



Connecticut Paid Leave

Session #3: Administrative Essentials

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Topics

- Registration vs. Enrollment
- Registration Process and *My Account for Business* portal
- Adding contacts to your account
- Contributions: Filing and Remittance
- Amended Returns
- Employer Claim Access
- Common issues
- Resources
- Contact Us

Registration vs. Enrollment

- Why do you still need to register?

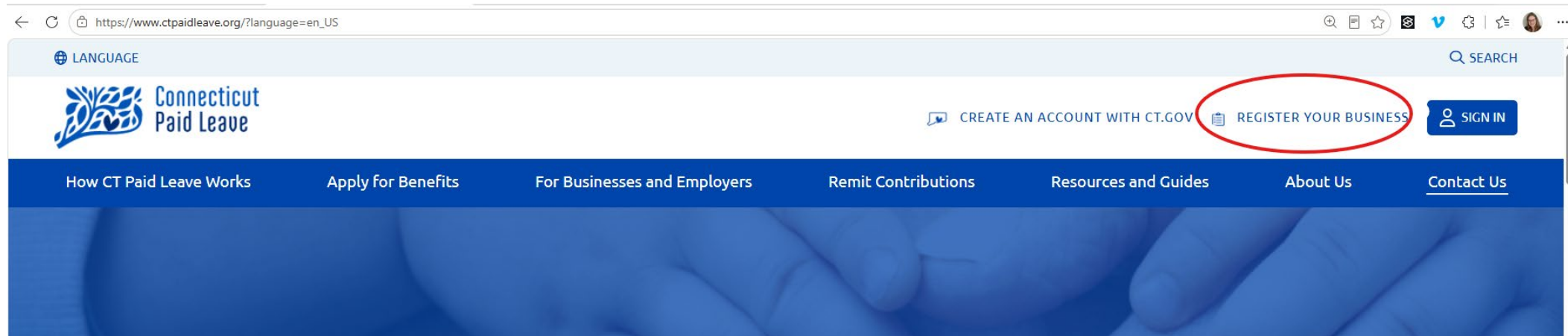
- To provide CT Paid Leave with up-to-date account and contact information
- To allow CT Paid Leave to speak with you regarding any questions regarding this account
- To enable you to submit and filings and contributions required
- To enable you to access information about the reporting and/or contributions that have been remitted on the business' behalf
- To address any penalties for non-compliance that may have been imposed,
- To sign up for access to data about your employees' claims

- If you use a TPA:

- They submit an enrollment file or a batch return to us, which creates only the shell of an account with minimal information

Registration

- Before you begin your registration with CT Paid Leave, you will need to create a CT.gov account
 - If you have an existing CT.gov account, you will need this username and password before starting the registration process
 - If you do not, you will need to create a CT.gov identity. Information for this process is in the drop down of the Resources and Guides
- Once the CT.gov account has been established, start at [ctpaidleave.org](https://www.ctpaidleave.org) and click on “Register Your Business” on the homepage.



Registration (continued)

- You will now be on the “How to Register as an Employer with CT Paid Leave” page. From here you will want to scroll down to “Prepare For Registration”. To open the registration form please click on REGISTER YOUR BUSINESS

You will be prompted to fill out information about yourself and the organization.

- Primary Business Contact Email Address & Contact Number
- NAICS Code
- Business FEIN
- Business Type
- Date you first had CT workers
- Number of CT employees
- Total annual payroll for CT employees
- Payroll frequency
- How will the organization remit contributions on behalf of employees

Prepare For Registration

Before registering your business, [create a CT.gov account](#). If you already have a CT.gov account, [SIGN IN](#).

Open the registration form

When you click the “Register Your Business” button below, the form will open in a new browser tab, enabling you to view the instructional video or follow the written instructions while completing the registration process.

REGISTER YOUR BUSINESS

Required to complete your registration

- [Federal Employer Identification Number \(FEIN\)](#)
- [North American Industry Classification System \(NAICS\)](#) code for your business
- Date you first had Connecticut Employees

Please be sure that when you get to “The business I am registering is a” section, you choose **“Employer with Connecticut-based employees”** from the drop down.

