

UNEMPLOYMENT BENEFITS

HOW TO FILE WEEKLY CLAIMS ONLINE

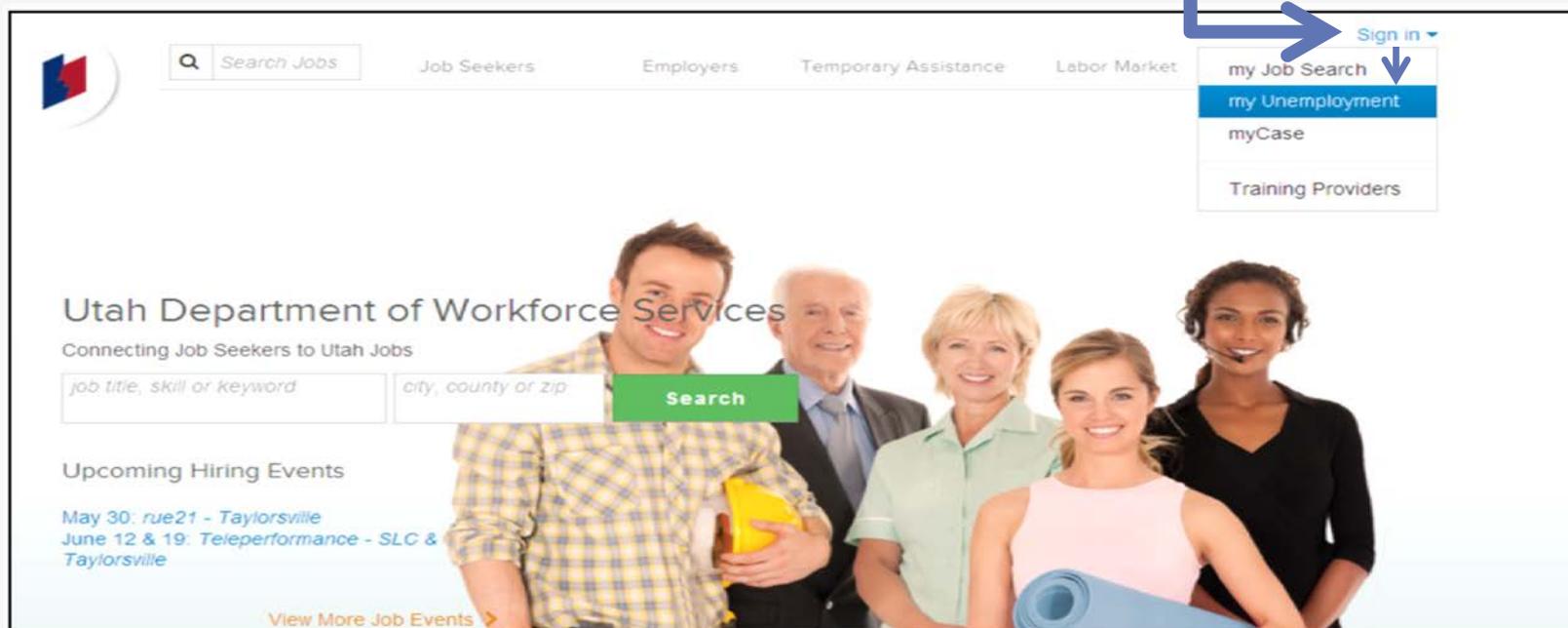
As of Aug 7, 2012, all weekly
claims must be filed online



Department of Workforce Services

LOG IN TO DWS

Go to jobs.utah.gov
Click "Sign in"
Then "my Unemployment"

