DVR Employer of Record (EOR) - InfoStride/UnifyGov

Service Provider User Guide

A practical guide to I/TW documentation, consumer onboarding, and timesheet management.

This guide contains the following sections:

1. General Information
2. Service Provider Account Setup & Management
3. Submitting a New I/TW and Purchase Order
4. Time Entry and Approval
5. Employees (Consumers)
6. Consumer Onboarding
7. Consumer Portal Dashboard
8. Consumer Time Entry
9. Other Resources

General Information

Purpose of This Guide

This guide provides DVR Service Providers with step-by-step instructions for using the InfoStride/UnifyGov system to submit Internship/Temporary Work (I/TW), support consumer onboarding, and review and approve consumer timesheets. It focuses on the provider-facing workflow and highlights important steps, requirements, and responsibilities. It also describes key parts of the consumer-facing experience to help Service Providers understand the process and assist consumers as needed.

About the EOR System

InfoStride serves as the Employer of Record (EOR) for DVR services, including I/TW, and when applicable, On-the-Job Assessment (OJA). The system supports the submission and review of I/TW documentation and related employment and payroll processes. Service Providers continue to be responsible for following DVR service requirements and monitoring authorized service hours.

InfoStride provides these services through its **UnifyGov** platform, which is designed by InfoStride to support government agencies such as DVR. As a result, Service Providers and consumers will see the name UnifyGov in the online portal, system notifications, and related communications coming from InfoStride. Throughout DVR communications, you may see references to InfoStride, UnifyGov, or both, in connection with EOR services.

Using This Guide

Follow the steps in each section to complete the applicable task. Screenshots are intended to help identify system pages, fields, buttons, and menus. System features and procedures may change over

time, so screens may not always look exactly as shown. Refer to the available InfoStride/UnifyGov support resources when clarification or assistance is needed.

Additional System Resources

The InfoStride/UnifyGov DVR webpage also includes user guides, along with tutorial videos and other materials to help users navigate the system. Review these resources when getting started or when you need assistance with a system task.

InfoStride/UnifyGov also offers a mobile app through the Apple App Store and Google Play Store.

Service Provider Account Setup & Management

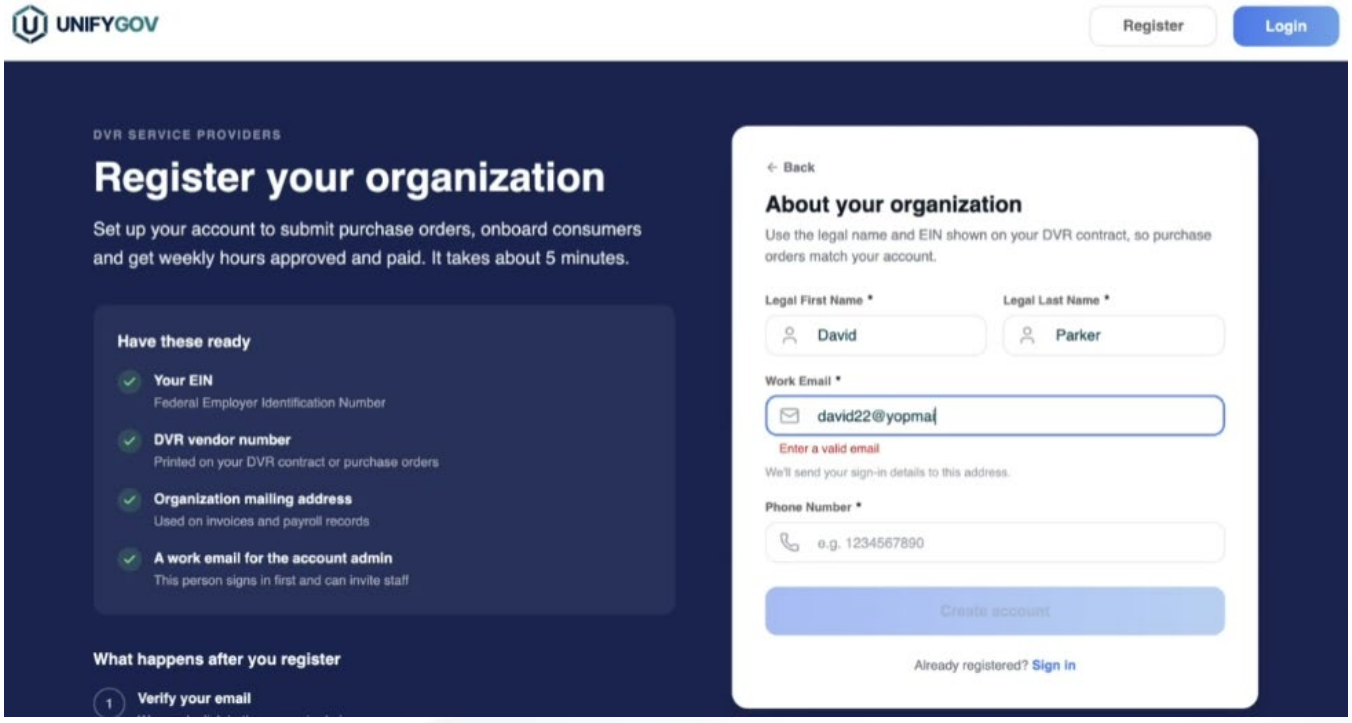
Service Providers must create an account to access the InfoStride/UnifyGov system.

Important: Only one designated person per provider organization should complete initial registration using the registration link below. This person will serve as the provider organization's designated account administrator.

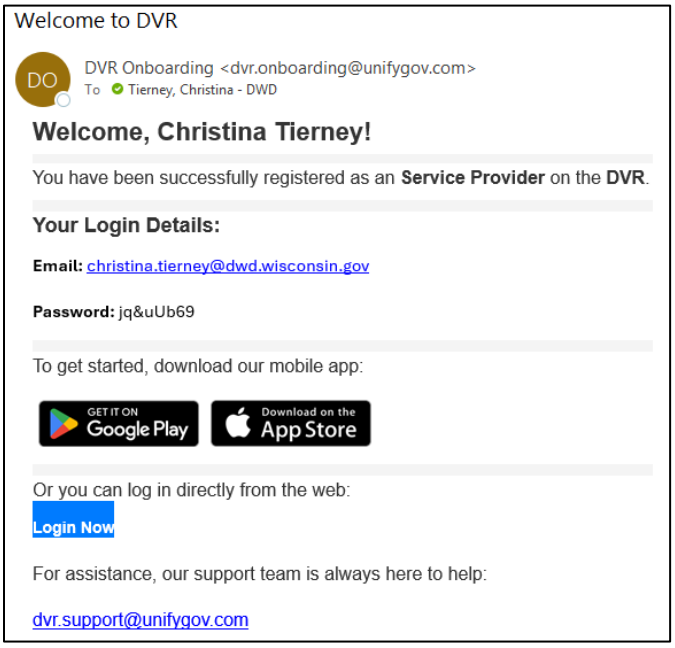
Additional staff who need system access should be added by the designated account administrator through the **Manage Approvers** page. They should not register separately using the registration link.

Initial Account Setup

1. Navigate to the InfoStride/UnifyGov system at: https://dvrportal.unifygov.com
2. Select **Register.**
3. On the **Register Your Organization** page, enter your first name, last name, work email address, and phone number. Select **Create Account** to submit your registration.



