

The Commonwealth of Kentucky
**Kentucky Unemployment
Insurance Portal (KUIP)**

**Third-Party Administrator (TPA): New
TPA Account Setup and Registration**

(or Non-Passive Role Assignment (PRA) TPA)

Job Aid



UNEMPLOYMENT
INSURANCE PORTAL

Table of Contents

Introduction	3
Registering a New TPA.....	3
Overview	3
Create a TPA Administrator Account	4
New TPA Registration Process	7

Introduction

The objective of this job aid is to outline the process for new Third-Party Administrators (TPA) registering an account in KUIP. The first part of this process can be found in the **Creating a TPA Administrator Account** section of this document.

Following the initial account creation, users can reference the **New TPA Registration Process** section to continue the process of registering a TPA account in KUIP.

Note: *this process is also required for **TPAs that did not participate in Passive Role Assignment** prior to Go-Live for the Tax release.*

Note: *If you have already established your TPA KUIP account using the **Third-Party Administrator User Account Creation and Login Reference Guide**, you can begin with the **New TPA Registration Process section** of this document.*

Registering a New TPA

Overview

KUIP requires each TPA organization representing Kentucky employers to have its own unique account within the system.

Following registration in KUIP, TPAs can request authorization from their employer(s) to perform specific actions on their account. See the **TPA: Associate Employers Job Aid** for details on this process.

TPAs must designate a **TPA Administrator**, who is responsible for setting up and maintaining the organization's account.

If additional users need to access a TPA account within KUIP, the process for creating secondary users for a TPA account is outlined in the **Inviting New TPA Users Job Aid**.

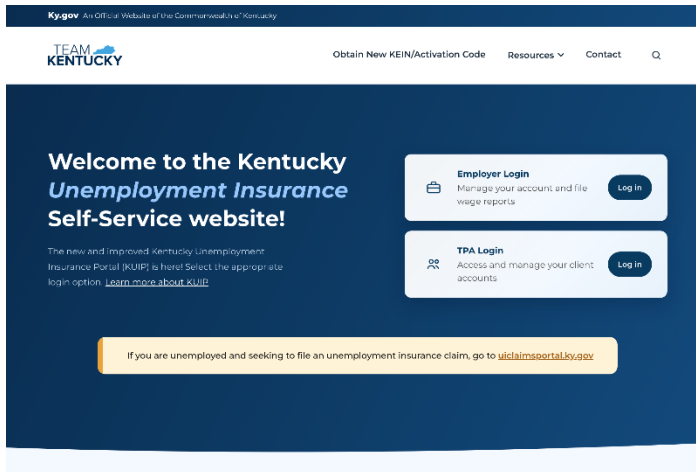
Kentucky Unemployment Insurance Portal

New TPA Account Setup and Registration

Create a TPA Administrator Account

1. Access the KUIP TPA Portal

Navigate to the [Kentucky Unemployment Insurance Self-Service web page](#) and click the **TPA Login** button to access KUIP.



2. Create a TPA Administrator KUIP Account

Enter the TPA administrator's email address.

If there is no user account with the provided email, click the **"No account? Create one"** link. The user will be directed to the **Create Account** screen to enter the email and select **Next**.

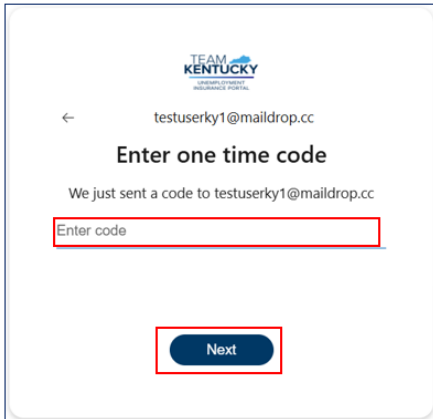
Two side-by-side screenshots of the Kentucky Unemployment Insurance Portal (KUIP) login and account creation screens. The left screen is titled 'Login' and says 'Welcome to the Kentucky Unemployment Insurance Portal (KUIP)'. It has an 'Email address' input field. Below the field is a red-bordered button that says 'No account? Create one'. At the bottom is a dark blue 'Next' button. The right screen is titled 'Create Account' and also says 'Welcome to the Kentucky Unemployment Insurance Portal (KUIP)'. It has an 'Email' input field. Below the field is a link that says 'Have an account? Sign in instead'. At the bottom are two buttons: a grey 'Back' button and a dark blue 'Next' button with a red border.