Registration – Continued

- If during the registration process you receive a message stating that your business was already registered with the CT Paid Leave Authority, this means that an employer contact has already registered for the FEIN you provided. **You will need the existing contact on the account to add you as a new contact.**
- If the person who is listed as the existing contact is no longer with the organization, you should submit a customer inquiry form on the Contact Us page at ctpaidleave.org informing us that you need to gain access to an account. We will need to provide an employer contact change form for completion.
 - The person requesting access to the account cannot be the person who completes this form. It will need to be completed by another individual within the organization.
- Add additional users: you should add **at least one additional** user on your account
 - New users are not automatically granted access – they will receive an email with instructions on how to complete their registration once you add them
- This will send them an email invitation link which they must complete to have access to the account. This link is valid for two weeks.

How to Access your *My Account for Business* Portal

The image displays two screenshots of the Connecticut Paid Leave website. The top screenshot shows the homepage with a navigation bar. In the top right corner, there is a 'SIGN IN' button circled in red. Below the navigation bar, there is a large blue banner with the text 'Welcome to CT Paid Leave'. The bottom screenshot shows the same homepage, but with the 'About Us' menu item in the navigation bar expanded. The 'My Account for Business' option is circled in red within this dropdown menu. Other options in the dropdown include 'Aflac Portal', 'Business Registration Portal', 'Resume Business Registrations', 'User Settings', and 'Sign Out'.

LANGUAGE SEARCH

Connecticut Paid Leave

CREATE AN ACCOUNT WITH CT.GOV REGISTER YOUR BUSINESS SIGN IN

How CT Paid Leave Works Apply for Benefits For Businesses and Employers Remit Contributions Resources and Guides About Us Contact Us

LANGUAGE SEARCH

Connecticut Paid Leave

REGISTER YOUR BUSINESS HELLO, ENID BARTELA

How CT Paid Leave Works Apply for Benefits For Businesses and Employers Remit Contributions Resources and Guides About Us

Aflac Portal
My Account for Business
Business Registration Portal
Resume Business Registrations
User Settings
Sign Out

Welcome to CT Paid Leave

My Account for Business Portal

Accounts Inquiries Contact Info

 My Accounts

NAME	FEIN NUMBER	START DATE	END DATE
Joe's Sandwiches		2023-09-01	File + Pay
Enid's Taxes	12-5632598	2023-09-06	
Tax Services	25-6396325	2023-09-06	File + Pay

- Any registered businesses for which you are a contact will appear here
- Click on the business name to open details

My Account for Business Portal (continued)

 **Joe's Sandwiches**

Registration Number:
000291746

FEIN Number:

DBA:

[Return to My Account](#)

Account Info

Contacts

Inquiries

Private Plan

Payment Methods

Outstanding Items

Claims

▼ Account Information

Account Name

Joe's Sandwiches

DBA

Federal EIN

CTPL Registration ID

000291746

Type

Sole Proprietorship

Other Business Type

Phone

Business Email

Primary Business Activity

deli

▼ Business Information

Opt In Employer

✓

NAICS Code

12365

TIN

Employee Size Range

0

Payroll Frequency

Weekly

Payment Remitter

Myself and/or my company admin

Last 4 SSN

5555

 **Filing History¹** [File + Pay](#)

If you do not see your most recent invoice, please refresh this page.

[View status definitions.](#) [Refresh](#)

If you would like to amend your return, please view the [Guide to Amended Returns in the Online Portal](#).

NAME	STATUS	AMOUNT	FILING PERIOD START DATE	FILING PERIOD END DATE	REPORTING QUARTER	REPORTING YEAR	PROCESSED DATE
INV-00515625	Complete	\$75.00	Apr 1, 2023	Jun 30, 2023	2	2023	Sep 1, 2023

 **Return Filing & Payment Summary**

This will provide a summary of your return filings and payments by quarter. For detailed information on your return filings and payments, please review your filing history above. This summary does not indicate periods of liability for your account, but rather just reflects all reporting periods since the inception of CT Paid Leave. This filing history/invoice status will continue to populate even if your account has been closed with CTPL, and prior to your liability if you became liable after Q1 2021.

