

# Employer Contact Online Reporting System (ECORE)

Revised 09/09/08

## Employer Technical Assistance Guide

September 9, 2008

**IDAHO** Employer Contact Portal Home  
DEPARTMENT OF LABOR Welcome: **Robert Courval**  
Viewing File: **ATTN PERSONNEL** Unload File and View Staff Home Load EAN

Home Correspondence Address Search Reports Settings Links Help Logout

Home >> 0000998265 ATTN PERSONNEL  
Good Morning, doe\rcourval. You are viewing ATTN PERSONNEL's file

The Employer Contact Portal Home provides a common interface for employers and Department officials to communicate, interact and maintain important information related to Unemployment Insurance.

**Maintain ATTN PERSONNEL's Employer Information**

- Manage ATTN PERSONNEL's Third Party Accounts
- Manage ATTN PERSONNEL's Addresses
- Manage ATTN PERSONNEL's Separation Statements
- Manage ATTN PERSONNEL's Physical Locations

**Communicate With the Idaho Department of Labor**

- Report An Employee Separation
- Create a new conversation with the Idaho Department of Labor
- Report a problem with ECORE

**Documents**

- BENEFIT COST STATEMENT for Fiscal Year 2008, Quarter 2
- BENEFIT COST STATEMENT for Fiscal Year 2008, Quarter 1
- BENEFIT COST STATEMENT for Fiscal Year 2007, Quarter 4

[View](#) ATTN PERSONNEL's Statement of Benefit Charge for Current Quarter

**Communications From Idaho Department of Labor**

Last Few Emails Sent To You:  
(Click to view details)

**Quick Links**

These links open in a new window.

- How to File an Appeal
- Pay Taxes Online
- New Hire Directory

**ATTN PERSONNEL Account Access**

You have access to no accounts other than your own.

Done Internet 100%

ECORE is an application which enables employers to perform a number of tasks such as correspond directly with the Department (including instant messaging), view account activity that takes place on Ecore, view their Statement of Benefit Charges and charges to their account for the current quarter, update their address, provide separation information, determine the address for mailing separation statements, manage third party accounts, and access links to other important websites.

## Table of Contents

### Employers Contact Online Reporting System (ECORE)

*Click the hyperlinks below to review information...*

	<a href="#"><u>Log onto Ecore</u></a>	
<a href="#"><u>ECORE Home Page</u></a>	<a href="#"><u>Correspondence</u></a>	<a href="#"><u>Search</u></a>
<a href="#"><u>Reports</u></a>	<a href="#"><u>Addresses</u></a>	<a href="#"><u>Settings</u></a>
<a href="#"><u>Links</u></a>	<a href="#"><u>Help</u></a>	

## [Log-on to ECORE Home](#)

To log onto ECORE click <https://labor.idaho.gov/applications/ecore>  
Enter the username you established when you opened your ECORE account, click the 'Verify Username' button,

**IDAHO** DEPARTMENT OF LABOR **Employer Contact Portal - Login**

**New User**  
I don't have an account yet.  
Sign up for a [new account](#).  
[Create New Account](#)  
Learn [how](#) to open an account.

**Returning User**  
Username:   
[Verify Username](#) [Start Over](#)  
[Forgot Password](#)  
IDOL Intranet users, [authenticate here](#).  
[I need help](#)

**\*\*\*Important\*\*\***  
If you are using a computer in a public setting, **you must logout before you step away from the computer**. Failing to logout will allow others who use the computer after you to see the information you have entered. Logout by pressing the Logout item on the menu at the right of the screen after you have logged in.

[Links to Other Pertinant Sites and Systems](#)  
[Contact Idaho Department of Labor](#)

Enter the e-mail address you used when you set up your account. Click 'Verify Email'.

**IDAHO** DEPARTMENT OF LABOR **Employer Contact Portal - Login**

**New User**  
I don't have an account yet.  
Sign up for a [new account](#).  
[Create New Account](#)  
Learn [how](#) to open an account.

**Returning User**  
Username:   
Email:   
[Verify Email](#) [Start Over](#)  
[Forgot Password](#)  
IDOL Intranet users, [authenticate here](#).  
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[Links to Other Pertinant Sites and Systems](#)  
[Contact Idaho Department of Labor](#)

Enter the password that you created when you established your account (notice that your confidence word appears below the password block.) Click 'Verify Password'. You will be taken to your Home Page (see next page.)



## [ECORE Home Page Home](#)

The ECOPE Home Page features numerous quick links for frequently used items. Across the top of the page are menu items for Correspondence, Search features, Reports, Address, Settings, Links, Help and Logout. Each of the menu items will be discussed in the pages that follow. The Home Page also features frequently used items useful for staff. On the left side (top to bottom) are sections for Maintain My Employer Information. In this section are links to manage third party accounts, manage addresses, manage separation statements, and manage physical location addresses. Below that is a section with useful Quick Links (how to file an appeal, pay UI taxes online, New Hire Directory, etc.) On the top right is a section with links related to communicating with the Department of Labor. This includes reporting a separation, beginning an electronic conversation with the Department, report a problem with the ECOPE system, a list of the most recent communications with the Department, and links to current and previous Statements of Benefit Charges. The “Communications from Idaho Dep’t. of Labor” section shows the five most recent electronic communications from the Department. Across the bottom is a list of any third party employers to whom you have granted access to your account.

The screenshot shows the IDAHO Employer Contact Portal Home page. The header includes the IDAHO Department of Labor logo and the user's name, Robert Courval. The page is titled "Employer Contact Portal Home" and displays the user's account information: "0000998265 ATTN PERSONNEL". The main navigation menu includes Home, Correspondence, Address, Search, Reports, Settings, Links, Help, and Logout. The page content is organized into several sections:

- Maintain ATTN PERSONNEL's Employer Information:** Manage ATTN PERSONNEL's Third Party Accounts, Manage ATTN PERSONNEL's Addresses, Manage ATTN PERSONNEL's Separation Statements, and Manage ATTN PERSONNEL's Physical Locations.
- Quick Links:** How to File an Appeal, Pay Taxes Online, and New Hire Directory.
- Communicate With the Idaho Department of Labor:** Report An Employee Separation, Create a new conversation with the Idaho Department of Labor, and Report a problem with ECOPE.
- Documents:** A list of benefit cost statements for Fiscal Year 2008, Quarter 2, Quarter 1, and Quarter 4 of 2007.
- View ATTN PERSONNEL's Statement of Benefit Charge for Current Quarter.**
- Communications From Idaho Department of Labor:** Last Few Emails Sent To You: (Click to view details).
- ATTN PERSONNEL Account Access:** You have access to no accounts other than your own.

The page is displayed in a web browser window with a status bar at the bottom showing "Done", "Internet", and "100%".

## [Correspondence Home](#)

The Correspondence section is used to initiate communication with one or more sections within the Department of Labor. You will also be able to view correspondence that you have initiated, received a reply regarding, or responded to. To initiate or view correspondence under one of the links shown, just click on that link. Instructions on initiating correspondence are shown on the next page. (It is likely that most employer correspondence will be with the Local Office.)