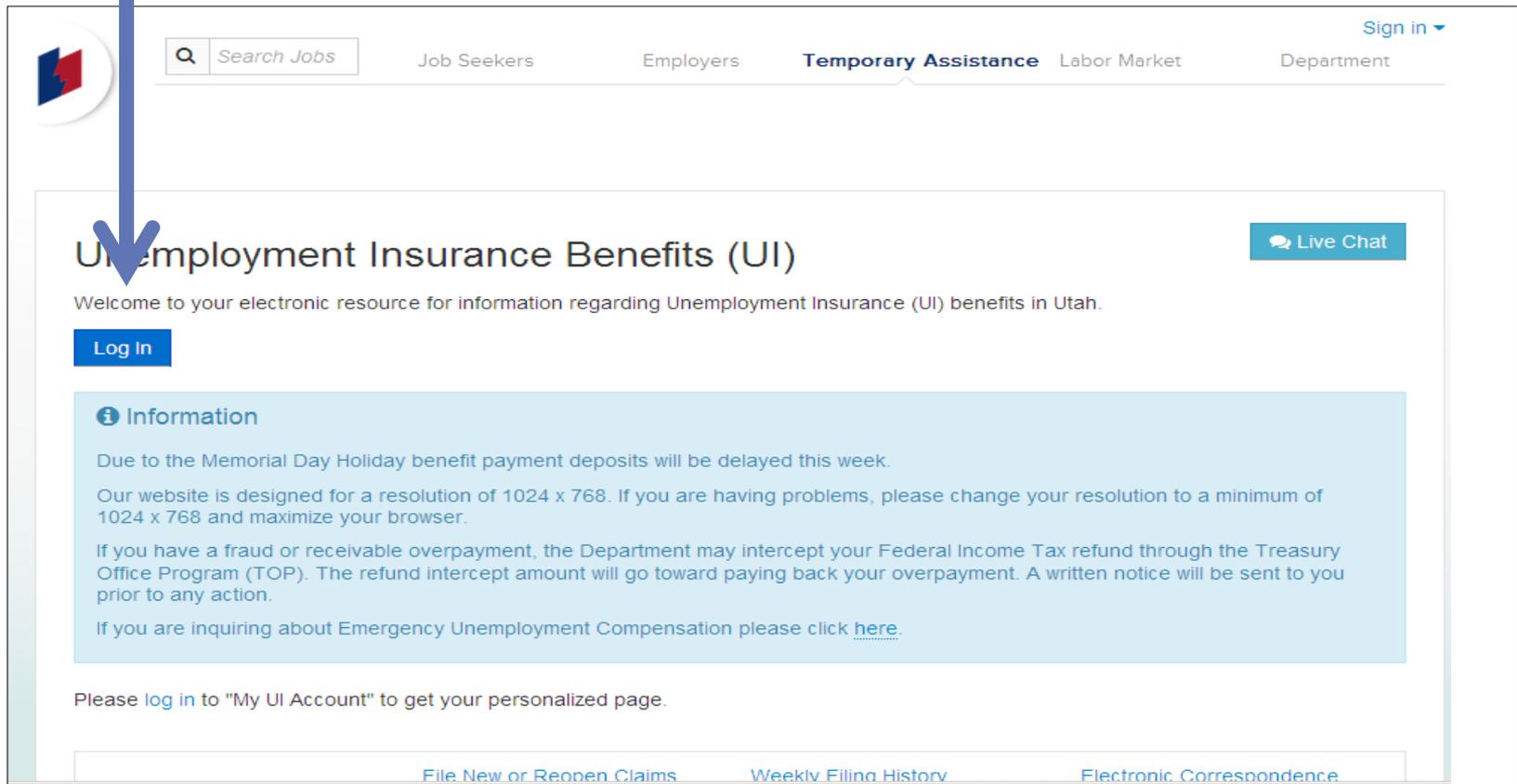


The screenshot shows the Utah Department of Workforce Services website. At the top, there is a navigation bar with a search box labeled "Search Jobs" and several menu items: "Job Seekers", "Employers", "Temporary Assistance", and "Labor Market". On the right side of the navigation bar, there is a "Sign in" dropdown menu. The dropdown menu is open, showing four options: "my Job Search", "my Unemployment" (which is highlighted in blue), "myCase", and "Training Providers". Below the navigation bar, there is a large banner image featuring a group of diverse people. Overlaid on the banner is a search form with two input fields: "job title, skill or keyword" and "city, county or zip", followed by a green "Search" button. Below the search form, there is a section titled "Upcoming Hiring Events" with the following text: "May 30: rue21 - Taylorsville" and "June 12 & 19: Teleperformance - SLC & Taylorsville". At the bottom of the banner, there is a link that says "View More Job Events" with a right-pointing arrow.



LOG IN TO DWS

Click "Log In"



The screenshot shows the Utah Department of Workforce Services website. At the top, there is a navigation bar with a search box labeled "Search Jobs" and several menu items: "Job Seekers", "Employers", "Temporary Assistance" (which is highlighted), "Labor Market", and "Department". A "Sign in" link with a dropdown arrow is located in the top right corner. The main content area is titled "Unemployment Insurance Benefits (UI)" and includes a "Live Chat" button. Below the title, a welcome message reads: "Welcome to your electronic resource for information regarding Unemployment Insurance (UI) benefits in Utah." A prominent blue "Log In" button is positioned below the welcome message. An information box contains several notices, including one about Memorial Day holiday delays and another about website resolution requirements. At the bottom of the page, there are links for "File New or Reopen Claims", "Weekly Filing History", and "Electronic Correspondence".



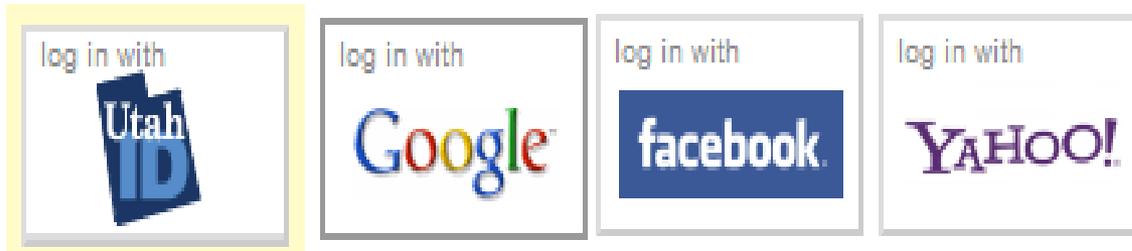
LOG IN TO DWS

This method uses a verified ID to provide secure access to your account information.

