



EMPLOYER SELF-SERVICE: 877-473-7799



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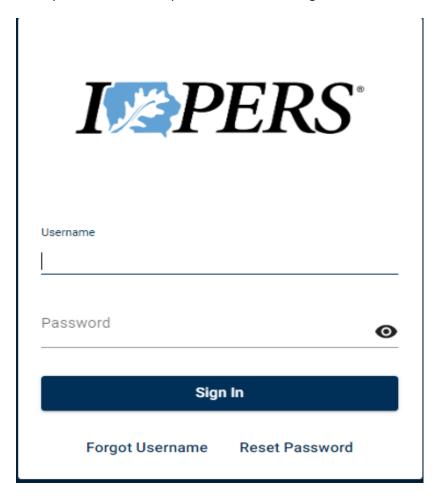
Log In

Go to www.ipers.org website and select Employer Login.

Note: If you do not have a username, complete the <u>Employer Account Demographics</u> form and submit it to IPERS. The form is available on <u>www.ipers.org</u> under Employers>Forms.



Enter your username and password and select Log In.



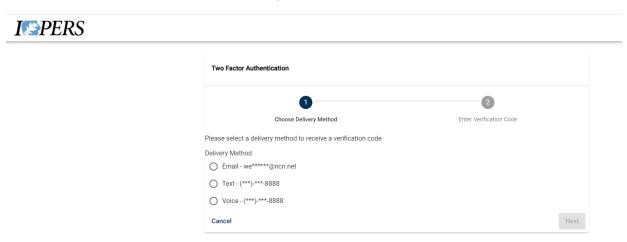


Your username is your 5-digit IPERS employer ID number, the first letter of your first name, and the first 6 letters of your last name (example: 99999TJOHNSO). If you don't have a password or need to change it, click on **Reset Password**.

**Reminder regarding Passwords:

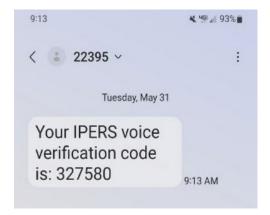
- Must be at least 8 characters long
- Must begin with a letter
- Must contain at least 2 letters
- Must contain at least 1 number
- Must contain at least 1 special character
 - Special characters are !, @, \$, &, %, *, #, or _
- Are case-sensitive

Select email, text or voice number to receive your verification code. Select Next



A unique six-digit verification code will be provided to you based on your selection

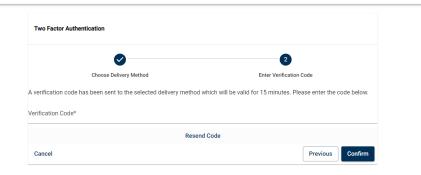
Example of text verification received:





Enter the six-digit number in the Verification Code field within the allotted 15 minutes. Select Confirm.

I PERS



Select Accept on the End-User License Agreement (EULA).

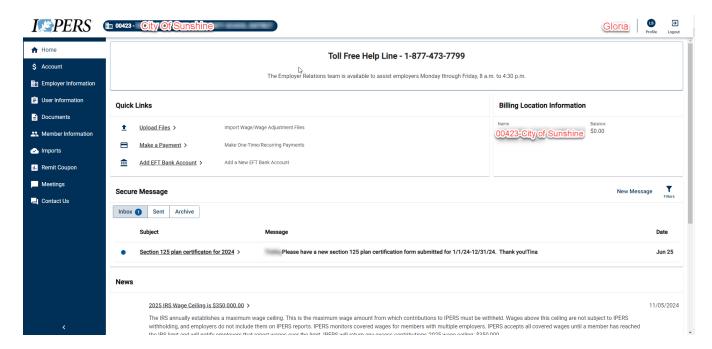


End-User License Agreement (EULA)

This system contains confidential information protected by state and/or federal law. All associated equipment, software, data and services are for authorized use only. Any and all use of the system, and all associated equipment, software data and services implies consent to monitoring any and all activities associated with its use. Unauthorized use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties.



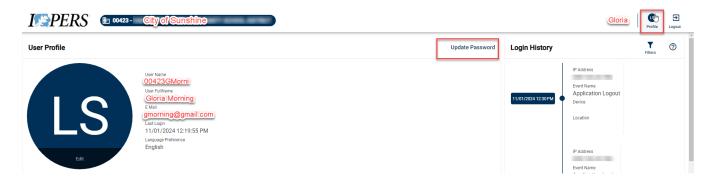
This opens to the IPERS I-Que home page.



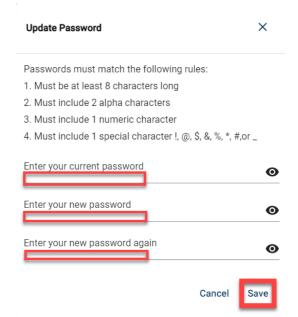


Change Your Password

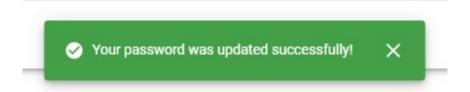
From any page, select your initials/profile in the top right corner of the page. Select **Profile**. To change your password, select **Update Password**.



To change your password, fill in the text fields as displayed below and select **Save**. **Note:** Passwords are case sensitive.



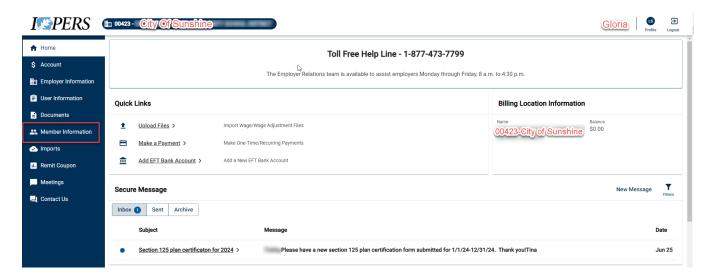
Follow the prompts to save your new password.



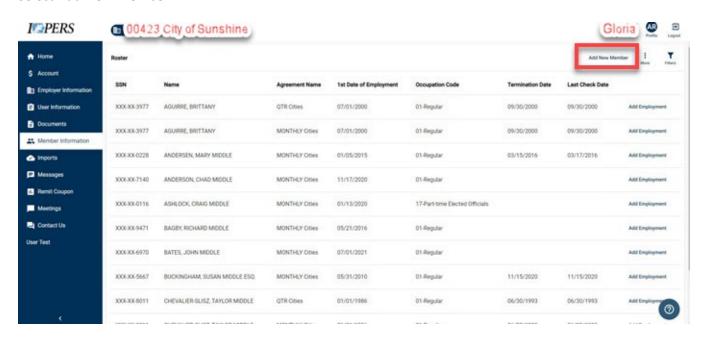


Add a New Member/Employee

On the I-Que home page, select Member Information.



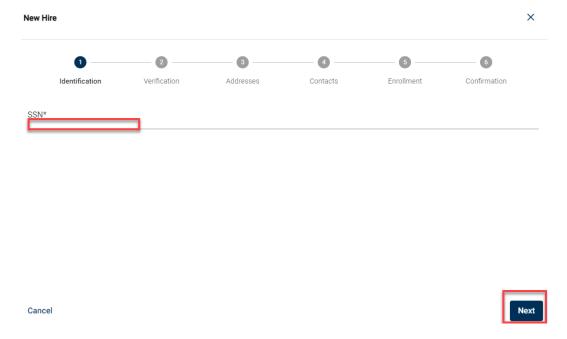
Select Add New Member.





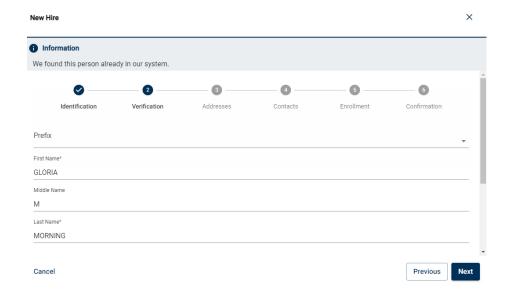
The New Hire wizard will open. Enter the new employee's Social Security number (SSN) and select Next.

IMPORTANT: Make sure to enter the SSN accurately. From this point on, the first 5 digits of the SSN will **not** be displayed.



If I-Que finds an existing record of a person with the SSN you entered, pre-populated information will appear, verify, or make changes, then select **Next**.

Note: If member is not found, go to page 11 and follow the directions.

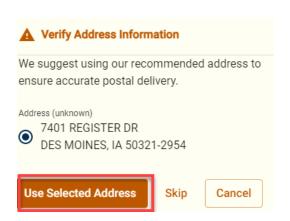




Add the address information, select **Next**.



A Verify Address popup will appear. Click the radio button for the address then select **Use Selected Address.** Select **Next** again when returns to prior screen.



Select Next. (Nothing to complete on this screen)



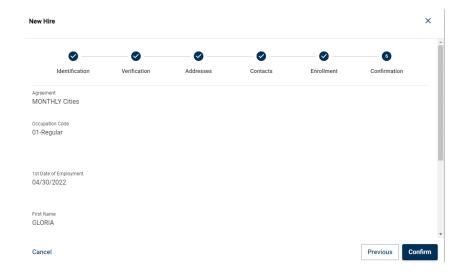




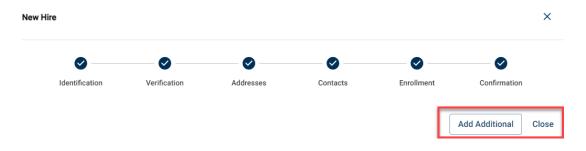
Select the Occupation Code and enter the 1st Date of Employment. Select Next.



Scroll down to verify the information is correct. If not, select **Previous** to re-enter information. When correct, select **Confirm**.

