Pennsylvania's Unemployment Compensation Programs…

UC Newsletter

Pennsylvania Department of Labor & Industry

06/01/2026

Employers: Do you have questions about using Secure File Transfer Protocol (SFTP) to report new hires to the Pennsylvania New Hire Reporting Program?

We have the answers.

New hire reporting is required by state and federal law, and saves employers money by identifying and reducing fraud in public workforce programs. Here are some common questions employers often have about submitting their new hires using Secure File Transfer Protocol (SFTP).

Question: How do I report my new hires using Secure File Transfer Protocol?
Answer: Submission of new hire data using Secure File Transfer Protocol requires the employer to register with the Program (to receive login username and password information for the Department of Labor & Industry's SFTP server), by first requesting to use this method of reporting. At the Program website under "Secure File Transfer," press the "Request Credentials" link and contact Program Customer Service at (888) PAHIRES or (888)724-4737 (or by email at RA-LI-CWDS-NewHire@pa.gov) to start the registration process.

Employers who have never reported before using SFTP will "test" the feasibility of the new process by using the login credentials they are initially provided to first login successfully to a UAT (user acceptance testing) site, before being given a second set of actual Production username and password credentials to proceed with routine reporting. In addition, employers who currently use SFTP to report their new hires will be provided a new IP address to use to login and report their data.

Employers: Do you have questions? *continued on page 2*

IN THIS NEWSLETTER

Employers: Do you have questions? *continued from page 1*

User passwords will need to be updated every 120 days on a routine basis to maintain security and confidentiality. For additional details about these changes to the SFTP process, please contact Program Customer Service for more information.

Important Note: registering to receive SFTP login credentials is not the same process as registering with PA CareerLink® to receive Employer Keystone ID Credentials, and login credentials are not interchangeable between websites (i.e., SFTP credentials cannot be used to access an employer's homepage within PA CareerLink®, and Keystone ID Credentials cannot be used to access the FTP server at the FTP IP address).

Question: If I am a payroll service provider reporting new hires using Secure File Transfer Protocol, may I share my SFTP server login credentials with my employer-clients?
Answer: No! To ensure the new hire data that you as an employer (or payroll service company reporting on behalf of employers) report through SFTP remain secure and confidential, it is critical that the security and confidentiality of your SFTP login credentials (i.e., username and password) be maintained. Only the authorized person associated with your account at the time it was created may use these credentials to report new hires via SFTP. Never share SFTP login credentials with unauthorized persons, including representatives of your employer-clients — doing so is a serious breach of data security and confidentiality, is in violation of Commonwealth of Pennsylvania Information Technology policies (including Management Directive 205.34, dated 09/07/2022) and could lead to the loss, corruption, or theft of the sensitive information associated with your account. SFTP login credentials that are being shared or used by unauthorized persons must be deactivated immediately, and new secure login credentials must be requested from PA New Hire Reporting Program staff.

Question: If an employer uses a third-party payroll service to report their new hire information using SFTP, should the same report also be submitted by the employer directly to the Pennsylvania through New Hire Reporting Program?
Answer: No. For those employers who use the services of a third-party payroll service to report their new hire information by SFTP, there is no need for the employer to also submit the same report directly to the Pennsylvania New Hire Reporting Program. However, should such employers wish to verify that their new hire employees are being reported timely and correctly by the third-party payroll service, they are encouraged to verify the status of their new hire information by contacting Program Customer Service.

Question: What other methods of reporting new hires besides SFTP are available to me as an employer?
Answer: Besides SFTP, employers may securely and safely report their new hire to the Program through the website, located at:

https://www.pacareerlink.pa.gov/jponline/Common/LandingPage/ReportNewHires

Once there, employers may choose:

- Secure file upload of a file (in .xls, .xlsx, .xml and .txt [tab-delimited or fixed-width] file format ONLY), under the "Upload a File…Start Reporting" tile; or

- Secure data entry of up to fifty (50) new hire records at one time (per web session) under the "Enter Manually…Start Reporting" tile.

Question: Where do I go for more information?
Answer: Have more questions? Our friendly and knowledgeable Program Customer Service will do their best to answer your new hire reporting questions and make the reporting process easy for both employers and payroll providers. Phone us at: (888)-PAHIRES or (888) 724-4737, email us at RA-LI-CWDS-NewHire@pa.gov, or visit the Pennsylvania New Hire Reporting Program website at the url listed above.

