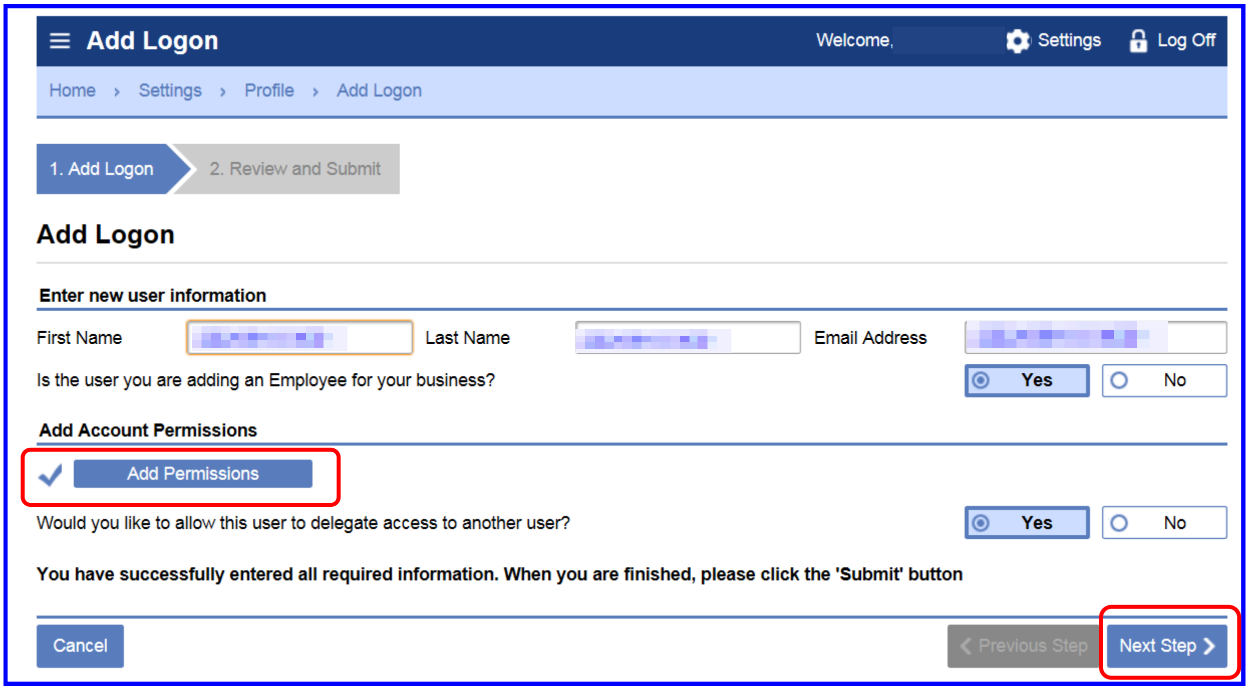


After clicking the UI Account number hyperlink, another window displays the five Account Access for the employer to add permissions to the employer account.



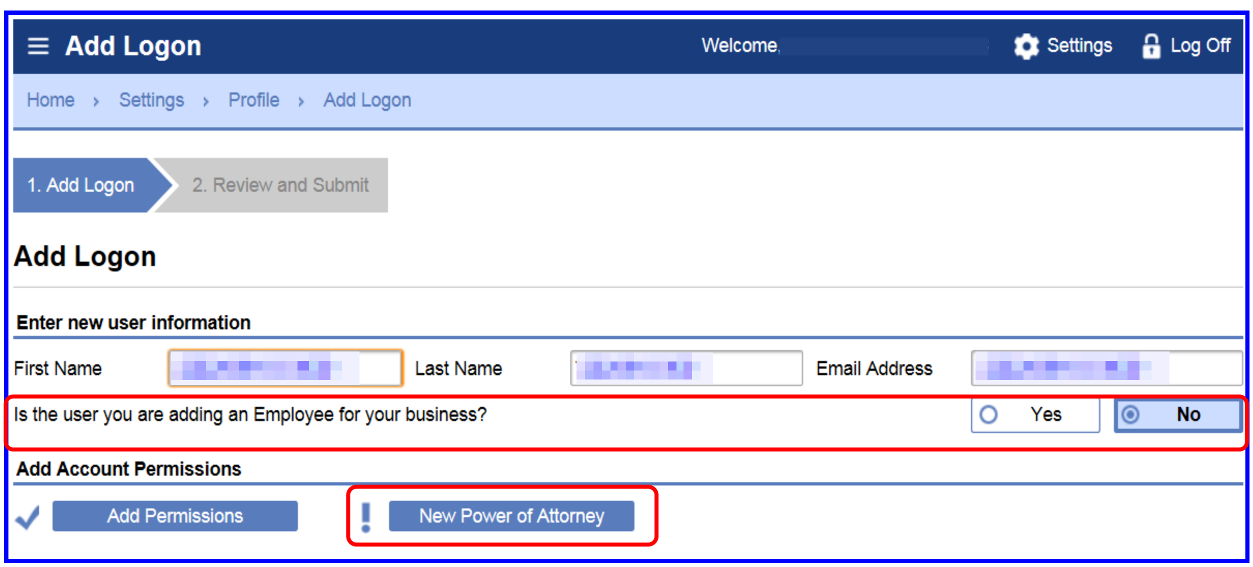
How can I add a logon to my account? (cont.)

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.



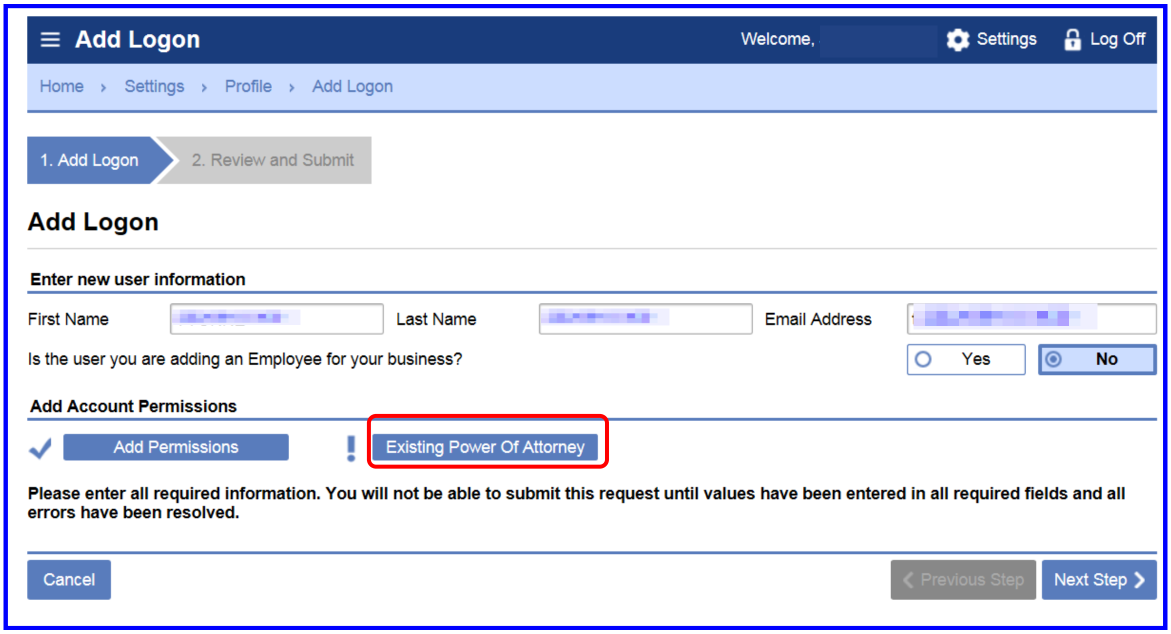
Click the Next Step button.

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.

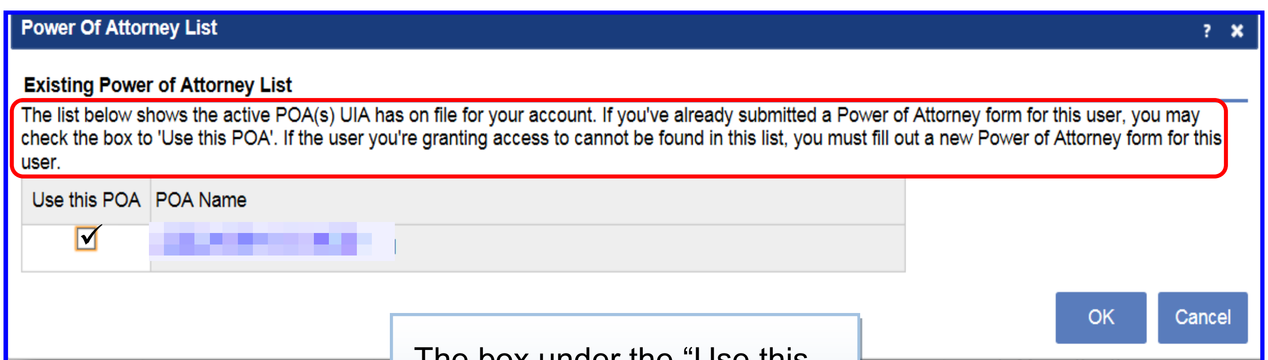


How can I add a logon to my account? (cont.)

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



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

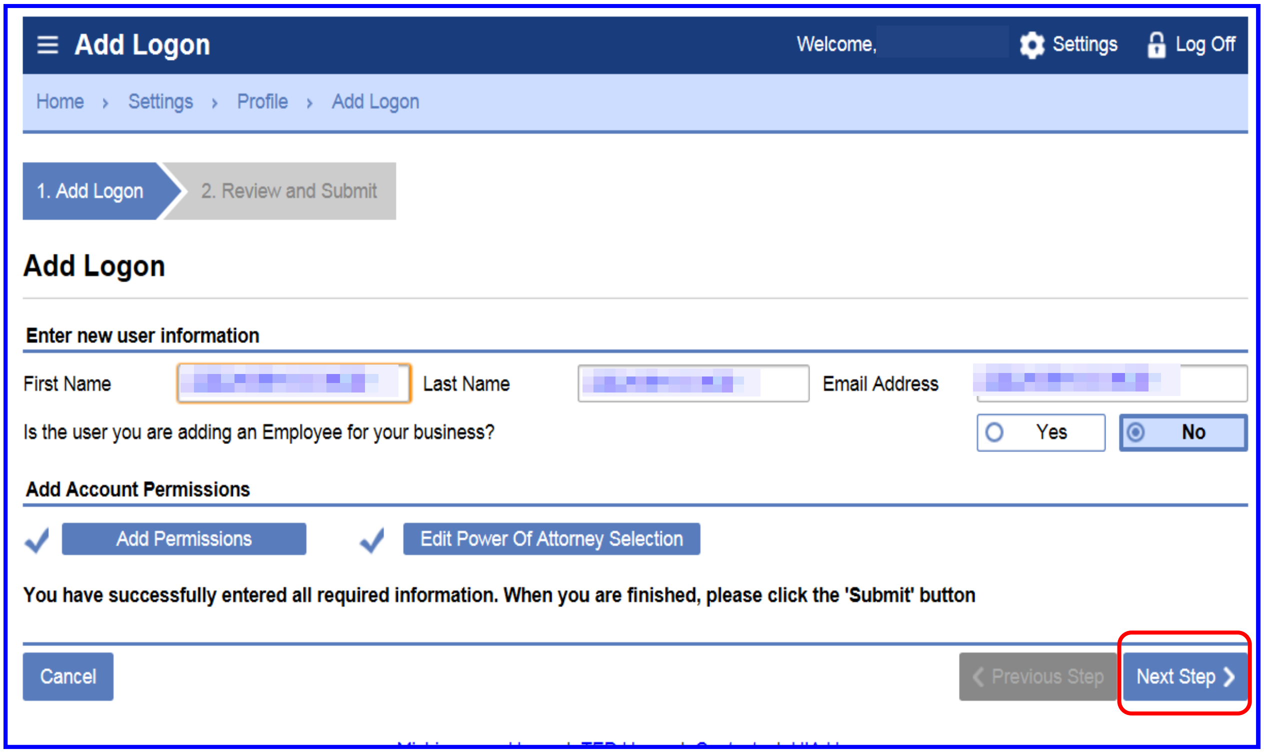


The box under the "Use this POA" column **must** be checked to grant access to your account. Click OK.

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.)

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

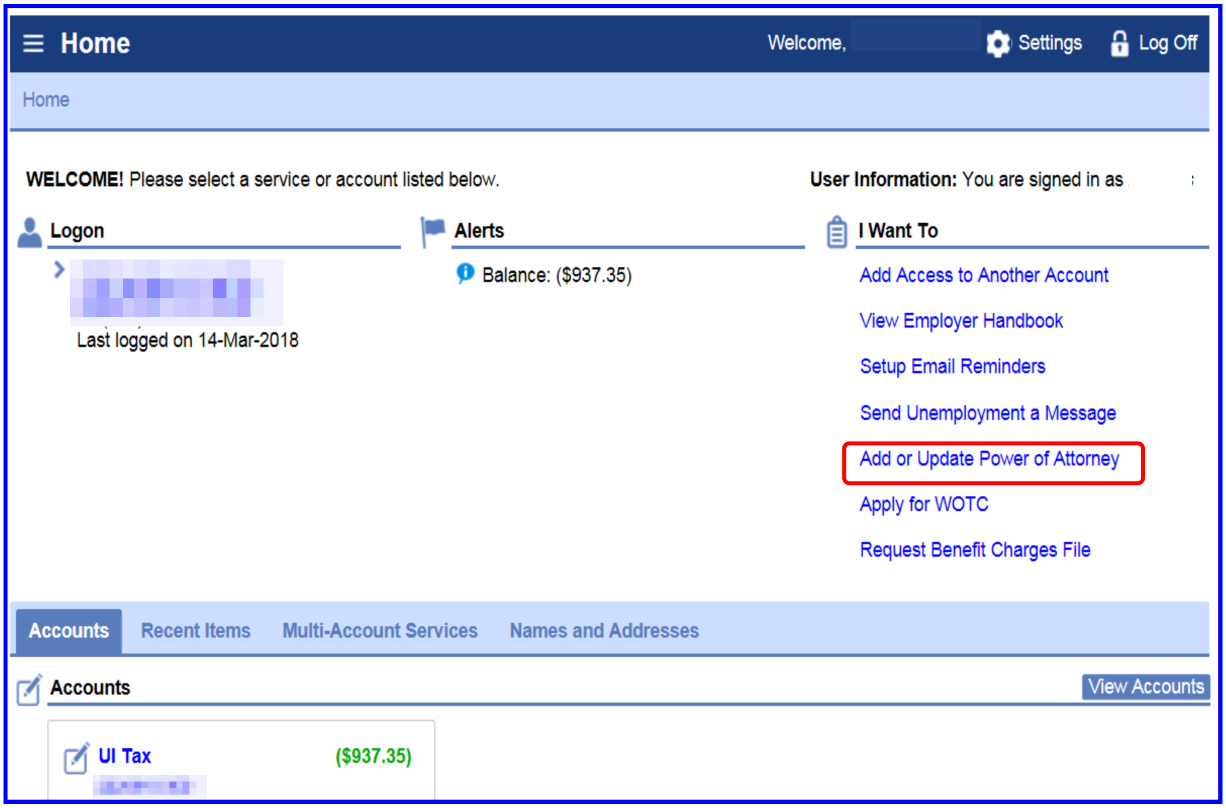


Click the Next Step button.