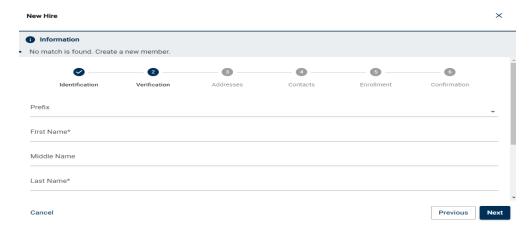


If you have multiple new members, you can select **Add Additional**. Or select **Close** to return to the roster.





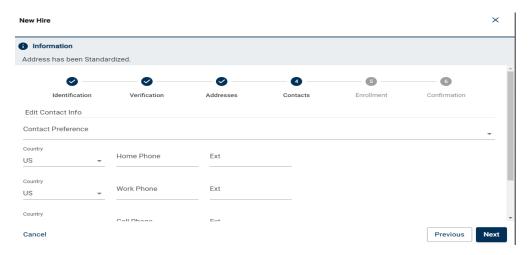
If the individual is not found you will need to create a new member, fill in the employee's information then select **Next** at the bottom of the window.



Fill in the address and select Next.



Fill in the contact information and select Next.





Select the Occupation Code and enter the 1st Date of Employment. Select Next.



Scroll down to verify the information is correct. If not, select **Previous** to re-enter information. When correct, select **Confirm**.





If you have multiple new members, you can select **Add Additional**. Or select **Close** to return to the roster.

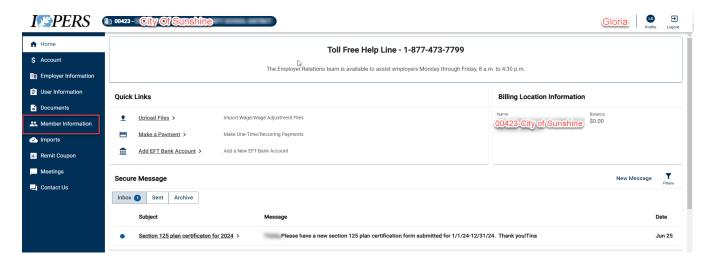


IMPORTANT: If a terminated employee is rehired, start a new employment record with the new hire date. The previous employment record should include the termination and last check dates.

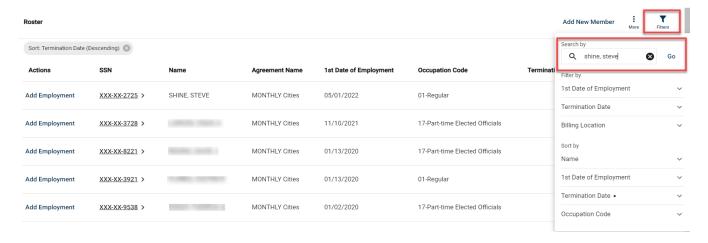


Update an Existing Member

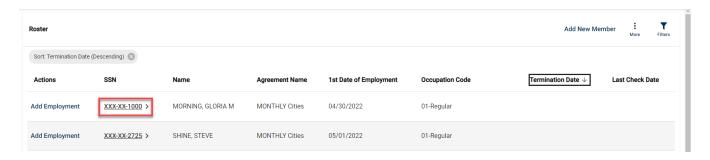
On the I-Que home page, select Member Information.



To search for the member by name or social security number, select **Filters**. Type the information into the search box, select **Go**.



Select the member by clicking on the underlined SSN on the Roster

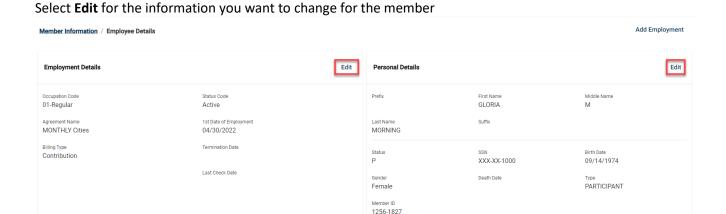


Address

Permanent 7401 REGISTER DR DES MOINES, IA 50321-2954



Edit



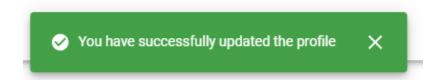
Contact Information

In this example, the employee's date of birth will be corrected. Select **Edit** in the Personal Details section. Edit Member Info, click into the box you want to change, update the information and select **Save**





Pop-up confirms update to the members profile and returns you to the Employee Details screen.



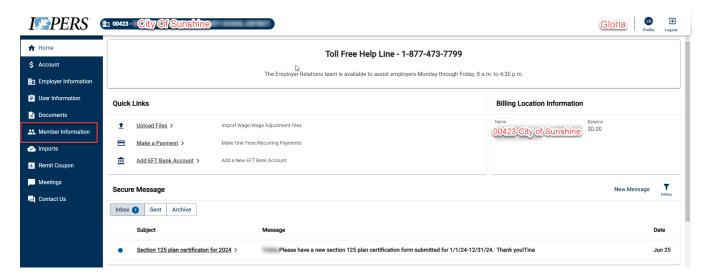
To return to the roster for all employees, click **Member Information in the header on the left side of the screen.



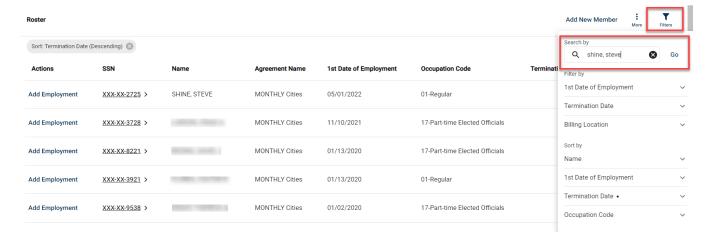


Update Member Employment Records

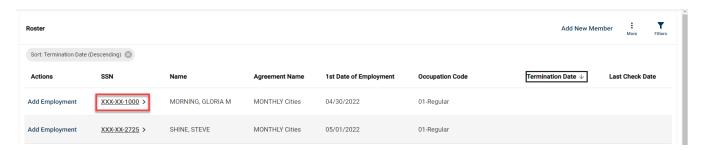
On the I-Que home page, select Member Information.



To search for the member by name or social security number, select **Filters**. Type the information into the search box, select **Go**.

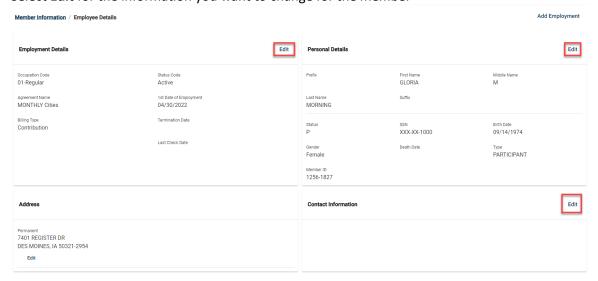


Select the member by clicking on the underlined SSN on the Roster

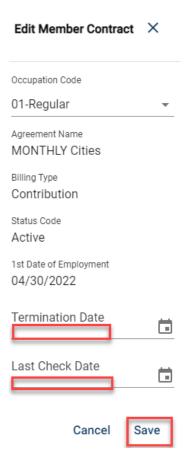




Select Edit for the information you want to change for the member

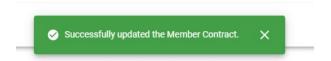


In this example, the member's termination and last check dates will be added. Select **Edit** in the Employment Details section. Under Edit Member Contract, enter the termination date and last check date and select **Save**





Pop-up confirms update to the members profile and returns you to the Employee Details screen.



To return to the roster for all employees, click **Member Information in the header on the left side of the screen.

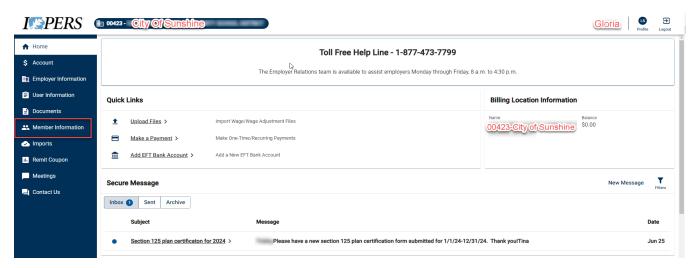


IMPORTANT: Always create a new employment record if the member is rehired. IPERS will not allow you to remove the termination and last check date from an employee's record if that period of employment has been used in a benefit payment.

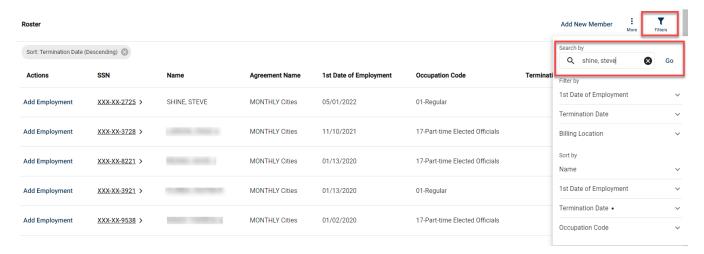


Add a New Employment Record

On the I-Que home page, select Member Information.



To search for the member by name or social security number, select **Filters**. Type the information into the search box, select **Go**.

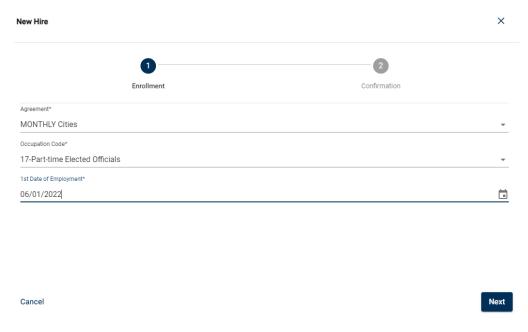


In this example, a new employment record will be added for this member. Select **Add Employment** for the member on the Roster.