The screenshot shows the IDAHO Correspondence web application. The header includes the IDAHO logo, the title "Correspondence", and a welcome message for Robert Courval. Below the header is a navigation menu with links for Home, Correspondence, Address, Search, Reports, Settings, Links, Help, and Logout. The main content area is titled "Home >> Correspondence" and contains a search bar and a table of correspondence sections. The table has two columns: "Correspondence Section" and "Description".

Correspondence Section	Description
Unemployment Insurance Benefit Bureau	Click this link to correspond with the Benefits Bureau
Unemployment Insurance Tax Bureau	Click this link to correspond with the Tax Bureau
Bug Reports	A place for employers to report problems with the ECORE Portal
Local Office	Converse with the Local Office in your area

The footer of the application displays "Idaho Department of Labor" and the date "Friday, June 13, 2008". The browser's status bar at the bottom shows "Done", "Internet", and "100%" zoom.

## Initiate correspondence to the Department of Labor

Click on the link of the bureau with which you want to communicate (i.e.-Local Office, Tax Bureau, etc.) This will open the dialog box shown below. Click on 'New Topic'.



The screenshot shows the IDAHO Topic forum interface. The page title is "IDAHO Topic" with the subtitle "DEPARTMENT OF LABOR". The user is logged in as "New business New business" and is viewing a file named "My File". The navigation menu includes Home, Correspondence, Search, Reports, Address, Settings, Links, Help, and Logout. The current page is "Home >> Correspondence >> Unemployment Insurance Benefit Bureau".

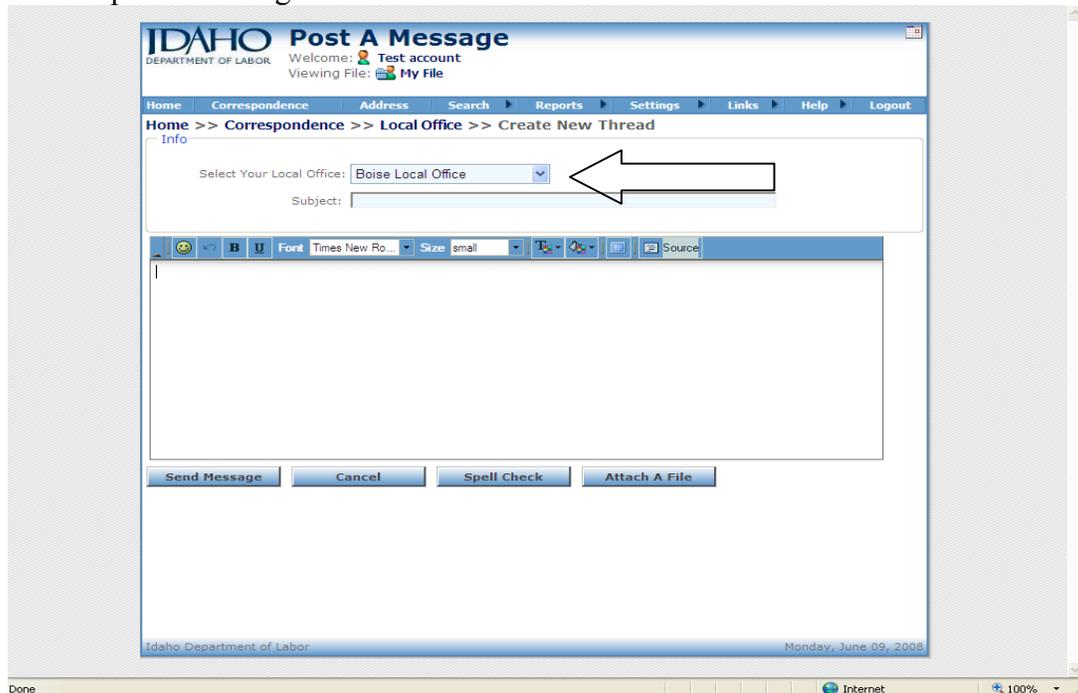
In the "Correspondence Options" section, there is a "New Topic" link with a green plus icon, which is highlighted by a white arrow. Other options include "Search Correspondence" and a checkbox for "Display All Topics For My Third Parties". Below this, there are filters for "Filter By Topic: All Topic" and "Sort Topic by: Most Recent Update On Top".

A table titled "Turn Paging On" displays a list of topics:

	Topic	Account	Started By	Started On	# Posts	# Views
<input type="checkbox"/>	public info 01-08/09	Public	Robert Courval	8/9/2007	1	18
<input type="checkbox"/>	08-27 new topic	gcourval	gcourval	8/27/2007	2	10
<input type="checkbox"/>	new test	Public	Robert Courval	8/9/2007	1	8
<input type="checkbox"/>	Untitled Topic	Public	Robert Courval	8/9/2007	1	8
<input type="checkbox"/>	UI Benefits	gcourval	ecourval	5/15/2007	7	60

Below the table, there is another "Turn Paging On" section.

This will open the dialog box below. Select the Local Office or Bureau:



The screenshot shows the "IDAHO Post A Message" dialog box. The user is logged in as "Test account" and is viewing a file named "My File". The navigation menu includes Home, Correspondence, Address, Search, Reports, Settings, Links, Help, and Logout. The current page is "Home >> Correspondence >> Local Office >> Create New Thread".

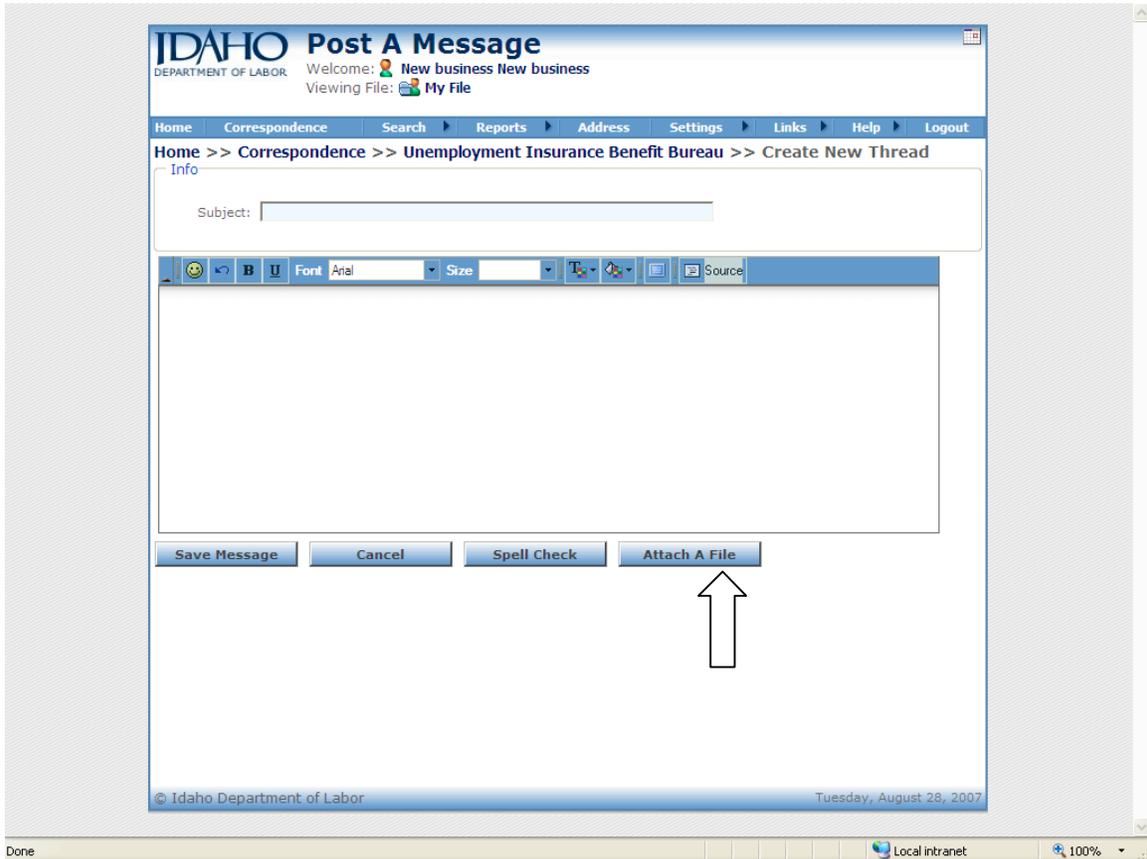
In the "Info" section, there is a "Select Your Local Office:" dropdown menu with "Boise Local Office" selected, which is highlighted by a white arrow. Below this is a "Subject:" text input field.

