Client Training HQ

Employers Edge Web Portal Frequently Asked Questions for Federal Employers

User Login and Roles

How do I login to the Employers Edge Web Portal?
In order to access the Edge Web Portal, your organization must first ensure that you are added as a brand new user to the Edge Web Portal. If your agency has an assigned Administrator, please reach out to your agency point of contact to request a new account.

After you have been successfully added to the Edge Web Portal, you will receive an email notification with a link to the Edge Web Portal. Your email address will be your login ID and upon accessing the password reset link provided, the system will prompt you to change your password.

What are the different user roles in the Edge Web Portal?
The Edge Web Portal supports two different types of users, the User and Administrator. By default, all federal end users assigned the role of User to access the Edge Web Portal. Each agency designates Administrators, which grants them permission to access the User Management section of the Edge Web Portal. Having access as an Administrator allows you to onboard additional organization users and also delete users.

How are Federal Agency business units structured in the Edge Web Portal?
Federal Agencies have three types of structures:

- Simple One Location Agency
- Agency with Multiple Locations
- Agency with Locations by State

This level of breakdown allows Administrators to set up a user to see only the claims they are authorized to view. For example, an Administrator can set up a user to see only Region 2 within Territory 1. In the Edge Web Portal, claims contacts were also set up as Edge Web Portal end users so that the US Service Team can view their contact information. By default, a federal user can see only the claims activity for their assigned business unit as well as completed requests for information associated with their assigned business units. For more information, please refer to the Edge Web Portal User Guide located on the Employers Edge site here.

Historical Data

What historical data is available in the Edge Web Portal?
Data includes at least three years of basic historical information about a case including:

- Wage Information
- Claims
- Decisions
- Hearings
- Charges

The Edge Web Portal Dashboard

What does the business unit filter control?
The business unit filter controls reporting at the business unit level. You may select any business unit that you are authorized to view. If assigned only one, that business unit will show by default.

What information is displayed in the Due Soon section?
The Due Soon section displays claims and hearings assigned to you which are due within three days.

What should my agency be able to see inside of the Year-to-Date (YTD) Savings section?
Federal users can expect to see year-to-date, dollar-value in savings. Data for 2022 may not display complete year-to-date savings. Please reach out to your Account Executive for more information.

What data is displayed in the Yearly Claims section?
This section will display year-to-date claims data.

What data is displayed in the Quarterly Claims section?
This section will display claims activity for the past five calendar quarters.

What data is displayed in the Year to Date (YTD) Top Separation Reasons from Unemployment Claims section?
This section will display the most common separation reason used for that year.

Claims Activity

How is a claim viewed for my assigned business unit?
Users are able to select and filter by a desired business unit from the Customer Attention view within the Claim Activity tab.

What is displayed in the Completed Recently section?
This section displays claims completed within the last 30 days. Claims displayed will consistently update from the last 30 days from your current login date.

What is displayed in the Recent Decisions section?
This section displays initial level decisions received within the last 30 days. Decisions displayed will consistently update from the last 30 days from your current login date.

What happens after 30 days have passed in these sections?
After 30 days, please use the search feature at the top of the Edge Web Portal screen to locate those cases that are no longer displayed in these sections. You may also run a Claims Activity Report located inside of the left navigation menu.

Appellate Activity

What is displayed in the Work in Progress section of the Appellate Activity menu?
This section displays hearings waiting to be worked by the federal end user.

What is displayed in the Recent Decisions section of the Appellate Activity menu?
This section displays hearings returned to your UC Service Team for review or to be submitted.

What is displayed in the Recent Hearings section of the Appellate Activity menu?
This section displays hearings completed within the past 30 days from your current login date.

Are hearings sent to the Edge Web Portal?
Yes, all hearings requiring your attention are sent to the Edge Web Portal. When looking at the dashboard, hearings coming up within three days can be accessed from the Due Soon section. All hearings coming up later than three days can be found inside of the Appellate Activity section.

Charge Data and Billing Reconciliation

How do I find historical charge data?
You can pull all of your Agency charge data from the Edge Web Portal using the Charge Report. Charge data will be loaded inside of the Edge Web Portal as charges are received from the state agencies. If you require a report of charge data for any time period prior to Q2 2022, please reach out to your Account Executive.

Tax Documents

The Tax Documents section is not available to federal users.

More Training Available!

Check out additional training resources available on our site, Connections.

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.