Public Outreach Team - UC Tax Services

The UC Tax Services (UCTS) Public Outreach Team continues to play an important role as an open line of communication with the public. Their presentations and outreach efforts effectively provide education and promote compliance with UC tax regulations among Pennsylvania employers, accountants, and the general public.

The Public Outreach Team offers six presentation topics directly related to UC tax issues:

- Unemployment Compensation Tax Services - Who We Are and How We Can Help
- Employer Rights and Responsibilities
- Preparing for a UC Audit
- Independent Contractor vs Employee
- Registration of Employers
- Unemployment Compensation Tax Rates

The UC Benefits Outreach Team recently published an "Upcoming Events" calendar on the pa.gov website. This calendar includes UC Tax events along with corresponding links to the virtual or online sessions. The calendar can be accessed using this direct link: UC Calendar of Events.

Currently, the UC Tax Public Outreach Team is offering the following scheduled presentations and anticipates adding more. For the latest updates, please refer to the "Upcoming Events" calendar (link above).

Date	Start Time	Location	Address	Topic(s)
10/1/2026	TBD	Bucks County	TBD	TBD
10/23/2026	TBD	Montgomery County	TBD	TBD
10/30/2026	TBD	Philadelphia County	TBD	TBD

Inquiries for presentation requests can be emailed directly to the (UCTS) Public Outreach Team at: RA-LIUCTS-PUBLICOUTR@pa.gov.

UCMS Login Page Gets a Fresh New Look

We've updated the look of the Unemployment Compensation Management System (UCMS) login page and related screens, including Create a New Keystone/User ID, Forgot Password, and Forgot Keystone/User ID. The updated design provides a more modern, streamlined experience while keeping all the same functionality you rely on to access your UC tax account.

What Changed?

- A refreshed, user-friendly design with improved layout and readability
- A more modern login screen with clearer navigation and visual updates
- Enhanced accessibility and mobile responsiveness

What stayed the same?

- Your Keystone/User ID and password

UCMS Login Page Gets a Fresh New Look *continued on page 4*

UCMS Login Page Gets a Fresh New Look *continued from page 3*

- All existing features and system functionality
- Access to your employer account information and online services

No action is required. You can continue logging in as usual at www.uctax.pa.gov.

This update is part of our ongoing effort to improve customer experience and make managing UC tax accounts easier and more efficient.

Shared Work: A Smart Solution for Employers and Employees

In today's rapidly changing economic landscape, employers are often faced with difficult decisions when business slows down. Workforce reductions can be costly — not just financially, but also in terms of employee morale, productivity, and long-term organizational stability. Fortunately, Pennsylvania employers have an alternative: the Shared Work Program.

What Is Shared Work?

The Shared Work Program, administered by the Pennsylvania Department of Labor & Industry, allows employers to temporarily reduce employees' work hours instead of implementing layoffs. Eligible employees then receive partial unemployment compensation to help offset lost income.
This approach enables businesses to retain skilled workers, maintain operational continuity, and position themselves for a faster recovery when economic conditions improve.

Key Benefits for Employers

Participating in the Shared Work Program offers several advantages:

- **Employee Retention:** Keep trained and experienced staff on your team.
- **Cost Savings:** Reduce costs associated with layoffs, rehiring, and retraining.
- **Improved Morale:** Demonstrate commitment to employees during challenging times.
- **Operational Stability:** Maintain productivity and preserve institutional knowledge.

Benefits for Employees

Employees also benefit from Shared Work participation:

- **Partial Income Support:** Receive unemployment benefits to supplement reduced wages.
- **Job Security:** Maintain employment and workplace connections.
- **Continued Benefits:** In many cases, health and retirement benefits can continue.

How It Works

Employers develop a Shared Work plan outlining affected employees, the percentage of hours reduced (typically between 20% and 40%), and the duration of the plan. Once approved, employees work reduced hours while receiving prorated unemployment benefits.

Shared Work: A Smart Solution for Employers and Employees *continued on page 5*

Shared Work: A Smart Solution for Employers and Employees *continued from page 4*

The program is designed to be flexible, allowing employers to adjust as business needs evolve while avoiding the disruption of layoffs.

Getting Started

Employers interested in the Shared Work Program can apply through the Pennsylvania Department of Labor & Industry at: www.pa.gov/dli/sharedwork.

