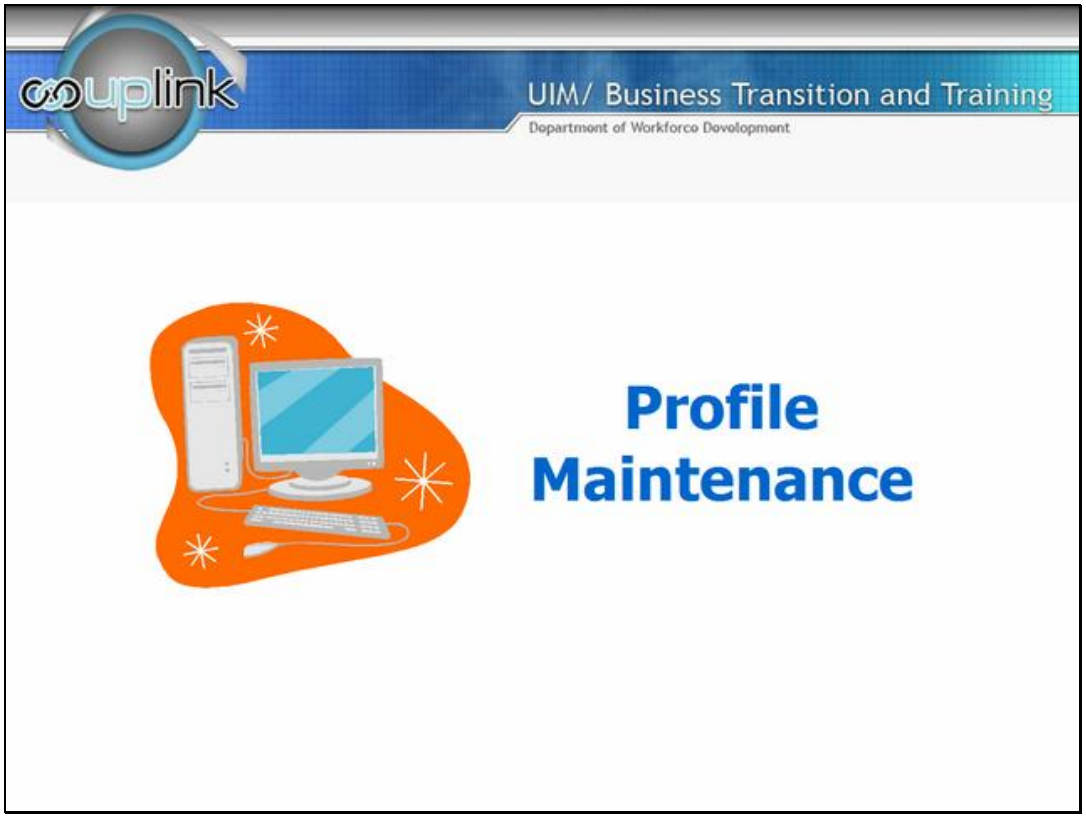
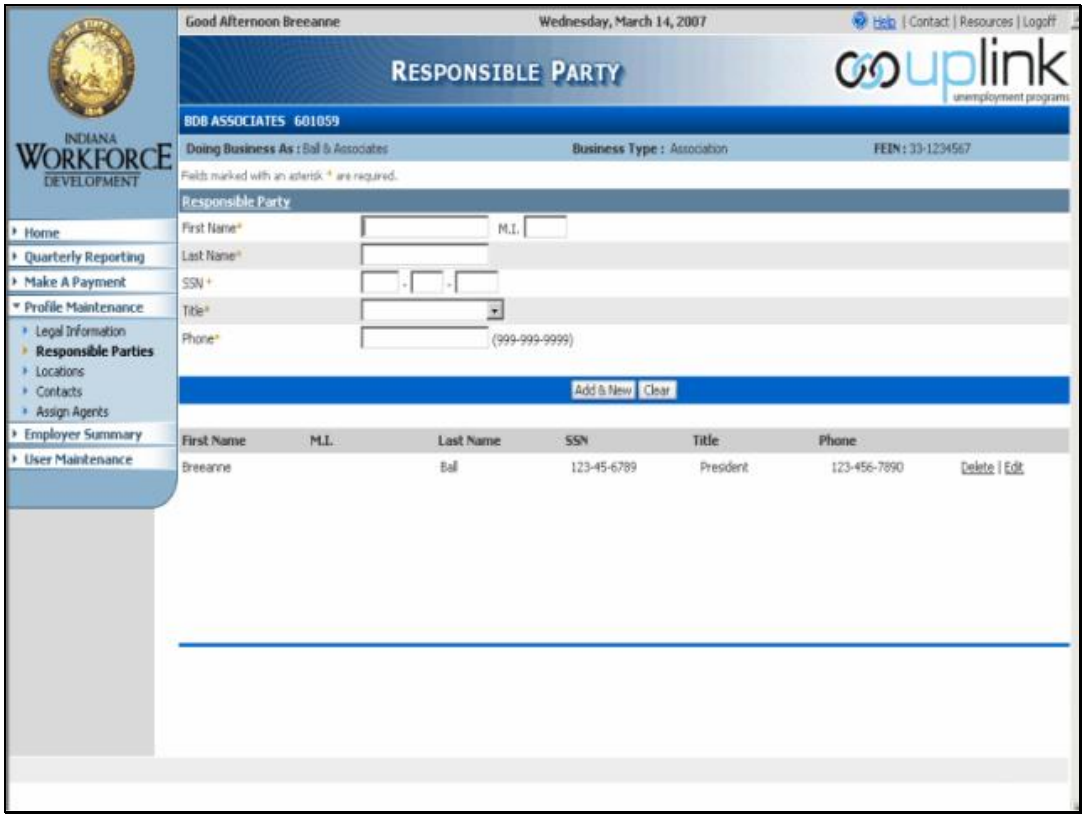
Welcome to this tutorial on Uplink Employer Self Service; Profile and User Maintenance. This section of Uplink allows you to update your account information, add internal users and grant external authorizations, and change your password.

