Client Training HQ

Troubleshooting Guide for the Employers Edge Web Portal

This document is intended to provide answers to commonly asked questions regarding the Employers Edge Web Portal.

How can I access the Edge Web Portal training?

Visit the Employers Edge Training site for guides on using the portal, resetting portal passwords, and other UC resources.

What is the major change to the questionnaire process?

As of September 25, 2025, Equifax® has added a layer of security to the questionnaires, requiring everyone to register before forwarding or viewing them.

Do I need to create a new account to access the questionnaire?

If you already have portal access, you can use those existing credentials. If your company uses a shared email, each user will need to create their own account because of the Multi-Factor Authentication (MFA).

Will my profile be deactivated due to inactivity?

Yes, you must log into the portal at least once every 90 days or your access will be blocked. If you receive a message that your access has been blocked, please contact your UC Service Team for assistance with unblocking your access. If your access is blocked or you need to reset your portal password, for the best experience, you should clear your browser cache and cookies (for all time).

Will my portal credentials allow me to see claims in the portal?

While the credentials are the same for the portal and for viewing questionnaires, only users with business units assigned to their credentials will be able to see claims in the portal. Your portal administrator or specialist can assist with this.

How do I register to access the questionnaires?

To access the questionnaires, each person needs to click on the second link in the initial email first to register.

Why might my account be blocked or deleted?

For security reasons, accounts will be blocked after 30 days of non-use and can be automatically deleted after 90 days. To avoid this, log in every 30 days.

Who can submit the questionnaire?

The questionnaire can only be submitted by the individuals in the initial email. If someone else who was not in the initial email needs to submit it, it must be forwarded by one of the individuals in the email, and proper steps must be taken (refer to the “Forwarding Feature within the Questionnaire” section below).

What if I've tried setting up an account and it's not working?

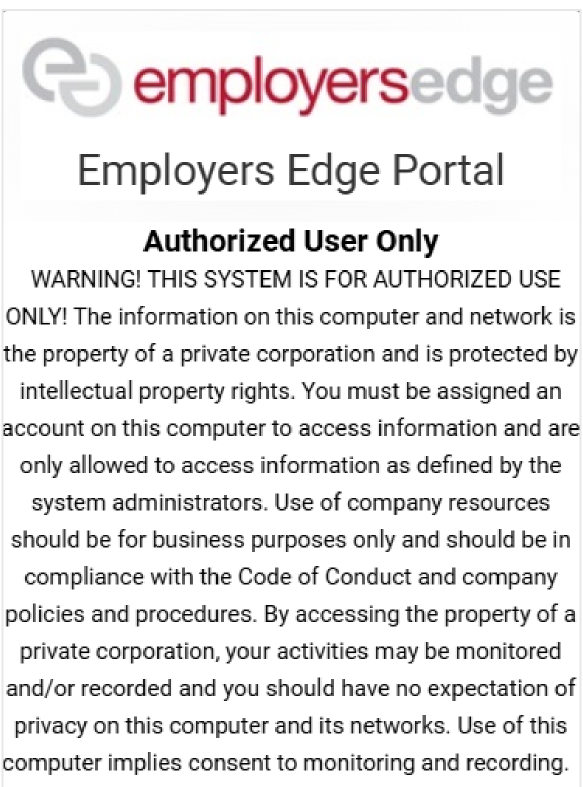
Try clearing your browser cache and cookies, refreshing, and then attempting to access the questionnaire again.

What should I do if my email address is not listed in the drop-down when attempting to create an account?

When a reach out is sent, it only allows those in that email contact to be selected. If the user’s account is already created, their email address will not appear on the drop-down list. This means that forwarding the email using an email service will not work. The user **MUST** use the forwarding feature built into the questionnaire which created a new user link.

What should I do if I receive a screenshot indicating an “Authorized User Only” issue?

Click on your email in gray, select "not my account," and then enter your credentials.



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

Why am I not receiving password reset emails or claim notifications?

If you are not receiving password reset, Welcome emails, or claim notification emails, please follow the below steps:

Address Whitelisting

Initial Steps

- Please ask your Technology team to ensure that the email address below is NOT flagged as spam and that it passes directly through to your users. Please ask them to whitelist **no-reply@equifax.com.**
- If you're not receiving Password Reset or New Account Login Instructions:
  - Whitelist the 'FROM' email address, **no-reply@equifax.com.**
    - Check your SPAM folder for any of our previous emails sent from **no-reply@equifax.com.**
    - When found, click **trust this email address** or add **no-reply@equifax.com** to your approved sender list by adding the email to your contact list.

How do I add users to the Edge Portal and as a claims contact?

In order to respond to claims, users must have an Edge Portal account and be set up as a contact by Equifax to receive email notifications when a case that requires attention is added to the portal.

If your agency has an internal user with administrative access to the portal, contact them to be added as a portal user. You will need to contact your UC Service Team to be added as a claims contact. It is recommended that all users that have responsibility for responding to claims be set up as a portal user to allow them to respond to claims and as a claims contact to allow them to receive email notifications when cases are added to the portal. The frequency of the email notifications is customizable; please see the User Settings in the Employers Edge Portal section of the WebPortal User Guide available on the Employers Edge Training site.

When you are set up as a user, you will receive a Welcome email with a link to set up your account.

> ***Note*:** This link is only active for 5 days.

