MICHIGAN UNEMPLOYMENT INSURANCE AGENCY

MiWAM TOOLKIT

For Employers - Part 3

Other MiWAM Functions and Settings

MiWAM TOOLKIT
for Employers - Part 3
Other MiWAM Functions and Settings

Contents

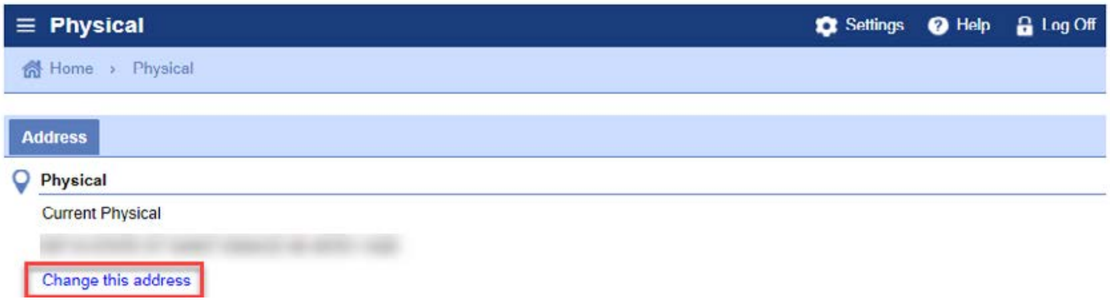
71 Address Changes
71 Physical Address
74 I Want To
74 Chat With an Agent
74 Send Unemployment a Message
75 View Employer Handbook
75 Setup Email Reminders
76 Add or Update Power of Attorney
78 Apply for WOTC
79 Request Benefit Charges File
79 Sign Up for SIDES e-Response
80 Settings
81 Edit Your Profile
81 Payment Sources
81 Activity
82 Additional Logons
84 Logon Access
85 Third Party Access
87 Change Password
87 View My Accounts
89 Manage Reports and Payments
89 Set Go Green Preference
90 Register Location Account
92 Use Voluntary Payment Worksheet
93 Payment Voucher
93 Register for Work Share
94 Manage Work Share Plans

Address Changes

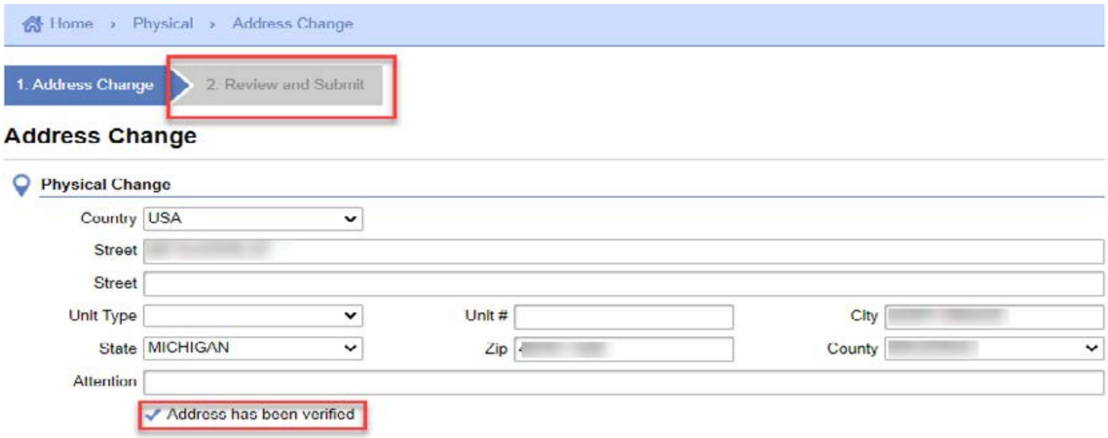
Physical Address

To change your physical address, click on the “Names and Addresses” tab.

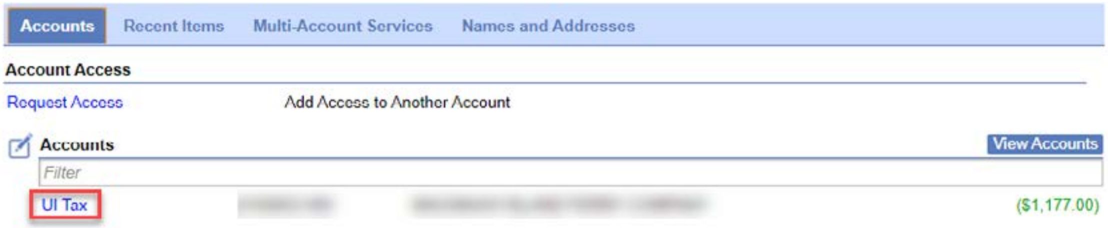
Click the “Change this address” link.



Enter your new physical address. You will need to verify the address before continuing. The system will process the address change overnight and you will see your updated physical address the following business day.

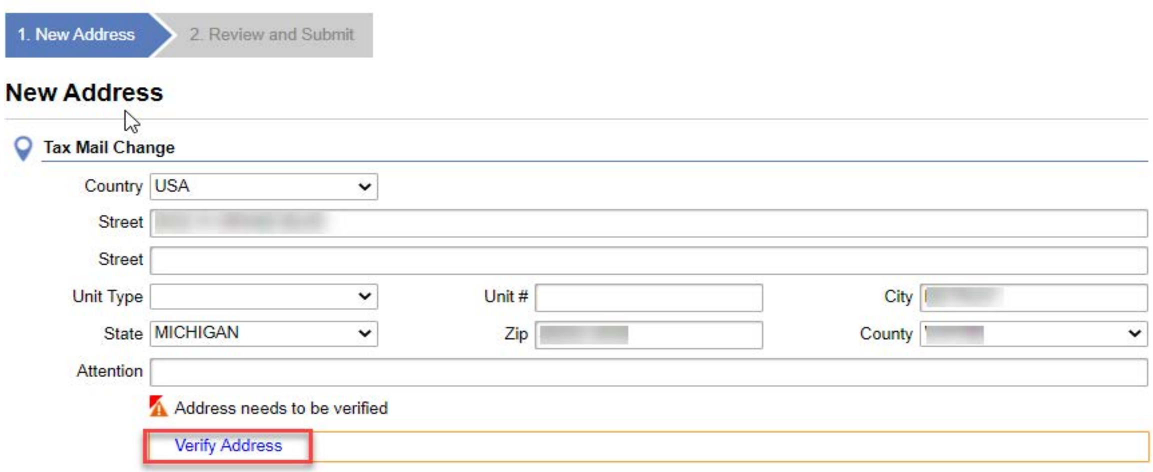


To change the Mailing address that appears at the top of your "Welcome" page, click on the "UI Tax" link beneath the "Accounts" tab.

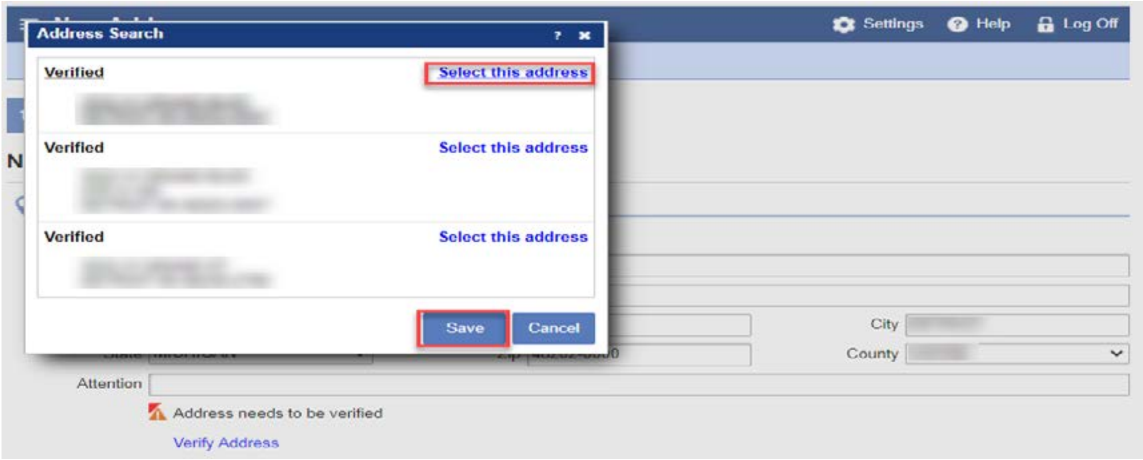


To change or add your mailing address, click on "Add" next to "Mailing Address."

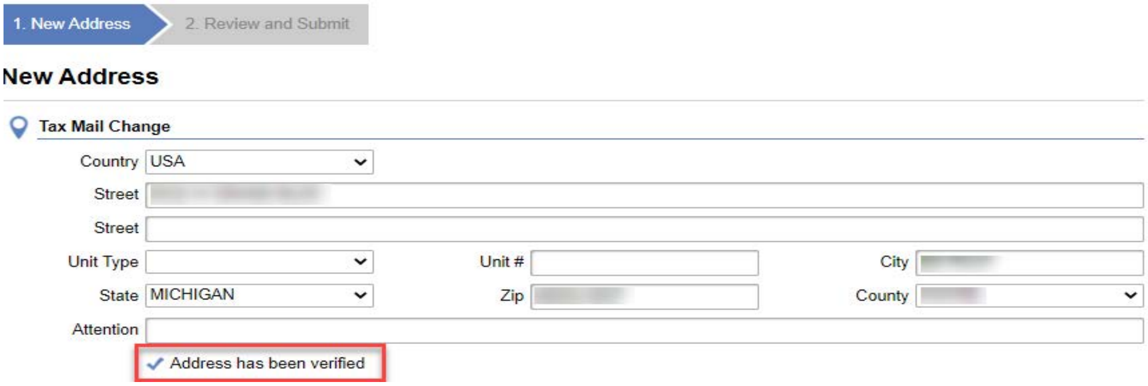
Enter your new mailing address and click "Verify Address."



Click "Select this address" and click "Save."



Once the address has been verified, click on "Next Step," then "Submit." The new address will appear the next business day.



I Want To

Chat With an Agent

The Chat feature allows you to communicate with an agent in real time. Click on the "Chat with an Agent" link for assistance with your tax or benefits questions.

I Want To

- Chat with an Agent
- Send Unemployment a Message
- View Employer Handbook
- Setup Email Reminders
- Add or Update Power of Attorney
- Apply for WOTC
- Request Benefit Charges File
- Sign Up for SIDES e-Response

When you click on the link, you will be asked for your first name and last name. These are optional fields. However, you must enter your FEIN or unemployment account number, along with the gross wages of your most recent quarterly report.

First Name

Last Name

FEIN or EAN Number *

Gross Wages on Recent Report *

Send Unemployment a Message

You may also send unemployment a message through your MiWAM account. Click on the "Send Unemployment a Message."

I Want To

- Chat with an Agent
- Send Unemployment a Message
- View Employer Handbook
- Setup Email Reminders
- Add or Update Power of Attorney
- Apply for WOTC
- Request Benefit Charges File
- Sign Up for SIDES e-Response

Once you click the link, you will have the opportunity to choose “Message Type” that include a rating, benefits, and protests dropdown menu. Choosing a message type helps the agency assign your questions to the department that will be able to assist you best.

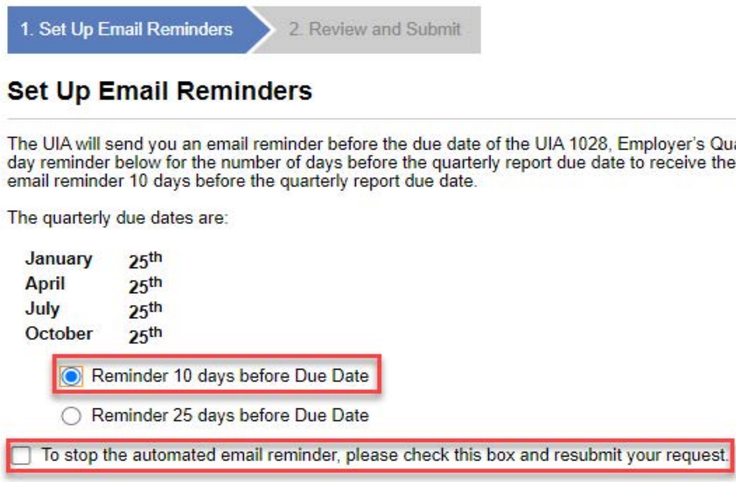
View Employer Handbook

If you need detailed information regarding unemployment insurance, click on the “View Employer Handbook” link to access the most recent handbook. You may download the handbook for your convenience. If you have Adobe Acrobat Reader, you may also search the document to pinpoint the sections of the handbook that you need for your particular issues.