You can use: Utah ID, Google, Facebook, or Yahoo

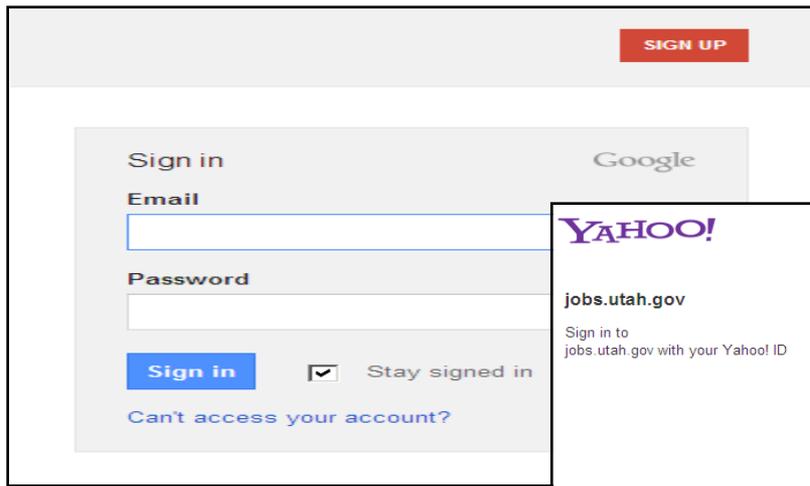
Sign in to jobs.utah.gov

First-time customers, get started by selecting a sign in method



LOG IN TO DWS

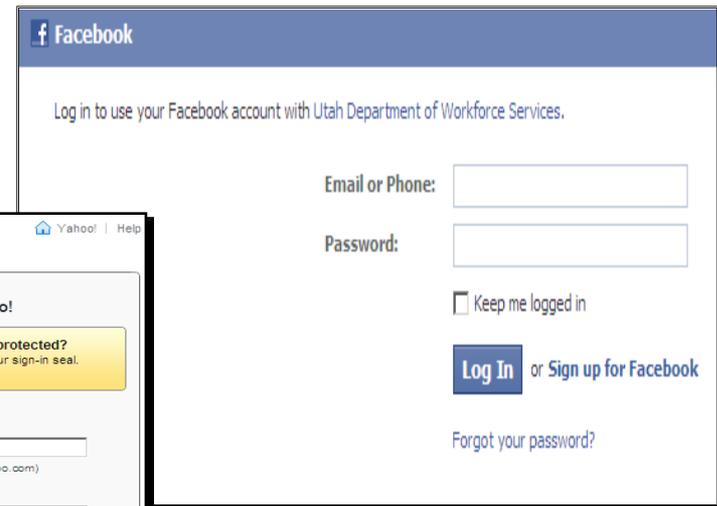
If you choose a third party host, you will be taken to their site to enter your login information



A screenshot of a Google sign-in page. At the top right, there is a red "SIGN UP" button. The main content area has a "Sign in" heading and a "Google" logo. Below the heading are two input fields: "Email" and "Password". A blue "Sign in" button is positioned below the password field. To the right of the button is a checked checkbox labeled "Stay signed in". At the bottom left, there is a link that says "Can't access your account?".



A screenshot of a Yahoo! sign-in page. The page features the "YAHOO!" logo at the top left and a "Yahoo! | Help" link at the top right. The main heading is "Sign in to Yahoo!". Below this is a yellow box with a shield icon and the text "Are you protected? Create your sign-in seal. (Why?)". Underneath are two input fields: "Yahoo! ID" (with an example "e.g. free2rmye@yahoo.com") and "Password:". A "Sign In" button is located below the password field. To the left of the button is a checkbox labeled "Keep me signed in (Uncheck if on a shared computer)". At the bottom left, there is a link that says "I can't access my account".



A screenshot of a Facebook sign-in page. The page has a blue header with the Facebook logo and the word "Facebook". Below the header, it says "Log in to use your Facebook account with Utah Department of Workforce Services." There are two input fields: "Email or Phone:" and "Password:". Below the password field is a checkbox labeled "Keep me logged in". At the bottom, there is a blue "Log In" button and a link that says "or Sign up for Facebook". Below the button is a link that says "Forgot your password?".

LOG IN TO DWS

If you don't already have an external account through Google, Yahoo, or Facebook, you may:

- Create an account through one of these sites;
- Create a Utah ID account



log in with


Email or Utah-ID:

Password:

[Forgot your password?](#)

[Or create a Utah ID](#)



LOG IN TO DWS

Creating a Utah ID Account

To create a Utah ID account, click on "Log in with Utah ID" and then on "Create a Utah ID"

Sign in to jobs.utah.gov

First-time customers, get started by selecting a sign in method

log in with



log in with



log in with



log in with



log in with



Email or Utah-ID:

Password:

[Forgot your password?](#)

[Or create a Utah ID](#)



LOG IN TO DWS

You will then be directed to the utah.gov account page



Department of
Workforce Services
Utah's Job Connection

Please follow the steps below to create a Utah-ID account. After you have created your account, be taken back to the Department of Workforce Services.

* = Required Information

Personal Information

 Name:
Name:

Username

* Email Address:
* Verify Email Address:
* Username:

Password

LOG IN TO DWS

After you Login for the first time, you will be brought back to the DWS site to enter some information. This will sync your third party account with you DWS account

You have logged in with 

However, your Google account has NOT been associated to an existing Unemployment account.
Please enter your SSN and PIN to associate this Single Sign On to your account.

Your current Unemployment login:

SSN:

Enter your four digit
PIN:

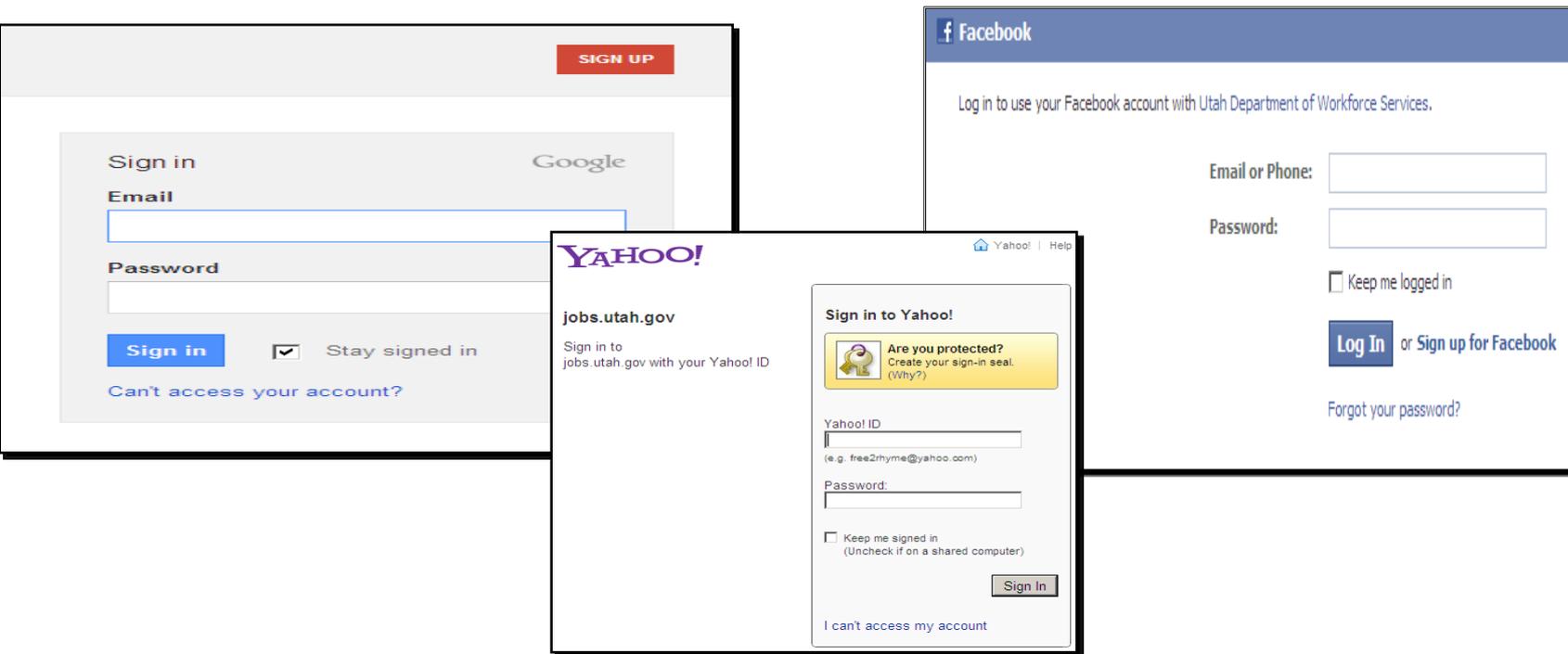
[Create/Forgot PIN?](#)

[Associate SSO Login](#)



LOG IN TO DWS

You will need to sync your account just one time. Once this is completed, you may log in directly from the Third Party provider.



FILING YOUR WEEKLY CLAIM

Click "File Weekly Claim" in "My To Do List" or "File Weekly Claim" in the Claims section of the "My UI Account" page

My UI Account - Your Name Here [Live Chat](#) [Logout](#)

[View/Edit Your Personal Info](#)

Current Claim

Type: Unemployment Insurance				
Status: Eligible	Weekly Benefit Amount: \$381.00	Last Deposit Date: 5/14/2013		
Begin Date: 4/21/2013	Maximum Benefit Amount: \$4,572.00	Last Weekly Claim Filed: 5/11/2013		
End Date: 4/19/2014	Remaining Balance: \$3,810.00	Work Search Requirement: None		

**Your claim will stop at the end of the benefit year, any remaining balance cannot be carried over to a new claim.*

My To Do List
[File Weekly Claim](#)
[\[click here to expand this list\]](#)

Information

Due to the Memorial Day Holiday benefit payment deposits will be delayed this week.
Our website is designed for a resolution of 1024 x 768. If you are having problems, please change your resolution to a minimum of 1024 x 768 and maximize your browser.
If you have a fraud or receivable overpayment the Department may intercept your Federal Income Tax refund through the Treasury Office Program (TOP). The refund intercept amount will go toward paying back your overpayment. A written notice will be sent to you prior to any action.
If you are inquiring about Emergency Unemployment Compensation please click here.