Kentucky Unemployment Insurance Portal

New TPA Account Setup and Registration

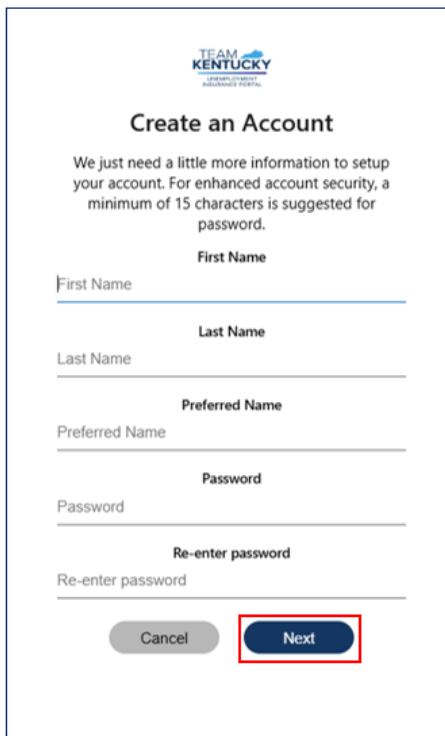
3. Enter One-Time Passcode

On the **Enter One Time Code** screen, enter the passcode sent to the email provided in the step above and select **Next**. *Note: this is the email used to log in to KUIP each time.*



4. Enter Account Details

On the **Create an Account** screen that appears, **enter details** related to the account being created: First Name, Last Name, Password, Re-enter Password. Then, click **Next**.



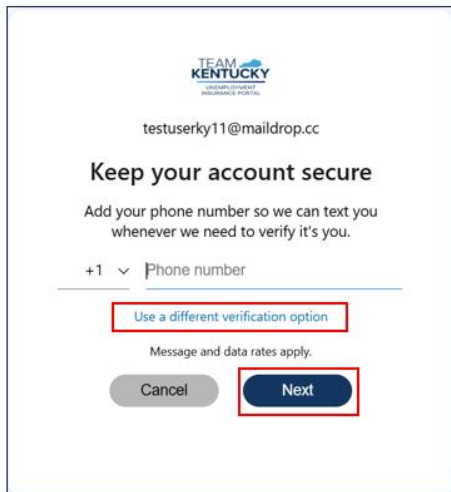
5. Set Up Multi-Factor Authentication (MFA)

On the **Keep Your Account Secure** screen, select either **Phone Number** or **Email** as the security method. The selected method will be used to receive the MFA authentication code.

For **phone**, enter the user's phone number in the provided field.

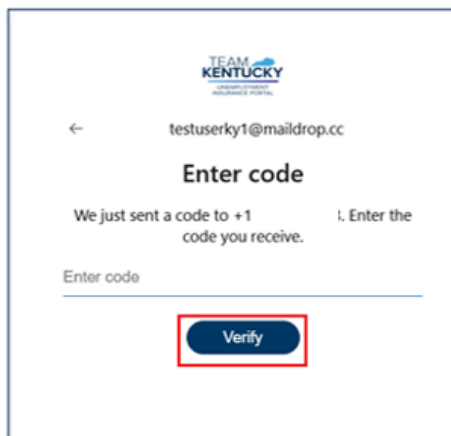
For **Email**, click the **Use a Different Verification Option** to display alternative MFA options.

