Claimant Portal

Internet Unemployment System | iUS

Claimant Portal User Guide

Idaho Department of Labor

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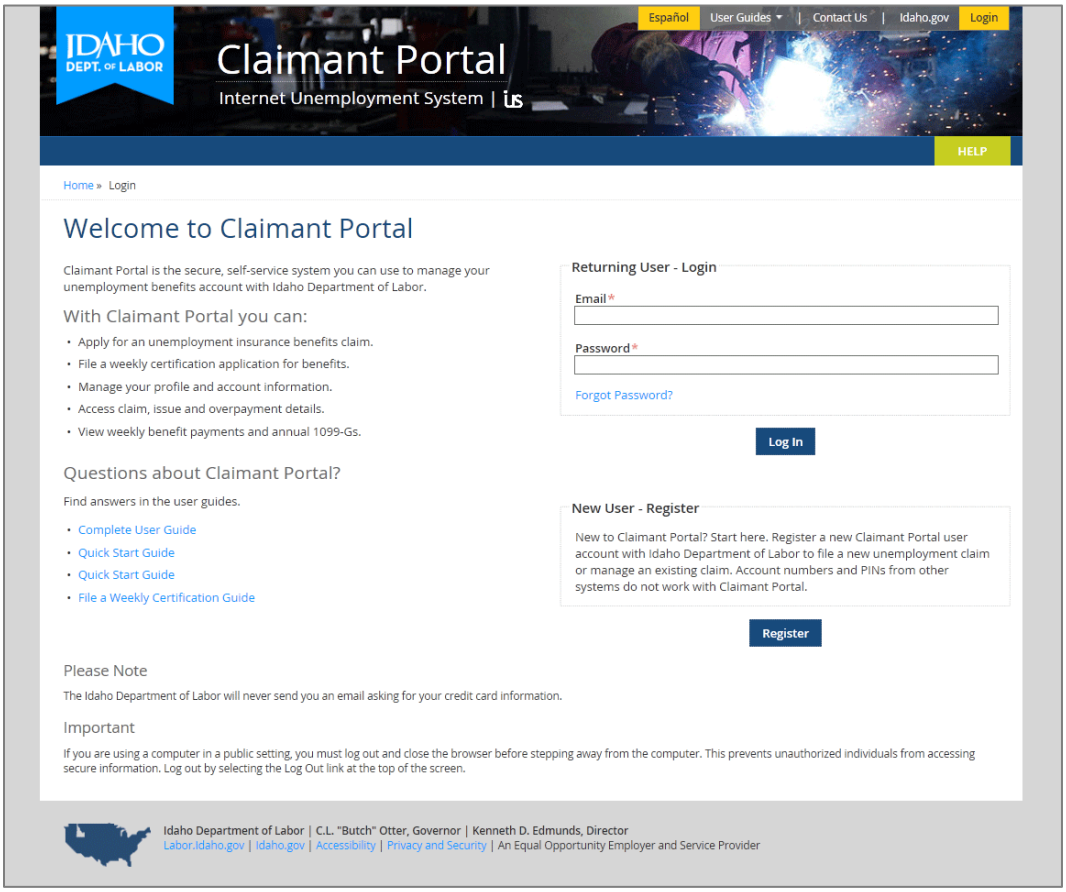
Claimant Portal Overview

Welcome to Claimant Portal with Idaho Department of Labor.

Claimant Portal is the secure, self-service system that you can use to manage your unemployment insurance benefits account with the Idaho Department of Labor.



The Claimant Portal User Guide is a complete manual intended to help you properly navigate and use Claimant Portal. Find *how-to processes* that walk you through each Claimant Portal feature along with relevant background information.

Claimant Portal URL: https://labor.idaho.gov/ClaimantPortal

With Claimant Portal, you can:

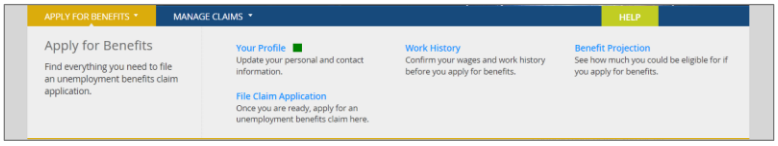
- Create a Claimant Portal account for unemployment insurance benefits with the Idaho Department of Labor.
- Manage your unemployment account profile information and have your identity verified with the Idaho Transportation Department, Division of Motor Vehicles (DMV).
- Manage your work history for any Idaho employer, out-of-state employer, military branch, federal government agency, and self-employment work.
- See an unemployment benefit monetary eligibility projection based on wages you were paid by Idaho employers.
- Apply for an unemployment insurance benefits claim with the Idaho Department of Labor.
- See your current claim and previous claims on file with the Idaho Department of Labor.
- File a weekly certification application for a benefit payment.
- See your certification and payment history by benefit week.
- Review each issue that is preventing benefit payments.
- View benefit overpayment details for any benefits you were improperly paid.
- Select a benefit payment method of *bank card* or *direct deposit*.
- Select a tax withholding status to either *withhold* or *not withhold* federal taxes from weekly benefit payments.
- Know your current work search status and view work search contacts by benefit week.
- View your annual benefit payment totals reported on 1099-Gs each calendar year for income taxes.

Navigation Options

Claimant Portal uses simple navigation techniques to help you access your unemployment benefits account details.

- **Menu Option with Hover Dropdown Bar** is the main navigation bar that contains two menu options: *Apply for Benefits* and *Manage Claims*. When you hover over each menu option, a dropdown bar appears that displays links to various portions of the Claimant Portal application.

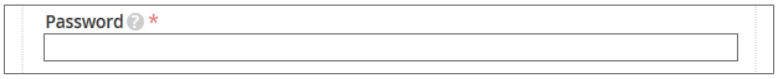
  Hover over the orange *Apply for Benefits* menu option:



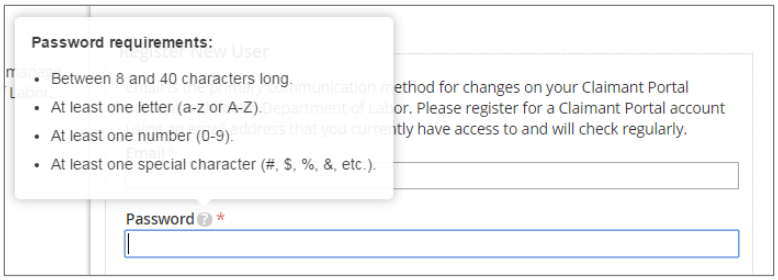
  Hover over the green *Manage Claims* menu option:

- **Quick Tips** are question marks that provide more details about a data entry field or status. The question marks are not clickable. Instead, they are activated when *hovered over* and deactivated when *un-hovered over*. Additionally, when you begin to perform data entry into a field that has a quick tip, the tip is displayed as you type.

  Before hovering and before placing the cursor in the data entry field:

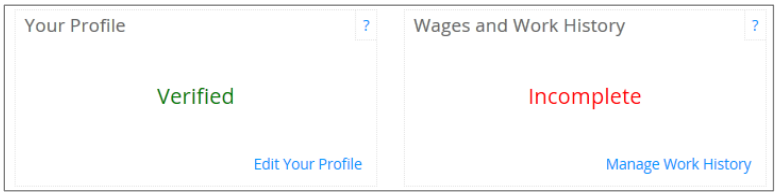


  After hovering and after placing the cursor in the data entry field:

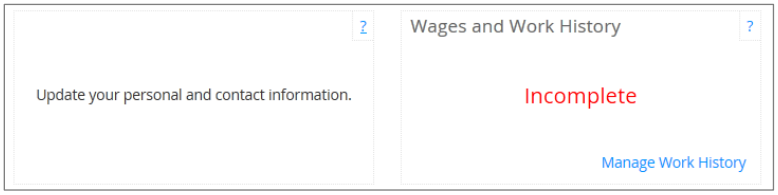


- **Flip Cards** are business-card sized and contain short statuses on front and longer descriptions on back.

  Each Flip Card references a single aspect of your unemployment account.



  Hover over the question mark in the top right-hand corner to view more details about a feature or status.

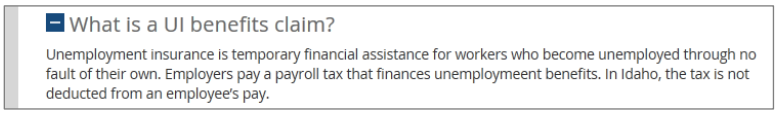


  Click the hyperlink located in the bottom right-hand corner of the flip card to access the feature.

- **Accordion FAQ** are a series of clickable sections of text that can be opened and closed. They serve to answer a few basic questions about unemployment benefit claims and weekly certifications.

  Each Accordion FAQ is initially displayed as a + sign.

Click the **+** sign to reveal an answer. Then click the – sign to close the answer.



Data Entry Requirements

Data entry has been set up in a manner that is simple and easy to follow.

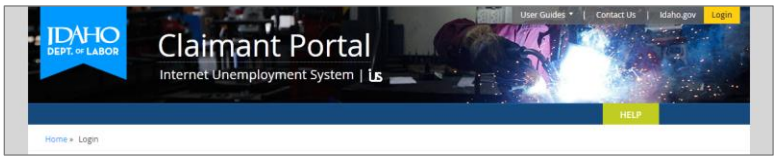
- **Data Entry of Incorrect Character Types is Prevented**
  - You will notice that you cannot type special characters into certain data entry fields. Special characters that are not allowed include but are not limited to : ! " # $ % ^ & * ( ) - _ + = / , . < > ? .
- **Data Entry is Mouse and Keyboard Friendly**
  - If you prefer to use your ***mouse***, you can click in each data entry field and type details.
  - If you prefer use your ***keyboard***, you can tab to each data entry field and type your information.

Dynamic Statuses on Screen

Much of the Claimant Portal is dynamic and different statuses are displayed based on criteria you meet. This will help you easily identify your current status and walk through the most urgent process with ease.

Help Feature

The *Help* feature provides access to frequently asked questions about unemployment insurance benefits. From the navigation bar on any screen in Claimant Portal, click the green *Help* button to open the UI FAQ in a new internet tab.



Mountain Time Zone

Idaho Department of Labor uses the Mountain Time zone for processes related to your Claimant Portal account. Keep this in mind as you use the features in Claimant Portal.

Emails from Idaho Department of Labor

A few actions you perform in Claimant Portal will send an email to the email address on your Claimant Portal account. Idaho Department of Labor sends Claimant Portal and unemployment-related emails from two main email addresses (*DoNotReply@labor.idaho.gov* and *IdahoLabor@public.govdelivery.com*). Add these email addresses to your *safe list* to ensure that you receive the department's emails as anticipated.

New to Claimant Portal? Get Started Here.

If this is the first time you have used Claimant Portal for unemployment insurance benefits, it is important for you to set up your account with complete and accurate information. These steps provide a quick view of the overall process. Each step also has a corresponding *how-to process,* which contains more detailed instructions.

Step 1: Register a New Claimant Portal User Account with Claimant Portal through the email verification process.
Step 2: Log in to Claimant Portal with your verified email address and password.
Step 3: Update Your Profile with personal, contact, and demographic information, and have your identity verified.

** If your identity is verified successfully, you will be able to access all features and areas in Claimant Portal.*
** If your identity is not verified, you will have limited access to basic features in Claimant Portal.*

Step 4: Manage your Work History, confirm the Idaho employers you worked for during the past two years. Add any missing Idaho or out-of-state employer, military branch, federal government agency, and self-employment work.

** If you have a current unemployment claim with Idaho Department of Labor, skip step 5 and go to step 6.*

Step 5: File an Unemployment Claim Application and find out if you are eligible for benefits. This process may take 30 to 45 minutes. The key to a quicker process is to gather the details you will need before you begin.

Step 5-1: **Review Your Claim Application** and check for accuracy in the information you provided.

Step 6: Understand Your Work Search Requirements for each week that you draw unemployment benefits.
Step 7: Review any Issues Preventing Benefit Payments and provide fact-finding details on pending issues, if required.
Step 8: File a Weekly Certification Application for each week you want to draw benefits from your unemployment claim.

How-To Processes

Follow these step-by-step How-To Processes to navigate through the entire Claimant Portal system.

If this is your first time in the Claimant Portal, the how-to processes are provided in order of items you need to complete first followed by items you could follow up with later.

If this is not your first time in the Claimant Portal, feel free to click on a specific how-to process and be redirected to that section of the user guide.

- ★ Register A New Claimant Portal User Account
- ★ Log In To Claimant Portal
- ★ Reset Your Forgotten Password
- ★ Update Your Profile Information
- ★ Change Your Account Password
- ★ View Your Unemployment Benefit Projection
- ★ Manage Your Work History
- ★ File An Unemployment Claim Application
- ★ Change Your Payment Method
- ★ Change Your Tax Withholding Status
- ★ View Your Claim History
- ★ Manage Your Issues
- ★ View Your Benefit Overpayments
- ★ View Your Certifications and Payments
- ★ File A Weekly Certification Application
- ★ View Your Work Search Status And Work Search Contacts
- ★ View Your 1099-Gs

Register A New Claimant Portal User Account

How-To: Register a new user account in Claimant Portal with the Idaho Department of Labor.

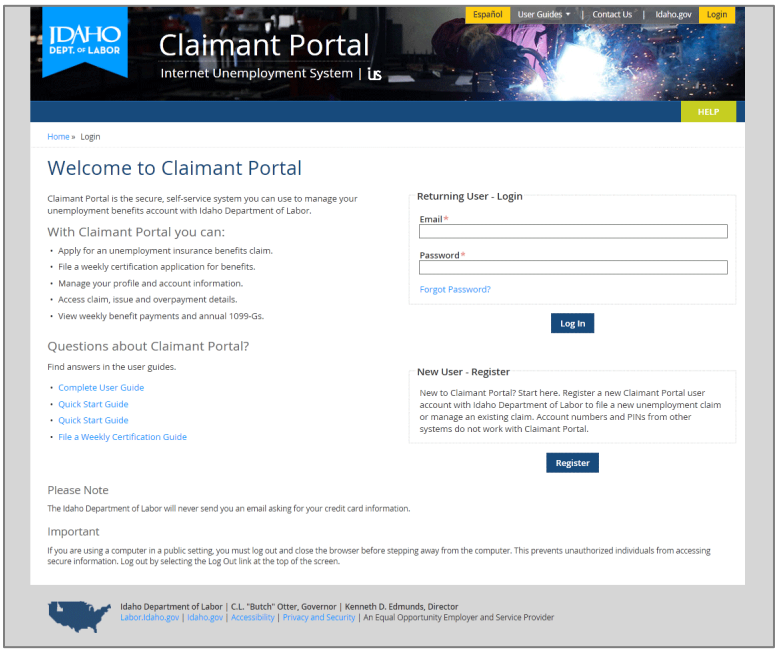
About Your User Account

Any individual who wants to use the features in Claimant Portal must create a new user account. Register easily using a valid email address. If you do not have an email address, please set one up before you register.

User account numbers and PINs used in other systems cannot be used to login to Claimant Portal. Login information from other systems do not work on Claimant Portal.

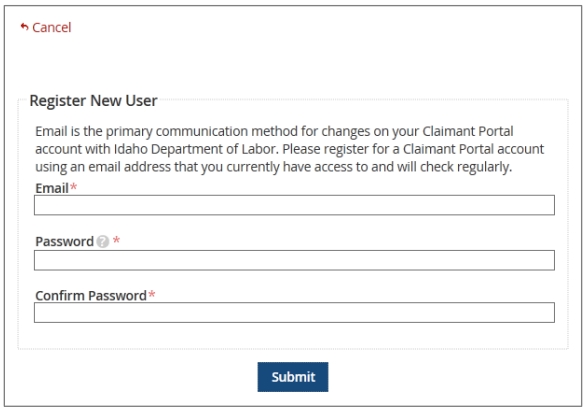
Mountain Time Zone: Idaho Department of Labor uses the Mountain Time zone for processes that occur on your Claimant Portal account. Keep this in mind as you use the features in Claimant Portal.

Visit the Claimant Portal website at: labor.idaho.gov/ClaimantPortal.



Click the *Register* button.

The Register New User slider screen will be displayed on the right-hand portion of the screen.



Type an *Email* address that you have access to and can check frequently.

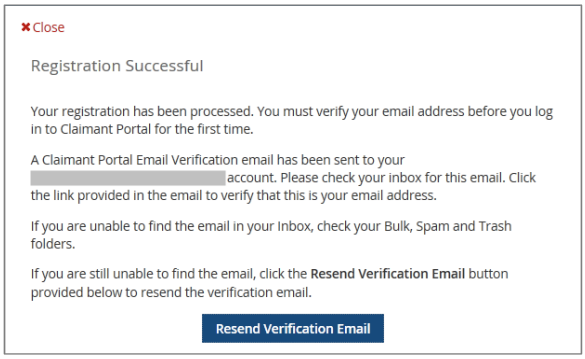
Type your *Password*.

* Your password must be 8 to 40 characters in length and contain at least one letter, one number, and one special character.

Retype the same password in the *Confirm Password* field.