Below the input fields, there is a rich text editor with a toolbar containing icons for bold, italic, underline, font color, font size, text color, background color, and source. The font is set to "Times New Roman" and the size is "small".

At the bottom of the dialog box, there are four buttons: "Send Message", "Cancel", "Spell Check", and "Attach A File".

The footer of the dialog box displays "Idaho Department of Labor" and "Monday, June 09, 2008".

Enter the Subject and message in the spaces indicated. You can also attach a document by clicking on the 'Attach a File' button (see arrow below.) After entering the subject, message and attaching any documents, click on the 'Save Message' button. You will receive notification that your message was sent successfully. If you wish to send additional correspondence, click on the 'Correspondence' link and you will be taken back to the Correspondence screen. Otherwise, click on the 'Home' link and you will be taken back to your Home page.



## [Search Home](#)

The ECOPE Search feature allows employers to search within ECOPE for terms in messages/correspondence, search their account activity and search for their account viewing activity. Examples of each search activity are on the following pages.



**IDAHO** Employer Contact Portal Home  
DEPARTMENT OF LABOR Welcome: Test account  
Viewing File: My File

Home Correspondence Address Search Reports Settings Links Help Logout

**Home** [My Account Activity](#) [My File Viewing Activity](#)

Good Afternoon, Test account.

The Employer Contact Portal Home provides a common interface for employers and Department officials to communicate, interact and maintain important information related to Unemployment Insurance.

**Maintain My Employer Information**

- Manage My Third Party accounts
- Manage My Addresses
- Manage My Separation Statements
- Manage My Physical Locations

**Quick Links**

These links open in a new window.

- [How to File an Appeal](#)
- [Pay Taxes Online](#)
- [New Hire Directory](#)

**Communicate With the Idaho Department of Labor**

- Report An Employee Separation
- Create a new conversation with the Idaho Department of Labor
- Report a problem with ECOPE

Most Recent Posts:

test	8/13/2008 4:18 PM
test	7/30/2008 9:01 AM
RE: 06-27 #1 ECOPE addresses	6/27/2008 2:47 PM
Test w/attachment	6/20/2008 2:13 PM
2008-06-13 Test Message #1	6/13/2008 2:18 PM

[View MY Statement of Benefit Charge for Current Quarter](#)

**Communications From Idaho Department of Labor**

Last Few Emails Sent To You:  
(Click to view details)

8/7/2008	<a href="#">You have a new message wa...</a>
8/7/2008	<a href="#">You have been invited to ...</a>
6/27/2008	<a href="#">You have a new message wa...</a>
6/27/2008	<a href="#">You have a new message wa...</a>
6/19/2008	<a href="#">You have a new message wa...</a>

**Test account Account Access**

[Display Details](#)

Internet 100%

To search for file viewing activity, click on 'My File Viewing Activity' (see previous screen.) Select the date parameters and then click the search button. You will be shown a list of items related to your account between the dates you chose.



By selecting the ‘My Account Activity’ search feature you will be able to search for correspondence or other activity regarding your account. To utilize the ‘Correspondence Activity Report’ feature (first arrow) select the beginning and end dates for your search then click ‘Search’. Correspondence for your account will be listed on the next screen. To use the ‘Activity Report’ feature (second arrow) to find history of activities such as deleting a third party account or changing addresses enter the dates for your search in the blocks indicated and click ‘Search’. You will be shown a report listing those activities.



## [Reports Home](#)

You can use the 'Reports' menu to report an employee separation (also available on your Home Page under the 'Communicate with the Idaho Department of Labor' heading.)



To report an employee separation, click on 'Employee Separation' link. On the next screen enter the required information (SSN, Employee's Name, etc.) Click 'Next'.



In the text block enter information regarding the employee's separation. Click 'Next'.

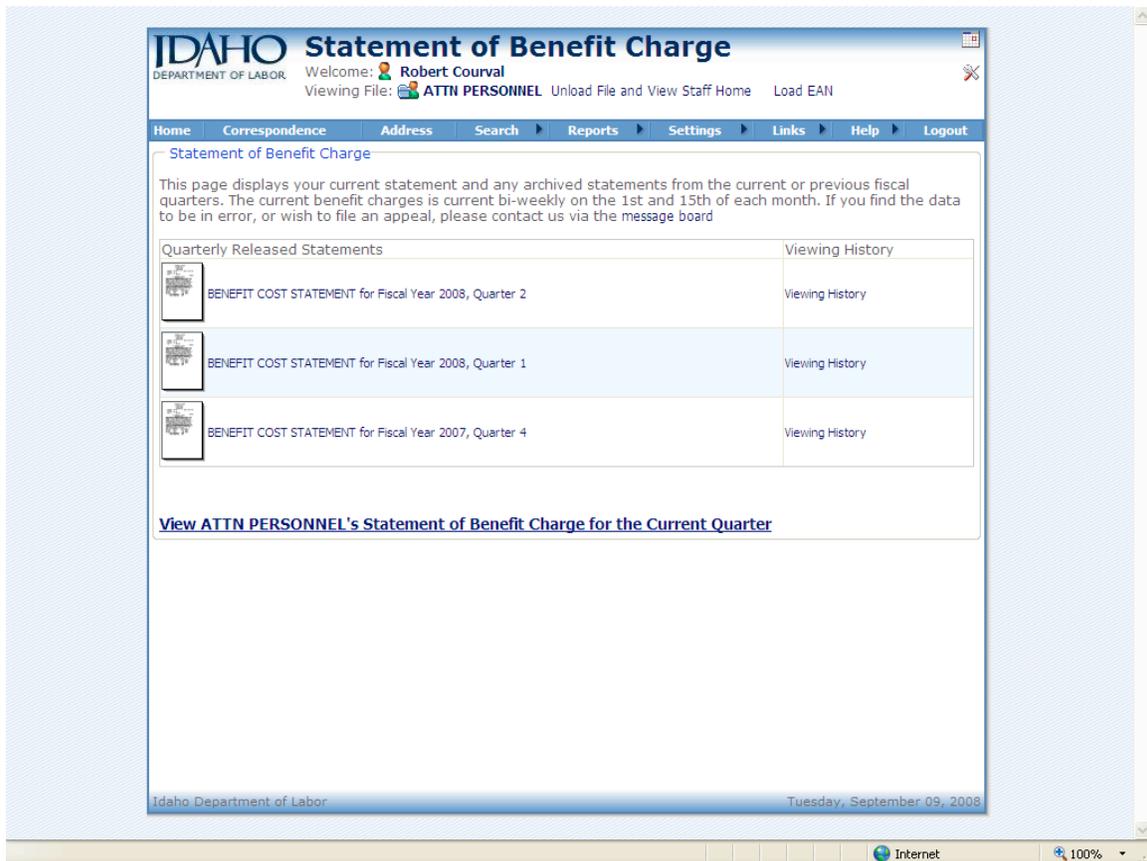
The screenshot shows a web application interface for the Idaho Department of Labor. The page is titled "IDAHO Separation Statement" and includes a navigation menu with options like Home, Correspondence, Search, Reports, Address, Settings, Links, Help, and Logout. The main content area is titled "Employee Separation Wizard" and features a progress bar with "Extra Info" selected. A text input field contains the text "he was fired for stealing lottery tickets." Below the field are "Previous" and "Next" buttons. The footer shows "© Idaho Department of Labor" and the date "Tuesday, August 28, 2007".