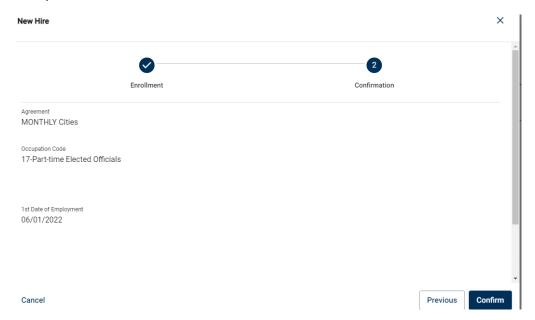




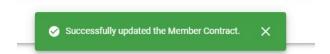
Enter the new Occupation Code and 1st Date of Employment for the member. Select Next.



Verify the information and select Confirm.



Pop-up confirms update to the members profile and returns you to the Employee Details screen.





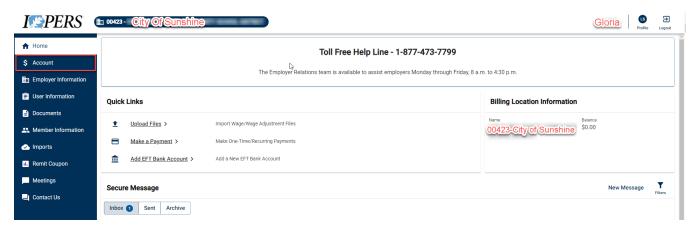
Note: To return to the roster for all employees, click **Member Information** in the header on the left side of the screen.





Submit a Manual Wage Report

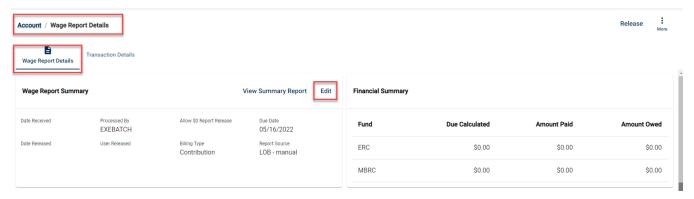
On the I-Que home page, select Account.



Find the wage report to be completed, click on the line and make sure it is selected. Select **Trans #** to open the Report.



If you are releasing a Zero Wage Report, use the drop down arrow to select **Edit** on the Wage Report Details/Work Report Summary screen. If not, go to the next step.

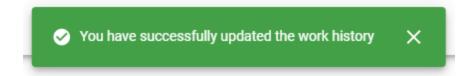




Use the drop down arrow, select Yes. Select Save.

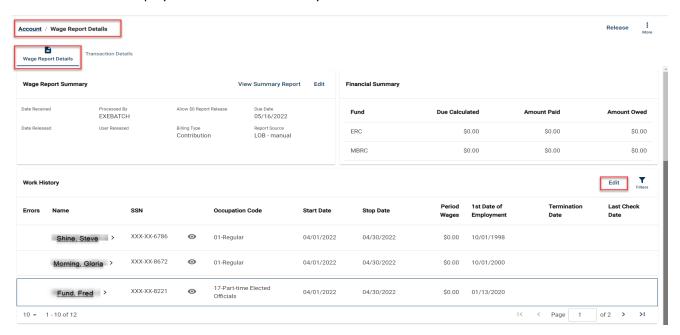


Pop-up confirms changes to work history.

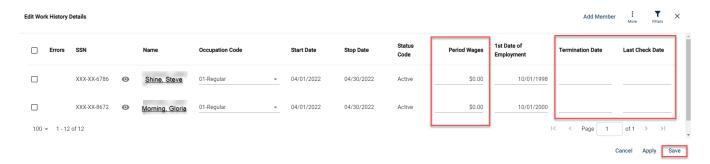




Select Edit this will display all current members on your active roster.



Your roster will be displayed. Enter the **Period Wages** for each employee who earned wages during this wage report's period. Select **Save**. Proceed to bottom of page 24 for releasing the report.

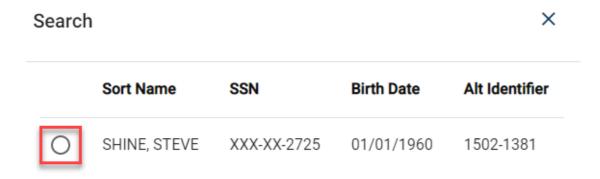


If you have added any new employees to I-Que (under Member Information), you will need to add them to this report. Select **Add Member to add them to this wage report. Enter the employee's SSN by clicking in the SSN field. Click Enter or hit the Tab key.

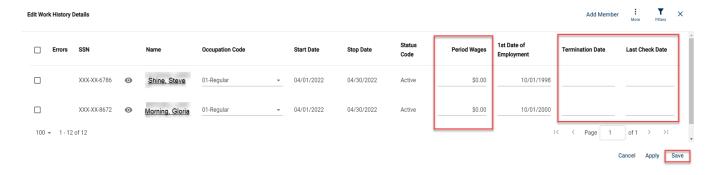




This populates the search box, select member by clicking the radio button to autofill information into roster line.



Select the appropriate **Occupation Code**, enter their **Start Date**, **Period Wages** and **1st Date of Employment** for the new employee. Enter any **Termination Dates** and **Last Check Dates**, if applicable. Select **Save**.



^{**}Note, if an employee had no wages, leave \$0.00 in the Period Wages field, or delete the record.

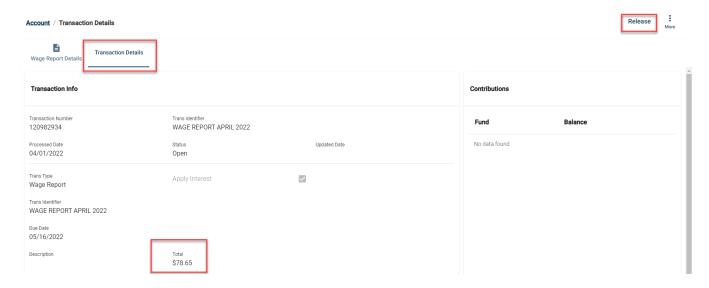
The Transactions screen will display. The amount owed for this wage report shows under the **Original Balance** column. If the amount owed is different than expected, go back and check the period wages for each employee, making corrections where necessary.



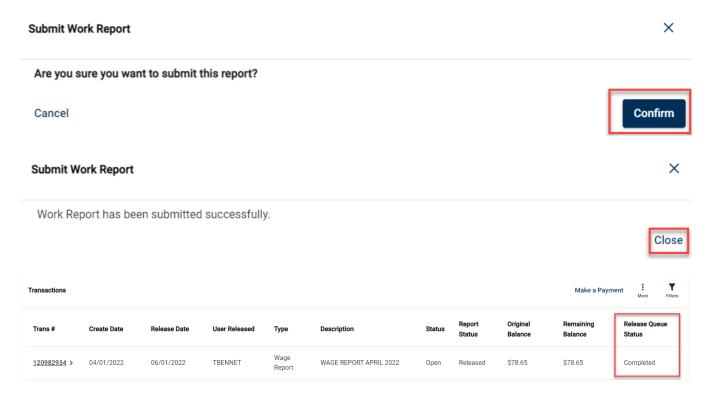


Find the wage report to be completed, click on the line and make sure it is selected.

Select **Trans #** and **Transaction Details** tab. Verify the amount listed is correct. Select **Release** to submit to IPERS.



Follow the prompts to submit the wage report. Select **Confirm,** then **Close.** Select **Account** to return to the Transactions page and verify the report has been released.



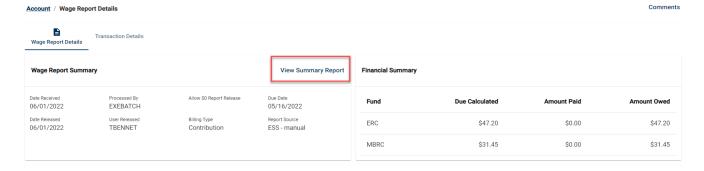
^{**}Important: If any wages are incorrect after you release the report, wage adjustments will be necessary to correct them.



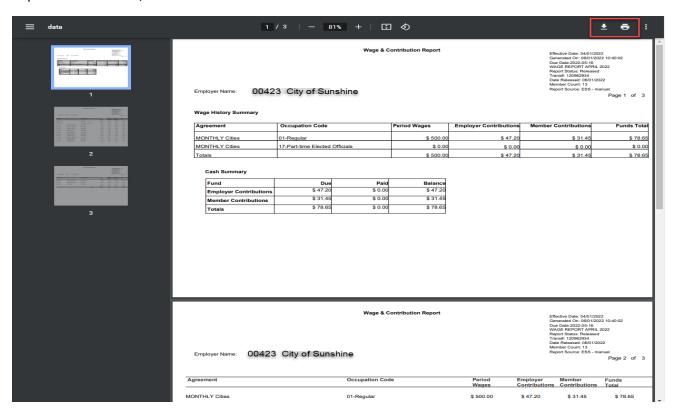
To view and print the Wage & Contribution Report, Select **Trans#** next to the wage report ex. *Wage Report April* 2022.



Select View Summary Report.



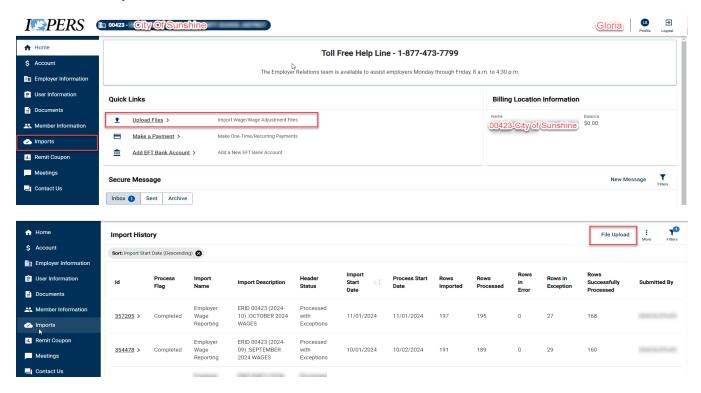
Select **Print** or **Download Arrow**, when finished, click the "x" on the pop-up window to return to the Wage Report Details screen, select **Account** screen to return to the Transactions screen.





