Employer Portal Administrator Guide

Germia Welcome to Employer Portal Welcome to Employer Portal
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Welcome to the Georgia Department of Labor Employer Portal. All first time users are required to Establish Administrator Access. The first person establishing access is the administrator for the Employer's account and will be responsible for managing all other users on this portal. Username:
An anticial verbaile of the State of Gaorgia

Table of Contents

Introduction	3
Administrator Registration	4
Administrator Dashboard	8
Change Administrator Password	10
Update Administrator Security Questions	12
Edit Administrator Information	14
Add Employer Accounts	16
Employer Dashboard	18
Add Users	20
Reset User Passwords	22
Edit User Information	24
Inactivate Users	27
Reactivate Users	31
User Functionality	34
Frequently Asked Questions	35
Getting Help	37

Introduction

The Georgia Department of Labor (GDOL) now offers an Employer Portal. The portal provides selfservice options with a single sign-on for Unemployment Insurance (UI) tax-related services and limited services for UI benefits. Employers must register to obtain portal access and utilize the UI services.

All first-time users are required to establish administrator access. The first person establishing access is the administrator for the employer's account and will be responsible for managing all other users. The administrator can provide access to additional users and determine which services users can utilize.

To begin the registration process and establish administrator access, you will need your:

- Georgia Department of Labor employer account number;
- Federal Employer Identification Number (FEIN); and
- Four-digit GDOL personal identification number (PIN)/password (if previously established).

If you do not have a PIN or the PIN is not available, you can complete the registration process by answering security questions pertaining to the employer's account.

Administrator Registration

An administrator account must be established to use the Employer Portal. The administrator is responsible for managing the registered employer account(s) and users, i.e., adding or inactivating users, editing user information, etc. Administrators can access and manage multiple accounts. Users can access only one employer account assigned by the administrator.

To establish an administrator account, click on the **Establish Administrator Access** link on the landing page.

DOL Depa	artment of Labor	W	elcome to Employer Portal	
20 20 51 452 241	55 0	oloyer Portal Login		1
Welcome to the Georgia Departmer administrator for the Employer's ac	t of Labor Employer Portal, All first time use count and will be responsible for managing J Userni Passon	ers are required to Establish Administra all other users on this portal. ame:	tor Access. The first person establishing access is	i the
An effects	rgia" ^{ndology} r ^{congo}			

STEP 1: Enter the employer account number, Federal Employer Identification Number (FEIN), and the GDOL four-digit Personal Identification Number (PIN) associated with the account. If you do not have a PIN, check "I do not have or do not know my PIN."

	Establish Administrator Access – Step 1 of 3	
GDOL Information	*Required	Quick Links Online Registration
Glossary of Terms Contact Us	GDOL Account Number 2 *:	OCGA Employer Handbook
contact os	FEIN T *:	Campioyer Harboook
	Enter the four-digit Personal Identification Number (PIN) previously used to access Georgia Department of Labor (GDOL) Unemployment Insurance tax and benefits services:	
	I do not have or do not know my PIN	
	Continue Clear Cancel	

STEP 2: If you do not have or know your PIN, you must select and answer three security questions relating to the employer's account when registering. The administrator can choose from a drop-down list of five questions.

Establish Administrator Access – Step 1 of 3	
Content of Action *Required Content Us Colou. Account Number ()*; FEIN ()*; FEIN ()*; Terms: Colou. Account Number ()*; Content Us FEIN ()*; Terms: Colou. Account Number ()*) Content Us FEIN ()*; Terms: FEIN ()*; Content Us ** Present the four-digit Personal Identification Number (PN) previously used to access Georgia Department of Labor (COUL) Internologyment Insurance tax and Benefits services: ************************************	Gride Enda Daline Registration DCG4 Employer Handbook

STEP 3: Click on the Continue button.

The Establish Administrator Access – Step 2 of 3 page displays.

STEP 4: Enter the administrator's name, job title, phone number, and email address.

		rator Access – Step 2 of 3	
GDOL Information FAQs Glossary of Terms	GDOL Account Number:	0000000	Quick Links Online Registration OCGA
Contact Us	Business Name : Administrator's Email Address*:	GDOL TOPICS IMAGE OF	Employer Handbook
	Confirm Administrator's Email Address*: Administrator's Job Title*:		
	Administrator's First Name*: Administrator's Last Name*:		
	Preferred Phone Number*: Alternate Phone Number:	Ext:	
	User Role:	Administrator	
	St	ibmit Clear	

STEP 5: Click on the **Submit** button.

An email will be sent to the administrator's email address containing a verification code and link to access the portal. Administrators should check email, including spam accounts, immediately. The verification code will expire after 5 days. If the code expires, you must restart the registration process.

GDOL Information		Quick Links
FAQs	A temporary code has been sent to your email address with a verification link. Please click on the link in the email to continue the verification process to activate your administrator account.	Online Registration
Glossary of Terms	the email to continue the verification process to activate your administrator account.	OCGA
Contact Us		Employer Handbook

STEP 6: Copy the verification code in the email, and then click on the **Register Account** link in the email to continue the registration process. **NOTE:** It is best to copy and paste the verification code into the application to avoid typographical errors.

From: noreply@gdol.ga.gov [mailto:noreply@gdol.ga.gov] Sent: Wednesday, January 10, 2018 4:34 PM To: James Timothy <<u>Test@gmail.com</u>> Subject: GDOL(Employer Portal Account setup)

An administrator account has been initiated for James Timothy in GDOL's Employer Portal. The verification code is required to register. Please click on the link below to complete registration. The verification code is only valid for five (5) days. If verification code is not used within five days, re-registration will be required.

wZCy5o2A

Register Account

The Validate and SetUp Account page will display.