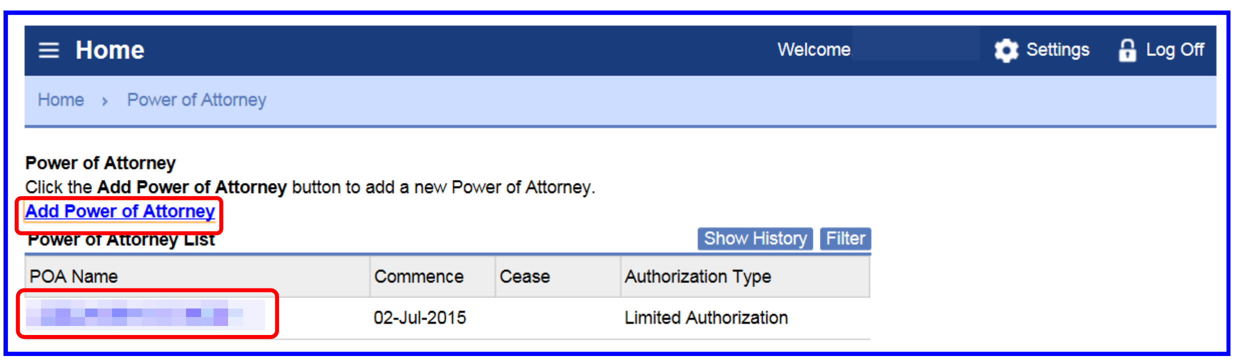
The employer will receive a confirmation number in the Confirmation window.

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

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



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.



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.)

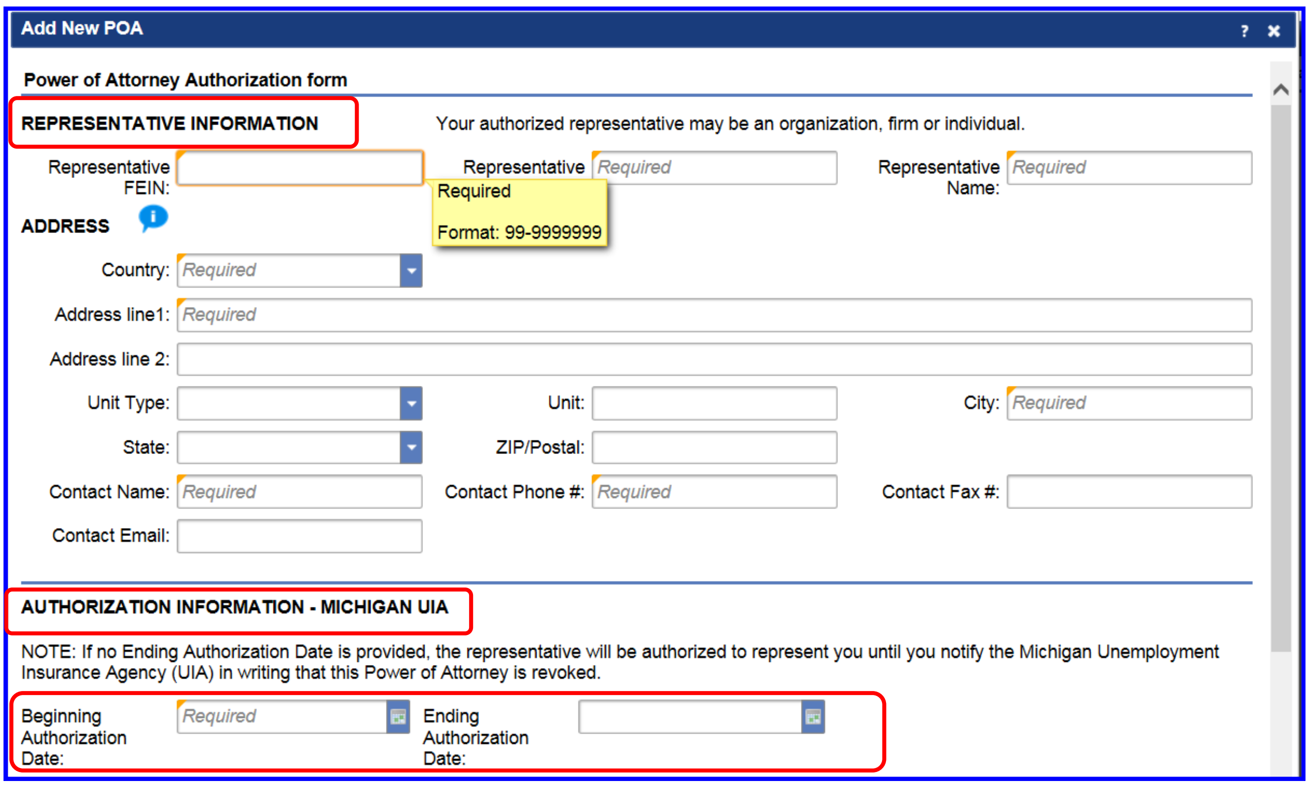
An employer may authorize the third party to represent their business or organization in tax and/or benefit matters.

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.



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

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

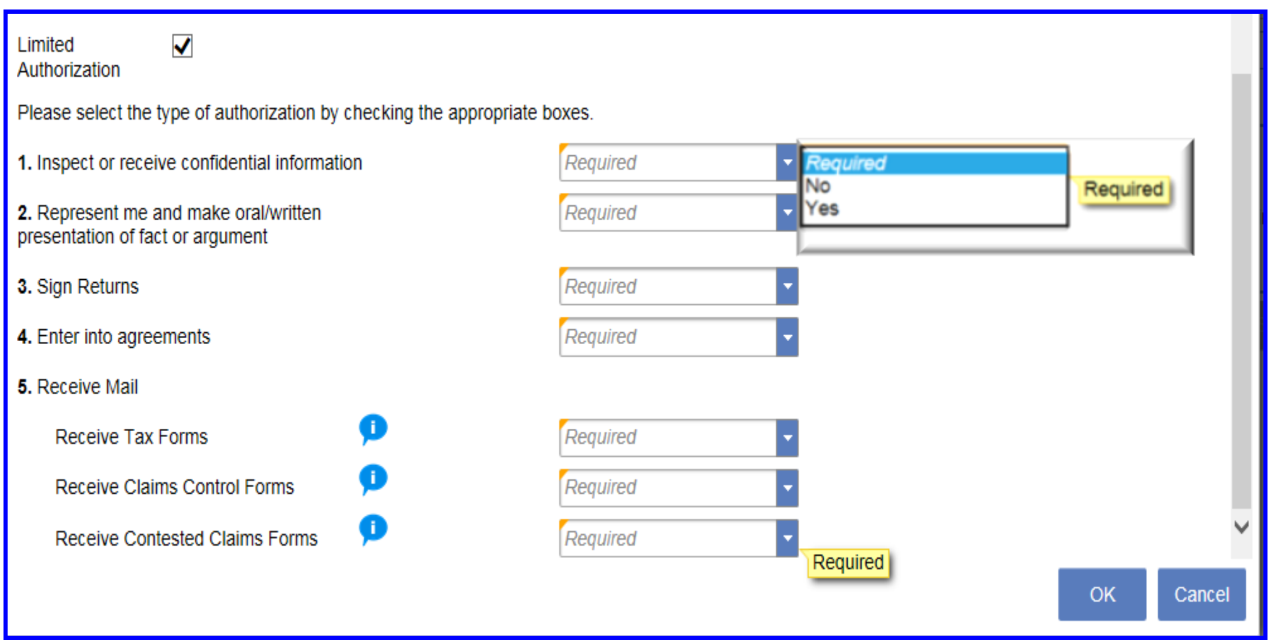
If the employer selects the General Authorization, this gives the POA the authorization to perform all five areas shown below.

General Authorization
1. Inspect or receive confidential information.
2. Represent me and make oral 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 the 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".

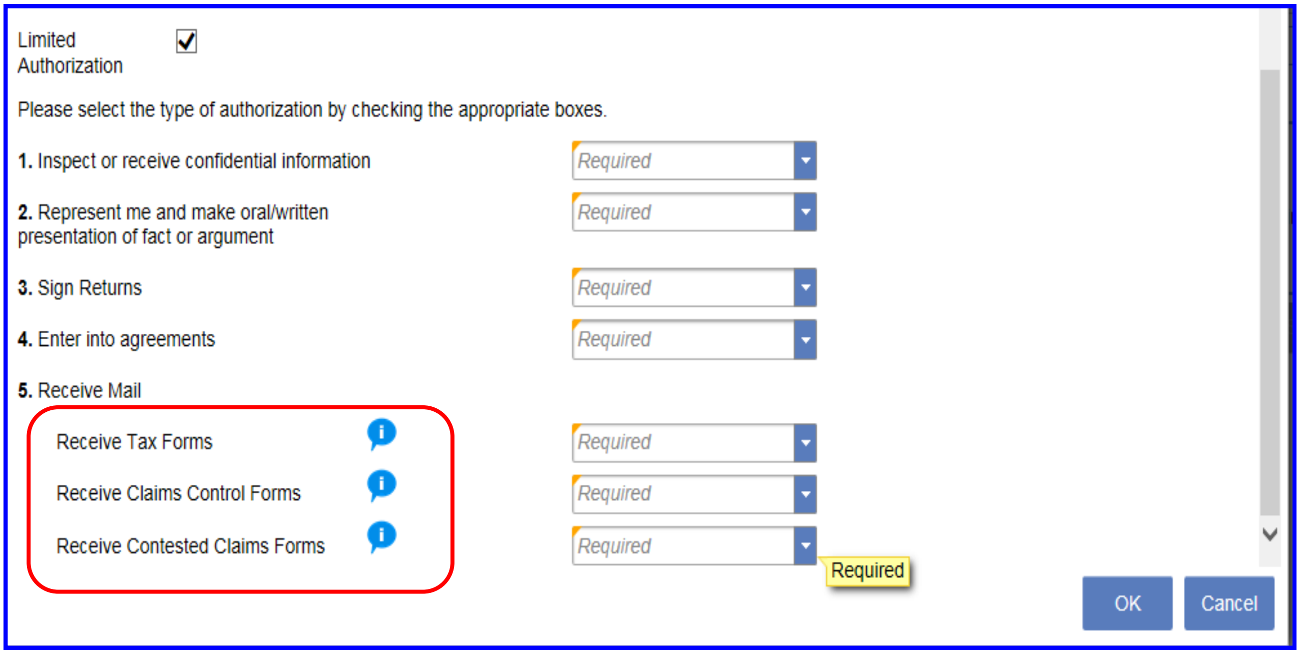
Limited Authorization



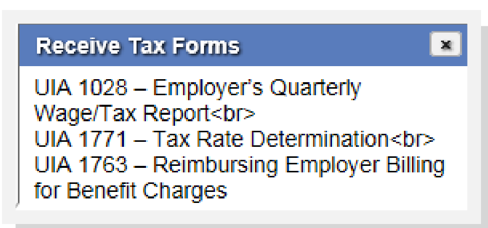
Only four of the five check boxes can be checked for Limited Authorization. The system creates an error if five boxes are checked. If the employer answers "Yes" to all questions, the employer will be prompted to change his/her authorization to General POA.

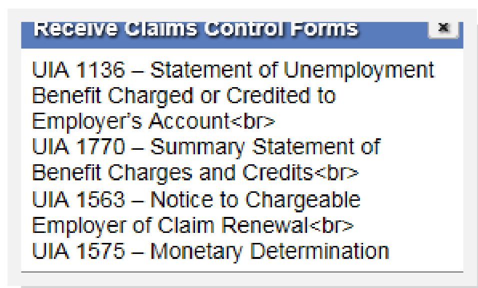
How can add a Power of Attorney to my account? (cont.)

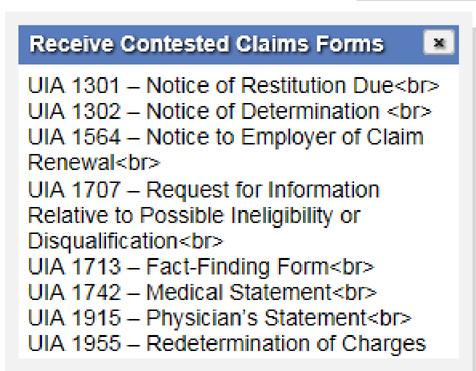
Question five, Receive Mail has informational icons which may be clicked.



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.

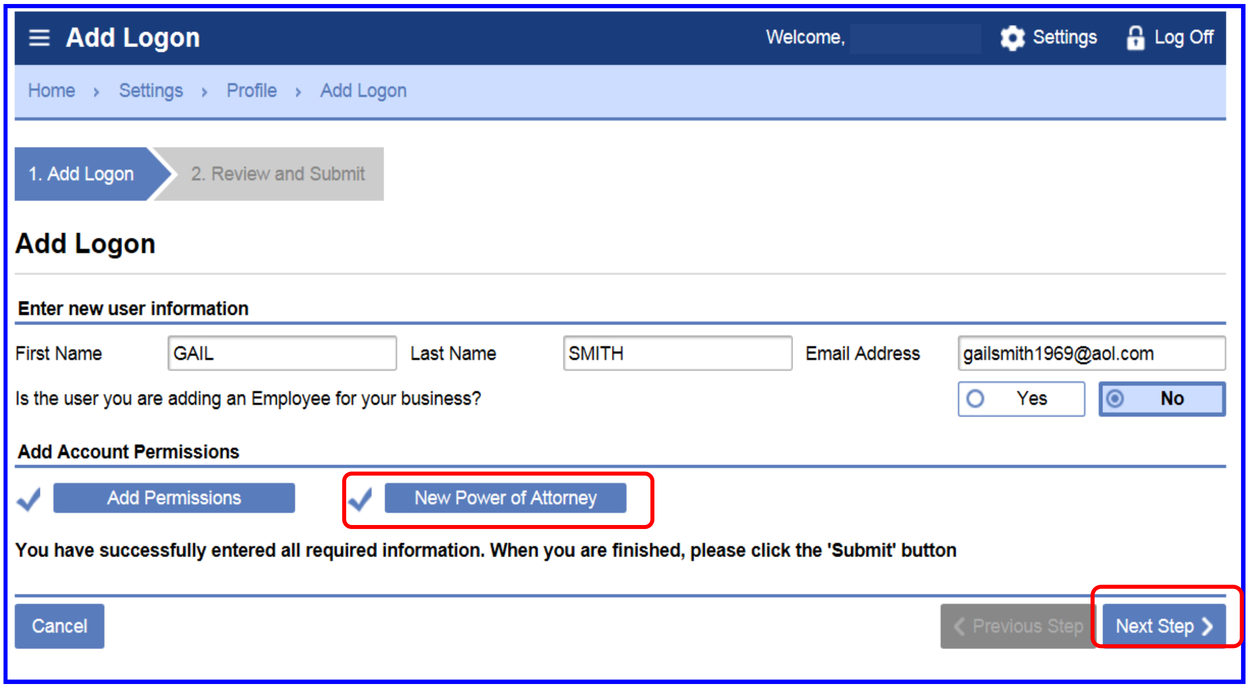






How can I add a Power of Attorney to my account? (cont.)

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



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

The employer with 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: yfkcyv43
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.*

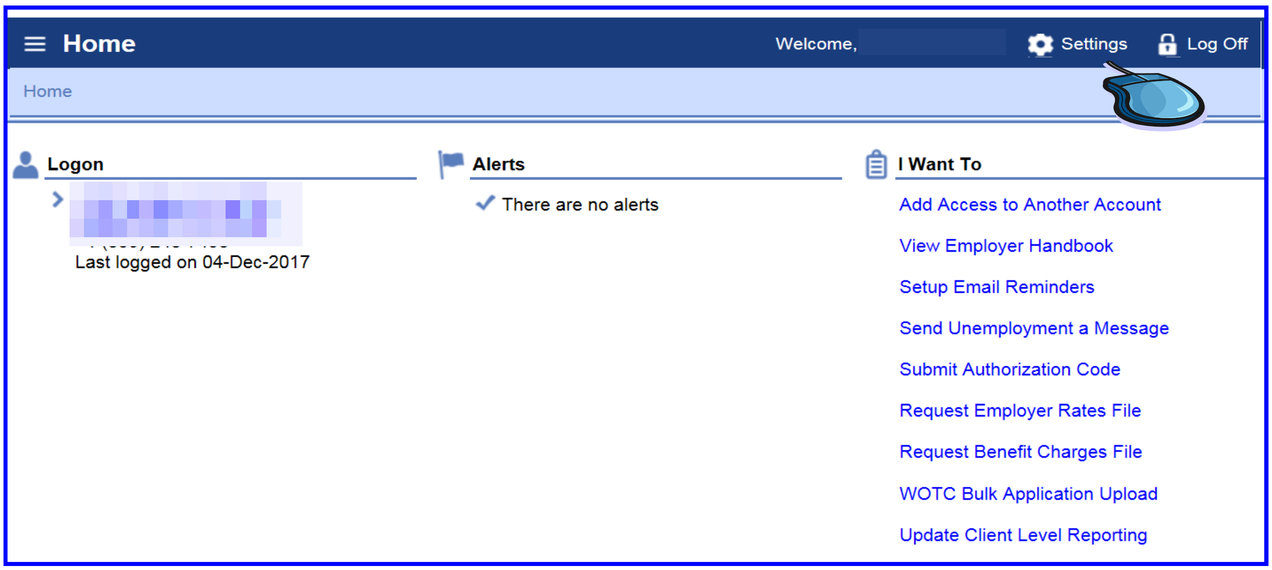
I am an authorized user. I received an email with authorization code and authorization code expiration date. How do I access MiWAM?

