Client Training HQ

Power of Attorney Manager Delegation Process

The purpose of this document is to provide instructions on completing a delegated Power of Attorney through the Power of Attorney Manager by Equifax®.

What is the Power of Attorney Manager?

The Power of Attorney Manager is the centralized platform by Equifax designed to help simplify and accelerate the Power of Attorney process. This application modernizes the Power of Attorney (POA) experience with greater visibility, control, and speed.

Why is Power of Attorney completion important?

POA documents allow Equifax the ability to support and sometimes act on behalf of the organization, such as communicating with state agencies, responding to claims, decisions, and hearings, as well as potentially receiving unemployment tax related documents. By ensuring all POAs are in place, you can help simplify your unemployment process by better ensuring your unemployment-related state documents are received at Equifax mail centers, which then allows your UC Service Team to more quickly help you manage your unemployment matters and help streamline interactions with state agencies.

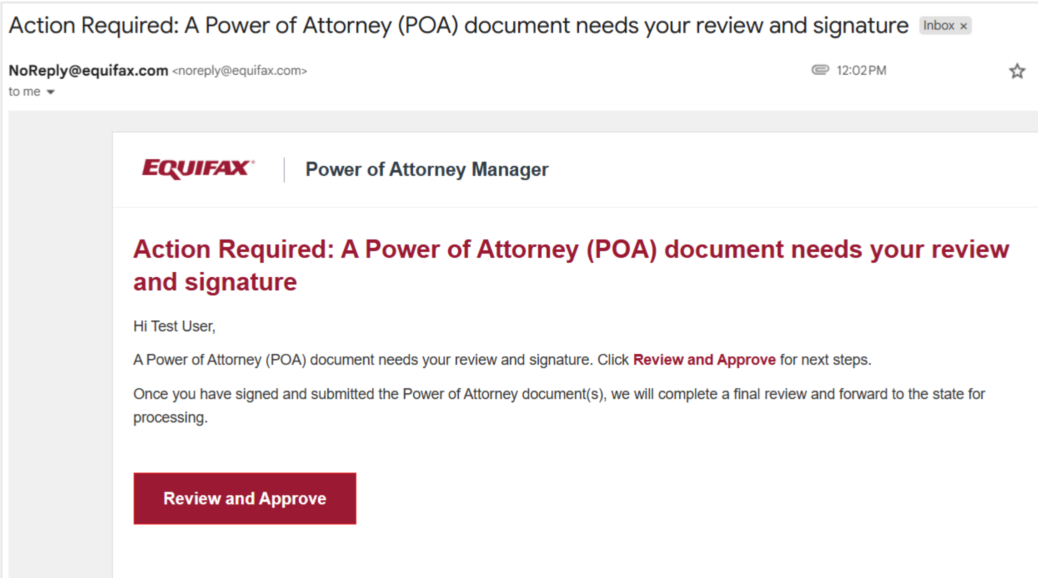
Delegation

Through the application, a member of your organization can delegate a POA to the appropriate officer to sign. The delegate does not have to have Power of Attorney Manager access to complete the POA document(s), but will receive a one-time passcode in order to complete the delegated POA(s).

The delegated person will be alerted through email that a POA document has been generated and has been delegated to them to complete. This email will come from noreply@equifax.com. Click the Review and Approve button to complete the process.

Note: Each Power of Attorney Manager Delegation email is unique and **cannot** be forwarded or opened by another user. If you feel you received the delegation email in error, or are not the correct contact person, please alert the appropriate person within your organization.

Images are examples and for information purposes only. They may vary across platforms and are subject to change.

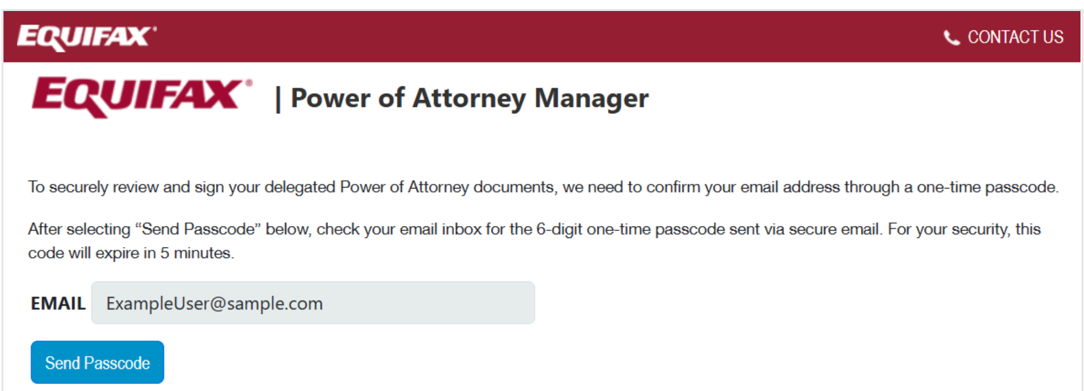


Logging in with a One-time Passcode

Those who have been delegated a POA to complete for the first time will be sent a one-time passcode (OTP) in order to log in to the Power of Attorney Manager. After selecting Review and Approve within the delegation email, you will be taken to a log in screen where you will be prompted to complete the following steps:

1. The email address where the delegated POA was sent will be automatically filled in. Click **Send Passcode** to receive your one-time passcode.

   Note: The passcode is only available for five minutes for security purposes.



2. Navigate back to your email in a separate browser window. You will receive an encrypted email from noreply@equifax.com that contains your one-time passcode.

   Note: Please check your SPAM folder if you do not immediately receive the OTP email.