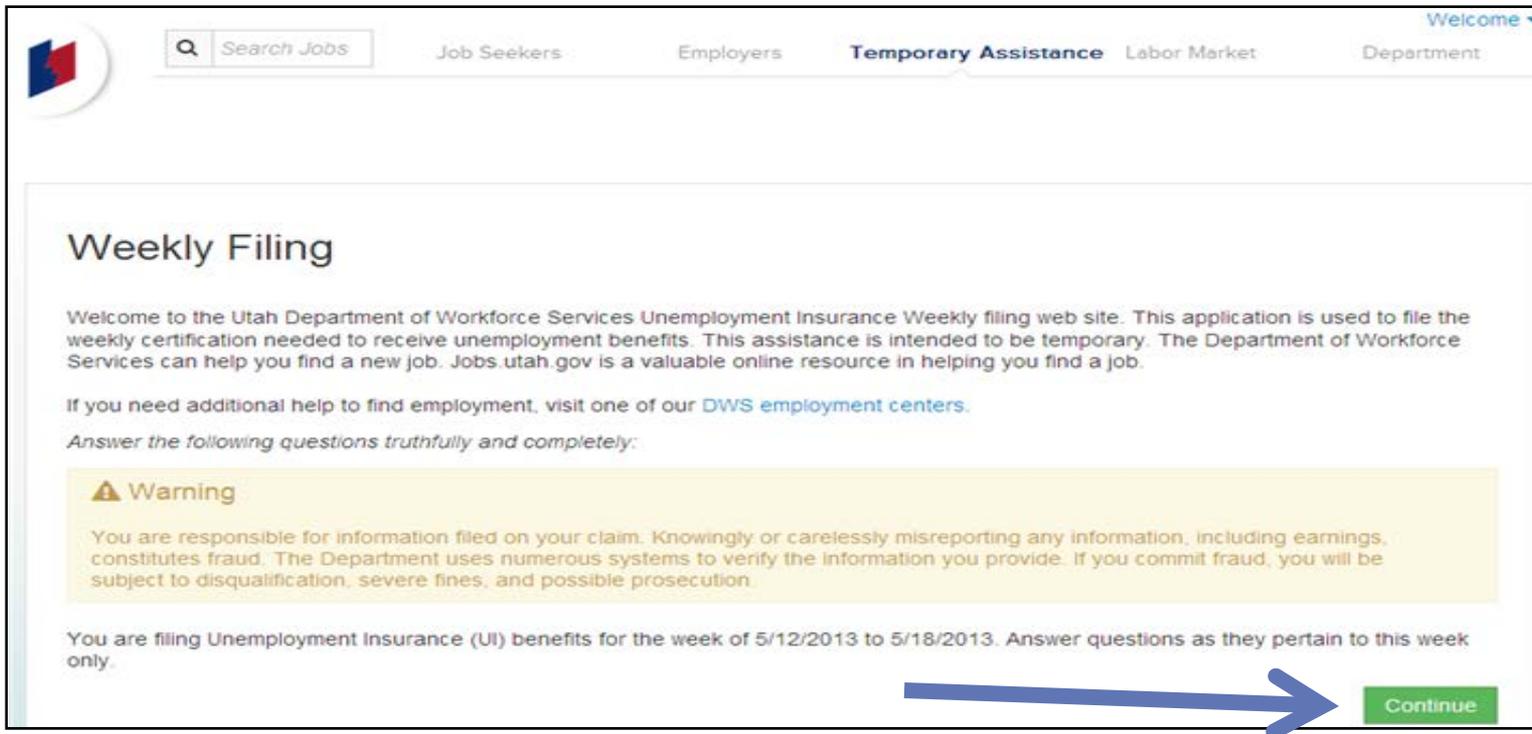
Claims

File New or Reopen Claims	Weekly Filing History	Electronic Correspondence
File Weekly Claim	Weekly Payment History	Eligibility Review
Complete a Weekly Filing Statement	Work Search History	Issues Preventing Payment
File an Appeal	Haga Un Reclamo	Add Job contacts



FILING YOUR WEEKLY CLAIM

Read the information first and then select
"Continue"



Welcome to the Utah Department of Workforce Services Unemployment Insurance Weekly filing web site. This application is used to file the weekly certification needed to receive unemployment benefits. This assistance is intended to be temporary. The Department of Workforce Services can help you find a new job. Jobs utah.gov is a valuable online resource in helping you find a job.

If you need additional help to find employment, visit one of our [DWS employment centers](#).

Answer the following questions truthfully and completely:

Warning

You are responsible for information filed on your claim. Knowingly or carelessly misreporting any information, including earnings, constitutes fraud. The Department uses numerous systems to verify the information you provide. If you commit fraud, you will be subject to disqualification, severe fines, and possible prosecution.

You are filing Unemployment Insurance (UI) benefits for the week of 5/12/2013 to 5/18/2013. Answer questions as they pertain to this week only.

[Continue](#)



FILING YOUR WEEKLY CLAIM

INITIAL QUESTIONNAIRE

Answer each question for the appropriate week and then click "Continue"

The screenshot shows the 'Initial Questionnaire' page on the Utah.gov website. The user is identified as BRADLEY PALFREYMAN with a phone number ending in 3370. A warning box states: 'You must report all work performed while filing for unemployment benefits including part-time or temporary work, commission sales, self-employment or paid training. All gross wages must be reported for the week the work is performed regardless of when it is paid.' The questions are for the week of 5/12/2013 to 5/18/2013. The questions and their selected answers are: 'Did you work or attend paid training?' (No), 'Did you refuse any offers of work?' (No), 'Did you attend school or unpaid training?' (No), 'Were you in the United States the entire week and physically able and available for full time work?' (Yes), and 'You are required to make four new employer contacts each week. You will be required to provide this employer information. Did you contact employers for work as you were instructed by the Department?' (Yes). A blue arrow points to the 'Continue' button at the bottom right.

UTAH.GOV SERVICES | AGENCIES | Search all of Utah.gov

Job Seekers | Employers | **Temporary Assistance** | Labor Market | Department

Initial Questionnaire

BRADLEY PALFREYMAN
***-**-3370

Warning
You must report all work performed while filing for unemployment benefits including part-time or temporary work, commission sales, self-employment or paid training. All gross wages must be reported for the week the work is performed regardless of when it is paid.

During the week of 5/12/2013 to 5/18/2013...

