

Administrator 3 View

General Information and Getting Started

Administrator is the term Glacier uses to describe departmental level access. Administrator 3 access is provided to the person designated by the department after they have completed a training session with the Glacier Lead Administrator in the ISC Payroll Office.

Administrator 3 access includes add new individual records, review account status, and use of the tax calculator. The Administrator 3 should be the person handling foreign nationals receiving payments from their UW department.

Note: Glacier access should only be requested for staff who work with non-resident aliens on a constant basis. At this time, only one person per department will be given access due to the sensitive information in Glacier.

Who Should Use Glacier:

It is for all nonresident alien employees, stipend recipients, fellows, post doc fellows, and short term international visitors. A nonresident alien is an employee that is not a US citizen or permanent resident. Any employee who's citizenship/immigration status is outside the US is considered a nonresident alien. Glacier is not used for those receiving tuition payments or reimbursements.

Glacier can be accessed online anywhere in the world. Access must be through a computer. Phone application is not available.

Employees: Employees should only access and complete Glacier after their arrival in the US.

Administrators:

- Employees should only access and complete Glacier after they have arrived in the US
- Employees must have an EID and will receive payments (compensation or stipend) Workday.
- Glacier invites should be entered when verification of the citizenship status has been done either through the I-9 process or other documentation.
- **NOTE:** Completing Glacier does not alleviate the need for the I-9 or any I-9 reverification requirements.
- Glacier will provide the foreign national with completed paperwork (Tax Summary report, W-4, 8233, W-8Ben, etc).

Administrators should never complete Glacier on behalf of the foreign national.

- If the foreign national has problems, the step by step Employee Training Guide can be found at <https://isc.uw.edu/glacier-employee-guide/>
- You may also consider having the foreign national visit you, log in under their own user name, and you can provide guidance while they do the actual input.

Website access:

Administrators use a different website than the non-resident aliens and visitors:

Administrators: www.arcticintl.com

Non-resident aliens: www.online-tax.net

Getting Started

You will receive an email from support@online-tax.net when access has been entered by the Glacier Lead Administrator. The email contains the link to the Glacier Administrator portal and temporary login information.

You have just been set up with access to the GLACIER Online Tax Compliance System for University of Washington. For your convenience, you may access the GLACIER Online Tax Compliance System via the Internet from ANY web-accessed computer, from ANYWHERE in the world, and at ANY time of day or night!

GLACIER Administrators access GLACIER in a different manner than do Foreign Nationals. If you wish to access GLACIER, please follow the instructions below:

Click on the following web link: <http://www.arcticintl.com> (Please note spelling)

If the link does not automatically open, simply open your Internet Browser (preferably Internet Explorer) and enter the website address <http://www.arcticintl.com>

Click on "Client Login" at the top right corner of the screen.

Enter your Assigned UserID: XXXXXX

Enter your Assigned Password: XXXXXX

PLEASE NOTE: The FIRST time you login, you will be prompted to enter your assigned UserID and Password. You must then select a NEW UserID and Password; the UserID and Password listed above is only temporary and should not be used after your FIRST login. Your UserID and Password each must be at least 8 characters; you may use any combination of letters or numbers, but do not use punctuation or spaces.

Please be sure to remember your NEW UserID and Password as you will use it to access GLACIER when you need to login again.

To ensure that your Client Database access remains secure, DO NOT SHARE YOUR UserID OR Password WITH ANYONE; DO NOT ALLOW ANY OTHER ADMIN TO USE YOUR UserID or Password.

From the Client Portal, select the GLACIER Database you wish to access and click on "Access GLACIER Now".

If you have any questions or need additional information about why you have been asked to use GLACIER, please contact me.

Thank you and have a great day.

1. Use the web link to get to the Glacier Administrator login page.
2. Log into the Glacier Administrator Portal using the temporary UserID and password
3. Change your UserID and password to something more personal to you.

You should now be at the Glacier Administrator home page.

← → ↻ online-tax.net/screens/01-ADM-Menu.asp ☆ 👤 +

Apps Home | University o... RT Stat Home - Workday Procurement Services J.P. Morgan Comm... MyFinancial.desktop Goods and Services... Other bookmarks

GLACIER Nonresident Alien Tax Compliance

ARCTIC INTERNATIONAL LLC
International Tax Consulting

Welcome to GLACIER for University of Washington ISC Payroll

What Would You Like To Do Today?