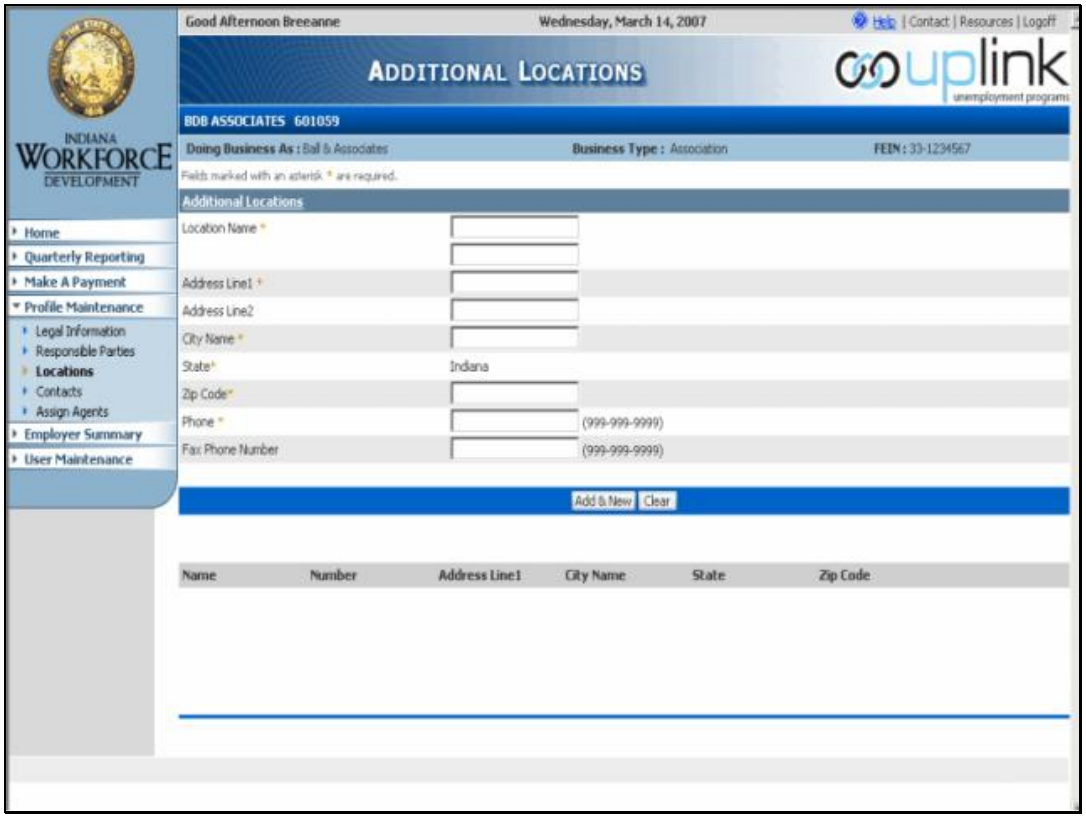


While working in Uplink you should check the menu items in the Profile Maintenance section to make sure all of your account information is correct. For existing SUTA account holders this information has been imported from our existing system. If you have created a new SUTA account you entered this information during your registration process. The Profile Maintenance section allows you to update your business information on your account.

Using the Legal Information screen you may make changes to information you have previously provided for your account. Only fields with text boxes may be updated. To make changes to any other items you must contact DWD for assistance.

