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I-QUE LOG IN PROC EDURES

1. Go to www.ipers.org and click Employer Login. See page 2 if your home page is not displaying the Employer Login button. If you do not have a user name or password, complete the Employer Account Demographics form and submit it to IPERS.

The Employer Account Demographics form is available on the Employer Forms page of www.ipers.org.
2. If your home page is not displaying the **Employer Login** button, click the hamburger icon (the square with three horizontal lines inside it) in the top right corner. The **Employer Login** button will display in the menu that appears.
3. Enter your **User Name** and **Password** and click **Log In**.

   a. Your user name is your five-digit IPERS employer ID number, the first letter of your first name, and the first six letters of your last name (example: 99999TJOHNSO).

   b. Passwords:
      - Must be 8-10 characters long.
      - Must contain at least 2 letters.
      - Must contain at least 1 number or special character.
        - Special characters are @, #, $, and _.
        - Other special characters are not allowed.
      - Cannot begin with a number or special character.
      - Are case-sensitive.
4. Select an employer and you will automatically be directed to the I-Que Home page.
1. From the I-Que Home page, under Members for Your Employer, click View/Update Member Information.

2. There are two tabs on the View/Update Member Information screen: the Demographics and Employment tabs. From the Demographics tab, you can search for an existing member, view all members, or add a new member. From the Employment tab, you can search for an existing member or view all members.

To add a new member, click Add Member.
3. Enter the member’s Social Security number, First Name, Middle Name, Last Name, and Birth Date, and Gender. Then under Address, click **Add**.

4. A pop-up window will open. Enter the **Zip Code** in the Zip field and click **OK**. **DO NOT** change the Start Date listed in this window.
5. Enter the member’s address and click **Next** (see example below). A pop-up window requesting standardization with the post office will appear. Select an option, scroll to the bottom of the screen, and click **Next** again.
6. You will automatically be directed to the Employment tab. Click **Add** under Employment Information.

7. The Billing Location is already selected. Click **OK**.

8. Enter the Agreement Name, 1st Date of Employment, and Occupation Code under Edit Employment Information Details. Click **Save**.
9. You will receive this message at the top left of the screen to confirm the new member information has been saved.

```
Messages(1)
Employment and Member information has been saved.
```

**Please note:** If an employee has been terminated and is returning to work, you will need to add a new line of employment with a new 1st Date of Employment. Each time a person is hired/terminated, a new employment line should be added to the member’s employment record.
UPDATING AN EXISTING MEMBER

1. From the I-Que Home page, under Members for Your Employer, click **View/Update Member Information**.

2. Under the Demographics tab, click **New Search** to bring up a blank search box. Enter the member’s last name or Social Security number in the Select Member box. Click **Search**.

3. If you entered the Social Security number, the member information screen will automatically appear. If you entered a name, click on the member from the pop-up window to go to the member information screen.
4. If the member has a change of address, enter the Zip code first and then click the *triangle* just to the right of the Zip code. This will update the City, County, State, and Country. Enter any other information as needed and click **Save**. If you changed the address information, a pop-up window requesting standardization with the post office will appear. Select an option, scroll to the bottom of the screen, and click **Save** again.

**Note:** Please verify the last name (spaces, hyphens, etc.), date of birth, and gender match your payroll system.
5. You will receive the below message at the top left of the screen to confirm your updates were saved.

```
Messages(1)
The member information has been saved.
```
1. From the I-Que Home page, under Members for Your Employer, click View/Update Member Information.

2. Under the Demographics Tab, click (New Search) to bring up a blank search box. Enter the member’s last name or Social Security number in the Select Member box. Click Search.

3. If you entered the Social Security number, the member information screen will automatically appear. If you entered a name, click on the Member from the pop-up window to go to the member information screen.
4. Click on the **Employment** tab. If the member has terminated employment, enter the **Termination Date** and **Last Check Date** in the Edit Employment Information Details box shown below. Click **Save**.