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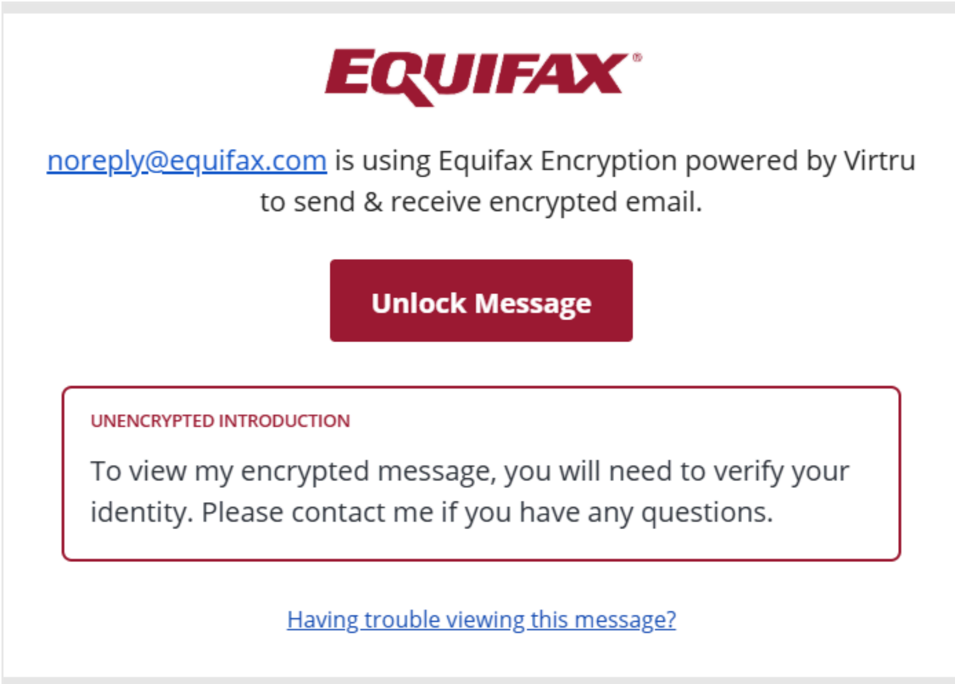
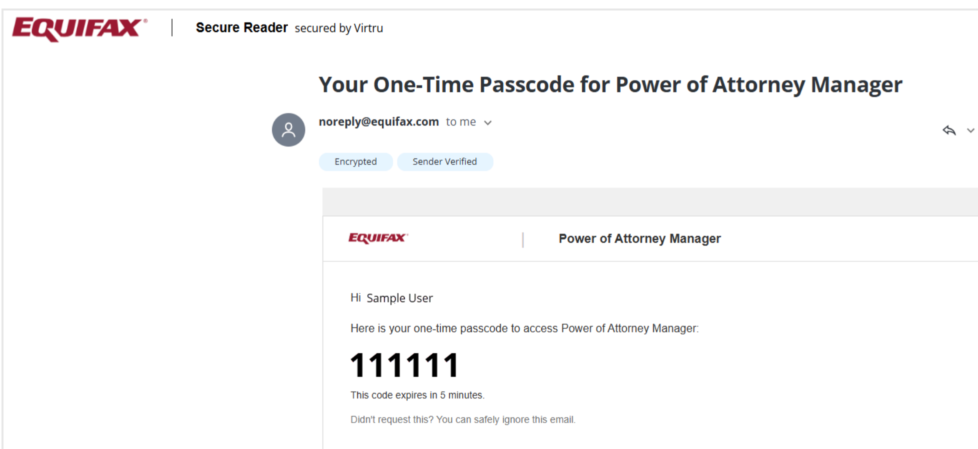


3. Click **Unlock Message** to receive the code.



4. After receiving the one-time passcode, return to the Equifax POA Manager screen and enter the 6-digit code, then click **Submit** to continue with the login process.

   Note: If you do not receive the passcode right away, you can select **Send New Code** to restart the expiration timer.

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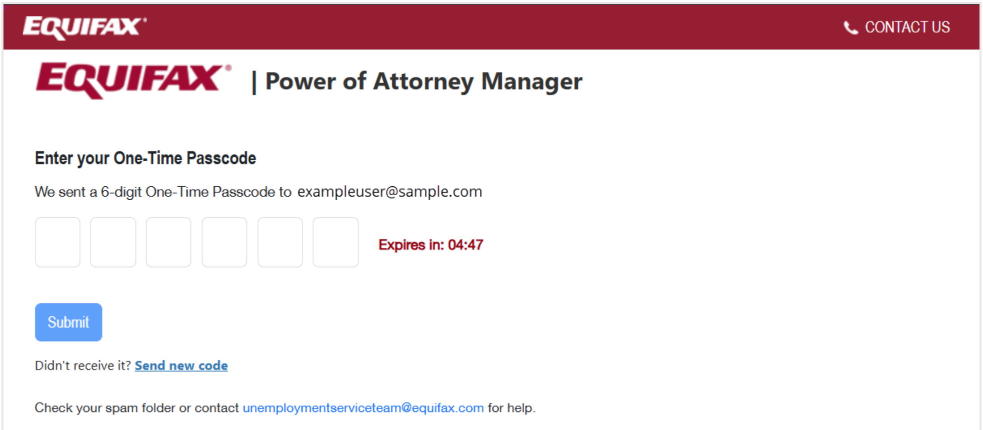

5. You can now view and access the POA document(s). Please complete them promptly following the in-application instructions. You are also able to log in and view the Power of Attorney documents that have been delegated to you in one location.

   Note: Once you complete the signature process, the POA documents will clear from your dashboard.

Returning Delegate User

If or when more Power of Attorney documents are delegated to you in the future, you will be sent a new one-time passcode to log in, view, and complete the newly generated POAs.

More Training is Available!

More Unemployment Cost Management training is available on our Connections site.

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.