Set Up Email Reminders

Click the “Set Up Email Reminders” to select your quarterly report reminders.

The “Set Up Email Reminders” feature allows you to select a 10- or 25-day email, reminding you when your quarterly report is due. You can also opt out of any emails by clicking the box next to, “To stop the automated email reminder, please check this box and resubmit your request.”


1. Set Up Email Reminders 2. Review and Submit

Set Up Email Reminders

The UIA will send you an email reminder before the due date of the UIA 1028, Employer's Quarterly Wage/Tax Report. You may choose either a 10 or 25 day reminder below for the number of days before the quarterly report due date to receive the email reminder. If no selection is made, we will send the email reminder 10 days before the quarterly report due date.

The quarterly due dates are:

January	25th
April	25th
July	25th
October	25th

- (•) Reminder 10 days before Due Date
- ( ) Reminder 25 days before Due Date

[ ] To stop the automated email reminder, please check this box and resubmit your request.

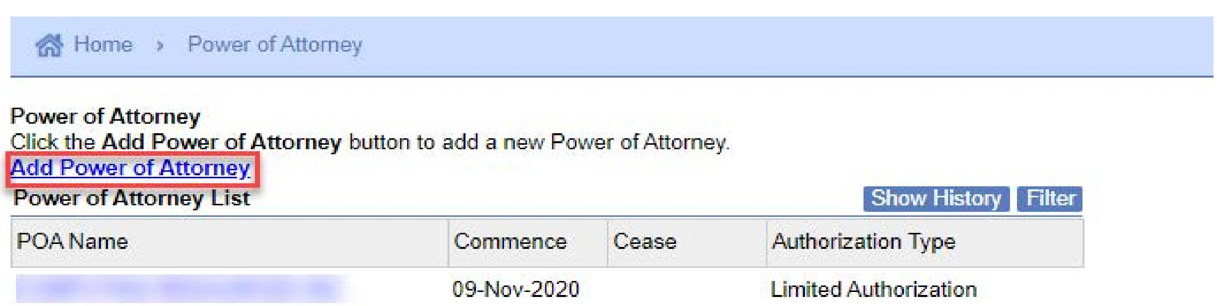
Add or Update Power of Attorney

You have the ability to add a service provider, modify or delete a current service provider’s access to your account. Click on the “Add or Update Power of Attorney” to begin the process.


I Want To

- Chat with an Agent
- Send Unemployment a Message
- View Employer Handbook
- Setup Email Reminders
- Add or Update Power of Attorney
- Apply for WOTC
- Request Benefit Charges File
- Sign Up for SIDES e-Response

Click on the “Add Power of Attorney” link to add a service provider to your account. Click on the link under the “POA Name” to modify or remove a current service providers access.


Home › Power of Attorney

Power of Attorney

Click the **Add Power of Attorney** button to add a new Power of Attorney.

Add Power of Attorney

Power of Attorney List Show History Filter

POA Name	Commence	Cease	Authorization Type
[illegible]	09-Nov-2020		Limited Authorization

In the example below, the POA has "Limited Authorization" to assist you with your unemployment taxes. You can change any authorization by selecting "Yes" or "No." Any changes will take effect the following business day.

Change POA

Power of Attorney Maintenance

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

Power of Attorney Authorization Form

Representative FEIN:

Representative SSN:

Representative Name:

ADDRESS

This address has been validated.

Address line 1:

Address line 2:

Country: USA

Unit Type:

Unit:

City:

State:

ZIP:

Contact Name:

Contact Phone #:

Contact Fax #:

Contact Email Address:

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: 04-Apr-2018

Ending Authorization Date:

Check Type of Authorization (please select one):

☐ General 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).

☑ Limited Authorization

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

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

In this example, you can give the service provider "General Authorization" to your account by selecting the "General Authorization" box. The changes will take effect the following business day.

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: 04-Apr-2018

Ending Authorization Date:

Check Type of Authorization (please select one):

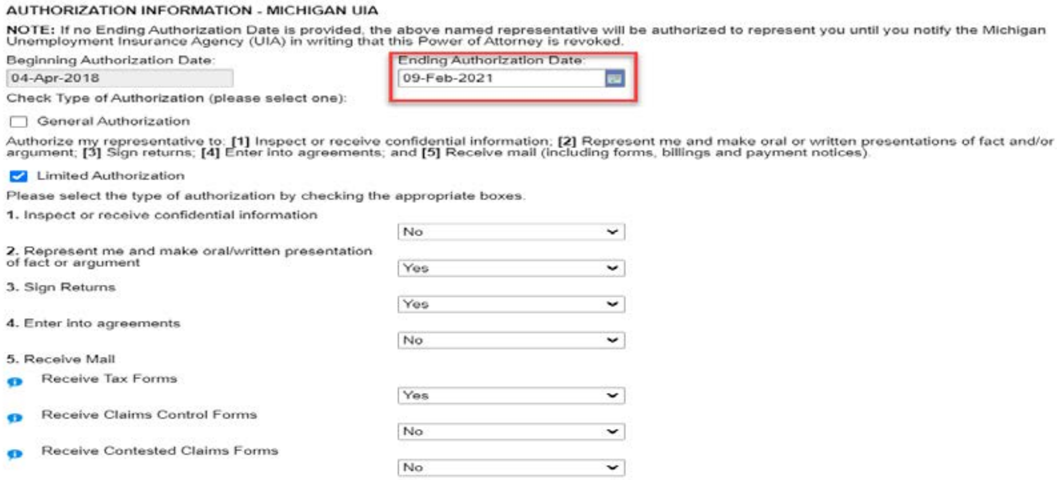
☑ General Authorization

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).

☐ Limited Authorization

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

To remove a current POA, select an "Ending Authorization Date." You may use a past date. The POA will be removed the following business day.



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: 04-Apr-2018

Ending Authorization Date: 09-Feb-2021

Check Type of Authorization (please select one):

General 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).

Limited Authorization

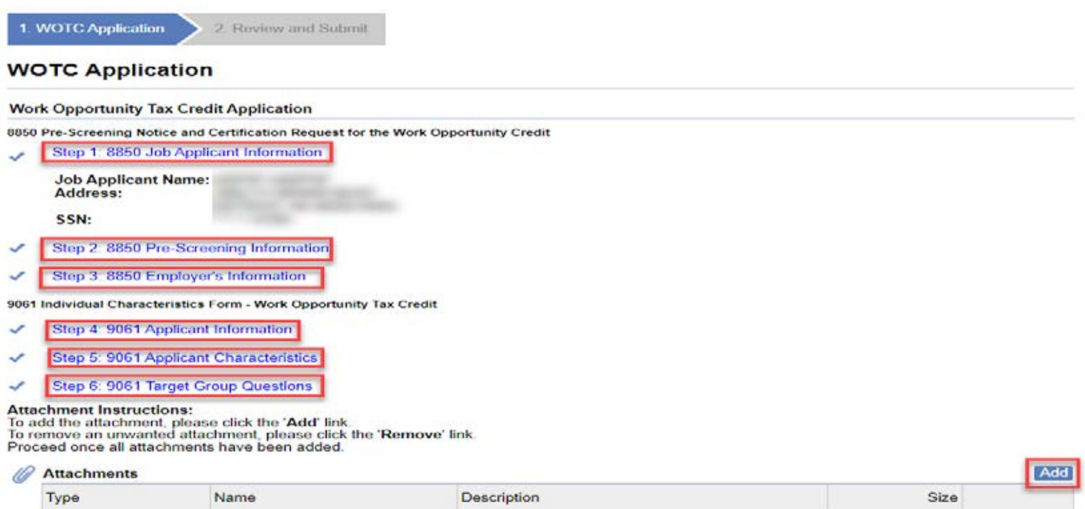
Please select the type of authorization by checking the appropriate boxes.

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

Apply for WOTC

The Work Opportunity Tax Credit allows qualified employers to apply for tax credits for their businesses. Click "Apply for WOTC" to begin the process.

Each step has specific questions regarding the individuals that you wish to hire. Complete all six steps, and click "Add" if you have any attachments.



1. WOTC Application — 2. Review and Submit

WOTC Application

Work Opportunity Tax Credit Application

8850 Pre-Screening Notice and Certification Request for the Work Opportunity Credit

- Step 1: 8850 Job Applicant Information

  Job Applicant Name:
  Address:
  SSN:

- Step 2: 8850 Pre-Screening Information
- Step 3: 8850 Employer's Information

9061 Individual Characteristics Form - Work Opportunity Tax Credit

- Step 4: 9061 Applicant Information
- Step 5: 9061 Applicant Characteristics
- Step 6: 9061 Target Group Questions

Attachment Instructions:
To add the attachment, please click the 'Add' link.
To remove an unwanted attachment, please click the 'Remove' link.
Proceed once all attachments have been added.

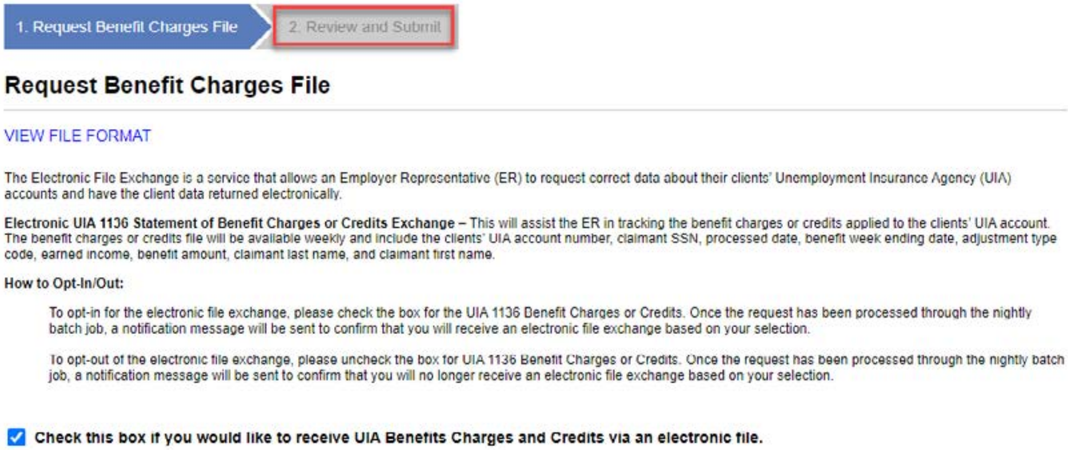
Attachments — Add

Type	Name	Description	Size

Request Benefit Charges File

Click the "Request Benefit Charges File" link to apply for the electronic benefits file.

Click the box next to the "Check this box if you would like to receive UIA Benefit Charges and Credits via an electronic file." Please understand that if there are not charges or credits, you will not receive a file. You can view your file in the "Notices" tab within your MiWAM account. Select the "Recent Items" tab, the click the "Notices" tab to the right.


1. Request Benefit Charges File | 2. Review and Submit

Request Benefit Charges File

VIEW FILE FORMAT

The Electronic File Exchange is a service that allows an Employer Representative (ER) to request correct data about their clients' Unemployment Insurance Agency (UIA) accounts and have the client data returned electronically.

Electronic UIA 1136 Statement of Benefit Charges or Credits Exchange – This will assist the ER in tracking the benefit charges or credits applied to the clients' UIA account. The benefit charges or credits file will be available weekly and include the clients' UIA account number, claimant SSN, processed date, benefit week ending date, adjustment type code, earned income, benefit amount, claimant last name, and claimant first name.

How to Opt-In/Out:

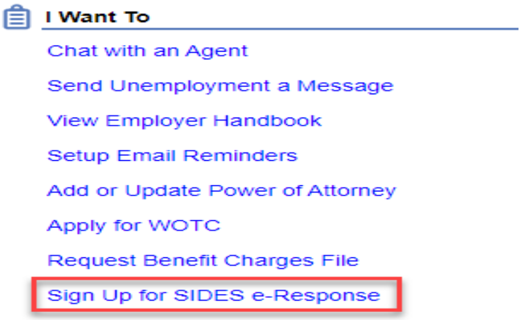
To opt-in for the electronic file exchange, please check the box for the UIA 1136 Benefit Charges or Credits. Once the request has been processed through the nightly batch job, a notification message will be sent to confirm that you will receive an electronic file exchange based on your selection.