![Employment Information Details](image)

5. You will receive the following message at the top left of the screen to confirm your updates were saved.

```
Messages(1)
Employment and Member information has been saved.
```

**Please note:** If an employee was terminated and is now returning to work, you will need to add a new line of employment with a new 1st Date of Employment. Do not delete the old record or remove the old termination dates and last check dates.
SUBMITTING A MANUAL WAGE REPORT

1. From the I-Que Home page, click Account Summary, Wage Reports, and Payment History.

2. Click on the Wage Reports tab, then click to highlight the Prebill for the wage report labeled with the month you want to submit wages (i.e. Wage Report September 2011). Click Edit Wage Reports.

3. If you have any new employees and have already added them under View/Update Member Information, click Add to enter the member on your wage report. If you do not have any new employees to add, go to step 5.
4. Enter the employee’s Social Security number in the SSN field. Tab over to select an Occupation Code from the drop-down list, and the employee’s name will automatically update the Name field. Use the Tab key to move to each section. Enter the monthly wage amount in the Period Wages field, then tab over to enter the 1st Date of Employment for this employee.

5. Enter the monthly wages in the Period Wages field for each employee. Use the arrow keys to move between the Period Wages fields. If an employee does not have any wages to report, leave 0.00 in this field. However, if an employee has left/terminated employment and you are reporting their last paycheck, scroll to the right and enter their last date of employment in the Termination Date field. Then enter the date of their last paycheck in the Last Check Date field.

If no wages need to be reported for an employee who has left/terminated employment, enter their Termination Date and Last Check Date into the appropriate field to remove them from future reports. They may appear in the following month; just use the “x” in front of their SSN to remove them from the wage report. You can also enter their Termination and Last Check Date under Members for Your Employer, View/Update Member Information.
6. Click **Save**. If you receive an error message, correct the errors and click **Save** again. If you close out of this screen without fixing the errors or re-saving the report, the information will be lost, and you will have to start over.

![Image of Wage Report Editor](image)

7. Once the wage report is saved, you can view the information to be submitted by clicking on **View Wage Reports** next to the **Edit Wage Reports** button in the **Wage Reports** screen.

![Image of Wage Reports](image)

The next page is an example of the Wage & Contribution Report. Review the details and verify the total amount due for your report. When finished reviewing, click **Close** at the bottom of this screen to return to the **Wage Reports** screen.
### Wage & Contribution Report

**38196 - LOW VEN T HOUSING AGENCY**

<table>
<thead>
<tr>
<th>Member SSN</th>
<th>Member's Name</th>
<th>Occupation Code</th>
<th>Processed Wages</th>
<th>Member Contributions</th>
<th>Employer Contributions</th>
<th>Total Contributions</th>
</tr>
</thead>
<tbody>
<tr>
<td>111-22-3335</td>
<td>TEST, TEST</td>
<td>01- Regular</td>
<td>$200.00</td>
<td>$10.74</td>
<td>$10.74</td>
<td>$21.28</td>
</tr>
<tr>
<td>500-10-1000</td>
<td>MOUSE, MICEY</td>
<td>01- Regular</td>
<td>$500.00</td>
<td>$25.80</td>
<td>$25.80</td>
<td>$51.60</td>
</tr>
<tr>
<td>300-30-2003</td>
<td>MOUSE, MICKIE</td>
<td>01- Regular</td>
<td>$400.00</td>
<td>$20.80</td>
<td>$20.80</td>
<td>$41.60</td>
</tr>
<tr>
<td>505-30-9999</td>
<td>DUCK, DONALD</td>
<td>01- Regular</td>
<td>$100.00</td>
<td>$5.30</td>
<td>$5.30</td>
<td>$10.60</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td></td>
<td>$1,200.00</td>
<td>$42.54</td>
<td>$42.54</td>
<td>$85.08</td>
</tr>
</tbody>
</table>

**Effective Date: 11/12/11**

**Generated By: 11/12/2011 11:22:09**

**Date: 11/12/2011**

**Billing Year: 2011-11**

Page 1 of 1
8. Verify the correct month is selected and the Total Due amount matches what your software states you are to remit to IPERS, then click **Release**.

