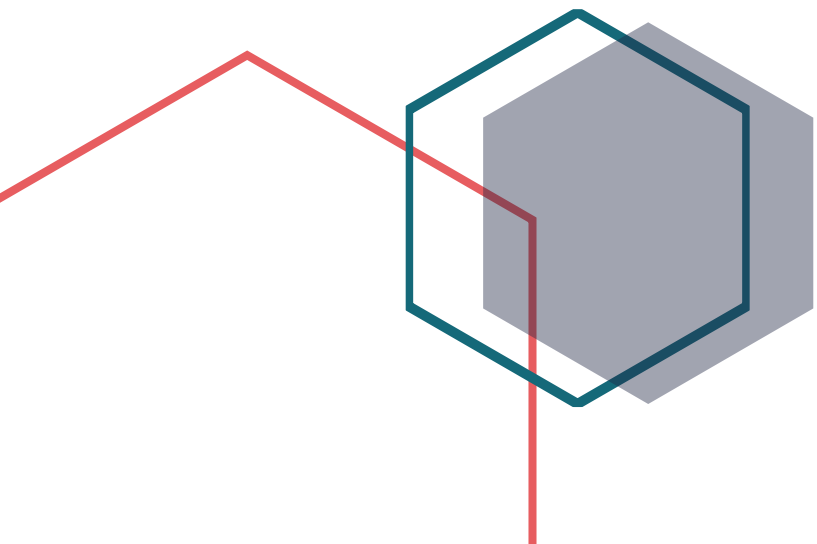


# Determinations and Decisions E-Response Users Guide



## What is SIDES?

SIDES stands for the State Information Data Exchange System. It's a software tool that empowers states, employers, Third Party Administrators (TPAs) and Professional Employer Organizations (PEOs) to quickly, accurately, and securely respond to unemployment insurance requests.

## How it Works

SIDES E-Response is a free website where employers and their representatives submit UI responses directly to state unemployment agencies.

When you receive a request, use the provided PIN to access and complete responses. Once completed, a confirmation number and downloadable PDF will immediately be available for your records.

## Benefits

- Lost responses are a thing of the past. With direct online communication, feel confident knowing information was transmitted correctly and securely.
- Nationally consistent format for any size business. Eliminate submission errors with SIDES' consistent and intuitive format.
- Handles details so employers can focus on business. The innovative digital process reduces personnel time and effort.
- Enhances the integrity of the UI system. SIDES reduces UI tax rates and waste in the system.

## How to Register

Contact your State Workforce Agency.

## SIDES E-Response



SIDES E-Response is an online tool for employers to quickly, accurately, and securely respond to state unemployment insurance requests. Built specifically for ease of use, employers can log into the website and submit responses easily anytime, anywhere.

## Requirements



SIDES E-Response only requires an internet connection. There is no cost to use SIDES E-Response.

## Determinations and Decisions Exchange

Determinations and Decisions permits the state to electronically transmit a non-monetary determination or an appeals decision to an employer/ TPA. They can electronically respond, if necessary, with an appeal of a non-monetary determination or appeal of a lower-level appeal decision to the higher-level appeal authority using the standard national format.

## Preparing to Respond to a Determinations and Decisions Request

Gather detailed, pertinent information about the issue.

- Employer contact information
- Dates of employment
- Details of separation
- Payroll information
- Supporting documentation
- Information you feel was not considered

### **Supported Browsers**

IE 11 and above  
Chrome V44 and higher  
Firefox V37 and higher

## Access the SIDES Determinations and Decision Exchange

Log into [visides.org](http://visides.org) using the credentials provided by the state workforce agency. Some states provide a direct link in their employer portal.

The screenshot shows the SIDES E-Response login interface. It features a dark blue header with the SIDES E-Response logo. The main content area is white and contains the following elements:

- State:** A dropdown menu with the text "Select One" and a downward arrow.
- Exchange:** A dropdown menu that is currently greyed out.
- Federal Employer Identification Number:** A text input field that is currently greyed out.
- State Employer Identification Number:** A text input field that is currently greyed out.
- Pin/Access Code:** A text input field that is currently greyed out.
- Log In:** A button with the text "Log In".
- Log In Assistance** and **Supported Browsers:** Two links located below the "Log In" button.