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.

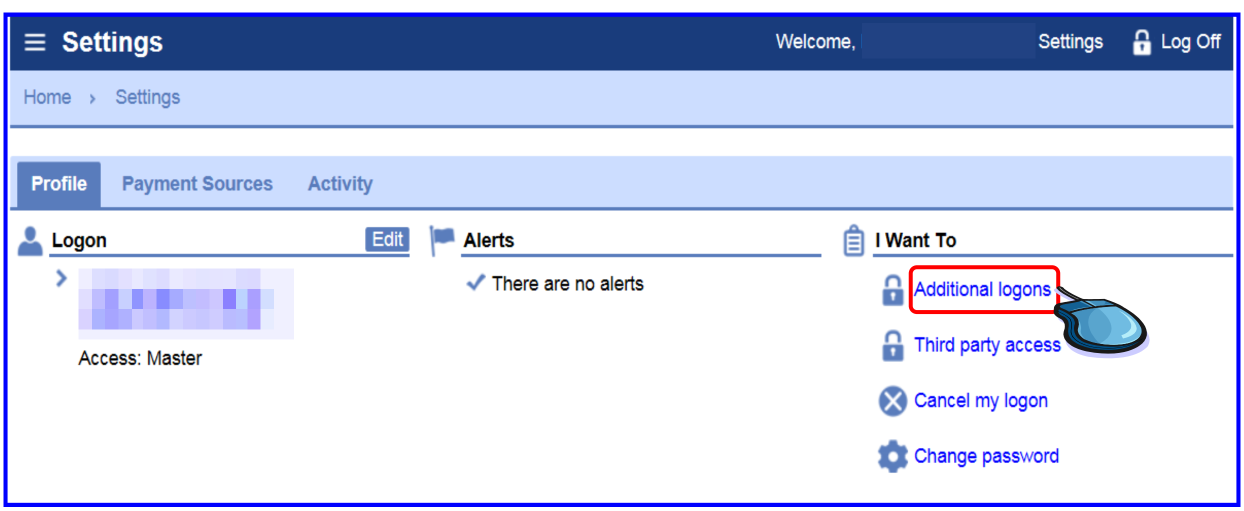
How can I view all logons for my account?

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.

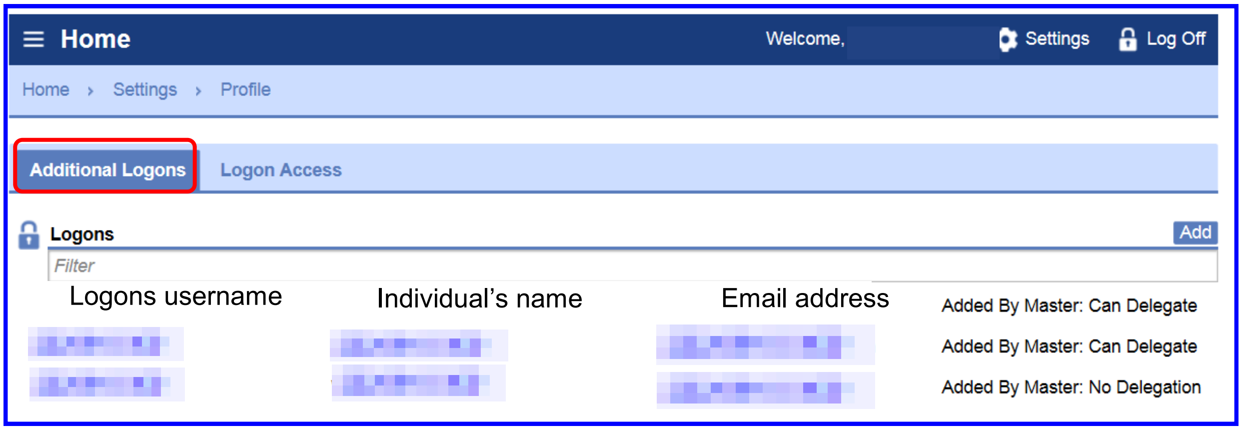


The Settings springboard will open with the Profile tab selected. Click the Additional logons hyperlink under the “I Want To” section.

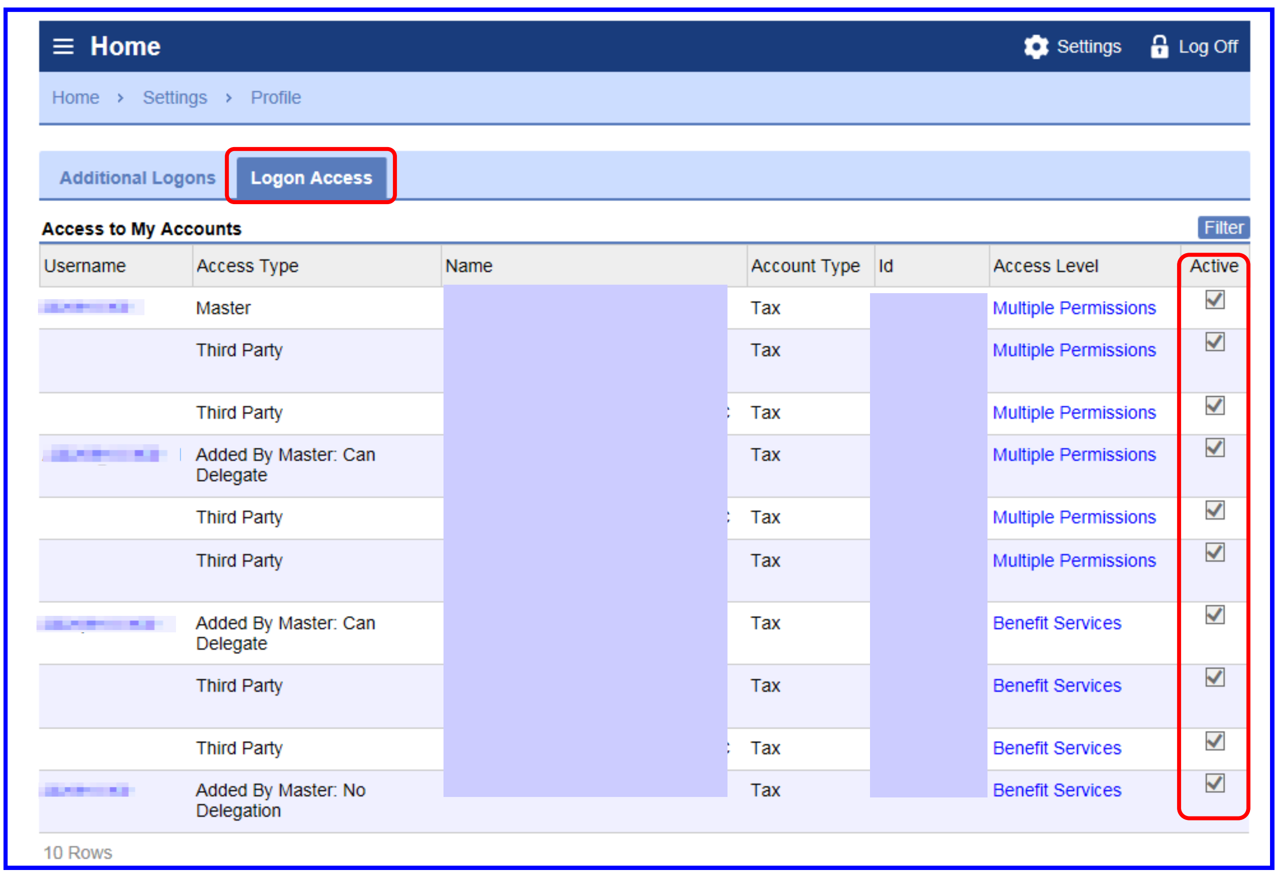


How can I view all logons for my account? (cont.)

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.

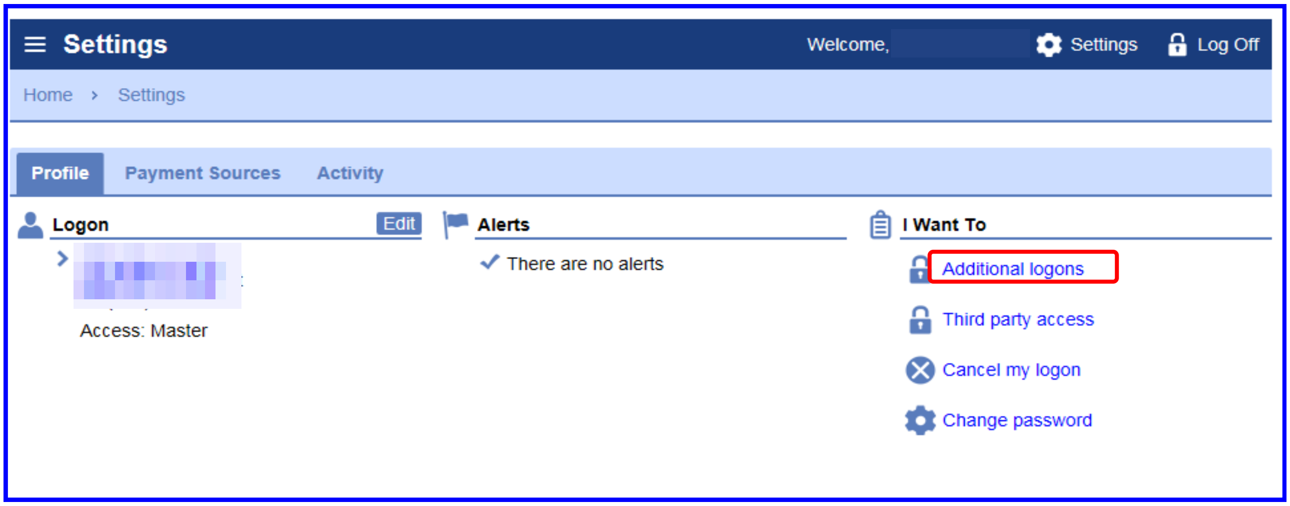


The Master has access to make a logon inactive or add permissions to the MiWAM user. The status of the additional logons are shown in the Active column. If the logon is Active there will be a check mark in the box.

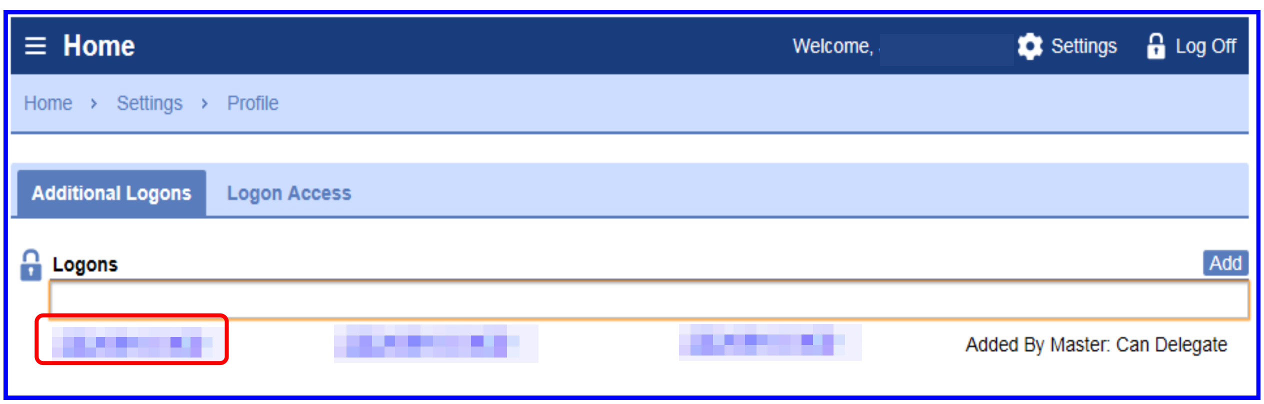


How do I make a logon inactive?

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



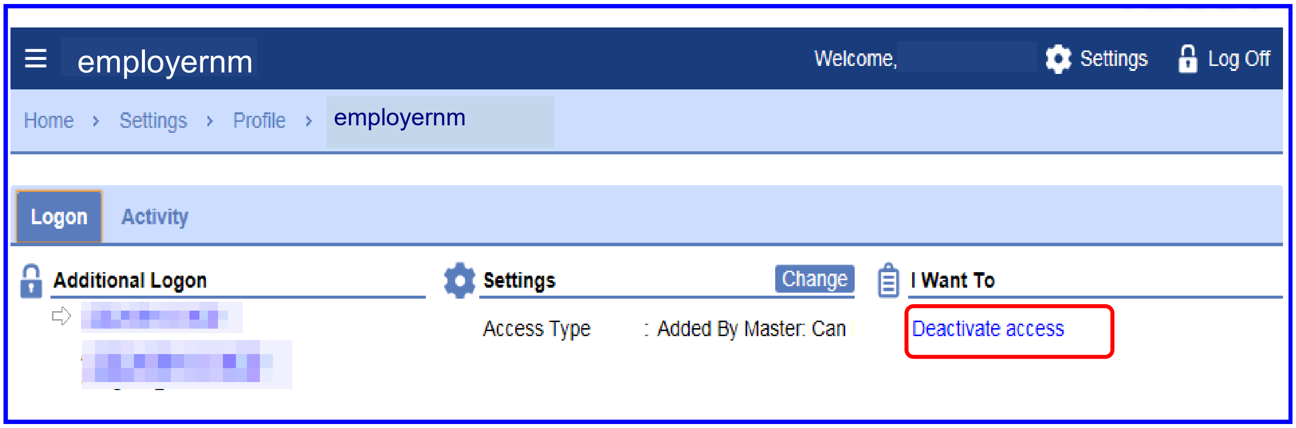
This will open Additional Logons tab. Click the Logon hyperlink.



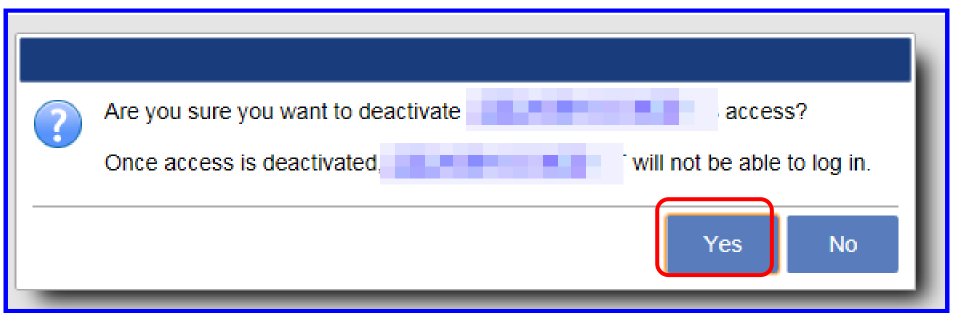
If there is more than one logon, the Logons for the employer maybe in a list.