On the last screen you will be advised that the information you provided will be held in our system for 18 months. If the claimant files a claim for unemployment insurance and he does not have sufficient earnings to purge this separation or if you are the chargeable employer you will be notified.

When you select the 'Benefit Charges' link, you will be taken to a screen with links to view your current or previous statements of benefit charges.

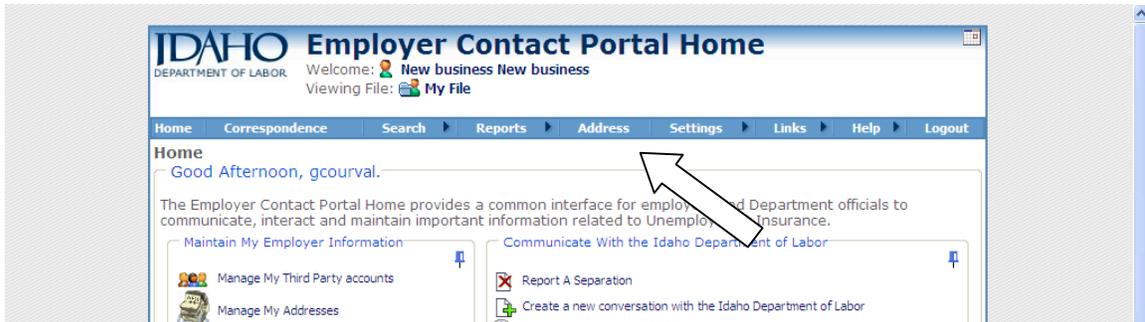


Click on the link to view the statement you desire.



## [Address Home](#)

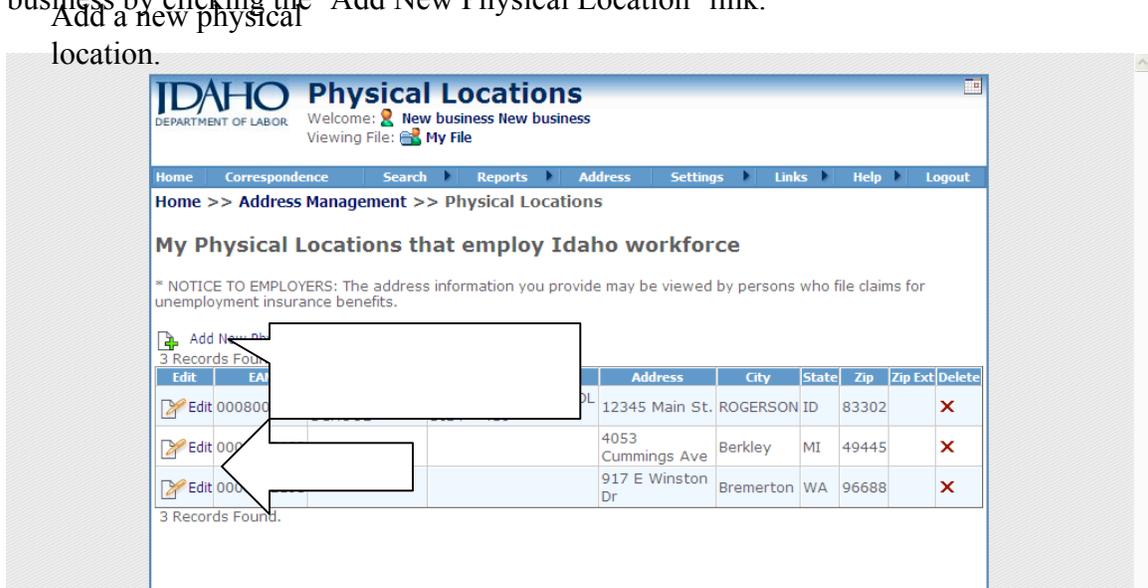
When you click on the 'Address' link (arrow) you will be taken to the screen at the bottom of this page.



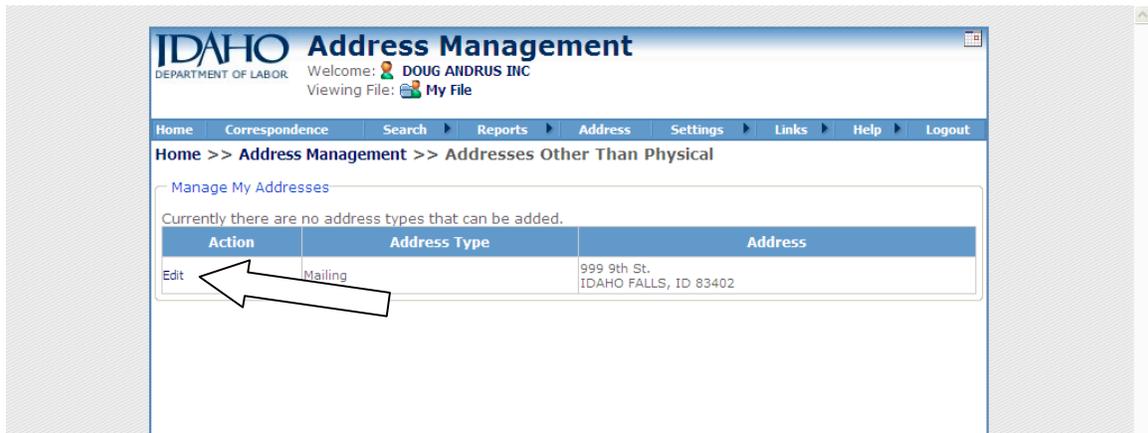
On this screen you will be able to manage your physical locations (for each business location covered under your Employer Account Number (EAN), manage the official business mailing address for tax purposes and other official correspondence, and manage separation statement addresses. Each item is discussed separately on the following pages.