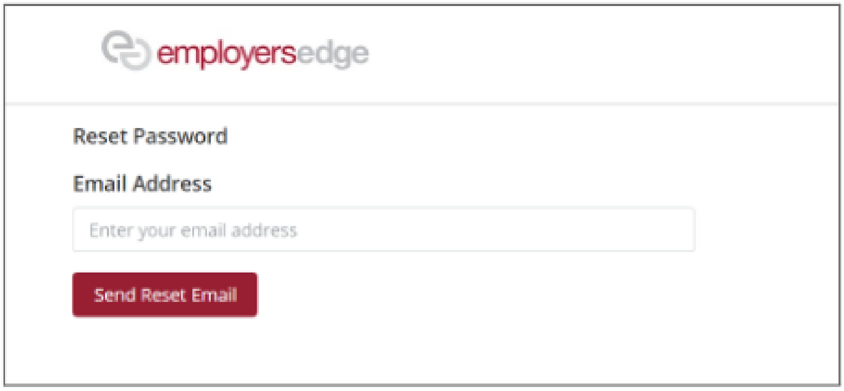
Tips

If your agency does not have an administrative portal user you will need to contact your UC Service Team to be added to the portal and as a claims contact. (It is strongly recommended that you request both to ensure you are able to respond to claims in the portal and to ensure you are notified when there is a case that requires your attention.) Make sure you know which area of the agency you need access to. Provide that, and the email address and phone number in the email to the UC Service Team. It can take time to get the access request entered and for the teams to get the access granted.

How do I reset my password?

From the **Employers Edge Portal Login** page, click on **Don’t remember your password?**

Enter your email address associated with your profile and click **Send Reset Email.**



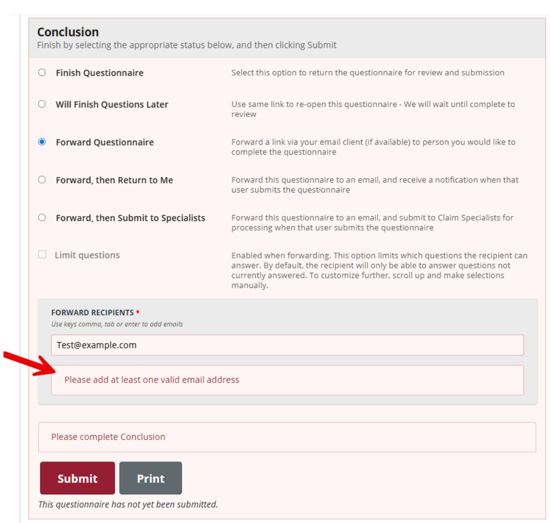
You will receive an email with a link to reset your **password.**

> ***Note:*** This link will only be valid one time and will expire after five (5) days. After five days, you must reset your password on the login page by clicking on the **Don’t remember your password** link again.

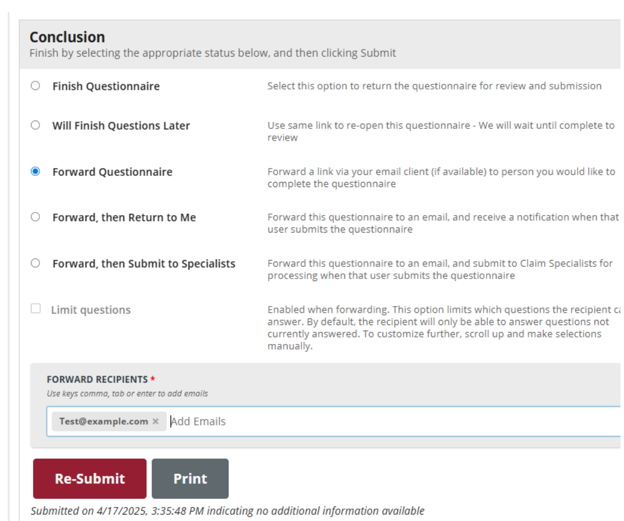
Forwarding Feature within the Questionnaire

When forwarding, add the email address of the recipient under the **Forward Recipients** field and click **Tab** or **Enter** which will allow the email address to populate. If the user attempts to click on **Submit** without the email address being populated, the screen will turn red to indicate an error.

Error Example:



Correct Example:



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Accessing the Forwarded Questionnaire

To access the Employers Edge Questionnaire, all users, including new and existing accounts, will now be required to authenticate their credentials. This new process will involve the following steps:

1. **Initiating Access:** You will receive a reach-out email that contains two important links:
    - A direct link to the Employers Edge Questionnaire
    - A link to create a new user account

2. **First-Time Users:** If you are a first-time user, you must use the **Create User Link** provided in the email to establish an account before you can access the system.

3. **Existing Users:** If you are an existing user, you will need to log in and authenticate your credentials to gain access to the questionnaire.

Correcting the Forward Feature in the Questionnaire

Use the following instructions for changing the default apps in Windows to correct the forward feature within the questionnaire of the Edge Web Portal.

1. **Open Settings**: Begin by clicking on the **Start/Windows Menu** and select **Settings** (or press Win + I).
2. **Navigate to Apps:** Select **Apps** from the left sidebar.
3. **Go to Default Apps:** Click on **Default apps**.
4. **Find Email Client:** In the "**Set a default for a file type or link type**" search bar, type "**mail**" or locate your current email app (e.g., Mail, Thunderbird) in the list, and select it.
5. **Change Default:** Click on the current default email application, select **Outlook** from the list, and click "**Set default**".
6. **Verify Protocols:** Ensure that **MAIL TO** is associated with Outlook.

What can I do if I'm having trouble submitting the questionnaire?

Try refreshing the browser, which should allow the user to submit the questionnaire.

Why does my dashboard say that I do not have any claims or hearings even though I received an email notification?

The dashboard will represent claims or hearings that are **Due Soon**, which means they are due within three days or less. If the dashboard indicates zero for claims or hearings, that just means there are not any that are due soon. You would need to access the **Customer Attention** section under **Claim Activity** to view all claims that are awaiting a response with separation details. You would need to access the **Work In Progress** section under **Appellate Activity** to view hearings that are upcoming.

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.