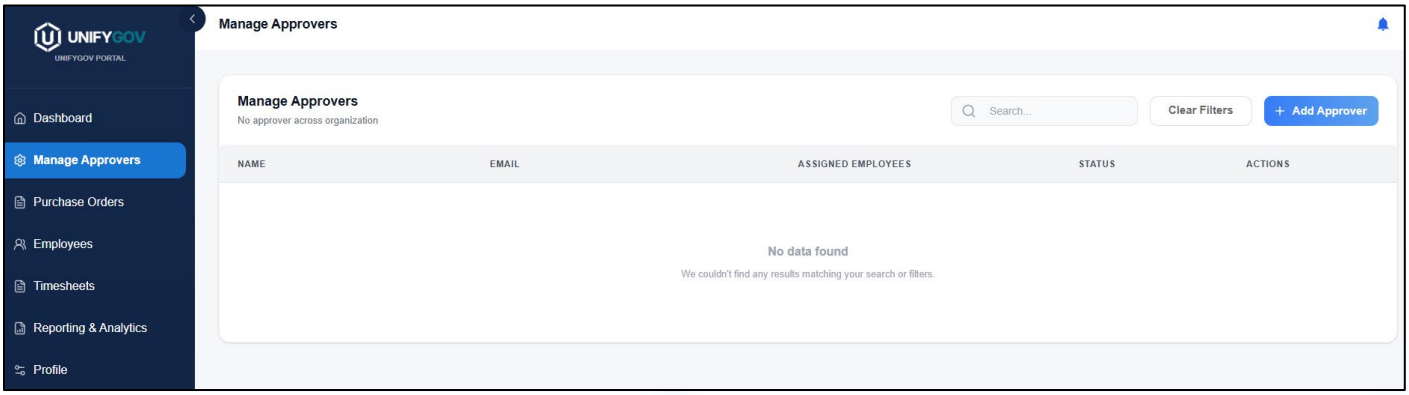
4. Check the email address you provided for a welcome email containing your initial login password.
5. Return to the InfoStride/UnifyGov system and sign in using the credentials provided.
6. Check your email for a multi-factor authentication (MFA) code. Enter the code to complete sign-in.
7. After signing in, you may reset your password if desired.

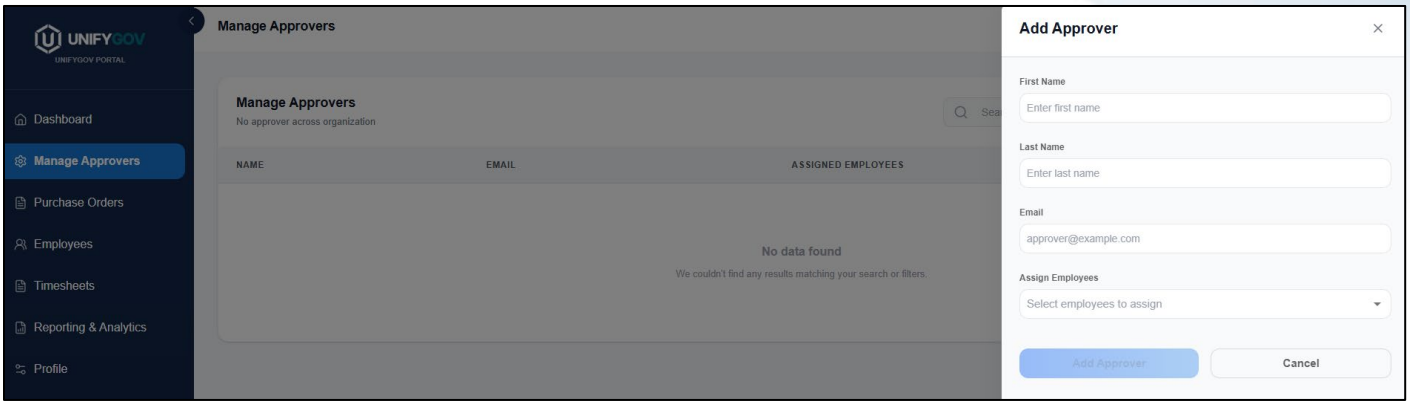


Adding Staff

After completing the initial account setup, the designated account administrator can add additional provider staff who need system access through the **Manage Approvers** page.

1. Navigate to the **Manage Approvers** page.
2. Select **Add Approver**.
3. Enter the staff member's first name, last name, and work email address, then select **Add Approver**.





4. The staff member will then receive a welcome email to complete their account setup. They should follow the instructions in the email to sign in, using the password provided in the welcome email, and complete MFA authentication, as described in the Initial Account Setup section.

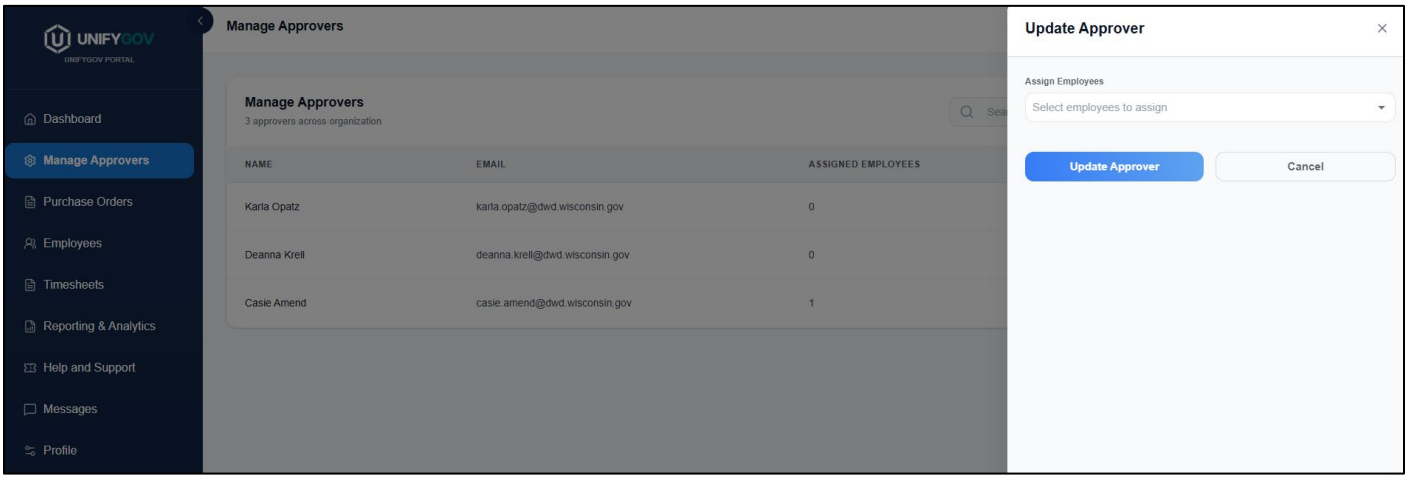
Each staff member should use their own account credentials when accessing the system.

Managing Staff Access

The designated account administrator is responsible for keeping staff access up to date.

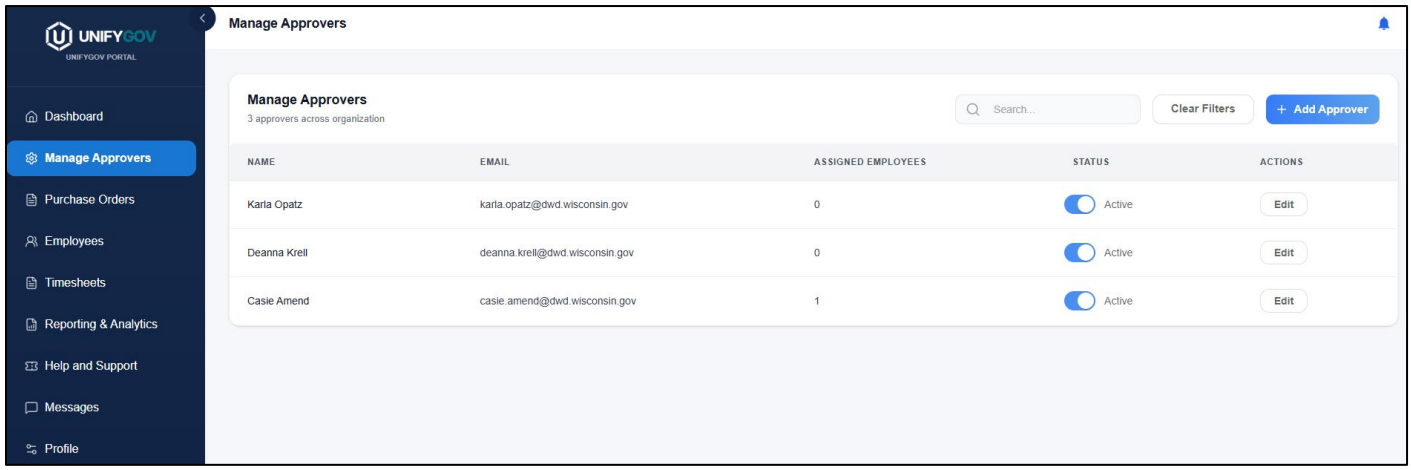
Reviewing and Updating Approver Assignments:

- Select Edit next to an approver's name to view and update their consumer/employee assignments. These assignments determine which consumer timesheets the approver can access.
- Approvers can be assigned to specific consumers, or they can have access to all consumers in the system for your organization. If no consumers are specifically assigned to an approver, they will have access to all consumers by default.