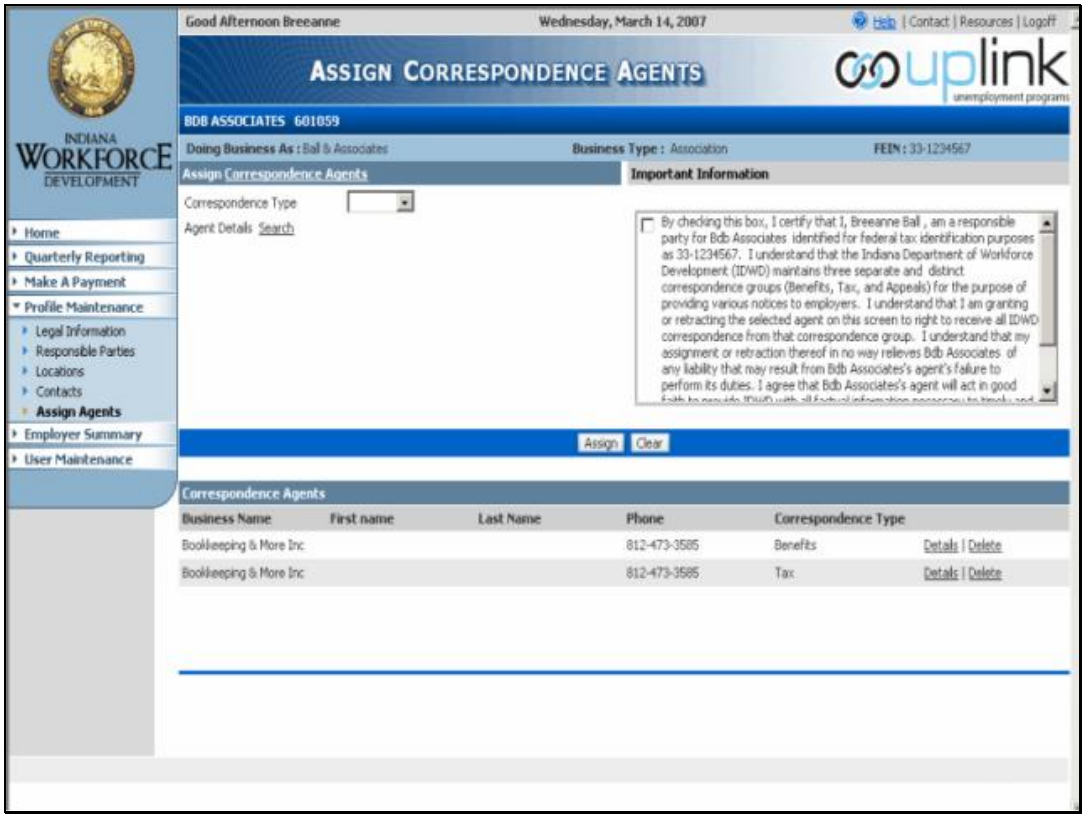


The responsible party screen allows you to add or update information for responsible parties for your account. Once you have entered the new information you must click on the 'Add & New' button to accept your entry. You may also click on 'Clear' to remove the information prior to adding it to the bottom pane of the screen. At the right of the responsible party line there are 'Delete' and 'Edit' buttons which allow you to remove or make changes to the information listed for that party.