STEP 7: Paste the verification code into the **Verification Code** field. Create a username and password. The password must be a minimum of eight characters with at least one letter and one number, but no special characters. **NOTE:** The username is unique to the administrator, not the employer account. Once established, the username cannot be changed.

GDOL Information			Quick Links
FAQs	Email:	Test@gmail.com	Online Registration
Glossary of Terms Contact Us	User Name*: (Create your own User Name, by keying in this field)		OCGA Employer Handbook
	Verification Code*:		
	Establish Password*: 2		
	Confirm Password*:		

STEP 8: Click on the **Activate** button (or on the **Clear** button to remove all entries). The **Profile Security Questions** page displays.

GDOL Information			Quick Links
FAQs Glossary of Terms Contact Us	Email: User Name*: (Create your own User Name, by keying in this field) Verification Code*:	timmylane272@gmail.com	Online Registration OCGA Employer Handbook
	Establish Password*:		

STEP 9: Select and answer three personal security questions that will be used when resetting password.

GDOL Information				Quick Links
FAQs		Answer the questions below to manage yo	ur password.	Online Registration
Glossary of Terms Contact Us	Security Question 1*:	Select a question	•	OCGA Employer Handbook
contact os	Answer*:			Chiptoyet Hallobook
	Security Question 2*:	Select a question	*	
	Answer*:			
	Security Question 3*:	Select a question	•	
	Answer*:			

STEP 10: Click on the **Save & Continue** button. Please retain your username, security questions and responses for future reference.

Upon completion, the message "Account has been created successfully" displays.

	Registration Success	
GDOL Information	s been created successfully.	Quick Links
FAQs		Online Registration
Glossary of Terms	login	OCGA
Contact Us		Employer Handbook

STEP 11: Click on the Click here to login link to access the Administrator Dashboard.

Administrator Dashboard

STEP 1: Log into the Employer Portal by entering your username and password on the landing page.

atrator Access. The first person establishing access is the

Upon successfully logging in, the **Administrator Account at a Glance** page will display. This page is the **Administrator Dashboard**.

			Glance		
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	Administrator Details Name James Timothy. Email Test@gmail.com Job Title CPA Telephone Preferred - (404) 555-0123 Fumber(s) Edit Administrator Information	8eg	DISTORY	5	Quick Links GDDI. Home Page USDDI. Home Page GDDR Home Page GDDL Information FAQs Glossary of Terms Contact Us
Manage Employer Account Add Employer Reset User Password	One item found.	List of Account Users			
	Account No. Account Name		Username Test01	Status	

The Administrator Dashboard allows administrators to manage three major functions:

- Administrator Account (manage the administrator's account)
- User Management (adding, editing, and inactivating/reactivating user accounts)
- Manage Employer Account (manage registered employer accounts)

Quick Links and GDOL Information provide links for easy access to reference information.

Below are descriptions of the links on the Administrator Dashboard.

DOL De	partment of Labor	Welcome James Time Logout	ythy
	Administrato	r Account at a Glance	
Administrator Account: My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	Administrator Details Name James Timothy Email Test@gmail.com Job Title CPA Teilephone Preferred - (404) 555-0123 Number(s) Edit Administrator Information	Registered Accounts	Quick Links GDOI: Home Page USDOI: Home Page GDOR Home Page GDOI: Information FAQs Glossary of Terms Contact Us
Manage Employer Account Add Employer Reset User Password		of Account Users.	
	000000-00 GDOL TOPICS IMAGE ON	NLY Test01 Active	

Edit Administrator Information Link – Allows administrators to edit the Administrator Details (name, email, job title, and telephone numbers).

DOL Account Link – The employer account number(s) listed under **Registered Accounts** are links to the **Employer Dashboard** for each individual account.

Administrator Account

My Account - Displays the administrator's contact information, registered employer account(s) and list of user(s).

Administrator Change Password – Allows administrators to change their password.

Administrator Security Questions Update - Allows administrators to change or update their security questions.

Add User – Allows administrators to add users to the portal.

User Management

Edit User - Allows administrators to edit details, activate, inactivate and change access to employer account information for individual users.

Inactivate User - Allows administrators to inactivate a single user or multiple users in a single transaction. Users will not be allowed access to the system until reactivated.

Manage Employer Account

Add Employer - Allows administrators to add (i.e., register) employer accounts. Reset User Password - Allows administrators to initiate the process of resetting the user's password.

Change Administrator Password

STEP 1: Click on the Administrator Change Password link under Administrator Account.

Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	Name Jan Email Test Job Title CP/ Telephone Pre	strator Details nes Timothy @gmail.com / ferred - (404) 555-0123 istrator_Information	Registered Accounts		Ottick Links GDOL Home Page USDOL Home Page GDDR Home Page GDDL Information FAQs Clossary of Terms Contact Us	
Manage Employer Account Add Employer	One item found.	u.	ist of Account Users			
Reset User Password	Account No.	Account Name		Username	Status	
	000000-00	GDOL TOPICS IMAGE	ONLY	Test01	Active	

The **Administrator Change Password** page displays.

		Quick Links
: ssiword:	Test01	GDOL Home Page USDOL Home Page GDOL Information
ew Password*	Update Password	FAQs Glossary of Terms Contact Us
	iord*: 💽	lord*:

Step 2: Enter your current password and new password. Reenter the new password to confirm.