Once the method has been selected/entered, click **Next**.



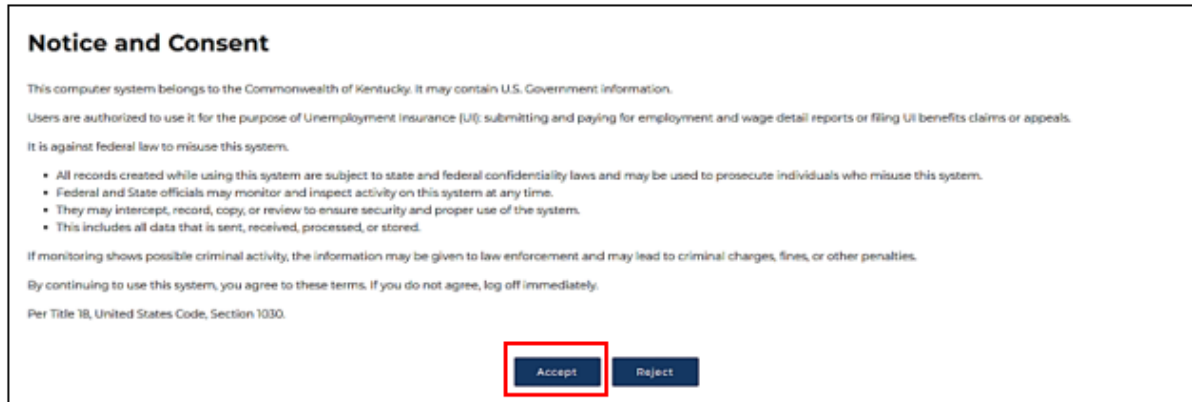
6. Enter the Code

On the next screen, **enter the code** provided by the MFA authenticator before clicking **Verify**.



7. Notice and Consent

Read and select **Accept** on the Notice and Consent screen. The user will then be directed to the **Register Agent/ Third-Party Administrator** screen to **begin the new TPA registration process**.



Notice and Consent

This computer system belongs to the Commonwealth of Kentucky. It may contain U.S. Government information.

Users are authorized to use it for the purpose of Unemployment Insurance (UI): submitting and paying for employment and wage detail reports or filing UI benefits claims or appeals.

It is against federal law to misuse this system.

- All records created while using this system are subject to state and federal confidentiality laws and may be used to prosecute individuals who misuse this system.
- Federal and State officials may monitor and inspect activity on this system at any time.
- They may intercept, record, copy, or review to ensure security and proper use of the system.
- This includes all data that is sent, received, processed, or stored.

If monitoring shows possible criminal activity, the information may be given to law enforcement and may lead to criminal charges, fines, or other penalties.

By continuing to use this system, you agree to these terms. If you do not agree, log off immediately.

Per Title 18, United States Code, Section 1030.

Accept **Reject**

New TPA Registration Process

8. Register Agent/Third-Party Administrator

On the **Register Agent/Third Party Administrator** screen, **enter** the TPA's associated information in the fields:

- TPA Name,
- Organization Type (Professional Employment Organization or Employer Representative),
- Address, Street, City, State, ZIP Code,
- County,
- Phone Number,
- Preferred Communication Method (Email or US Mail),
- Email Address.

Once all required fields have been entered, select **Next**.

Note: required information is indicated with a red asterisk *

Kentucky Unemployment Insurance Portal

New TPA Account Setup and Registration

Note: Once the TPA Administrator has established their account, they must add a secondary or backup TPA Administrator. A backup Administrator is essential to manage the account in the event the primary TPA Administrator is unavailable or cannot access the account for any reason. See [Inviting New TPA Users Job Aid](#) for the steps to add backup TPA Administrators and TPA Members.

