The Indiana Department of Workforce Development (DWD) listened to Hoosier employers and is redesigning the Uplink Employer Self-Service system (ESS). DWD launched ESS in 2007 to provide employers with online access to their Unemployment Insurance account information, which includes submitting reports, making tax payments and learning about any issues affecting their account.

Based on survey feedback from employers, DWD has embarked on a major redesign of the system to better meet the needs of employers.

### Purpose

The primary purpose of this effort is to deliver great government service (one of Governor Holcomb’s pillars of his NextLevel Agenda) to employers and their agents with an easy-to-use system that eliminates duplicative effort in a paperless environment. This will also lead to increased reporting accuracy, reduced opportunities for benefit fraud, and better data for informed decision making.

### Benefits

The overarching benefits of the redesign are to improve efficiency and streamline processes. The better online user experience will enable employers to file one less report each quarter. Online filing will be easier and support uploading Excel (CSV) files. Employers will be able to:

- Use their email address to access ESS
- Use shared services for payroll and reporting
- Designate multiple people to receive critical DWD communications like merit rate notices via online access.

### Timing

The first phase of ESS will be completed in the Spring of 2019 (prior to April 30, 2019), and will include:

- Online, printable copies of notices and mailings
- Intuitive menus featuring easier to read fonts and graphics
- Simplified user roles
- Consolidated wage and contribution reporting
- Fully integrated electronic payment options