Import a Wage Report

On the I-Que home page, select **Upload Files** from the Quick Links Section or select **Imports** from the sidebar. Then select **File Upload.**

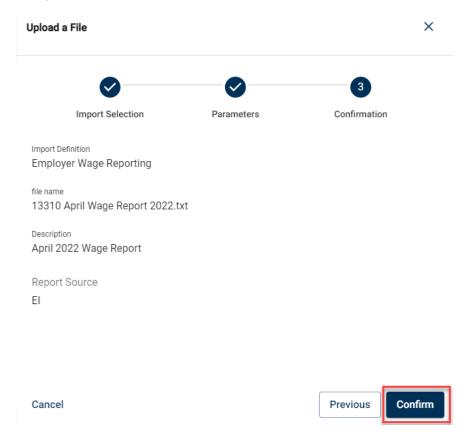


Under Import Definiton, select **Employer Wage Reporting** from the drop down menu. Select **Browse** to bring in your file for the upload. Enter a **Description** of the file you are uploading. Select **Next.** Then, select **Next** for Report Source.

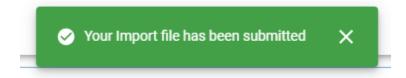




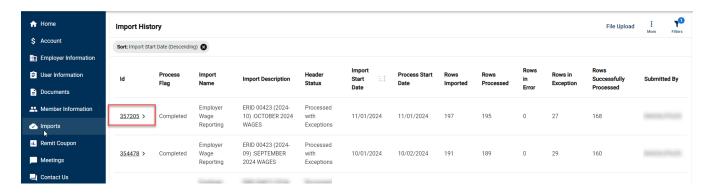
Verify the information is correct, select **Confirm**.



Pop-up confirms import file has been submitted.

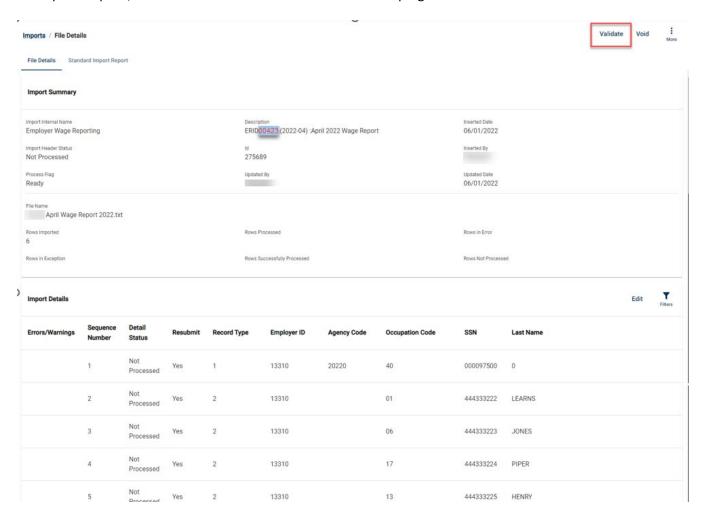


To validate the file, select Id.





This opens Import / File Details screen. Select Validate in the top right corner of the screen.

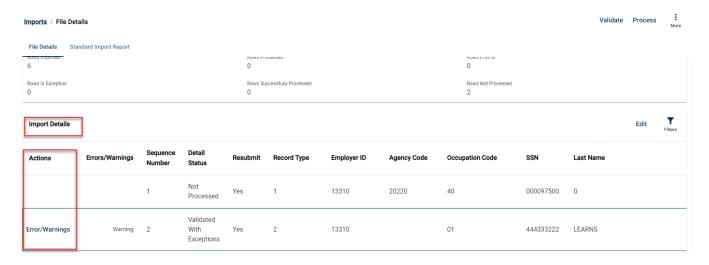


Once Validated, Import Header Details will change to "Validated with Exceptions". Select **Process** to send report over to Account/Transactions screen.

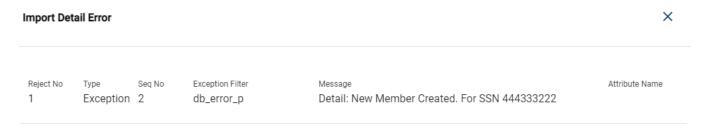




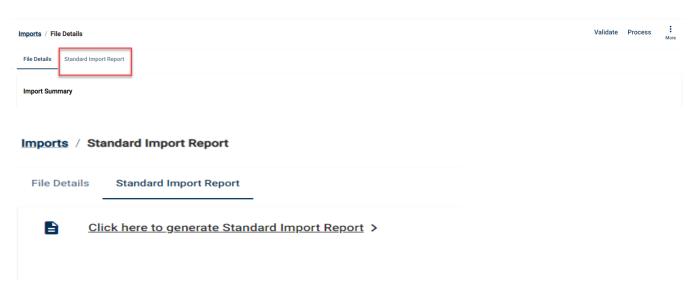
If the **Import Header Status is **Validated With Errors**, click on one of the lines in the import details, then select **Error/Warnings** under Actions.



This will display the error information.

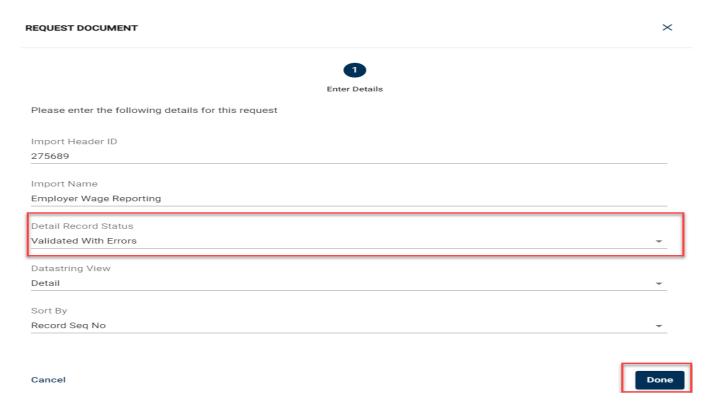


If you have several errors, it may be best to click the **Standard Import Report** tab. Click link to generate the Standard Import Report.

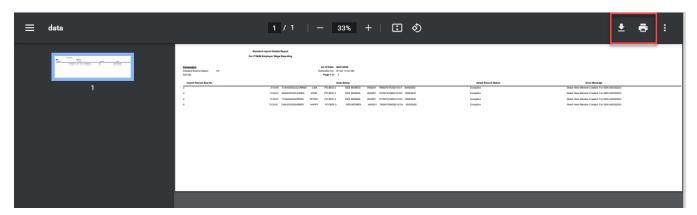




Verify the information you are requesting under Detail Record Status, can change using the drop down menu. Select **Done.**



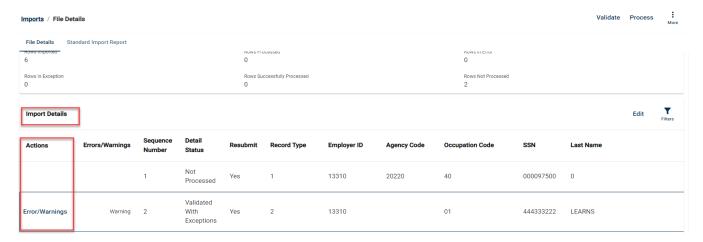
Download or print the report.



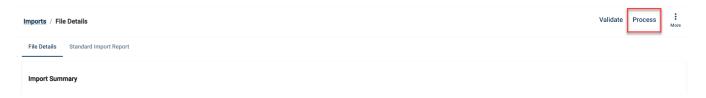
Make the corrections for the errors on the Standard Import Report either in the member's account or on the in the File Details screen shown below. If it is an issue with the report you uploaded, you may need to upload a new file.



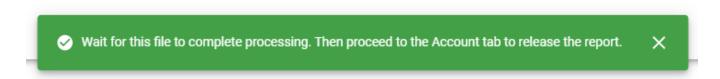
Select **Validate**, to re-validate your file. When all errors are fixed the **Import Detail Status** will be **Validated with Exceptions** or **Validated Successful**. Please note, it may not always be necessary to upload a new file.



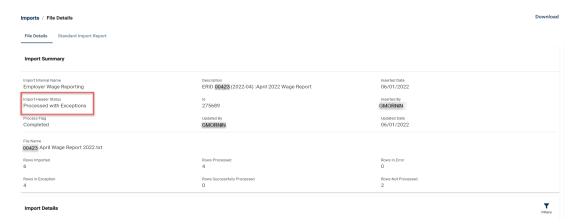
Once the imported file is Validated with Exceptions or Validated Successful, select Process.



Read the confirmation message and select "x" to close box.



The status of your imported file should now be **Processed with Exceptions** or **Processed Successfully**. Click **Account** to view and release your report.