To opt-out of the electronic file exchange, please uncheck the box for UIA 1136 Benefit Charges or Credits. Once the request has been processed through the nightly batch job, a notification message will be sent to confirm that you will no longer receive an electronic file exchange based on your selection.

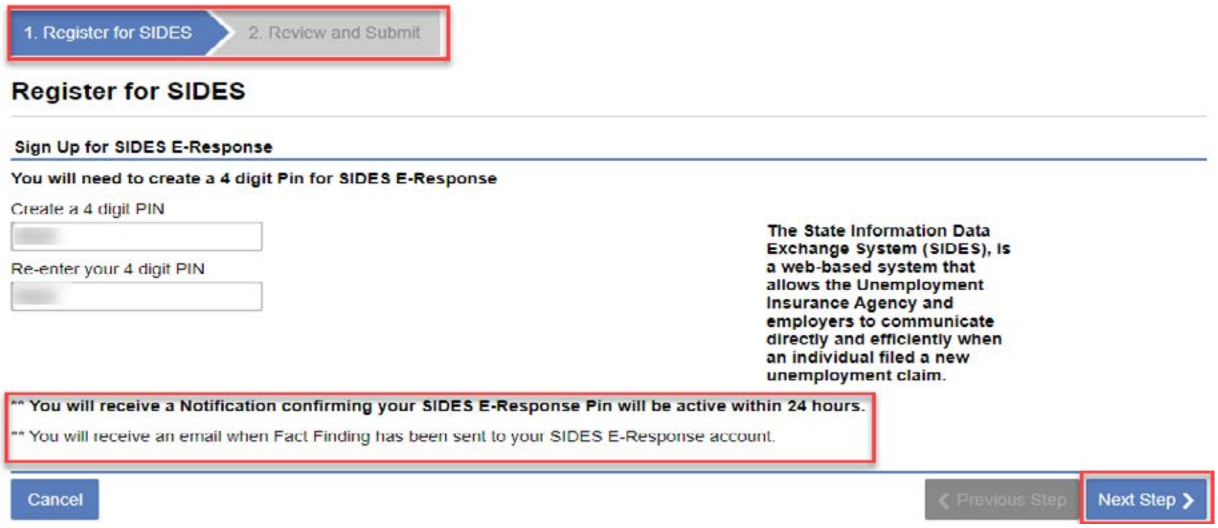
☑ **Check this box if you would like to receive UIA Benefits Charges and Credits via an electronic file.**

Sign Up for SIDES e-Response

To sign up for State Information Data Exchange System (SIDES), click on the "Sign Up for SIDES e-Response."



Create a four-digit PIN for your SIDES account. Click "Next Step," then "Submit" to apply for your SIDES account. Note that you will receive an email notifying you of any "Fact Finding" in your SIDES account.

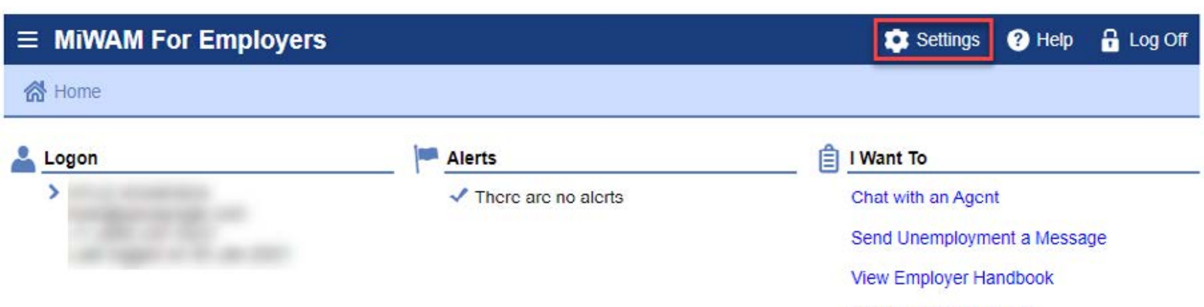


When you log in to your MiWAM account, you will see an "Account Alert" notifying you of any Fact Finding forms in your SIDES account.

Go directly to the site UIsides.org/. You will need your FEIN, EAN and PIN. Click Separation Information.

Settings

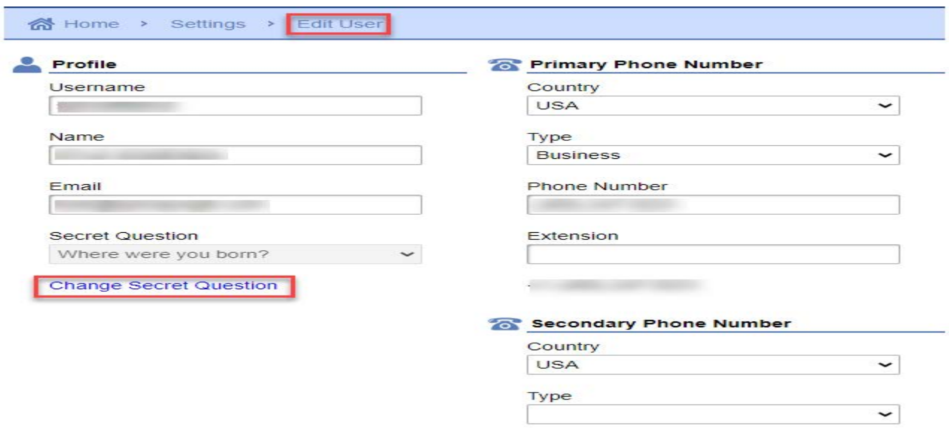
The "Settings" link in the upper right hand corner of your "Welcome" page has a number of features to assist you with your account needs.



Edit Your Profile

After you click on “Settings,” you can change the information in your account profile. Click the “Profile” tab, then click the “Edit” button.

You may change the Username, Name and Email address in your “Edit User” tab. You can also add or update your “Secret Question” and “Answer.” It is important to have a secret question and answer, since this feature allows you to unlock your account if necessary. To the right of the screen, you can add or modify phone numbers.

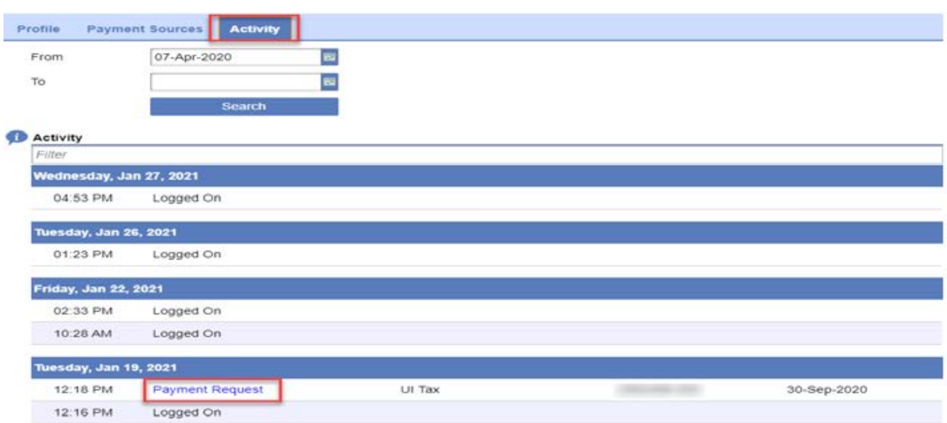


Payment Sources

For instructions on how to create a payment profile, see page 29 of the *MiWAM Toolkit for Employers - Part 1*.

Activity

When you click on the “Activity” tab, you will see any activity on your account. You can “Filter” your search using keywords, or you can use the date dropdown menu feature to view particular dates of activities within your account.

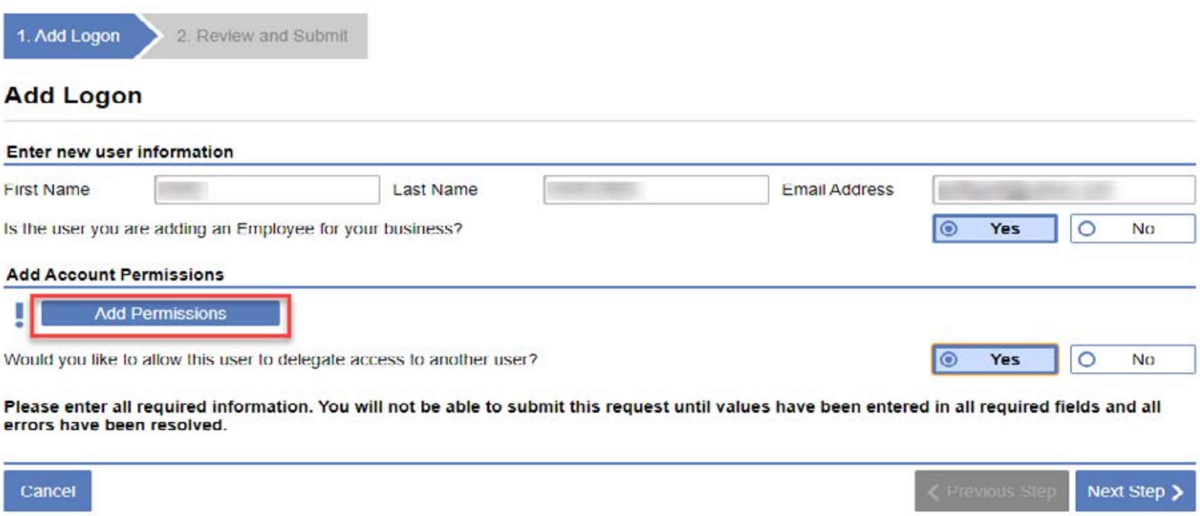


Additional Logons

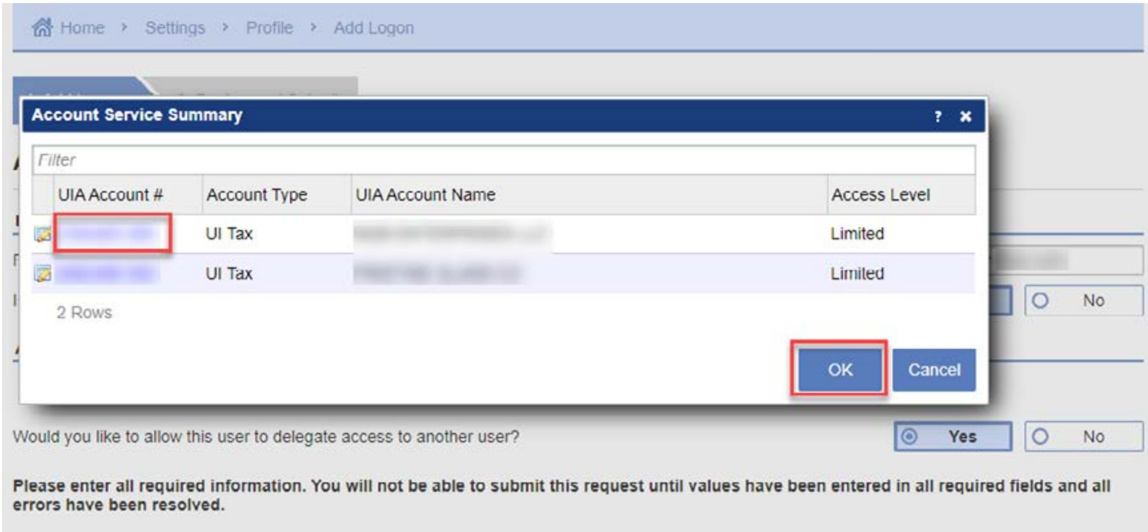
As the Master account holder, you may add other users to your account. You determine the type of access and employer permissions the users may have in order to assist you and your clients. Click on the “My Profile” button to begin the process.

On the “Additional Logons” tab, click the “Add” button to the right of the screen to add another user.