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

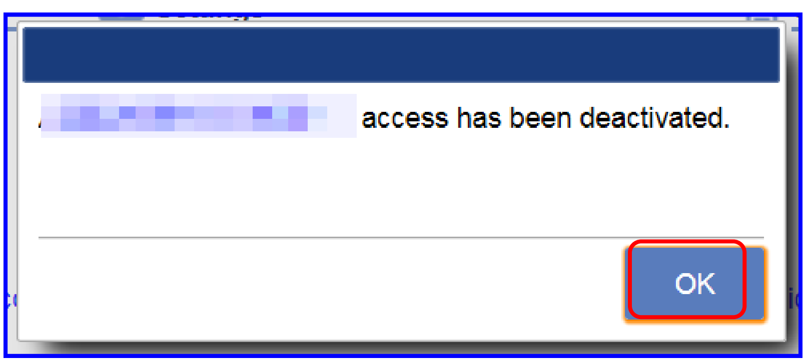
The Logon name springboard appears. Under the “I Want To” section, click the “Deactivate access” hyperlink.



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.



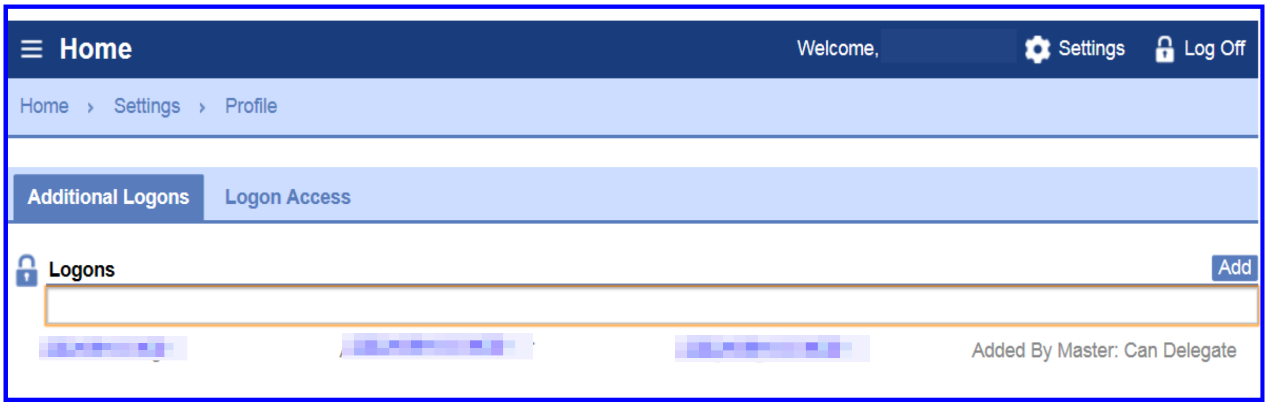
The screen below acknowledges that the user access has been deactivated.



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.

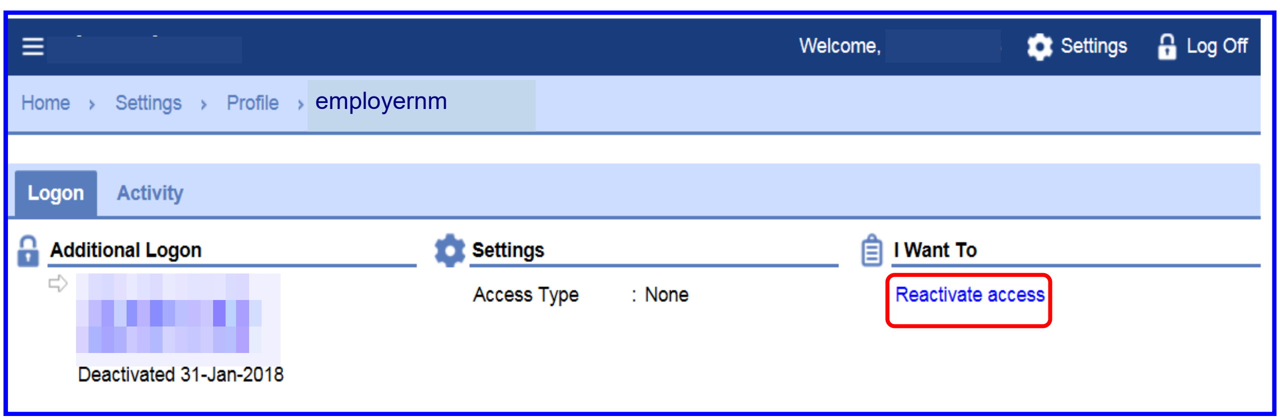
How do I make a logon inactive? (cont.)

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?

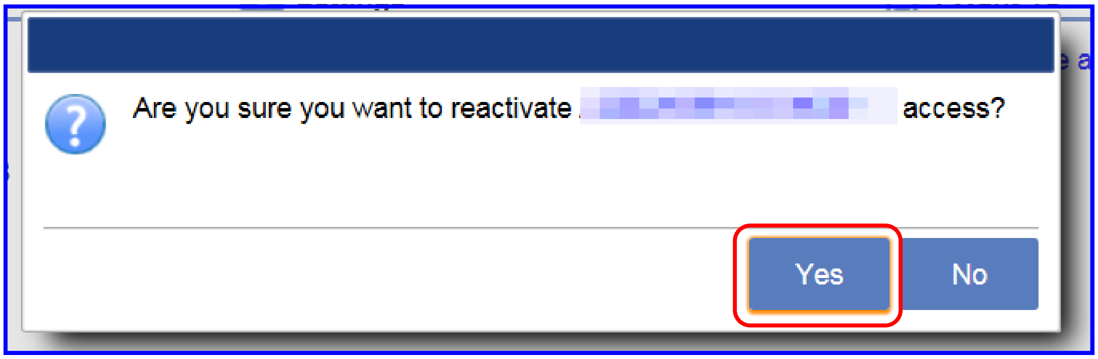
The individual with Master access can reactivate the deactivated Web Logon Profile. The Master would logon to MiWAM, click the "Settings" hyperlink. On the Settings springboard, click the "Additional logons" hyperlink under the "I Want To" section.



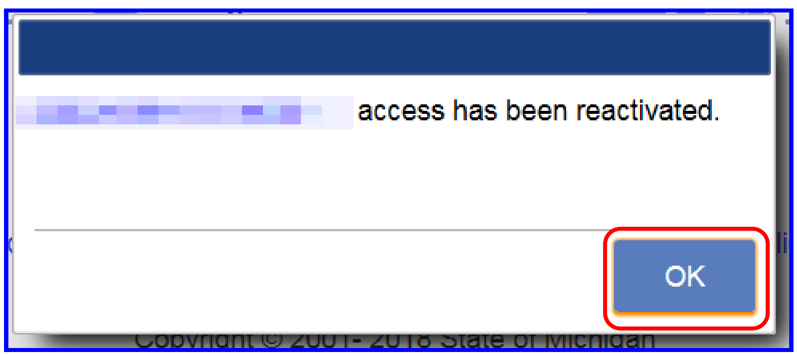
Click the "Reactivate access" hyperlink.

How do I Reactivate a logon?

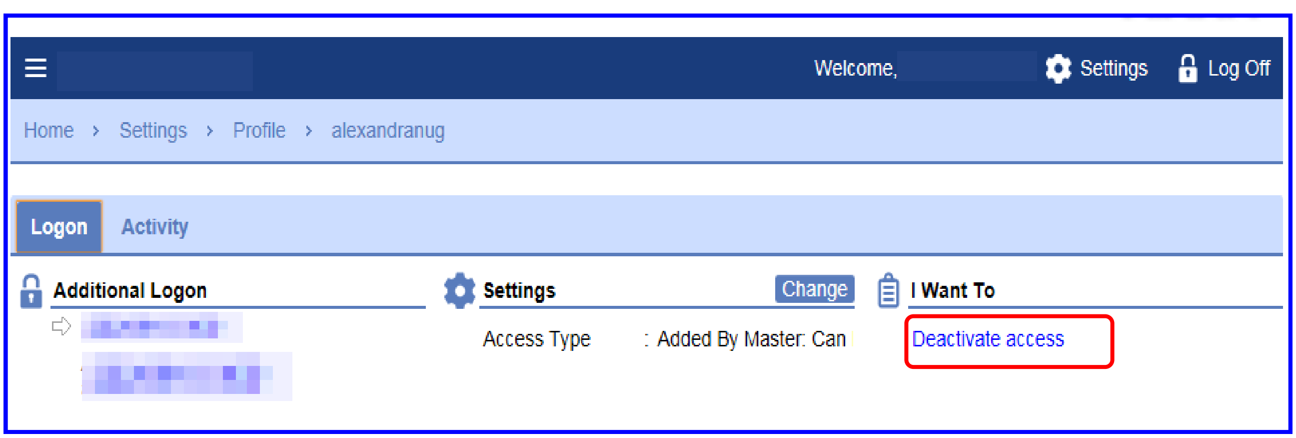
After clicking the “Reactivate access” hyperlink, the screen below appears. This screen asks “Are you sure you want to reactivate the user’s access?”



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.

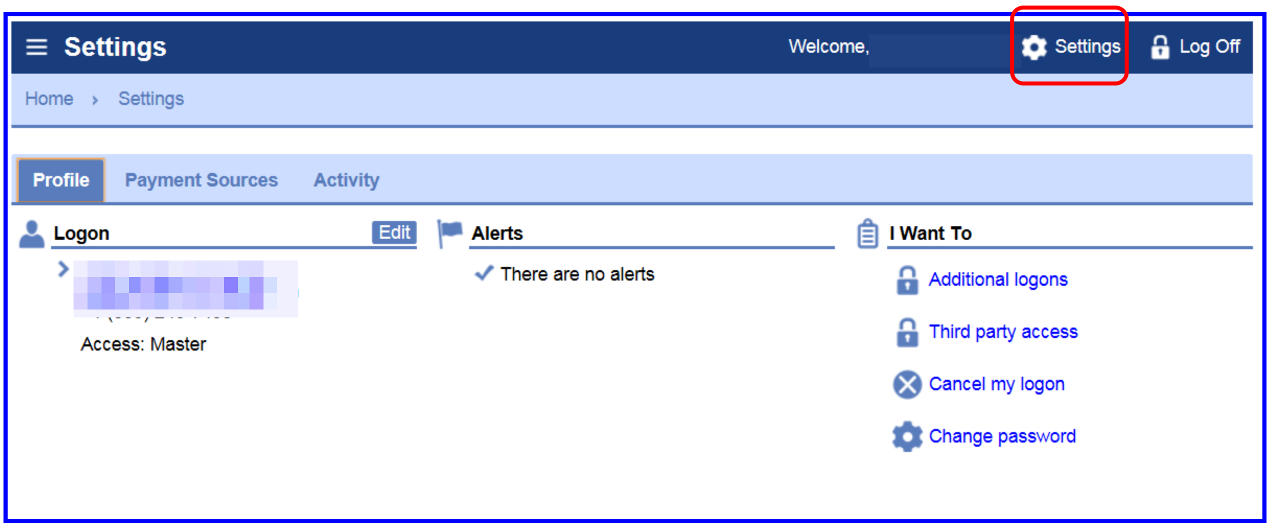


What is an alert on my account?

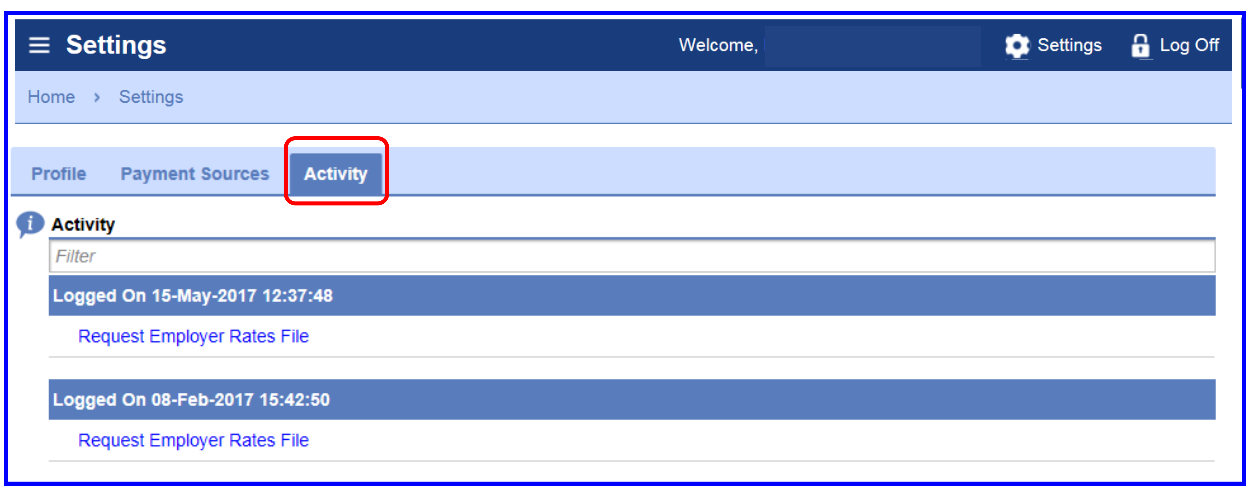
An alert is a flag to make the MiWAM user aware that a specific condition exist on the account. For example, if an employer has a delinquency, an alert is found on the Home page with the amount of the outstanding balance or account alert to file their quarterly report. Alerts are found in other areas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



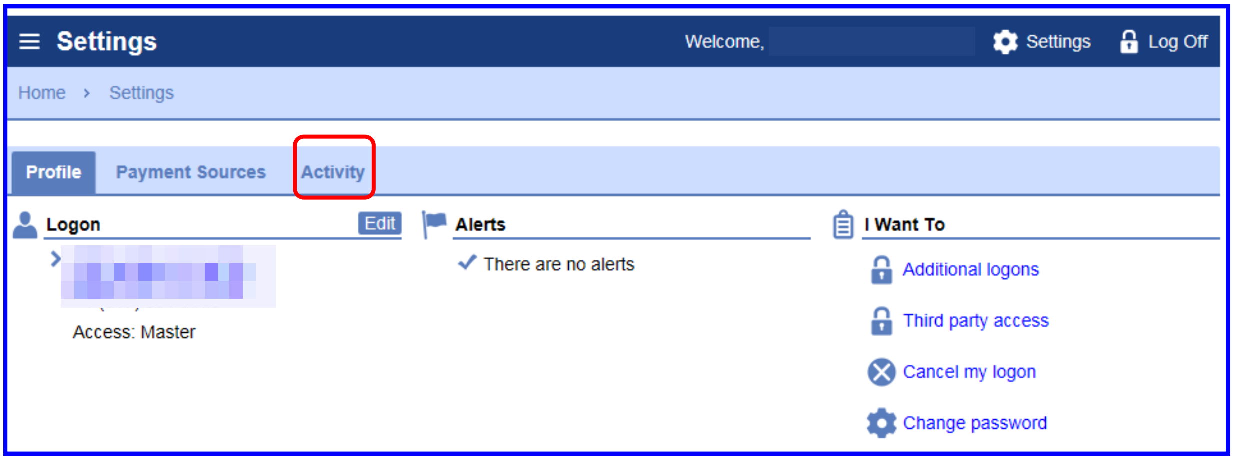
Click on the Activity tab.