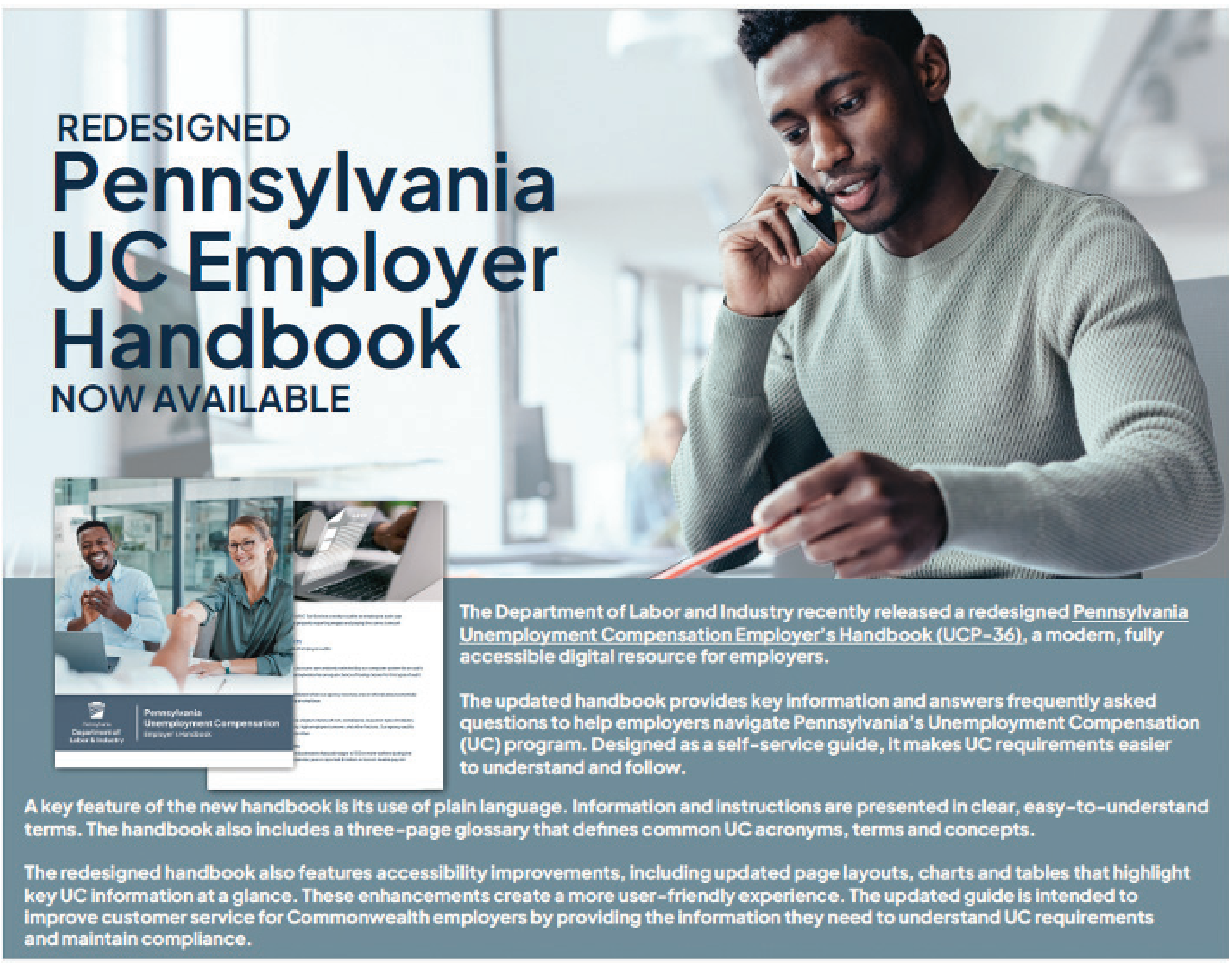
The application process is straightforward, and resources are available to help employers determine eligibility and develop a plan.

A Strategic Alternative

Shared Work is more than a temporary fix — it's a strategic workforce solution. By leveraging this program, Pennsylvania employers can navigate economic uncertainty while supporting their workforce and preserving long-term success.

Redesigned Pennsylvania UC Employer Handbook Now Available

Pennsylvania Unemployment Compensation Employer's Handbook (UCP-36)



BOSS

The Pennsylvania Department of Community and Economic Development's Business One-Stop Shop (BOSS) office serves as the first point of contact for all Pennsylvania business development concerns. Through customer-focused service, the Business One-Stop Shop Team provides detailed information on planning a business, registration and permitting, hiring employees, certification, and more. The office also assists aspiring entrepreneurs and existing businesses connect to the various state agencies that may be needed when doing business in Pennsylvania, as well as specific opportunities and partner networks that may provide one-on-one counseling funding opportunities, training, and business assistance.
To learn more, visit the Business One-Stop Shop website and help center, or contact the team directly at business.dced@pa.gov or 1.833.722.6778, option 5.