Click the *Submit* button to register your user profile.

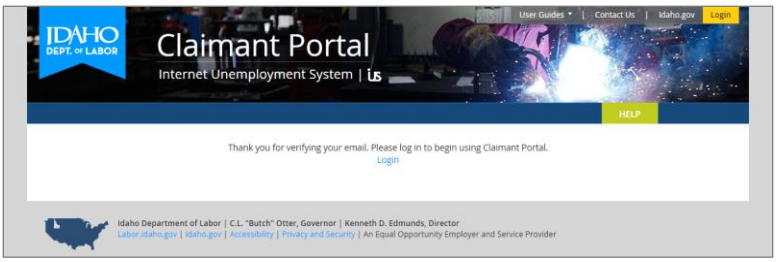
A *Registration Successful* screen will be displayed and an email with the subject line *Claimant Portal Email Verification* will be immediately sent to the email address you provided.



Before you can log in to Claimant Portal for the first time, you must verify your email address.

Open the *Claimant Portal Email Verification* email. The email contains a verification link that you will need to use to confirm that the email address you provided is *your* email.

- **If you *do not* see the email** in your Inbox, click the *Resend Verification Email* button and start the process again.
- **If you *do* see the email** in your Inbox, click the *email verification link*. The Claimant Portal *Thank You* screen will open in your default internet browser.

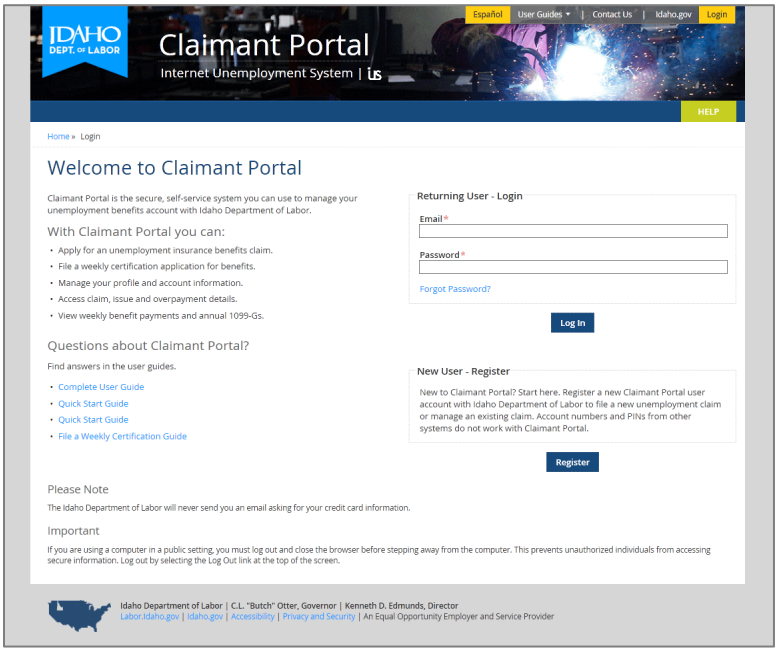


Click the *Login* hyperlink to return to the Claimant Portal welcome page and log in to your Claimant Portal user profile.

Log In To Claimant Portal

<u>How-To</u>: Log in to your existing user account to access Claimant Portal with Idaho Department of Labor.

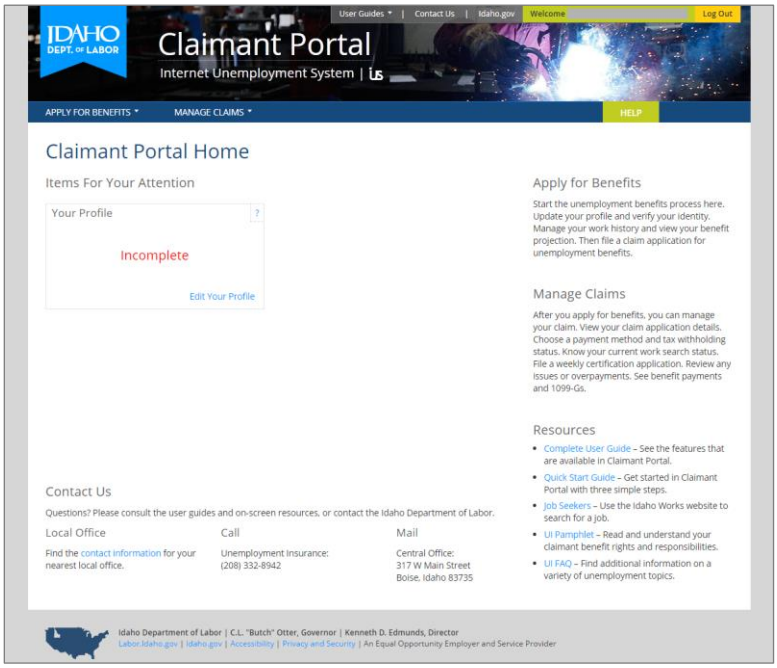
Visit the Claimant Portal website at: labor.idaho.gov/ClaimantPortal.



Type your registered *Email* address in the Email field.

Type your *Password* in the Password field.

Click the *Log In* button to access your Claimant Portal user account and view your Claimant Portal Home screen.



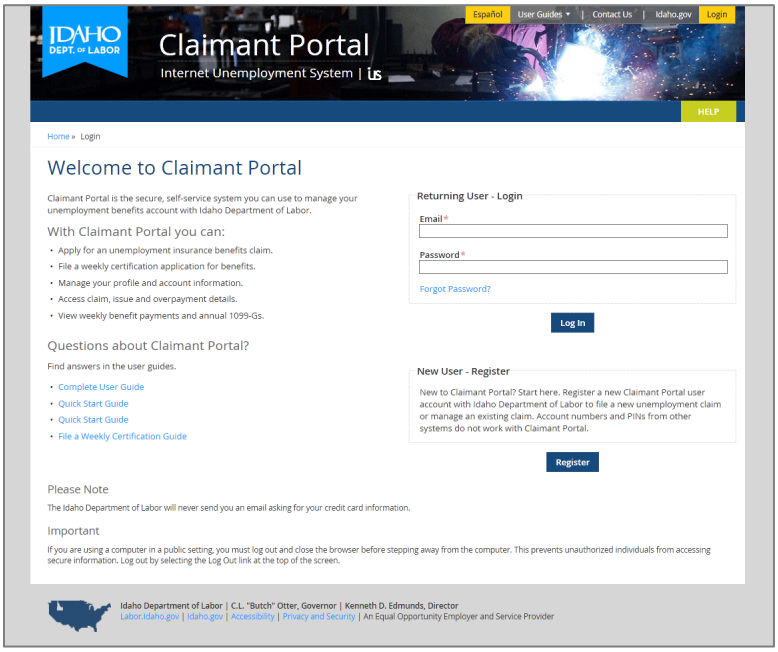
→ **If you *are* a new Claimant Portal user**, you must set up your profile. See the *Update Your Profile* how-to process.

→ **If you *are not* a new Claimant Portal user**, you may go to any area in Claimant Portal for which you have access. A related how-to process is available for each feature in Claimant Portal.

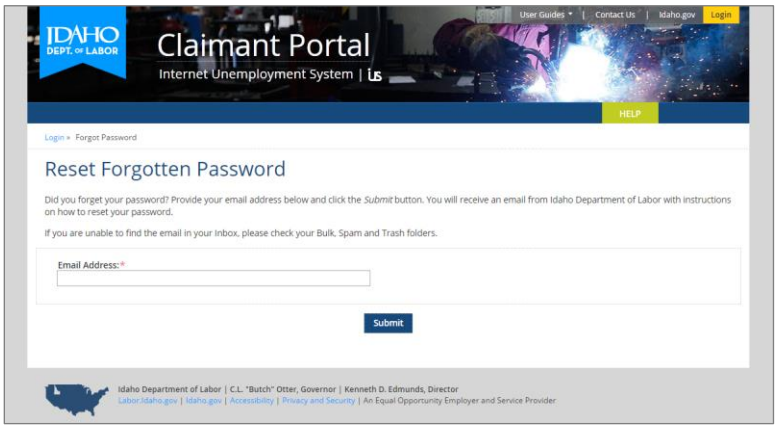
Reset Your Forgotten Password

<u>How-To</u>: Reset the password on your Claimant Portal account if you have forgotten it and cannot log in.

Visit the Claimant Portal website at: labor.idaho.gov/ClaimantPortal.

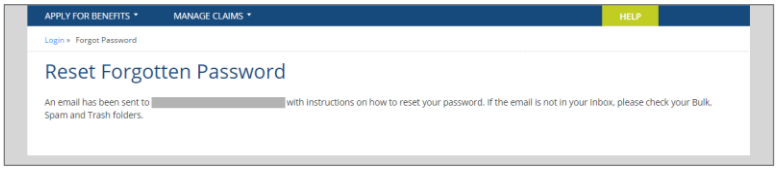


Click the *Forgot Password?* hyperlink to access the *Reset Forgotten Password* screen.



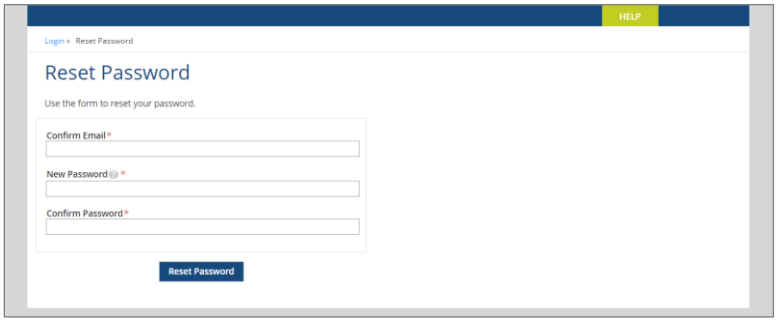
Type the Email Address to which you want the *Claimant Portal Password Reset* email to be sent. This should be the email address with which you normally log in to your Claimant Portal account.

Click the *Submit* button to submit your password reset request and refresh the Reset Forgotten Password screen. The email should show up fairly quickly in the inbox of the email address you indicated in your request.



Log in to your email account and access your Inbox. You should see a new email from Idaho Department of Labor titled *Claimant Portal Password Reset*.

Click the *hyperlink* provided in the *Claimant Portal Password Reset* email. It should open a secure Claimant Portal Reset Password screen.



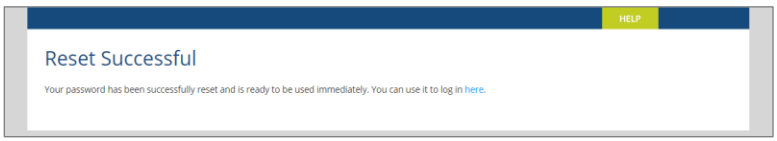
Type the *email address* you use to log in to your Claimant Portal account in the Confirm Email field.

Type a new password in the New Password field.

* Your password must be 8 to 40 characters in length and contain at least one letter, one number, and one special character.

Retype the same password in the *Confirm Password* field.

Click the *Reset Password* button to have your password reset immediately. The screen will refresh to indicate that your change was successful.



Click the *here* hyperlink to return to the main Claimant Portal Welcome screen and log in using your new password.

Update Your Profile Information

How-To: Update your Claimant Portal profile information with Idaho Department of Labor.

About Your Profile Information

The first time you log in to access your Claimant Portal account, you must provide some details about yourself to Idaho Department of Labor.

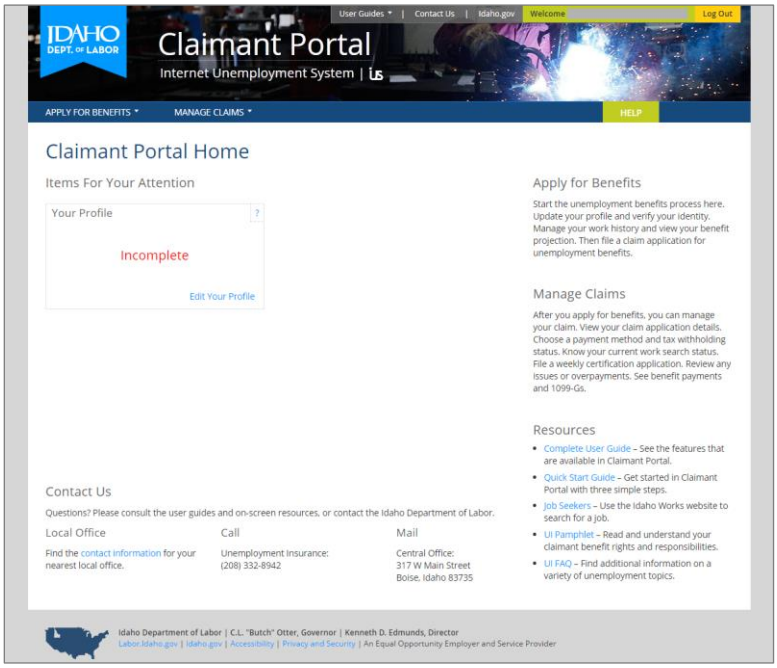
Every other time you log in to access your Claimant Portal account, it is important for you to update your personal, contact, mailing, and demographic information if it changes.

Idaho Department of Labor mails letters that contain time-sensitive details about your benefits, so keep this information current to ensure you receive all communications about your unemployment benefits account.

Even after you stop claiming unemployment benefits, you must continue to keep your mailing address updated to ensure that you receive all communications from Idaho Department of Labor.

Additionally, if your mailing address changes, you must update that information with the Idaho Transportation Department, Division of Motor Vehicles as well as with the Idaho Department of Labor.

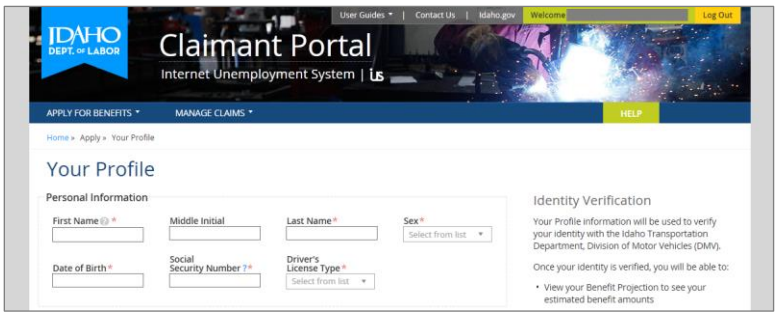
Log in to Claimant Portal and access your Claimant Portal Home screen.



→ If this is the first time you have accessed Claimant Portal, the only action available is to update Your Profile.

The Your Profile flip card displays a status of *Incomplete,* as seen in the picture above. You must complete your profile to access other areas of Claimant Portal.

Click the *Edit Your Profile* hyperlink to access the Your Profile screen.



It is important that all information you provide during data entry is accurate and true.

Type all required and pertinent information in to your profile including your Personal Information, Address Information, Contact Information, and Demographic Information.

* *Note:* Certain data entry fields only allow entry of specific character types. You will be prevented from entering incorrect characters in fields such as Date of Birth, Social Security Number, Driver's License, and Address.

Click the *Submit* button to save your profile information to Claimant Portal and run the identity verification check.

About Identity Verification

The profile information you provide will be verified with the data that is on file for you at Idaho Transportation Department, Division of Motor Vehicles (DMV). Once your identity is verified, you will be granted access to additional areas of Claimant Portal, including your known Idaho wages on the Benefit Projection and Work History screens.

The verification with DMV happens automatically, and within moments.

→ *If your identity cannot be verified,* you must review your profile for typos, make any necessary corrections and resubmit your information in Claimant Portal. If your identity still cannot be verified, please contact the DMV to confirm the information they have on record is correct. If the DMV has incorrect information on file for you, you must correct it with the DMV first. Once fixed, return to the Claimant Portal to resubmit your profile and initiate the identity verification process again.

→ *If you do not have an Idaho driver's license,* you will not be able to view known Idaho wages on the work history and benefit projection screens in Claimant Portal.

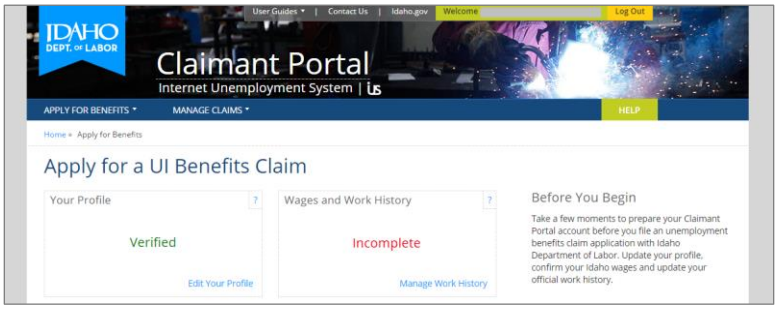
→ *If at a future time you do have an Idaho driver's license,* you will need to update your profile with the Idaho driver's license number, resubmit your profile, and your identity will be checked again.

Note: You can file an unemployment benefits claim or file a weekly certification for a benefit payment with an unverified identity. However, an identity verification issue on your account will prevent benefit payments.

If you have questions about identity verification, you may contact a Claim Specialist with Idaho Department of Labor at (208) 332-8942.