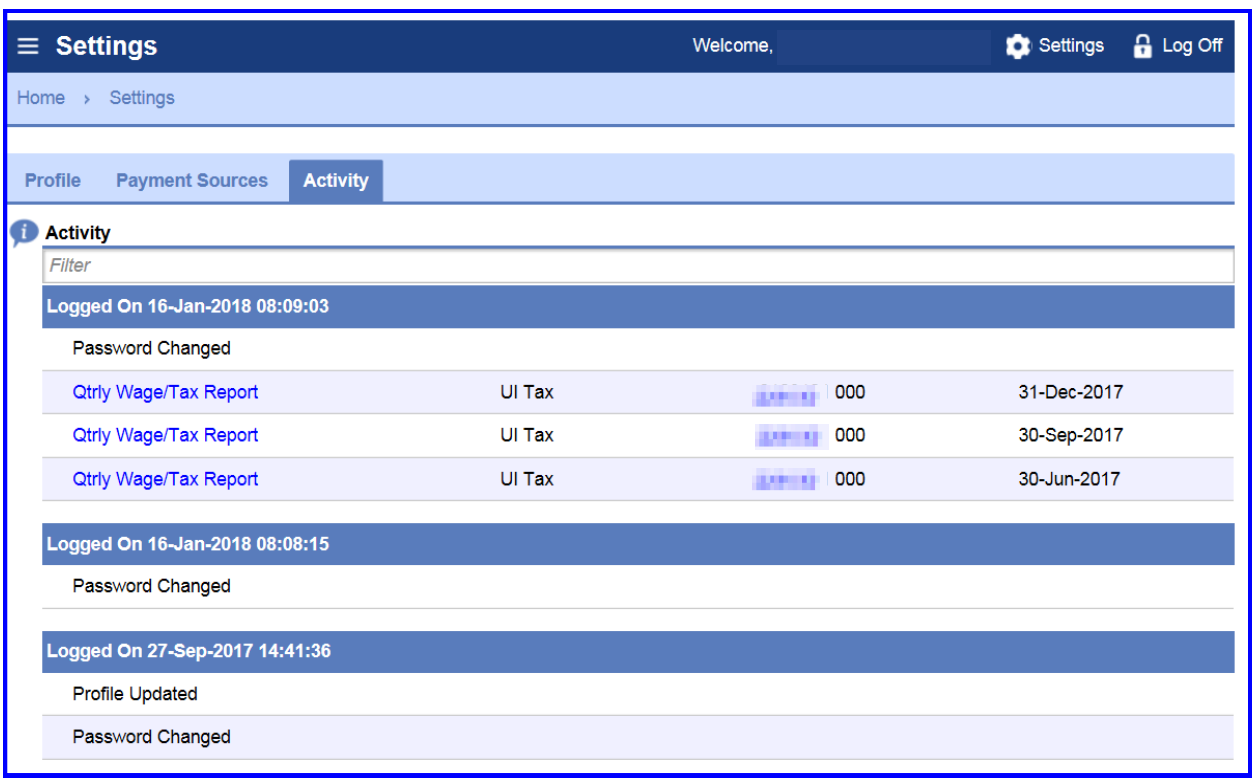
The Activity tab contains a log of all the actions that the employer has taken on his/her account. The screen above displays a partial list of the employer's activities in MiWAM.

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

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



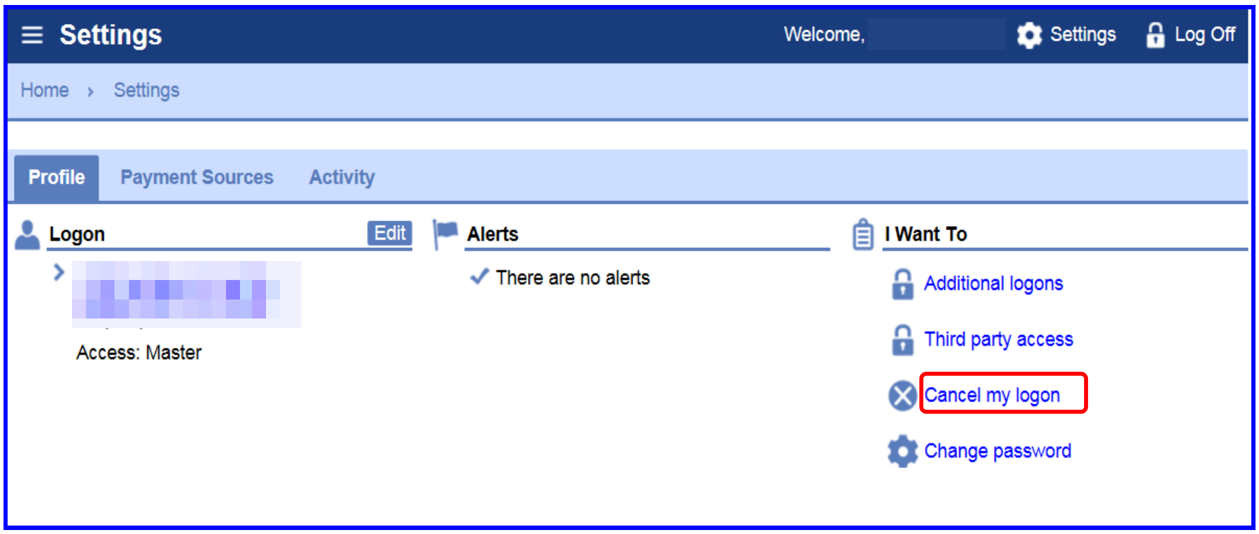
The Activity tab contains a log of all actions that the user has taken on his/her account. Every action taken by a user on the MiWAM account will be listed here.



Can I cancel my account?

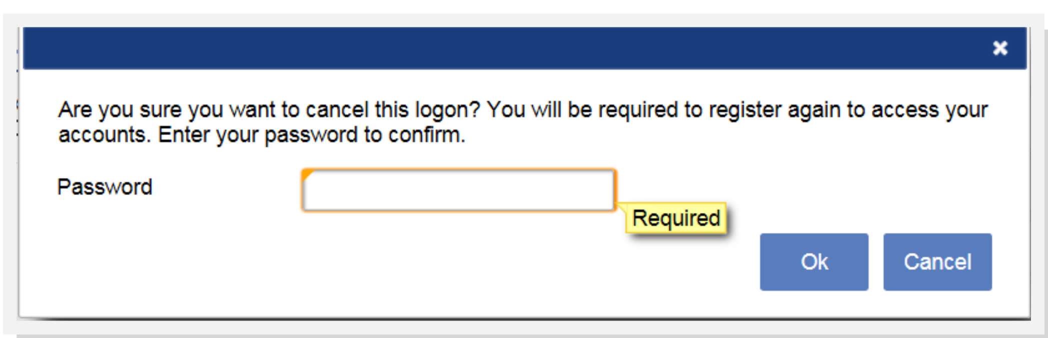
If the employer cancels his/her MiWAM account, they will **not** be able to access the account. The employer would have to sign up again for an account.

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



The 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.



Power of Attorney

MiWAM

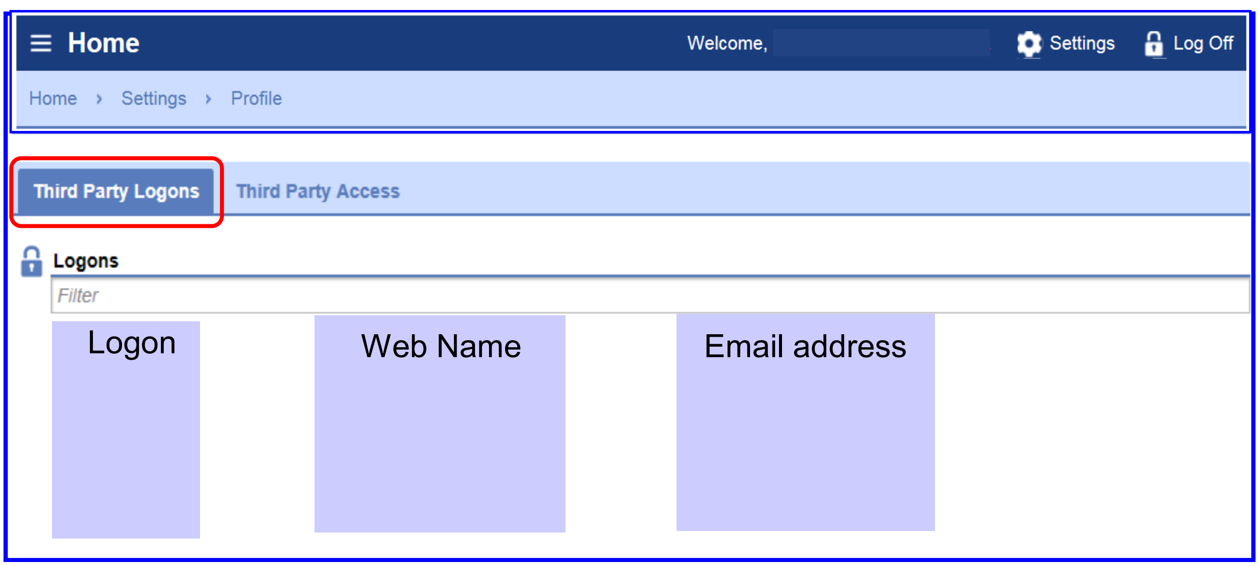
Michigan Web Account Manager

Unemployment Insurance Agency

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

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

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.

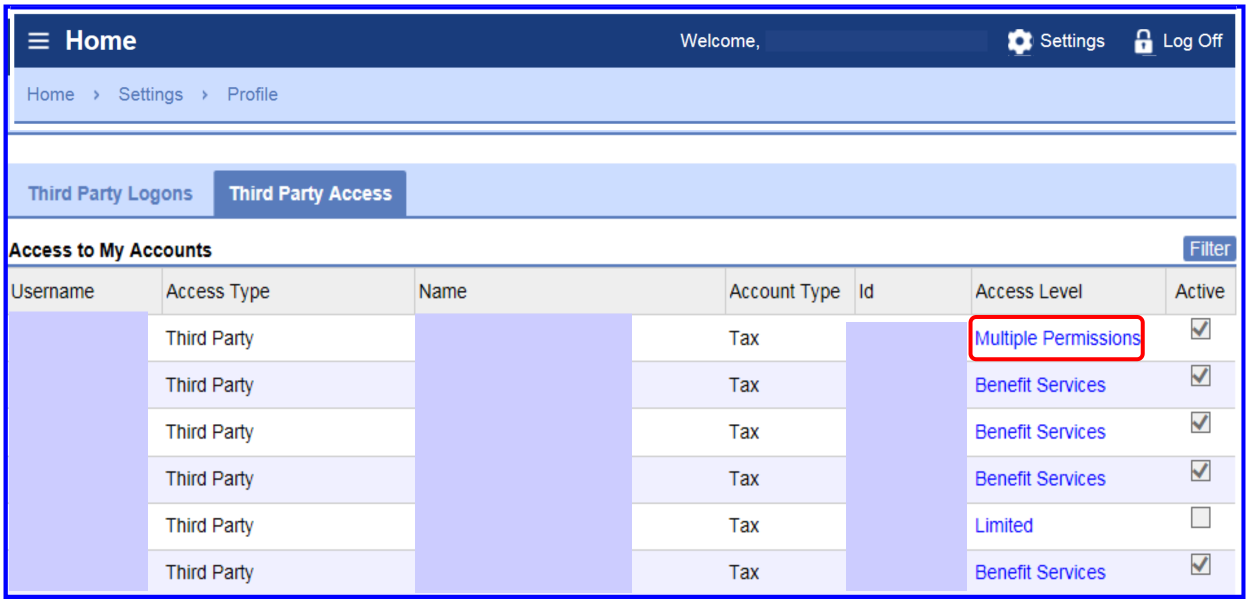


Next, click the Third Party Access tab.

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

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

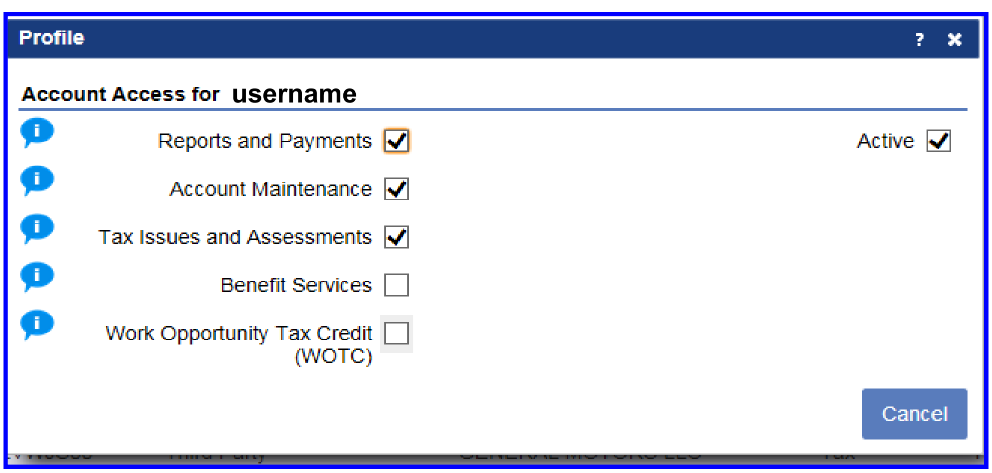
- Username
- Access Type
- Employer's Name
- Account Type
- Id: Employer Account number
- Access Level
- Status: Active or Inactive



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

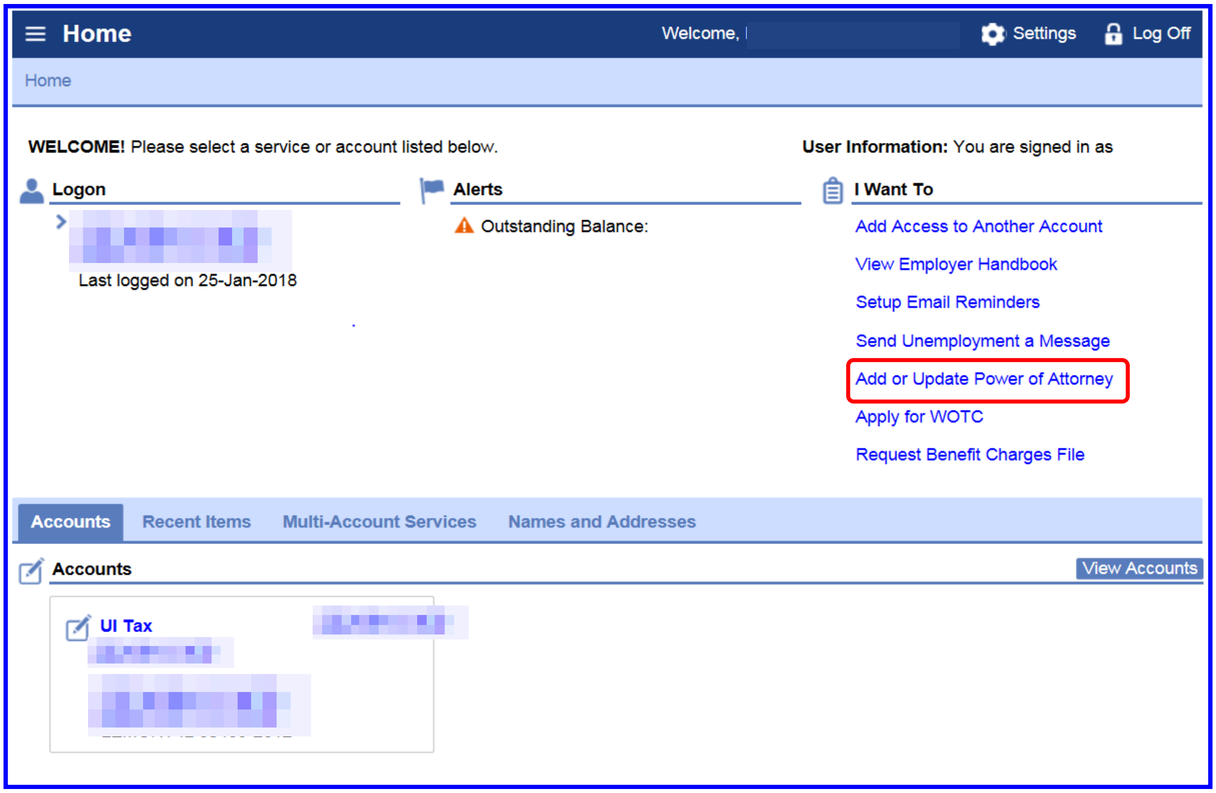
What options can the POA perform on my account?

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.