## Select a Claim

The list of active Determinations or Decisions will be displayed. This list can be sorted by any column by selecting the up or down arrow next to the column header.

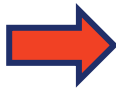
Select the one you want to view.

State: ST  
FEIN: 987654321  
SEIN: 987654321

Log Out

### Determinations and Decisions

Hide submitted records



	Name <span>↕</span>	SSN <span>↕</span>	Due Date <span>▲</span>	Status <span>↕</span>
<input checked="" type="checkbox"/>	Allen, Bob N		08/08/2022	Not Started
<input type="checkbox"/>	Johnson, Alice Q		08/09/2022	Not Started
<input type="checkbox"/>	Smith, John		08/09/2022	Not Started

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## Review Claim Details

This screen provides information related to the claim.



State: ST  
FEIN: 987654321  
SEIN: 987654321

Log Out

### Claim Details

Name	Allen, Bob N	Determination Type	Separation
SSN		Request	07/28/2022
Claim Number	1234	Appeal Due	11:59 PM ET 08/08/2022
Claim Effective	07/18/2022	Response Status	Submitted
Benefit Year Begin	07/17/2022	View	Determination
		View	Request - 07/28/2022 Submitted - 07/29/2022

Back

Enter Amendment

**Tip:** If you fail to download your response after submitting, you can return to this screen to download your response.

Records are only displayed for 35 days from the request date.

## Employer Information

If TPA/Employer Representative no long represents the employer check box.

 State: ST  
FEIN: 987654321  
SEIN: 987654321

Log Out  
Requests

Help

Name: Allen, Bob N  
Other Last Name test

SSN:

Due Date: 08/08/2022

Employer UI Instructions Determinations File Appeal/Protest Documentation Preparer Thank You

### Employer

Employer Name XYZ Holdings  
FEIN 987654321  
SEIN 987654321

Check if applicable.

TPA/Employer Representative receiving this request that DOES NOT represent this employer

Save Close Next

**Tip:** Navigate your response using the buttons on the bottom of the screen.  
Close will send you back to the request list.

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## State Information

View documents submitted by the State.

**SIDES E-Response**

State: ST  
FEIN: 987654321  
SEIN: 987654321

Log Out  
Requests

Help

Name: Allen, Bob N  
Other Last Name test

Due Date: 08/08/2022

Employer **UI Instructions** Determinations File Appeal/Protest Documentation Preparer Thank You

### UI Instructions

Document Name	Type	Size	
Determination	PDF	1	Download

Back Close Next

**Tip:** Need to return to a screen?  
Any white tab is a click away.

**Tip:** View all documents sent by the state.

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## Determinations

Review the result of the determination/decision and protest or appeal if applicable

 State: ST [Log Out](#)  
FEIN: 987654321 [Requests](#)  
SEIN: 987654321

[Help](#)

Name: Allen, Bob N  
Other Last Name test

SSN:

Due Date: 08/08/2022

[Employer](#) [UI Instructions](#) [Determinations](#) [File Appeal/Protest](#) [Documentation](#) [Preparer](#) [Thank You](#)

### Determinations


Determination Date	07/27/2022
Outcome	Benefits Allowed/Claimant Eligible
Account Charged	Yes
View	Determination
* Do you want to protest/appeal this determination?	<input type="checkbox"/> Yes <input type="checkbox"/> No

[Back](#) [Save](#) [Close](#) [Next](#)



## File Appeal or Protest

This screen will only appear if you chose to file an appeal. Indicate reason for the appeal and details.



State: ST  
FEIN: 987654321  
SEIN: 987654321


[Log Out](#)  
[Requests](#)

[Help](#)


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Name: Allen, Bob NSSN:Due Date: 08/08/2022

Other Last Name test

Employer UI Instructions Determinations File Appeal/Protest Documentation Preparer Review Res 

### File Appeal/Protest

\* Reason for Appeal Select One 

\* Explain why you are appealing the decision. Explanation must provide specific details to permit a response from the claimant during the hearing.