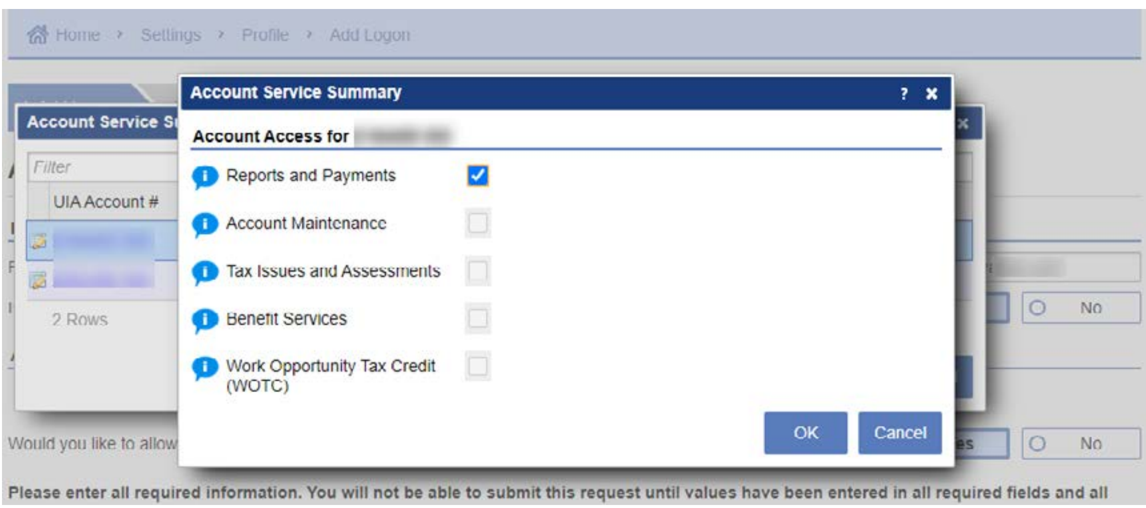
Enter the first and last name of the user, including the user’s email address. Click on the “Yes” radio button if the user is an employee of your company. Click “Yes” if you would like the user to have the ability to add other users to your company’s account. If you are a service provider, users will only have the ability to delegate access to other users only if you have an unemployment number. The added users cannot delegate access to other accounts. That function is only available to Master account holders. Click on the “Add Permissions” button to select which functions your added user will need.



Click on the “UIA Account #” link of any unemployment account you wish the added user to have access to.



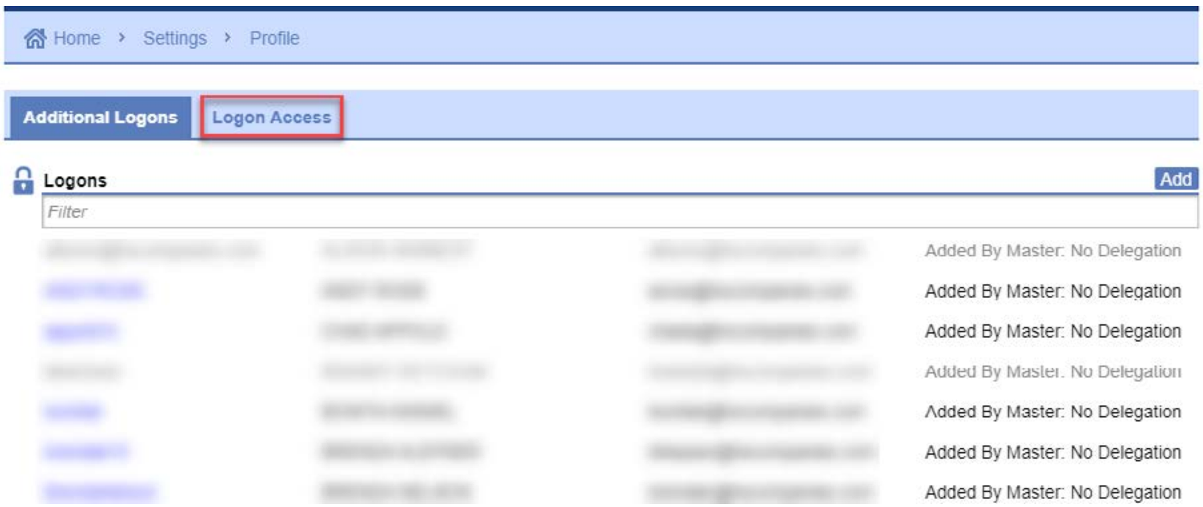
Choose the features you wish the added user to have. Click “OK.”



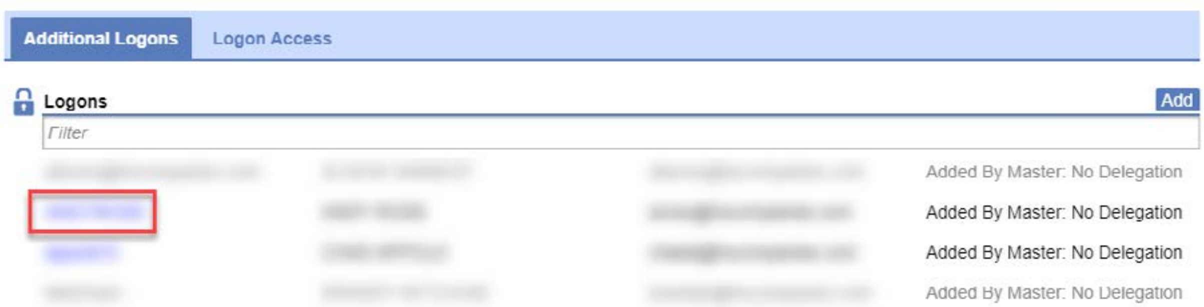
Once you submit your request, the added user will receive an email giving them details on creating an “Employee” MiWAM account.

Logon Access

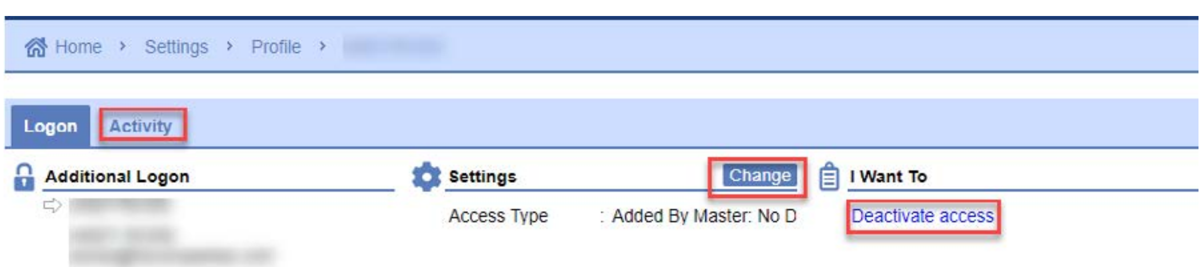
After you click "OK," you will be taken back to your "Manage Logons" page. Once your added user creates a MiWAM account, you will see the user's name on the "Additional Logons" tab and you will also see the user's name under the "Access to My Accounts" tab along with the user's designated employers and permissions.



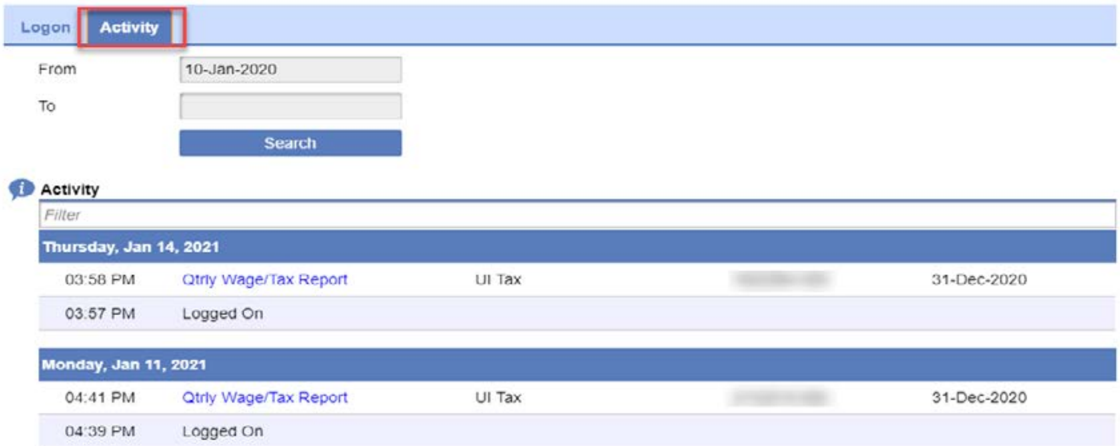
You may click the Username of your added user to view or modify the settings for the user.



On the "Activity" tab, you can "Change" the delegation tab from "No Delegation" to "Can Delegate." You may also "Deactivate Access" within this tab for the user.

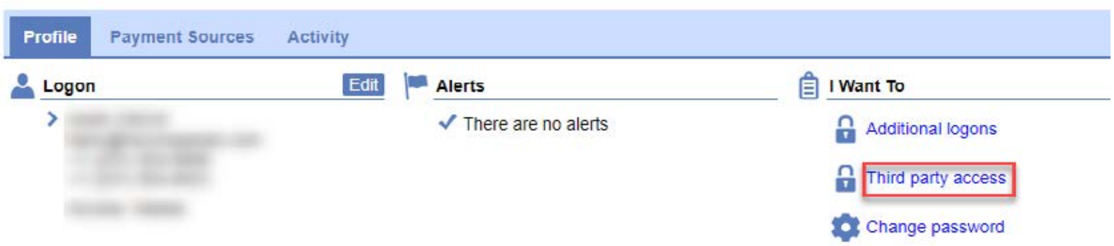


The Activity tab allows you see the activities of the added user. You can "Filter" the activity according to the subject or date, or you can use the dropdown menu to search more specifically by dates.

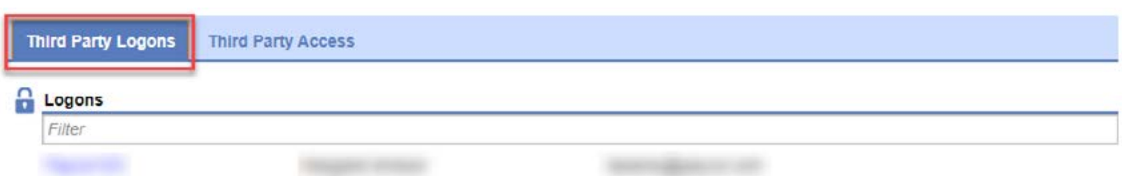


Third Party Access

Click on the "Third party access" link to view any service providers that have access to your account.

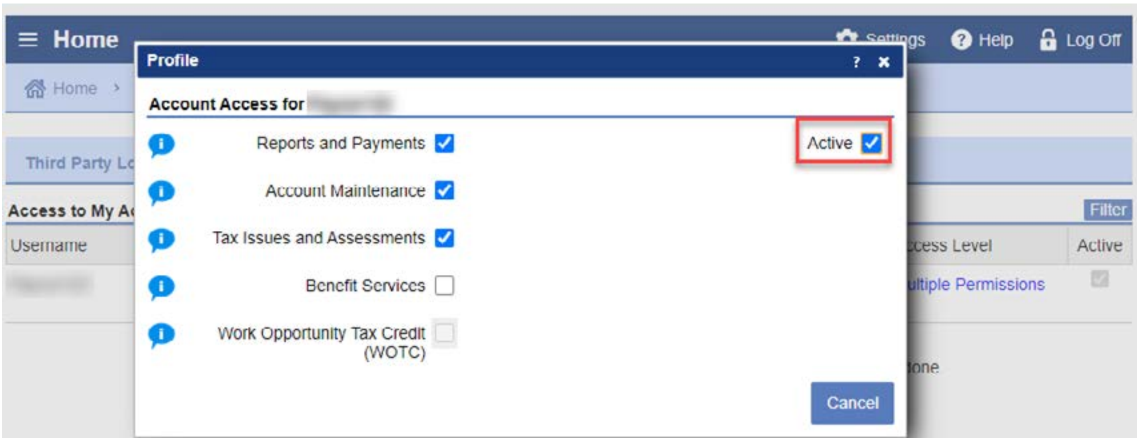


Click on the "Username" link of the third party that appears under the "Third Party Logons" tab.