	Administrator Change Password				
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	*Required Username*: Current Password*: New Password*:	Test01	Guick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us		
Manage Employer Account Add Employer Reset User Password					

Step 3: Click on the Update Password button.

The message, "Password update is successful," displays. Please record your new password for future reference.

Administrator Change Password				
Administrator Account My Account Administrator Change Password Administrator Security Questions Update	Password update is successful.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page		
Employer Dashboard User Management Add User Edit User		GDOL Information FAQs Glossary of Terms Contact Us		
Inactivate User Manage Employer Account Add Employer Reset User Pasaword				

Update Administrator Security Questions

STEP 1: Click on the Administrator Security Questions Update link under Administrator Account.

Administrator Account: My Account Administrator Change Password Administrator Security Questions Update: Employer Dashboard User Management Add User Enactivate User	Name Jan Email Test Job Title CP/ Telophome Pre Number(s)	strator Details nes Timothy @gmail.com ferred - (404) 555-0123 istrator Information	Registered Accounts		Otick Links: GDOL Home Page USDOL Home Page GDDR Home Page GDOL Information FAQs Clossary of Terms Contact Us	
Manage Employer Account Add Employer	One item found.	- ju	st of Account Users			
Reset User Password	Account No.	Account Name		Username	Status	
	00000-00	GDOL TOPICS IMAGE	ONLY	Test01	Active	

The Administrator Security Questions Update page displays.

	Admin	istrator Security Questi	ons Update	
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard	Security Question 1*: Answer*: Security Question 2*: Answer*:	Select a question	✓	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page
User Management Add User Edit User Inactivate User Manage Employer Account Add Employer Reset User Password	Security Question 3*: Answer*:	Select a question	<u> </u>	FAQs Glossary of Terms Contact Us

Step 2: Select three security questions and enter your answers. Please record your responses for future reference.

Administrator Account			Quick Links
My Account	Security Question 1*;	What year did you graduate from high school?	GDOL Home Page
Administrator Change Password Administrator Security	Answer*:	1990	USDOL Home Page GDDR Home Page
Questions Update Employer Dashboard	Security Question 2*:	What was the color of your first car?	GDOL Information
Jser Management	Security Question 3*:	Where did you and your spouse go for your honeymoon? V	FAQs Glossary of Terms
Add User Edit User	Answer*:	Hawaii	Contact Us
Inactivate User		Save & Continue	
Manage Employer Account			
Reset User Password			

Step 3: Click on the Save & Continue button.

The message, "Security questions have been updated," displays.

Administrator Security Questions Update Confirmation				
Administrator Account My Account Administrator Change Password Administrator Security Questions Update	Security questions have been updated.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page		
Employer Dashboard User Management Add User Edit User Inactivate User		GDOL Information FAQs Glossary of Terms Contact Us		
Manage Employer Account Add Employer Reset User Password				

Edit Administrator Information

Administrators can update their personal account information, using the **Edit Administration Information** function.

STEP 1: Click on the Edit Administration Information link under Administrator Details.

My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	Name Jan Email Test Job Title CPA Telephone Pre Number(s)	strator Details nes Timothy @gmail.com A ferred - (404) 555-0123 istrator Information	Registered Accounts 000000-00 - GDOL TOPICS IMAGE ONLY		Outick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us	
Manage Employer Account Add Employer	One item found.		ist of Account Users			
Reset User Password	Account No.	Account Name		<u>Username</u>	Status	

The Update Account Information page displays.

STEP 2: Make the desired changes. Notice the username cannot be changed.

Update Account Information				
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User Manage Employer Account Add Employer Reset User Password	First Name*: Last Name*: Email*: Username*: Job Title*: Preferred Phone Number*: Alternate Phone Number:	James Timothy Test@gmail.com Test01 Analyst (404) 555-0123 Ext: Ext: Update Cancel	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us	

STEP 3: Click on the **Update** button.

The message, "Account has been updated with the details provided," displays.



Add Employer Accounts

STEP 1: Click on the Add Employer link under Manage Employer Account.

Administrator Account My Account	Ad	ministrator Details	Ree	gistered Account	5	Quick Links GDOL Home Page
Administrator Change Password Administrator Security Questions update Employer Dashboard Jeer Monegement Add User Edit User Inactivate User	Name Email Job Title Telephone Number(s) Edit A	James Timothy Test@gmail.com CPA Preferred - (404) 555-0123 dministrator Information	0000000 + GDOL TO	PICS IMAGE ONLY		USDOL Home Page GDDR Home Page GDDL Information FAQs Clossary of Terms Contact Us
anage Employer Account Add Employer Acset User Password	One item found		ist of Account Users	Username	Status	
	000000-00	GDOL TOPICS IMAGE		Test01	Active	

The Add Employer page displays.

STEP 2: Enter the employer's GDOL Employer Account Number and Federal Employer Identification Number (FEIN), and the previously issued four-digit Personal Identification Number (PIN)/password associated with the account. If you do not have a PIN, check "I do not have or do not know my PIN."

	Add Employer						
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User Manage Employer Account Add Employer Reset User Password	Required GDOL Account Number • • •: FEIN • •: FEIN • •: Inter the four-digit Personal Identification Number (PIN) previously used to access Georgia Department of Labor (GDOL) Unemployment Insurance tax and benefits services: In the not have or do not know my PIN	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us					
	Continue Clear Cancel						

STEP 3: Select and answer three security questions.