Back Save Close Next

**Tip:** These questions will only display if you chose to file an appeal.

**Tip:** Provide specific details about the reason for the appeal to allow the claimant to prepare a response.

# Documentation

Upload documents that support your response

SIDES E-Response State: ST Log Out  
FEIN: 987654321 Requests  
SEIN: 987654321

Help

Name: Allen, Bob N  
Other Last Name

SSN:

Due Date: 08/08/2022

Employer UI Instructions Determinations File Appeal/Protest **Documentation** Preparer Special Re >

## Documentation

\* Do you have any documents supporting your response?  Yes  No

Allowable file formats are csv, pdf, rtf, tiff (tif), txt. The total size of all attachments is limited to 5 megabytes. Scanned PDFs may be too large. For information on how to reduce the size of a PDF click here.

**Tip:** Reduce the size of your attachments. The response cannot be more than 5 MB.

Save Close Next

Add Attachment

**Tip:** Keep attachments relevant. For example, there is no need to attach your entire employee handbook. Send the related section.

## Tell Us About You

Provide the information for the person who completed the response


 State: ST [Log Out](#)  
FEIN: 987654321 [Requests](#)  
SEIN: 987654321

[Help](#)

Name: Allen, Bob N  
Other Last Name

SSN:

Due Date: 08/08/2022

[Employer](#) [UI Instructions](#) [Determinations](#) [File Appeal/Protest](#) [Documentation](#) [Preparer](#) [Special Re](#) 

### Preparer

\* Info Prepared By

\* Name

\* Job Title

\* Phone

\* Email

Fax

Employer  TPA

[Back](#) [Save](#) [Close](#) [Next](#)

**Tip:** Verify this information carefully. Follow-up requests will be directed here.

## Review the Response for Accuracy

Click 'View Response' to see a copy of the PDF before it is sent to the state workforce agency.

 State: ST [Log Out](#)  
FEIN: 987654321 [Requests](#)  
SEIN: 987654321

[Help](#)

Name: Allen, Bob N  
Other Last Name

SSN:

Due Date: 08/08/2022

[UI Instructions](#) [Determinations](#) [File Appeal/Protest](#) [Documentation](#) [Preparer](#) [Special Requests](#)

### Review Response

Review your response before submitting:

[View Response](#)

[Back](#)

[Close](#)

[Submit](#)

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**Tip:** The response is not submitted until you select the Submit button.

## Save the Confirmation

Records are only saved on the website for 35 days after the request is sent. Save your confirmation number and download a copy of your response. **An emailed copy will NOT be sent.**

 State: ST  
FEIN: 987654321  
SEIN: 987654321

[Log Out](#)  
[Requests](#)

[Help](#)

Name: Allen, Bob N  
Other Last Name

SSN:

Due Date: 08/08/2022

### Confirmation

Your response has been accepted. Your confirmation number is 2611-15a0-e8f0-481a-8837-46eb-c35a-271557.

Print or download a copy for your records.

Response

[Survey](#)

[Close](#)

**Tip:** Print or download a copy of your response for your records.

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Save or Print your PDF

The image shows a web browser window with a PDF document open. The browser's address bar shows the URL: `ides.org/sew-dd-cas/viewer/requests/271557/responses/261114/7b60acd750a3471f84f863f97742e1cd.pdf`. The document content is as follows:

Name: Allen, Bob N      Other Last Name:  
SSN:                      Due: 08/08/2022

### Determinations and Decisions

#### Confirmation

Date/Time Submitted	07/29/2022 10:04:35 AM EDT	Confirmation Number	2611 14a8 2634 4e0e 8772 74fe 40ea 271557
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#### State Request Information

State	AL	Agency	5503
Phone	(801) 888 - 8888		
Email	Ulooffice@office.com		

#### Claim Detail

Claim Number	1234	Claim Effective	07/18/2022
Benefit Year Begin	07/17/2022	Determination Type	Non-Monetary Separation Determination
Request Date	07/28/2022		

#### State Attachments

Description	Determination	Action	May require Employer/TPA Action - State Appeal Decision attached
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#### Employer

Employer Name	XYZ Holdings	FEIN	98-7654321
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On the right side of the browser, the Chrome menu is open, showing various options. The 'Downloads' and 'Print' options are highlighted with red boxes. The 'Downloads' option has the keyboard shortcut 'Ctrl+J' and the 'Print' option has 'Ctrl+P'.