9. You will receive a message at the top left stating, “This wage report has been queued for release. Please check back for updated status.” The Release Queue Status changes to “**Queue**”.

10. Once the release is completed, the Report Status will change from “Prebill” to “Released”. The Release Queue Status will change from “Queue” to “Completed”. Now that the file is released, you can no longer edit the wage report. The only way to make corrections would be to submit a Wage Reporting Adjustments form. I-Que does not allow you to submit multiple wage reports for the same month.

1. From the I-Que Home page, under Import Files, click Import Wage/Wage Adjustment Files.

2. Click New. A separate window will open.
3. The default selection for Import Name is Employer Wage Reporting. Click the **Browse** button to locate your file. Double-click on the file to attach it to the import. Enter a description of the file in the Import Description box (for example, August Wage Report). Click **Save** to upload the file to I-Que.

4. You will receive a message confirming the success of your import. Click **Close**.

5. Locate the new file on the import file list. Verify correct file is highlighted; if it is not, click on the line to highlight correct file. Click **Validate**.

The Status remains “Not Processed” and the Process Flag changes to “Queued Validation Request”. **Note:** The length of time depends on the size of your file; smaller files will take a few seconds and larger files may take a few minutes.
6. Click **Refresh** periodically to update the status of the validation.

7. Once the validation process is complete, the Status Flag will reflect whether the validation was successful, with exceptions, or with errors. If the status is Validated Successfully or Validated with Exceptions, proceed to Step 13. If the status is Validated with Errors, proceed to Step 8.

8. You can view the details of the import file by clicking **View Report**. If you need assistance with any of the errors or exceptions, contact the I-Que Help Desk at 1-877-473-7799.

9. To view the errors only, change the **Detail Record Status** from All to Errors. Click **Show Report**. A new window will open displaying the report. Once you are finished, click the “x” at the top right of the screen to close the report.

An example of this report is displayed on the next page.
Another way to view the errors is to click on the **Import Details** tab at the top of the screen. This will display all the member records for this file. Under Filter, select **Errors** in the Process Flag drop-down list. Click **Filter**. Scroll down to the bottom of the page; the errors will display under **Match Total**. Select the line in error and click **View Errors**.
A new window will open with an explanation of the error. Click Close to return to the details tab.

10. Once the errors are corrected in your software or in I-Que, click on the Import Files tab. Click Validate to revalidate the file. Click Refresh periodically to update the status or click the Auto-Refresh box and the system will automatically refresh.
11. After the Refresh, the Status will update to Validated with Errors, Validated with Exceptions, or Validated Successfully. Exceptions can be an address or start date change for an employee. Proceed to Step 13 if your report has Validated with Exceptions or Validated Successfully.

Note: If your report has Validated with Errors, you must repeat Steps 8 through 11 until you no longer have any errors. If you proceed to Step 13 with errors, the items in error will not be sent to IPERS and you will have to submit wage adjustments for those employees.

12. You can void the report and start over if the imported file is missing information or has too many errors. This will allow you to fix your file and then re-import. Select your current file from the Import Files screen and click Void. You can only void the import file if it has not been processed. When you void the file, the Status will update to Void. The voided file cannot be validated, processed, or deleted.

13. Click Process to finish the file upload.

15. Click **Refresh** periodically to update the status to either Processed Successfully or Processed with Exceptions. The Process Flag will update to Completed. If the file processes with errors, contact the I-Que HelpDesk at 1-877-473-7799 for help.

![Refresh Status Update](image)

16. Go back to the I-Que Home page and click **Account Summary, Wage Reports, and Payment History**.

![Account Summary Options](image)

17. Click on the **Wage Reports** tab at the top. Click to select the line that corresponds to the month you are reporting. **Important:** Verify the amount listed under Total Due; if it matches the payment amount to submit to IPERS, click **Release**. If it does not match, do **not** click **Release**; instead, click **View** or **Edit** to access and review your report. Once the wage report is released, corrections cannot be made to the file. Any changes will have to be done by submitting a Wage Reporting Adjustments form or Wage Adjustment Import file under Employer Forms. The Wage Reporting Adjustments form is available on the Employer Forms page of [www.ipers.org](http://www.ipers.org).