- Add New Individual Record
- Review Individual/Entity Record(s)
- Tax Calculator
- Return to Arctic Client Portal
- Exit GLACIER

Next> [Contact GLACIER Support](#)

Adding a New Record

1. Log in: <http://www.arcticintl.com/>
2. Choose Add New Individual Record.
 - a. Use the foreign nationals legal name listed on their passport or work authorization document
 - b. Enter the UW Employee ID number. This is important since there may be more than one Glacier account with the same name.
 - c. Click the Email bubble to send the Glacier account access to the foreign national
 - d. Use the employee's uw.edu email account. They will have the option to change it when they set up their information. Note: The email must be entered twice. Use the same email address.
 - e. Choose Semi-Monthly as the Pay Period.

Note: Do NOT click the Test Record box. This is only used for 'test' accounts.

The screenshot shows a web form titled "GLACIER Nonresident Alien Tax Compliance". The main heading is "Add a New Individual Record" in red. Below this is a dark blue bar with the text "Please enter the following information". A red asterisk indicates required fields. The form contains several input fields: "Name (First or Personal)*:", "Middle:", "(Last or Family)*:", "Employee Identification Numbr*:", "Password Notification*:" with radio buttons for "Email" and "No Automatic Notification", "Email Address:", "Re-enter Email Address:", and "Pay Period*:" with a dropdown menu. At the bottom, there is a "Test Record:" checkbox labeled "Select ONLY if a Test Record". A red note at the bottom states "NOTE: Once created, Test Record Status may not be changed." The footer contains "Admin Activities Menu" and "Submit" buttons.

Done! The Glacier Tax Compliance account for the foreign national has been added. An email will be sent to the foreign national from 'support@online-tax.net' with the Subject line of "Payments from University of Washington" The email will have a link to the Glacier Tax Compliance for employees and a temporary user id and password.

Step by step instructions for the employee are available on the ISC website at <https://isc.uw.edu/your-pay-taxes/foreign-nationals/glacier/glacier-guide-for-employees/>

Adding a Record – A record already exists

Glacier will notify you if a record already exists for the employee by verifying the EID, name and email account.

Review/Modify Duplicate Individual Record(s)

Please select the Duplicate Individual to Review/Modify:

The Individual Record you are trying to add:

Last Name: Cheryl
First Name: Testing
Employee Identification Numbr*: 111111111
Email Address: ischelp@uw.edu

GLACIER detected the following possible duplicate Individual Record(s):

Last Name	First Name	SSN/ITIN	UDF	Email	Tax File Status	Ind Rec Status	Process
Cheryl	Testing	000330000	111111111	ischelp@uw.edu	W	A	<input type="button" value="Update"/>

[<Back](#) [Admin Activities Menu](#) [Create New Individual Record](#)

If the Individual Record Status (Ind Rec Status) is A (Active) or I (Inactive) then click the Back button to exit from the screen.

If the Individual Record Status is Terminated then contact ischelp@uw.edu to re-activate the Glacier account. The Glacier is marked Terminated when an employee has been terminated in Workday. The Glacier record is removed from the Glacier database on December 31 each year.

Note: If you create a new individual record, and a prior year terminated record already exists with the same email address, you will be asked if you “*wish to connect the two individual records*”. Please note that the link is determined only if email addresses match, not ‘name’. Choose Yes so that the employee can use the same login information that was set up in the previous year. The Glacier information that was previously entered will not be added and the employee will need to re-enter their information.

IMPORTANT:

- Before you say “yes” to connecting the records, be **very sure** they apply to the same person. Many people have both names and email addresses that can be similar. Once two records are connected, the action **cannot be undone**. Contact ischelp@uw.edu if you are unsure whether to connect the accounts.
- If ‘yes’ is selected only the name, email address, and department field will load.
- This applies only to the UW Glacier records – Glacier will never link records from another university.