You may confirm your account status with CTPL by reviewing the business status field under the CT Business Information section under the Account Info. If you have any questions regarding the amount reported or amount paid for each quarter, or regarding your liability periods, please visit our [Contact Us](#) page to submit an inquiry by selecting the contact reason of Help with Contribution Payments/Reporting. When submitting your inquiry, provide the reporting quarter and year so that we can expedite your request.

[Refresh](#)

REPORTING YEAR	REPORTING QUARTER	TOTAL AMOUNT REPORTED	TOTAL AMOUNT PAID	TOTAL PENDING PAYMENTS	TOTAL REPORTED BALANCE ¹ DUE
2026	3	No Return	\$0.00	\$0.00	No Return

- Business details (i.e. account info) and filing history (contributions reported/paid) can be found here
- Fields with a pencil icon can be edited

My Account for Business Portal (continued)

Joe's Sandwiches

Registration Number: 000291746 FEIN Number: DBA:

[Return to My Account](#)

Account Info **Contacts** Inquiries Private Plan Payment Methods Outstanding Items Claims

Account Contacts

ACCOUNT NAME	ROLE	OTHER ROLE	ACTIVE	INVITEE
Sarah Smith	Other	HR/benefits manager	No	Yes
Josie Smith	Partner		No	Yes
Enid Bartela	Owner		Yes	No

+ Add User

- **Contacts** can be added from the portal. Click **Add User** to invite a new contact
- You can also use the tabs to navigate to **Inquiries** (submitted through the Contact Us page at ctpaidleave.org, or you can send a question directly through the portal)
- If you have applied for a private plan or have been approved for one, the corresponding info will show under the **Private Plan** tab
- Saved payment methods can be added or edited with **Payment Methods**
- **Outstanding Items** will show any overdue quarters
- **Claims** will show limited employee claim data if you have applied for this and been granted access

Contributions

- Contributions are 0.5% of total wages up to the Social Security Contribution limit
- Total wages means salary or hourly wages, vacation pay, holiday pay, tips, commissions, severance pay, and cash value of any “in kind” payments and exclude any benefits that are excluded for purposes of calculating FICA taxable wages
- Employers may not deduct more than the 0.5% statutory contribution amount
- Quarterly filings and contributions if applicable are due on the last day of the calendar month of each quarter; however, if contributions are paid by the last day of the grace period, they will be considered timely
 - **First Quarter (Jan.- Mar.): grace period ends April 30**
 - **Second Quarter (Apr.-Jun.): grace period ends July 31**
 - **Third Quarter (Jul.-Sept.): grace period ends October 31**
 - **Fourth Quarter (Oct.- Dec.): grace period ends January 31**
- Contributions may be remitted through the ***My Account for Business*** portal (online payment process) or via batch process

Filing and Remittance

- There are two pieces to compliance: filing and remittance
 - Return Filing:
 - You must report total subject earnings for the pay period or income/revenue period and number of workers whose wages are being reported
 - If you have no subject earnings to report, you must submit a \$0 wage statement to avoid penalties
 - Contribution remittance:
 - Contribution amount will be calculated based on the information supplied for subject earnings
 - If filing and/or remitting past the end of the grace period, penalty and interest will be calculated as well
 - If a TPA files and remits on your behalf, it is still ultimately the employer's responsibility to ensure it was done correctly. Interest or penalties for late payments will be assessed against the employer.

Filing and Remittance (continued)

Confirm that your filing has been received by logging into My Account for Business and verifying that your filing history includes both an invoice in the COMPLETED status and payment in the COMPLETED status for the relevant quarter.

If the status of the filing is not complete you do not see it:

- If your account is service by a TPA you will want to reach out to the TPA
- If you had previously submitted the reporting yourself, submit a customer inquiry form on our website.