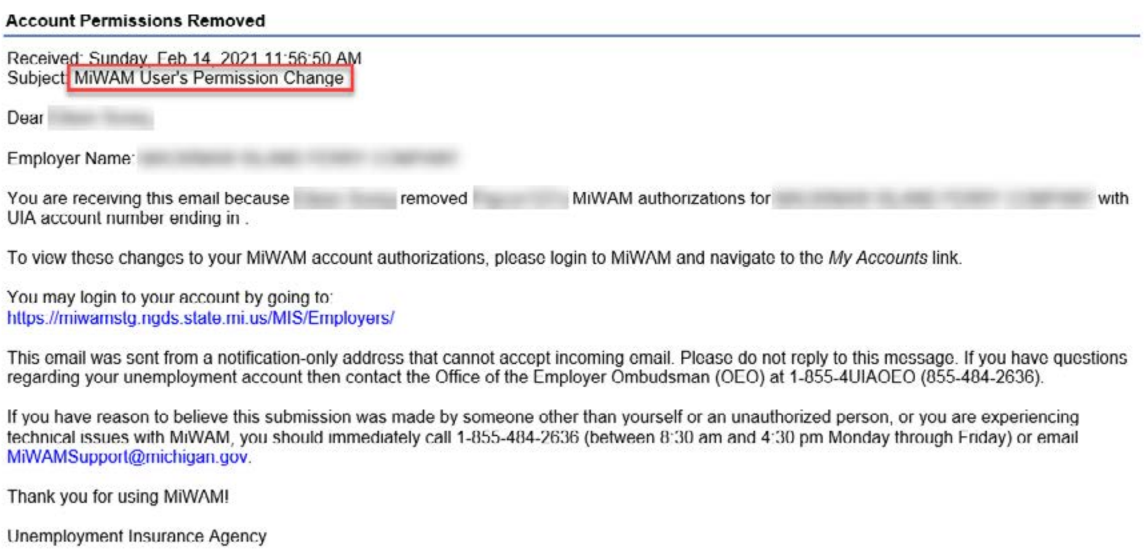


On the "Third Party Access" tab, you can view the "Access Level" that was given to any service provider. Click on the "Multiple Permissions" tab.

In this example, the service provider can file quarterly reports, submit payments and protest various tax issues and assessments. Notice in the right hand corner that you can remove the service provider's access to your account by deselecting the check in the "Active" box.



If you deselected the "Active" box, you will receive an email stating that the third party is no longer authorized to access your account.



Account Permissions Removed

Received: Sunday, Feb 14, 2021 11:56:50 AM
Subject: MiWAM User's Permission Change

Dear

Employer Name:

You are receiving this email because removed MiWAM authorizations for with UIA account number ending in .

To view these changes to your MiWAM account authorizations, please login to MiWAM and navigate to the *My Accounts* link.

You may login to your account by going to:
https://miwamstg.ngds.state.mi.us/MIS/Employers/

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).

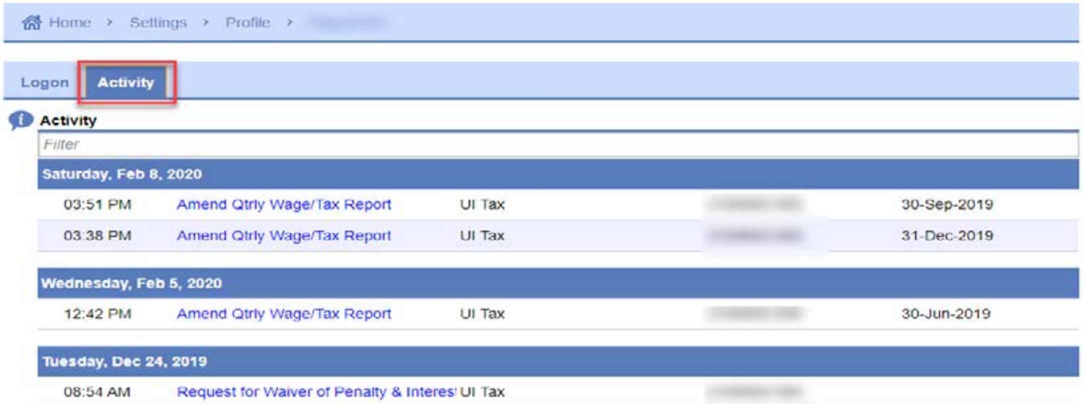
If you have reason to believe this submission was made by someone other than yourself or an unauthorized person, or you are experiencing technical issues with MiWAM, you should immediately call 1-855-484-2636 (between 8:30 am and 4:30 pm Monday through Friday) or email MiWAMSupport@michigan.gov.

Thank you for using MiWAM!

Unemployment Insurance Agency

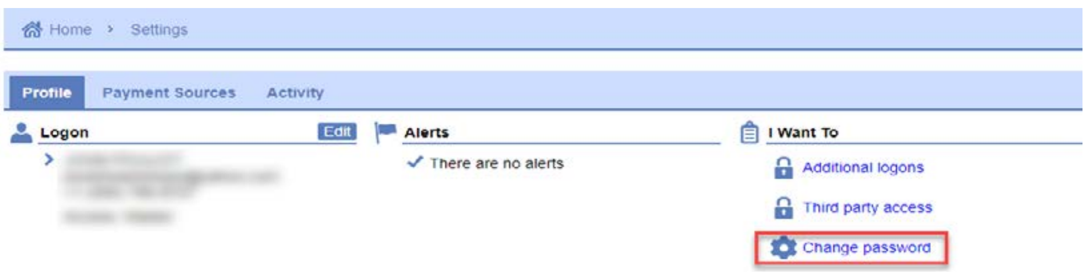
You may view the activities of any service provider by click on the Username of the provider under the "Third Party Logons" tab.

You can verify any activity that the third party has completed for you.



Change Password

You can change your password while in your account by clicking on the "Change password" link.

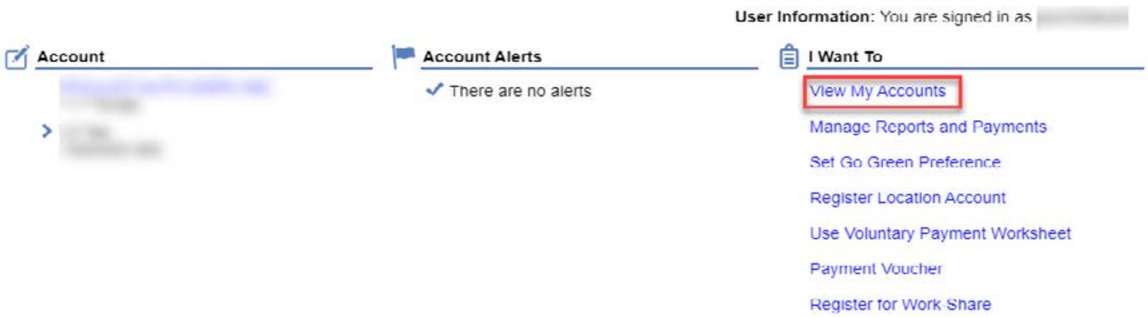


The system will prompt you for your current password and your new password. Please follow the guidelines under "Password Help" to assist you with creating your new password.

View My Accounts

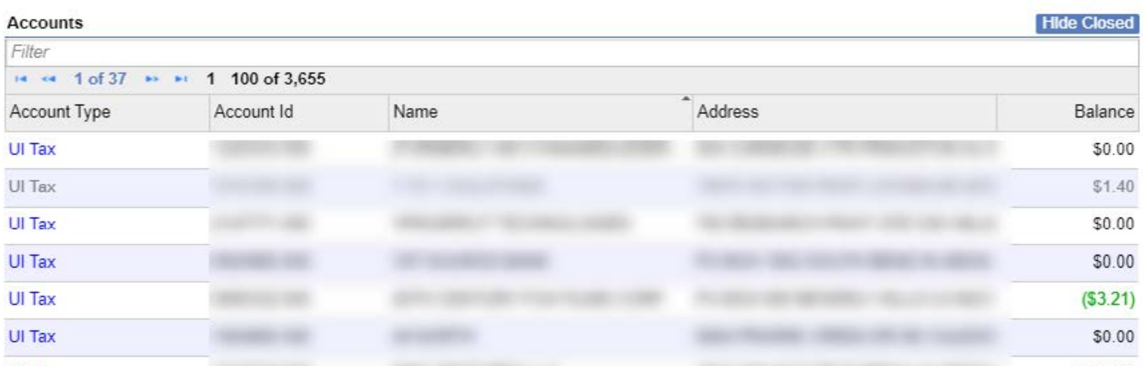
For more features contained within the "I Want To" header, click on the "UI Tax" link under the "Accounts" tab.

To view all of your accounts, click on the "View My Accounts" link.

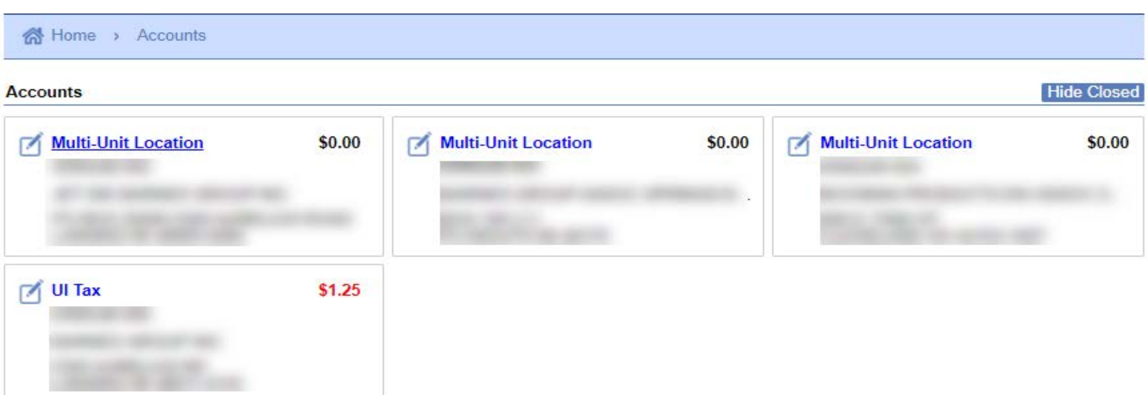


Click on "View Accounts" to see all of your accounts contained within your MiWAM account.

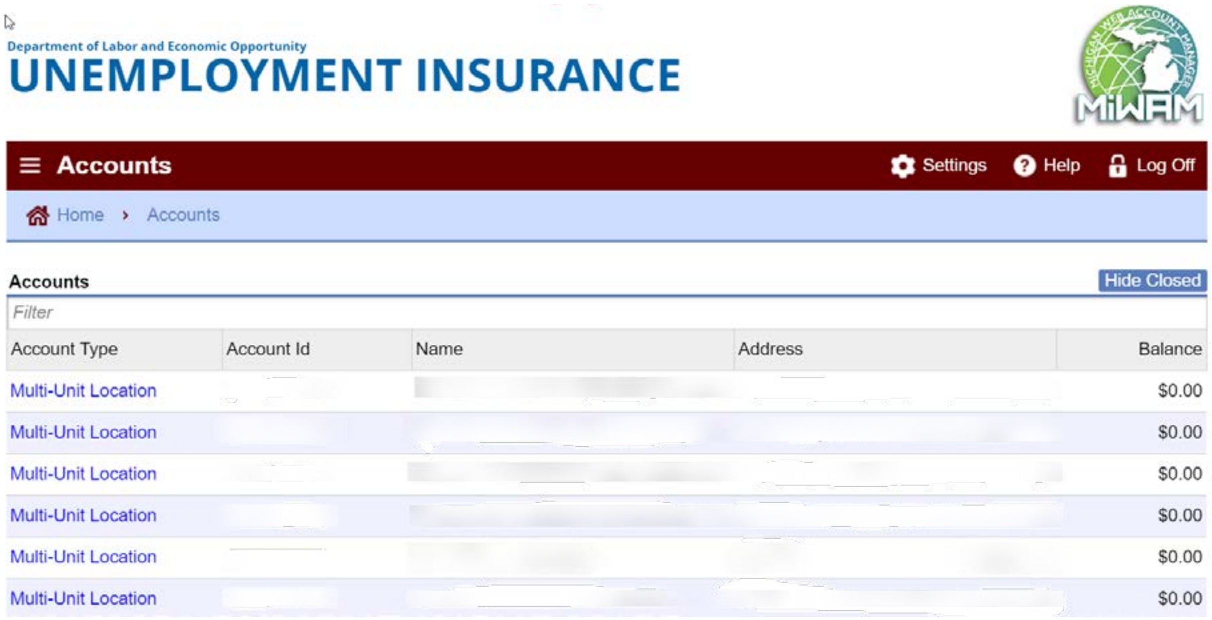
If you are a service provider, you will see all of the employers within your account.