Once your identity has been verified, you will be granted access to more screens in Claimant Portal including your Benefit Projection and your Work History.

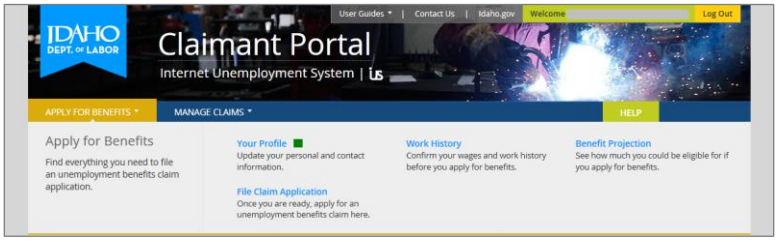
Additionally, on the *Apply for a UI Benefits Claim* landing page, the Your Profile flip card will display Verified.



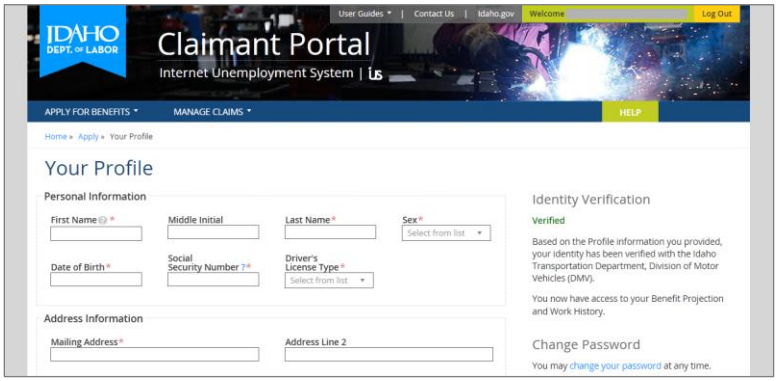
Change Your Account Password

<u>How-To</u>: Change the account password that you use to log in to Claimant Portal.

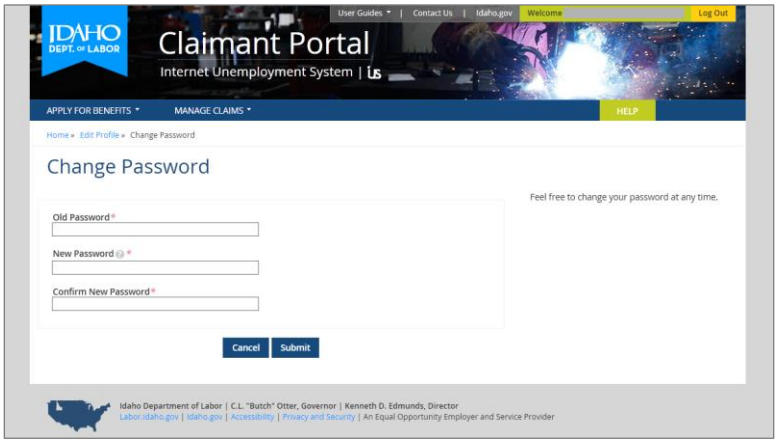
Log in to Claimant Portal. Hover over the *Apply for Benefits* menu option.



Click the *Your Profile* hyperlink to access the Your Profile screen.



On Your Profile in the sidebar, click the *Change Your Password* hyperlink to access the Change Password screen.



<u>Password Requirements</u>: Your password must be between 8 and 40 characters in length, and contain at least one letter, one number, and one special character. Moreover, your new password must be different from your old password.

Type your old password, your new password, and then confirm your new password.

As a form of verification, your old password will be confirmed prior to assignment of your new password.

Click the *Submit* button to save your new password.

After saving, a confirmation of the change should be displayed.

An email with the subject line *Claimant Portal Password Change* is also immediately sent to the email address on your Claimant Portal account to inform you that a password change occurred.

→ If you ever receive this email when you have not requested a password change, contact Idaho Department of Labor immediately for investigation.

View Your Unemployment Benefit Projection

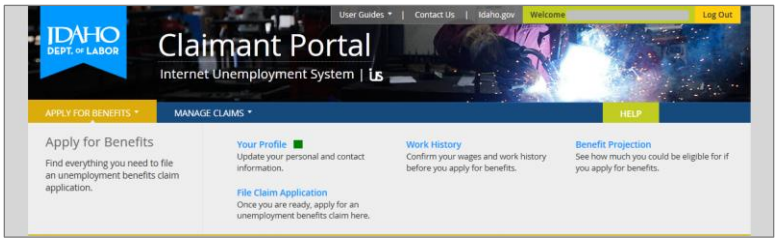
How-To: View your estimated Unemployment Insurance Benefit Projection before you file a claim.

About Your Benefit Projection

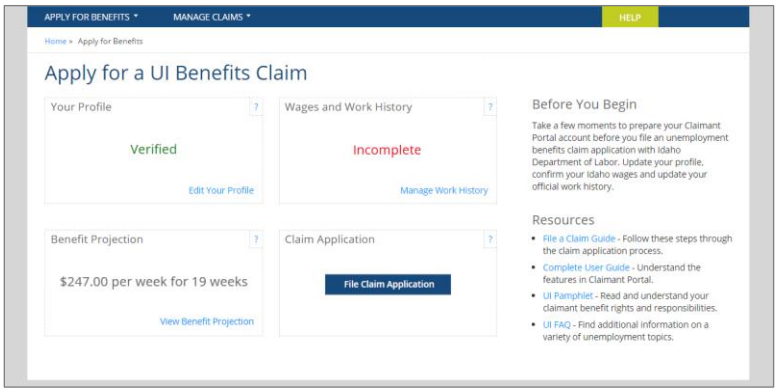
The UI Benefit Projection screen provides an estimate of the dollar amount of benefits for which you could be eligible if you file an unemployment benefits claim application. The benefit projection includes only wages reported to the department by Idaho employers during a specified timeframe known as a base period. The base period is one year and consists of four completed calendar quarters. The projection does not include wages paid from any other type of employer such as a military branch, federal government agency, or an employer in a state other than Idaho.

Because this monetary projection uses wages that have been reported by Idaho employers who you worked for, you are given access to this screen after Idaho Department of Labor has verified your identity and found your Idaho wages.

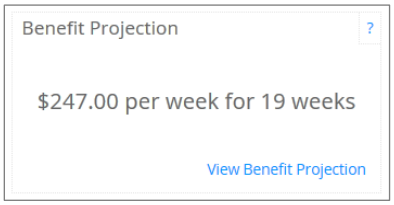
Log in to Claimant Portal. Hover over the *Apply for Benefits* menu option.

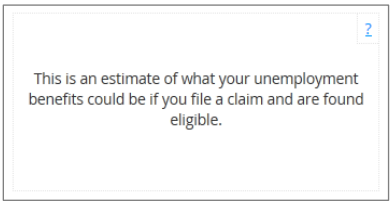


Click the *Apply for Benefits* menu option to access the Apply for a UI Benefits Claim landing page.

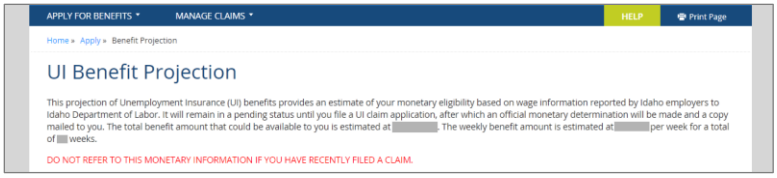


The Benefit Projection flip card displays a high-level view of your benefit projection. The Quick Tip provides a little more detail about your benefit projection.





Click *the View Benefit Projection* hyperlink to access the *UI Benefit Projection* screen.



Click the *Print Page* menu option to print your UI Benefit Projection screen. Your benefit projection can be used as proof of what unemployment benefit amount you could be eligible for when requested by other entities.

Manage Your Work History

How To: Confirm your wages paid to you from Idaho employers and manage your official work history.

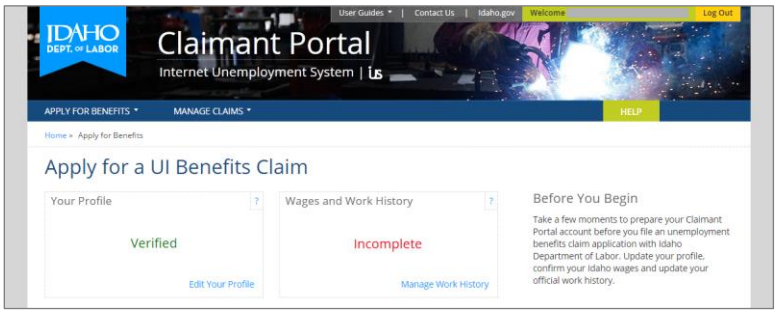
About Your Work History

It is important for you to provide your work history for the most recent two calendar years to Idaho Department of Labor before you file an unemployment insurance benefits claim application. This will ensure that all wages you were paid are accounted for in your monetary determination, and that you receive the correct total benefit amount and weekly benefit amount. Your wage details should include any Idaho or out-of-state employer, military branch, federal government agency, and self-employment work that you performed in the past two years.

Once you have filed your claim application, if you have some additional income, you will need to report it on your weekly certification application as it occurs. Updates made to the work history screen are taken into account when an unemployment claim is filed initially.

Log in to Claimant Portal.

Hover over and click the *Apply for Benefits* menu option to access the Apply for a UI Benefits Claim landing page.



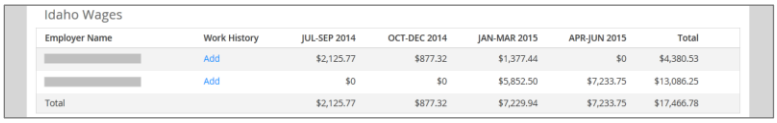
Your Wages and Work History flip card status will be displayed as either *Incomplete* or *Complete*.

→ Incomplete indicates that you ***have not confirmed*** all Idaho wages that are on file with Idaho Department of Labor. It also indicates that there could be missing work history entries from an Idaho or out-of-state employer, military branch, federal government agency, or self-employment work.

→ Complete indicates that you ***have confirmed*** all Idaho wages that are on file with Idaho Department of Labor. However, there could still be an Idaho or out-of-state employer, military branch, federal government agency, or self-employment work that has not yet been reported on your account. So, before you file a claim for unemployment benefits, please double-check your work history, even if it shows a status of *complete*.

On the Wages and Work History flip card, click the *Manage Work History* link to access your *Work History* screen.

The Work History screen is where you can confirm the wages Idaho Department of Labor has on record from each Idaho employer who has reported paying you for work you performed.



Idaho Wages

Employer Name	Work History	JUL-SEP 2014	OCT-DEC 2014	JAN-MAR 2015	APR-JUN 2015	Total
	Add	$2,125.77	$877.32	$1,377.44	$0	$4,380.53
	Add	$0	$0	$5,852.50	$7,233.75	$13,086.25
Total		$2,125.77	$877.32	$7,229.94	$7,233.75	$17,466.78

Each employer listed in the Idaho Wages table is an employer who has reported paying you during the quarters that are displayed. You must confirm whether you worked for each employer that is listed under Idaho Wages.

To take action for each employer, you must either:

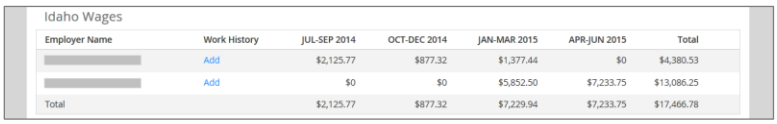
- Confirm your employment by adding the employer to your Official Work History, or
- Request an investigation into the Idaho Wages for that employer, ***but only if*** you truly ***did not work*** for the employer.

Each employer may be known multiple names. Oftentimes, the public-facing name is different from the company's business name. ***Pay close attention to this.*** *Check your pay stubs for multiple names to identify whether the name of the employer that is listed on your Idaho Wages table is the employer who paid you.*

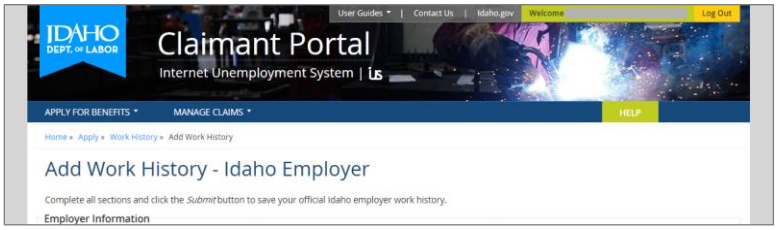
Add Idaho Wages to Your Official Work History

<u>How To</u>: Take an Idaho employer that is listed on your Idaho Wages and add it to your Official Work History for use in a determination of monetary eligibility on an unemployment insurance benefits claim.

Begin on the Work History screen.



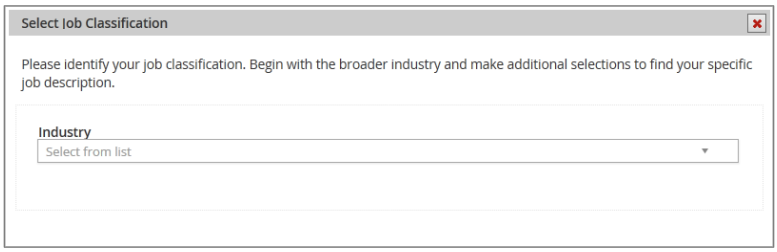
Click the *Add* hyperlink located in the Work History column to access the *Add Work History – Idaho Employer* screen.



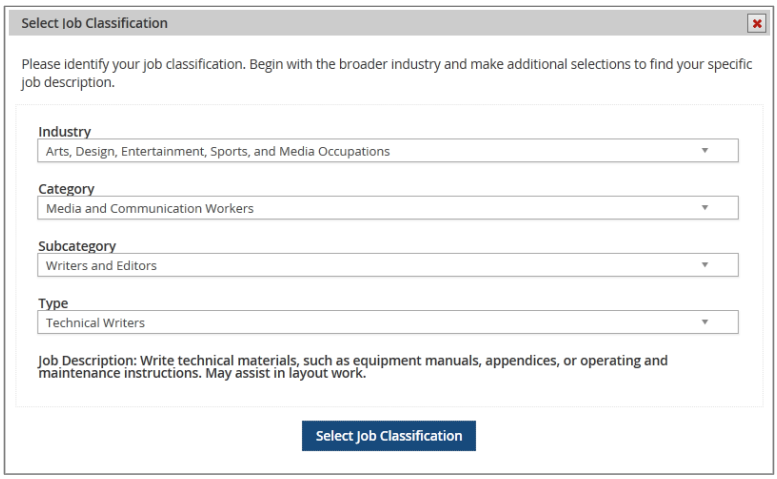
Enter your Employer Information, Employment Details and a Separation Reason in all required fields marked with a red asterisk. These details about your employment will be used to confirm your employment during the monetary determination process, so please make certain your information is accurate and true.

Under the Employment Details section, you will notice a Job Classification picker.

Click the Job Classification icon to access the Job Classification picker: a popup.

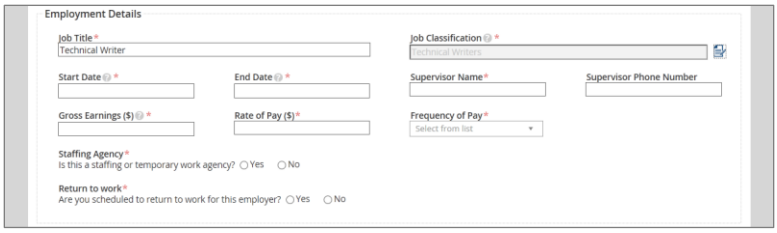


The Job Classification picker will take you through a series of dropdown options that range from a broad industry to a specific job description.



Once you have identified your Industry, Category, Subcategory, and Type, a Job Description is displayed.

Click the *Select Job Classification* button to save your selections and return to the Add Work History screen. Your Job Description should now be displayed.

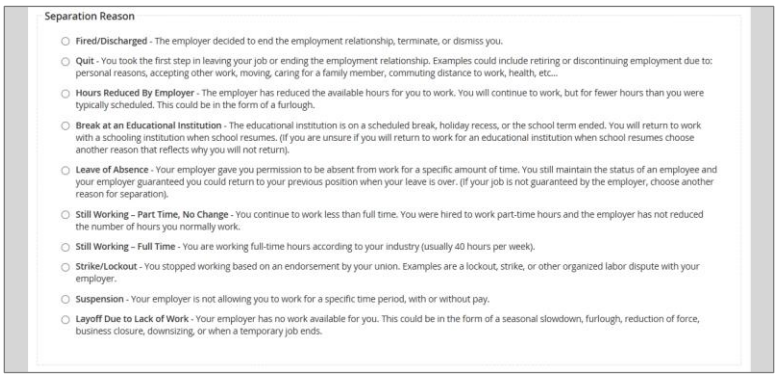


Under the Employment Details section, there are a number of other data entry fields that you must fill out.