Manage My Physical Locations: When you click on the ‘Manage My Physical Locations’ link on the previous screen you will be taken to the screen below. Click on the edit button to edit an address. You can also add a new physical location for your business by clicking the ‘Add New Physical Location’ link.



Manage My Mailing Address: To update the primary business address for your business, click on the ‘Manage My Mailing Addresses’ on the Address Management page, then click on the ‘Edit’ button. (**NOTE:** this address is the address to which correspondence such as tax notices and most official documents will normally be sent.)



Manage My Separation Statement Addresses: This page shows all the physical locations you entered at the Manage My Physical Locations screen (previous page.) This page allows you to define which address separation statements will be mailed to for each location. To manage these addresses, click on the 'Manage My Separation Statement Addresses' on the Address Management page, then click on the link. You will be taken to the page below. You can choose to *send all separation statements to a single address* by clicking the first link (first arrow) or choose to *send all separation statements to the individual physical location* by clicking on the second link (first arrow.) Also, you can choose to *send a separation statement to a different location for each business location*. When you click on the pencil (second arrow) you will be given a list of each address the Department has on file. Select the address you want the separation statement mailed to for each location shown.

**IDAHO** Separation Statement Address  
 DEPARTMENT OF LABOR Welcome: New business New business  
 Viewing File: My File

Home Correspondence Search Reports Address Settings Links Help Logout

Home >> Address Management >> Separation Statement Address  
 Separation Statement Address Management for gcourval

This page allows you to define which address My Separation Statements should be mailed to. In the case where My company has more than one physical location, you can click the first link if you would like all Separation Statements to be delivered to a single address. Click the second link if you want to send each Separation Statement to the address Idaho Department of Labor has on file.

- Send all Separation Statement Forms to One Address Regardless of Physical Location
- Send all Separation Statement Forms to the Physical Location

Physical Address	Mail Separation Statement to this Address
12345 Main St. ROGERSON, ID 83302	12345 Main St. ROGERSON, ID 83302
4053 Cummings Ave Berkley, MI 49445	4053 Cummings Ave Berkley, MI 49445
917 E Winston Dr Bremerton, WA 96688	917 E Winston Dr Bremerton, WA 96688
9999 Main St. Boise, ID 83735	9999 Main St. Boise, ID 83735
9999 Main St. Meridian, ID 83642	9999 Main St. Meridian, ID 83642

© Idaho Department of Labor Tuesday, September 04, 2007

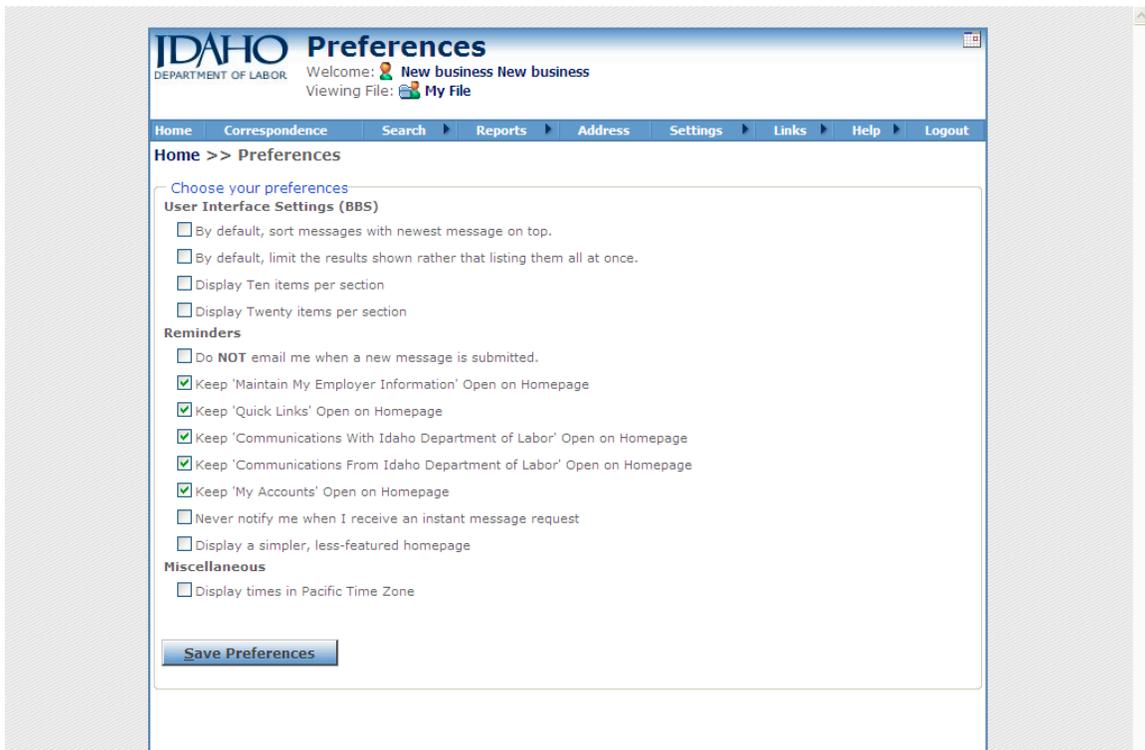
Done Local intranet 100%

## Settings Home

The 'Settings' menu includes options for system settings and account maintenance. These include: Preferences, Manage My Account, and Manage 3<sup>rd</sup> Party Accounts.



'My Preferences' enables you to determine the appearance of certain items on you Home Page (see list below.) Check the appropriate box(es) and click 'Save Preferences'.



'My Account' enables you to change your account information (including change your password.) Notice also on the right side (top arrow) are listed the employers (third parties) that you have given access to manage your account. Below that are listed employers that have given you access to manage their accounts (second arrow.) Adding and managing the access you give to employers (third party administrators) is shown on the next page.

**IDAHO** Manage My Account  
DEPARTMENT OF LABOR Welcome: UNITED WATER OF IDAHO  
Viewing File: My File

Home Correspondence Search Reports Address Settings Links Help Logout

Home >> Manage My Account >> ABCGroup  
You have transactions pending on your account information. This could include address or name changes.

Employer Account #: 0000035505

Username: ABCGroup

First Name:

Last Name:

Business Name:

Doing Business As: ABC Group

Alias: ABCGroup

Phone: (208) 555-1234

Phone Ext:

Message Phone:

Message Phone Ext:

Fax: (208) 555-1235

Email: abc@abcgroup.com

Confidence Word: confidence

Save Changes Cancel

**My Addresses**

**Mailing**  
1234 Main St  
Boise, ID  
837351234

**Third Party Access**  
3rd Party accounts that currently have access to your account:

Username	Change Access
testing1	

**Accounts that you have access to:**

Username	Remove Access
xyzgroup	Delete

Change My Password  
Change My Password

Change My Form Preferences  
Change your form preferences

© Idaho Department of Labor Thursday, September 06, 2007

Local intranet 100%

The 'Manage 3<sup>rd</sup> Party Account' option allows you to grant third party access to a third party to administer/manage your account. When you click on the link for Manage 3<sup>rd</sup> Party Accounts you will be taken to the below screen. You can give another employer (third party administrator, accountant, tax advisor, lawyer, etc.) access to your account. The employer must have an account in ECORE and you will need their username. You enter the employer's username in the box (arrow) and click on 'Grant Access'. Any employers have access to your account show up on this page. Click on 'View Access' for a particular employer and you will be taken to a screen which details the capabilities you have given to that employer (next page.)