Register Agent/Third Party Administrator

Complete this form to register as a Third Party Administrator (TPA). Once submitted, a TPA ID will be assigned. This will allow you, the TPA, to act on behalf of employers when they have granted you access rights. Provide your TPA ID to your clients. This will allow each of your clients to locate and assign you as an authorized user for select tax account functions. If you are not acting as a TPA for employers in KY but need to report wages for your business as an employer, you must register your business by completing an Employer Account Application with OUI and file wages for your employees under the company Kentucky Employer Identification Number.

TPA Name*

Organization Type*

Select One 

Address Line 1*

Enter Text

Address Line 2

Enter Text

City*

Enter Text

State*

Pick an option 

ZIP/Postal Code*

#####-####

☐ Is this an International Phone Number?

Phone Number*

(xxx) xxx-xxxx

Ext

Fax

(xxx) xxx-xxxx

Preferred Communication Method*

Email 

Email Address*

Re-enter Email Address*

Home

Next

9. Additional Address

On the **Additional Address** screen, select **Yes** or **No** to enter additional address details for the following address types: Physical Address, Claims Forms Address, Benefit Charging Address. Then, click **Next**.

Note: *If no Benefits Charging or Claims Form addresses are added, the correspondence will default to the Mailing Address. If Benefits or Claims information is managed at a different location, the **user must enter these addresses** at this step to ensure no critical correspondence is missing or misdirected. Select Yes to enter these addresses.*

Additional Address

You have the option of specifying additional addresses where certain types of correspondence will be sent. The additional address type options are

- Physical Address
- Claims Forms
- Benefit Charging

If any of the non-required address types do not have an entered address, that address will default to the mailing address.

Would you like to enter Physical Address Type?

☐ Yes ☒ No

Would you like to enter Claims Forms Address Type?

☐ Yes ☒ No

Would you like to enter Benefit Charging Address Type?

☐ Yes ☒ No

Home Previous **Next**

10. Confirm Third Party Administrator Information

On the **Confirm Third Party Administrator Information** screen, review the details of the TPA Registration for accuracy before clicking **Submit**.

If needed, click **Previous** to return to the previous screen and continue editing the details of the TPA Registration or **Print** to print a copy of the TPA Registration information.

Confirm Third Party Administrator Information

Review the following information. Select the Previous button to make any updates to the record. If no changes are required select the Submit button. Print this page for your own records.

TPA Name	AP TPA
Address Type	Mailing
Address	Addy, Lexington, KY, 40504, US
Phone	(859) 372-8444
Ext	N/A
Fax	N/A
Email	mail@gmail.com
Organization Type	Employer Representative
Initial User Information	
First Name	N/A
Last Name	N/A
Federal Employer Identification Number	
TPA FEIN	44-535453

Print Previous **Submit**

11. TPA ID Information

After clicking **Submit**, the **TPA ID** Information screen is displayed and alerts the user that the TPA has been successfully registered.

Review the details displayed on the screen and **be sure to record the TPA ID** for future reference.

Note: The TPA will need to provide the TPA ID to their employers.

Click **Home** to navigate to the **TPA Home** screen.

The screenshot displays the 'TPA ID Information' screen. At the top, it states 'You have successfully registered as a Third-Party Administrator in this system.' Below this, it says 'You will need to provide your TPA ID to employers to gain access to their assigned functions.' A table shows the user's email as 'S-Staff.User24@labids.dslab.ky.gov' and the TPA ID as '31172'. The TPA ID is highlighted with a red box. Below the table, it says 'Activation Complete' and 'Select the Home button to perform system functions, including the following'. A list of functions includes 'View existing account information' and 'Manage account'. At the bottom, there is a blue 'Home' button.

Email	TPA ID
S-Staff.User24@labids.dslab.ky.gov	31172

Activation Complete

Select the Home button to perform system functions, including the following

- View existing account information
- Manage account

Home

Following registration in KUIP, **TPAs can request authorization from their employer(s)** to perform specific actions on their account.