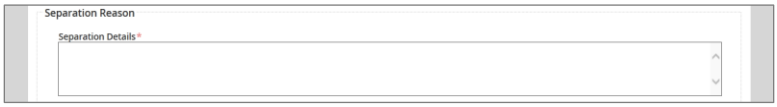
- **Start Date** is the day you first began to work for this employer, or the date you returned to work for this employer.
- **End Date** is the last day you physically worked for this employer.
- **Gross Earnings** is the total dollar amount you earned before any deductions, between your start date and end date with this employer.
- **Rate of Pay** is the dollar amount that you earned per hour, daily, weekly, etc., depending on how you were paid.
- **Frequency of Pay** is how often your rate of pay occurred.
  - Example 1: If you are paid $10 per hour, your Rate of Pay is $10 and your Frequency of Pay is *hourly*.
  - Example 2: If you are paid $50 per day, your Rate of Pay is $50 and your Frequency of Pay is *daily*.
- **Staffing Agency** is where you should indicate whether you worked through a staffing agency or temporary employment agency who hired you for a specific job assignment.
  - *If this employer is a staffing or temporary employment agency*, you must indicate whether you have contacted this employer to determine if other suitable work is available for you.
- **Return To Work** is where you should indicate whether the employer has given you a date on which you will return to full-time work at this job.
  - *If you will return to work with this employer*, you must provide the date on which you will return to full-time work at this job.

Continue to select your answers, enter dates and type details into each data entry field.

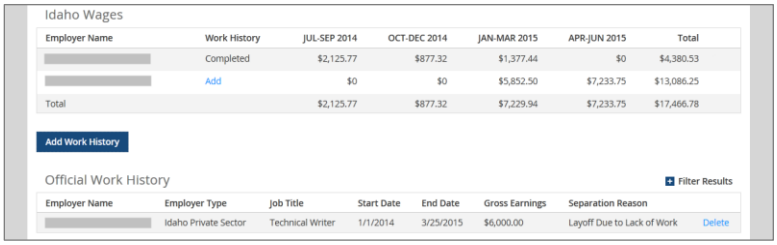
Under the Separation Reason section, choose a reason that best describes your separation from this employer.



Some separation reasons require you to provide additional information about your separation from this employer. The details you provide will be reviewed by the Idaho Department of Labor and will be a part of the decision-making process to determine your personal eligibility on this unemployment benefits claim.



Click the *Submit* button to save the details you entered and add this job to your official work history. Once the Work History screen refreshes, the Idaho Wages table shows a *Completed* status for this employer and the Official Work History table displays the job.



The employment listed in the Official Work History table is the record that is on file with Idaho Department of Labor. Ensure it is complete so that your monetary determination is accurate.

Repeat this how-to process for all Idaho employers listed on the Idaho Wages table. Once all Idaho employers listed in the Idaho Wages table have been confirmed, you are ready to follow the *Add a Missing Employer to Your Official Work History* how-to process.

Request an Idaho Wages Investigation

<u>How To</u>: Request an investigation into Idaho wages that are listed for an employer with whom you did not work. An employer with whom you did not work should not be listed in your Idaho Wages. An errant employer needs to be reviewed by Idaho Department of Labor. Call a Claim Specialist at (208) 332-8942 during regular business hours.

Add a Missing Employer to Your Official Work History

<u>How To</u>: Add a missing employer to your official work history for use on an unemployment benefits claim. This should include any missing out-of-state employer, federal government agency, military branch, or self-employment work from the past two calendar years. It should also include any missing Idaho employer from the past two calendar years who was not listed on your Idaho Wages table.

If an employer who paid you is not listed on your Idaho Wages and is not listed on your Official Work History, you need to add a new work history entry for that employer. Retrieve a pay stub you received from this employer to ensure the details you provide to Idaho Department of Labor are accurate.

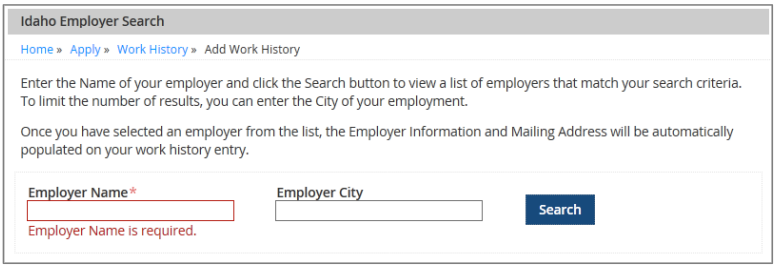
Begin on the Work History screen.

Click the *Add Work History* button to access the *Select an Employment Type* popup.

Select the type of employment that is missing from your official work history. Each employment type has different requirements and you will be presented with a different set of on-screen questions. Answer truthfully and accurately. An example of each employer type is displayed here.

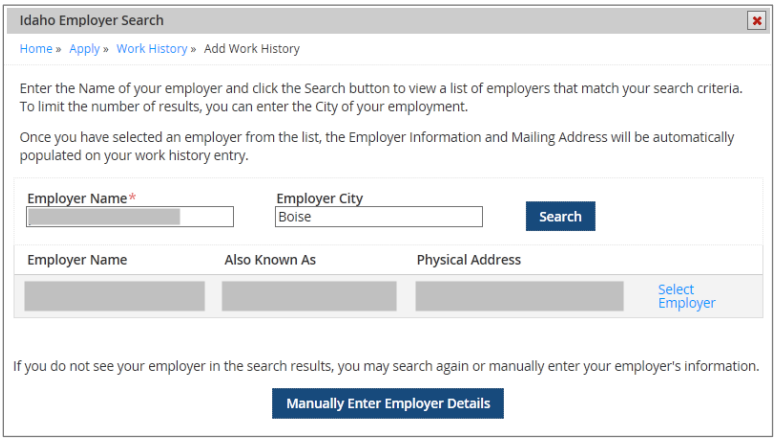
Idaho Employer

If you selected an Idaho employer, the Idaho Employer Search popup will be displayed. You are required to identify the employer with whom you worked. In most cases, the employer should be available for you to find.



Type the employer name and the city in which you worked.

Click the *Search* button to see a list of employers who meet your search criteria.

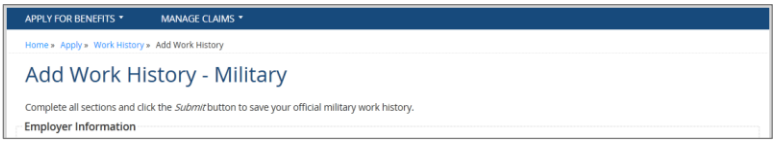


- **If the employer you worked for is listed,** click the corresponding *Select Employer* hyperlink to add that employer to your official work history and continue the confirmation process.
- **If the employer you worked for is not listed,** double-check your pay stub to see if the employer goes by a different also-known-as name. You can refine your search parameters and attempt to identify the employer again. Most Idaho employers should be available using the employer search.
- **If the employer you worked for is truly not listed,** click the *Manually Enter Employer Details* button to input the employer's details yourself. It will still point you to the Add Work History - Idaho Employer screen, but it will include a few extra data entry fields that you need to fill in.

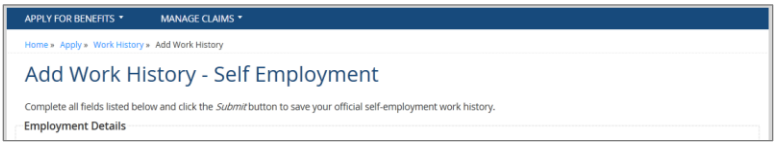
Out-of-State Employer

Federal Government Employer

Military Employer

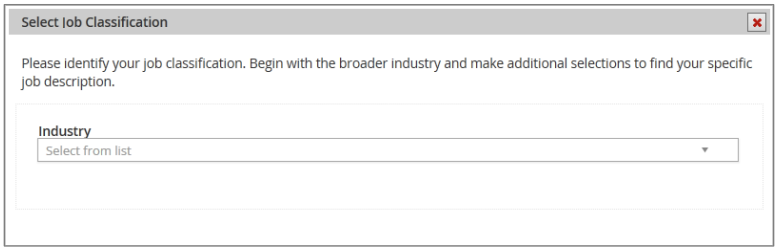


Self-Employment Work

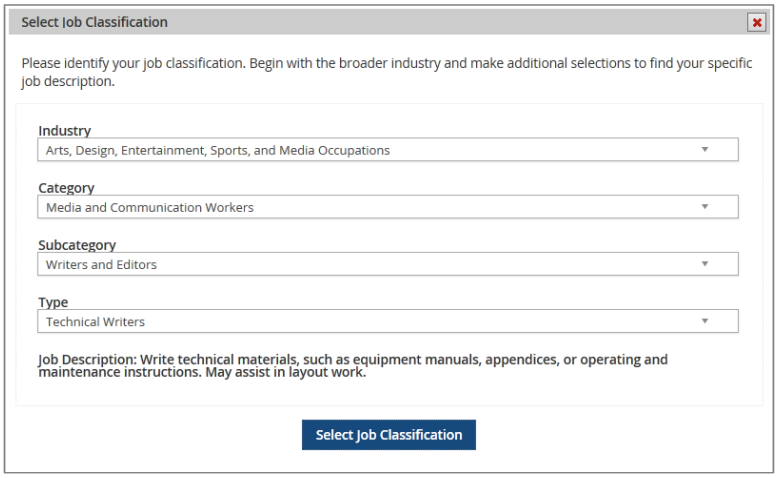


Regardless of the type of employer you add to your work history, you will notice a Job Classification picker.

Click the Job Classification icon to access the Job Classification picker: a popup.

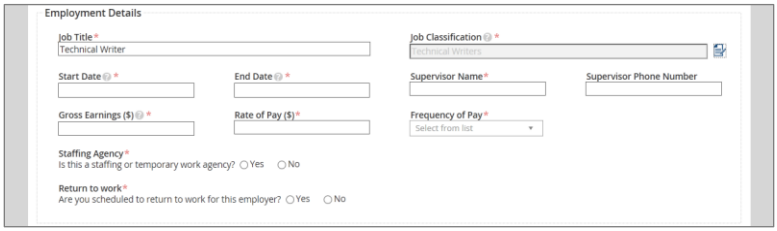


The Job Classification picker will present you with a series of selections ranging from an industry to a specific job type.



Once you have identified your Industry, Category, Subcategory, and Type, a Job Description is displayed.

Click the *Select Job Classification* button to save your selections and return to the Add Work History screen. Your Job Classification should now be displayed.

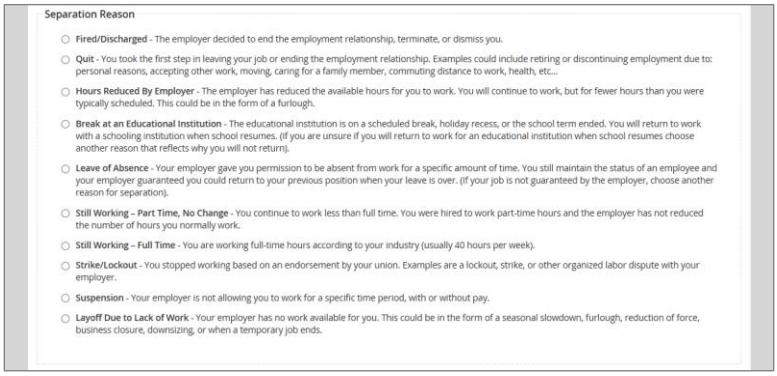


Under the Employment Details section, there are a number of other data entry fields.

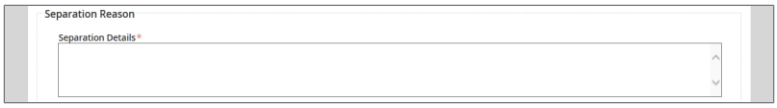
- **Start Date** is the day you first began to work for this employer, or the date you returned to work for this employer.
- **End Date** is the last day you physically worked for this employer.
- **Gross Earnings** is the total dollar amount you earned before any deductions, between your start date and end date with this employer.
- **Rate of Pay** is the dollar amount that you earned per hour, daily, weekly, etc.
- **Frequency of Pay** is how often your rate of pay occurred.
  - Example 1: If you are paid $10 per hour, your Rate of Pay is $10 and your Frequency of Pay is *hourly*.
  - Example 2: If you are paid $50 per day, your Rate of Pay is $50 and your Frequency of Pay is *daily*.
- **Staffing Agency** is where you should indicate whether you worked through a staffing agency or temporary employment agency who hired you for a specific job assignment.
  - *If this employer is a staffing or temporary employment agency*, you must indicate whether you have contacted this employer to determine if other suitable work is available for you.
- **Return To Work** is where you should indicate whether the employer has given you a date on which you will return to full-time work at this job.
  - *If you will return to work with this employer*, you must provide the date on which you will return to full-time work at this job.

Continue to select your answers, enter dates and type details into each additional required field.

Choose a Separation Reason from the radio button list.



Some separation reasons require entry of additional information about your separation from this employment. This information will be reviewed by Idaho Department of Labor staff and will assist in the personal eligibility determination that will be made once you file your unemployment benefits claim application.



When you have entered your work history information for this employer, click the *Submit* button to save it and return to the Work History screen. The employer should now be displayed on the Official Work History table.

Double-check that all employers—Idaho, out-of-state, military branch, federal government agency, and self-employment—are listed on your Official Work History table. If any are missing, repeat this how-to process.

Once all your employers from the past two years are in the Official Work History table, you may file a claim application.

Remove an Employer from Your Official Work History

<u>How To</u>: Remove an employer from your Official Work History table. Do this only if you truly did not work for the employer listed, or if information about the employer is incorrect and needs to be reconfirmed. Also, remove the employer only if you have not yet filed a new claim. If you attempt to remove an employer from your official work history after you have filed a claim, it will not be reflected on your current claim.

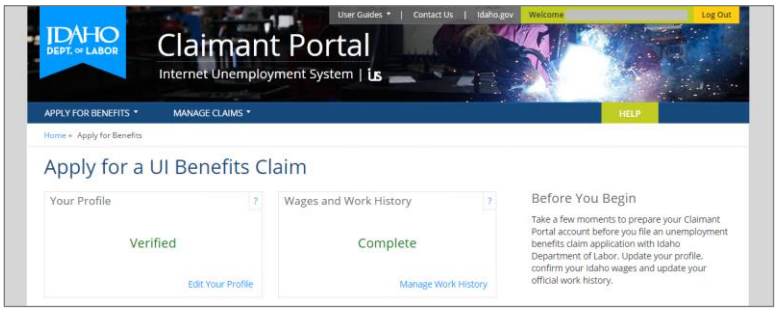
Begin on the Work History screen. Find the Official Work History table.

Click the *Delete* hyperlink to remove an employer from the official work history table **before you file a claim application**.

If the employer was also in the Idaho Wages table, you will either need to (1) reconfirm the employer by adding it back to the Official Work History, or (2) request the employer be removed from your Idaho Wages table by a Claim Specialist.

Once all your employment for the past two years is listed in the Official Work History table, you are ready to file an unemployment benefits claim application.

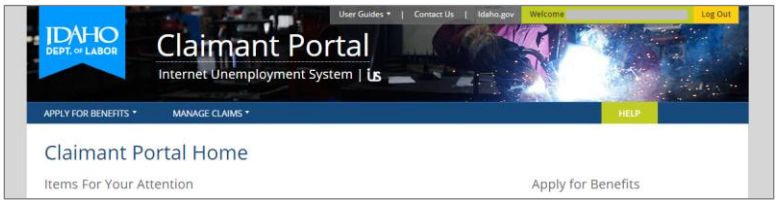
If you click the *Apply for Benefits* menu option to access the *Apply for a UI Benefits Claim* landing page, your Wages and Work History flip card should have changed from *Incomplete* to *Complete*.



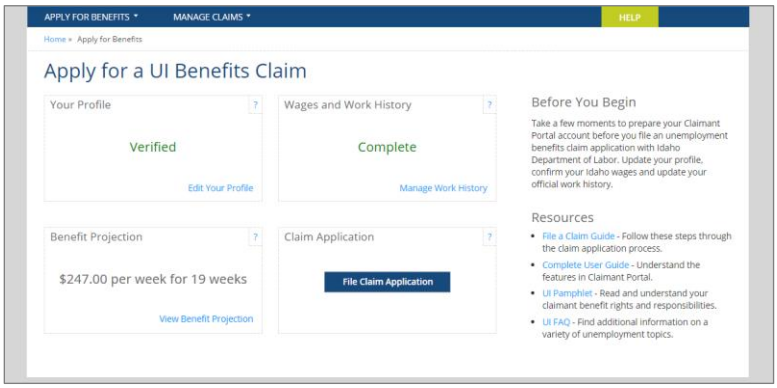
File An Unemployment Claim Application

<u>How-To</u>: File an unemployment benefits claim application with the Idaho Department of Labor.

Log in to Claimant Portal and access your Claimant Portal Home screen.



Hover over and click the *Apply for Benefits* menu option to access the Apply for a UI Benefits Claim landing page.



The Claim Application flip card displays your current claim's status. If you are currently able to file an unemployment claim application, it will display a blue button. The text displayed on the button depends on your current claim's status.