Foreign National Responsibility

The foreign national is responsible for maintaining their record on Glacier, especially when changes must be made to the following:

Immigration Status	Expected Departure Date
Work Authorization Expiration Date	Tax Treaty Information
Entry and Exit History	Social Security Number

When the foreign national changes any of these critical fields, **he or she must then print out and submit all new documents** to the ISC Payroll Office, Campus Box 359555. If the foreign national has questions, please refer them to the Glacier Guide for Employees <https://isc.uw.edu/glacier-employee-guide/> or have them contact ischelp@uw.edu.

Documents:

Glacier will instruct the foreign national to print out tax documents based on their tax status. Copies need to be single-sided. The documents issued will be created based on each individual's situation. The foreign national is instructed to send these documents along with copies of the work authorization document, I-94 arrival departure record and visa stamps in their passport to the UW Payroll Office, Campus Box 359555.

Required documents include:

- **Tax Summary:** A summary of all information and tax status determination. The Tax Summary Report must be signed and dated at the bottom with the employee's handwritten signature. Electronic signatures are not accepted. If your non-resident marked "no payments", a Tax Summary will not generate.
- **W-4:** Glacier will create and auto-populate the information on the form W-4 for nonresident aliens for tax purposes. The W-4 must be signed and dated at the bottom in the Employee Signature section. The ISC Payroll office will complete the Employer section. A W-4 form will not be created if your non-resident marked either "no payments" or a non-employee status (Scholarship).
- **W-8BEN:** Available for students that have checked scholarship/fellowship earnings and are from a tax treaty country. A social security number is required to apply the W-8BEN tax exemption. The form must be signed and dated.
- **Form 8233 and attachment:** Issued if individual is non-resident alien for tax purposes and is eligible for tax treaty benefits on their compensation/wages. A social security number is required. Form 8233 is only good for the calendar year and expires December 31. Employees will need to renew the tax treaty benefit for the next calendar year if they are eligible. Form 8233 must be signed and dated in Part III – Certification.
- **Treaty Attachment:** A confirmation letter required to accompany the form 8233. The treaty attachment must be signed and dated.
- **W-9:** Issued to specific foreign nationals that allow tax treaty benefits to resident aliens for tax purposes. **Treaty Statement:** A confirmation letter required to accompany the W-9 form. Both the W-9 and attachment must be signed and dated.

ADMINISTRATOR INFORMATION

1. Menu options - The following options are available from the Administrator menu:

- Add new Individual Password: Select this to send a password to the foreign national. Always check Glacier by name and Social Security number or email first, to ensure person is not already on Glacier.
- Review/Update Individual/Entity Record(s): Select this when you want to view the foreign national's file.
- Tax Calculator: Glacier has a tax calculator, which will allow you to see the federal withholding only, and which will also perform a "gross-up" calculation if you desire.

Review Individual Record Menu

The screenshot shows a web browser window titled "GLACIER Online Tax - Windows Internet Explorer". The address bar displays the URL: <https://www.online-tax.net/screens/01-adm-update-ind-record-search.asp>. The page header includes the "GLACIER Nonresident Alien Tax Compliance" logo and the "ARCTIC INTERNATIONAL LLC International Tax Consulting" logo.

The main content area is titled "Review/Update Individual Record(s)" and contains a table with the following columns: Last Name, First Name, SSN/ITIN, Tax File Status, Ind Record Status, Hold Status, Record Status, Record Data, and Payment Data. The table lists three records for the Trojan family.

Last Name	First Name	SSN/ITIN	Tax File Status	Ind Record Status	Hold Status	Record Status	Record Data	Payment Data
Trojan	Tammy	123456789	W	Active	!!	<input type="button" value="Review"/>	<input type="button" value="Update"/>	<input type="button" value="Input"/>
Trojan	Tim		I	Active		<input type="button" value="Review"/>	<input type="button" value="Update"/>	<input type="button" value="Input"/>
Trojano	Tomas	999887777	C	Active		<input type="button" value="Review"/>	<input type="button" value="Update"/>	<input type="button" value="Input"/>

Below the table, there are four buttons: "Another Search", "Admin Activities Menu", "Add New Individual Password", and "Add New Entity Record".