![Wage Reports Section](image)
18. A confirmation message will appear at the top left of the screen stating that the wage report has been queued for release and to check back for an updated status. The Release Queue Status is changed to “Queue”.

19. To refresh the screen, click on the **Summary** tab then back on the **Wage Reports** tab. Once the report is released, the Report Status, Date Released, User Released, and Release Queue Status will be updated to reflect that your report is released and that the process is complete. You can then print your report for your records or make an online payment. To print your report, select the report you want to print and click **View Wage Reports**.
20. A new window will appear; you can print or export the file to another format. Click **Close** at the bottom of the page to return to the Wage Reports screen.
2. Scroll to the bottom of the Forms page. Under Wage Reporting Adjustments, click the Wage Adjustment Import Spreadsheet. From the File Download box, click Save As to save it to your desktop. From the Save As box, select Desktop, and click Save.
3. Click **Open** in the Download completed box.

4. Go to your desktop, locate the file, and double-click on the **Wage Adjustment Import Template** icon to open the spreadsheet. **Be sure to close the website version. Open and use the spreadsheet directly from your desktop.** It will open to the Instructions page with a security warning at the top stating, “Macros have been disabled.” Click **Enable Content**.
5. Click on the **Import Data** tab at the bottom left of the screen to view and add information to the datasheet. Enter the information exactly as requested (a sample header line is shown below) or the file will not process correctly when imported. When finished, click the blue **Create Import File** button to export the file to your desktop. Click **OK** and close the Wage Adjustment Import Spreadsheet. It will ask you if you want to save the file. If you want to keep a copy of the information you used, click **Save** when prompted and save the file under a different name. If you don’t want to keep the information, click **Don’t Save** to close the spreadsheet without saving.

| C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T |
| 1 | Employer ID | SSN | Occupation Code | From Date | To Date | Wage Adjustment Amount | Final Wages | Adjustment Reason Code | Corrected SSN |  |
| 2 | 1234567 | 12345678 | 123 | 01/01/2000 | 01/01/2000 | 1000.00 | 1000.00 | 1234567 | 1234567 |

6. Now that you have created your wage adjustment import file, log in to I-Que. From the I-Que Home page, click **Import Wage/Wage Adjustment Files**.
7. Click the **New** button to bring up the New Import screen.

![New Import Screen]

8. From the Import Name drop-down list, select **Employer Wage Adjustment Reporting**. Click **Browse** to locate the import file saved on your desktop.

![Import Info]

9. It will be titled as Import [date and time it was created]. Select the import file and click **Open**.
10. The file name will automatically fill in. Enter an **Import Description** and click **Save**.

![Image](image1.png)

11. A pop-up window will appear stating, “Your file has been successfully imported.” Click **Close** to return to the Import Wage/Wage Adjustment Files screen.

![Image](image2.png)

12. The file you imported should be highlighted. Click **Validate** to queue the file for validation. Click **Refresh** or check the **Auto-Refresh** box to update the status. Your file will validate with errors, validate with exceptions, or validate successfully.

![Image](image3.png)
13. If the file validates successfully or validates with exceptions, go to Step 14. If the file validates with errors, you must fix all errors and revalidate your file before you can continue. There are two ways to view your errors (see an example below of both). Once all errors are corrected, click **Validate** again to revalidate your file.

**View Report Example:**

Click **View Report** A new window will open. Change the **Detail Record Status** drop-down list from **All** to **Errors** and click **Show Report**. This will list all of the errors for the import. When you are finished, click **Close** at the bottom of the screen to close the report.
Import Details Example:
Click on the Import Details tab at the top left of the screen, change the Process Flag drop-down list from All to Errors, and click Filter. This will list the errors for the import. Highlight the error by clicking on the line, then clicking View Errors. The error will open in a pop-up window. Look under Message to review the error and click Close. Repeat these steps if you have multiple errors. Click on the Import Files tab to return to the import screen.
14. Once the file has validated successfully, click **Process**. A Confirm box appears; click **OK** to complete processing the file. It also reminds you that once this process is complete, you must release the adjustment. Click **Refresh** to update the file status.

