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## With SIDES now integrated with ESS, there have been changes to the roles for employers and Third-Party Administrators (TPAs). Please see below for more details.

The authorization level assigned in ESS determines what functionality and correspondence will be available to the user in ESS. An ESS internal user can have one of the following roles: benefits, wage records, benefits and wage records, or administrator.

**Benefits Role:** This role can view Benefits/Appeals related correspondences and make payments. Any user with this role that has a validated email address, and the account does not have a Benefits / Appeals TPA assigned, will receive an email notification when a request for separation information is available in SIDES.

**Tax Role:** This role can view tax correspondence in ESS, file original or amended quarterly wage reports, and make payments.

**Benefits & Tax Role:** This role can take all actions available to the Benefits and Wage Records user roles. Any user with this role that has a validated email address, and the account does not have a Benefits / Appeals TPA assigned, will receive an email notification when a request for separation information is available in SIDES.

**Administrator Role:** This role can view all correspondences, take all actions available to other user types, update the employer's address, add or modify users, submit status change requests, submit waiver requests, and link multiple employer accounts together for single sign-on access via ESS. Any user with this role that has a validated email address, and the account does not have a Benefits / Appeals TPA assigned, will receive an email notification when a request for separation information is available in SIDES.

### Third-Party Administrator:

More than one TPA can be assigned the type of Tax. However, an employer can only elect to have one Tax TPA receive an employer's correspondence at any given time. By default, all tax correspondence will go to the employer, unless the employer opts in to have the TPA receive them.

**All Role:** This role allows the TPA to have access of Benefits/Appeals roles and Tax roles. There can be only one TPA assigned to this role. The TPA can view all correspondence, file original or amended quarterly wage reports, and make payments.

**Benefits/Appeals Role:** This role allows the TPA to view Benefits and Appeals correspondence in ESS. This role will receive Benefits/Appeals correspondence on the employer's behalf unless the employer opts out. If an employer opts out, it will not impact Separation Information (SI) request. All SI requests will continue to go to the Benefits/Appeals TPA until that relationship is revoked in ESS. Employers may only assign one TPA for the Benefits/Appeals role or All role.

**Tax Role:** This role allows TPAs to view tax correspondence in ESS, file original or amended quarterly wage reports, and make payments.