No more tiles, appears as a list now:

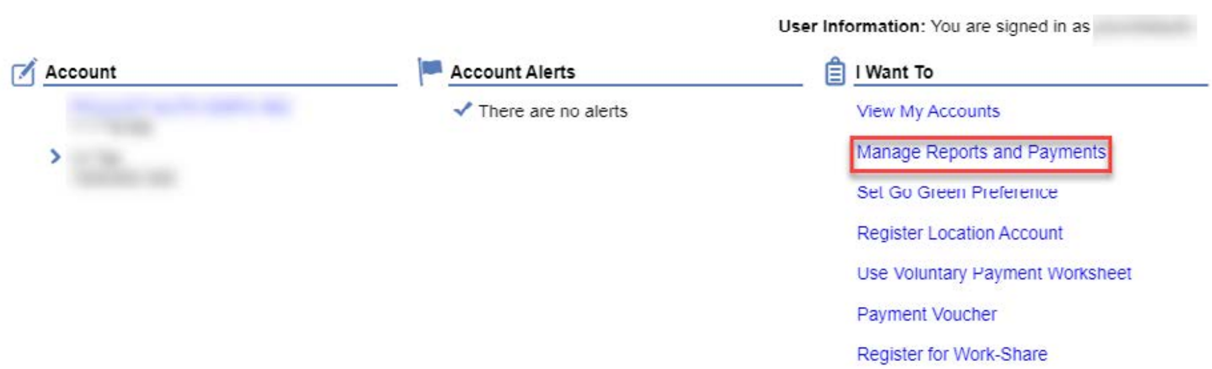


If you are an employer with chargeable or non-chargeable accounts, you can view them here.



Manage Reports and Payments

For Manage Reports and Payments instructions, see page 43 of the *MiWAM Toolkit for Employers - Part 2*.

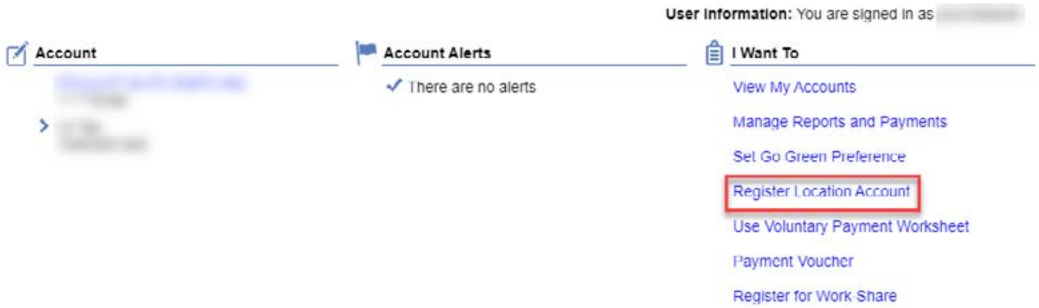


Set Go Green Preference

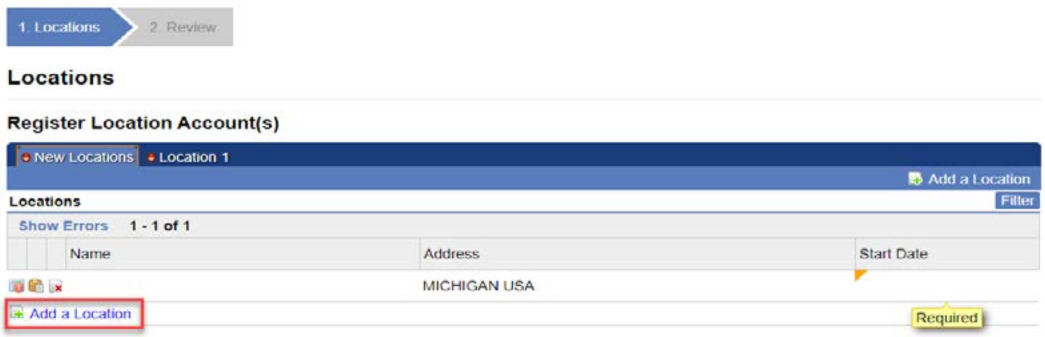
For Go Green Preference instructions, see page 39 of the *MiWAM Toolkit for Employers - Part 1*.

Register Location Account

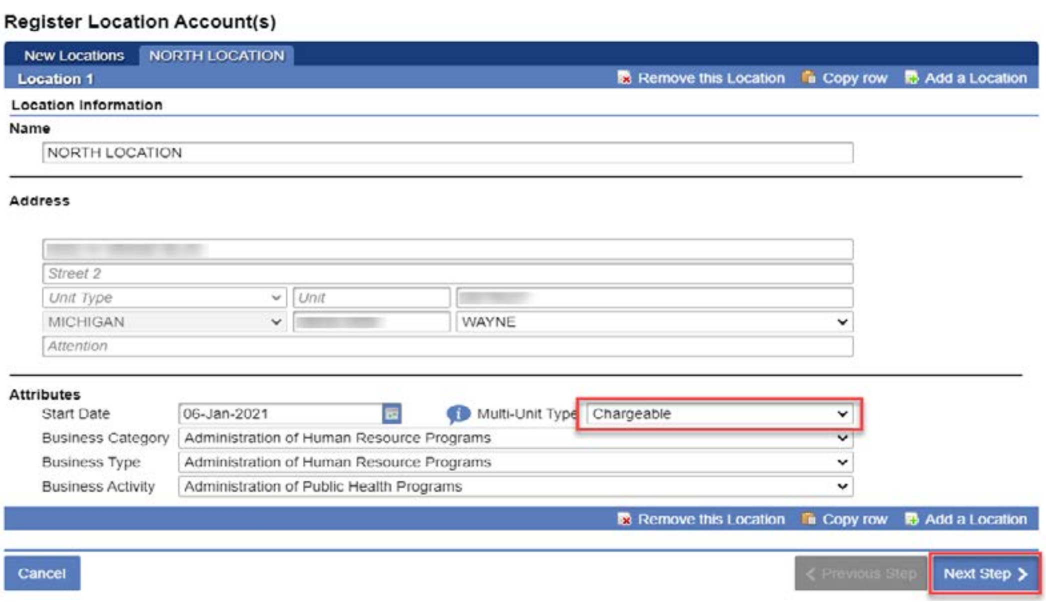
If your company has other locations, you can add them to your MiWAM account. Click on the "Register Location Account" link.



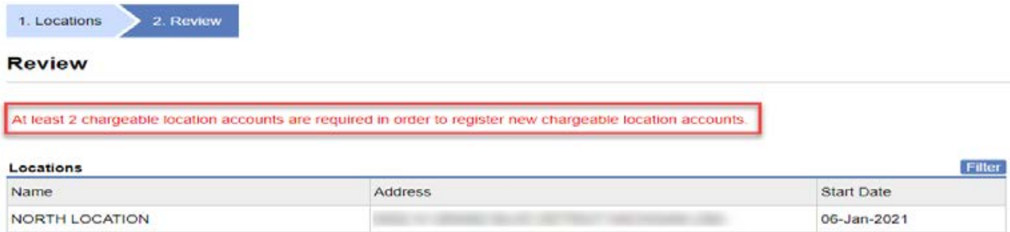
Click on the "Add a Location" link under the "New Locations" tab.



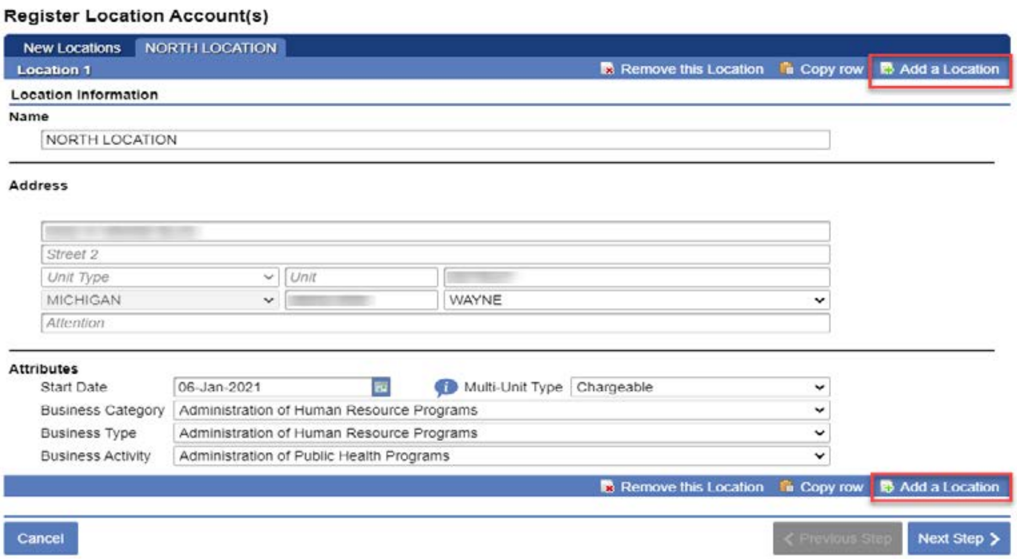
Enter the name of your location and your address. Within the "Attributes" section, enter the start date and whether your location will be a "Chargeable" or "Non-Chargeable" location. Select the busines category, type and activity from the dropdown menus.



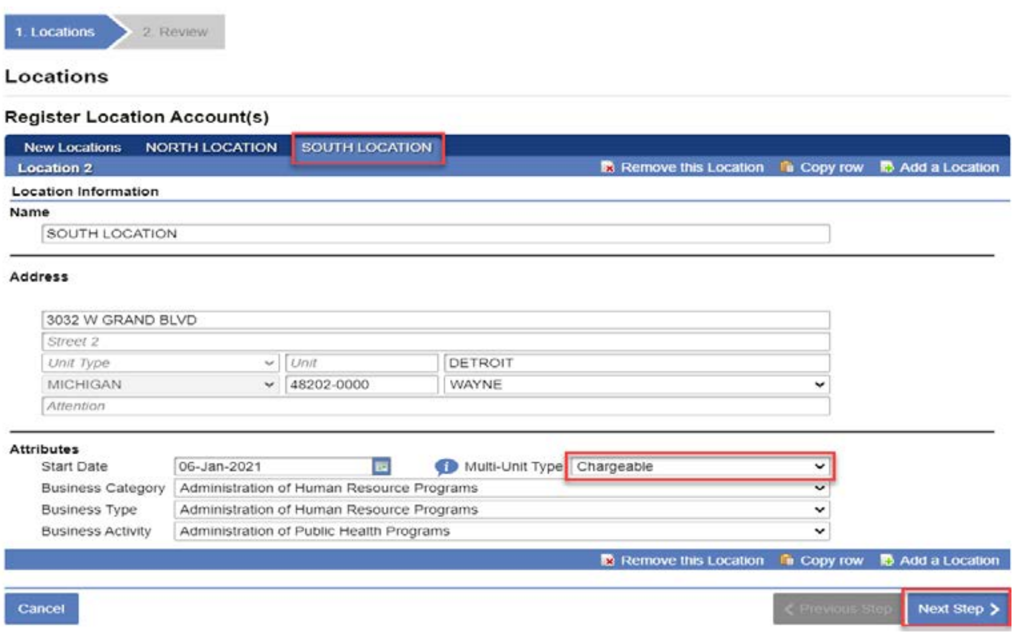
Once you click “Next Step,” you will see the message below. You must have at least two locations to continue the process. If you do not have two locations, you will not be able to add any locations.



Add the second location by clicking on “Add a Location.”



Complete all the necessary information for your second location and click “Next Step.”



After you have added the locations, make sure that all of the information is correct. Click “Submit” button.

1. Locations | 2. Review

Review

2 location(s) will be added to UIA No. [illegible].

If this is correct, press the Submit button to complete request. Otherwise, you may use the Previous button to navigate back to the last screen.

Locations Filter

Name	Address	Start Date
NORTH LOCATION	[illegible]	06-Jan-2021
SOUTH LOCATION	[illegible]	06-Jan-2021

2 Rows

Once your locations have been added to your account, you will see the locations displayed under the “Accounts” tab.