IMPORTANT INFORMATION FOR SIDES USERS in PA

💰 **Your business's money could be at risk**

Responding through State Information Data Exchange (SIDES) is important — but it may NOT complete the entire request.

If additional information is requested and not provided:

- 💲 Benefits may be paid without full employer input
- 💲 Charges may be applied to your account
- 💲 Your unemployment tax rate could increase
- 💲 Appeal rights may be lost

Incomplete responses can directly impact your bottom line.

📌 **What many employers miss**

Even after submitting through SIDES, you may still need to provide:

- Separation details or written statements
- Final earnings clarification
- Disciplinary warnings
- Attendance records
- Job refusal documents
- Return to work offers
- Wage verification
- Resignation letters
- Other supporting documents surrounding the separation of an employee

📅 **Deadlines matter-**

If you receive a notice requesting more information, please provide that information so the law can be properly applied.

BOSS *continued on page 8*

BOSS *continued from page 7*

🔐 **LOG IN. STAY CURRENT. STAY PROTECTED.**

Employers must maintain active portal access and login credentials to:

- Monitor new claims
- View correspondence
- Respond to fact- finding requests
- Track benefit charges
- File timely appeals

✅ **TAKE ACTION TODAY**

- Confirm you have active login credentials
- Check your account weekly for new notices
- RESPOND to All information requests--not just SIDES
- Keep copies of everything submitted
- Assign a staff member to monitor unemployment correspondence

📢 **REMEMBER:**

SIDES is a tool—not the entire process.

Complete documentation protects your business and helps ensure accurate determinations.

Protect your account. Protect your rate. Protect your money.

Questions: contact the UC Employer Resource Center @ 833-728-2367

🚨 Attention Pennsylvania Employers 🚨

Did you know that it's now easier than ever to find **educational Unemployment Compensation (UC)** seminars in your area?

Whether you're new to the UC system or simply want a refresher, a variety of informative sessions are available to help you confidently navigate UC processes on behalf of your business and employees.

Seminar topics include:

- **UC 101** – Understanding the basics of unemployment compensation
- **Appeals process** – What employers need to know
- **Tax rates & reporting** – Staying compliant and informed
- And more employer focused topics

Flexible Attendance Options

Seminars are offered:

- **In-person** at convenient CareerLink locations

Attention Pennsylvania Employers *continued on page 8*

Attention Pennsylvania Employers *continued from page 7*

- **Virtually** via **Microsoft Teams** and **Zoom**

This flexibility allows you and your team to participate in the format that works best for your schedule.
How to Register

Getting started is simple:

1. Simply click here and scroll down to find the **Upcoming Events Calendar** (located about halfway down the page).
2. Select your preferred seminar date and format.
3. Complete your registration.

That's it!

Sign up for a seminar today and gain the knowledge you need to navigate UC with confidence. We look forward to seeing you!

L&I's Business Services Guide is Now Available Online

The Pennsylvania Department of Labor & Industry (L&I) is pleased to announce the launch of the L&I Business Services Guide and Business Services web page. In addition to the unemployment compensation (UC) resources available for employers, this new resource is designed to help you navigate the services and support available through L&I and any of the Commonwealth's 62 PA CareerLinks®.

PA CareerLinks® provides a variety of services at no cost for your businesses. The PA CareerLink® system was created to connect employers with qualified workers in communities across Pennsylvania. Additionally, PA CareerLinks® help job seekers successfully transition to quality, family-sustaining jobs and career pathways.

The Business Services Guide is a new, user-friendly overview of L&I's employer-focused services, including hiring, retention, and training resources. PA CareerLink® Business Service Teams are your direct connection to personalized, no-cost workforce solutions. Your dedicated representative serves as your single point-of-contact for L&I and PA CareerLink® services tailored to your business' needs.

The L&I Business Services web page is a centralized hub to access the guide and explore services by topic or business.

Attention Pennsylvania Employers *continued on page 9*

***Attention Pennsylvania Employers** continued from page 8*

Your local PA CareerLink® can connect you to a wide range of resources and services, including labor law compliance forms and guidance, free copies of Commonwealth-mandated postings, tax credit information, and helpful labor force data. The Business Services Guide highlights additional areas of support our knowledgeable Business Service Teams can provide your business including information on:

- Recruiting and Hiring
- Training and Upskilling
- Building your Network
- Financial Incentives
- Staff Retention
- Compliance
- Employer-focused Disability Services

For additional information about the services and support L&I and PA CareerLink® can provide for your business, visit the Business Services Guide and Business Services web page.