 **Filing History**

[View status definitions.](#)

[File + Pay](#)

[Refresh](#)

If you do not see your most recent invoice, please refresh this page.

If you would like to amend your return, please view the [Guide to Amended Returns in the Online Portal](#).

NAME	STATUS	AMOUNT	FILING PERIOD START DATE	FILING PERIOD END DATE	REPORTING QUARTER	REPORTING YEAR	PROCESSED DATE
INV-00834923	Complete	\$0.00	Jan 1, 2024	Mar 31, 2024	1	2024	Aug 11, 2025
INV-00826451	Failed	\$625.00	Apr 1, 2023	Jun 30, 2023	2	2023	Oct 18, 2024
INV-00202843	Complete	\$1,000.00	Jan 1, 2023	Mar 31, 2023	1	2023	May 25, 2023

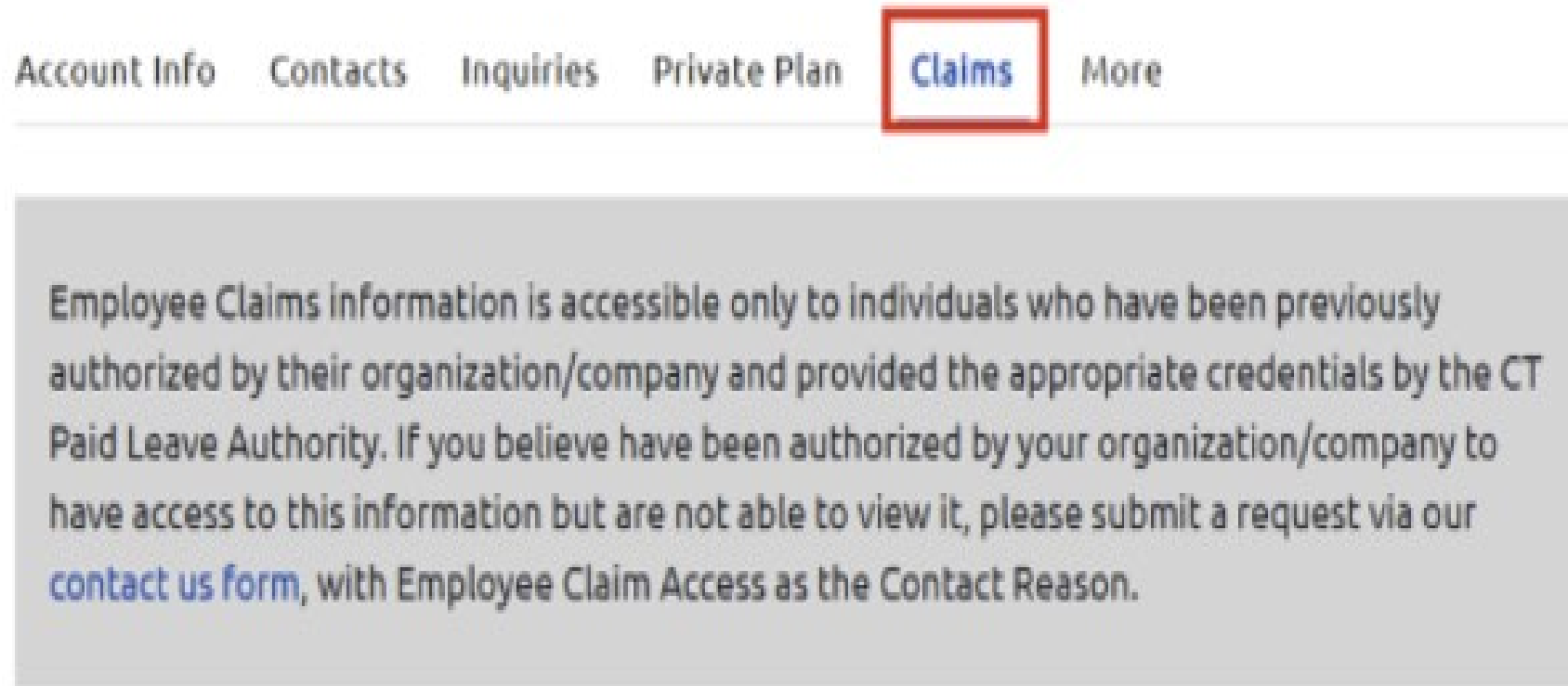
Amended Returns

- If you need to make changes to a previously submitted return file, you can do so through the My Account for Business portal
 - Changes you can make with amended returns: reported wages, contribution amount, employee counts