Inactivating Staff Accounts:

- If a staff member no longer works for your organization or no longer needs access to the system, the designated account administrator should inactivate their account by changing the staff member's status from **Active** to **Inactive** using the toggle button in the Status column.

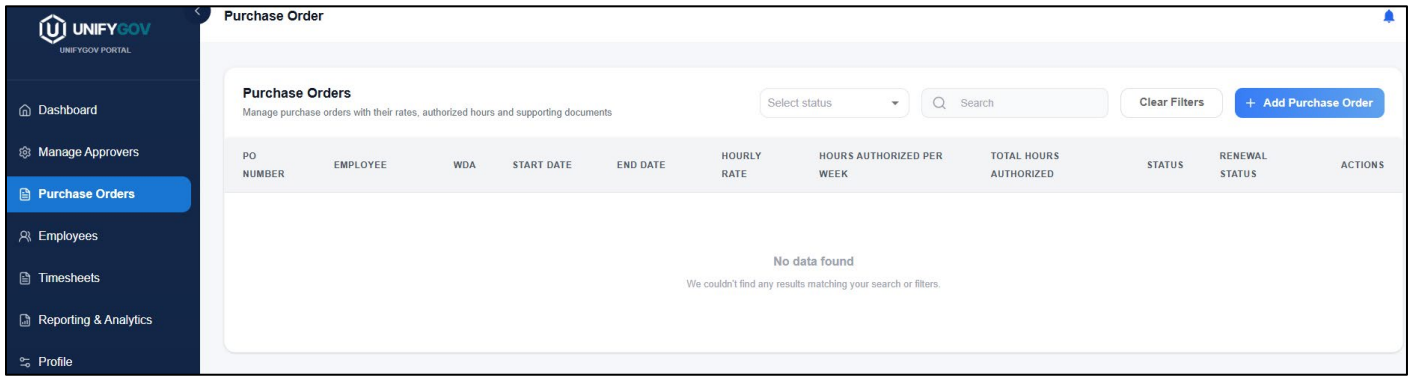


Submitting a New I/TW and Purchase Order (PO)

Step 1: Navigate to Purchase Orders

After signing in to the InfoStride/UnifyGov system, select **Purchase Orders** from the navigation menu on the left side of the screen.

Select **Add Purchase Order** in the upper-right corner.

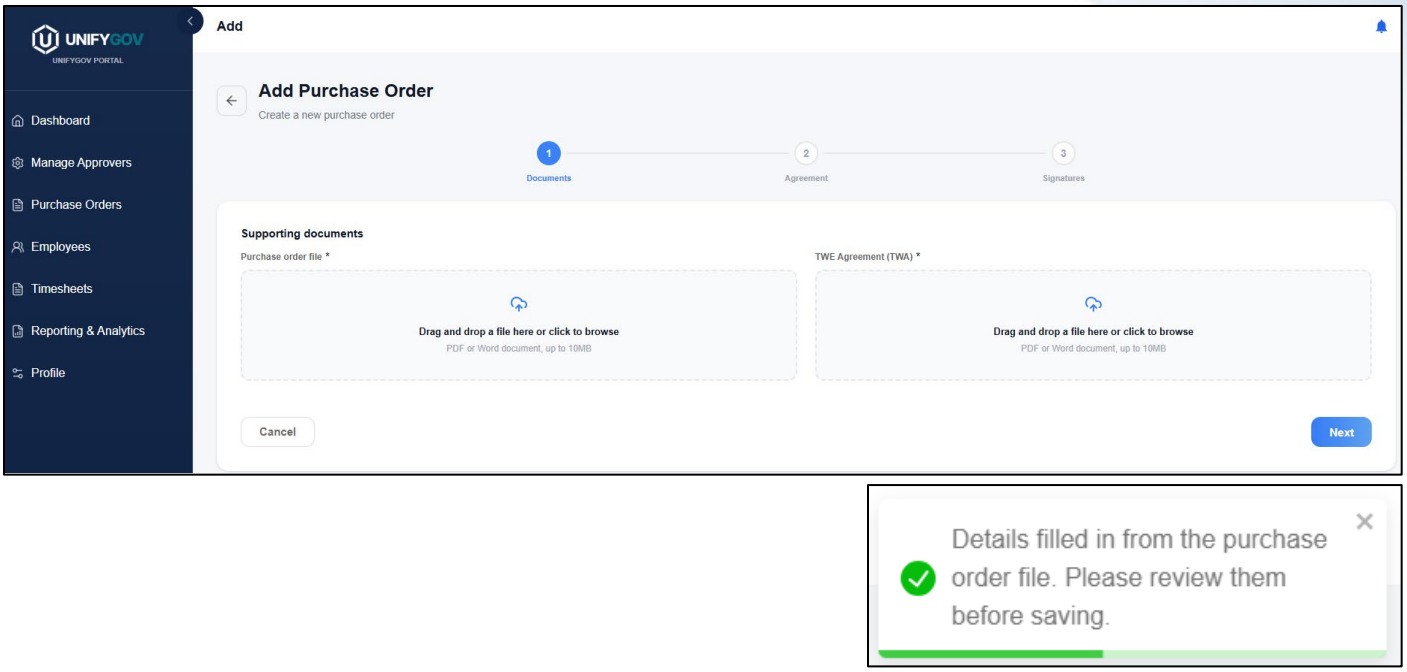


Step 2: Upload the Required Documents

On the **Add Purchase Order** screen, upload both required documents:

1. Purchase Order (PO)
2. I/TW Agreement (also referred to as the TWE Agreement or TWA)

Upload each document in its corresponding upload field. The system reads the uploaded documents and uses the information to populate the next screen.



Step 3: Review the Consumer and I/TW Information

After uploading both documents, select **Next** to proceed to the next screen. The system automatically populates the consumer and I/TW information using the uploaded documents.

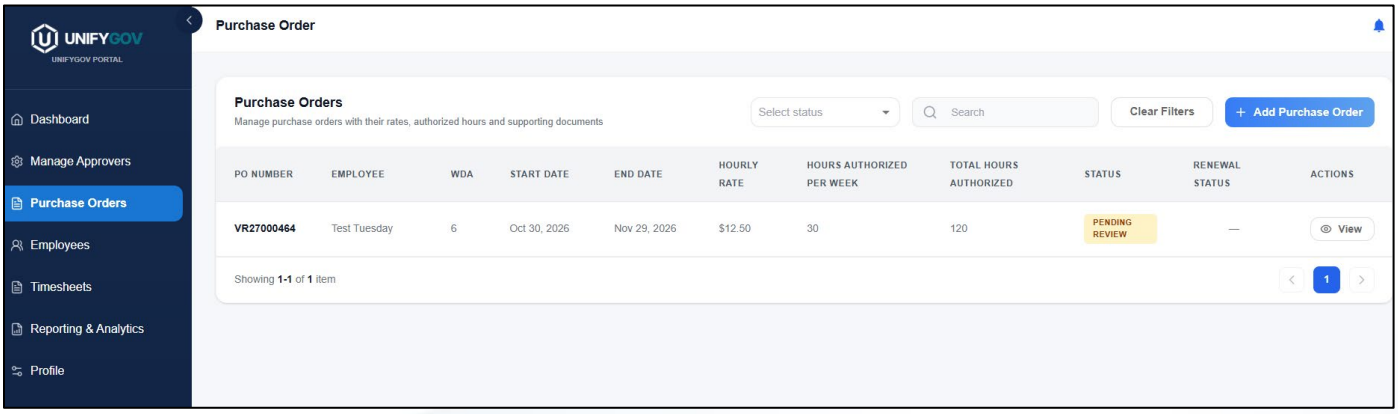
Review the information carefully to ensure it is complete and accurate. The screen includes information such as the consumer's name and contact information, the I/TW work site location and schedule, and other details from the I/TW Agreement.

Important: The consumer's email address is a required field. However, it is not currently included on the I/TW Agreement, so it will need to be entered into the designated field on this screen.

Step 4: Submit the Purchase Order

Once you have reviewed the information and completed all required fields, select **Update** to submit the Purchase Order and I/TW Agreement for review.