→ **File Claim Application** – If you have no current unemployment benefit claim on file, click the *File Claim Application* button to begin the claim application process.

→ **Continue Claim Application** – If you previously started a claim application and are now going to finish the filing process, click the *Continue Claim Application* button and be returned to the first series of questions you answered. All the answers you provided previously will be displayed.

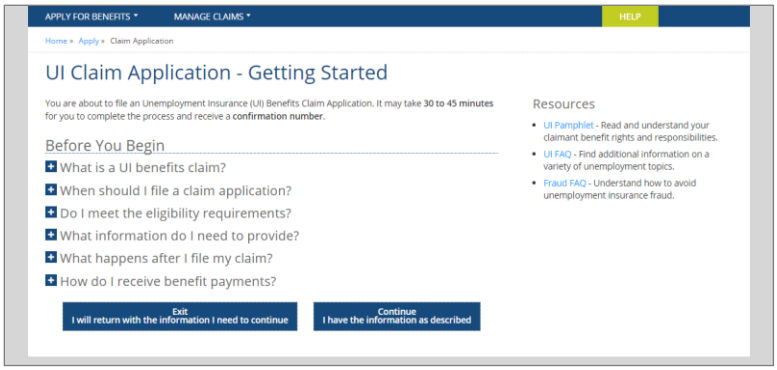
** Please double-check all answers you previously provided to make certain they are accurate.*

→ **Reopen Claim Application** – If you have a claim on file with Idaho Department of Labor for which you have not filed a weekly certification application for two or more consecutive weeks, click the *Reopen Claim Application* button to reopen a current claim that is already on file, but which must be reactivated.

After you click the claim application button, you will see the *UI Claim Application – Getting Started* screen.

Getting Started - Before You Begin

The UI Claim Application – Getting Started screen provides an overview of unemployment benefits.



The *Before You Begin* section explains answers to some basic questions you may have and informs you of the types of information that you will need to gather prior to filing your claim application.

Click a single **+** accordion FAQ to see the answer to that question.

Click a single **–** accordion FAQ to hide the answer to that question.

Additional *Resources* are displayed on the screen including a link to the UI Pamphlet, UI FAQ, and Fraud FAQ. These resources will help you better understand your rights and responsibilities for unemployment benefits.

You are required to read and understand the information in the UI Pamphlet.

Mountain Time Zone: Pay close attention to your time zone when filing a claim. Claimant Portal uses the Mountain Time zone to determine when a claim is filed. Each week of a claim runs from Sunday at 12:01 a.m. Mountain Time through Saturday at 11:59 p.m. Mountain Time. You may file a claim at any time, but your claim becomes effective the Sunday of the week in which you file a claim.

To file an unemployment benefits claim application, you need to gather some personal and employment information.

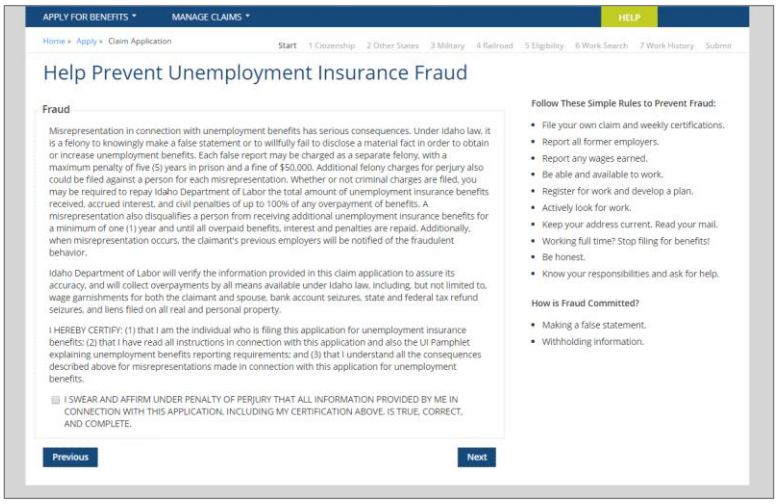
- Social Security number
- Driver's License number or State Identification number
- Alien Registration number and card (if you are not a United States citizen)
- Work History details of each employer for whom you worked during the past two years
  - Business name
  - Business address (physical work site and corporate office address, if different)
  - Business phone number
  - Employment start and end dates
  - Gross earnings total before deductions
  - Reason for separation from employment
  - DD form 214, Member 4, Certification of Release or Discharge from Active Duty (if you performed active duty military service, including National Guard and Reserve, for at least 90 days in the past 2 years)
- Pension or retirement details including dates and amounts received, if any
- Referral labor union membership information for a building or trades union who regularly refers you to work, if any
- Temporary disability worker's compensation details, if any

Once you have gathered the information you need and are ready to begin the unemployment claim application, click the *Continue I have the information as described* button to access the *Start* screen.

Note: As you proceed through the claim application, each time you select the *Next* button, your responses will be saved. This helps prevent loss of data while you proceed through the claim application.

Start - Fraud

The Start – Help Prevent Unemployment Insurance Fraud screen has the terms and conditions regarding fraud.



It is important for you to provide accurate and complete information to the Idaho Department of Labor. Please read this screen and ensure you understand the penalties associated with making a false statement or withholding information. Also, understand how to prevent fraud by accurately representing yourself and providing true and correct information.

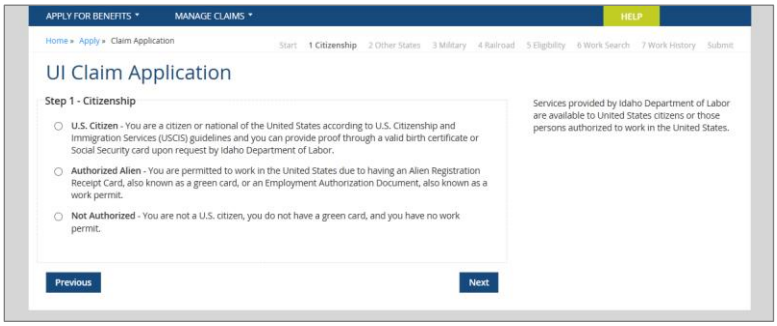
Certify that you understand and agree to the terms, conditions, and consequences of making a false statement or withholding information from your claim application.

Click the *Next* button to save your response and continue to the *Citizenship* screen of the claim application.

Or, click the *Previous* button to abandon your response and return to the previous UI Claim Application – Getting Started screen of the claim application.

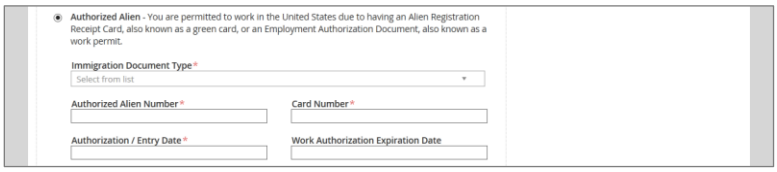
Step 1 – Citizenship

The Step 1 – Citizenship screen requires you to identify your citizenship status as United States citizen, authorized alien, or not authorized to work in the United States.



Select your *Citizenship* status to identify whether you are a *U.S. Citizen*, *Authorized Alien*, or *Not Authorized*.

If you select *Authorized Alien*, you must provide details about your alien status, which includes your Authorized Alien Number, Immigration Document Type, Authorization / Entry Date, and Work Authorization Expiration Date.

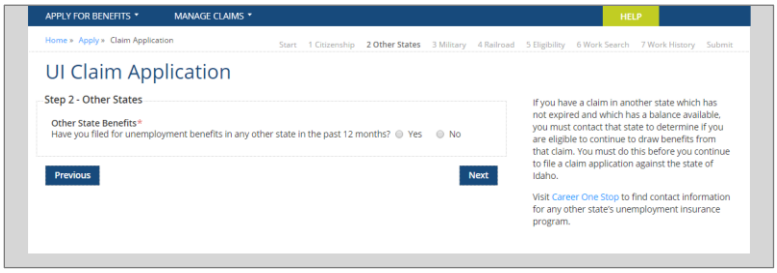


Click the *Next* button to save your response and continue to the *Other States* screen of the claim application.

Or, click the *Previous* button to abandon your selection and return to the Start Fraud screen of the claim application.

Step 2 – Other States

The Step 2 – Other States screen requires you to indicate if you have filed an unemployment claim in any other state.



Select *Yes* if you have filed for unemployment benefits in any state other than Idaho in the past 12 months. If you filed for benefits in another state, you must contact that state to see if you can continue to draw benefits from that claim. The Career One Stop website has each state's contact information.

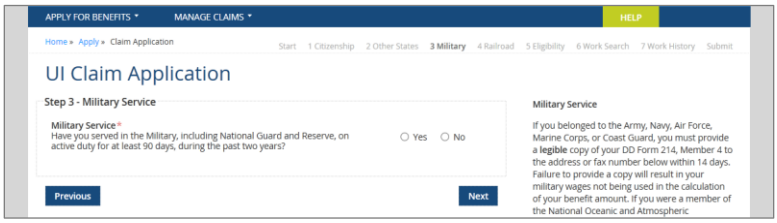
Or, select *No* if you have no unemployment claim on file in any other state.

Click the *Next* button to save your answer and continue to the Step 3 – Military Service screen of the claim application.

Or, click the *Previous* button to abandon your answer and return to Step 1 - Citizenship of the claim application.

Step 3 – Military Service

The Step 3 – Military Service screen requires you to indicate if you had active duty military employment for at least 90 days in the past two years.



Indicate whether you have worked for the military on active duty for at least 90 days during the past two years.

If you have military wages, they can contribute to your monetary eligibility and could increase the total amount of money you could be eligible for during your claim's benefit year.

→ If you select *Yes*, an additional question will be displayed related to your physical location.

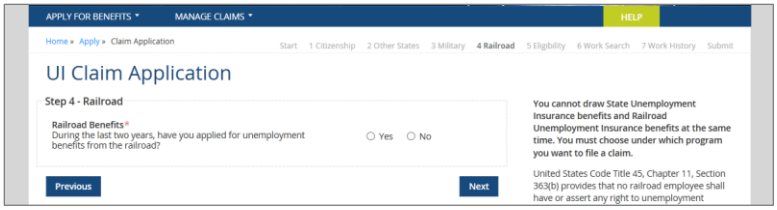
If you have no military wages, there should be no military wages listed on the work history of your claim.

Click the *Next* button to save your answer and continue to the Step 4 - Railroad screen of the claim application.

Or, click the *Previous* button to abandon your answer and return to Step 2 – Other States of the claim application.

Step 4 – Railroad

The Step 4 - Railroad screen requires you to indicate if you had railroad employment with which you applied for a railroad unemployment claim.



Indicate whether you have applied for unemployment benefits with the railroad during the past two years.

If you have an active railroad unemployment claim, you may only draw benefits from that claim. You cannot file a state unemployment claim with Idaho when you have an active railroad claim.

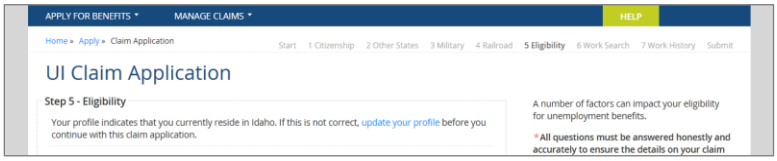
→ Select whether you want to file for railroad unemployment benefits or state unemployment benefits.

Click the *Next* button to save your selection and proceed to the Step 5 - Eligibility screen.

Or, click the *Previous* button to abandon your selection and return to Step 3 – Military Service of the claim application.

Step 5 - Eligibility

The Step 5 - Eligibility screen requires you to answer questions related to your eligibility for benefits.

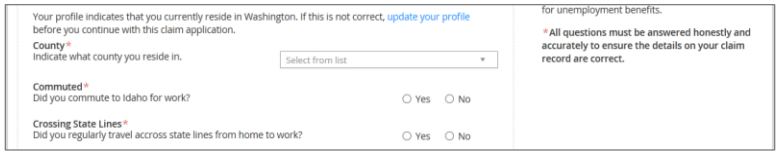


For each question, select the answer that best describes your circumstances. Answer honestly and accurately to ensure the details you provide on your claim record are correct.

A few of the questions require you to provide more information by answering supplemental questions and entering dates and dollar amounts.

Commuter

If you reside in a state that borders Idaho and commute into Idaho to work, you must provide your county of residence, commuter status, and whether you cross the state line to work.



Full-Time Work

If you file your claim the final week you worked for an employer and you worked 40 hours that final week, your claim will be considered invalid. This is because an unemployment claim is considered valid when filed during a week when fewer than 40 hours are worked.

Refusal of Work

Indicate if you refused a job or turned down an offer of work from an employer since you became unemployed.

Professional Athlete

Indicate if you received wages for services performed as a professional athlete.

Elected Official

Indicate if you received wages for services performed as an elected official.

Corporate Officer

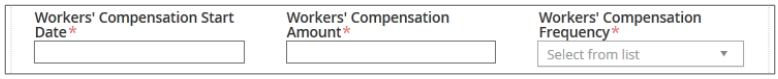
Indicate if you received wages for services performed as a corporate officer.

Referral Labor Union

If you are a member in good standing with a building or trades union who regularly refers you to full-time work, you must provide details about the union such as the Union Name, Union Number and Union Phone Number. This information affects your work search status during period of time that you are registered with the referral labor union.

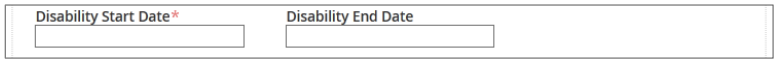
Workers' Compensation

If you have applied for or if you currently receive temporary disability workers' compensation, you must provide the start date, dollar amount and payment frequency. This could impact your benefit amount during the week or weeks that you receive a workers' compensation payment.



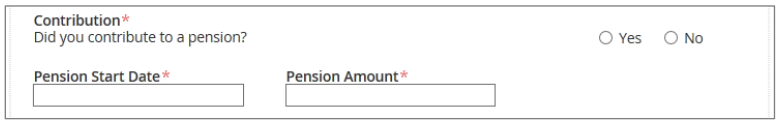
Disability

If you have suffered a total temporary disability that prevented you from working during the last three years, you must provide the date the disability started, and the date the disability ended if there is an end date.



Pension/Retirement

If you have applied for or if you currently receive payments from a pension or other retirement account other than Social Security, you must indicate whether you contributed to that pension or retirement and provide the start date and dollar amount of the pension or retirement.



Other Income

If you have been paid or will be paid for any other type of income, you must report it. This includes other income such as vacation, holiday, bonus or severance pay, whether paid as lump sum or repeat payments.

Once you have answered all Eligibility questions, you are ready to continue.

Next Click the *Next* button to save your selections and any additional information you provided, and continue to the *Step 6 - Work Search* screen of the claim application.

Previous Or, click the *Previous* button to abandon any selections you made to this screen and return to the previous Step 4 – Railroad screen of the claim application.

Step 6 – Work Search

The Step 6 - Work Search screen requires you to answer questions related to your work search activities and the type of work you plan to look for.

Select your response for each question. Answer honestly and accurately to ensure the details on record are correct.

Full-Time Work

Indicate whether you are willing to seek and accept full-time work, typically 40 hours of work in a week.

Able to Work Full Time

Indicate whether you are physically and mentally able to perform full-time work.

School/Training

Indicate whether you are *currently* enrolled in or attending school or a training program.

* ***This includes*** a class you attended or enrolled in *this week*—the week that you are filing the claim application.
* ***This does not include*** a class you plan to enroll in or that you will attend in the future.

Transportation

Indicate how you intend to conduct in-person work search activities. You can select multiple answers if applicable.

Miles

Indicate the approximate number of miles you are willing to travel one way to work.

Dependent Care

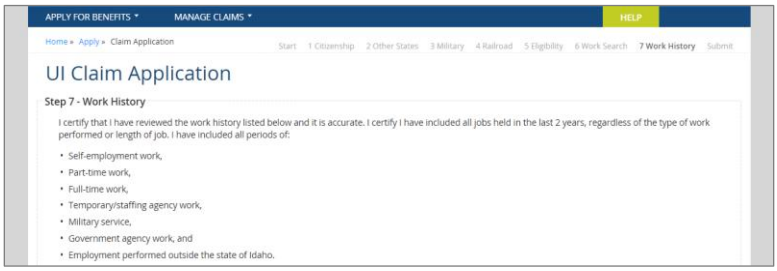
Indicate the arrangements you have made to provide care to children or other dependents who would affect your ability to find work. You can select multiple answers if they are applicable.

Next Click the *Next* button to save your Work Search selections and access the *Step 7 - Work History* screen.

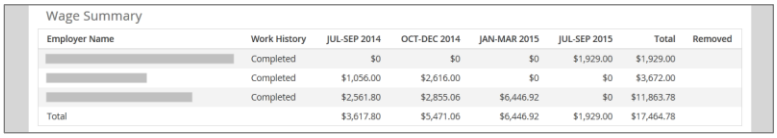
Previous Or, click the *Previous* button to abandon any selections you made to this screen and return to the previous *Step 5 – Eligibility* screen on the claim application.