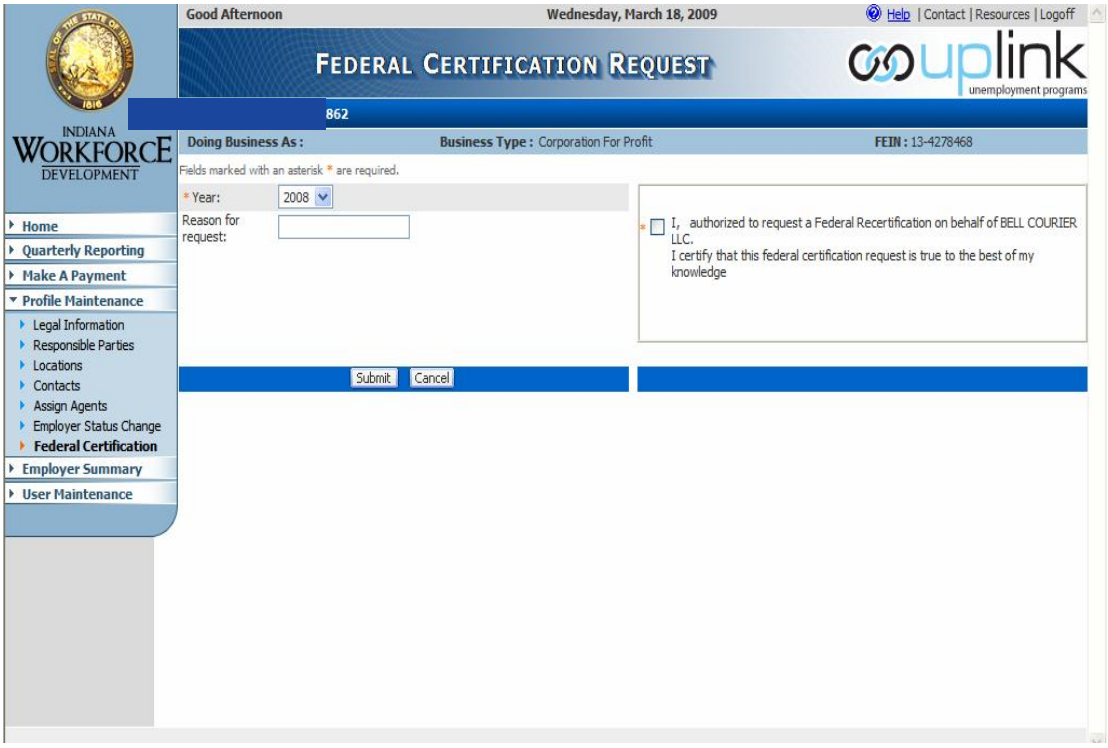


The additional locations screen allows you to add additional business locations to your account. After entering the information you must click on the 'Add & New' button to enter it into the pane at the bottom of the screen.

This is the contact information screen which allows you to update or add contact information for those listed on your account. After entering the new information at the top of the screen click on the 'Add & New' button to add it to the list at the bottom of the screen. At the right of each contact information line there are buttons that allow you to view the 'Details' of that contact, or to 'Delete', or 'Edit' the contact information.



