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: 
Password: 

Login

Establish Administrator Access
Reset Password

Georgia
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The Georgia Department of Labor (GDOL) now offers an Employer Portal. The portal provides self-service 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.

**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."
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.

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.

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.

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

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

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.

STEP 11: Click on the **Click here to login** link to access the **Administrator Dashboard**.
STEP 1: Log into the Employer Portal by entering your username and password on the landing page.

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

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**.

**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**.

The **Administrator Change Password** page displays.
Step 2: Enter your current password and new password. Reenter the new password to confirm.

Step 3: Click on the Update Password button.

The message, “Password update is successful,” displays. Please record your new password for future reference.
STEP 1: Click on the Administrator Security Questions Update link under Administrator Account.

The Administrator Security Questions Update page displays.
Step 2: Select three security questions and enter your answers. Please record your responses for future reference.

![Administrator Security Questions Update](image)

Step 3: Click on the **Save & Continue** button.

The message, “Security questions have been updated,” displays.

![Administrator Security Questions Update Confirmation](image)
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.

![Administrator Account at a Glance](image)

The **Update Account Information** page displays.

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

![Update Account Information](image)

**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.

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.”
STEP 3: Select and answer three security questions.

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.
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**.

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.

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

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

![Add User screen](image)

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.

![Add User form](image)

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.)

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.
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.

The Reset User Password page displays.
Step 2: Enter the user’s username.

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

![Administrator Account at a Glance](image)

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](image)

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.

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.
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.)

The system will display the message, “User information has been updated.”
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.”)

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

![Inactivate User Screen](image)

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.

![Inactivate User Screen](image)
STEP 3: Click on the **Search** button.

The search results will display at the bottom of the screen.
STEP 3: Click on the checkbox(es) for the user account(s) to be inactivated.

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

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

![Administrator Account at a Glance]

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]

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.

The user's information displays.

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

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.
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.
User Functionality

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

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

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

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