Administrator Account	*Required		Quick Links
My Account			GDOL Home Page
dministrator Change Password	GDOL Account Number 👩 *:		USDOL Home Page
dministrator Security Questions			GDOR Home Page
pdate	FEIN 👩 *:		-
mployer Dashboard			GDOL Information
_		fication Number (PIN) previously used to access Georgia ployment Insurance tax and benefits services:	FAOs
ser Management			Glossary of Terms
dd User	I do not have or do not know m	y PIN	Contact Us
dit User			
nactivate User	Select Security Question 1*:	Select security question •	
	Answer :	Select security question	
		What is the zip code of the business mailing address?	
Manage Employer Account	Select Security Question 2*:	What is the zip code of the GA principle location address?	
Add Employer	Answer*:	What is your accounts current tax rate?	
eset User Password	Allawer .	What is your accounts previous tax rate?	
	Select Security Question 3*:		
		What is the last 4-digits of your business telephone number?	
	Answer*:	What is your SIDES E-Response access code?	

STEP 4: Click on the **Continue** button. (The **Clear** button removes all data entries on the page.)

Upon completion, the message, "Employer has been added to the account," displays.

Add Employer Confirmation						
Administrator Account Employer has been added to the account. My Account Please click here to view updated account information. Administrator Security Questions Please click here to view updated account information. User Management Please click here to view updated account information. Add User Edit User Inactivate User Manage Employer Account Add Employer Reset User Password	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page Glossary of Terms Contact Us					

Employer Dashboard

Administrators and users perform tax and benefits transactions, e.g., file their Quarterly Tax and Wage Reports, pay unemployment taxes, file partial claims and change (update) employer addresses using the **Employer Dashboard.** Administrators can access all transactions and control which transactions users can access.

STEP 1: Click on the Employer Dashboard link under Administrator Account.

Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User	Name Ja Email ja Job Title C	Email jamestimothy092@gmail.com Job Title CPA Telephone Preferred - 111111-11 Number(s)		Jistered Accounts	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQS Glossary of Terms Contact Us	
Inactivate User Manage Employer Account Add Employer Reset User Password	One item found. Account No. 555-1111	Lis Account Name GDOL TOPICS IMAGE C	it of Account Users	Username Nate01	Status	

The Employer Account at a Glance page will display for the specific account.

Use the **Common Links** to access GDOL's online services (transactions). The **Quick Links** provide easy access to reference information.

	EMPLC	OVER LEASING TES	T LLC EMPLO	YEES R US			
Employer	Date : Jan 9, 2018						Common Links
IYEES R US ▼ Instor Account strator Dashboard	Employer Number : FEI Number 287321-04 12-3456789	: Accou	unt Status : VE	Curr 11/	rent Registration D 03/2015	Date:	File Quarterly Tax and Wage Reports Make a Tax Payment Change Employer Address File Partial UI Claims
formation	Field Auditor Contact		Cu	rrent Tax Ra	ite : 8.10%		Forms and Publications View Account Addresses View Report and Payment History
y of Terms	FIELD TAX AUDITOR*** S 148 ANDREW YOUNG INT BLVD NE ATLANTA, GA 30303	Tax Rates	Q1	Q2	Q3	Q4	
Us	Email: NA Phone: (404)232-3800	2018	8,10%	8,10%	8,10%	8,10%	Quick Links
	Fax: (404)232-7772	2017	2.70%	2.70%	2.70%	2.70%	GDOL Home Page USDOL Home Page
		2016	2.70%	2.70%	2.70%	2.70%	GDOR Home Page
		2015	0,00%	0.00%	0,00%	0.00%	
						_	
	-	Additional Acc	count Details			-	
	Liable for unemployment taxes effective 01/01/20	16.					
	Payment of \$4688.09 is due.						

To view a different employer account, click on the drop-down list under **Change Employer**.

	EMPLOYER LEAS	ING TEST I	LC EMPL	OYEES R	US		
ange Employer	Date : Dec 21, 2017						Common Links
Iministrator Account	Employer Number (FEI Number) 1111111-11 12-3456789	Account	nt Status : /E		nt Registrati 3/2015	ion Date)	File Quarterly Tax and Wage Reports Make a Tax Payment Change Employer Address File Partial UI Claims
GDOL Information	Field Auditor Contact FIELD TAX AUDITOR*** S	Current Tax Rate : 2.70%					Forms and Publications View Account Addresses View Report and Payment
lossary of Terms ontact Us	148 ANDREW YOUNG INT BLVD NE ATLANTA, GA 30303 Email: NA Phone: (404) 555-0000 Fax: (404):555-1111	2017	Q1 2,70%	Q2 2,70%	Q3 2.70%	Q4 2.70%	History
	Part (404).555-1111	2016	2,70%	2.70%	2,70%	2.70%5	Quick Links
		2015	0%	0%	0%	0%	GDOL Home Page USDOL Home Page
		2014	2.70%	0%	0.95	D%	GDOR Home Page

Add Users

STEP 1: Click on the Add User link under User Management.

		Administrat	tor Account a	at a Glance		
Administrator Account My Account Administrator Security Questions Updata Employer Dashboard User Management Add User Emt User Emt User Tractivate User	Name Jan Email Test Job Title CP/ Telephone Pre Humber(s)	Istrator Details mes Timothy @gmail.com 4 Isterred - (404 555-0123	000000-00 - CD4	Registered Accounts		Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us
Manage Employer Account Add Employer Reset User Password	One item Jound.	ı	ist of Account Users			
	Account No.	Account Name		Username	Status	
	000000-00	GDOL TOPICS IMAGE	ONLY	Test01	Active	

The Add User page displays.