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

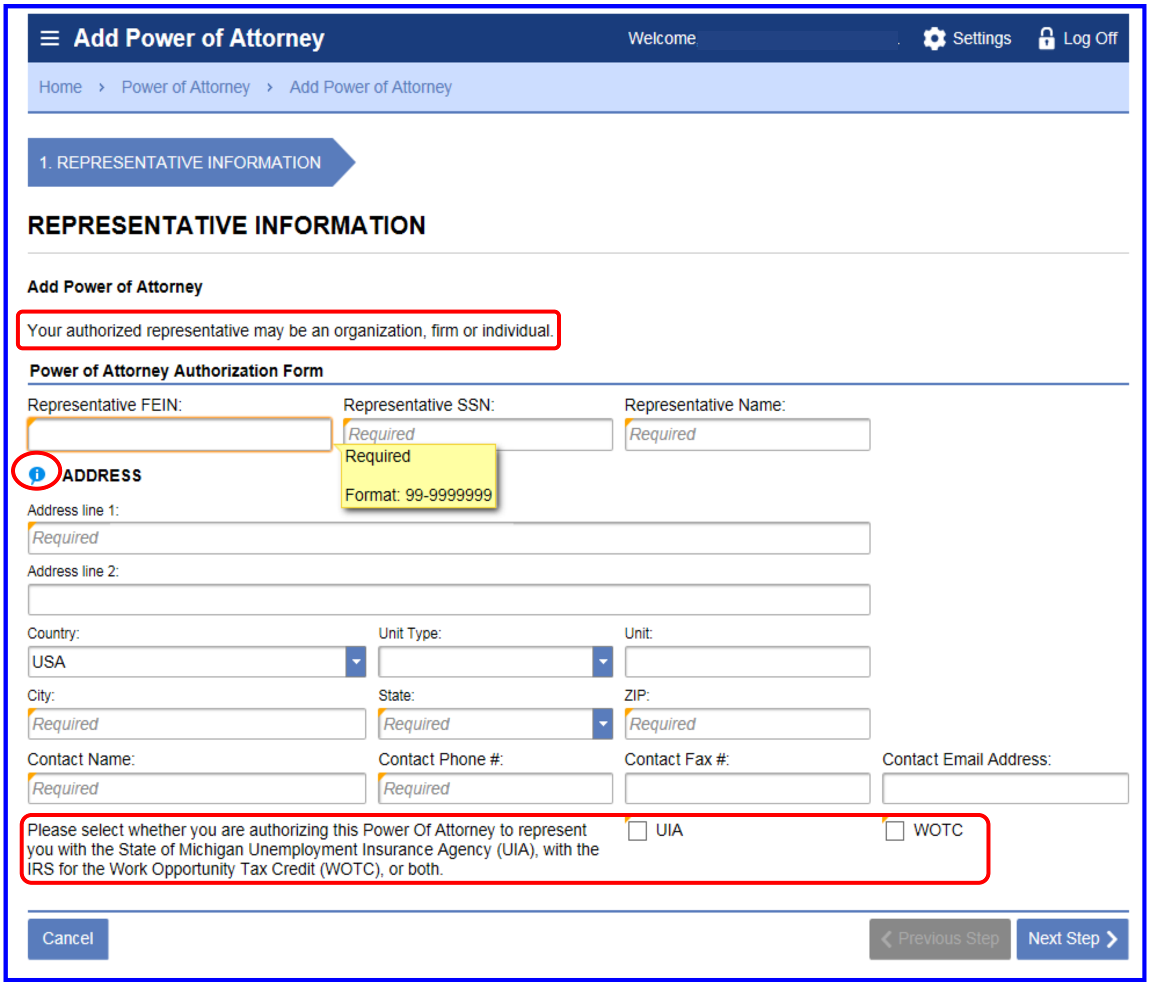
When you want to add a Power of Attorney to your account, login to MiWAM. From the Home springboard, under the “I Want To” section, click the “Add or Update Power Of Attorney” hyperlink.



The 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.

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).

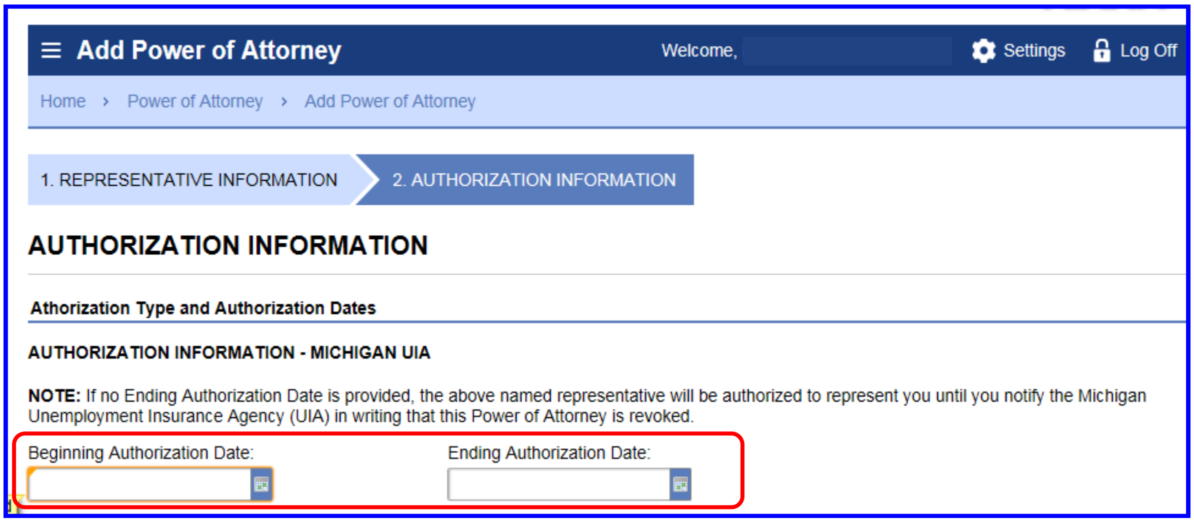


Enter all appropriate field(s) under the Address section.

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

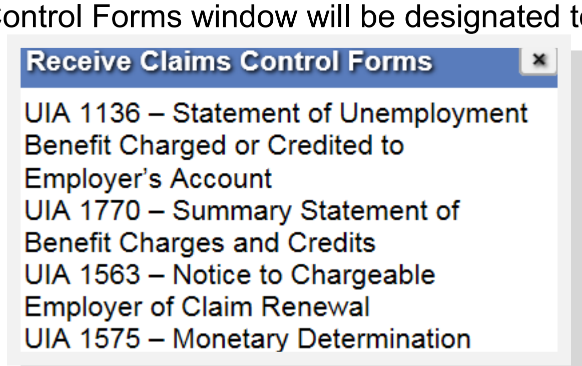
How do I add Power of Attorney (POA) Access on my account? (cont.)

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.



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

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.



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.

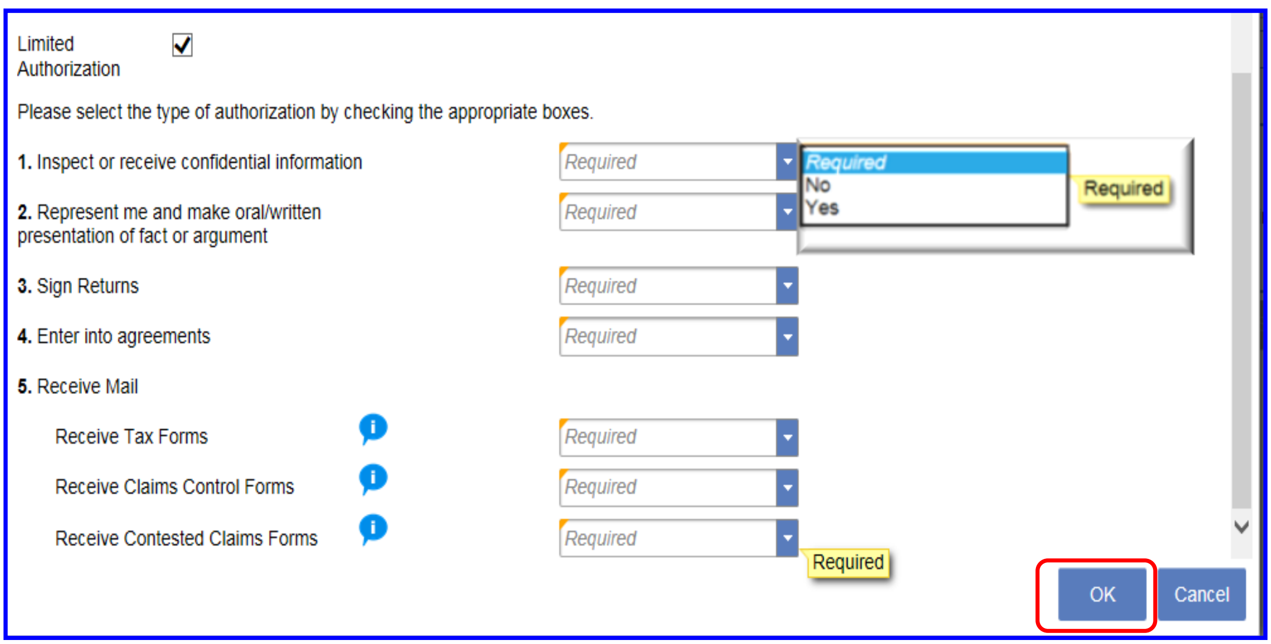
If the employer selects the General Authorization, this gives the POA the authorization to perform all five areas shown below.

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.

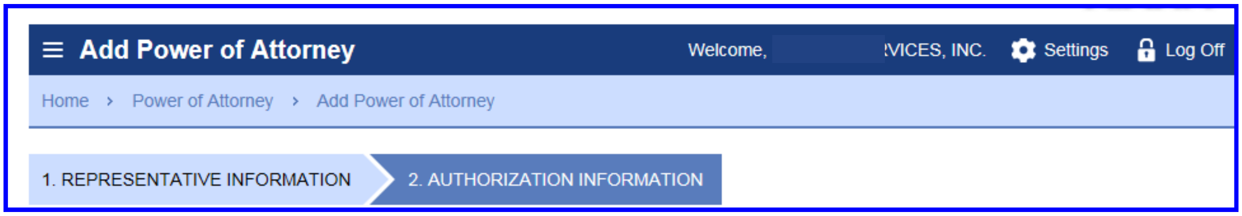
Click the drop-down arrow to select "Yes" or "No."

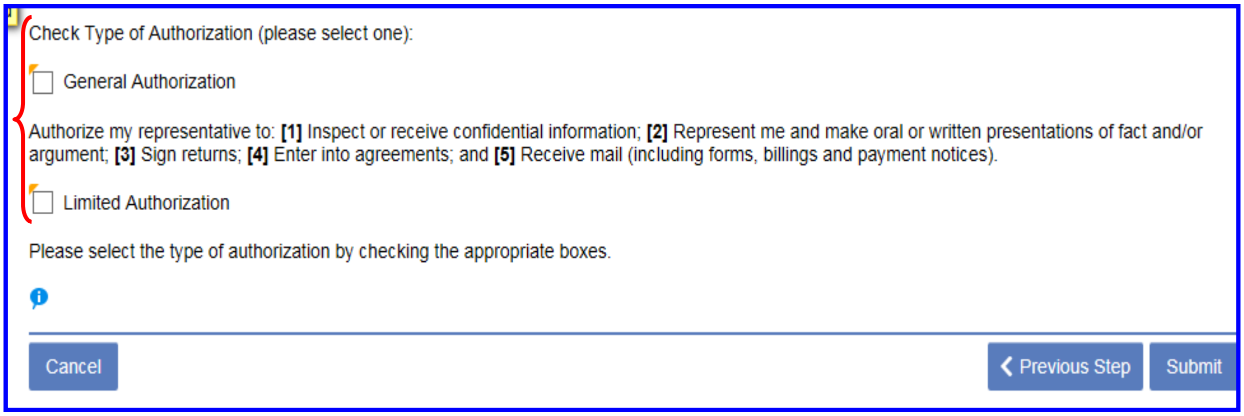
Limited Authorization



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.

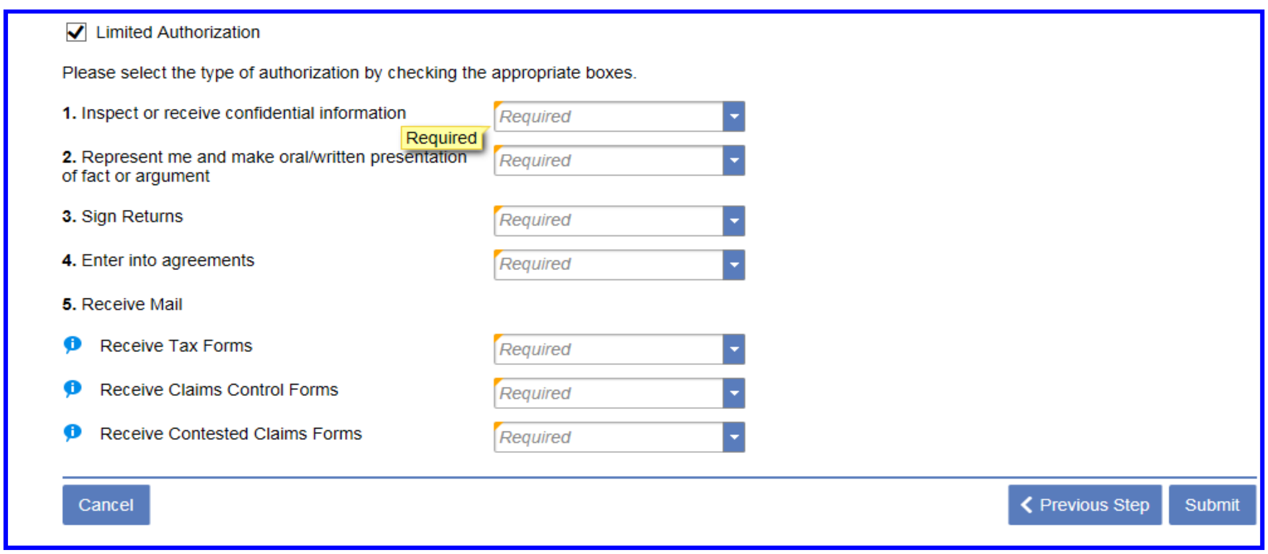
How do I add Power of Attorney access on my account? (cont.)





The 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.

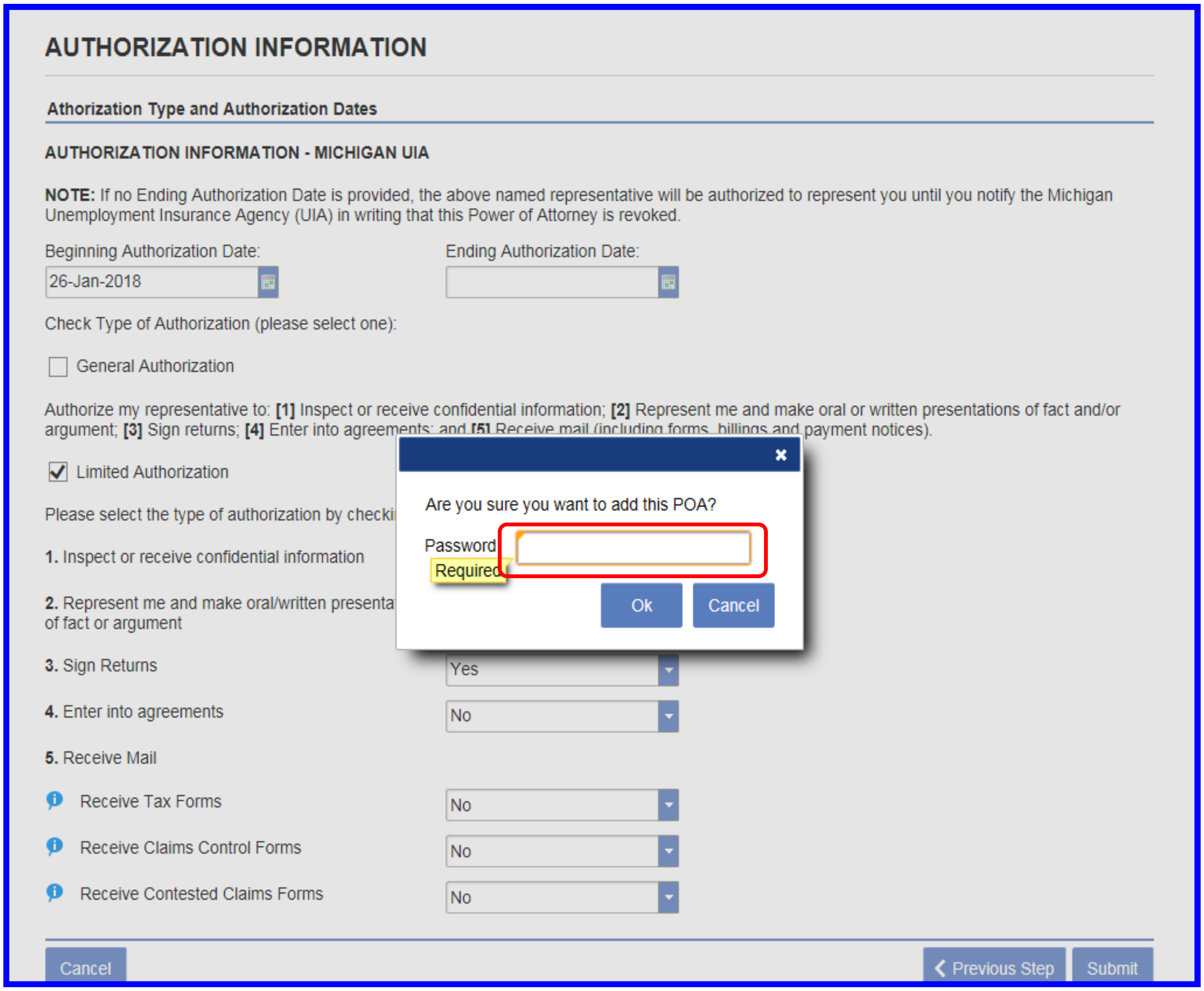
For more information of Power of Attorney, see pages 74 - 79.