Did you work or attend paid training?
 Yes No *

Did you refuse any offers of work?
 Yes No *

Did you attend school or unpaid training?
 Yes No *

Were you in the United States the entire week and physically able and available for full time work?
 Yes No *

You are required to make four new employer contacts each week. You will be required to provide this employer information. Did you contact employers for work as you were instructed by the Department?
 Yes No *

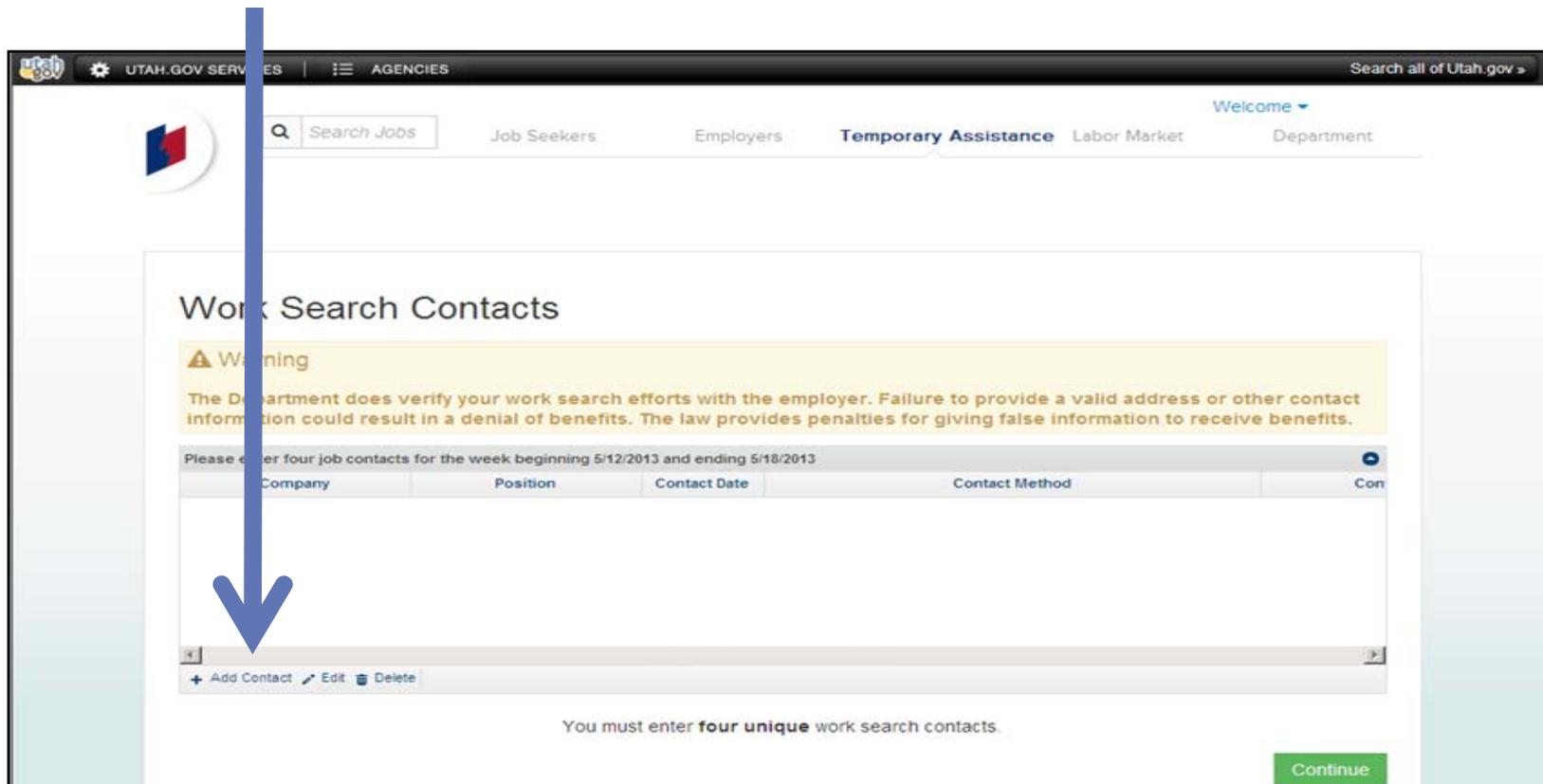
* Required

[Continue](#)

FILING YOUR WEEKLY CLAIM

ADD WORK SEARCH CONTACTS

Select "Add Contact"



The screenshot shows the 'Work Search Contacts' form on the Utah.gov website. At the top, there is a navigation bar with 'UTAH.GOV SERVICES' and 'AGENCIES'. Below that is a search bar and a 'Welcome' dropdown. The main content area is titled 'Work Search Contacts' and includes a warning message: 'The Department does verify your work search efforts with the employer. Failure to provide a valid address or other contact information could result in a denial of benefits. The law provides penalties for giving false information to receive benefits.' Below the warning is a table with columns for 'Company', 'Position', 'Contact Date', 'Contact Method', and 'Contact'. The table is currently empty. At the bottom of the table, there is a '+ Add Contact' button, an 'Edit' button, and a 'Delete' button. A large blue arrow points from the text 'Select "Add Contact"' to the '+ Add Contact' button. At the bottom of the form, there is a message: 'You must enter **four unique** work search contacts.' and a green 'Continue' button.

Company	Position	Contact Date	Contact Method	Contact
---------	----------	--------------	----------------	---------

+ Add Contact Edit Delete

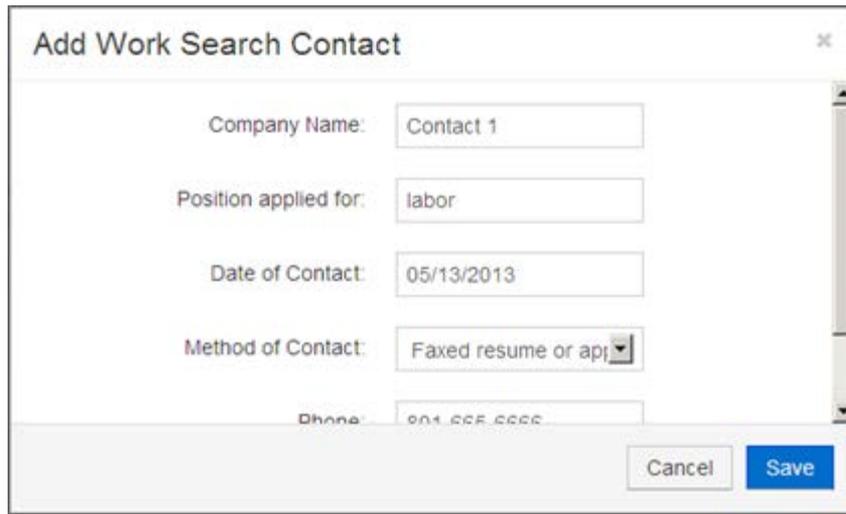
You must enter **four unique** work search contacts.