STEP 2: Use the drop-down list in the **Employer Name** field to select the employer account the user is to access. Enter the user's information. The user's first and last name, preferred telephone number, and email address are required. **NOTE:** A user's email address can only be associated with one account. Users can only access one employer account.

Administrator Account	No. of the second se	Manual Francisco Manual Anna	the second second sides with	a second to the bar and second to a	Quick Links
My Account	Please select the desired Employ	en name from the drop down employer account		i required fields to add user for a	GDOL Home Page
Administrator Change Password					USDOL Home Page
Administrator Security Questions Update	Employer Name*:	Select Employer	*1		GDOR Home Page
Employer Dashboard	First Name*				
	Last Name*;				GDOL Information FAOs
Jser Management	Preferred Phone Number*:		Ext	_	Glossary of Terms
Add User.		-	EXC)		Contact Us
Edit User	Alternate Phone Number:		Ext:		
Inactivate User	Email Address*:				
Manage Employer Account	Confirm Email Address*:				
Add Employer	Indicate the actions this user is	authorized to perform by che	cking the applicable	box(es).	
Reset User Password	Access*:	File Quarterly Tax ar			

STEP 3: Click on the checkbox(es) in the **Access** field to select the transaction(s) the user will be allowed to perform. The possible transactions are:

- File Quarterly Tax and Wage Reports
- Make a Tax Payment
- Change Employer Address
- File Partial UI Claims

STEP 4: Click on the **Create User Account** button to establish the user's account. (The **Reset** button clears all data entries on the page.)

		Add	User		
Administrator Account My Account Administrator Change Password	Please select the desired Employ	employer acco	n list and complete al unt information.	ll required fields to add user for access	GDOL Home Page USDOL Home Page
Administrator Security Questions Update Employer Dashboard	First Name*:	Select Employer	•		GDOR Home Page
	Last Name*:	Jones			GDOL Information FAQs
User Management Add User	Preferred Phone Number*:	(770) 147-1451	Ext: 3524		Glossary of Terms Contact Us
Edit User Inactivate User	Alternate Phone Number:		Ext:		
Manage Employer Account	Confirm Email Address*:	Tiny.Jones@gmail.co			
Add Employer	Indicate the actions this user is	authorized to perform by ch	necking the applicable	e box(es).	
Reset User Password	Access*:	 File Quarterly Tax Change Employer 		Make a Tax Payment al UI Claims	
		Create User A	ccount Reset		

The message, "Verification code sent to user...," displays. An email containing a verification link and code is sent to the user. **NOTE:** The user should complete the process of resetting the password **immediately** because the verification code expires within 5 days.

dministrator Account	Verfication code sent to the user Tiny.Jones@gmail.com	Quick Links
1y Account		GDOL Home Page
Administrator Change Password	Click here to access the Administrator Dashboard.	USDOL Home Page
Administrator Security Questions Update		GDOR Home Page
Employer Dashboard		GDOL Information
		FAQs
lser Management		Glossary of Terms
Add User		Contact Us
Edit User		
nactivate User		
lanage Employer Account		

Reset User Passwords

When users forget their passwords, administrators can initiate the reset process. The system will send the user a temporary password, which will allow them to login and establish a new password.

STEP 1: Click on the Reset User Password link under Manage Employer Account.

		Administrat	tor Account at	a Glance		
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	Name Jam Email Test Job Title CPA Telephone Pref Number(s)	es Timothy @gmail.com erred - (404) 555-0123 strator Information	R 111111-11 - EMPLOY	egistered Accounts	5	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us
Manage Employer Account Add Employer Reset User Password	One item found.	Account Name	ist of Account Users	Username	Status	
	111111-11	EMPLOYEES R US		GDOL02	Active	

The **Reset User Password** page displays.

		Reset User Password	
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User Manage Employer Account Add Employer Reset User Password	*Required Username*:	Send Verification Code	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us

Step 2: Enter the user's username.

Reset User Password			
Administrator Account	*Required		Quick Links
My Account Administrator Change Password	Usemame*:	GDOL02 ×	GDOL Home Page USDOL Home Page
Administrator Security Questions Update		Send Verification Code	GDOR Home Page
Employer Dashboard			GDOL Information
User Management			FAQs Glossary of Terms
Add User			Contact Us
Edit User Inactivate User			
Manage Employer Account			
Add Employer Reset User Password			
_			

Step 3: Click on the Send Verification Code button.

The system sends an email to the user containing a verification code and displays the message, "Verification code sent to user to reset password." Remind the user that the verification code expires in 5 days and should be retrieved immediately.

Verification Code Confirmation			
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User Manage Employer Account Add Employer Reset User Password	Verfication code sent to the user to reset password. Click here to go to Administrator Dashboard.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us	

Edit User Information

STEP 1: Click on the Edit User link under User Management.

		Administra	tor Account at a	Glance		
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Ardd Liser Edit User Inactivate User	Name Jan Email Tes Job Title CPA Telephone Pre Number(s)	Istrator Details nes Timothy t@gmail.com A ferred - (404) 555-0123 istrator Information	Re 111111-11 - EMPLOYE	gistered Account	5	Quick Links CDOL Home Page USDOL Home Page CDOR Home Page GDOL Information FAQS Glossary of Terms Contact Us
Manage Employer Account Add Employer Reset User Password	One item found.	Account Name	List of Account Users	Username	Status	
	1111111-11	EMPLOYEES R US		GDOL02	Active	

STEP 2: The Administrator will use the Search function to locate the user's account. Enter the First Name, Last Name, or Username and Employer Name. NOTE: The Employer Name (the registered account the user is assigned to) is required.