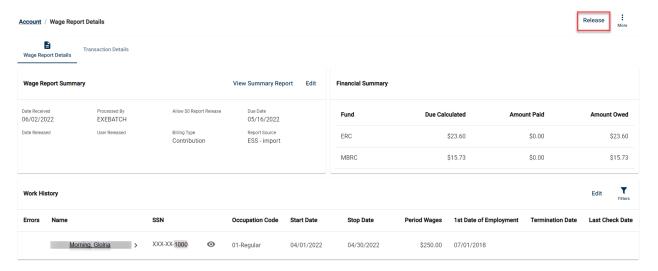




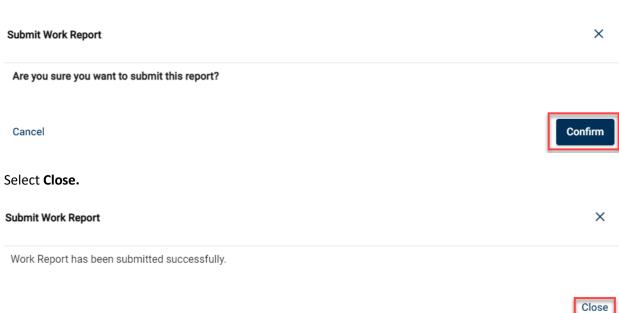
Select **Trans #** for the report.



Verify the amounts correctly match your check. Select Release.

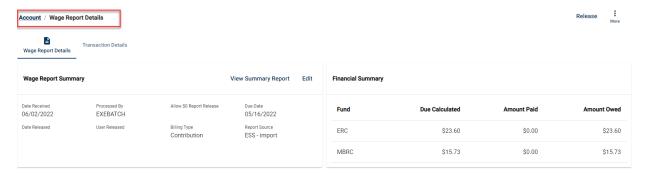


Select Confirm.





Select **Account** to the Transactions page.



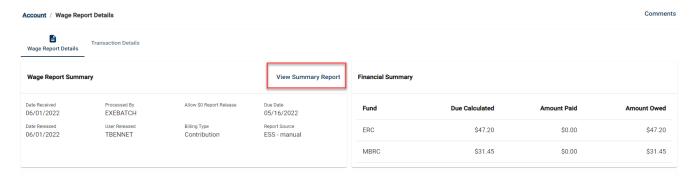
On the Transactions screen, verify the report has been released under the Report Status.



To view and print the Wage & Contribution Report, Select **Trans#** next to the wage report ex. *Wage Report April* 2022.

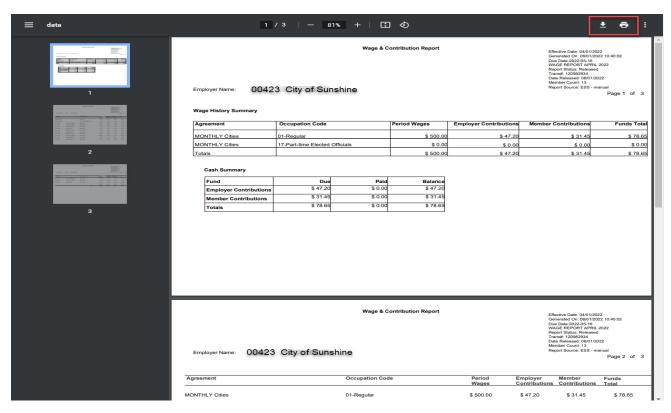


Select View Summary Report.





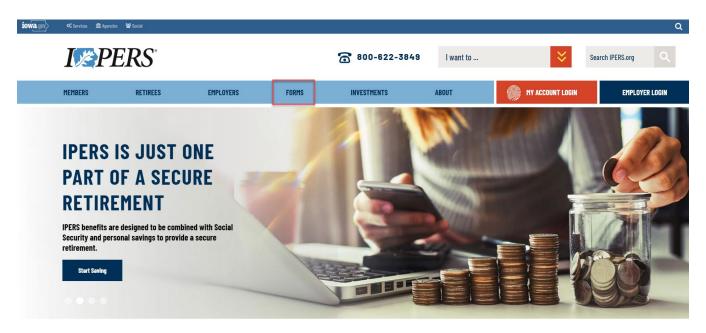
Select **Print** or **Download Arrow**, when finished, click the "x" on the pop-up window to return to the Wage Report Details screen, select **Account** screen to return to the Transactions screen.



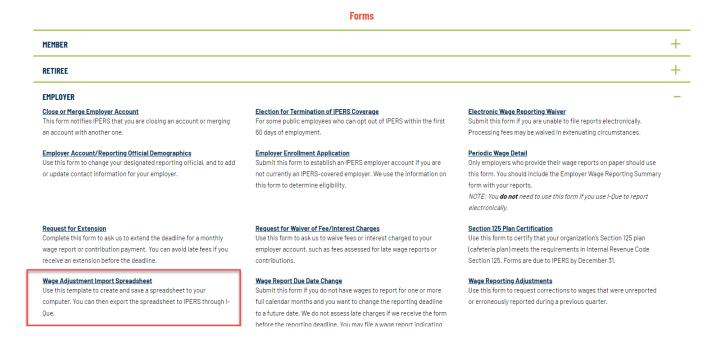


Import a Wage Adjustment

Go to www.ipers.org and select Forms.



Scroll to the bottom of the Employer Forms webpage. Select Wage Adjustment Import Spreadsheet.

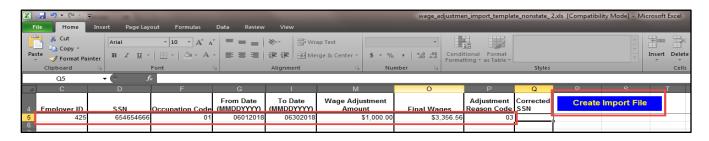




Select the **Import Data** tab to add information about your wage adjustment.

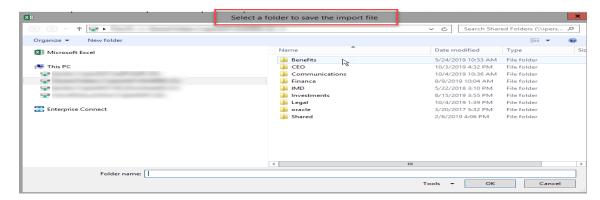
A1 ▼ fx Instru	ctions for completing Wage Adjustment Import File
A	R
	tions for completing Wage Adjustment Import File
Institute and the second	The state of the s
Employer ID	Five-digit employer ID assigned to the employer account.
SSN	Nine-digit social security number for member whose wages you are adjusting. Enter numbers only; do not include hyphens.
Occupation Code	Occupation code assigned to employment type. See Section 5 of IPERS' Employer Handbook or IPERS' Web site for a complete list of occupation codes.
From Date	The first date of the reporting period of the adjustment in the format MMDDYYYY. This will be the first date of the quarter if the adjustment is for a reporting period before July 1, 2008, or the first date of the month for a reporting period after July 1, 2008. Do not include hyphens or slashes.
To Date	The last date of the reporting period of the adjustment in the format MMDDYYYY. This will be the last date of the quarter if the adjustment is for a reporting period before July 1, 2008, or the last date of the month for a reporting period after July 1, 2008. Do not include hyphens or slashes.
2 3 Wage Adjustment Amount	The dollar amount that you are increasing or decreasing the orginally reported wages by. Include a negative sign in front of the dollar amount when decreasing wages.
5 Final Wages	The sum of the originally reported wages and the wage adjustment amount in the previous two columns. Must be at least \$0.00.
6 7 Adjustment Reason Code	The reason code number for the wage adjustment from the list below.
Corrected SSN	If correcting wages reported under an incorrect SSN, enter the correct SSN here.
When completely done, hit "Create Import File" button. This will save this file to your desktop.	The Wage Adjustment Report will now be available to process using the import feature of I-Que.
Q Q Q Q Q Q Q Q Q Q Q Q Q Q	Posson Codos for Waso Adjustment

Enter the information exactly as requested (a sample header line is shown below) or the file will not process correctly when imported. When finished, select the blue **Create Import File** to export the file to your desired location.

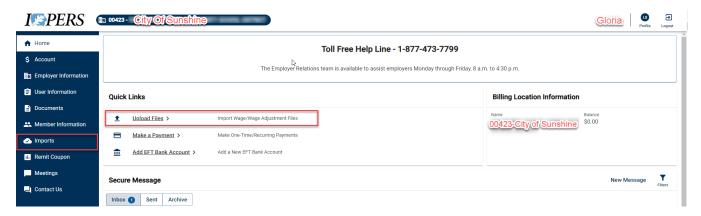




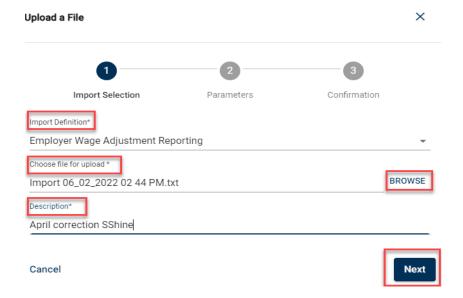
Choose where you wish to save this file on your computer and then Select **OK** and close the Wage Adjustment Import Spreadsheet.



Now that you have created your wage adjustment import file, log in to I-Que. On the I-Que home page, select **Upload Files** from Quick Links or **Imports** from the menu.

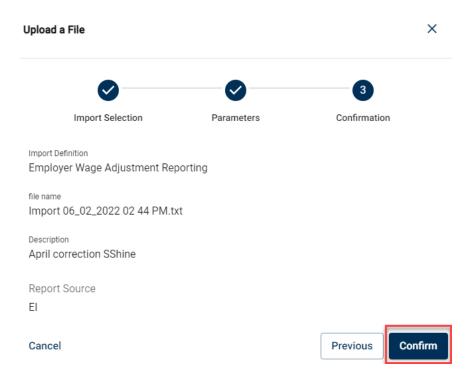


Complete the Upload a File wizard. Select Next. Select Next.