The screenshot displays the 'Manage Third Party Access' interface. At the top, it says 'IDAHO DEPARTMENT OF LABOR' and 'Manage Third Party Access'. Below this, it says 'Welcome: New business New business' and 'Viewing File: My File'. A navigation bar includes links for Home, Correspondence, Address, Search, Reports, Settings, Links, Help, and Logout. The main content area shows 'Home >> Third Party Access >> gcourval' and 'Third Party Accounts'. There is a section for 'Create a new Third Party Account' with a text input field and a 'Grant Access' button. A white arrow points to the input field. Below this is a table titled 'Accounts that currently have access to gcourval's account:'.

Username	Remove Access	Access Details	Access Expires On
testuser	✘	View Access	No Exp. Date
testuser1	✘	View Access	No Exp. Date

At the bottom of the page, it says 'Idaho Department of Labor' and 'Thursday, September 06, 2007'. The browser's taskbar at the bottom shows 'Done', 'Local intranet', and '100%' zoom level.

This screen details the capabilities you have given a third party employer. By checking the box in the “Access” column you grant access to that employer to view that item. You will receive a notice that the item has been successfully updated. Close this screen by clicking on another link at the top of the screen. An e-mail notification will be sent to the your third party employer advising them of the access you have granted them.

Home >> Third Party Access >> gcourval

Third Party Accounts

Create a new Third Party Account

Enter the username you wish to grant access to gcourval's account:

Accounts that currently have access to gcourval's account:

Username	Remove Access	Access Details			Access Expires On
testuser	✘	Hide Access			No Exp. Date
		<b>Task Name</b>	<b>Access</b>	<b>Description</b>	
		View Statement of Benefit Charges	<input checked="" type="checkbox"/>	Grant access to my benefit charges	
		View My Separation Statements	<input checked="" type="checkbox"/>	Grant access to my separation statements	
		Manage My Addresses	<input checked="" type="checkbox"/>	Allow the account to modify my addresses	
		<b>Message Type</b>	<b>Access</b>	<b>Description</b>	
General Messages	<input checked="" type="checkbox"/>	This permission grants create, read, reply and delete options for general messages			
Messages with Statement of Benefit Charge	<input type="checkbox"/>	This permission grants create, read, reply and delete options for messages related to Statement of			

Local intranet 100%

## [Links Home](#)

The Links page contains useful links to websites that would be useful to employers. Click on one of these links and you will be taken to that site. You will automatically be logged out of ECORE after 10 minutes.

The screenshot displays the 'External Links' page of the Idaho Department of Labor. At the top, the page is titled 'IDAHO External Links' and includes a welcome message for 'New business New business' and a 'My File' link. A navigation bar contains links for Home, Correspondence, Address, Search, Reports, Settings, Links (highlighted with a white arrow), Help, and Logout. Below the navigation bar, a section titled 'Links to Websites Outside of ECORE' provides a disclaimer: 'The following links are provided for informational purposes only. Any content found on these pages is not the responsibility of the Idaho Department of Labor. Upon clicking any of the following links, you will be logged out of ECORE automatically after 10 minutes.' The main content area is organized into several categories, each with a list of links:

- General Links**
  - Idaho Department of Labor homepage
  - IdahoWorks homepage
  - State of Idaho homepage
  - Employer Job Order Entry (EJOE)
  - Report Fraud
- Idaho Department of Labor - Appeals**
  - How To File An Appeal
  - Appeals FAQ
- Unemployment Insurance Taxes**
  - Pay Taxes Online
  - Employee UI Payment History
  - Idaho Unemployment Insurance Employers' Handbook (PDF) (41K)
  - Required Posters
- New Hire Directory**
  - New Hire Directory
- New Businesses**
  - Idaho Business Registration System
  - Application for Federal Identification Number

The footer of the page includes 'Idaho Department of Labor' on the left and 'Thursday, September 06, 2007' on the right. The browser's status bar at the bottom shows 'Done', 'Local intranet', and '100%' zoom level.

## [Help Home](#)

The 'Help' menu includes links for a site map, toggle inline help on or off, report a problem with ECORE, Frequently Asked Questions, and system information about ECORE. Each item is discussed on the following pages.

The screenshot displays the IDAHO Employer Contact Portal Home interface. At the top, the IDAHO Department of Labor logo is visible, along with a user greeting: "Welcome: Test account" and "Viewing File: My file". A navigation bar contains links for Home, Correspondence, Address, Search, Reports, Settings, Links, Help, and Logout. The "Help" dropdown menu is open, showing options: Site Map, Toggle Inline Help on/off, Report A Bug, Frequently Asked Questions, and About ECORE.

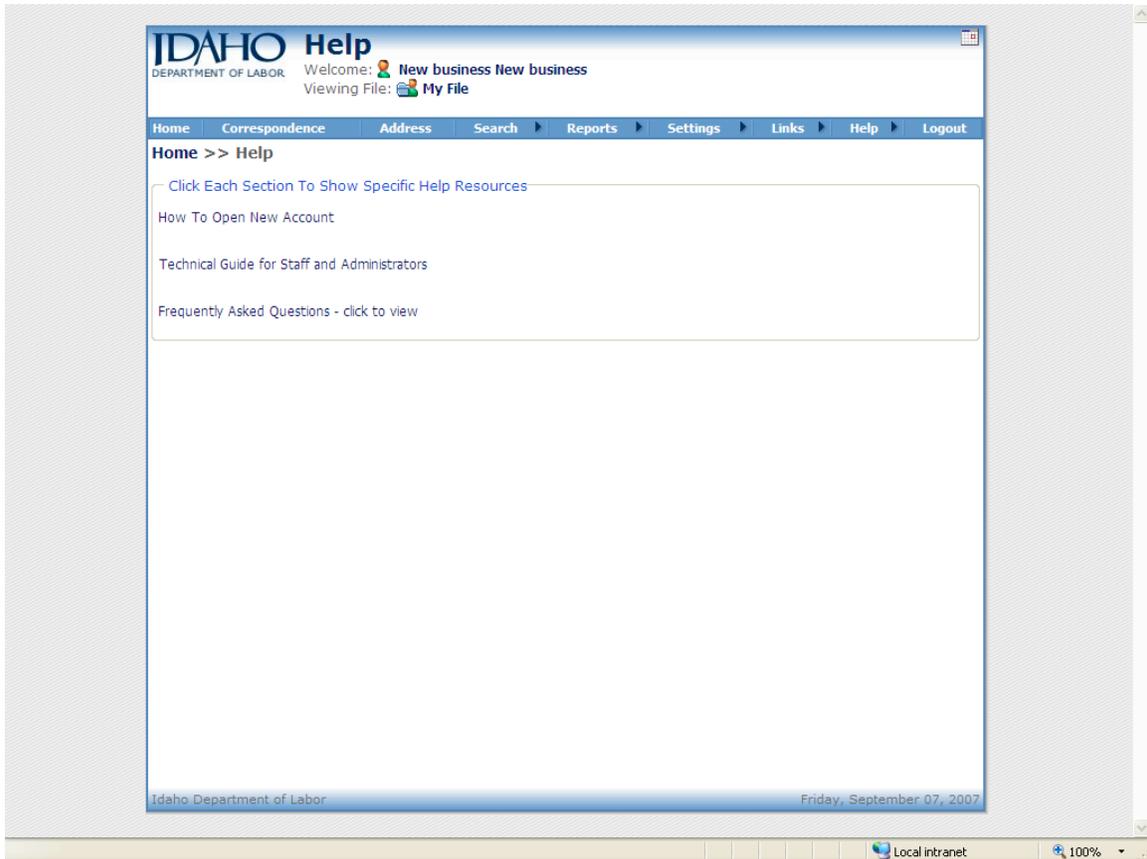
The main content area is titled "Home" and includes a personalized greeting: "Good Afternoon, Test account." Below this, a brief description states: "The Employer Contact Portal Home provides a common interface for employers and Department of Labor employees to communicate, interact and maintain important information related to Unemployment Insurance."