Edit User			
Administrator Account My Account Administrator Change Password	1	Complete any field below to search for user.	Guick Links GDOL Home Page USDOL Home Page
Administrator Security Questions Update	First Name:		GDOR Home Page
Employer Dashboard	Last Name:		GDOL Information
User Management	Username:		FAQs Glossary of Terms
Add User	Employer Name*:	111111-11 - EMPLOYEES R US 🔹	Contact Us
Edit User Inactivate User		Search	
Manage Employer Account			
Reset User Password			
	0		

STEP 3: Click on the Search button.

The search results will display at the bottom of the screen.

STEP 4: Click on the Username link to select the user account to be edited.

		Edit Us	er		
Administrator Account	1	Complete any field below t	o search for user.		Quick Links
My Account					GDOL Home Page
Administrator Change Password					USDOL Home Page
Administrator Security Questions Update	First Name:				GDOR Home Page
Employer Dashboard	Last Name:				GDOL Information
	Username:				FAQs
User Management			and the second second		Glossary of Terms
Add User	Employer Name*:	111111-11 - EMPLOYE	ESRUS V		Contact Us
Edit User					
Inactivate User		Search Cle	ear		
	4 items found, displaying all items.				
Manage Employer Account					
Add Employer	<u>Username</u>	First Name	Last Name	Status	
Reset User Password	Test05	Yvonne	Hammer	Active	
	GDOL02	Ashanti	Ross	Active	
	GDOL03	Ashley	Tims	Active	
	Tiny.Jones@gmail.com	Tiny	Jones	Setup Pending	

The user's information displays.

The Employer Name (employer account) and the user's name, telephone numbers, email address, status, and access privileges can be changed. Use the **Status** field to **activate** or **inactivate** a single user's account. (See "**Inactivating Users**" to inactivate multiple users.)

STEP 5: Make the desired changes.

		Ed	it User	
Administrator Account My Account Administrator Change Password	Employer Name* :	Please updat	e user information.	Guitck Links GDOL Home Page USDOL Home Page
Administrator Security Questions Update Employer Dashboard	First Name*:	Ashley		GDOR Home Page
User Management	Last Name*: Preferred Phone Number*:	Tims (770) 147-6666	Ext:	GDOL Information FAQs Glossary of Terms
Add User Edit User Inactivate User	Alternate Phone Number;		Ext:	Contact Us
Manage Employer Account	Email Address*: Status*:	AshTimberland@gmail.com	n	
Add Employer	Indicate the actions this user is au	thorized to perform by	checking the applicable box(es).	
Reset User Password	Access**		ax and Wage Reports 🖻 Make a Tax Pa er Address 🖻 File Partial UI Claims	Payment
		Update User Acc	count Reset Cancel	

STEP 6: Click on the **Update User Account** button to submit the changes. (The **Reset** button will clear changes, and the system will retain the existing information.)

		Edi	it User	
Administrator Account My Account	1	Please update	e user information.	Quick Links GDOL Home Page
Administrator Change Password Administrator Security Questions	Employer Name	111111-11 - EMPLOYEES	RUS	USDOL Home Page GDOR Home Page
Update Employer Dashboard	First Name*;	Ashley		
	Last Name*:	Tims		GDOL Information FAQs
User Management	Preferred Phone Number*:	(770) 147-6666	Ext:	Glossary of Terms Contact Us
Edit User	Alternate Phone Number:		Ext:	Contact OS
Inactivate User	Email Address**:	AshTimberland@gmail.com		
Manage Employer Account	Status*:	Activate •		
Add Employer	Indicate the actions this user is au	thorized to perform by c	hecking the applicable box(es).	
Reset User Password	Access*;		x and Wage Reports 🗷 Make a Tax Payn r Address 🗹 File Partial UI Claims	nent
		Update User Acco	ount Reset Cancel	

The system will display the message, "User information has been updated."

	Edit User Confirmation		
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	User Information has been updated.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Clossary of Terms Contact Us	
Manage Employer Account Add Employer Reset User Password			

Inactivate Users

User accounts cannot be deleted; however, administrators can inactivate user accounts. Inactivation is useful when users are out of the office on extended leave, temporarily assigned to a new job function, or leave the company. By inactivating user accounts, administrators can reactivate an account without having to re-establish the user account.

The **Inactivate User** function is used to inactivate one or more user accounts. Administrators can also use the **Status** field on the **Edit User** screen to inactivate a single user. (See "**Editing Users**.")

Iministrator Account Ny Account dministrator Change Password dministrator Security Questions pdate mployer Dashboard ser Management dd User dit User activate User	Name	inistrator Details James Timothy Test@gmail.com CPA Preferred - (404),555-0123 ministrator Information	Reg 111111-11 - EMPLOYEE	istered Account	5	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us
anage Employer Account dd Employer eset User Password	One item found. Account No.	Account Name	ist of Account Users	Username	<u>Status</u>	

STEP 1: Click on the Inactivate User link under User Management.

The Inactivate User(s) screen displays.

STEP 2: Enter the user's **First Name**, **Last Name**, or **Username** and **Employer Name** to use the **Search** function to locate the user's account. **NOTE:** The **Employer Name** (the registered employer account the user is assigned to) must be selected.