Employers will have fourteen (14) calendar days to reject or accept the authorization request before the requested access is granted to the TPA. After fourteen days, if the employer has not accepted the TPAs invitation, the TPA will be granted the requested access. Other roles would need to be approved by the employer before being granted.

See the **TPA: Associate Employers Job Aid** for details on this process.

Kentucky Unemployment Insurance Portal

New TPA Account Setup and Registration

12. TPA Registration Correspondence

Once the TPA account is registered, **TPA Registration Confirmation correspondence** should be available in KUIP beginning the day after registration.

Navigate to **Correspondence** in the Left Nav menu and select **View Correspondence**.

A list of available correspondence will populate in the **Search Results** area.

Select the **TPA Registration Confirmation Document ID** to open the correspondence in a new browser window.

Note: this correspondence lists the User ID (email) to log into KUIP and the TPA ID.

The screenshot shows the 'Correspondence Query' interface. On the left, a sidebar menu has 'Correspondence' and 'Tax Correspondence' highlighted. The main area is titled 'Correspondence Query' and contains a search bar, a 'Filter Search' dropdown set to 'All', and 'Reset' and 'Search' buttons. Below the search bar, there are checkboxes for 'Contains', 'Delivery Method', and 'Status'. The 'Search Results' section shows a table with one result. The table has columns: Document ID, KEIN, Employer Name, Correspondence Name, Delivery Method, Status, and Print Date. The single row shows Document ID 12429833, KEIN 0, Employer Name N/A, Correspondence Name TPA Registration Confirmation, Delivery Method Email, Status Pending, and Print Date N/A. There are 'Export to Excel' and 'Export to PDF' buttons above the table.

Document ID	KEIN	Employer Name	Correspondence Name	Delivery Method	Status	Print Date
12429833	0	N/A	TPA Registration Confirmation	Email	Pending	N/A

The screenshot shows a 'KENTUCKY EDUCATION AND LABOR CABINET' letterhead from the 'Office of Unemployment Insurance'. It includes the address 'PO Box 948, Frankfort, KY 40602-0948', phone '(502) 564-2272', and email 'UITax@ky.gov'. Below this, it identifies the recipient as a 'Your UI Solution Provider' at '500 Mero St, Frankfort, KY 40601'. A 'Mail Date: 06/29/2028' is noted. The main body is titled 'TPA REGISTRATION CONFIRMATION NOTICE' and states: 'You have registered as a Third Party Administrator (TPA) with the Kentucky Unemployment Insurance Portal (KUIP) and a TPA account has been established for you. Please maintain a copy of the following identifiers to access your account: User ID: [redacted]@gmail.com TPA ID: 10759'. It then explains that the employer will use the TPA ID to select the authorized representative. A list of categories for which the employer may choose the representative is provided: Benefit Charges, Contribution Payments, Employment & Wage Detail, Employer Account Maintenance, and Benefits and Claims. The notice concludes by stating that when selected as an authorized representative, the user will be granted online access to the employer account and will be able to perform functions assigned to them, with access occurring only after logging into the TPA account.

TPA REGISTRATION CONFIRMATION NOTICE

You have registered as a Third Party Administrator (TPA) with the Kentucky Unemployment Insurance Portal (KUIP) and a TPA account has been established for you. Please maintain a copy of the following identifiers to access your account:

User ID: [redacted]@gmail.com
TPA ID: 10759

In order for you to provide services on behalf of your clients, you must provide your TPA ID to the employer(s) that you represent. The employer, in turn, will use this identifier to select you as an authorized representative within their employer account.

The employer may choose you to represent them in one or more of the following categories:

- Benefit Charges
- Contribution Payments
- Employment & Wage Detail
- Employer Account Maintenance
- Benefits and Claims.

When selected as an authorized representative by an employer, you will be granted online access to the employer account and will be able to perform functions assigned to you. Access to employer accounts occurs only after logging into your TPA account.