1. **Tax File Status:** The definitions of the Tax File status codes are listed below

I	Incomplete	The foreign national has not yet completed their initial Glacier input.
W	Waiting:	Information was entered in Glacier but either the paperwork has not yet reached the ISC Payroll Office; or the paperwork submitted is not correct. A notification is sent to the employee asking for corrections.
C	Complete	The foreign national completed the Glacier input and the paperwork was received and accepted by the ISC Payroll Office.
R	Recalculate	The foreign national accessed Glacier and changed critical fields (SS#, visa type, etc.) but closed their browser without completely going through all Glacier screens. The foreign national will receive emails prompting them to complete the process.
L	Lock	If an administrator believes a visitor is attempting to manipulate the Glacier screens inappropriately, the Admin may “lock” the record so only an Administrator may make changes until the lock is removed.

2. **Ind Record Status (“Individual Record Status”):** Active, Inactive, Terminated, or Delete will display.

- Active – The Glacier account is open and information is current.
- Inactive – The Glacier account is open but information is out dated. For example, the work authorization has expired or the Estimated Date of Departure from the US has been reached.
- Terminated – The Glacier account is closed. ISC Payroll will change a foreign national to ‘terminated’ upon termination from the UW or upon change of immigration status from foreign national to US permanent resident.
- Delete status: A record will be marked ‘delete’ when it was added in error, such as a duplicate error. Records in delete status are purged periodically by the Glacier Lead Administrator in the ISC Payroll Office. If you added a record in error, please contact ischelp@uw.edu .

3. **Hold Status**

Glacier uses the term “Hold” when employees may not be eligible for a tax treaty. Glacier will default to *not* granting the treaty. **Please do not override the hold status.** The ISC Payroll Office is the only office that may override a hold in a rare/special circumstance.

Hold Treaty Status Definitions:

- Hold 1: The non-resident alien does not have a Social Security Number or ITIN number. **Note:** IRS will not allow the treaty until the foreign national updates their number. When the individual notifies you they have the number, have them access glacier and proceed through all steps of Glacier. The ‘hold’ is removed automatically, and treaty offered.
Important: A copy of the SSN or ITIN must also be submitted with the Tax Treaty paperwork to ISC Payroll.

- Hold 2: The non-resident alien’s “country of citizenship” and “country of tax residence” are different. To grant the treaty benefit, the UW and Glacier would need to be an expert in the tax law of the foreign national’s country of citizenship. Since the UW may be held liable for nonresident alien taxes and there are no foreign tax law experts at the UW, a tax treaty benefit will not be granted. The employee may apply the tax treaty benefit when they complete their yearend tax return with the IRS.
- Hold 3: The non-resident alien changed immigration status while in the US. The treaty cannot be granted in these cases. The non-resident alien may apply the tax treaty benefit when they complete the yearend tax return with the IRS.
- Hold 4: The sponsor of the non-resident alien’s immigration status is not the UW. The non-resident alien may apply to the IRS for the treaty when filing their 1040.

Glacier Notification Emails

Email notifications will be sent directly to the employee from Glacier. Note: Glacier Administrators will not be copied on the email.

- Tax File Status I (Incomplete) The foreign national has not yet completed Glacier.
- Tax File Status W (Waiting) The foreign national has not yet turned in Glacier paperwork **or** their paperwork needs corrections.
- Tax File Status R (Recalculate) The foreign national made critical changes but quit Glacier improperly.
- Immigration Status Expiration Date The work authorization expiration date in Glacier will soon expire or has expired. The employee needs to update Glacier with new work authorization documents. The ISC Payroll Office will also refer the employee to the I-9 Coordinator in Workday to update the form I-9.
- Missing SSN/ITIN The foreign national has not yet entered their Social Security Number or Individual Taxpayer ID Number in Glacier.
- FICA tax status change The tax status for the foreign national changes to taxable for FICA (Social Security and Medicare).
- Tax Treaty Time Limit The foreign nationals tax treaty time limit is about to expire.
- Tax Residency change The foreign national has been in the US long enough to be considered a ‘resident alien for tax purposes’. They are now potentially subject to FICA tax withholding and can make changes to their Tax Election/W-4 information in Workday.