15. Go to the Account Summary, Wage Reports, and Payment History screen by using the “**I Want To:**” drop-down navigation bar at the top right of the page or by clicking **Home** in the blue header bar at the top and selecting it from the options.
16. I-Que defaults to the Summary Tab. Click the **Wage Reports** tab and click the adjustment line to highlight. Verify that you have selected the correct file by:

- Checking the Processed Date, which shows the date you created the import.
- Confirming that the Report Type is Adjustment.
- Confirming that the Report Status reflects Prebill.

Click **Release**.

17. You will receive a message that states, “The wage adjustment has been submitted to IPERS for processing. Amount due or credit will be sent on your next monthly statement.” IPERS staff will then process the wage adjustment. You will be notified if there are any issues; otherwise, you will receive detailed information of the adjustment on your next Employer Monthly Statement and Wage Adjustment Detail Report.
1. Go to the I-Que Home page. Click **Process Your Online EFT Payments**.

2. From the Accounts tab, click **Add**.

3. Under Account Details, enter a **Start Date**. **Do not enter a Stop Date**. Under EFT Details, click **Search** to locate your financial institution.
4. Enter your routing number and click the **Search** button in the Financial Institution Search box. Your banking information will pull over to the Accounts screen.

5. Enter the Bank Account Number and select the **Bank Account Type** from the drop-down list (either Checking or Savings). Click **Save**.
6. An Employer/Receiver Authorization and Agreement for ACH Debit will open. Complete the form by entering your name and title. Click **Confirm**.

```
Agreement Confirmation

EMPLOYER/RECEIVER AUTHORIZATION AND AGREEMENT FOR ACH DEBIT

Originator: IOWA PUBLIC EMPLOYEES' RETIREMENT SYSTEM

The Employer/Receiver hereunder, LOW RENT HOUSING AGENCY ("EMPLOYER"), hereby authorizes IPERS to initiate both recurring and single entry debit entries to EMPLOYER'S Checking Account indicated below at the depository financial institution named below ("DEPOSITORY"), and to debit the same to such account. EMPLOYER acknowledges that the origination of ACH transactions to said account must comply with the provisions of U.S. law and the rules of the National Automated Clearinghouse Association ("NACHA") and agrees that transactions hereunder shall be in the NACHA CCD format, unless mutually agreed otherwise.

Depository Name: FIRST NATIONAL BANK
Routing Number: 081917471
Account Number: XXXXX1234

EMPLOYER acknowledges and agrees that it has the sole responsibility to ensure that the bank account listed above will be open to accept transactions hereunder, that sufficient funds will be maintained in that account to cover said transactions, and that it has verified that DEPOSITORY is capable of complying with the U.S. laws and NACHA rules governing transactions hereunder. This authorization shall remain in full force and effect until IPERS has received written notification of its termination from EMPLOYER. The termination notice may be delivered by e-mail, facsimile, or first class mail, provided that the delivery of such termination notice shall provide IPERS and DEPOSITORY a reasonable opportunity to act on it.

Employer Name: LOW RENT HOUSING AGENCY
Employer ID No: 36316

Date: Dec 6, 2011

By: _______________________________
Title: ____________________________

[Confirm]  [Cancel]
```
7. The information will be updated on the form. Click **Print** at the bottom of the screen for a copy of this form for your records. Click **Finish**. You will be directed back to the Accounts tab and the screen will now reflect your current banking information.

8. Click **Save**. A message will appear at the top left of the screen to confirm.
MAKING AN ONLINE EFT PAYMENT

1. Go to the I-Que Home page. Click **Process Your Online EFT Payments**.

2. Click the **EFT Pay Now** tab, and enter the payment amount; verify the Bank Name and account listed in the drop-down list. Click **Continue**.

3. The Confirm Payment page appears; if everything is correct, click **Finish**.
4. Click **Print** to receive a copy for your records and then click **Return**.