The screenshot displays the 'My Account for Business' portal. The left sidebar contains sections for 'Information', 'Filing Dates', and 'Reported Wages'. The main content area is divided into two columns. The top column shows 'Invoice Name: INV-01845387', 'Pay Period Start Date: 2023-01-01', 'Pay Period End Date: 2023-03-31', and a 'Return to Account' link. The bottom column is titled 'Amend Your Return' and features a red-bordered button labeled 'File Amended Return'. Below this button, there is a section for 'Changes which can be submitted include:' with a list of options: 'Changes to employee counts', 'Changes to reported wages', and 'Changes to reported contributions'. The right sidebar contains a 'Payment History' section with a table of transactions.

NAME	AMOUNT	TRANSACTION TYPE	TRANSACTION STATUS	ORIGINAL PAYMENT	PROCESSED DATE	ACTION NEEDED
TR-1502518	\$50.00	Unpaid	Open			Pay Now
TR-1502517	\$50.00	Payment	Completed		OCT 6, 2023	No Action Required

Employer Access to Claim View



What Information is Offered With Claim View Access?

What is offered with Claim View?

- ✓ Employee name
- ✓ Claim number
- ✓ Date of approval or denial
- ✓ Weekly benefit amount
- ✓ Claim decisions within the past 12 months

What is **not** offered with Claim View?

- ☐ The ability to complete and/or submit an Employment Verification Form (ERV)
- ☐ The ability to see any pending claims
- ☐ The reason for the claim
- ☐ Medical documents or certifications
- ☐ Approval or Denial letters
- ☐ The ability to track for FMLA purposes

Employer Claim Information Access Application

The wages an employer reports to the Unemployment Insurance program are typically not the same as the wages they report to CT Paid Leave



Claim Information Access Application

What information IS available with access?

- ✓ Approved or denied claim case number
- ✓ Employee's name
- ✓ Dates of claim approval or denial
- ✓ Weekly benefit amount

What information is NOT available with access?

- Recently filed claims that are still pending
- The reason for the claim
- Medical documents or certification
- Approval or denial letters

Instructions

Complete the information below to obtain claim information access. Only applicants who are authorized as a contact AND have completed their CTPL registration (a two-step process) can be approved. If you need to change the contact for an existing account, a separate Employer Contact Change Request form has been provided.

All areas shaded in grey below, and a dated signature at the bottom of the page, are required for approval. We require one form for each contact and for each employer.

Name of Individual who will be Granted Claim Information Access			
Employer		FEIN	
Address		Phone	
Email		Job Title	
Confirm	I have completed my registration by logging into my CTPL account and adding my business phone & address: ☐ (check box)		

Wage Reporting

The following table requests gross wages that were reported to both the CT Department of Labor (DOL) and the CT Paid Leave Authority for the two most recently completed quarters. Please enter the CT DOL total wages report for the purposes of the Unemployment Insurance program in the middle column. These wages are commonly found on the DOL's Form UC-2, Line . Please enter the wages reported for CTPL in the right column. The figures in each column do not typically match.

Quarter Reported	CT DOL Wages Reported	CTPL Wages Reported
	\$	\$
	\$	\$

If you are uncertain of the amount to be reported for either section above, please consult with your Payroll Department or your Payroll Third-Party Administrator. The amounts provided must match the records exactly before approval. Rounded figures cannot be accepted.