Step 7 – Work History

The Step 7 - Work History screen requires you to review your official work history and confirm that it is accurate and complete.



Wage Summary



Wage Summary

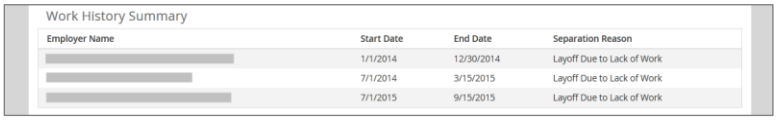
Employer Name	Work History	JUL-SEP 2014	OCT-DEC 2014	JAN-MAR 2015	JUL-SEP 2015	Total	Removed
	Completed	$0	$0	$0	$1,929.00	$1,929.00	
	Completed	$1,056.00	$2,616.00	$0	$0	$3,672.00	
	Completed	$2,561.80	$2,855.06	$6,446.92	$0	$11,863.78	
Total		$3,617.80	$5,471.06	$6,446.92	$1,929.00	$17,464.78	

Each employer listed in the Wage Summary table should be an Idaho employer with whom you worked. The Work History column indicates each employer's status on your account.

- **Completed** is an employer for whom you *have confirmed* your Idaho wages. This employer is also listed on your official work history and will be included in the monetary determination for your unemployment claim application.
- **Missing** is an employer for whom you *have not confirmed* your Idaho wages.
  - *If an employer has a Missing work history status,* please click the *Manage Work History* button to return to the Work History screen and update your employment details. Finalize and confirm your work history, and then return to the claim application.

The quarters listed in the Wage Summary table are the calendar quarters that are included in the base period of your claim. The quarters do not reflect your entire work history for each employer because your employment could have spanned quarters prior to or after the quarters listed.

Work History Summary



Work History Summary

Employer Name	Start Date	End Date	Separation Reason
	1/1/2014	12/30/2014	Layoff Due to Lack of Work
	7/1/2014	3/15/2015	Layoff Due to Lack of Work
	7/1/2015	9/15/2015	Layoff Due to Lack of Work

The Work History Summary is your official work history from the past two years that is on record with Idaho Department of Labor. It contains all the employers with whom you confirmed your employment. It is the basis for wage details that will be used to determine your monetary eligibility on this claim application.

Each employer listed on the Work History table is one of the following:

- **Idaho** employer you worked for, and for whom you already confirmed your employment dates and wage detail.
- **Military** branch you worked for, and for whom you already provided your employment details.
- **Federal Government** agency you worked for, and for whom you already provided your employment details.
- **Out-of-State** employer you worked for, and for whom you already provided your employment details.
- **Self-Employment** work that you performed for wages, and for which you already provided your employment details.

If every employer you worked for is listed in the Work History Summary, acknowledge that your work history—as it is displayed—will be used to determine your monetary eligibility on this claim. Then click the *Next* button to continue with your claim application and access the *Submit* screen.

If an employer you worked for is not listed in the Work History Summary, you should add the missing employer to your official work history before you continue with your claim application. This should include any missing Idaho, out-of-state, federal government, military employers, or self-employment work.

Click the *Manage Work History* button to temporarily access the Work History screen.

While on the Work History management screen, a notification header bar will be displayed to remind you to continue with your claim application once you have finished making updates to your work history.

Refer to the *Manage Your Work History* how-to process for details on how to update your employment history.

UI Claim Application – Preliminary Work Search Status

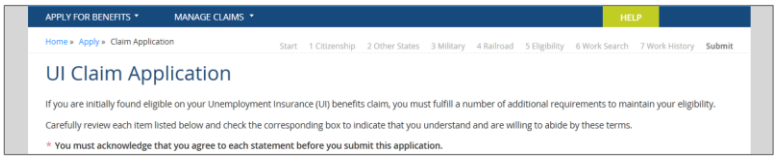
The UI Claim Application – Preliminary Work Search Status popup requires you to review the work search status that you will have once you submit your claim application.

Review the *Preliminary Work Search Status* details provided to you. The work search status that is displayed is based on the information you provided in the claim application up to this point.

Click the close X button in the top right-hand corner of the popup, and continue to the Submit screen.

UI Claim Application - Submit

The UI Claim Application - Submit screen requires you to review and understand the terms and conditions of your claim application for unemployment benefits.



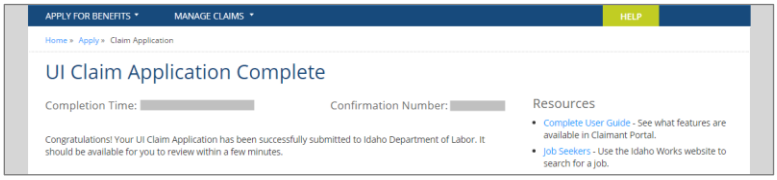
You are required to read, understand and agree to the terms and conditions put forth by Idaho Department of Labor.

Once you have agreed to all the terms and conditions of the claim application, you may proceed to file your claim.

Click the *Submit Claim Application* button to file your claim with the Idaho Department of Labor. It will be processed within moments, any issues that are identified will be pended to your account, and the UI Claim Application - Complete screen will be displayed.

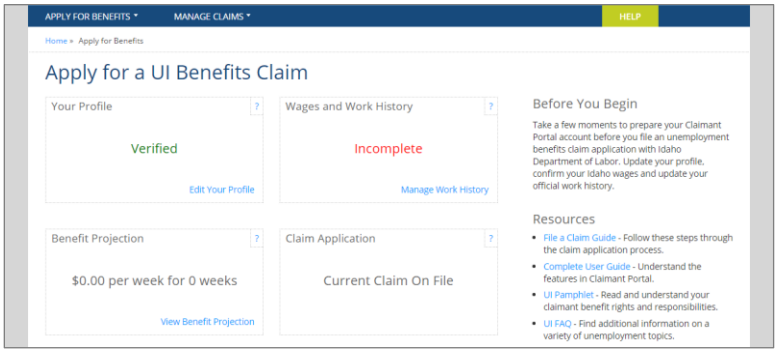
UI Claim Application - Complete

The UI Claim Application Complete screen is a read-only screen that displays the completion information about your unemployment benefits claim application.



In addition to the completion time and confirmation number, links to resources are provided to help you fully understand your claimant benefit rights and responsibilities, perform job searches, attend workshops and be more fully informed on unemployment benefits.

If you return to the Apply for Benefits landing page, your Claim Application flip card shoud display a new status of *Current Claim On File*.



→ *If your Claim Application flip card displays a Claim Processing status*, your claim has been submitted to the Idaho Department of Labor but has not finished being processed. Please be patient. It may take a few minutes for it to be completely processed.

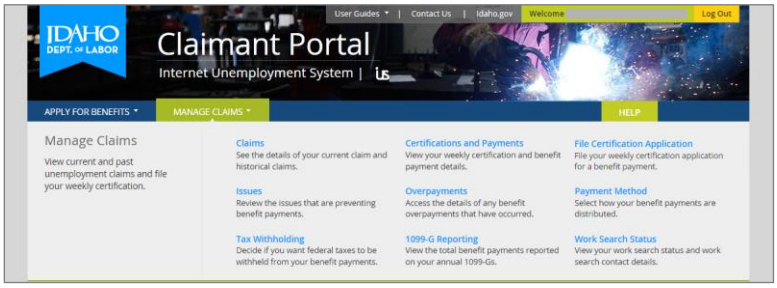
Change Your Payment Method

How-To: Change the payment method by which you will receive unemployment benefits.

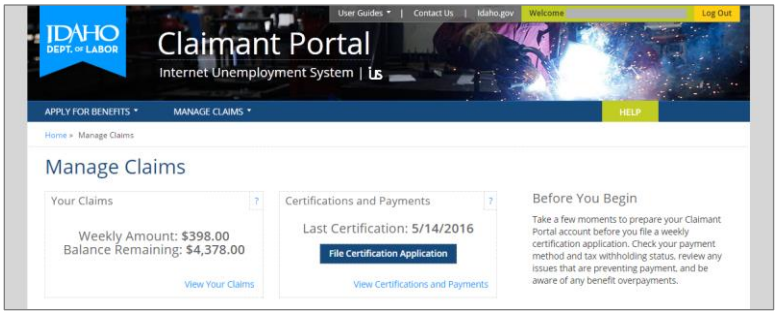
About Your Payment Methods

You have two options to choose from with regard to how you will be paid for your unemployment benefits: *bank card* and *direct deposit*. You have the ability to change this at any time. Once changed, the new payment method will take effect the next time a weekly benefit payment is processed on your account.

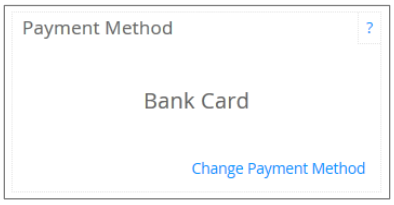
Log in to Claimant Portal. Hover over the *Manage Claims* menu option.



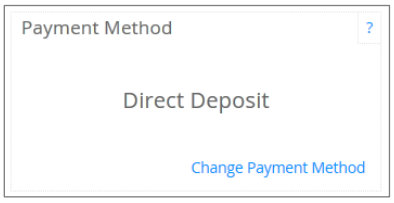
Click the *Manage Claims* menu option. This will display the Manage Claims landing page.



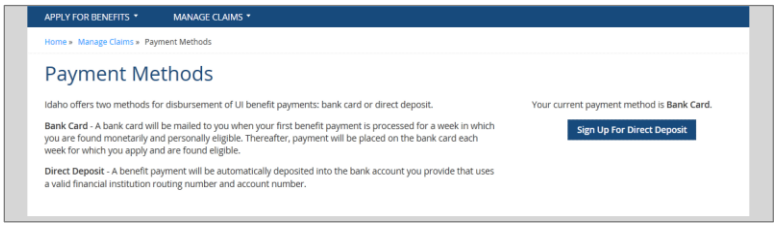
The Manage Claims landing page displays details about your account and claim. The Payment Method flip card displays your current payment method of either *Bank Card* or *Direct Deposit*.



or



On the Payment Method flip card, click the *Change Payment Method* link to access the Payment Methods screen.



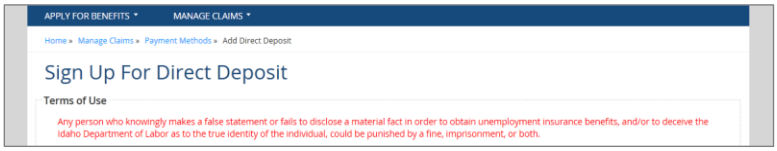
You can choose to receive your benefit payments using bank card or direct deposit.

Sign Up for Direct Deposit

Each person who is new to the unemployment process has *bank card* as the default payment method. However, to take advantage of having benefit payments automatically deposited into your bank account, you can sign up for the *direct deposit* payment method.

Begin on the Payment Methods screen.

Sign Up For Direct Deposit Click the *Sign Up For Direct* Deposit button to access the *Terms of Use* screen.



If you agree to all the direct deposit terms of use, acknowledge your agreement.

Next Click the *Next* button to access the Account Information screen.

Type your 9 Digit Routing Number in the space provided and confirm that number.

Type your bank Account Number in the space provided and confirm that number.

Select the Account Type as either a Checking or Savings account.

Enter a Nickname for your bank. This can be the actual name of your bank, a doing-business-as name, or some name by which you will recognize the banking institution.

Double-check the numbers you entered for the routing number and account number fields to make certain they are correct. Incorrect information could delay potential benefit payments.

Next Click the *Next* button to access the Confirm screen.

Verify your information is correct.

Click the Save button to save your direct deposit information and access the Success screen.

Or, click the *Start Over* button to return to the Account Info screen where you can reenter your bank account details.

The success screen confirms that your information was submitted to Idaho Department of Labor. Changes will take place on the next business day.

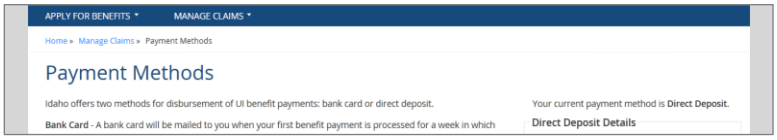
Back to Payment Methods Click the *Back to Payment Methods* button to see your new current payment method status.

Your current Direct Deposit information should now be displayed on your Payment Methods screen.

The Payment Method flip card should now display your new payment method of Direct Deposit.

Stop Using Direct Deposit – Switch to Bank Card

Begin on the Payment Methods screen.



Click the *Stop Using Direct Deposit* button to access the Stop Direct Deposit screen, which confirms that your direct deposit information has been stopped and any future payments will be made on a bank card.

Click the *Back to Payment Methods* button to see your new payment method status of bank card.

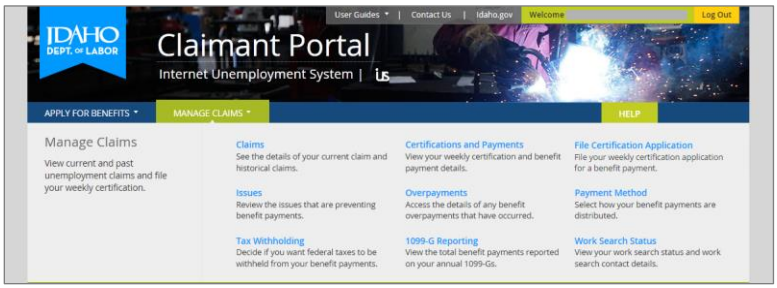
Change Your Tax Withholding Status

How To: Change your tax withholding status to indicate whether you want 10% withheld from your unemployment benefit payments for annual federal income taxes.

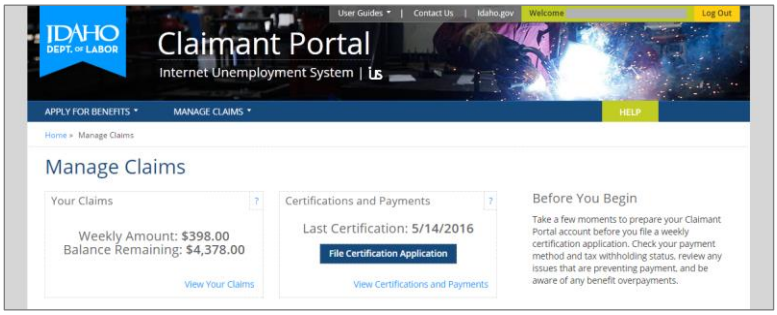
About Tax Withholding

The federal government requires you to pay taxes on all income you receive during the calendar year. Payments of unemployment benefits are taxable in this way. To put some money toward this annual tax, you can set your tax withholding status to withhold 10% from your benefit payments, or you can decline this and have nothing withheld from your benefit payments. By default, taxes are not withheld from benefit payments. You must elect to have taxes withheld.

Log in to Claimant Portal. Hover over the *Manage Claims* menu option.



Click the *Manage Claims* menu option. This will display the Manage Claims landing page.



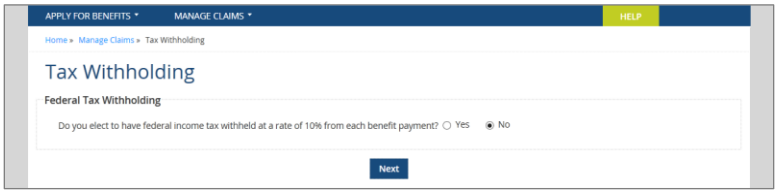
The Manage Claims landing page displays details about your account and claim. The Tax Withholding flip card displays your current tax withholding status.

Taxes Not Withheld Status:

or

Taxes Withheld Status:

Click the *Change Tax Withholding* hyperlink to access the Tax Withholding screen.



Select the *Yes* radio button to **have taxes withheld** from your benefit payments.

Or, select the *No* radio button to **not have taxes withheld** from your benefit payments.

Click the *Next* button to save your new selection and return to the Manage Claims landing page.

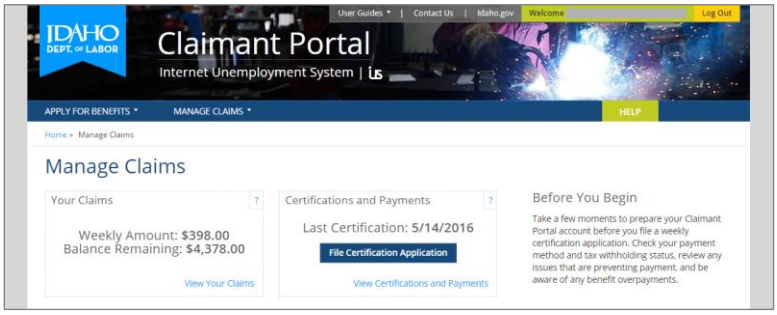
The Tax Withholding flip card should now display your new tax withholding status of *Withheld* or *Not Withheld*.

View Your Claim History

<u>How To</u>: View your current and past unemployment claims with the Idaho Department of Labor.

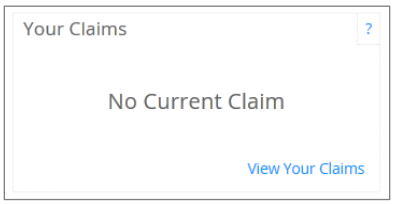
Log in to Claimant Portal and access your Claimant Portal Home screen.

