teibas
TORONTO ELECTRICAL INDUSTRY
BENEFIT ADMINISTRATION SERVICES
IBEW LOCAL 353
PENSION & BENEFIT PLANS

Questions & Answers for Horizon Connect - Employer Reporting Portal

July 23, 2026

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

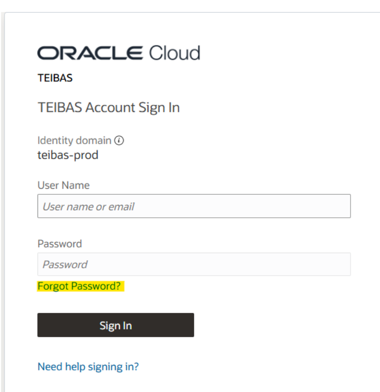
The Horizon Connect login page is located at this link here: https://teibas-employer.cpashosting.com/employer. We recommend that Horizon Connect users access the employer reporting portal using either **Microsoft Edge** or **Google Chrome** for the best user experience. The use of other browsers may provide a poor user experience. You can also access it on teibas.com under the Employers tab at the top of the page.

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. How do I update my password?

You can update your password on the Oracle cloud login page, by clicking on 'Forgot Password?'.



Account Management

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

More than one user can be added to one account. To add a user, create a task in Horizon Connect for the Employer Service team to create a new user for you. 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 set up 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 as we would like to provide you with the ability to use one login to access all of your user accounts. TEIBAS will provide clear communication when this change has been made.

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. 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.

Importing Files

Q. How do I import a file?

To import a file in Horizon Connect, go to the Employer Information tab, then to monthly contribution reporting tab. When you go to a specific work month, go to the last column called the "Action" column, click on the three dots that appear next to the "Action" column. Select import file. Then you can either drag and drop the file into Horizon Connect or click browse the file. You can then select the file you want to input from your computer.

Q. What should I do if I have file upload issues or file import errors?

Here are some common items to check to resolve the issue:

- Check for any dashes in the SIN, only report the 9 digits with no additional characters.
- Check for leading and trailing spaces (i.e., space/s before or after the value in the cell).
- Check that the file import matches template format (e.g., missing columns, additional column, columns moved or duplicate columns).
- Check to see that the first name or the last name doesn't exceed 21 characters.
- Check the file format – it should be .xlxs, not .xls.
- Check to see if the Status Code column has any numbers, as it shouldn't contain any.

Reporting

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.

Running a Batch

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 edit buttons you can find above the job class. 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. If an employee changes job class within the month so their code changes, would we need to import a batch stating that? Or is there an easier way to go about this?

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

Adding Employees

Q. How do I add employees to Horizon Connect?

There are several options to add employees. The first option is to import a file to add employees under the Employer information tab, similar to when you import a file. Under the Employer tab can also click on the "Action" button and add the employees there. You can also enter the employees directly into the entry grid. You can enter the SIN number, First Name, Last Name etc., if you have uploaded previously to the grid. The other option is create a "Blank List". Go to the "Action" button, then select the blank list. The difference between a blank list and the entry grid is the entry grid will contain previously entered employees, whereas the blank list is blank and is where you can add new employees.

Q. How do I add employees to existing batches?

If you have confirmed the batch, you can no longer enter new employees in that batch. You will have to create a new batch. If the batch hasn't been confirmed yet, you can still add employees to the batch.

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

No, Horizon Connect will save the employees in the portal once you've input them. You will have to input the hours for each employee every month.

Q. Once we have completed 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 have entered the hours worked for each employee you can submit the batch. Then you will have to validate the data, by clicking “Validate Import”. Horizon Connect will review the submission for any errors. Once the review is complete, you will be provided with 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.

Confirmation Statements

Q. What should I do if I’m unable to view the Confirmation Statement?

You will need to confirm that the batch is submitted. The batch has to be confirmed in order to generate the Confirmation Statement.

Q. What do I do if I’m unable to retrieve a Confirmation Statement for a specific batch?

You can check to see if the correct Batch ID is selected and if the batch is confirmed.

More Questions and Feedback

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 by email at employers@teibas.com.