Continue

FILING YOUR WEEKLY CLAIM

ADD WORK SEARCH CONTACTS

Enter all contact information



The screenshot shows a web form titled "Add Work Search Contact" with a close button (X) in the top right corner. The form contains the following fields:

- Company Name:
- Position applied for:
- Date of Contact:
- Method of Contact:
- Phone:

At the bottom right of the form are two buttons: "Cancel" and "Save".



FILING YOUR WEEKLY CLAIM

ADD WORK SEARCH CONTACTS

Continue until all contacts for the week are entered

Work Search Contacts

Warning

The Department does verify your work search efforts with the employer. Failure to provide a valid address or other contact information could result in a denial of benefits. The law provides penalties for giving false information to receive benefits.

Please enter four job contacts for the week beginning 5/12/2013 and ending 5/18/2013

Company	Position	Contact Date	Contact Method	Contact Information
Contact 1	labor	05/13/2013	Faxed resume or application	801-885-6666
Contact 2	warehouse labor	05/14/2013	Emailed resume and/or application to company representative	susan@contact2.c
Contact 3	truck driver	05/15/2013	Spoke to company hiring representative by phone or in person	1208 Neverending
Contact 4	labor	05/17/2013	Completed application through company website	www.contactrus.

+ Add Contact Edit Delete

Continue

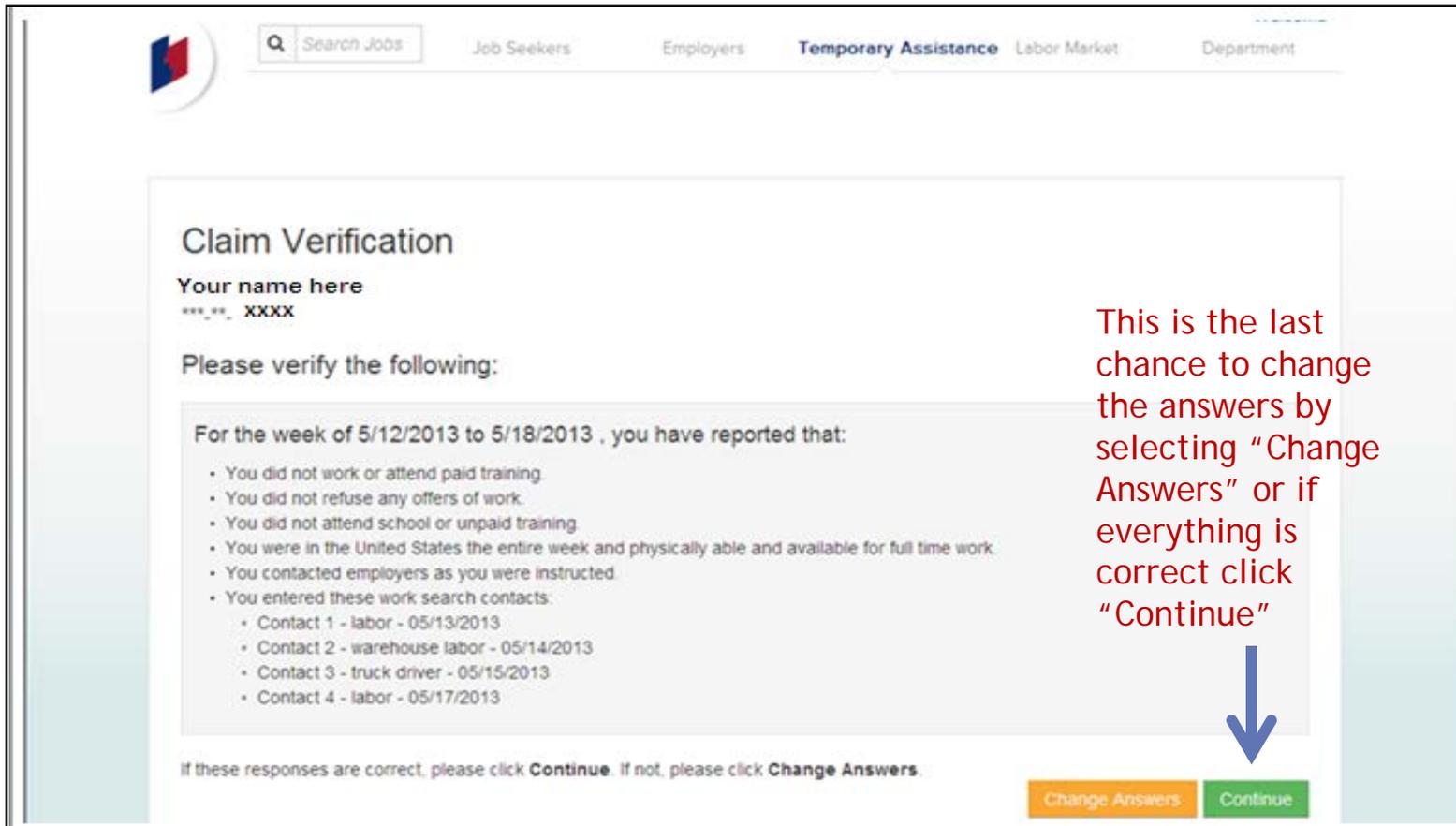
If you entered the same contact more than once, or a contact from a prior week you will receive a warning that the job contact is a duplicate and needs to be deleted or edited.