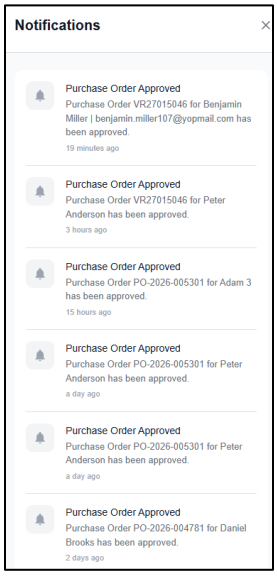
The system will then return to the **Purchase Orders** screen. The status field should indicate that the submission is **Pending Review**.



Step 5: Review the Submission Status

After the submission is reviewed by InfoStride, the system will update to reflect its status. Once an I/TW submission is approved, the Service Provider and the designated DVR staff will receive email notifications. An in-system notification will also indicate the approval.



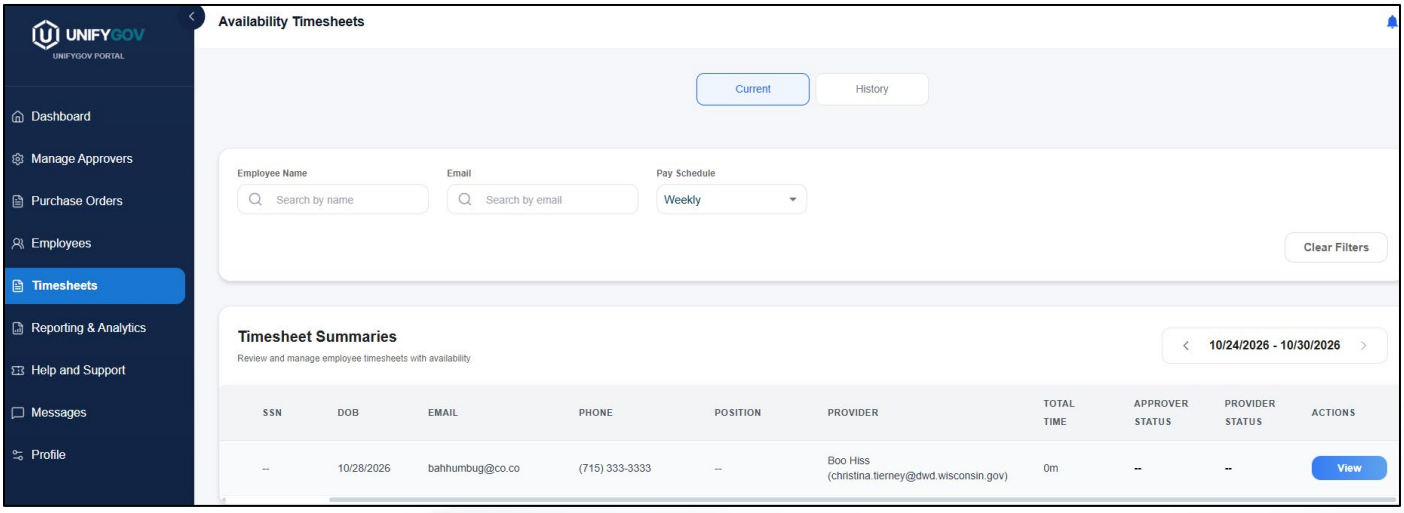


Following approval, the consumer will receive an email with instructions to begin the onboarding process. See **Consumer Onboarding** for more details on this process.

Time Entry & Approval

Viewing Timesheets

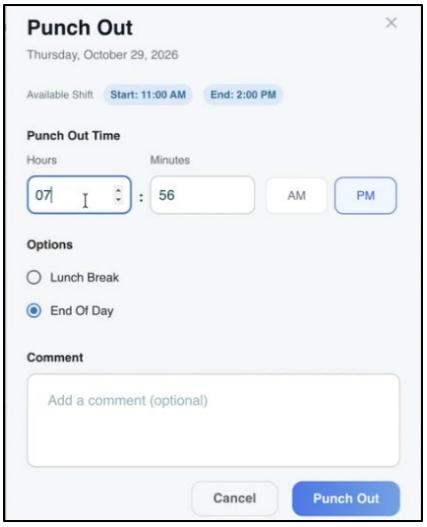
Select **Timesheets** from the left navigation menu to view timesheet information for consumers associated with your Service Provider account. This page includes options to search by consumer name or email address, view current or historical timesheet records, and review timesheet summaries by week. The page should default to the current payroll period.



Reviewing a Consumer's Timesheet

To access a consumer's timesheet, locate the applicable consumer/employee and select **View**. After selecting **View**, the consumer's timesheet will appear for the applicable pay period. If the consumer has entered time, those entries will appear in the timesheet.

Consumers can record their work time by selecting **Punch In** or **Punch Out**. When punching out, consumers can indicate if they are ending their shift for the day or taking a lunch break. If they select lunch break, they must punch back in and punch out again to record the remainder of the shift.



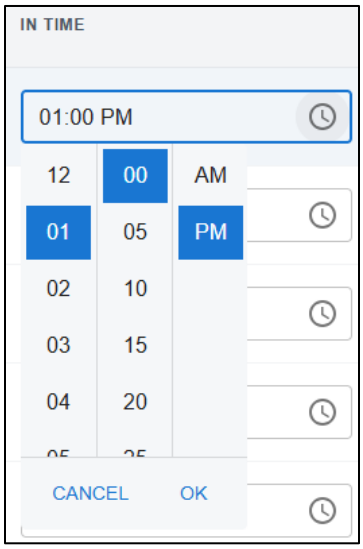
Important: Consumers can enter time only within the scheduled shifts established in the I/TW Agreement. If a consumer works outside their scheduled shift, they should use the available comment field to explain the circumstances. Service Providers can review the comment and enter or edit the time as needed to accurately reflect the hours worked.

Entering or Editing Time

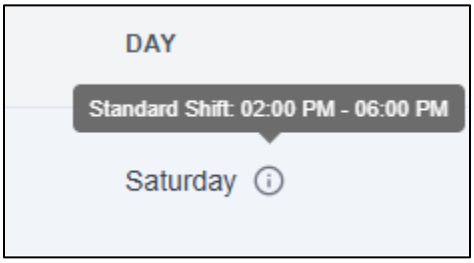
Service Providers can edit or enter time directly in a consumer's timesheet, including time outside the scheduled days or shifts listed on the I/TW Agreement.

To enter or edit time:

1. Open the consumer's timesheet by selecting **View** for the applicable consumer on the Timesheets page.
2. Locate the applicable day and enter the **In Time** (start of shift) and **Out Time** (end of shift) in the corresponding fields.
3. Enter the hour, minute, and AM/PM values directly, or select the clock icon beside the time field to choose the values from the available scrolling selectors.
4. Review the entries for accuracy before saving.



The timesheet also includes an information icon ⓘ beside each day. Hover over the icon to view the established shift for that day, if one is established. The information may indicate a standard shift with its scheduled hours or that no shift is scheduled.



Use this information to help review the consumer's recorded time. If a consumer has a flexible or variable work schedule, Service Provider may enter or edit the hours on the consumer's behalf to reflect the days and times actually worked, while ensuring the hours remain within the consumer's authorized work hours.

Saving Changes

After entering or editing time, select **Save Changes** at the bottom of the timesheet. A confirmation window will appear asking whether you want to save the changes. Select **Confirm** to save or **Cancel** to return to the timesheet without confirming the save.

After confirming, the system returns to the Timesheets Summaries page. To review the saved changes, select **View** for the consumer again. The timesheet will now display the calculated **Total Time** for each day with time entered and saved.