Pennsylvania Unemployment Compensation - Application for Agreement to Compromise

A compromise is available to employers that have experienced a negative unexpected business event or are experiencing a financial situation that would make it difficult to pay their full Pennsylvania Unemployment Compensation (UC) tax delinquent balance due through a payment plan.

Employers interested in resolving their PA UC tax liabilities through a compromise, must follow these steps:

- **Pay all Employee Withholding, Employer Contributions, and/or Fees due on the employer account**

  In general, a compromise offer is only accepted for interest and/or penalties due on employer accounts. Payment for Employee Withholding, Employer Contributions, and/or Fees due must be completed prior to submitting the application. There are certain limited situations (bankruptcy, receivership, or decedent estate) where Employee Withholding and Employer Contributions can be considered. Contact the Collections Support Unit at 1-717-772-4421 to discuss those specific situations.

***Pennsylvania Unemployment Compensation - Application for Agreement to Compromise** continued on page 10*

***Pennsylvania Unemployment Compensation - Application for Agreement to Compromise** continued from page 9*

Please refer to your UC Tax Employer account for current balances due through your employer self-service portal at www.uctax.pa.gov.

- **Request an application from the Department**

  To request a compromise application, **submit an inquiry online in the UC Management System (UCMS)**. Go to www.uctax.pa.gov to create a user ID to access your account in UCMS or to log in to your account with your existing user ID. Once logged in, select Inquiries on the left menu to submit your question.

  or

  Call the Collections Support Unit at 1-717-772-4421

- **Complete the application in full and submit the applicable compromise payment**

  The Department will send you an “Application for Agreement to Compromise”. The application contains additional instructions and guidelines to follow to complete the application for the compromise.

  The compromise application can be sent **either electronically or on paper**.

  Please indicate to staff how you would like to receive the application. Additional assistance can be provided from Department staff on how to complete the application.

  Electronic Compromise Applications:

  You will receive an “Application for Agreement to Compromise” notification email. The compromise application and compromise payment will be completed through your employer self-service portal at www.uctax.pa.gov.

  Paper Compromise Applications:

  The paper compromise application will be emailed directly from UCTS Staff or mailed to your address. Return the paper application to the Department representative who provided it to you or mail to:

  Office of Tax Services
  P.O. Box 60848
  Harrisburg, PA 17106-0848

- **Submit the Compromise Payment**

  The **compromise payment** should be made through your employer self-service portal at www.uctax.pa.gov.

  The compromise process with UCTS is not a back-and-forth negotiation. The Department expects that you are offering your best compromise amount from the start. The compromise offer payment is not refundable if the compromise is denied and will be applied to the account balance. **Department employees are not permitted to give advice or suggestions about how much to offer.**

  A compromise dependent on other factors (such as the completion of a payment plan) will not be accepted.

New Email Address Verification Process from the Office of Unemployment Compensation Tax Services

The Office of Unemployment Compensation (UC) Tax Services has implemented an email verification process for Employer and Third-Party Administrators users of the Unemployment Compensation Management System (UCMS) that elect to receive communications via Email rather than US Mail.

When the election is made for a Contact/User to be an Email Recipient and to change the account's notification preference to "Email," a verification email will be sent to the email address(es) provided. The email will contain a "Verify Email" link. When the link is selected, the Contact/User will become an Email Recipient, and the notification preference for the account will update to "Email." Until the link is selected, the Contact/User will not be an Email Recipient, and any communications will be sent by US Mail (if there are no other Email Recipients on the account).

The Office of UC Tax Services will also periodically send an email asking existing Contact/Users that are Email Recipient to verify their email to remain as an Email Recipient. When the verification email is received, the Contact/User has 30 days to select the Verify Email link contained within the email. If the link is not selected, the Contact/User will no longer be an Email Recipient, and the notification preference will be updated to "US Mail" (if there are no other Email Recipients on the account). Please note, if the same email address is on multiple accounts and Contact/Users, an email will be sent for each account and Contact/User. The Verify Email link will need to be selected on each email for the Contact/User to remain an Email Recipient.