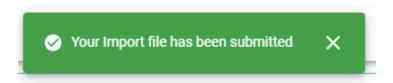




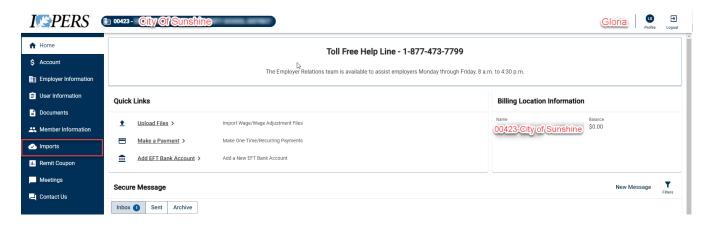
Confirm the information. Select Confirm.



A message will appear indicating that the file has been submitted.

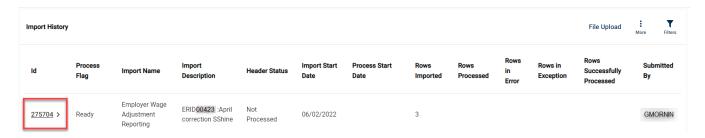


To validate the Wage Adjustment Import file, select Import.

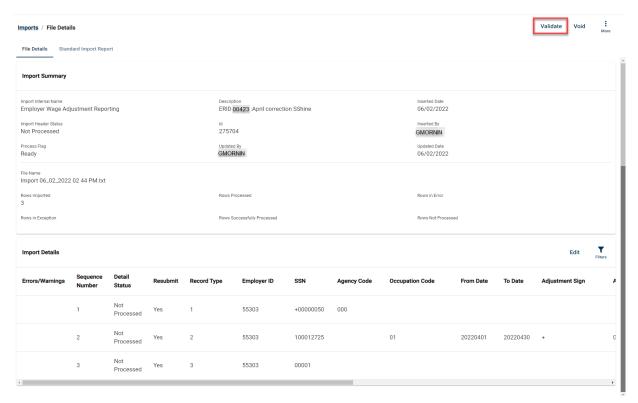




Find the file and select number under **ID** in Import History.



File details open, select Validate.

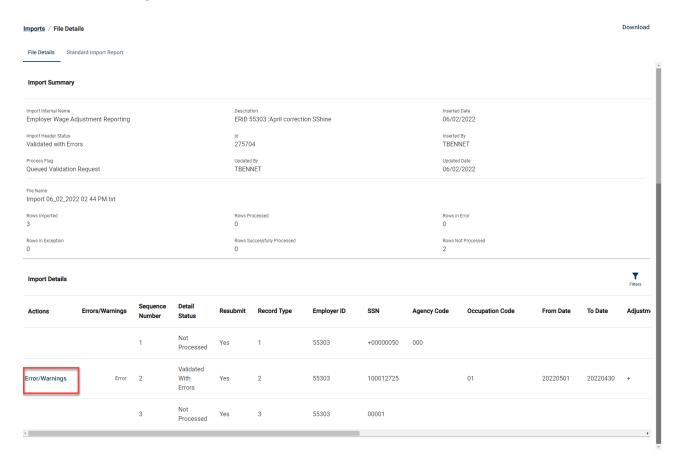


Check the **Import Header Status** of the file. (F5 to refresh the screen) If it contains errors, you must correct them before processing the adjustment.



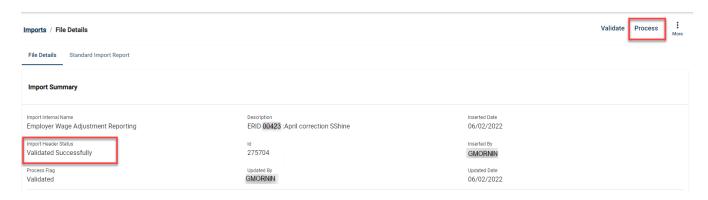


Select Error/Warnings next to the row that shows as Validated with Errors.



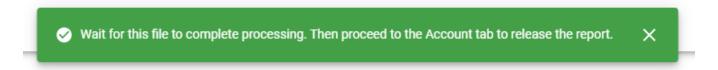
Research to correct errors or contact IPERS ERAM at 1-877-473-7799.

Once errors have been corrected, Re-validate your file. The file status should be Validated Successfully. Select **Process**.

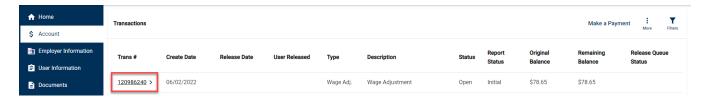




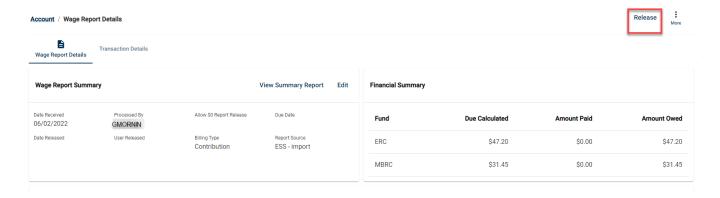
Read the confirmation message.



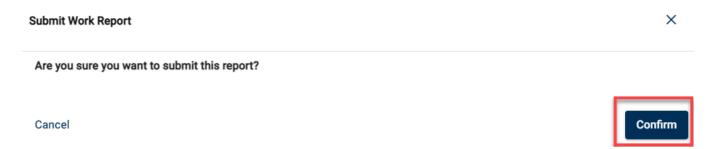
Go to the Account screen, select Trans # to submit the adjustment.



Select Release to submit file to IPERS.

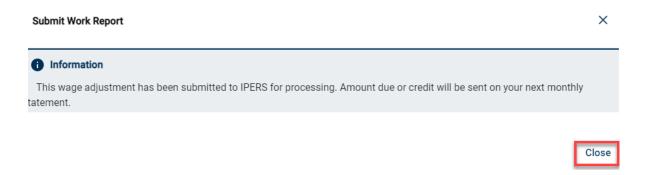


Select Confirm.





Review the details in the Information box. Select Close.

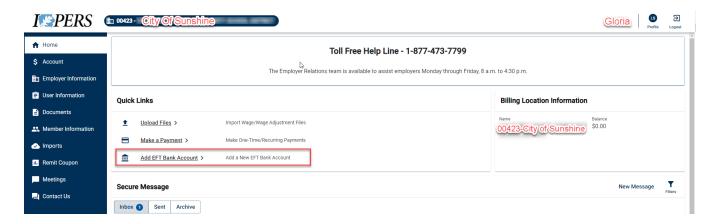


A workflow request will be submitted to IPERS and your adjustment should be released within 24 hours.

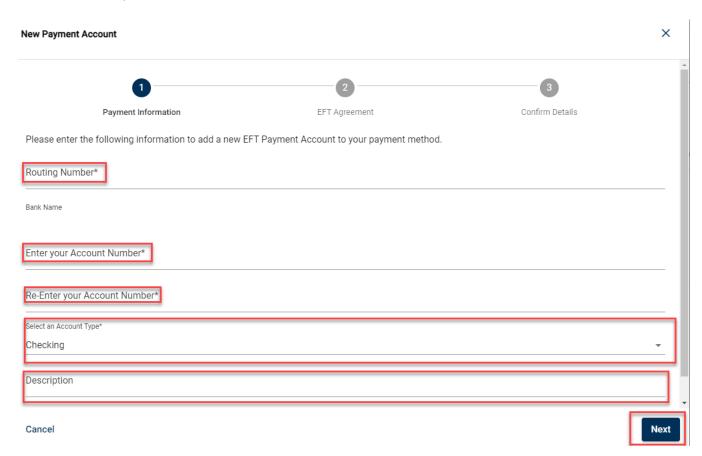


Add a Financial Institution

On the I-Que home page, select Add EFT Bank Account from the Quick Links.

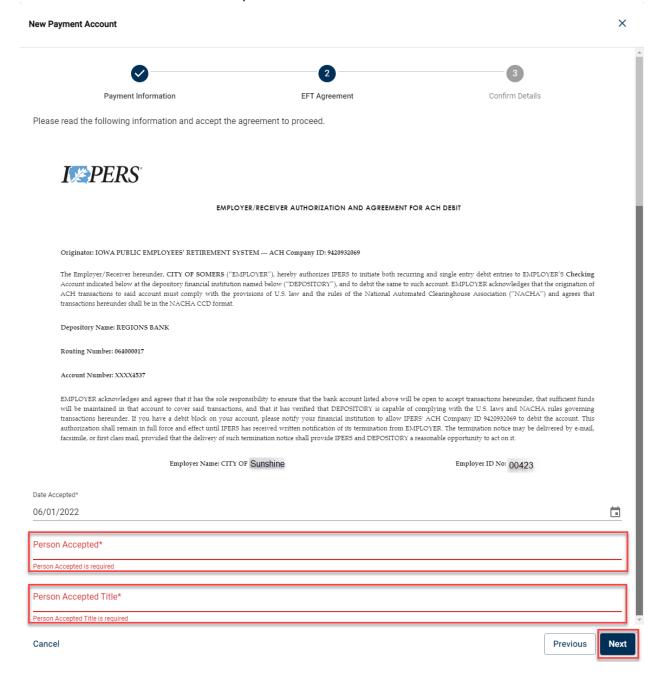


Enter the New Payment Account Information. Select Next



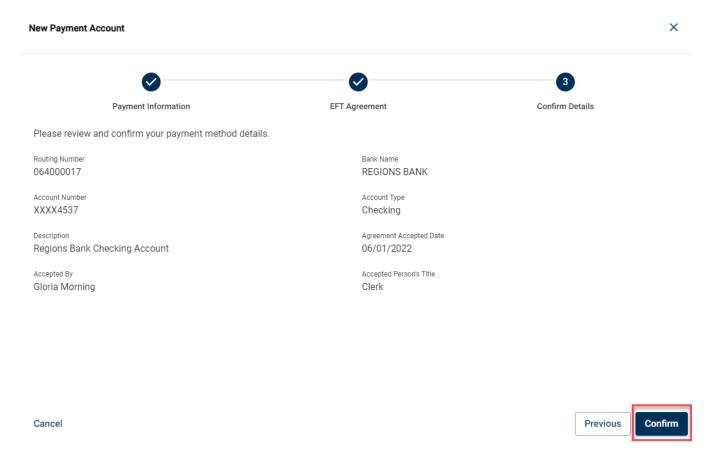


Scroll down to the bottom and enter your name and title in the boxes. Select Next.