Administrator Account		Complete either field below to search for user.	Quick Links
My Account			GDOL Home Page
Administrator Change Password			USDOL Home Page
Administrator Security Questions Update	First Name		GOOR Home Page
Employer Dashboard	Last Name:		GDOL Information
	Username:		FAQS
User Management			Glossary of Terms
Add User	Employer Name":	111111-11 - EMPLOYEES R US *	Contact Us
Edit User			
Inactivate User		Search Clear	
Manage Employer Account	P		
Add Employer			
Reset User Password			

STEP 3: Click on the **Search** button.

Administrator Account	1	Complete either field below to search for user.	Quick Links
My Account			GDOL Home Page
Administrator Change Password			USDOL Home Page
Administrator Security Questions Update	First Name		GOOR Home Page
Employer Dashboard	Last Name:		GDOL Information
	Username:		FAQE
User Management			Glossary of Terms
Add User	Employer Name":	000011-07 - GDOL TOPIC *	Contact Us
Edit User			-
Inactivate User		Search Clear	
Manage Employer Account			
Add Employer			
Reset User Password			

The search results will display at the bottom of the screen.

Administrator Account	Con	nplete either field belo	w to search for user.		Quick Links
My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	ame: ame:	111111-11 - EMP			GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us
Manage Employer Account	Username	First Name	Last Name	Status	
Add Employer	 Test05	Yvonne	Hammer	Active	
Reset User Password	GDOL02	Ashanti	Ross	Active	
	GDOL03	Ashley	Tims	Active	

STEP 3: Click on the checkbox(es) for the user account(s) to be inactivated.

Administrator Account	Con	plete either field below	w to search for user.		Quick Links
My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard Jser Management Add User Edit User Inactivate User	ame:	Commission of the	OYEES R US		GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us
Manage Employer Account	Username	First Name	Last Name	Status	
Add Employer	Test05	Yvonne	Hammer	Active	
Reset User Password	GDOL02	Ashanti	Ross	Active	

The system will display a warning message advising the administrator that the user will no longer have access to the Employer Portal once the account is inactivated.

STEP 4: Click OK in the warning message dialog box to continue (or click Cancel).

New Tab Employer Portal - Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management	First N Last N Userni	ame:	Iol.state.ga.us says: user's account is inactivated they continue or 'Cancel' to remain or implete either field belor	v to search for user.		Quiek Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms
Add User Edit User Inactivate User		found, displaying all	Search litems.	Clear		Contact Us
Manage Employer Account		Username	First Name	Last Name	Status	
Add Employer		Test05	Yvonne	Hammer	Active	
Reset User Password	12	GDOL02	Ashanti	Ross	Active	
	1	GDOL03	Ashley	Tims	Active	
			Inactivate User	Account		

A confirmation message displays the number of user accounts that were inactivated.

		Inactivate User(s)	
Administrator Account My Account Administrator Change Password Administrator Security	Comple First Name:	ate either field below to search for user.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page
Questions Update Employer Dashboard User Management Add User Edit User Inactivate User	Last Name: Usemame: Employer Name*:	IIIIII-11 - EMPLOYEES R US	GDOL Information FAQs Glossary of Terms Contact Us
Manage Employer Account Add Employer. Reset User Password	1 user(s) have been inactivated		

Reactivate Users

STEP 1: Click on the Edit User link under User Management to reactivate a user's account.

Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User Edit User Enactivate User	Name Jam Email Test Job Title CPA Telephone Pref Number(s)	strator Details es Timothy @gmail.com ferred - (404) 555-0123 istrator Information	Re 111111-11 - EMPLOYE	gistered Accounts	5	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact US
Manage Employer Account Add Employer Reset User Password	One item found.	1	ist of Account Users			
	<u>Account No.</u>	Account Name		Username GDOL02	<u>Status</u> Active	

STEP 2: Enter the **First Name**, **Last Name**, or **Username** and **Employer Name** to search for the user's account. **NOTE:** The **Employer Name** (the registered account the user is assigned to) is required.

		Edit User	
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard	First Name: Last Name: Username:	Complete any field below to search for user.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs
User Management Add User Edit User Inactivate User	Employer Name*:	Search Clear	Glossary of Terms Contact Us

STEP 3: Click on the Search button.

The search results will display at the bottom of the screen.

STEP 4: Click on the Username link to select the user account to be edited.

		Edit Us	er		
Administrator Account My Account Administrator Change Password Administrator Security Questions Update Employer Dashboard User Management Add User	Com First Name: Last Name: Username: Employer Name*:	olete any field below to			Oulck Links GDOL Home Page USDOL Home Page GDOR Home Page GDOL Information FAQs Glossary of Terms Contact Us
Edit User Inactivate User	4 items found, displaying all iter	Search Cle	ar		
Manage Employer Account	Username	First Name	Last Name	Status	
Add Employer	Test05	Yvonne	Hammer	Inactive	
Reset User Password	GDOL02	Ashanti	Ross	Active	
	Ashanti	Ashley	Tims	Active	
	Tiny.Jones@gmail.com	Tiny	Jones	Setup Pending	

The user's information displays.

STEP 5: Select Activate on the Status drop-down list.