If you would like to receive email notifications whenever a new UC Tax correspondence is available, it can be done in just four easy steps:

1. Log in to your account at www.uctax.pa.gov.
2. Select "Employer Profile/Profile Maintenance" or "Representative Profile/Profile Maintenance" on the left menu.
3. In the Notifications area, select the "Send Notifications via Email" option.
4. Check your emails for a communication from LI-UCTS-UCMS-Communication@pa.gov with the Subject of "Verify Email Address for Unemployment Compensation Tax." Open the email and click the verification link to finalize the change in communication preference to "Email."

Why Sign Up for Email Notifications?

- Timely - electronic notifications provide real-time important UC Tax information about your account.
- Reliable - to ensure the notifications are not missed; up to 25 contact addresses can receive the email notification.
- Identifiable – the email notification provides the Legal Name and Correspondence Type, so you know what information is available.
- Environmentally Friendly – paper notices are not mailed for accounts that receive electronic notifications.

New Email Address for Multi-Factor Authentication When Accessing the Unemployment Compensation Management System

When Employers and Third-Party Administrators are accessing the Unemployment Compensation (UC) Management System (UCMS) for UC Tax purposes, they may need a second authentication (Multi-Factor Authentication or MFA) before being permitted to access UCMS.

The UCMS MFA process sends a One Time Passcode (OTP) to the email address on record for the User ID that is logging in. ***OTPs that were previously sent from*** automateddonotreply@pa.gov ***are now being sent from*** UCMS-MFA@pa.gov. Please ensure that your email system will accept emails from UCMS-MFA@pa.gov to ensure that you will be access UCMS.

Misclassified Workers

Worker misclassification is a nationwide problem that has a negative impact on Pennsylvania's economy and Unemployment Compensation (UC) Fund, and it creates an uneven playing field for employers who properly classify their workers.

Under Section 4(l)(2)(B) the Pennsylvania UC Law, 43 P.S. § 753(l)(2)(B), a worker performing services for payment is presumed to be an employee, unless the employer can show the worker meets following two conditions:

1) The individual has been and will continue to be free from control or direction over the performance of the services involved, both under their contract of service and in fact, and
2) as to these services, the individual is customarily engaged in an independently established trade, occupation, profession, or business.

The Construction Workplace Misclassification Act ("CWMA"), applies broadly to those providing services in the construction industry. Construction is defined as "[e]rection, reconstruction, demolition, alteration, modification, custom fabrication, building, assembling, site preparation and repair work done on any real property or premises under contract, whether or not the work is for a public body and paid for from public funds." 43 P.S. § 933.2. The CWMA provides that:

(a) General rule--For purposes of workers' compensation, unemployment compensation and improper classification of employees provided herein, an individual who performs services in the construction industry for remuneration is an independent contractor only if:

    (1) The individual has a written contract to perform such services.

    (2) The individual is free from control or direction over performance of such services both under the contract of service and in fact.

    (3) As to such services, the individual is customarily engaged in an independently established trade, occupation, profession or business.

43 P.S. § 933.3(a). The CWMA also provides that:

(b) Criteria--An individual is customarily engaged in an independently established trade, occupation, profession or business with respect to services the individual performs in the commercial or residential building construction industry only if:

Misclassified Workers *continued on page 13*

***Misclassified Workers** continued from page 12*

(1) The individual possesses the essential tools, equipment, and other assets necessary to perform the services independent of the person for whom the services are performed.

(2) The individual's arrangement with the person for whom the services are performed is such that the individual shall realize a profit or suffer a loss as a result of performing the services.

(3) The individual performs the services through a business in which the individual has a proprietary interest.

(4) The individual maintains a business location that is separate from the location of the person for whom the services are being performed.

(5) The individual:

(i) previously performed the same or similar services for another person in accordance with paragraphs (1), (2), (3) and (4) while free from direction or control over performance of the services, both under the contract of service and in fact; or

(ii) holds himself out to other persons as available and able, and in fact is available and able, to perform the same or similar services in accordance with paragraphs (1), (2), (3) and (4) while free from direction or control over performance of the services.

(6) The individual maintains liability insurance during the term of this contract of at least $50,000.

43 P.S. § 933.3(b). Additionally, the CWMA states that "[t]he failure to withhold Federal or State income taxes or pay unemployment compensation contributions or workers' compensation premiums with respect to an individual's remuneration shall not be considered in determining whether the individual is an independent contractor for purposes of the Workers' Compensation Act or the Unemployment Compensation Law." 43 P.S. § 933.3(c).

More information about the CWMA can be found at Act 72 | Department of Labor and Industry | Commonwealth of Pennsylvania.