Click the Submit button.

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

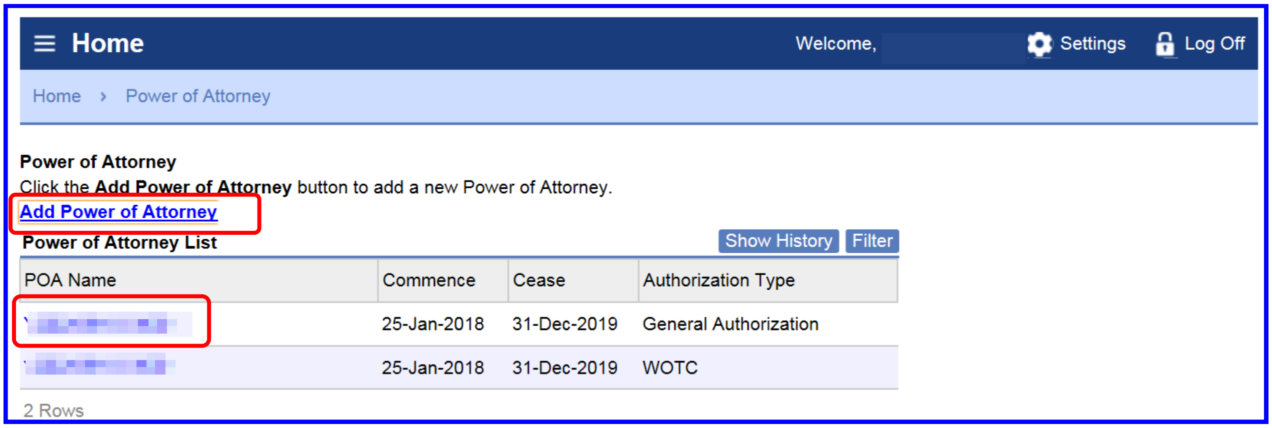
The Authorization Information appears grayed out and the certification window to enter your password appears in the foreground. Enter your password and click Ok.



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..

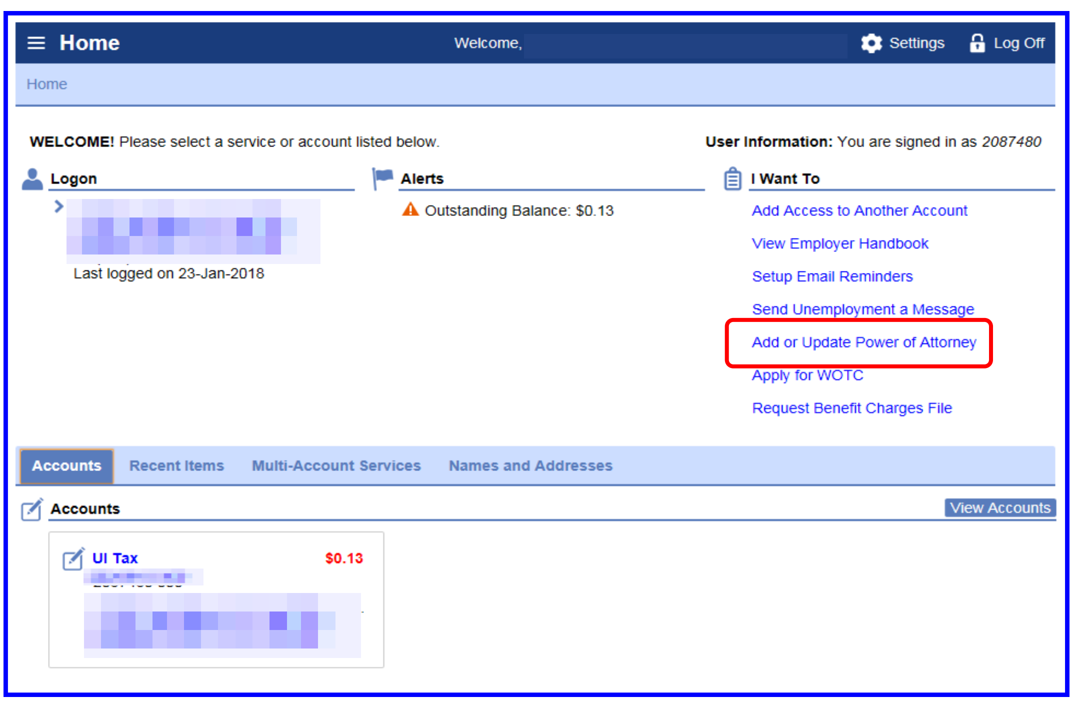


Click the name hyperlink under the POA Name column to view the Power of Attorney.

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

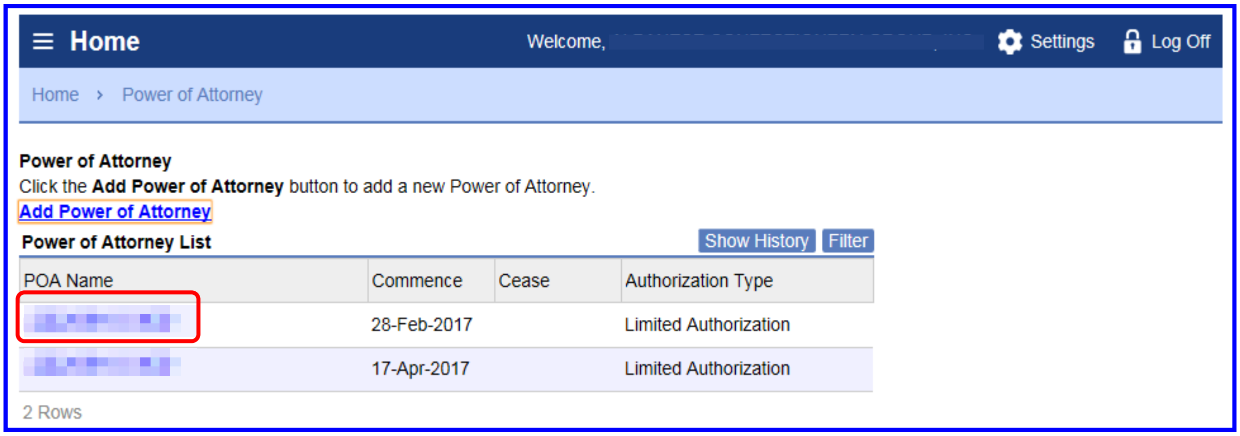
How can I change my Power of Attorney?

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

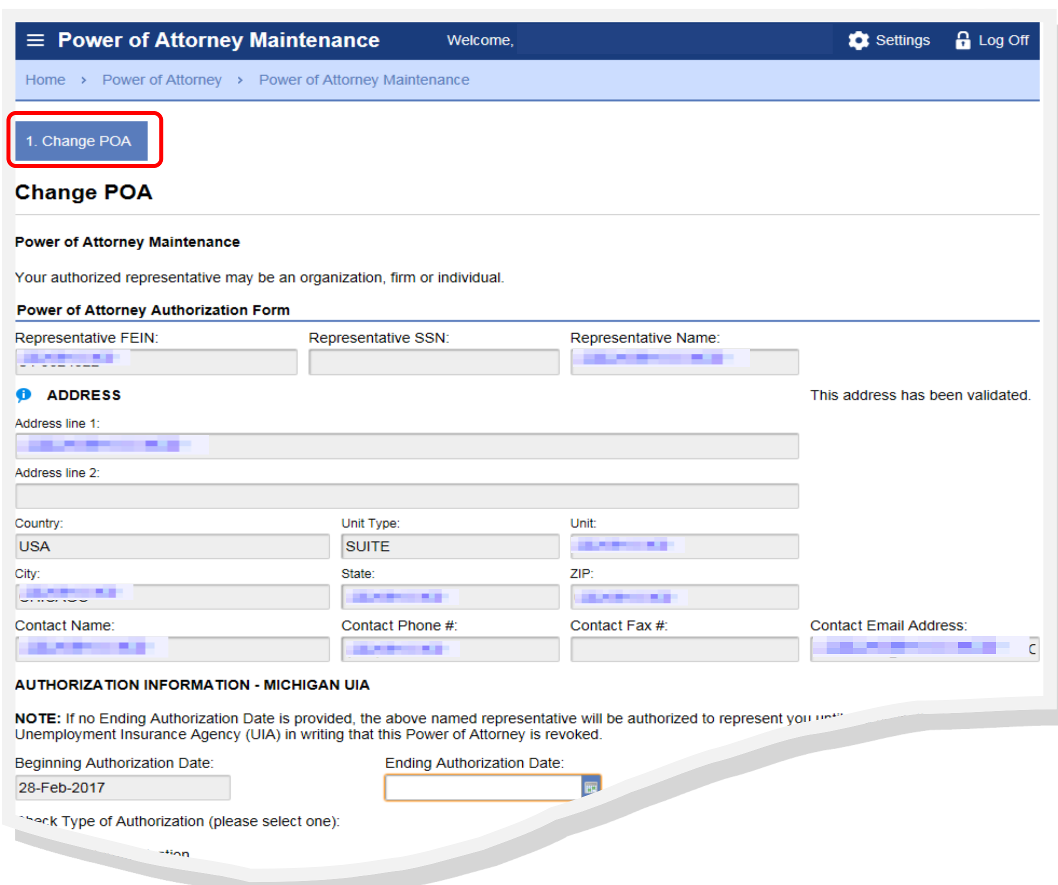


How can I change my Power of Attorney? (cont.)

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

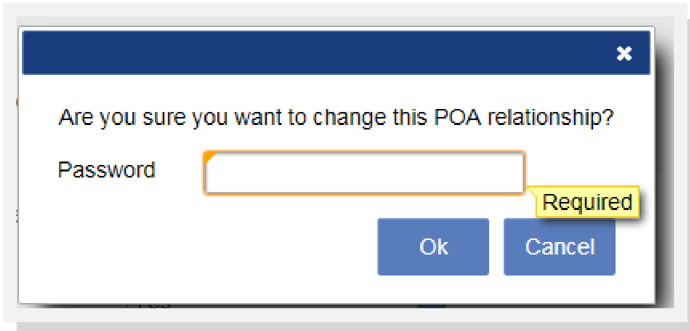


In the Home springboard above, click the "POA Name" hyperlink to view the Power of Attorney Maintenance window below. This window provides the existing POA's information. To change the POA, click the Change POA button and enter the new POA information in the POA Maintenance window.



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

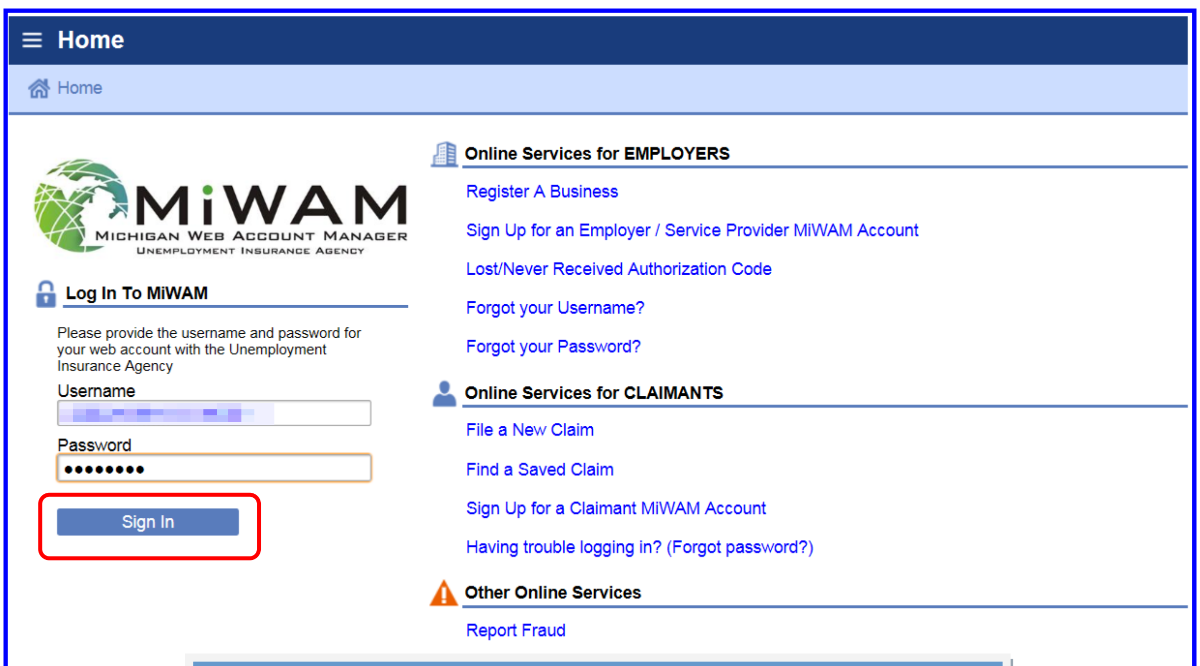
After completely entering the POA information, click the Submit button. Next you will received a password certification window.



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.