Accounts | Recent Items | Multi-Account Services | Names and Addresses

Accounts View Accounts

Filter

Multi-Unit Location	[illegible] 001	[illegible]	$0.00
UI Tax	[illegible]	[illegible]	($300.00)
UI Tax	[illegible] 000	[illegible]	$0.00

Use Voluntary Payment Worksheet

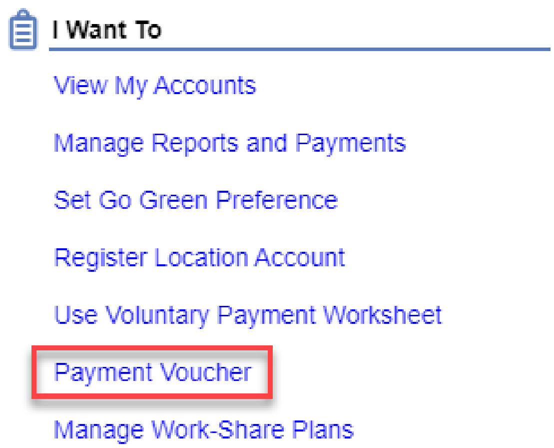
For instructions on Voluntary Payments, see page 46 of the *MiWAM Toolkit for Employers - Part 2*.

I Want To

- View My Accounts
- Manage Reports and Payments
- Set Go Green Preference
- Register Location Account
- Use Voluntary Payment Worksheet
- Payment Voucher
- Manage Work-Share Plans

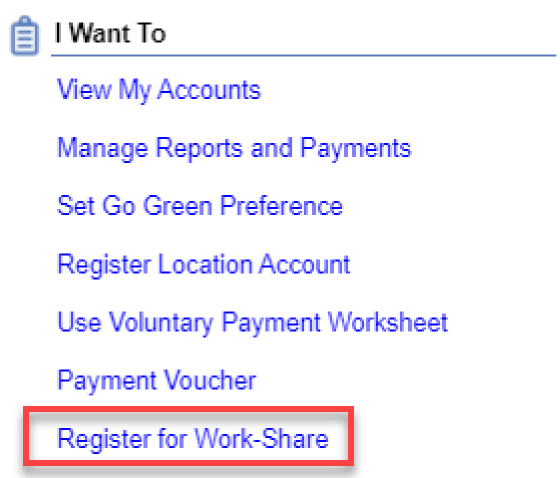
Payment Voucher

If you would like to pay your taxes by check, you can click on the “Payment Voucher” link and complete the form. Be sure to include the quarter you are paying for along with your unemployment number. The address for mailing the voucher is on the form.

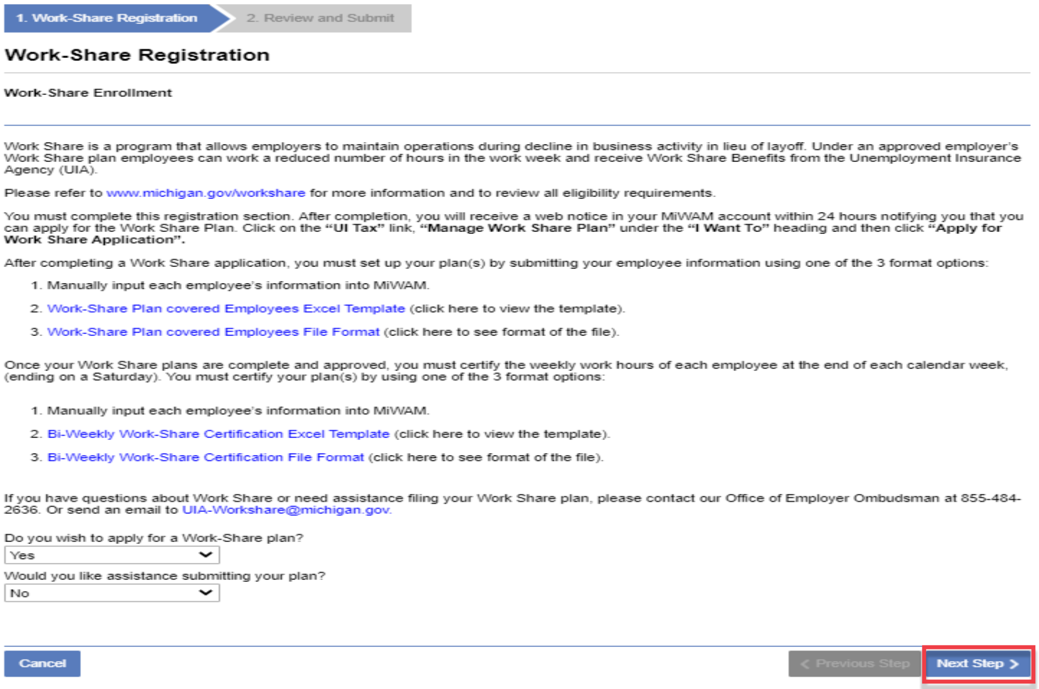


Register for Work Share

If you have not registered for Work Share, you will see this link. Click on “Register for Work Share” to begin.



Select "Yes" or "No" for each question, then click "Next Step," then "Submit."



1. Work-Share Registration
2. Review and Submit

Work-Share Registration

Work-Share Enrollment

Work Share is a program that allows employers to maintain operations during decline in business activity in lieu of layoff. Under an approved employer's Work Share plan employees can work a reduced number of hours in the work week and receive Work Share Benefits from the Unemployment Insurance Agency (UIA).

Please refer to www.michigan.gov/workshare for more information and to review all eligibility requirements.

You must complete this registration section. After completion, you will receive a web notice in your MiWAM account within 24 hours notifying you that you can apply for the Work Share Plan. Click on the **"UI Tax"** link, **"Manage Work Share Plan"** under the **"I Want To"** heading and then click **"Apply for Work Share Application".**

After completing a Work Share application, you must set up your plan(s) by submitting your employee information using one of the 3 format options:

1. Manually input each employee's information into MiWAM.
2. Work-Share Plan covered Employees Excel Template (click here to view the template).
3. Work-Share Plan covered Employees File Format (click here to see format of the file).

Once your Work Share plans are complete and approved, you must certify the weekly work hours of each employee at the end of each calendar week, (ending on a Saturday). You must certify your plan(s) by using one of the 3 format options:

1. Manually input each employee's information into MiWAM.
2. Bi-Weekly Work-Share Certification Excel Template (click here to view the template).
3. Bi-Weekly Work-Share Certification File Format (click here to see format of the file).

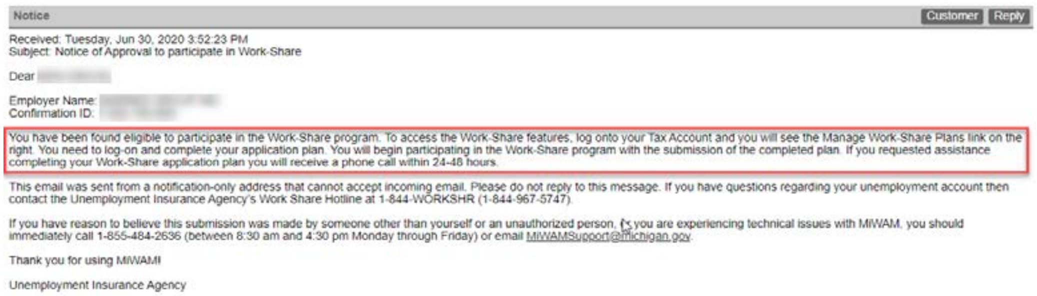
If you have questions about Work Share or need assistance filing your Work Share plan, please contact our Office of Employer Ombudsman at 855-484-2636. Or send an email to UIA-Workshare@michigan.gov.

Do you wish to apply for a Work-Share plan?
Yes

Would you like assistance submitting your plan?
No

Cancel | < Previous Step | Next Step >

You will receive this email if you are found eligible for the Work Share program.



Notice | Customer | Reply

Received: Tuesday, Jun 30, 2020 3:52:23 PM
Subject: Notice of Approval to participate in Work-Share

Dear

Employer Name:
Confirmation ID:

You have been found eligible to participate in the Work-Share program. To access the Work-Share features, log onto your Tax Account and you will see the Manage Work-Share Plans link on the right. You need to log-on and complete your application plan. You will begin participating in the Work-Share program with the submission of the completed plan. If you requested assistance completing your Work-Share application plan you will receive a phone call within 24-48 hours.

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 Unemployment Insurance Agency's Work Share Hotline at 1-844-WORKSHR (1-844-967-5747).

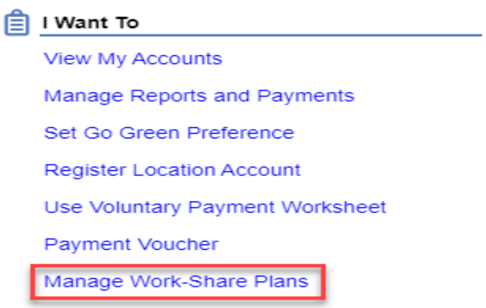
If you have reason to believe this submission was made by someone other than yourself or an unauthorized person, or you are experiencing technical issues with MiWAM, you should immediately call 1-855-484-2636 (between 8:30 am and 4:30 pm Monday through Friday) or email MiWAMSupport@michigan.gov.

Thank you for using MiWAM!

Unemployment Insurance Agency

Manage Work Share Plans

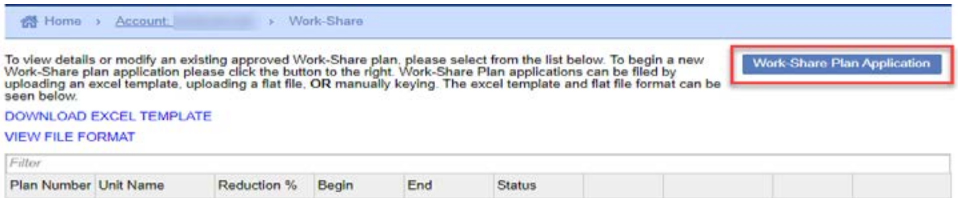
If your company was found eligible for Work Share, you will see the "Manage Work Share Plans" within the "I Want To" header. Since you have applied for Work Share, you can submit your plans by clicking on the "Manage Work Share Plans" link.



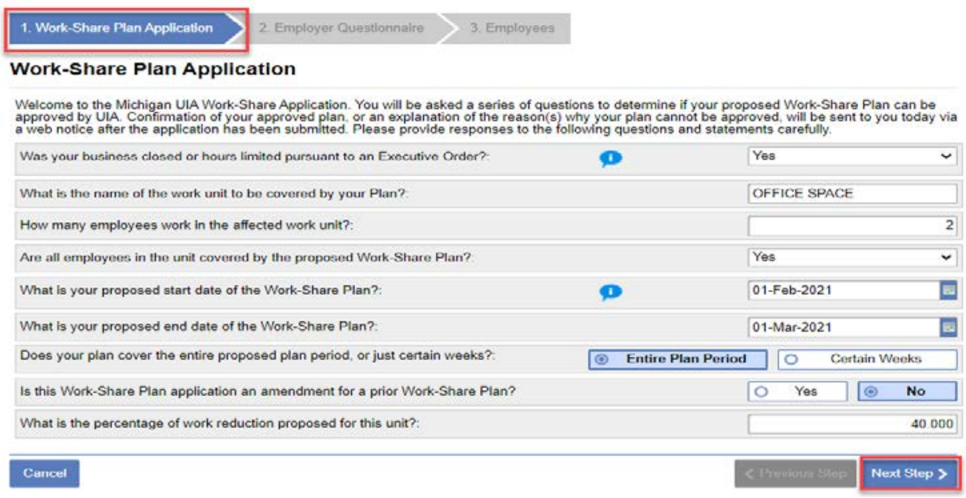
I Want To

View My Accounts
Manage Reports and Payments
Set Go Green Preference
Register Location Account
Use Voluntary Payment Worksheet
Payment Voucher
Manage Work-Share Plans

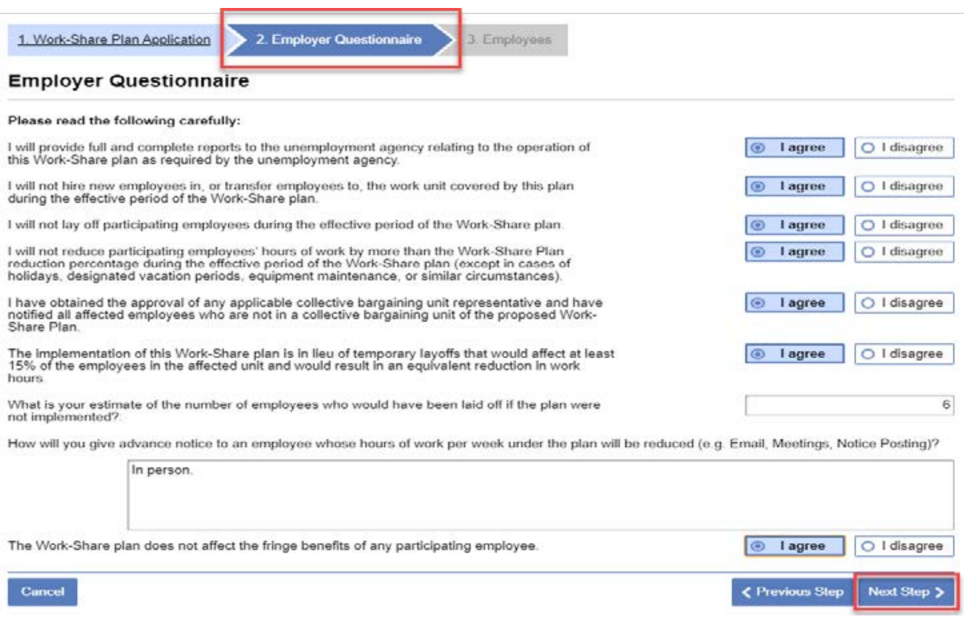
To begin, click on the "Work Share Plan Application" button in the upper right hand corner. You may also use an Excel or text file to apply for Work Share. View the links "Download Excel Template" and "View File Format" for more information regarding uploading your application.