If you feel you, or someone you know, may be misclassified or know of a business that may have misclassified workers, please take a few moments to submit the Worker Misclassification Inquiry form or call 866-403-6163 (option 1).

Preparing for a UC Tax Audit

Each year, several thousand employers are selected for audit to ensure compliance with the reporting and taxation provisions of the Pennsylvania Unemployment Compensation Law (UC Law).

Employers may be chosen at random from the entire population of businesses covered under the UC Law. Additionally, audits may be conducted to verify that businesses correctly exclude workers from UC coverage if they do not report employees. Employers may also be audited if a reporting error is suspected or confirmed, or if they operate in an industry with a high rate of reporting errors.

To assist employers who receive a UC tax compliance audit notice from the Office of UC Tax Services, we provide answers to frequently asked questions on our PA.gov website. These FAQs are also included as an attachment with the audit notice. The FAQ is not legal advice and is only provided as an aid.

If you have questions about your UC tax audit, you can contact the assigned auditor directly using the contact information provided in your audit notice.

PATHS

PA Training for Health and Safety

Incident Prevention Through Education

Free PATHS & Safety Trainings Help Keep Workers Safe on the Job

Did you know you can access no-fee safety training resources for your employees? The Pennsylvania Training for Health and Safety program (PATHS) is an important resource for employers and workers throughout the Commonwealth.

Established in 2012 by L&I's Bureau of Workers' Compensation's Health and Safety Division, the PATHS program is a free and comprehensive statewide service that provides safety training sessions and other resources to enable participants in the workers' compensation system to create safer, accident-free workplaces.

You can access safety training sessions or other available materials in a variety of ways:

- Find and register for currently scheduled training webinars on the online PATHS Training Calendar. Some online offerings include Back Safety & Safe Lifting, Opioid Use Disorder, Risk Management and Work Zone Safety webinars and much, much more.
- Select from a wide variety of PDF's from PATHS Safety Topics on a range of subjects including Establishing a Personal Protective Equipment Program, Eye Protection, Driving in Bad Weather, Safe Material Handling, etc.

Sign up now to be added to our PATHS subscriber list and receive email newsletters, including upcoming webinar schedules. You may also request resources including PowerPoint presentations, fact sheets, and Q&A keys for any of our PATHS training topics.

PATHS trainings benefit employers by helping reduce costly workplace injuries and benefits employees by creating a safe, more productive work environment.

UC Tax Employer Live Chat

The Department of Labor & Industry's (L&I) Office of Unemployment Compensation (UC) has expanded access to its UC Live Chat feature. Employers can now ask questions related to their business accounts. UC Tax Services began using UC Live Chat to provide immediate assistance and guidance to businesses regarding UC employer-related questions.

Employers can now get answers to common UC-tax related questions including:

- Accessing Employer Account
- Employer Quarterly Filing and Payment
- PA UC Contribution Rates and Appeals
- Employer Refunds
- Employer Statement of Account
- Federal Certification
- Lien Questions
- Pennsylvania Online Business Tax Registration
- Clearance Certificates

Visit Employer Tax Live Chat weekdays from 7:30 AM to 4:00 PM, Eastern Time, Monday through Friday. Select "Chat" on the right-hand side of your screen to begin. If you need further assistance, please call 866-403-6163.

Email Communications from the Office of Unemployment Compensation Tax Services

The Office of Unemployment Compensation Tax Services (OUCTS) has automated processes that allow it to communicate with its stakeholders via email. Employers and Third party-administrators can find the following:

- The option to receive communications when a new correspondence has been created for an account in our Unemployment Compensation Management System (UCMS). *
- Responses to requests for temporary passwords and forgotten Keystone/User IDs to access UCMS. These requests are initiated by selecting the Forgot/Change your password or Forgot your Keystone/User ID links at www.uctax.pa.gov.
- Notifications for preparers and authorizers of PA Online Business Tax Registrations for retrieval of new account numbers.
- One-time passcodes for Multi-Factor Authentication when attempting to access UCMS at www.uctax.pa.gov.
- General information.