Hover over and click the *Manage Claims* menu option to access the Manage Claims landing page.

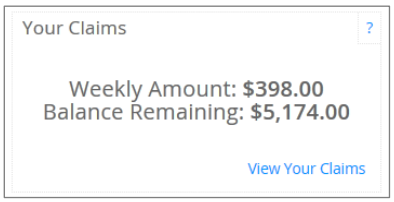


The *Your Claims* flip card displays the high-level status of your claim.

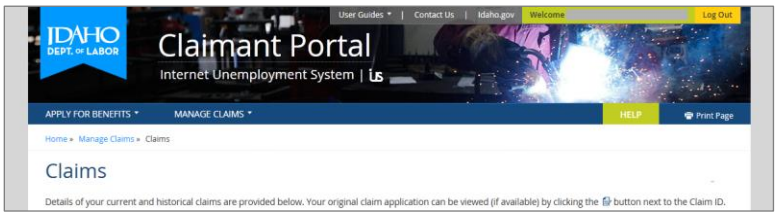
→ *If you do not have a claim on file with an open benefit year*, it will display *No Current Claim* as your status.
→ *If you have a claim on file with an open benefit year*, it will display your Weekly Amount and Balance Remaining.



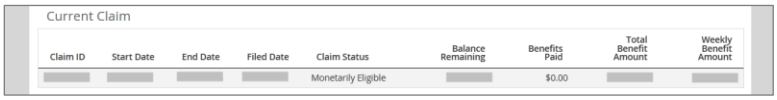
or



Click the *View Your Claims* hyperlink to access your Claims screen.



The *Current Claim* table displays details about the current claim from which you can draw benefits each week.



Understand your current claim:

- **Claim ID** is the unique identification number assigned to a claim upon completion of a claim application.
- **Start Date** is the day that your claim began, also known as the *benefit year begin* date. It is always a Sunday.
- **End Date** is the day that your claim will expire, also known as the *benefit year end* date. It is always a Saturday.
- **Filed Date** is the day that you filed your claim application. It can be any day during the first week of your claim.
- **Claim Status** is the current state of your claim.
  - <u>Monetarily Eligible</u> is a claim that meets monetary eligibility requirements and from which benefits can be drawn.
  - <u>Monetarily Ineligible</u> is a claim that does not meet monetary eligibility requirements and from which benefits cannot be drawn.
  - <u>Monetarily Pending</u> is a claim awaiting further detail before monetary eligibility can be determined.
  - <u>Benefits Exhausted</u> is a claim on which the total benefit amount has been paid out and a zero dollar balance remains.
  - <u>Benefit Year Expired</u> is an inactive claim on which the *benefit year end* date has passed and from which benefits can no longer be paid.
  - <u>Withdrawn</u> is a permanently inactive claim for which a record of the claim remains on file.
- **Balance Remaining** is the total dollar amount of benefits that is still available to be paid from a claim.
- **Benefits Paid** is the dollar amount of benefits that have already been paid on a claim.
- **Total Benefit Amount** is the maximum dollar amount for which you are eligible throughout the claim's benefit year.

- **Weekly Benefit Amount** is the maximum dollar amount for which you are eligible each week that you file a certification application for a benefit payment.

The *Historical Claims* table displays a summary of your prior claims.

Historical Claims

Claim ID	Start Date	End Date	Filed Date	Claim Status	Balance Remaining	Benefits Paid	Total Benefit Amount	Weekly Benefit Amount
	2/9/2014	2/7/2015	2/13/2014	Benefit Year Expired	$6,006.00	$819.00	$6,825.00	$273.00
	6/24/2012	6/22/2013	6/24/2012	Benefit Year Expired	$2,290.00	$0.00	$2,290.00	$229.00
	6/19/2011	6/16/2012	6/20/2011	Benefits Exhausted	$0.00	$4,356.00	$4,356.00	$198.00
	6/13/2010	6/11/2011	6/15/2010	Benefit Year Expired	$1,860.00	$2,790.00	$4,650.00	$186.00

View Claim Application

<u>How To</u>: View the details of any claim application you have filed in Claimant Portal. Claim applications filed in previous systems cannot be viewed in this manner.

Current Claim

Claim ID	Start Date	End Date	Filed Date	Claim Status	Balance Remaining	Benefits Paid	Total Benefit Amount	Weekly Benefit Amount
				Monetarily Eligible		$0.00		

Click the *Claim ID* hyperlink to access the View Claim Application screen and see all questions and answers you submitted on the selected claim application for unemployment benefits with Idaho Department of Labor.

APPLY FOR BENEFITS ▾ MANAGE CLAIMS ▾ HELP Print Page

Home » Manage Claims » Claims » View Application

View Claim Application

Statistics

Start Time | Completion Time | Confirmation Number

Disclaimers and Agreements

Manage Your Issues

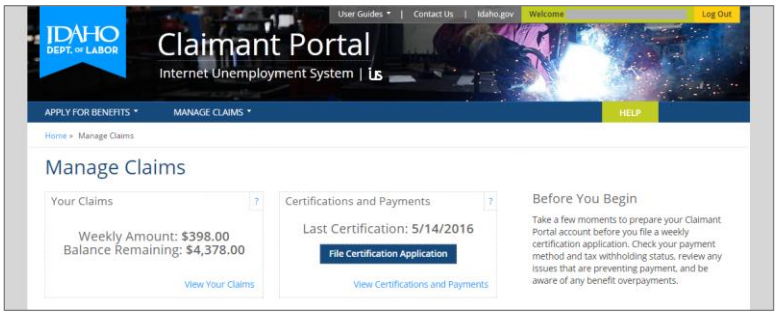
How To: View any issue that could prevent benefit payments on your unemployment claim.

About Issues on Your Account

Issues are usually created on your account when you file a claim or certification. Oftentimes, they need to be reviewed by a Claim Specialist at Idaho Department of Labor so a personal or monetary eligibility determination can be made on a claim or a weekly of benefits.

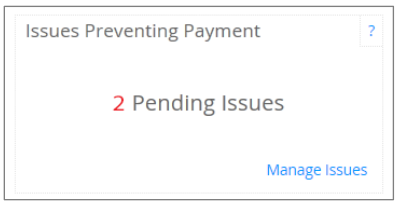
Log in to Claimant Portal and access the Claimant Portal home screen.

Hover over and click the *Manage Claims* menu option to access the Manage Claims landing page.



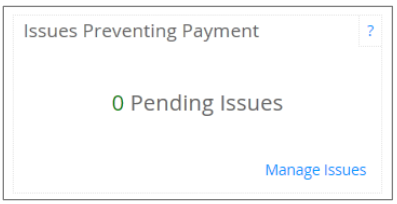
The Issues Preventing Payment flip card displays the total number of pending issues that could be preventing benefit payment on your claim.

With pending issues:



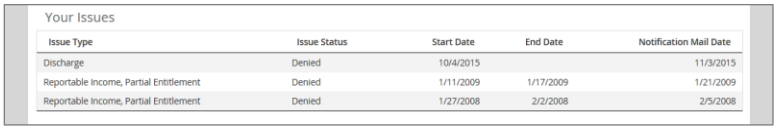
or

Without pending issues:



Click the *Manage Issues* hyperlink to access the Issues screen.

The Your Issues table displays any issues that are present on your account.



Your Issues

Issue Type	Issue Status	Start Date	End Date	Notification Mail Date
Discharge	Denied	10/4/2015		11/3/2015
Reportable Income, Partial Entitlement	Denied	1/11/2009	1/17/2009	1/21/2009
Reportable Income, Partial Entitlement	Denied	1/27/2008	2/2/2008	2/5/2008

Understand any issues that are present on your account.

- **Issue Type** is the kind of issue that was generated on your account.
- **Issue Status** indicates if an eligibility decision has been rendered.
  - Pending indicates that an issue has been established but fact-finding has not been completed and the issue is not yet resolved. Most issues in a pending status stop payment until resolved.
  - Allowed indicates that you have been determined *eligible for benefits* during the start date and end date of that issue. It allows a benefit payment to occur if there are no other issues stopping payment for the same dates.
  - Denied indicates that you have been determined *not eligible for benefits* during the start date and end date of that issue. It stops benefit payments from occurring between the start date and end date of the issue.
- **Start Date** is the date the issue became effective. It is always a Sunday.
- **End Date** is the date the issue concluded. It is always a Saturday.
- **Notification Mail Date** is the date on which an eligibility determination letter was generated and mailed to the address listed on your Claimant Portal user account.

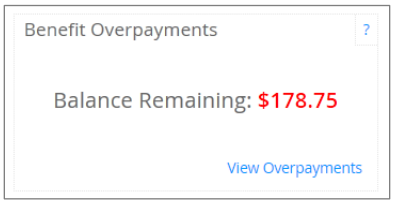
View Your Benefit Overpayments

How-To: View benefit overpayments that have occurred on your account. The overpayment balance that is displayed does not include interest charges. To get an overpayment balance that includes interest, call the Collection Enforcement Unit at (208) 332-3573.

Log in to Claimant Portal and access your Claimant Portal Home screen.

Hover over and click the *Manage Claims* menu option to access the Manage Claims landing page.

The Benefit Overpayments flip card displays the Balance Due to Idaho Department of Labor, if any.



Click the View Overpayments hyperlink to access the Benefit Overpayments screen.

The Summary table is displayed if you have a balance owed to Idaho Department of Labor.

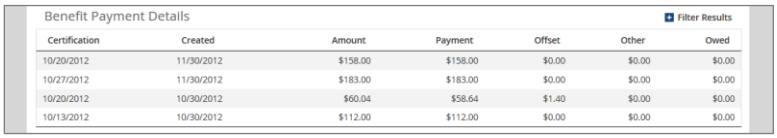
Summary

Overpayment Type	Amount	Recovered - Paid Back	Offset	Other	Balance
Benefit Payment	$513.04	$511.64	$1.40	$0.00	$0.00
State Penalty	$171.75	$171.75	$0.00	$0.00	$0.00

Understand overpayments that are present on your account.

- **Overpayment Type** indicates how the overpayment occurred—what kind of improper payment it was.
- **Amount** indicates the dollar amount of the overpayment that occurred.
- **Recovered –Paid Back** indicates the total dollar amount that you have repaid to Idaho Department of Labor.
- **Offset** indicates the total dollar amount deducted from the weekly benefit payment and applied to your overpayment balance due.
- **Other** indicates the total dollar amount in other categories of recovery that reduced the overpayment amount.
- **Balance** indicates the total dollar amount that is owed to Idaho Department of Labor after all recoveries, offsets and other payments have been accounted for.

Click a single *Overpayment Type* hyperlink to access the details of that specific overpayment.



Benefit Payment Details — Filter Results

Certification	Created	Amount	Payment	Offset	Other	Owed
10/20/2012	11/30/2012	$158.00	$158.00	$0.00	$0.00	$0.00
10/27/2012	11/30/2012	$183.00	$183.00	$0.00	$0.00	$0.00
10/20/2012	10/30/2012	$60.04	$58.64	$1.40	$0.00	$0.00
10/13/2012	10/30/2012	$112.00	$112.00	$0.00	$0.00	$0.00

The Payment section informs you that any benefit overpayment must be repaid to the Idaho Department of Labor.

Note: State and federal law authorizes legal action to collect benefit overpayments, including state and federal income tax refund interception, claimant and spouse wage garnishments, bank account seizures, and lien filing on property and monetary assets.

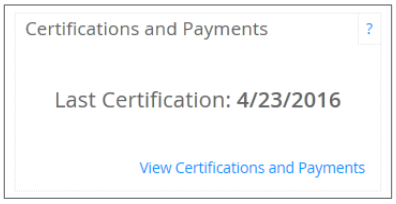
View Your Certifications and Payments

<u>How-To</u>: View your certifications and benefit payments according to the benefit week ending date.

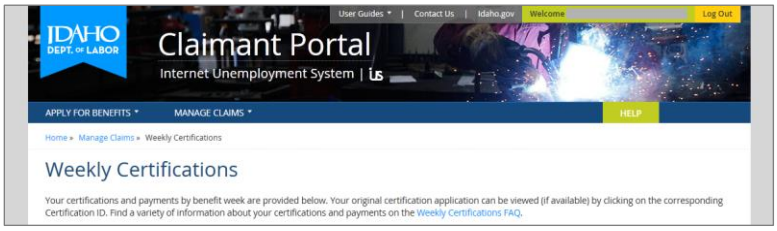
Log in to Claimant Portal and access your Claimant Portal Home screen.

Hover over and click the *Manage Claims* menu option to access the Manage Claims landing page.

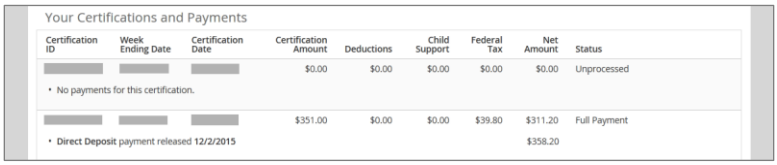
The Certifications and Payments flip card displays your current weekly status.



Click the *View Certifications and Payments* hyperlink to access the Weekly Certifications screen.



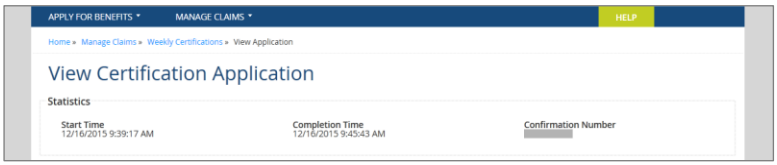
The *Your Certifications and Payments* table lists all of your certifications by the benefit week ending date.



Understand your weekly certifications and payments.

- **Certification ID** is a unique identification number assigned to each weekly certification application that you file.
  - *A **hyperlinked** number is an* indication that there is additional information about the week.
- **Week Ending Date** is the last day of each benefit week. It is always a Saturday.
- **Certification Date** is the day you filed your weekly certification application for the related benefit week.
- **Certification Amount** is the total dollar amount you were determined monetarily eligible to receive.
- **Deductions** is the dollar amount for a pension, retirement or workers' compensation payment that is being subtracted from the certification amount for a specific benefit week.
- **Child Support** is the dollar amount for a child support payment that is subtracted dollar for dollar off the certification amount for a specific benefit week.
- **Federal Tax** is the dollar amount that is deducted for federal income taxes at a rate of 10%.
- **Net Amount** is the total dollar amount you are eligible to receive for a benefit week, which takes into account all deductions from the original certification amount.
- **Status** is the current state of each certification. It indicates if a certification has been submitted but remains unprocessed, if it is the waiting week, the kind of payment that occurred, or if there is a pending issue stopping payment on a specific week that needs to be resolved.
- **Payment status** indicates the type of payment that was processed and when the payment occurred.

Click on the *Certification ID* hyperlink to access the View Certification Application screen.



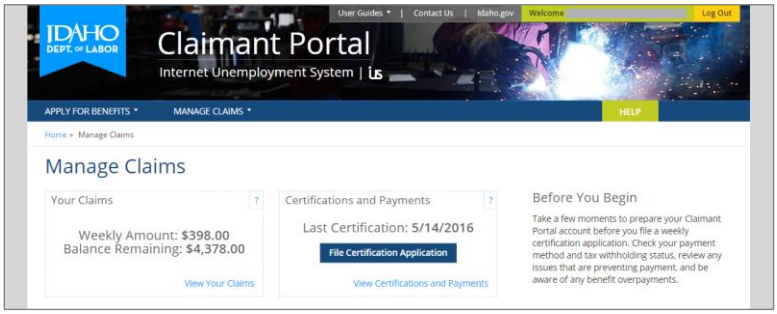
This screen displays your response to each question on the selected week's certification application. Your answers are used to determine your personal and monetary eligibility for the corresponding benefit week.

File A Weekly Certification Application

<u>How To</u>: File a certification application for a weekly benefit payment on your unemployment claim.

Log in to Claimant Portal and access your Claimant Portal Home screen.

Hover over and click the *Manage Claims* menu option to access the Manage Claims landing page.



The Certifications and Payments flip card displays your current certification status. It will identify if you are able to file a weekly certification application. If you can file for the current benefit week, a blue button is displayed.

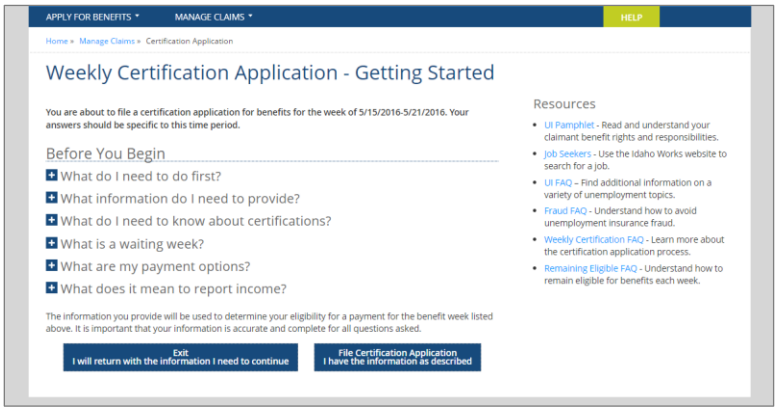
→ **File Certification Application** – If you have no certification on file for the current benefit week, click the *File Certification Application* button to begin the certification application process.

