

Thursday, May 14, 2026

Frequently Asked Questions about the Horizon Connect Employer Portal

Q. Why are you shutting down the current IBEW Local 353 employer reporting system called MERIT?

Our IT modernization exercise is aimed at creating a more effective and efficient reporting system. The new reporting system (Horizon Connect) is incorporated into TEIBAS's new administration database so there is one source of information instead of dealing with two different databases. Replacing the current two-system administration will result in fewer errors, quicker processing, and therefore more efficient processes.

Q. Will I be able to access MERIT to review history, generate reports, and/or upload information, even if I can't input new information into the system?

Yes. Access to MERIT will continue but in "read only" mode only. This means that you will be able to view information but will not be able to change it. You will also be able to generate reports and download information contained in MERIT.

Q. How long will I be able to access "view only" information in MERIT?

Access to MERIT in "read only" mode will be available until Monday, August 31, 2026. You will be able to generate reports and download information for any information contained in MERIT until that date. Please ensure that you download any information you require before that date as you will not be able to access MERIT after August 31, 2026.

Q. Where can I find training materials and resources on how to use Horizon Connect?

You can find training materials and resources at teibas.com/employers. We have a recorded [training session](#) on how to use the employer portal, a [training deck](#), and we also have the [Horizon Connect User Guide](#) for your reference.

Q. Who do I contact if I am having problems with the new Horizon Connect reporting system?

Contact our Employer Services Department at 416-637-6789, email employers@teibas.com or create a task in Horizon Connect and one of our helpful staff will assist you.

Q. Is there a big difference between MERIT and Horizon Connect?

No. The reporting process is very similar to the reporting process in MERIT. However, there is now a new data collection point which is overtime hours. These should be reported separately, and the system will automatically calculate the hours earned. There is no change to regular hours and shift hours reporting.

Q. Will TEIBAS be importing employee information into Horizon Connect or will employers need to enter it manually?

No employee information will be seen in Horizon Connect for the first report. There are two ways you can populate the entry grid in Horizon Connect with your employees' information:

1. You can manually enter your employees' information into the grid the first time you use the new system, or
2. You can export your employees' information from your last MERIT report into an excel file. Modify the excel file into the new template format, then upload the template into Horizon Connect.

If you normally upload into MERIT, you will do the same thing in Horizon Connect. However, you will need to use the updated report template as the new system is gathering additional data points.

Q. Are there enhanced security features in Horizon Connect?

Yes. Horizon Connect has multi-factor authentication so that your account, including your employees' data remains secure and less susceptible to malicious attacks.

Q. Can more than one user be added with to account?

More than one user can be added to one account. Create a task to the Employer Service team to create a new user. TEIBAS will send an access form to the authorized user on your account. When it is signed and returned, the new user will receive an email to create their own access and multi-factor authentication.

Q. I manage multiple employer reporting accounts. Will we still have different accounts for each one?

Yes. If you manage multiple employer reporting accounts, you will receive an access email for each account. Each email will contain a unique username, but you can create the same password for multiple accounts. This is intended to be a temporary measure. TEIBAS will provide clear communication when the process changes.

Q. If an employee changes terms within the month so their code changes. Would we have to import a batch stating that? Or is there an easier way to go about this?

Job classes changes can be made within a batch. A separate batch isn't required.

Q. Can you explain the At a Glance function?

At a Glance is an event in the monthly contribution reporting tab that allows you to see a summary of the transactions posted. It's also a launch point for importing files, filling a report, accessing the entry grid and accessing a blank ECR list.

Q. Will the Pre-Authorized Debit (PAD) information be automatically transferred over if that is what we had set up in the Merit?

All banking details for persons who remit by PAD, will be migrated to the new system. No changes are required for that process.

Q. What is the source of the adjustments column? Where is this amount coming from and why is it used?

The adjustments column in the At a Glance event is the summary of all batches that have been entered and assigned. Adjustment batches are assigned by changing the batch type to adjustment in the detailed monthly view of the batches.

Q. Can we edit the hours earned only after uploading it? If we leave the over-time and double-time blank on our import template.

You can edit the hours earned, by editing the hours worked. If you want more information, go to view imported data of any open batch. Select the line or member to be edited, click the edit icon, change the hours worked and submit. The system will recalculate the hours earned. Contractors are encouraged to report as much detail as available, you should consider the total hours earned and the remittance required to ensure accuracy. More details in the hours worked, allow for better decision making.

Q. Where can I find the Horizon Connect Employer Reporting Portal login page?

The Horizon Connect login page is located at this link here: <https://teibas-employer.cpashosting.com/employer>. You can also access it on teibas.com under the Employers tab at the top of the page.

Q. What is a batch? Does the number of batches refer to the number of changes?

A batch is all the information about the employees, job classes and hours that you input for the work month that you are reporting on. One batch should equal one month. It does not refer to the number of changes you make.

Q. After validating a batch are we able to edit before final submission?

Yes, you are still able to edit a batch before submitting the batch. You can edit by clicking the action buttons on the work month row. Go to *View Imported Data*, select the person then select the edit icon. You can only change name, agreement and hours worked. If you need to change the SIN, delete the batch and re-enter via file import or entry grid. After you make any change to your submission, you must validate the batch.

Q. How can we view the breakdown of RRSP contribution totals for the employee?

You can view the breakdown of the RRSP contributions in the member benefits breakdown report.

Q. Will I have to input the employees every month?

No, Horizon Connect will save the employees in the portal once you input them.

Q. Once we complete adding hours worked into the entry grid, is that all we have to input into the system?

In terms of the information, that is correct, however there are a few more steps in the process to confirm you have submitted the information correctly. Once you entered the hours worked for each employee you can submit the batch. Then you will have to validate the data, by clicking “Validate Import” and Horizon Connect will review the submission for any errors. Once the review is complete, you will be provided a summary and notified of any warnings and/or errors. Warnings can be ignored if they don’t need fixing, however, errors must be corrected before you can submit the batch. The summary event will allow you to review the total hours and required remittance for each agreement and job class.

Once you have reviewed the information reported (agreements, hours worked, hours earned, and required remittance amount) and corrected any errors, select the "Confirm Batch" event on the left side of the screen. Then select Finish. This will inform TEIBAS that your data entry is complete and the remittance is being sent. We recommend that you print a copy of the transaction for your records. Click the "Employer Statement" event on the left and download the statement using the hyperlink.

Q. I want to provide feedback about Horizon Connect. Who do I contact to pass along my comments?

Please send your comments via email to employers@teibas.com.

Q. Who can I contact if I have more questions?

We're here to help! Contact TEIBAS' Employer Services Department if you have any questions now or during the transition at 416-637-6789 or email employers@teibas.com.