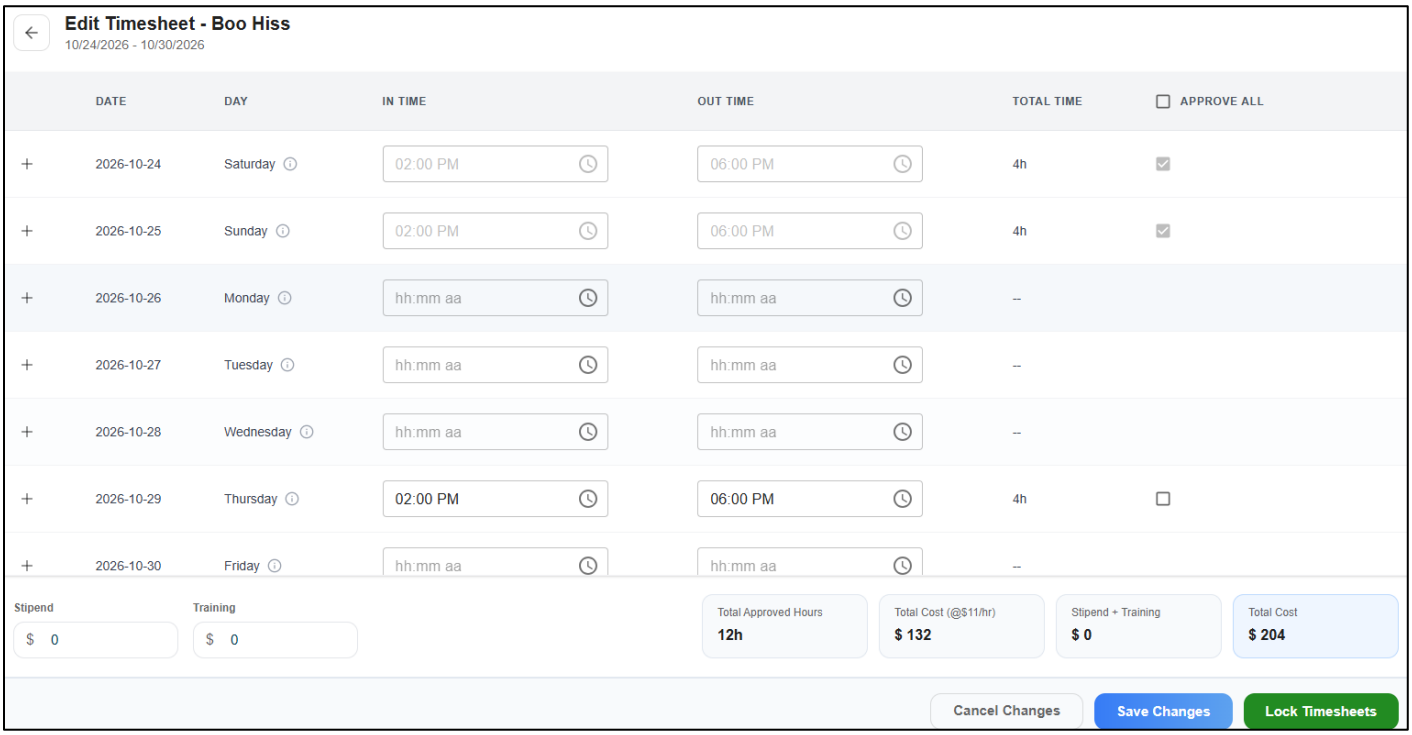
Approving Timesheets

Service Providers are responsible for reviewing and approving each individual consumer's timesheet by the weekly deadline. Providers can save a timesheet and return to approve it later or save and approve it during the same session.

To approve a consumer's timesheet:

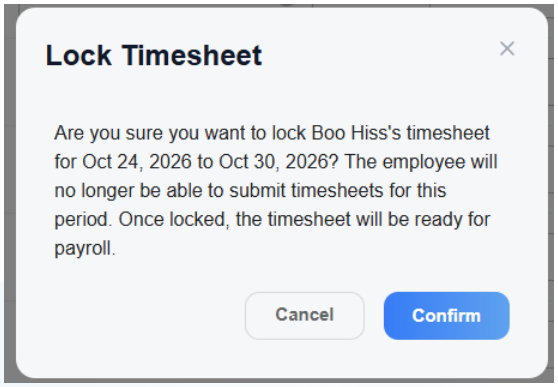
1. Open the consumer's timesheet and review the recorded hours for accuracy. Enter any additional time entries as needed.
2. Use the checkbox in the **Approve** column to approve individual shift entries. You can approve entries throughout the week as you review them or select **Approve All** at the top of the column to approve all entries displayed on the timesheet.
3. Select **Save Changes** to save your changes and confirm the approvals.

Approved entries appear grayed out when you return to the timesheet, indicating that they are no longer available for editing through the usual time-entry process.



Locking Timesheets for Payroll

After reviewing the timesheet and completing the applicable approvals, select **Lock Timesheets** when the timesheet is ready for payroll. The system displays a confirmation message identifying the consumer and the week being locked, explaining that the consumer will also no longer be able to submit timesheets for that period and that once locked, the timesheet will be ready for payroll. Select **Confirm** to lock the timesheet or **Cancel** to return without locking it.



Weekly Approval Deadline and Other Timesheet Situations

Important: Service Providers must review and approve all consumer timesheets by **12:00 p.m. Central Time each Tuesday** following the Sunday-Saturday pay period. Timely review and approval help ensure that payroll can be processed as scheduled.

When a holiday affects the payroll week, the payroll processing schedule may shift, including the approval deadline. Follow any updated deadlines communicated by InfoStride/UnifyGov.

Consumers with no hours worked: If no hours are entered for a consumer during a pay period, no action is needed. The system will skip the week when no hours have been entered. Service Providers do not need to approve a zero hour timesheet nor notify InfoStride/UnifyGov.

Corrections after approval or locking: Service Providers can review, edit, and approve timesheets through the usual Tuesday 12:00 p.m. deadline. If an error is identified after this deadline, contact InfoStride/UnifyGov support as soon as possible, ideally by Tuesday evening. InfoStride will make every effort to correct the issue before payroll is processed. If the correction cannot be completed in time, it will be made in the next payroll.

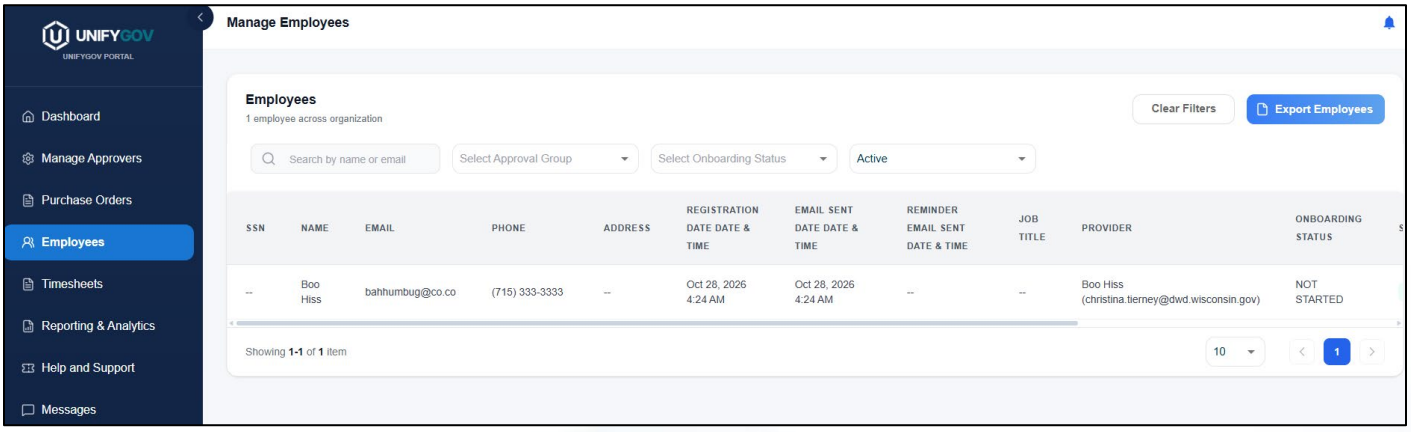
Flexible or variable work schedules: At time of system launch, InfoStride is working on adding flexible schedule configuration to the system. In the meantime, Service Providers can enter or edit hours on behalf of consumers to reflect the days and times actually worked and approve those hours against the consumer's authorized hours.

Employees (Consumers)

Viewing Employees

Select **Employees** from the left navigation menu to view consumers associated with your Service Provider account. Use the available search and filter options to locate consumers by name or email address, approver group, onboarding status, or employment status.

The employee list displays information such as consumer/employee name and contact information, onboarding status and relevant dates, job title, assigned approver, pay rate, and other I/TW details.