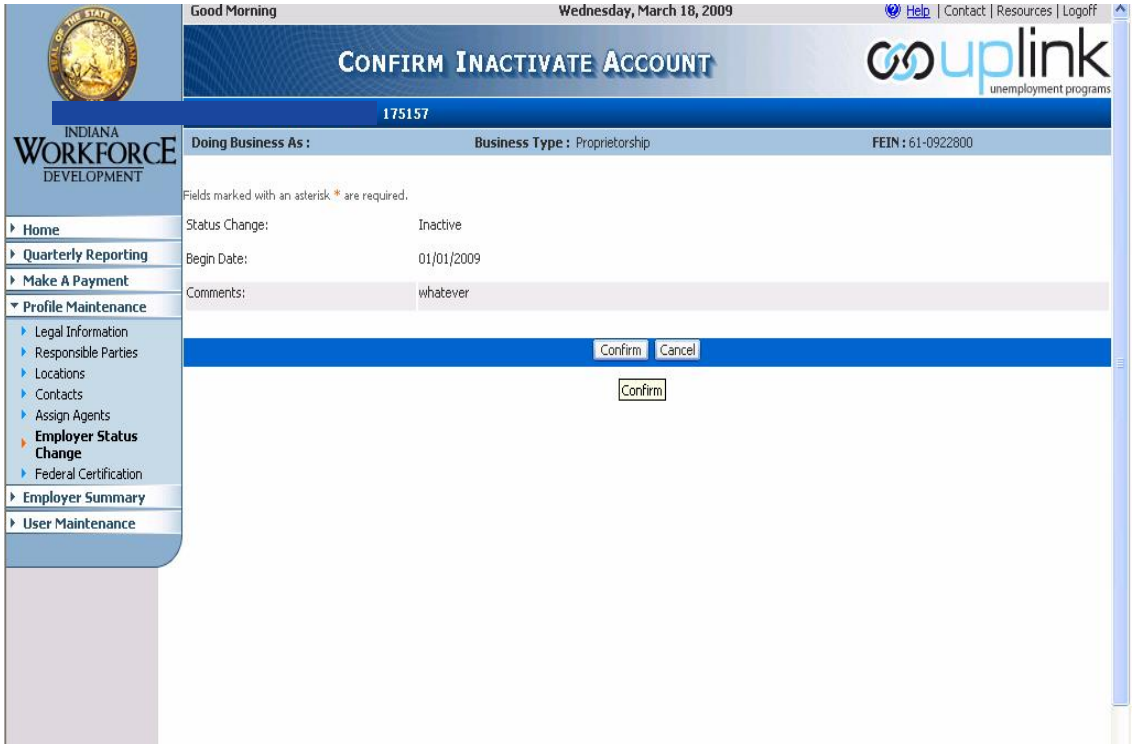
By using this screen you will be able to update or add additional correspondence agents to your account. After choosing your agent from the searchable list and then clicking on the 'Assign' button the agent will be added to the list of correspondence agents at the bottom of the screen. There can only be one agent each for tax and benefits correspondence. The same agent may be indicated for both types of information.



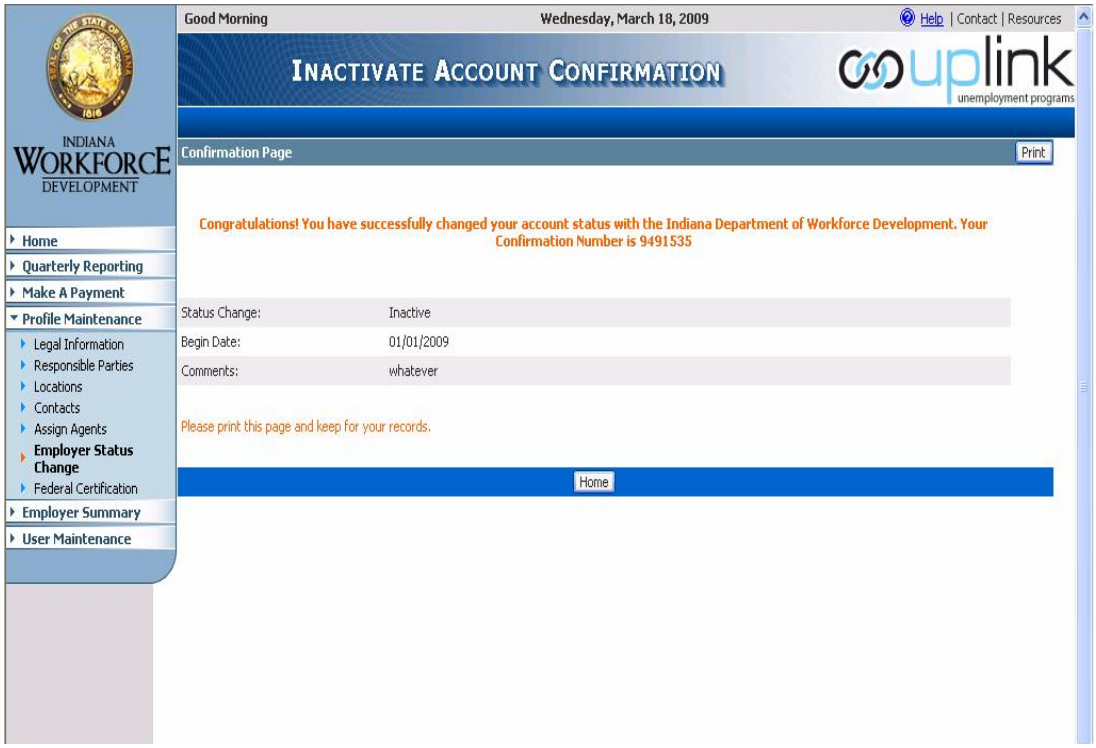
The employer may submit a request for a federal certification by clicking on Federal Certifications under Profile Maintenance on the left-hand navigation menu. The user must select the year and provide a reason for the request, and check the authorization box before clicking the 'Submit' button.