Key sections on the page include:

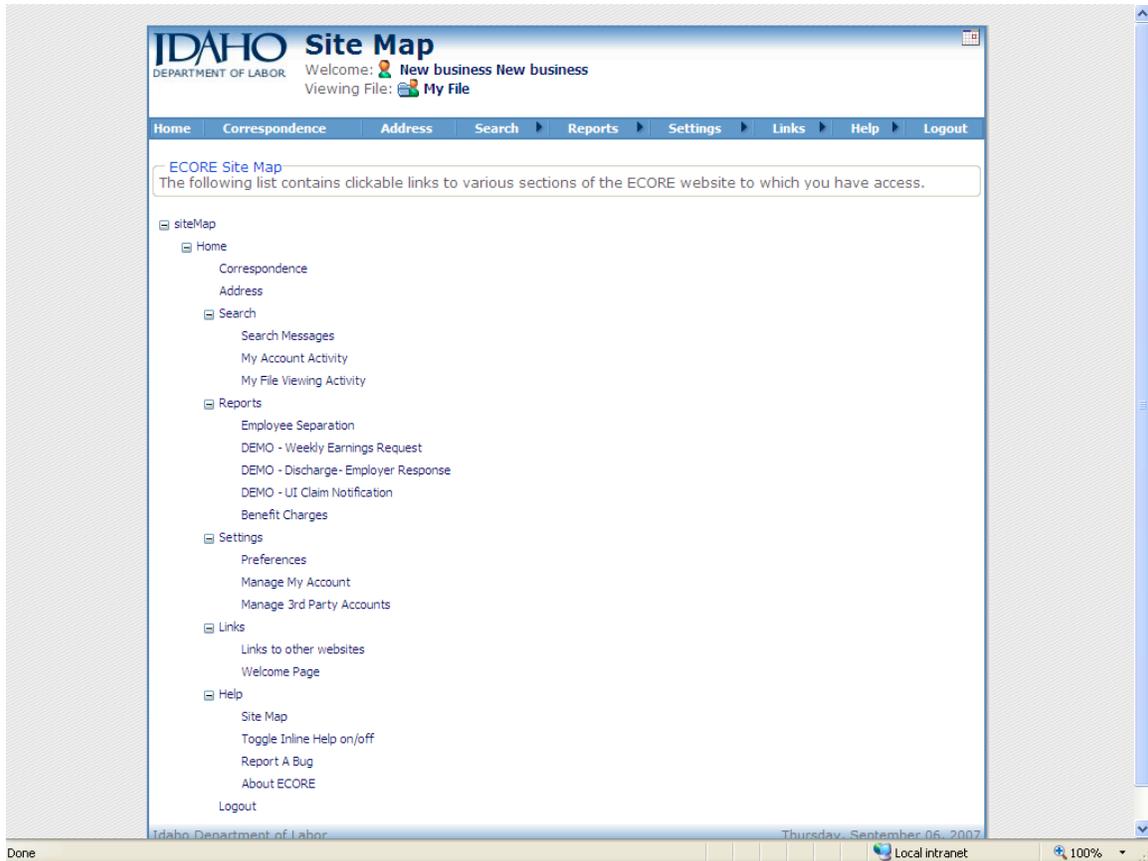
- Maintain My Employer Information:** Manage My Third Party accounts, Manage My Addresses, Manage My Separation Statements, Manage My Physical Locations.
- Communicate With the Idaho Department of Labor:** Report An Employee Separation, Create a new conversation with the Idaho Department of Labor, Report a problem with ECORE.
- Quick Links:** How to File an Appeal, Pay Taxes Online, New Hire Directory.
- Communications From Idaho Department of Labor:** Last Few Emails Sent To You: (Click to view details). A list of recent emails is shown with dates and subject lines.
- Test account Account Access:** Display Details.

The bottom of the page shows a taskbar with "Internet" and "100%" zoom level.

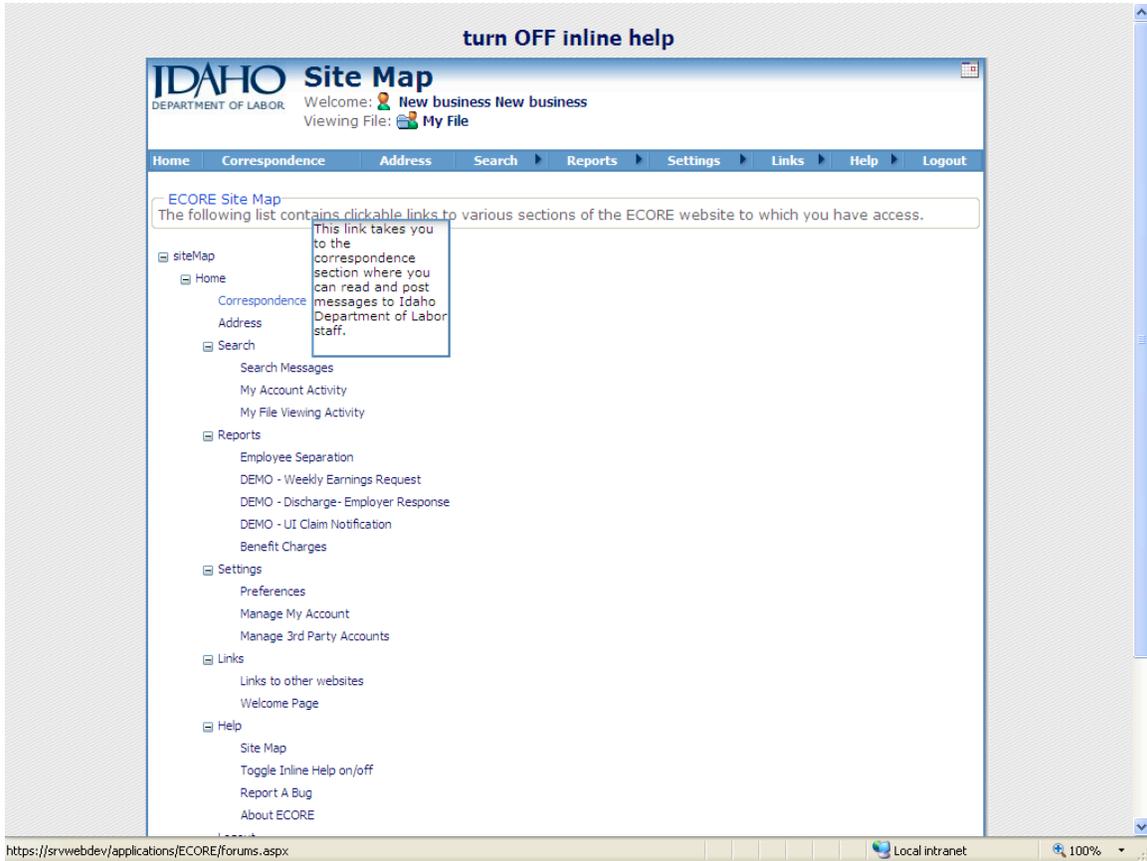
If you click on the 'Help' link, you will be taken to the below screen with help topics. Click on the link for the topic you want help with and a Word document will open to give you a step-by-step explanation.