Consumer Onboarding

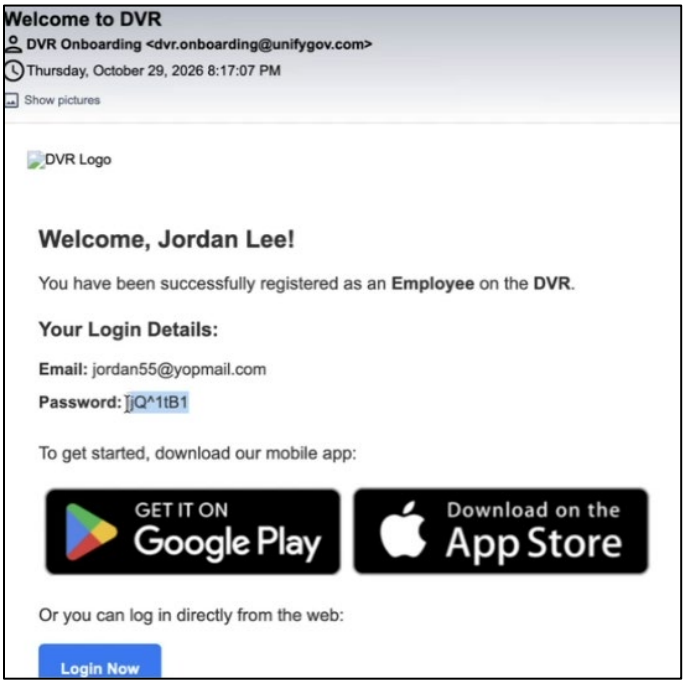
Overview

After InfoStride review and approves the initial Purchase Order submission, the consumer receives a welcome email with login information to access the onboarding system. The consumer must complete the onboarding steps and receive confirmation that their I/TW is approved to begin before the I/TW can start.

Accessing the Onboarding System

The consumer receives an onboarding email after the initial Purchase Order submission is approved.

1. Open the welcome email and select **Login Now**.
2. Sign in using the credentials provided.
3. Check the email account for a multi-factor authentication (MFA) code. Enter the code to complete sign-in.
4. After signing in, the consumer may reset their password if desired.

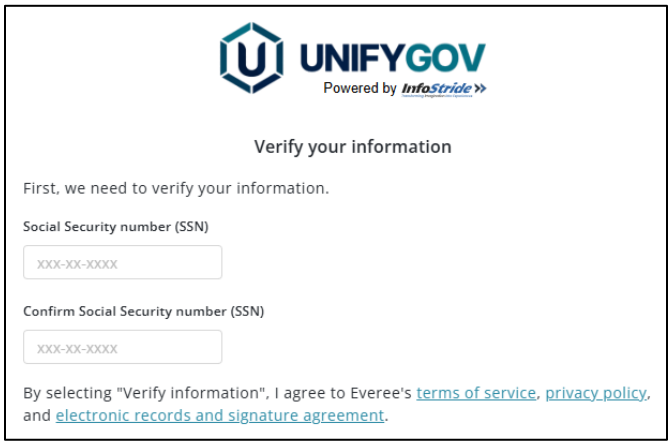


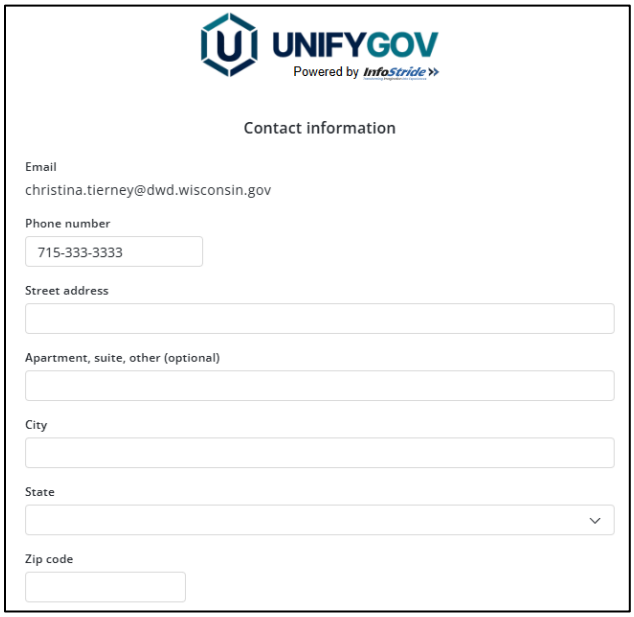
Completing Onboarding

The consumer follows the on-screen instructions to enter the required information and complete the employment forms. Service Providers can assist consumers with navigating the system or understanding where information needs to be entered, but consumers should enter their own information and review their responses before submitting the forms. The process includes approximately seven brief pages covering:

- Social Security number: Information required for employment verification.
- Personal information: Legal name and date of birth.

- Contact information: Phone number and address.
- Employment eligibility verification: Form I-9 and upload of the required identity and employment eligibility documents.
- Federal tax withholding: Form W-4.
- Wisconsin tax withholding: Form WT-4.
- Payment information: Direct deposit details or other payment information as prompted.

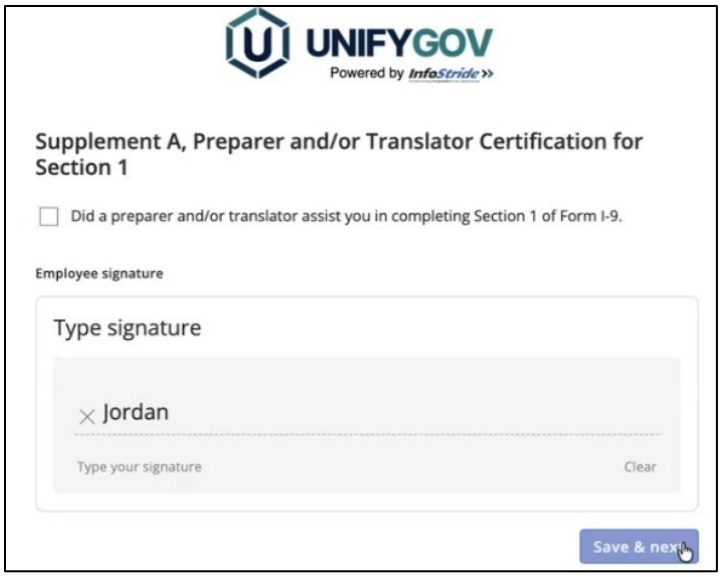




Form I-9: Document Verification and Assistance

Form I-9 verifies a consumer's identity and authorization to work in the United States. The preferred and expected method for completing Form I-9 and verifying the required documents is through the InfoStride/UnifyGov portal, as this will mimic what consumers will encounter in future competitive integrated employment opportunities and gives them an opportunity to learn skills and increase independence and confidence. If a consumer needs assistance completing Section 1 of Form I-9, the person assisting them must complete the Preparer/Translator Certification. The consumer must personally sign Section 1.

Preparer/Translator Certification: Form I-9 includes a checkbox asking whether a Preparer and/or Translator assisted the consumer in completing Section 1. If you assist the consumer in completing Section 1, the consumer should check this box to indicate that assistance was provided. Once this box is checked, fields will appear for Preparer/Translator Certification which must be completed, including a signature field.



Alternative Document Verification Options: If a consumer has difficulty uploading the required documents for Form I-9, the Service Provider should first help the consumer troubleshoot the issue and determine whether the process can be completed through the InfoStride/UnifyGov portal. If the consumer is unable to complete the process through the portal, alternative procedures may be available, including completing a paper Form I-9 through fax or postal mail, or arranging a virtual verification through a video meeting. Refer to Guidance for Service Providers: EOR I-9 Document Verification Options on the DVR I/TW Forms, Publications, & Resources page for the requirements and instructions for each option.

Getting Help

If a consumer experiences any difficulties accessing InfoStride/UnifyGov system or completing onboarding, they may contact InfoStride/UnifyGov support for assistance. Support is available by email or phone, including video calls – either on-demand or by appointment.

Service Providers may also assist consumers with navigating the system and identifying the appropriate next steps.