Quick Reference

1. Immigration Status changes from Foreign National to Permanent Resident

When a foreign national receives their Permanent Resident card, a new I-9 should be processed in Workday. The department will need to contact ischelp@uw.edu to rescind the old I-9 and the employee will need to complete a new one. The department will need to view the Permanent Resident card as verification of the immigration status. The Glacier account will be terminated after the I-9 in Workday has been updated.

2. Forgotten Passwords

If the foreign national forgets their Glacier login information, have them select the “Forgot Login” link on their Glacier home page. An email with instructions on how to reset their login information will be sent to the email account they use for Glacier. Contact ischelp@uw.edu if there are still problems logging into Glacier.

If an Administrator has forgotten the login information, use the ‘forgot login?’ option on the Glacier administrator home page. If that does not work, send an email to ischelp@uw.edu. Be sure to make it clear in your email that you are an administrator.

3. Glacier is not accepting passwords

Are you on the right internet site? Administrators use a different web site than the user.

user: www.online-tax.net

admin: www.arcticintl.com

4. Duplicate Record / Record added in error

If you added a record in error, entered a name twice, etc, send an email to ischelp@uw.edu with the subject line “Glacier” and we will delete the duplicate record.

5. 8233 vs W-9

Glacier will determine if the foreign national needs to submit an 8233, or a W-9, or both to claim the treaty. Glacier will also determine the appropriate income code based on the foreign national’s immigration status (F-1, J-1, etc).

If an alien is a non-resident alien for ½ of the year, and a resident alien for tax purposes the rest of the year, Glacier will issue both an 8233 and a W-9. Please submit both to the Payroll Office

5. Exiting Glacier before completing the information

When the foreign national hits the ‘next’ button at the bottom of each page, that page is ‘saved’ in Glacier. If the user quits Glacier before going to the end of the program, the record will stay in “I” (incomplete) or “R” (recalculate) status until the employee has completed all the information in Glacier and clicked to the end of the program.

6. Foreign National needs assistance

Send questions regarding Glacier to ischelp@uw.edu. The ISC Payroll Accounting & Tax team will be able to help. There is also a “help” button at the bottom of each page in Glacier. This will take the user to an explanation page and provide them an email link to Glacier directly. Glacier Support can help foreign nationals regarding what information should be entered in Glacier.

FREQUENTLY ASKED QUESTIONS

1. *My foreign national is having problems completing Glacier. How do I help them?*

See the Employee Training Guide for screen by screen instructions and hints. <https://isc.uw.edu/glacier-employee-guide/>
They can also send questions to ischelp@uw.edu

2. *My foreign national is having problems completing Glacier. Can I just complete Glacier for them?*

No. The employee should never share their login and password with any one and the administrator should **never** complete Glacier for the employee. Glacier input must be completed by the employee otherwise it could be considered fraudulent information.

3. *When my employee brought in the Glacier paperwork, why is there no W-4?*

Your employee did not check the ‘compensation’ box under ‘income type’. Ask the employee to correct, and submit new paperwork.

4. *My foreign national is from a tax treaty country but Glacier didn’t give them the treaty, why?*

There could be several reasons. Does the foreign national have a social security or ITIN entered in Glacier? Is there a hold on the Glacier record? Send questions regarding Tax Treaty benefits to ischelp@uw.edu

5. *My foreign national says they already have a Glacier record from another University. Can they use their previous Glacier account?*

No. Glacier Tax Compliance is used by many universities across the US, but each University’s database is separate and unique. The foreign national must create a separate and distinct login and password for the UW Glacier account to distinguish between the databases.

6. *My foreign national was given a blank W-4 by Glacier. Why?*

The foreign national has been in the US long enough to 'pass the substantial presence test' and is considered a 'resident alien for tax purposes'. A nonresident alien for tax purposes is limited to only claiming 'single' on the W-4. A resident alien for tax purposes can complete their tax elections the same as US citizens/permanent residents. There are no restrictions to the Tax Elections. Glacier provides a blank W-4 in case the resident alien for tax purposes cannot update their tax elections electronically.

7. *What is "Glacier Tax Prep"?*

Arctic International has a program called Glacier Tax Prep, which assists non-resident aliens in completing tax returns. The UW International Student Services office oversees Glacier Tax Prep. If your foreign national has questions or problems regarding GTP, please refer them to uwiss@uw.edu with the subject line "Glacier Tax Prep Help".