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

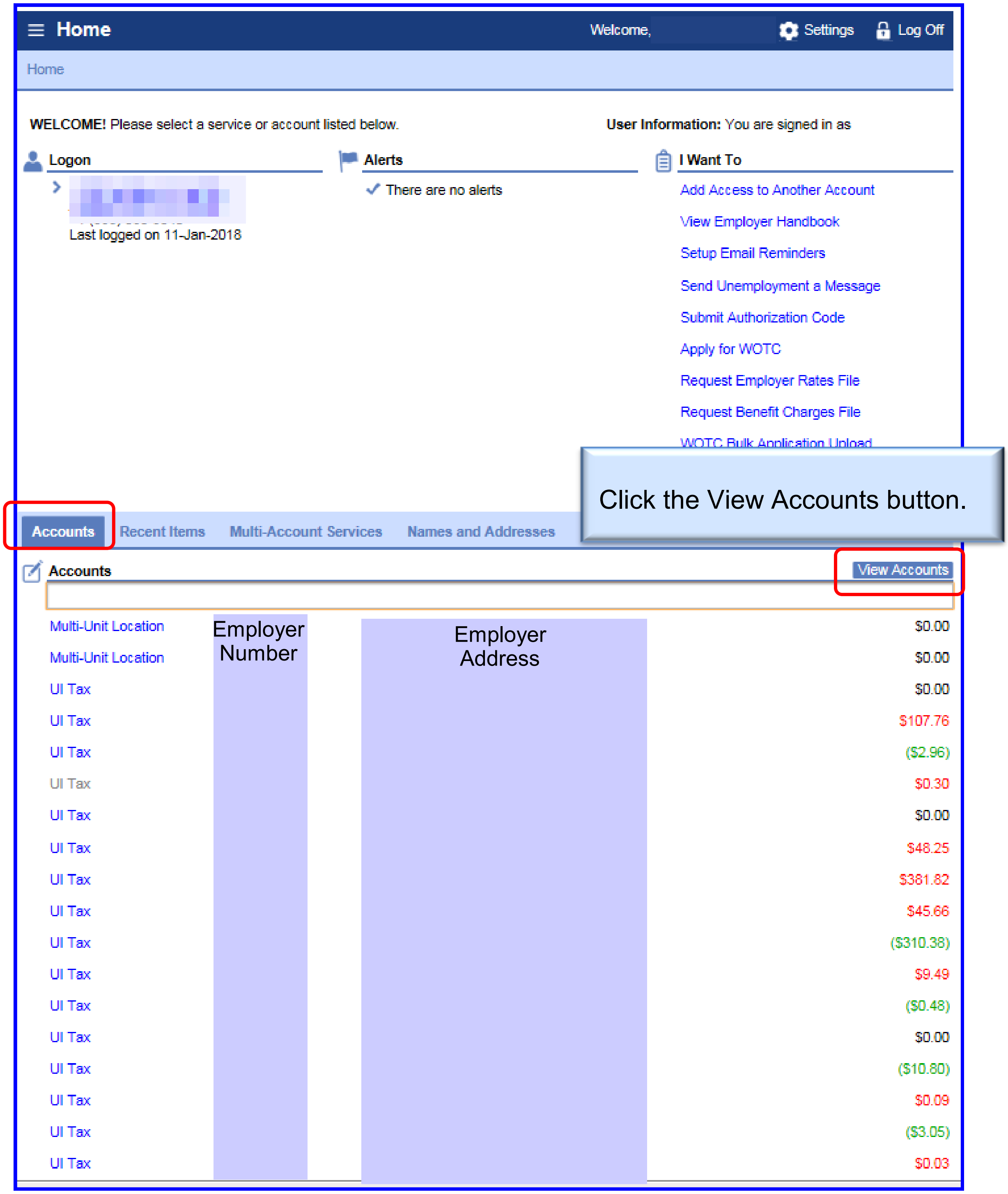
I am the Service Provider, how can I view my clients? (cont.)

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.

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

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

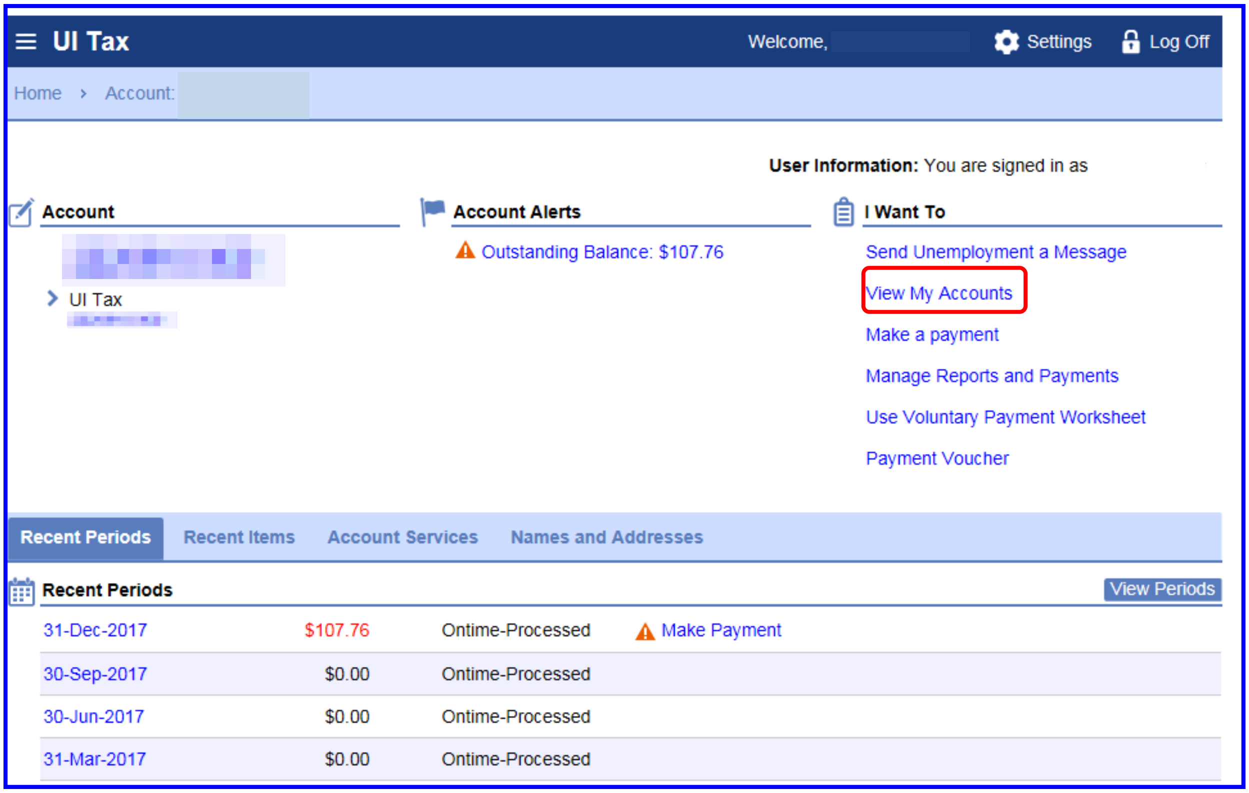
The Accounts springboard will appear once you click on the View Accounts button from the previous page. The Accounts springboard will display all the Services Provider's clients' accounts. If there are any grayed out text in the Accounts springboard, these are for inactive employer accounts.

The Home springboard and the Account springboard are similar for the Service Provider in MiWAM, except the address appears on the Accounts springboard. The Service Provider can access all its clients from their Accounts springboard.

You may access your client's account by clicking the "UI Tax" hyperlink, next to the employer's account number on the Accounts springboard.

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.



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

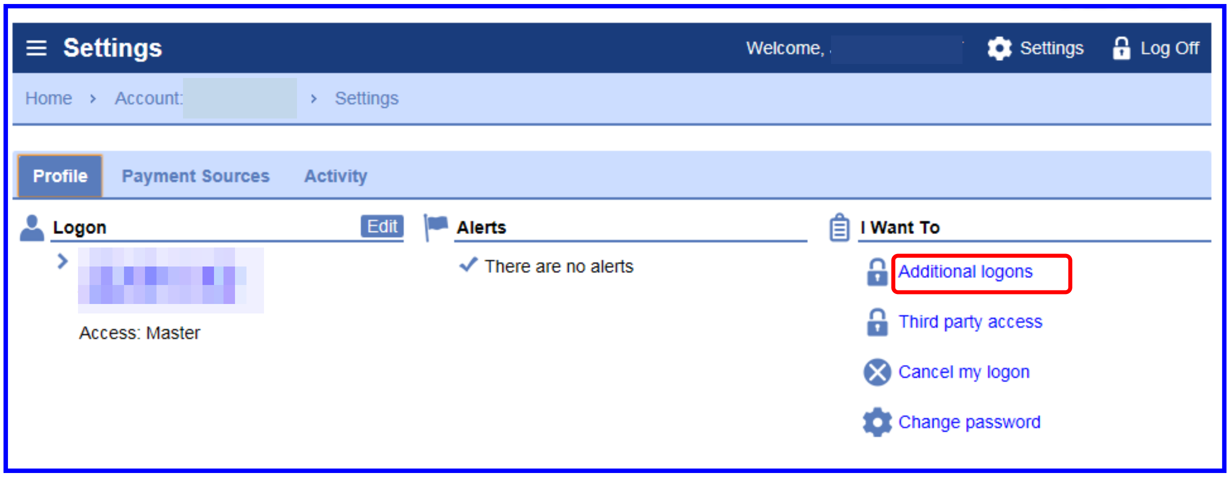
The "View My Accounts" hyperlinks provides the Service Provider access to his/her other client's accounts.

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

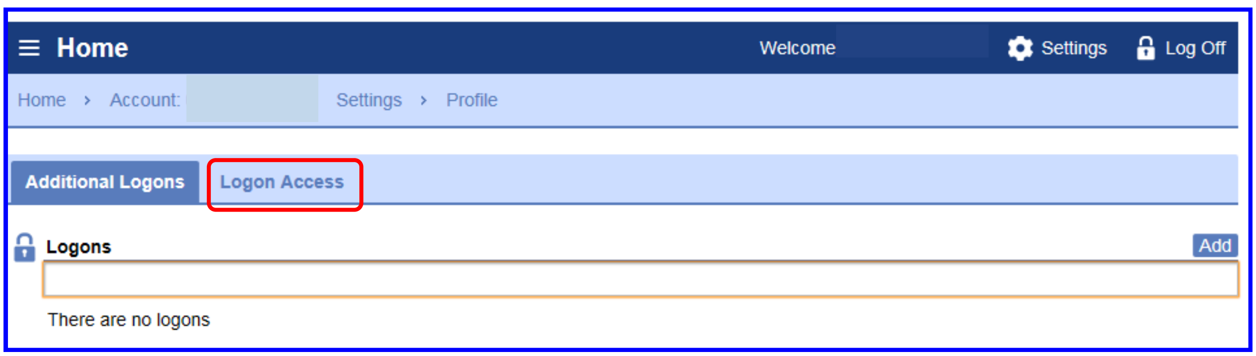
To view the permissions for a client, from the UI Tax springboard, click the "Settings" hyperlink.

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

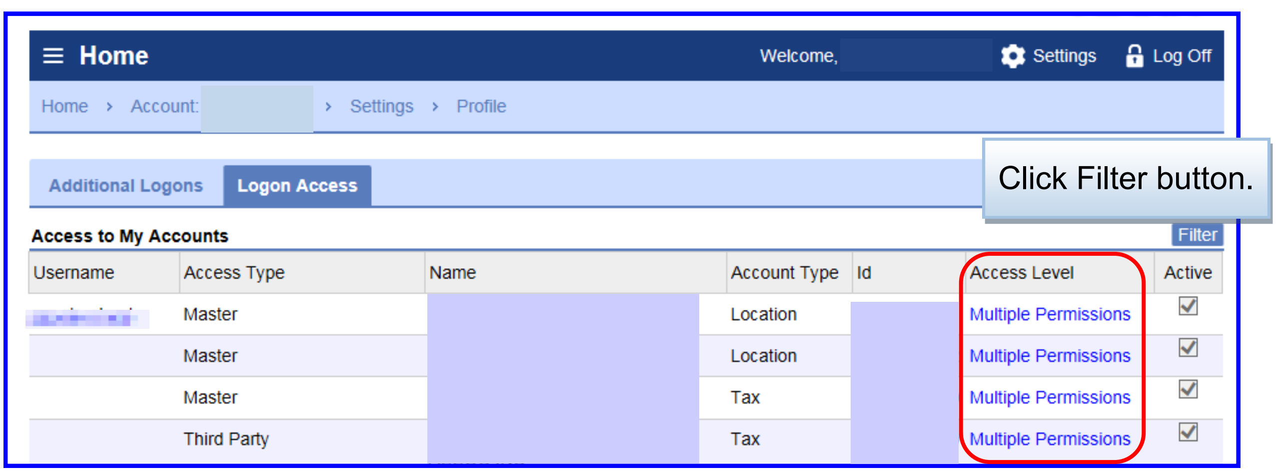
On the Settings springboard, click the “Additional logons” hyperlink.



The Additional Logons tab appears in the default setting.

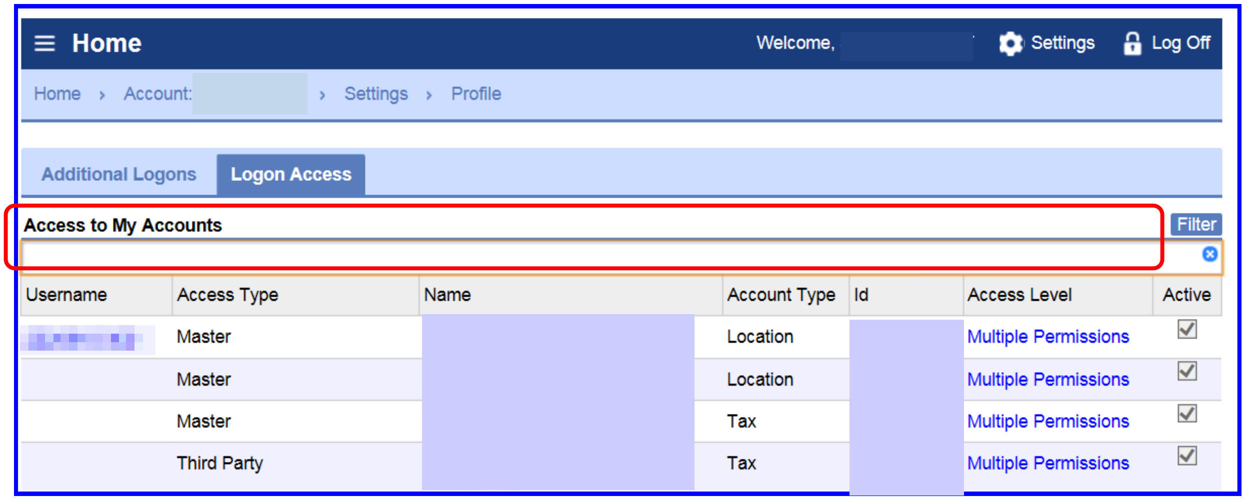


Click the Logon Access tab. The Logon Access provides the Service Provider with a list of his/her clients. The Access Level column provides the permissions that the Service Provider has for each of his/her clients.

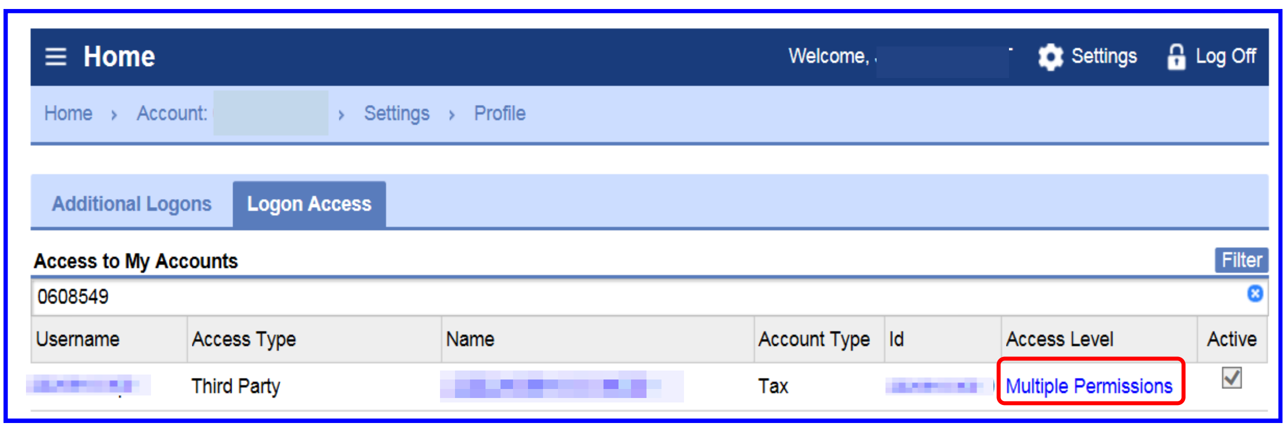


I am a Service Provider, how do I find out what permissions I have for my client? (cont.)

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 employer account that the Service Provider wants to view appears. Click the “Multiple Permission” hyperlink.



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