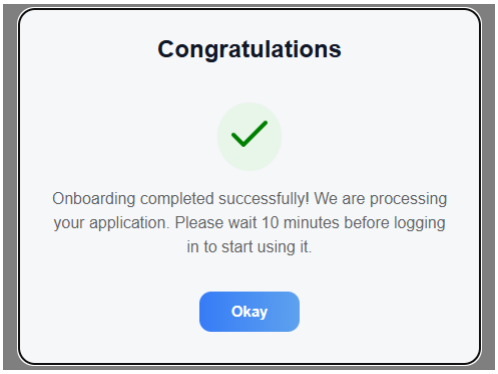
InfoStride/UnifyGov Support

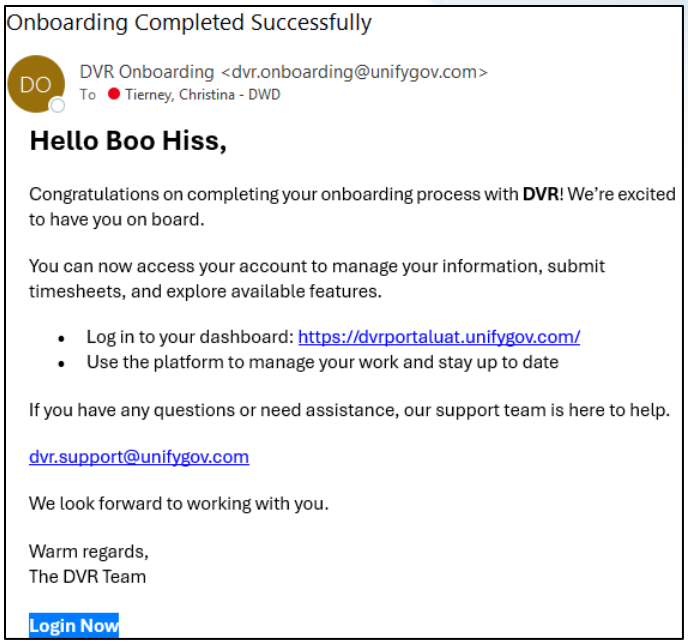
- Email: dvr.support@unifygov.com
- Phone: 832-662-1700

Onboarding Completion

After the consumer completes and submits all required onboarding information, a confirmation message will appear indicating that onboarding is complete and the information is being processed.

Shortly afterward, the consumer will receive an email confirming that onboarding is complete and providing a link to the consumer portal dashboard. The consumer dashboard allows consumers to manage their information, submit timesheets, and access other features including help and support. See **Consumer Dashboard** for more information.





I/TW Approval to Begin

After the consumer completes onboarding, InfoStride will review the required information and documentation, including Form I-9 verification. Once the review is complete and the I/TW is approved to begin, InfoStride/UnifyGov will send an email notification to the parties listed on the I/TW Agreement, including the consumer, Service Provider, and DVR staff member. This email confirms that the I/TW is approved to begin.

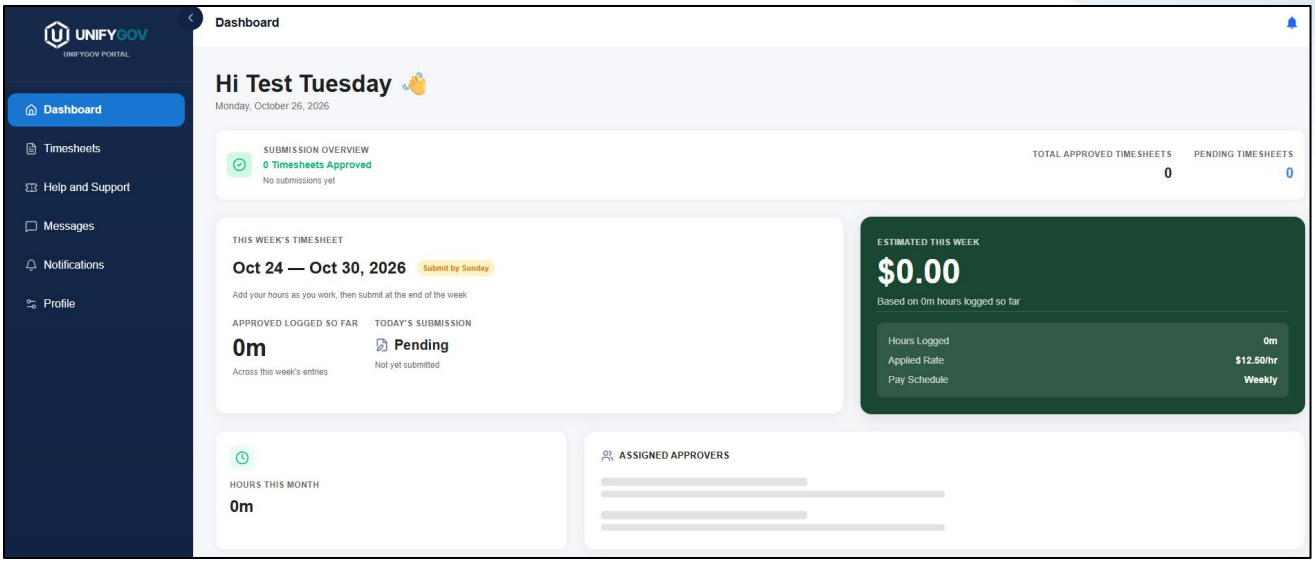
Important: The consumer cannot begin working until this I/TW approval email has been received. The email confirming successful onboarding process completion is not the same as the email approving the I/TW to begin.

Consumer Portal Dashboard

Overview

After completing onboarding, consumers can sign in to the consumer portal to view their I/TW information, manage timesheets, access support, and review payment information. The main dashboard screen provides an overview of the consumer's timesheet activity and earnings, including:

- **Timesheet submission overview**: Number of timesheets approved and pending.
- **This week's timesheet**: Applicable week and submission deadline, approved hours logged, and current submission status.
- **Estimated earnings**: Estimated earnings for the current week based on hours logged.
- **Monthly hours**: Hours recorded by month.
- **Assigned approvers**: Service Provider staff assigned to review and approve timesheets.



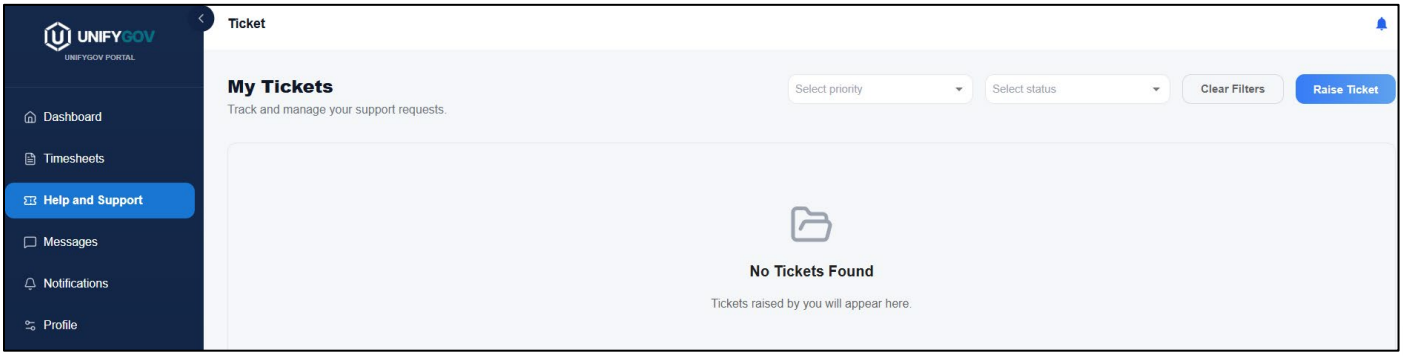
Navigation Menu

The left navigation menu provides access to the following areas:

- **Dashboard**: Overview of timesheet activity, estimated earnings, monthly hours, and assigned approvers.
- **Timesheets**: View the current pay period and access time-entry functions. See the **Consumer Time Entry** section for additional details.
- **Help and Support**: Submit support tickets and review existing tickets.
- **Messages**: Access conversations with support.
- **Notifications**: View system notifications.
- **Profile**: Access worker details, tax documents, pay history, and financial information.

Help and Support

Consumers can submit a support request by selecting **Raise a Ticket** in the Help and Support section. They can also use this area to review any existing support tickets.