After requesting the federal certification the user will see this confirmation screen.

The employer may inactivate his account online by clicking on 'Employer Status Change' under Profile Maintenance in the left-hand navigation menu. They will complete the required fields, and then click the 'Submit' button. If the inactivation does not meet business rules the action will fail. No workflow item will be created in either case.



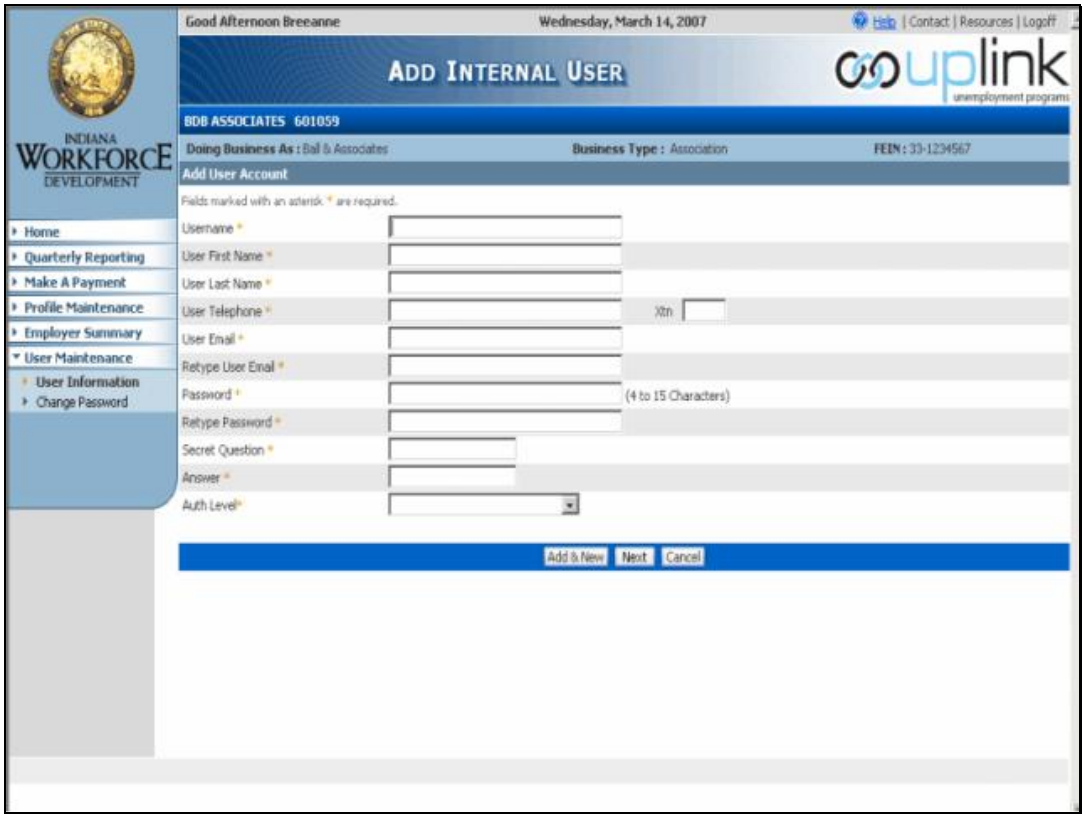
This screen will appear to confirm the account status change initiated on the previous screen. The employer will click the 'Confirm' button to accept the change.