Please sign and date below acknowledging your attestation to the terms below:

The Connecticut Paid Leave Act requires employees to notify their employer of their intent to take paid leave (Conn. Gen. Stat. §31-49g(c)(1)) and requires employers to coordinate employer-provided benefits with the benefits provided by CT Paid Leave (Conn. Gen. Stat. §31-49g(f)). In consideration of those requirements, the registered user of the CT Paid Leave Employer Portal will have access to personal identifiable information. By personally identifiable information ("PII"), we mean any information that could reasonably be used to identify an employee or former employee, including employee's name, date of birth, gender, CT Paid Leave benefit amounts, approval dates of leave, or any combination of information that could be used to identify employee.

I hereby expressly attest that I have permission on behalf of the registered account to access the information on the Employer Portal. I shall not access information on the Employer Portal without a proper business purpose. I shall only use the information obtained from the Employer Portal for legitimate business purposes and shall refrain from using, publishing, or disclosing such information in a manner that is contrary to such purposes or which would compromise the security or confidentiality of the employees' PII.

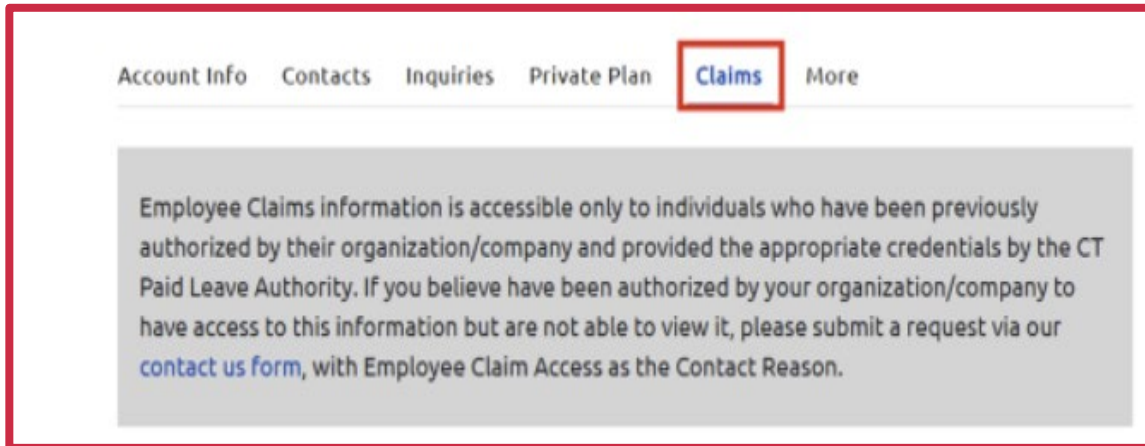
Signature/Attestation: _____

Date: _____

Employer Claim Access Request Process

- You can only request access to claim information if you have completed both steps of your account registration
- The case must be in the applicant's name only, multiple individuals cannot submit an application under one case
- We are providing access to confidential information, so we need to have safeguards in place to ensure that only those authorized to see the information have access to it. Our verification process is meant to balance accessibility and confidentiality and mirrors what other states require to access this type of data
- Submit your request by completing a form through the Contact Us page of our website by selecting "Employer Request for Access to Employee Claim Data" as the contact reason
- We will provide 2 forms for you to complete, the second form is needed **only** if you need to make registration corrections:
 - **Claim Access Employer Attestation form.** This form is used to request access to your employees' claim information and requires you to provide wage data that you have already provided to the CT Department of Labor (DOL).
 - **Employer Request Contact Change form (only if needed).** This form should be completed if the organization does not have a contact on the account, or if the existing contact no longer works for the organization. If you are already an authorized contact on the account, you do not need to complete this form.
- Complete the form(s) and return them to us by replying to the original email and attaching them. We will reach out once we review to see if additional info is needed.

Location of Claim Information



Account Info Contacts Inquiries Private Plan **Claims** More

Employee Claims information is accessible only to individuals who have been previously authorized by their organization/company and provided the appropriate credentials by the CT Paid Leave Authority. If you believe have been authorized by your organization/company to have access to this information but are not able to view it, please submit a request via our [contact us form](#), with Employee Claim Access as the Contact Reason.