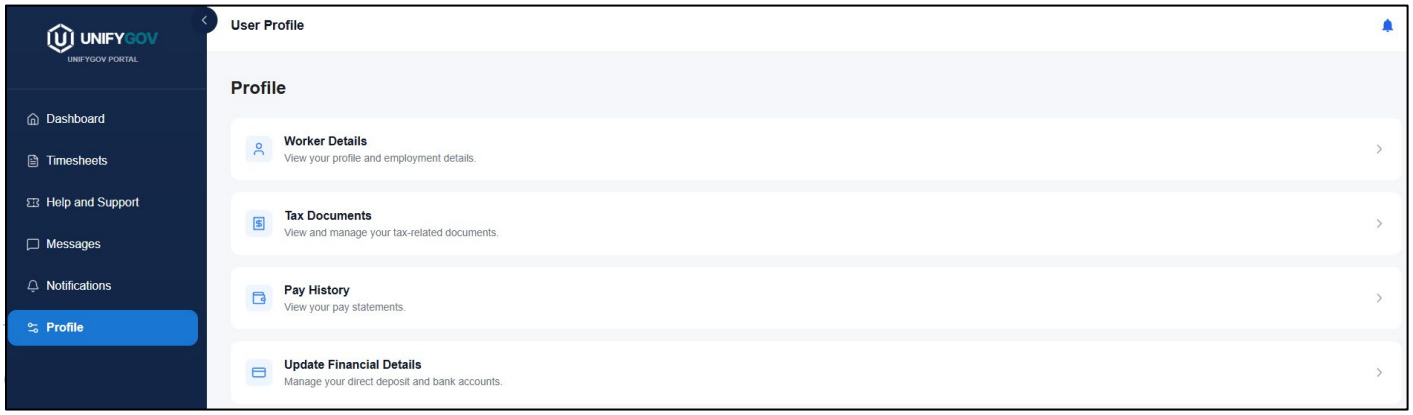


Profile

The Profile menu provides access to the consumer's person, employment, tax, and payment information. Available options include:

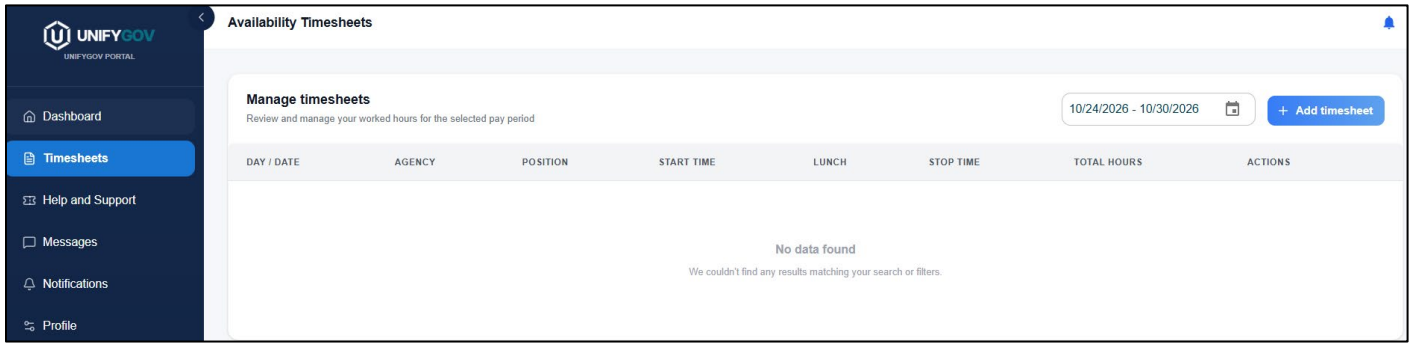
- **Worker Details**: View personal and employment information related to the I/TW.
- **Tax Documents**: View or update applicable tax documents.
- **Pay History**: View, save, and download pay statements.
- **Update Financial Details**: Manage direct deposit information, including updating bank account details.

Consumers can use these options to review or update applicable information provided during onboarding, if needed.



Consumer Timesheets

Consumers can access their timesheets by selecting **Timesheets** from the left navigation menu. The page defaults to the current pay period and displays any time entries in a grid. Consumers can select **Add Timesheet** to access a timesheet for time entry.

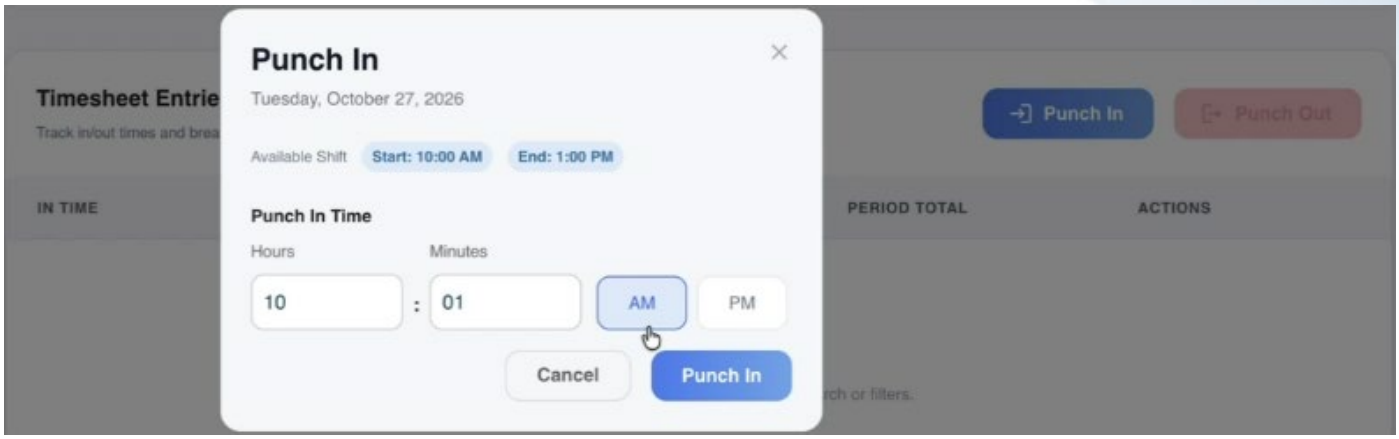


Recording Work Time

Consumers record their time worked by selecting **Punch In** or **Punch Out**. Time entries must align with the work schedule established on the I/TW Agreement.

To punch in:

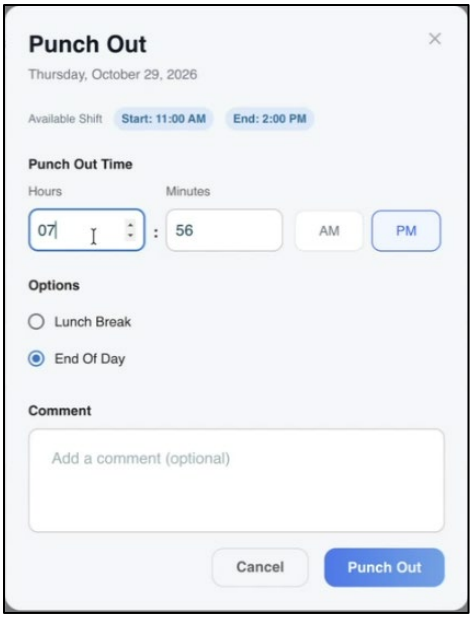
1. Open the applicable timesheet or select **Add Timesheet**, if needed.
2. Select **Punch In**.
3. Review the scheduled shift displayed in the pop-up window.
4. Enter the applicable punch-in time, including either AM or PM.
5. Select **Punch In** to submit the time entry.



To punch out:

1. Select **Punch Out**.
2. In the pop-up window, indicate whether you are punching out for a **Lunch Break** or **End of Day** by selecting the applicable button.
3. Enter the applicable punch-out time, including either AM or PM.
4. Select **Punch Out** to submit the time entry.

If punching out for a lunch break, the consumer must punch back in and punch out again to record the remainder of the shift.



Important: The system will display an error message and will not allow a time entry to be submitted if a consumer's punch time does not fall within the available shifts established in the I/TW Agreement. If a consumer's actual work schedule or hours worked differ from the schedule in the I/TW Agreement, they can use the comment box to explain the discrepancy to their Service Provider or contact the Service Provider directly. The Service Provider can then enter or edit the time on the consumer's behalf to accurately reflect the hours worked.

Other Resources

InfoStride/UnifyGov DVR Resources

Head to the InfoStride/UnifyGov DVR webpage for additional information and support, including tutorial videos.

InfoStride/UnifyGov Support

- Email: dvr.support@unifygov.com
- Phone: 832-662-1700

DVR I/TW Resources

Visit DVR's I/TW Forms, Publications, and Resources page for additional information about the Employer of Record (EOR) process and related resources.