After confirming the status change this screen will appear to verify the change. The status change will immediately be updated on the Employer Summary page and will be shown on the Confirmation List page.

The User Maintenance section of Uplink gives you the capability to add internal users to your account, or to provide external authorizations for others who may need to access your account information, such as your agent.

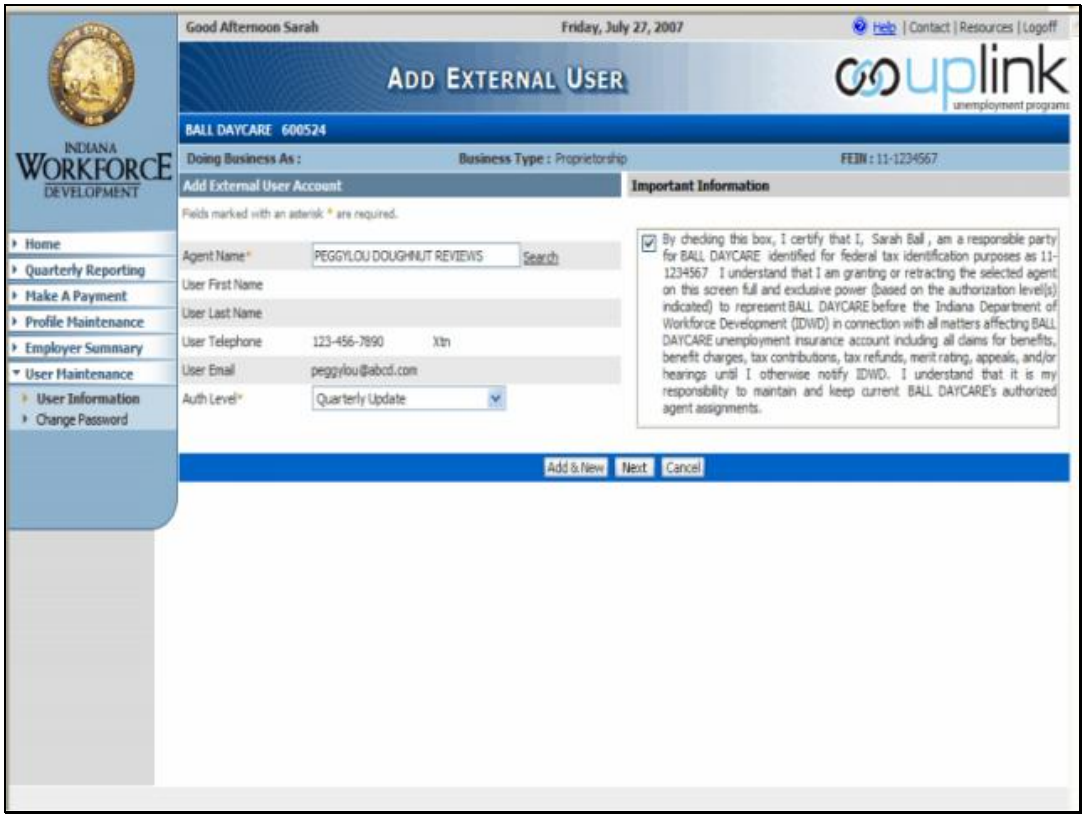
From the User Maintenance screen you will be able to add or delete internal or external account users by selecting the check box for the user and clicking on the appropriate links on the right side of the user information line. The user information may be revised using the 'Edit' link at the right of the user name information line. You may choose to add your agent as an external account user. An authorization level for the agent will be selected to allow them to maintain your account. Authorization levels range from read only capabilities to full administrative access.



This is the screen you will use to add an internal user to your account. A similar screen is available to add an external user (agent) to the account. All fields on this page are required. You must select an authorization level for the internal user by choosing one from the drop down list. The choices available range from profile view only to full administrator access. Once the authorization level has been selected you must click on the 'Add & New' button to complete the action.