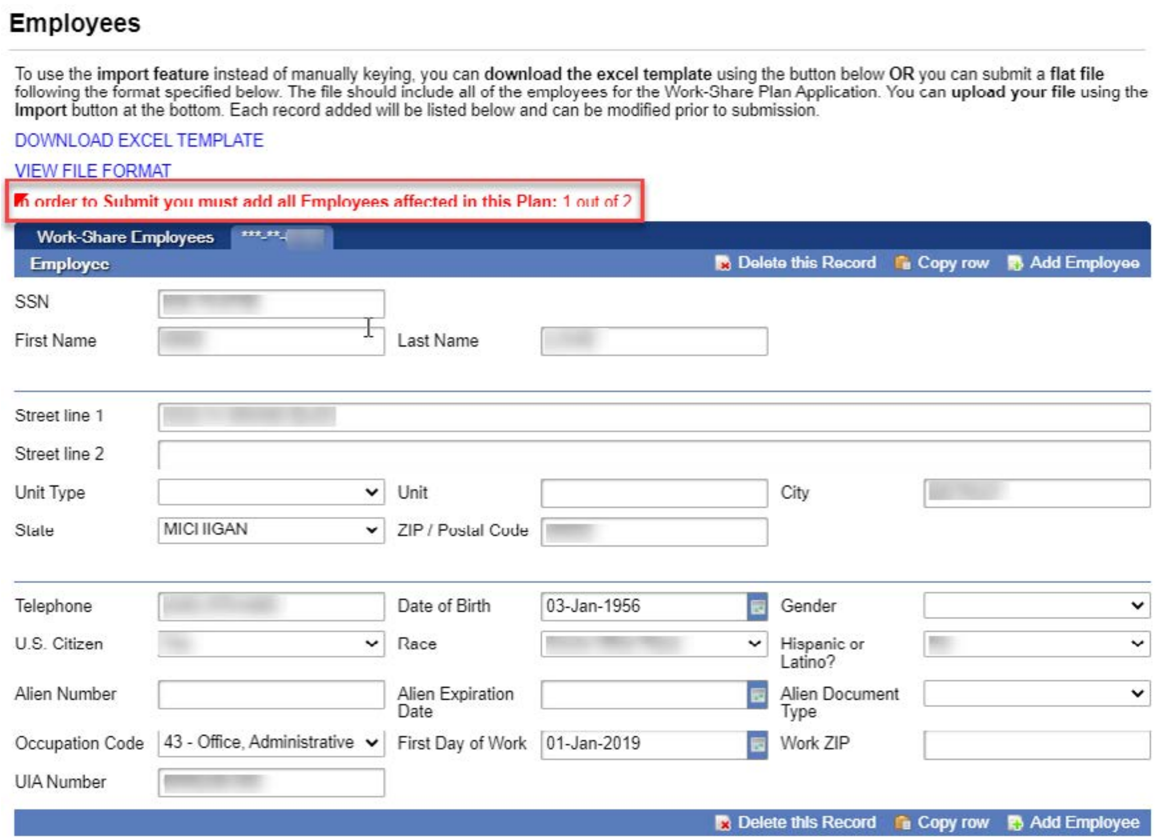
Answer each question from the dropdown menus. (For specific information regarding Work Share, you may visit the Work Share website at Michigan.gov/WorkShare)



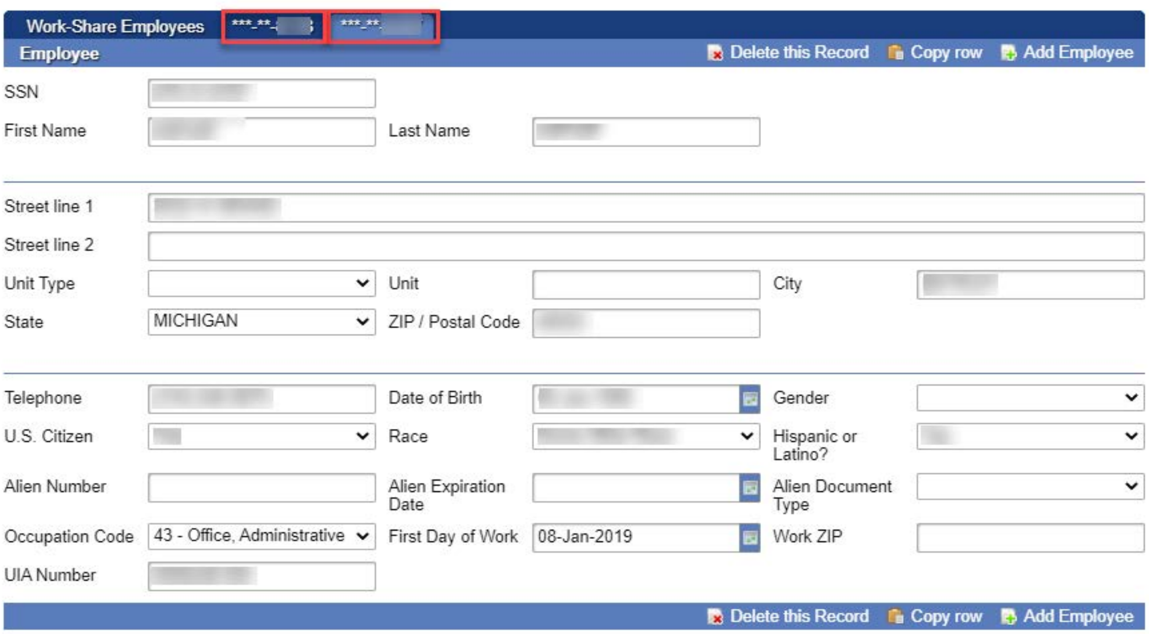
Please answer all the questions, then click "Next Step."



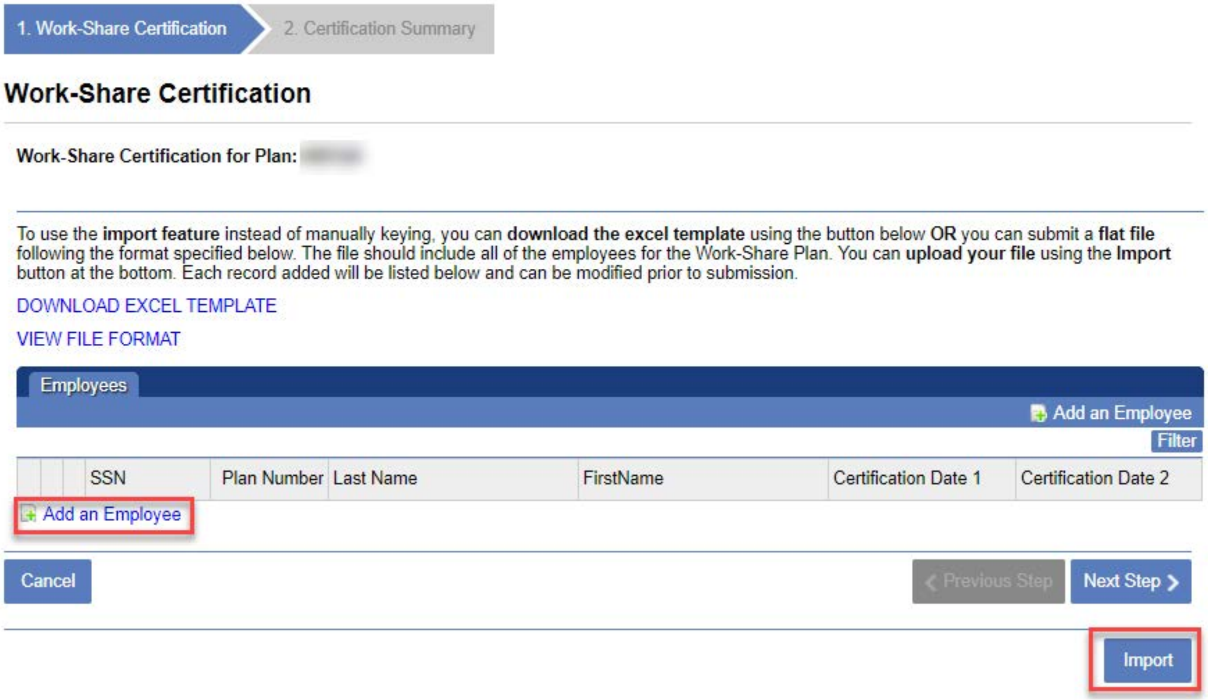
Enter all of the information for the employees.



Once the employees are added, submit the information.

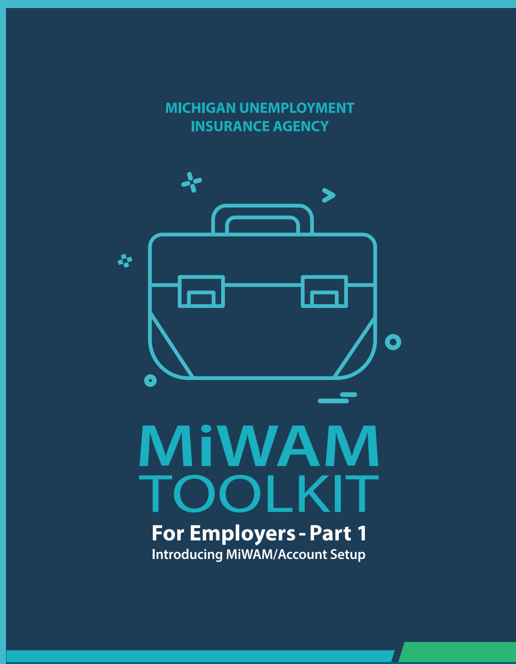


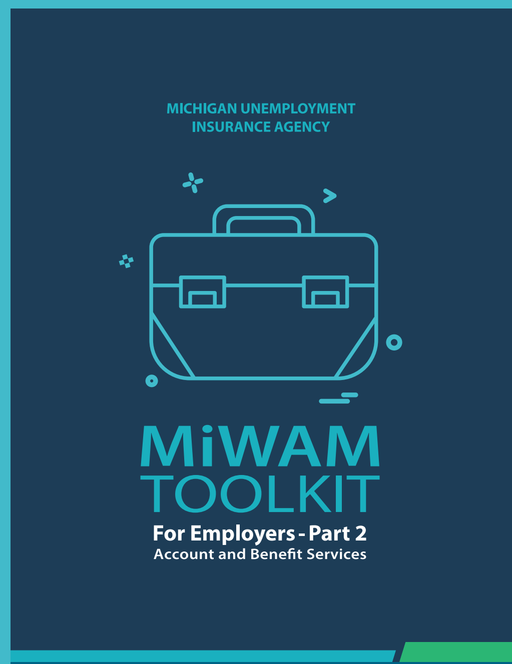
Once you have submitted your plan, you can then certify for your employees, either weekly or bi-weekly. You can manually add the employees or use the "Import" feature. Click the "Download Excel Template" and/or the text file information, "View File Format."



Once you have submitted your plans and certifications, you can view them within your "Manage Work Share Plans" link. You can also modify or terminate the plans here.

For additional information, refer to the following MiWAM Toolkits:





STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
UNEMPLOYMENT INSURANCE AGENCY

Michigan.gov/UIA

UIA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request toindividuals with disabilities. TTY services are available at 1-866-366-0004.

REVISED 9/2021