Review and select **Confirm** or **Previous** to make any corrections.



Click link to View and Print ACH Authorization. Select Close to return to the home screen.

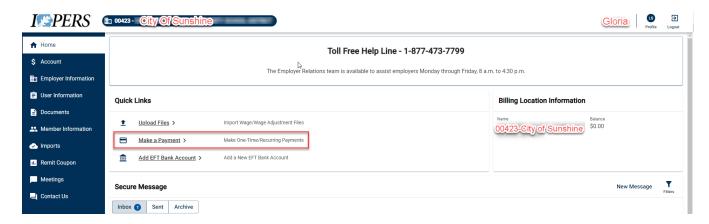


Close

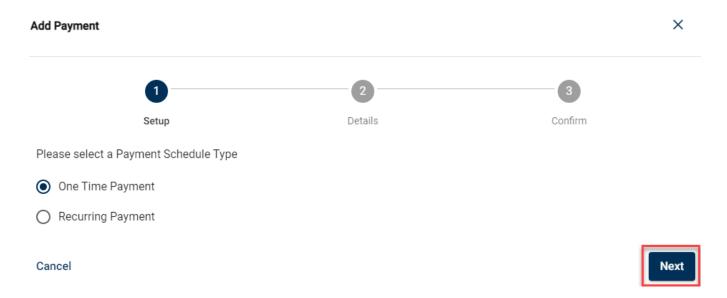


Make an Online EFT Payment

On the home page, select Make a Payment.



Select One Time Paymet or Recurring Payment, then select Next.

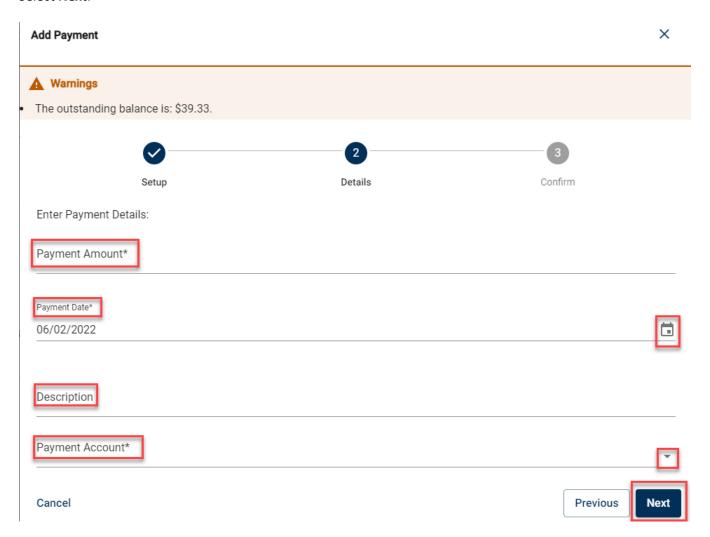




The Add Payment Wizard will open. Fill in the Payment Amount, Payment Date, Description and Payment Account.

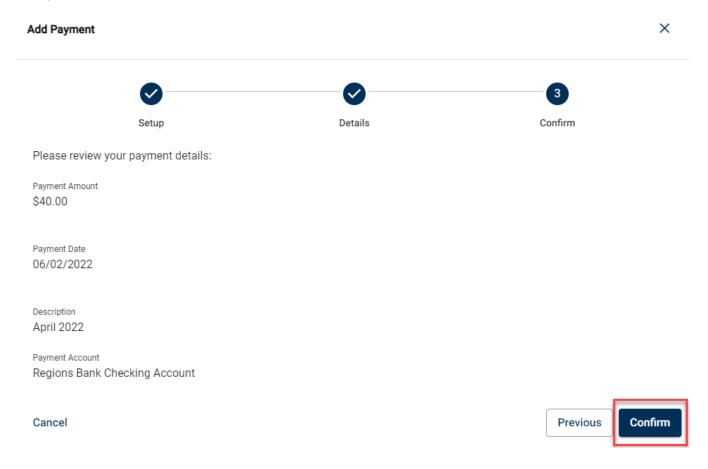
- To make the payment immediately, leave the **Payment Date** as is.
- To schedule this payment for some time in the future, select the date you wish IPERS to be paid from the drop-down.

Select Next.

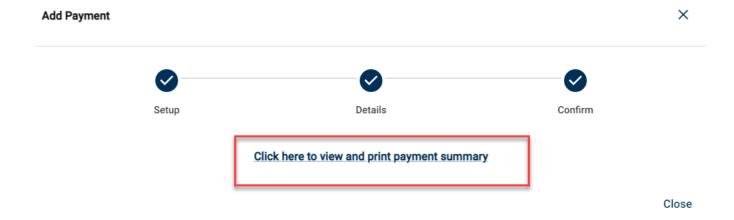




Verify information. Select **Confirm**.

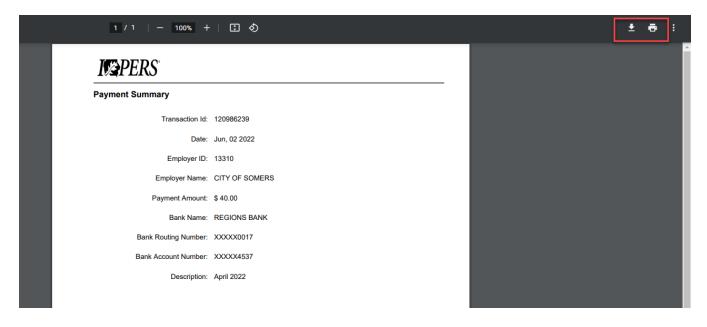


A confirmation message will display. Click link to view and print payment summary.

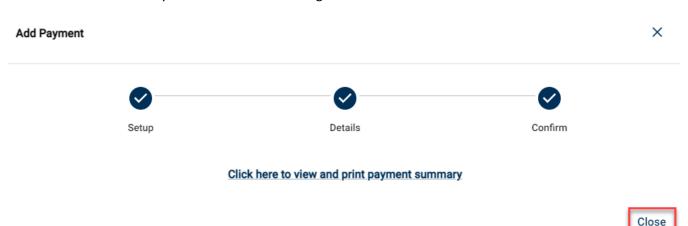




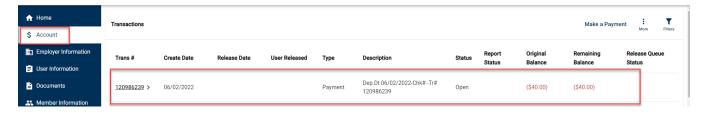
The **Payment Summary** will display. Select **Download Arrow** or **Print**. Click on "x" to close out of the Payment Summary in the upper right corner of the window. If this print does not work, click Ctrl-P for a print screen.



Select Close. This returns you to the I-Que Home Page.

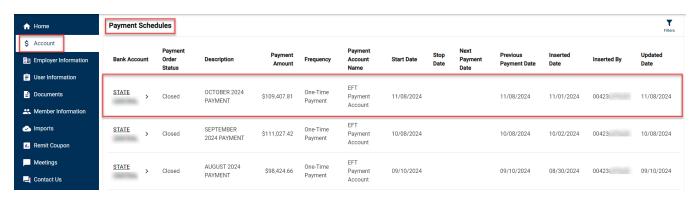


Select **Account** to verify your payment. It will appear here if you did not schedule this payment with a future date.





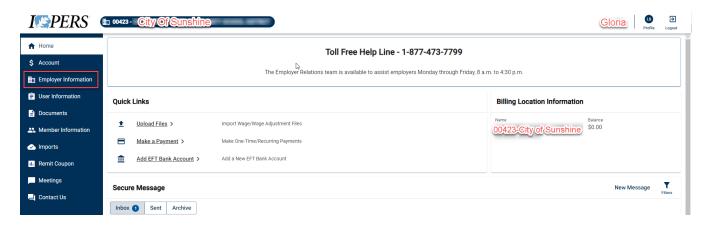
To view your scheduled payments or see your EFT payment History, scroll down on the Transactions page to display Payment Schedules. This should reflect the scheduled payment.



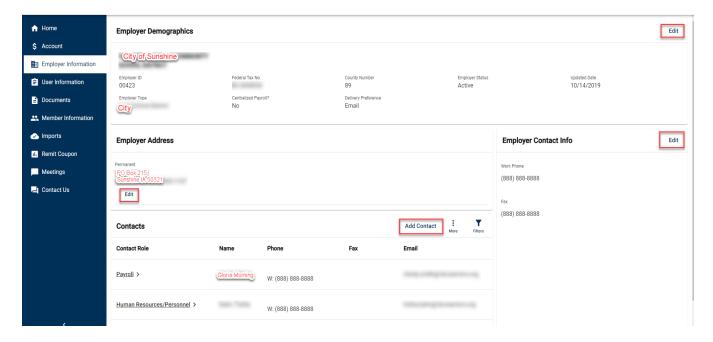


View or Update Employer Information

On the I-Que home page, select **Employer Information**.

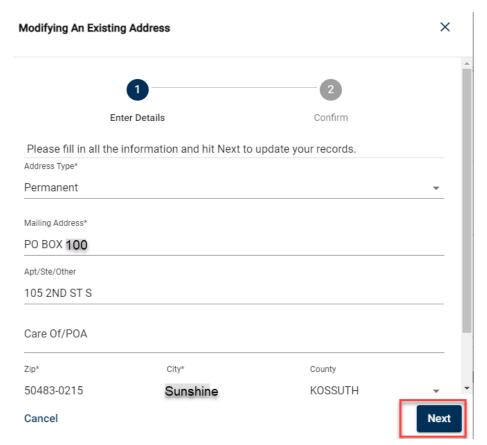


On this screen you can update the Employer Demographics, Employer Address, Employer Contact Information and add a Contact.