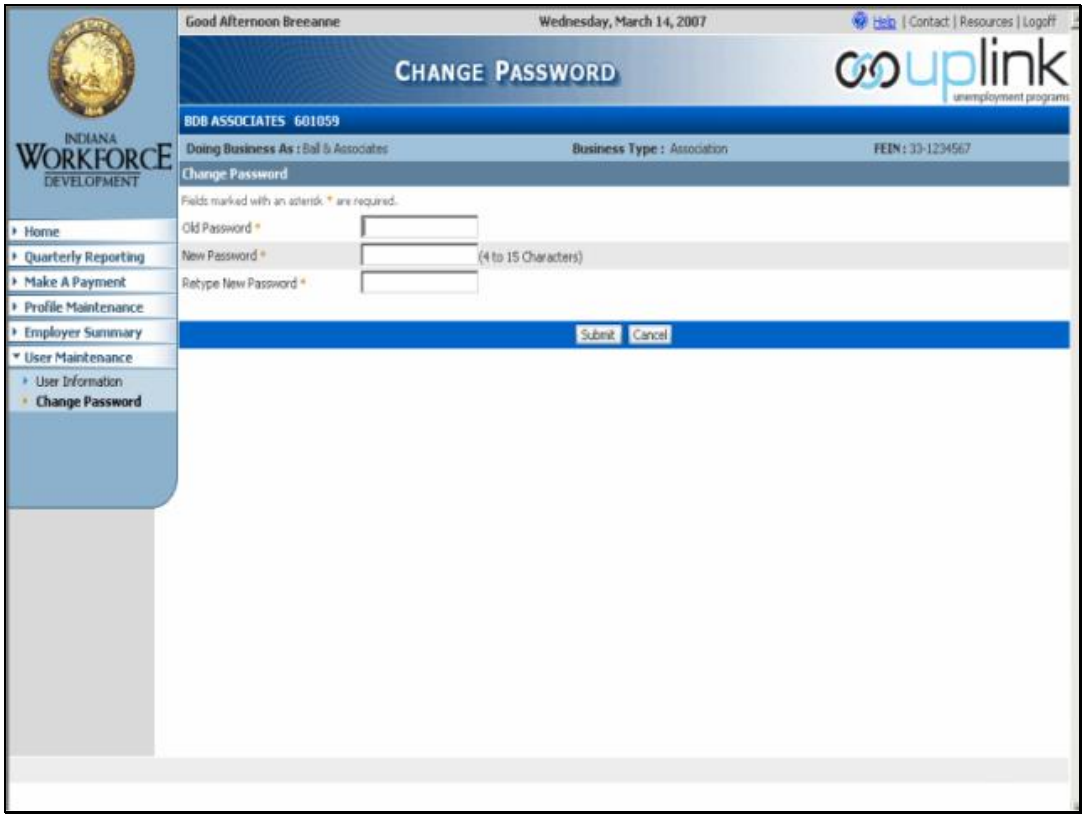
By using this screen you will be able to edit an internal user on your account. All fields are mandatory except for user name, which the user will define. After making your changes in the text boxes click on the 'Update' button.

If you choose to delete an internal user this is the confirmation screen you will see. You must then click on the 'Delete' button to complete the transaction.



This is the screen you will use when adding an external user to your Uplink account. The external user may be an agent you want to allow to access and maintain your account. A search may be done to locate the agent or the name may be entered manually in the text box. Please be sure to enter the correct information as there may be more than one agent with the same name (different locations, etc.) or a similar name. The Authorization Level must be set to allow the agent access to the account. By using the list arrow and making the appropriate selection you can choose which level of activity you want the agent to be able to complete for your account in Uplink. You must put a check mark in the 'Important Information' box to indicate you have read the information and that you are a responsible party for this account.

If you decide to delete an external authorized user, such as your agent, you will click the 'Delete' link on the right side of the user information line on the User Maintenance screen and be taken to this page. By clicking on the 'Delete' button on this screen you will remove the external user from your account and complete your transaction.



If you would like to change your password you can take that action from this screen. Simply enter your current password then enter your new password (making sure it is between 4-15 characters). Retype the new password to confirm and then click on 'Submit'.

Thank you for viewing this video tutorial on Profile and User Maintenance for Uplink Employer Self Service. If you would like additional assistance or need more information please contact our DWD Call Center at 1-800-891-6499.