- ✓ The gray box with instructions on how to get access to claims will always be visible. Scroll past the instructions to view the benefit claim information.
- ✓ It may take up to 30 minutes for the access rights to propagate our system after you receive your approval confirmation.
- ✓ You will see claims for which a claim decision of approved, denied or exhausted has been made within the last 12 months. You will not see new/pending claims.



 Employee Claims (Case Number)  [Export Claim Data](#)

CLAIM CASE NUMBER	FIRST NAME	LAST NAME	CLAIM DECISION	CLAIM START DATE	CLAIM END DATE
68093376	Test	Contact #2	Approved	Mar 29, 2024	May 17, 2024
84781233	Test	Contact #1	Exhausted	Jan 4, 2024	Jul 11, 2024

Common Issues

REGISTRATION

- The person listed as the contact on your account has left the organization.
- The wrong account type was selected during the registration process.
- You may have received a letter from us requesting that you register your business, but you no longer have CT employees.

CONTRIBUTIONS

- There has been a change in your previously reported contributions remitted to CT Paid Leave (paid too much or paid too little).
- You received a notice of penalty/interest due.

CLAIM VIEW ACCESS

- You don't know where to find, or do not have access to, the wage data required on the CT Paid Leave **Claim Access Employer Attestation form**.
- You are unsure how to complete the second step of the CT Paid Leave registration process.
- Why can't I see an employee's claim when I know it's been submitted?
- We submitted several applications together but only one of us was approved?
- My business is registered accurately but my application was rejected due to lack of registration.

Resources

- On the “Resources and Guides” page of our site, click on the “Employers” tab
 - If you are unable to find what you're looking for, please submit a Contact Us case

The screenshot displays the Connecticut Paid Leave website. At the top, there is a navigation bar with links for 'How CT Paid Leave Works', 'Apply for Benefits', 'For Businesses and Employers', 'Remit Contributions', 'Resources and Guides' (highlighted with a red circle), 'About Us', and 'Contact Us'. Below the navigation bar, a dropdown menu for 'Resources and Guides' is open, showing options like 'Board & Committee Meetings', 'Webinars and Events', 'Frequently Asked Questions', 'Paid Leave Podcast', and 'Paid Leave Spotlight'. The main content area features a large banner with the text 'Welcome to CT Paid Leave' and 'Providing peace of mind and support for workers'. Below the banner, there is a breadcrumb trail: 'Home > Resources and Guides'. A secondary navigation bar contains tabs for 'Workers', 'Employers' (highlighted with an orange box), 'Sole Proprietors/Self-employed', 'Third-Party Administrators', and 'Private Plans'. The 'Employers' tab leads to a section titled 'Employer Resources and Documents', which contains six downloadable PDF documents: 'Employer Fact Sheet' (165.1 KB), 'CT Paid Leave and CT FMLA' (196.1 KB), 'CT Paid Leave Infographic' (122.8 KB), 'FAQs for Schools' (206.3 KB), 'Employee Claim Data FAQs' (268.1 KB), and 'Employment Verification Form' (845.9 KB). Each document has a download icon.

CT Paid Leave “Contact Us” Feature

- Answers to many common questions can be found on this page through our self-help feature
- If you can't find the guidance you need, complete the Contact Us form
- Our team of contact specialists is monitoring incoming messages and are available Mon-Fri 8am-5pm
- You can request a phone call – simply select "Phone" under "Best way to reach you"
- Provide as much detail as possible in the "How can we help you" field
- Our CT Paid Leave Aflac staff is available 8AM -8PM
- Can provide a verified employer information such as the leave dates that have been requested, the claim determination, if a pending claim exists, send a determination letter and assist with ERV questions
- If an employer would like to assist their employee with their claim they may call in together at which time assistance can be provided following a verification process.

What do you need help with today?

Which of the following most accurately describes you?

I am an employer.

What do you need help with?

Please select an option



Connecticut
Paid Leave

Thank You