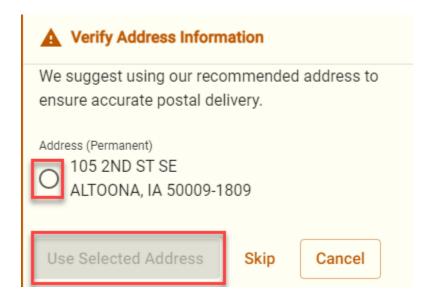




Update the information under **Modifying An Existing Address**. Select **Next**.

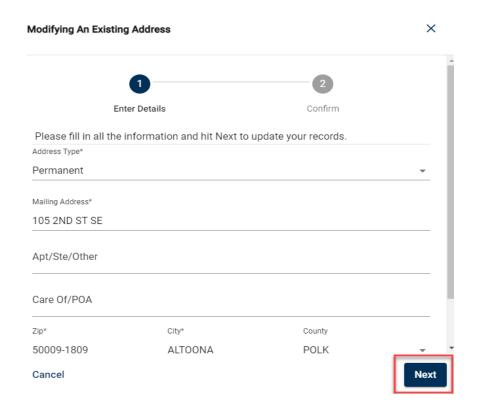


Verify Address Information, select the radio button next to the address. Select Use Selected Address.

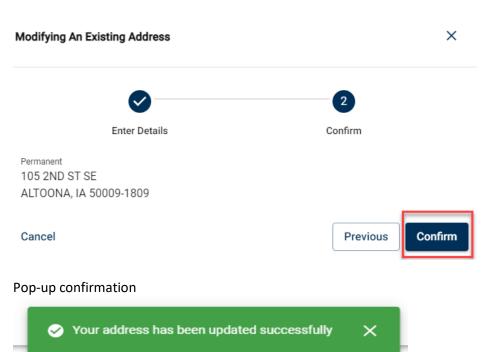




Select Next.



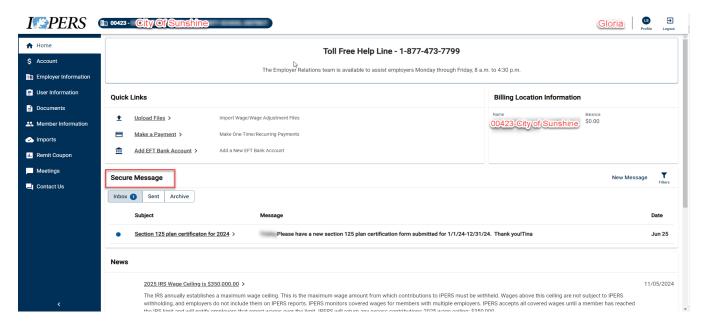
Select Confirm.





Message Center

On the home page, your messages will appear under Secure Message.



To send a new message, Select New Message.

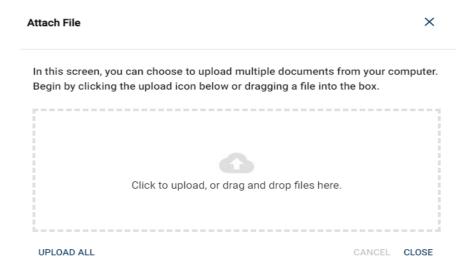


Complete the message wizzard. If no attachment, Select **Send.** See additional instructions on adding an attachment.

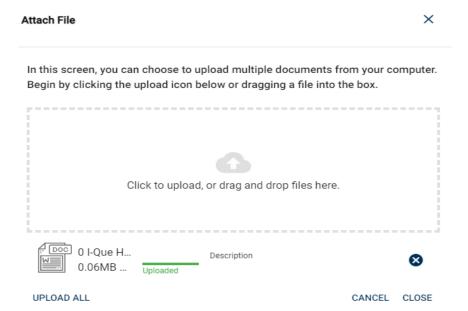




To send IPERS a spreadsheet or other documents, you can do so by selecting **Attach File.** Find the file/files you want to upload by **clicking in the box displayed**.

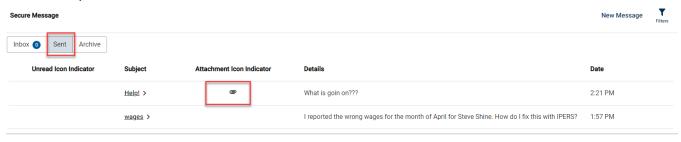


When finished, select **Upload All.** It will reflect uploaded below the box. Select **Close.** You will see the attachment at the bottom of your message. Select **Send.**





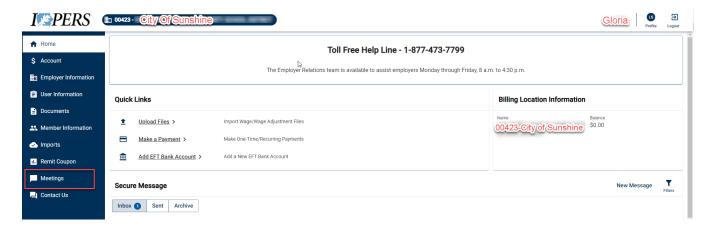
In order to see your sent messages, click the **Sent** tab. You will see your message and attachment have been sent securely.



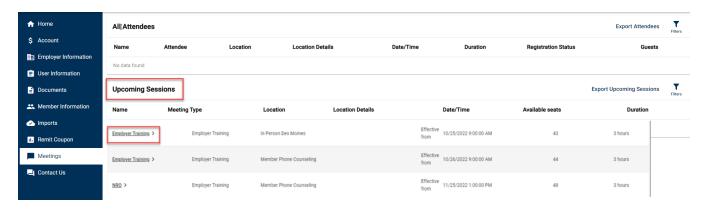


Training Registration

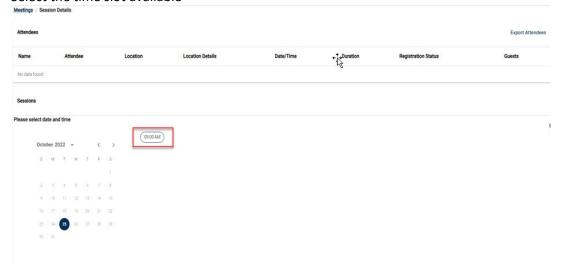
On the home page, under Meetings



Under the Upcoming Sessions – choose the session you wish to attend

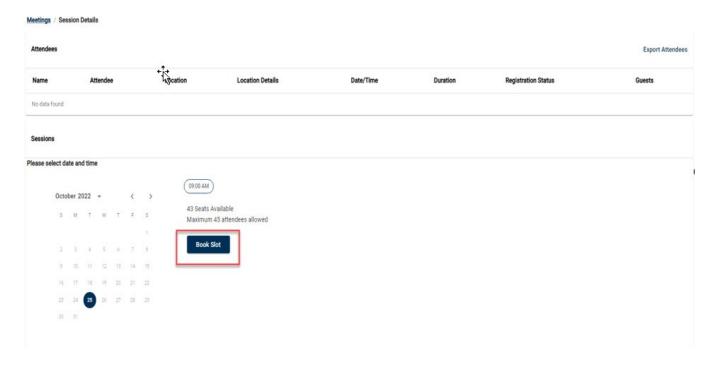


Select the time slot available

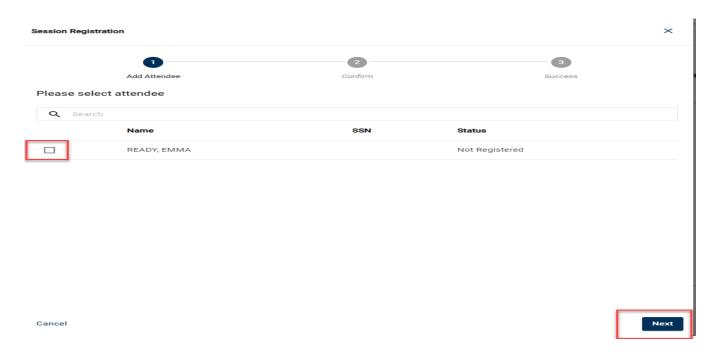




Then select Book Slot

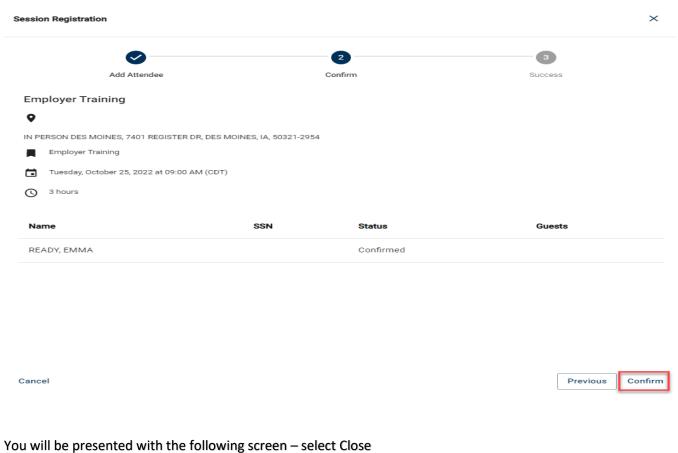


Click on the box next to the attendee's name and then select the Next button





Verify the information is correct and select Confirm – if something is not correct, select Previous





Close



The information you added now appears under the Meetings as Confirmed – you will receive a separate email with instructions on how to Register for the Virtual Meeting.

If something changes and you are unable to attend – select that line and then select Cancel RSVP