Due to the volume of emails that are issued by the OUCTS, some email systems may mark emails as spam, or totally block the email from entering your inbox. ***It is important that you include the following email addresses as "safe senders" to ensure delivery of email communications from the OUCTS.***

Email Communications from the Office of Unemployment Compensation Tax Services *continued on page 17*

***Email Communications from the Office of Unemployment Compensation Tax Services** continued from page 16*

Communication Type	Email Address
New Correspondence Available for an account in UCMS	LI-UCTS-UCMS-Communication@pa.gov
Temporary Password and Forgotten User IDs	LI-UCTS-UCMS-Communication@pa.gov
New Account Number Retrieval	LI-UCTS-UCMS-Communication@pa.gov
Multi-Factor Authentication	automatedemailDONOTREPLY@pa.gov
General UC Tax Information	RA-LI-UCMS-ANNC@pa.gov

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1. Log in to your account at www.uctax.pa.gov.
2. Select "Employer Profile/Profile Maintenance" or "Representative Profile/Profile Maintenance" on the left menu.
3. In the Notifications area, select the "Send Notifications via Email" option.

Why Sign Up for Email Notifications?

- Timely – electronic notifications provide real-time important UC Tax information about your account.
- Reliable – to ensure the notifications are not missed; up to 25 contact addresses can receive the email notification.
- Identifiable – the email notification provides the Legal Name and Correspondence Type, so you know what information is available.
- Environmentally Friendly – paper notices are not mailed for accounts that receive electronic notifications.

Launch of New L&I Website – Enhancing Access and Usability for All

The Department of Labor & Industry (L&I) is excited to announce the launch of the department's new website. The new layout is designed to be more user friendly for everyone, including UC claimants and employers.

The new site follows a unified approach and design that provides efficient digital experiences for the Commonwealth of Pennsylvania's state government websites. The goal is to ensure consistency, accessibility, and user satisfaction across the diverse range of online services provided by the Commonwealth.

As you may have noticed, the Unemployment Compensation (UC) website (previously www.uc.pa.gov) was combined with L&I's main website and Workstats. This consolidation helps promote cohesive visual language and user experience across departments and programs. An important addition to the new site is a Services section. This section allows users to navigate services provided by all state government agencies, including L&I and the UC bureaus. Other important sections can be found by selecting L&I under the Agency Directory tab – users will then be taken to a landing page for L&I, which now includes a search tool and sidebar

***Launch of New L&I Website – Enhancing Access and Usability for All** continued on page 18*

Launch of New L&I Website – Enhancing Access and Usability for All *continued from page 17*

navigation. With the help of sidebar navigation, users can select various categories, including Resources, Departments & Offices, and Programs & Services.

L&I's digital team worked diligently to provide the best possible website for L&I staff, stakeholders, and especially the residents of Pennsylvania. While it remains a work progress, we are confident this change will help streamline UC services and ultimately enhance the overall quality of our digital interactions with claimants and employers across the Commonwealth.

UC EMPLOYER RESOURCE CENTER UPDATES

Our UC Employer Resource Center is available to assist employers by phone at 1-833-728-2367 or email. We recently updated information providing clarification for employers @ www.uc.pa.gov. You will also notice some changes in our menu when calling our staff. Please listen to the messages carefully before making a selection. These changes are all part of our effort to provide better customer service to all employers offering unemployment claims and benefits information in one location. Please click this link to our updated Employer-Quick-Guide to determine which option you should select, or you may email us your question to ucemployerhelp@pa.gov.

Tips to Help Us Ensure Your Forms are Sent to the Correct Address

The Department will send Form UC-45, Notice of Application and Request for Separation Information, to the address you have designated. Under some circumstances, however, this form might be sent to another address. Below are two things that will ensure that Form UC-45 is sent to the desired address:

Mandatory: ***Give Form UC-1609 to separating employees***. Form UC-1609, Employer Information, contains your name, address and other contact information for a former employee, or an employee whose hours are reduced, to use when applying for benefits.

Recommended: ***Enroll in SIDES***. The State Information Data Exchange System (SIDES) and SIDES E-Response are web-based systems available to employers and TPAs free of charge. They provide a secure and nationally standardized format to receive the electronic counterpart of Form UC-45 and to electronically respond to UC information requests. Please visit the SIDES page on our website for more information and to enroll in the SIDES program.

UC Issues Update is published by the Pennsylvania Department of Labor & Industry on a quarterly basis online at https://www.pa.gov/en/agencies/dli/programs-services/unemployment/for-employers.html. Questions, comments and feedback can be sent to UC Tax online at https://paebrprod.powerappsportals.us/EBR/DLI/uc-tax-inquiry/ on the web form. General UC Tax information is available by calling 866-403-6163 from 7:30 AM to 4:00 PM. If you suspect fraud, report it online at www.uc.pa.gov under "Report Fraud," or contact 800-692-7469.