→ **Continue Certification Application** – If you previously started a certification application and are now going to finish the filing process, click the *Continue Certification Application* button and see the questions you answered originally. Please review your answers as you step through the application process.

Click the *blue button* to begin the certification process and continue to the *Weekly Certification Application – Getting Started* screen.

Getting Started - Before You Begin

The Weekly Certification Application – Getting Started screen provides an overview of weekly certifications in the form of accordion FAQ and links to additional resources.



The *Before You Begin* section explains answers to some basic questions you may have and informs you of the types of information you need to gather prior to filing your certification application.

Click a single **+** accordion FAQ one of the questions to see its answer to that question.

Click a single **–** accordion FAQ to hide the answer to that question.

Additional *Resources* are displayed on screen to help you better understand your eligibility, how to prevent misreporting, and other unemployment topics. *You are required to read and understand the details provided in the UI Pamphlet.*

<u>Mountain Time Zone</u>: Pay close attention to your time zone when filing a certification. Claimant Portal uses the Mountain Time zone to determine when a certification is filed. Each week of a claim runs from Sunday at 12:01 a.m. Mountain Time through Saturday at 11:59 p.m. Mountain Time.

To file a weekly certification application, you need to gather some information.

- Gross earnings before deductions that you earned during this benefit week, even if you have not yet been paid.

- Work search contacts for at least two employers you communicated with during the benefit week, if you are required to look for work.

Once you have gathered the information you need and are ready to begin the weekly certification application, click the *File Certification Application I have the information as described* button to access the *Step 1 – Work Availability* screen.

* *Note*: As you proceed through the weekly certification, each time that you select the *Next* button, your selections and responses will be saved to prevent data loss.

Step 1 – Work Availability

The *Step 1 – Work Availability* screen displays a series of personal eligibility questions that you are required to answer regarding your availability for work during the applicable benefit week.

For each question, select the answer that best describes your circumstances.

It is important that you answer all questions accurately and truthfully because this information will go on your claim record and will be used to determine your monetary eligibility for this benefit week.

Able To Work

Indicate if you were physically and mentally able to work each day during the benefit week.

Available For Work

Indicate if you were available to work on each day during the benefit week.

Away From Area

Indicate if you were away from the area in which you normally look for work at any time during the benefit week.

Refused Work

Indicate if you refused a job or turned down an offer of work from an employer in the last two years that you did not already report on your claim application.

Attended School Or Training

Indicate if you attended school or a training program at any time during the benefit week.

Quit Job

Indicate if you quit a job during the benefit week.

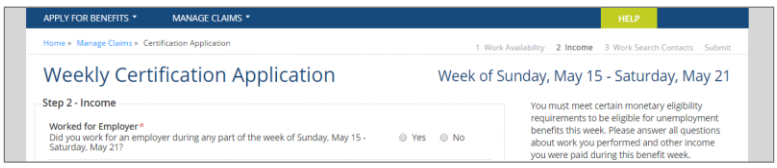
Fired From Job

Indicate if you were fired from a job during the benefit week.

Once you have provided your work availability details for the benefit week, click the *Next* button to save your responses and continue to the Step 2 - Income screen of the certification application.

Step 2 – Income

The Step 2 – Income screen displays a series of monetary eligibility questions that you are required to answer regarding the income you earned and were paid during the applicable benefit week.



You must respond to a series of questions about your income.

For each question, select the answer that best describes your circumstances during the benefit week.

It is important that you answer all questions accurately and truthfully because the information will go on your claim record and will be used to determine your monetary eligibility during this benefit week.

In some instances, you will be required to provide more details by answering additional questions.

Worked For Employer

If you worked for an employer during the benefit week, you must provide details about the employment. Indicate if it was full-time work, total dollar amount earned from *all employers*, and each employer's name, address and the last day you worked.

Gross wages from an employer should be reported the week the wages are earned, even if you have not yet been paid. Do not report it again the week you get paid. For example, 12 hours of work multiplied by $10 per hour equals $120 of income earned that you would report.

Self Employed

If you performed any self-employment work during the benefit week, you must provide details about that work, including the total dollar amount you earned—even if you have not yet been paid—and whether you worked 40 or more hours in self employment during that week. Gross wages from self employment should be reported the week the wages are earned, even if you have not yet been paid.

Other Income

If you earned or were paid any other type of income during the benefit week, you must provide the dollar amount of each type of income (vacation, severance, holiday, or bonus).

- Vacation pay should be reported the week in which you take the vacation day.
- Lump sum unused vacation pay should be reported the week it is paid to you.
- Severance pay that is not paid as a lump sum should be reported the week(s) it is allocated to you.
- Lump sum severance pay should be reported the week it is paid to you.
- Holiday pay should be reported the week in which the holiday occurs.

Once you have finished reporting all income, click the *Next* button to continue with the claim application.

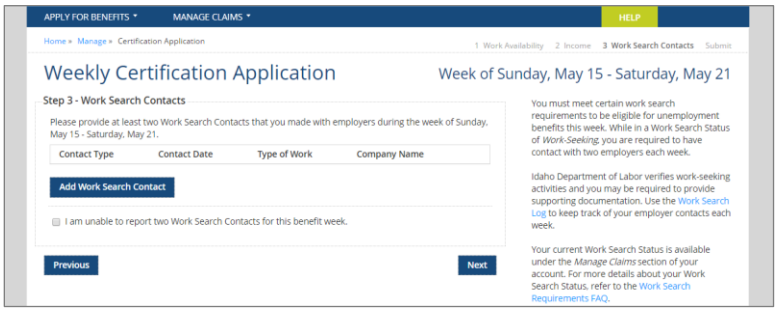
→ ***If you are currently in a Work Search Status of Work-Seeking,*** you will continue to the Step 3 - Work Search Contacts screen of the claim application.

→ ***If you are currently in a Work Search Status of Employer Attached or Union Attached,*** you will continue to the Submit screen of the claim application.

Step 3 – Work Search Contacts

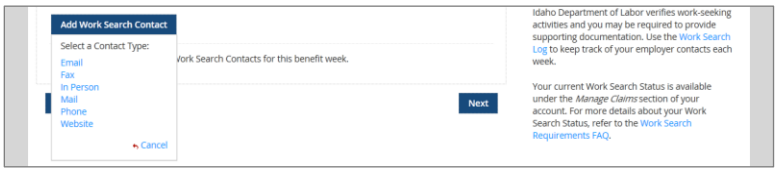
The Step 3 – Work Search Contacts screen provides a space for you to enter your work search contacts with employers for each week that you are in a work search status of work-seeking.

Note: If your work search status is Employer Attached or Union Attached, you will not see this screen. Instead, the Submit screen will be displayed.

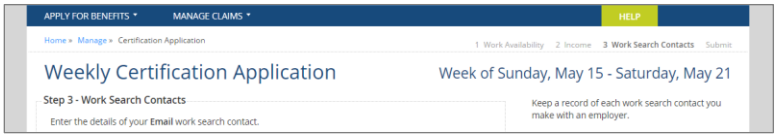


Idaho Department of Labor verifies work-seeking activities, so keep your own records as well as entering them here.

Click the *Add Work Search Contact* button to access the *Select a Contact Type* popup.



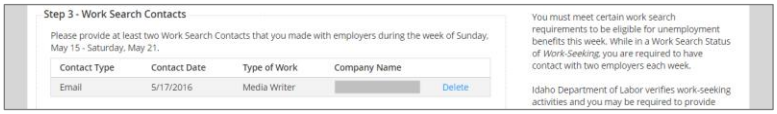
Select the *Contact Type* you made during the benefit week of the certification application you are filing to access the Add Work Search Contact screen for that contact type.



Each work search contact type has its own required data entry fields for you to fill out.

Enter your contact details into all required fields. Please provide as much detail as possible for each employer contact.

Save Contact Click the *Save Contact* button to save that work search contact to your certification application and return to the main Work Search Contacts screen. That work search contact should now be on the contacts table.



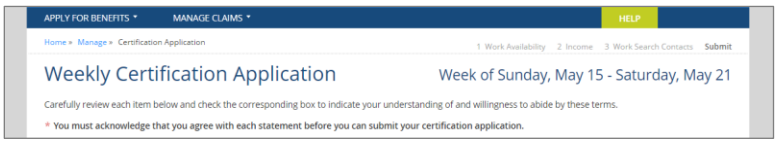
Continue to add all work search contacts you had with employers during the benefit week. You need a minimum of two employer contacts, but please enter all contacts you made that week.

→ ***If you did not make the required minimum of two work search contacts for this benefit week,*** check the box. A large text box will be displayed. Please provide an explanation of why you did not meet the requirement. The details you submit will become part of your claim record. After the Idaho Department of Labor reviews your responses, a personal eligibility determination will be made.

Once you have added all your work search contacts, click the *Next* button to continue to the Submit screen.

Weekly Certification Application - Submit

The Certification Application - Submit screen displays the terms and conditions of this weekly certification application for an unemployment benefit payment.



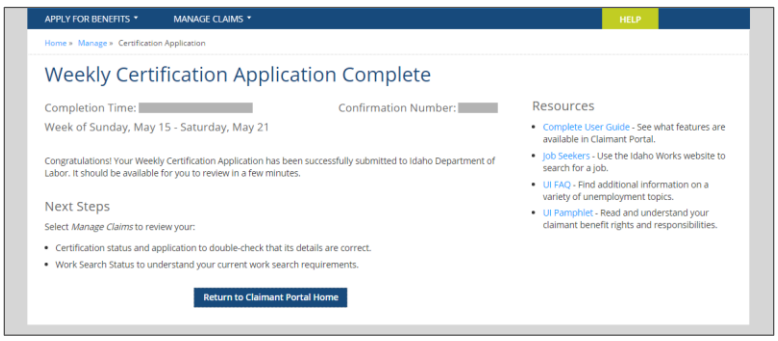
You are required to read and agree to the terms and conditions before you submit your weekly certification application.

You are expected to understand your claimant benefit rights and responsibilities as outlined in the UI Pamphlet. Idaho Department of Labor can refer the information it contains at any time during eligibility determinations.

Once you have agreed to the terms and conditions, click the *Submit Certification Application* button to file your certification application with Idaho Department of Labor and access the Weekly Certification Application - Complete screen.

Weekly Certification Application - Complete

The Certification Application Complete screen is a read-only screen that displays the completion information about your certification application for an unemployment benefit payment.



Click the *Manage Claims* hyperlink to return to the Manage Claims landing page. ***Your Certifications and Payments flip card should now display a Last Certification: [date] Certification Already Exists For Benefit Week Ending [date] status.***

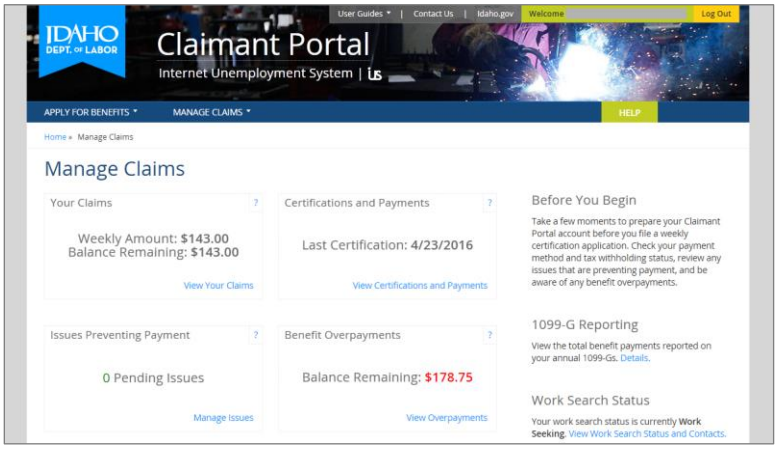
Click the *View Certifications and Payments* hyperlink to see the status of your certification is now *Unprocessed*. **Please be patient. It will remain *unprocessed* until the next business day.**

View Your Work Search Status And Work Search Contacts

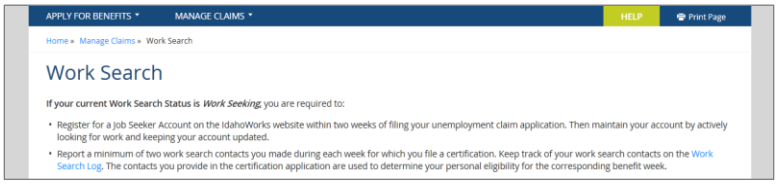
<u>How To</u>: Know your work search status and view your work search contacts for each benefit week.

Log in to Claimant Portal and access your Claimant Portal Home screen.

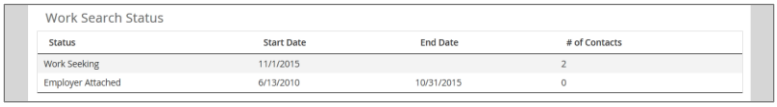
Click the *Manage Claims* menu option to access the Manage Claims landing page.



In the right-hand column under the Work Search Status header, click the *View Work Search Status and Contacts* hyper-link to access the *Work Search* screen.



The Work Search Status table displays your current and past work search statuses by date range.



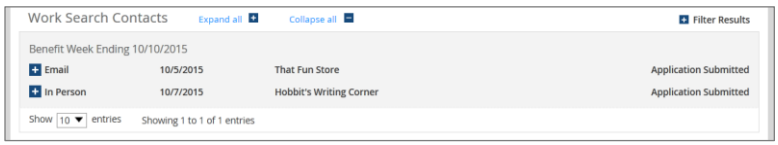
Work Search Status

Status	Start Date	End Date	# of Contacts
Work Seeking	11/1/2015		2
Employer Attached	6/13/2010	10/31/2015	0

Your ***Work Search Status*** indicates your work search requirements during a specific timeframe.

- <u>Work Seeking</u> requires you to:
  - Contact at least two employers per week and report them as work search contacts on your weekly certification application. You can use the Work Search Log to keep track of your employer contacts each week.
  - Register a Job Seeker Account on the Idaho Works website within two weeks of filing your claim application.
- <u>Employer Attached</u> requires you to maintain regular contact with the employer to whom you are attached so that if work becomes available you are ready to work. You must notify the Idaho Department of Labor immediately if you no longer have the opportunity to return to work with the employer.
- <u>Union Attached</u> requires you to remain in good standing with the building or trades union who regularly refers you to full-time work. Notify Idaho Department of Labor immediately if you cease to obtain work through a labor union.
- <u>In Training</u> requires you to follow all instructions given to you and have your teacher or instructor sign a form each week that confirms your satisfactory involvement in the training program during the specified benefit week.

The Work Search Contacts table displays the work search contacts you reported each week.



Click the **+** accordion to open the details of a work search contact.

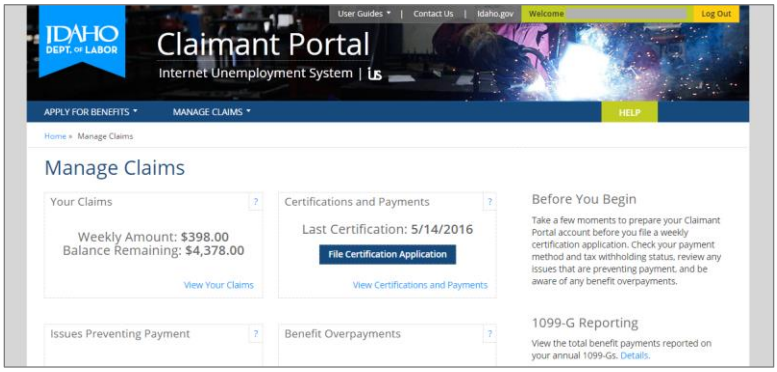
Or, click the **–** accordion to close the details of a work search contact.

View Your 1099-Gs

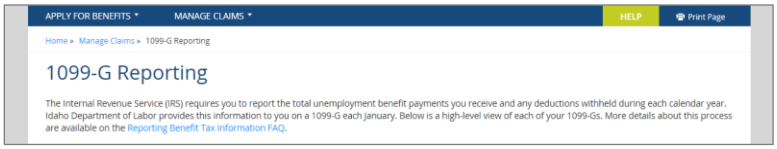
<u>How To</u>: View and print your 1099-Gs as reported annually by Idaho Department of Labor.

Log in to Claimant Portal and access your Claimant Portal Home screen.

Hover over and click the *Manage Claims* menu option to access the Manage Claims landing page.



In the right-hand column under 1099-G Reporting, click the *Details* hyperlink to access the 1099-G Reporting screen.



In addition to the details about the payer and the recipient, there is a table that lists all calendar years for which you have already been sent a 1099-G.

Year	UI Payments	Repayments	ATAA/RTAA Payments	Federal Income Tax Withheld
2014	$819.00	$0.00	$0.00	$0.00
2013	$511.64	$511.64	$0.00	$0.00

You may click the *Print Page* icon to print the screen for your records.