		Edit User	
Administrator Account My Account Administrator Change Password	Employer Name*:	Please update user information.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page
Administrator Security Questions Update Employer Dashboard	First Name*: Last Name*: Preferred Phone Number*:	Yvonne Hammer (770) 147-5678	GDOL Information
User Management Add User Edit User Inactivate User	Email Address*: Status*: Access*:	Hammer5678@gmail.com	Glossary of Terms Contact Us
Manage Employer Account Add Employer Reset User Password)	Update User Account Reset Cancel	

STEP 6: Update the user's information, if needed. The employer's name and the user's name, telephone numbers, email address, status, and access privileges can be changed.

Employer Portal Administrator Guide

		Edit User	
Administrator Account My Account Administrator Change Password Administrator Security Questions	Employer Name*:	Please update user information.	Guick Links GDOL Home Page USDOL Home Page GDOR Home Page
Update Employer Dashboard	First Name*:	Yvonne	GDOL Information
User Management Add User Edit User	Preferred Phone Number*: Alternate Phone Number:	(770) 147-5678 Ext:	FAQs Glossary of Terms Contact Us
Inactivate User	Emall Address*: Status*:	Hammer5678@gmail.com	
Manage Employer Account Add Employer	Indicate the actions this user is au	thorized to perform by checking the applicable box(es).	
Reset User Password	Access*:	File Quarterly Tax and Wage Reports Make a Tax Payment Change Employer Address File Partial UI Claims Update User Account Reset Cancel	

STEP 7: Click on the **Update User Account** button to submit the changes. (The **Reset** button will clear changes, and the system will retain the existing information.)

The system will display the message, "User information has been updated," and return the administrator to the user account, displaying the updated information.

	Edit User Confirmation		
Administrator Account My Account Administrator Change Password Administrator Security Questions Update	User information has been updated.	Quick Links GDOL Home Page USDOL Home Page GDOR Home Page	
Update Employer Dashboard User Management Add User Edit User		GDOL Information FAQs Clossary of Terms Contact Us	
Inactivate User Manage Employer Account Add Employer			
Reset User Password			

User Functionality

Users will access the Employer Portal by entering their **username** and **password** on the landing page.

DOL Department of Labor	Welcome to Employer Portal
5 629 6 253 10 625 10 625	ortal Login
Welcome to the Georgia Department of Labor Employer Portal. All first time users are requinational administrator for the Employer's account and will be responsible for managing all other user Username: Password: Log Extablish Administrator Administrator and the second	s on this portal.

Upon successfully logging in, the **User Account Information** page will display. This is the **User Dashboard.**

				-
User Account My Account User Change Password		User Details	Registered Account	Quick Links GDOL Home Page USDOL Home Page
User Security Questions Update File Partial UI Claims	Name Email Contact Numbers			GDOR Home Page GDOL Information FAQs
	I	Edit User Information		Glossary of Terms Contact Us

Users can:

- Edit their personal information (e.g., name, telephone number, and email address) by clicking on the Edit User Information link under User Details.
- Change their passwords by clicking on the User Change Password link under User Account.
- Update their security questions by clicking on the User Security Questions Update link under User Account.
- Access an employer account by clicking on the **DOL account number** link under **Registered Account.**

Frequently Asked Questions

How do I get started?

First, establish an administrator account. The administrator will then add the individual employer account numbers and users to the portal.

How do I reset my password?

Use the **Reset Password** link on the landing page.

I forgot my username. What do I do?

Users should contact their administrator to recover their username. Administrators must call the Employer Portal Help Desk at 404.232.3180 for assistance recovering their usernames.

How do I assign multiple accounts to a user?

At this time, users can only access one account. Administrators can access multiple accounts. An employer account can only be assigned to one administrator.

How do I remove an employer account from my administrator account?

GDOL needs authorization from the employer and the new administrator's contact information to assign the account to a different administrator. You or the employer may contact the Employer Portal Help Desk at 404.232.3180. The caller must provide the employer's contact name and number so GDOL can contact the employer.

I submitted the information to establish an administrator account, but did not receive an email with the verification code. How long does it take to receive the email?

The email is sent immediately. Check your spam folder. If you do not receive it within 24 hours, call the Employer Portal Help desk at 404.232.3180.

I am trying to set up an account, but the website says an account already exists.

Call the Employer Portal Help desk at 404.232.3180 to find out who the administrator is for the account.

The verification code I received is invalid.

We recommend you copy the verification code in the email and paste it into the **Verification Code** field on the **Validate and Set Up Account** page to ensure accuracy. Be sure to complete the registration process immediately because the verification code expires in 5 days.

What do I do if my verification code expired?

Restart the registration process by clicking on the **Establish Administrator Access** link on the landing page.

What are the username requirements?

Usernames must be less than 30 characters and contain no special characters. Usernames are not case sensitive.

What are the password requirements?

Passwords must be a minimum of 8 characters and contain at least one alpha and one numeric character.

Can I change my username?

No, the username cannot be changed. Your username is permanently associated with your administrator or user account, not the employer's account.

Is there a way to manage multiple clients via the Employer Portal?

Administrators can add multiple employer accounts to the portal. However, only the administrator can access multiple accounts. Users can only access one employer account.

Can we print quarterly tax and wage reports from the employer portal?

No. You can view the details of the tax report and payment history, and then print the page from your Internet browser.

Getting Help

If you need help with	Call
Login	404.232.3180
Administrative Functions:	404.232.3180
Adding employer accounts	
Adding or inactivating/reactivating users	
Editing user information	
User Transactions:	404.232.3245
File Quarterly Tax and Wage Reports	
Make a Tax Payment	
Change Employer Address	
File Partial UI Claims	