![Payment Summary](image)

5. You will be brought back to the EFT Pay Now screen reflecting the updated Outstanding Balance. You are finished. **Do not click Continue or Cancel.** Click **Home** to return to the I-Que Home page main menu.

![Home screen](image)
SCHEDULING FUTURE EFT PAYMENTS

1. Go to the I-Que Home page. Click **Process Your Online EFT Payments**.

2. Click the **Schedule Future EFT Payments** tab, then click **Schedule**. Enter the **Start Date**, **Description**, and **Payment Amount**. Do not enter a **stop date**. Verify the **Cycle** drop-down list reflects “One-Time Payment” and ensure the Bank Account listed is correct. Click **Save**.
3. Your scheduled payment is listed. A message appears letting you know that the changes are saved.

4. To view a complete history of all your EFT payments, click the **EFT History** tab.

Scheduled payments will not appear on this screen until after they are paid.
VIEWING/UPDATING EMPLOYER INFORMATION

1. Go to the I-Que Home page. Click View/Update Employer Demographics and Contacts.

2. The Profile tab contains entity details such as your employer ID, employer type, federal tax number, address, phone number, and e-mail address.
3. The Contacts tab shows information about the contact people in your entity, such as the reporting official’s title with the entity, address, and e-mail address.
4. Review and verify the information listed on the two tabs, and make changes as necessary. If an e-mail address is available, be sure to list it on both tabs. Click **Save** to update the changes. If you changed the Address Information, a pop-up window requesting standardization with the post office will appear. Select an option, scroll to the bottom of the window, and click **Save** again.

![Address Information](image)

**Please select an option below.**

- Override address standardization.
- Correct entered address.
- 7401 REGISTER DR
  DES MOINES, IA 50321-2954
VIEWING/UPDATING DELIVERY PREFERENCE

1. Go to the I-Que Home page. Click **View/Update Delivery Preference**.

   ![Image](image.png)

2. Select your Delivery Preference from the drop-down list (the two options available are U.S. Mail and E-mail). Click **Save**. You must have a valid e-mail listed on the Contacts tab in order to change your preference to E-mail.

   ![Image](image.png)
1. Go to the I-Que Home page. Click **View/Update User Information**, or complete the Employer Account Demographics form located on the Employer Forms page of [www.ipers.org](http://www.ipers.org) and mail, fax, or e-mail it to IPERS.

2. Click **Add**.
3. You will be directed to the Add Employer User screen. Click on the word **here**.

4. Enter the **User Name**, **Password**, **Confirm Password**, **Title**, **First Name**, and **Last Name**, and select the **Contact Role** from the drop-down list. Click **Add** to enter an address.

**Tip:** The user name will be your login to I-Que. We suggest using your five-digit IPERS employer ID number, the first letter of your first name, and the first six letters of your last name (example: 99999TJOHNSO).

**Passwords:**
- Must be 8–10 characters long.
- Must contain at least 2 letters.
- Must contain at least 1 number or special character.
  - Special characters are @, #, $, and _.
  - Other special characters are not allowed.
- Cannot begin with a number or special character.
- Are case-sensitive.
5. A pop-up window will open. Enter the zip code in the **Zip** field, and click **OK**. **DO NOT** change the start date listed in this box.

![Address Information](image)

6. Complete the address information and click **Submit**.

![Address Information](image)
7. You may receive an error asking you to select a standardization option. Click on one of the options listed on the screen. You will be redirected to the New User screen. Scroll to the bottom of the screen and click Submit again.

8. A pop-up window will appear to verify the user was added successfully. You will automatically return to the View/Update Employer Users screen.
DEACTIVATING AN I-QUE USER

1. Go to the I-Que Home page. Click View/Update User Information.

2. Click on the Login (user name) you want to suspend or deactivate.
3. Check the box next to **Lock Account** in User Details and check the box next to **Employer Self Service** in the Application box. Click **Save** at the bottom of the page. This will update the information and the former user will not be able to access the employer account through I-Que Employer Self Service.

4. A confirmation message will appear at the top left of the screen.

**Messages(1)**
The user information has been updated.