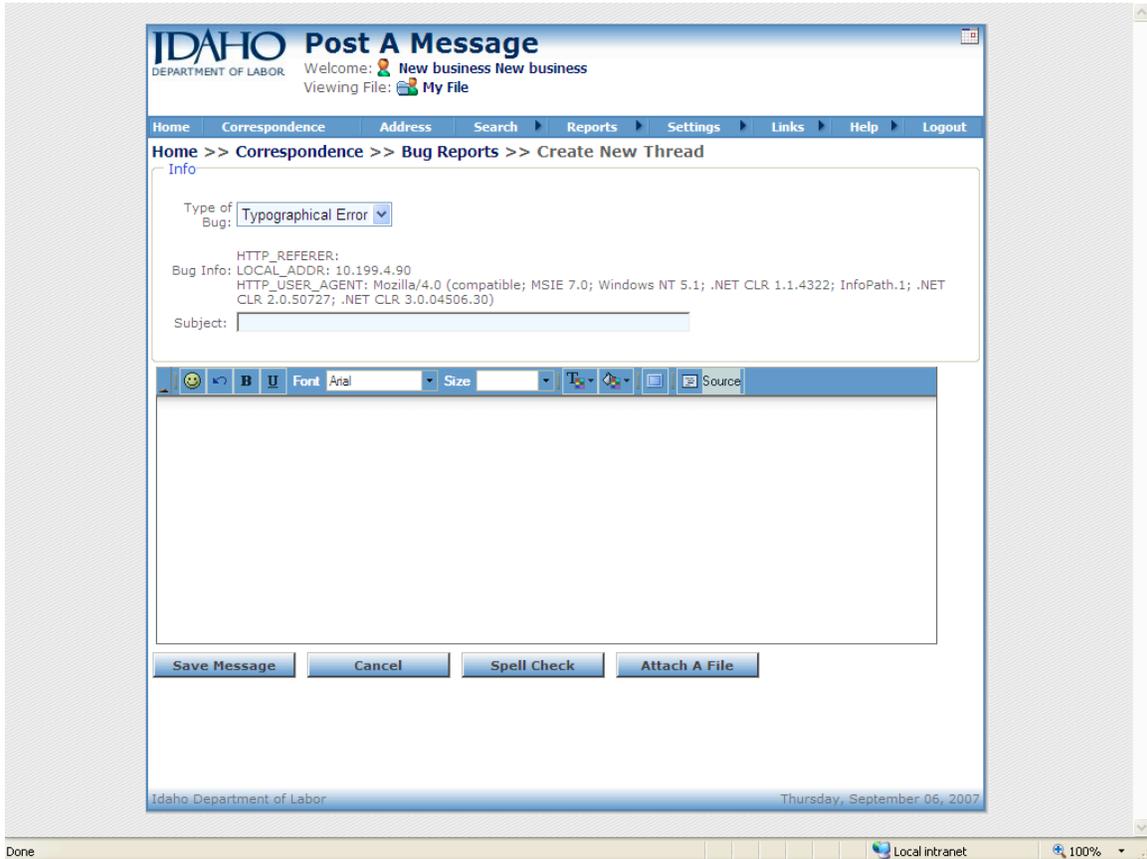
Site Map: When you click on the site map link you will be taken to the below screen. This screen is in outline format and contains ‘clickable’ links to various sections of ECORE.



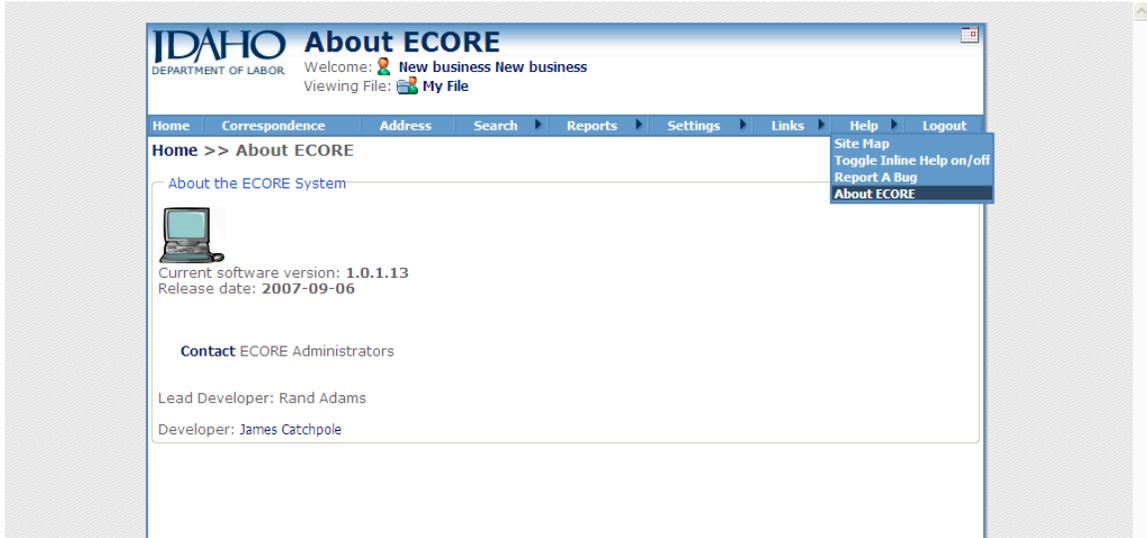
When you click on the ‘Toggle Inline Help On/Off’ feature a dialog box opens when you hover over an item (see example below for “Correspondence”.) To turn this feature off, click on ‘Toggle Inline Help On/Off’ again.



When you click on 'Report a Bug' you will be taken to a screen where you can report a problem or suggest an improvement for the ECORE system. Select the type of problem from the drop-down box, fill in a subject, and type in information regarding the problem. It would be ideal if you can relate what you were doing before the problem occurred and what happened.



The 'About ECORE' link takes you to a screen with system information.



The 'Logout' link takes you out of the ECORE system