Once all contacts are entered you can delete or edit an existing row

Once all contacts are entered, select "Continue"

FILING YOUR WEEKLY CLAIM

REVIEW YOUR ANSWERS



 Job Seekers Employers **Temporary Assistance** Labor Market Department

Claim Verification

Your name here
.**, *

Please verify the following:

For the week of 5/12/2013 to 5/18/2013 , you have reported that:

- You did not work or attend paid training.
- You did not refuse any offers of work.
- You did not attend school or unpaid training.
- You were in the United States the entire week and physically able and available for full time work.
- You contacted employers as you were instructed.
- You entered these work search contacts:
 - Contact 1 - labor - 05/13/2013
 - Contact 2 - warehouse labor - 05/14/2013
 - Contact 3 - truck driver - 05/15/2013
 - Contact 4 - labor - 05/17/2013

If these responses are correct, please click **Continue**. If not, please click **Change Answers**.

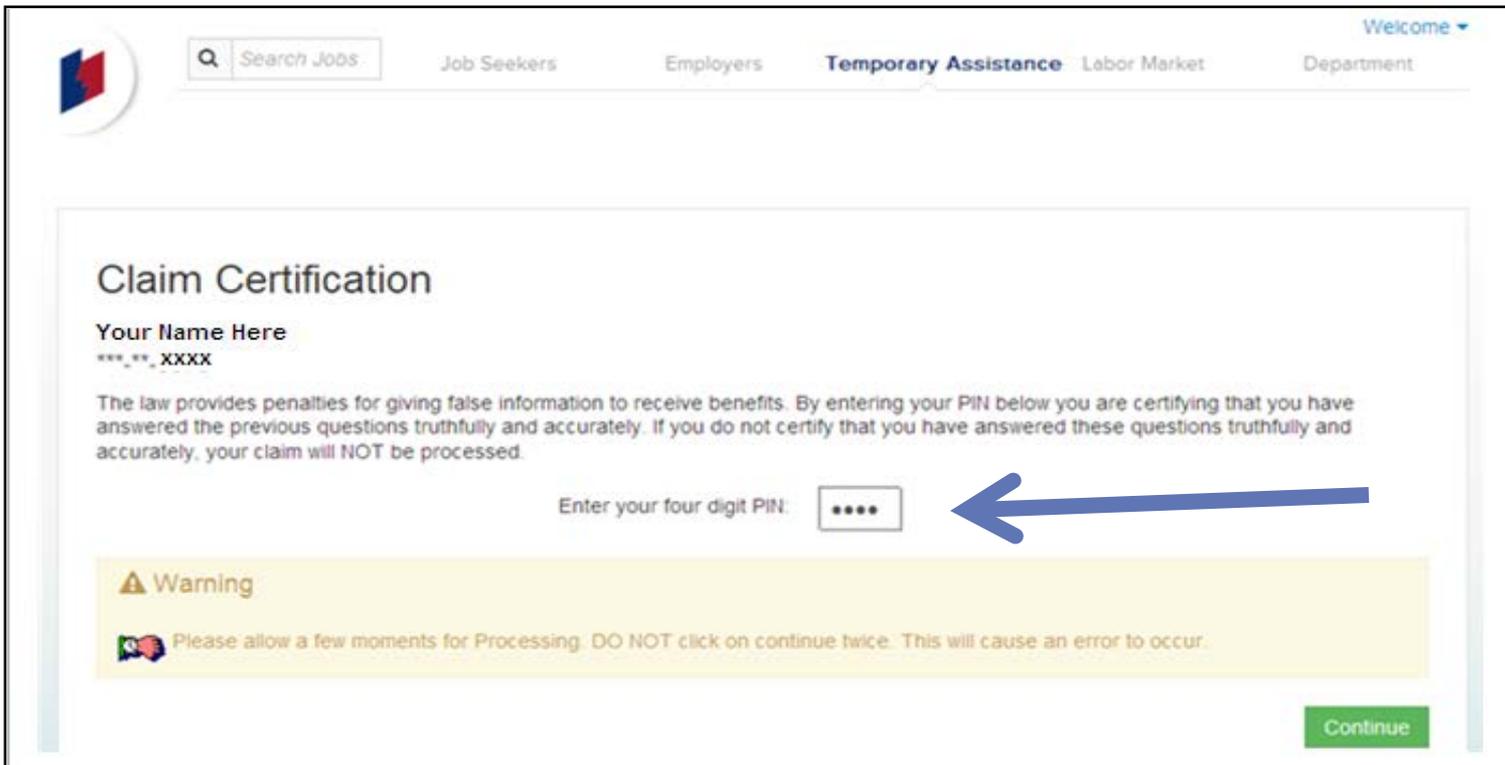
[Change Answers](#) [Continue](#)

This is the last chance to change the answers by selecting "Change Answers" or if everything is correct click "Continue"

FILING YOUR WEEKLY CLAIM

CLAIM CERTIFICATION

You must enter your PIN as you electronic signature, then press "Continue"



The screenshot shows the 'Claim Certification' page. At the top, there is a navigation bar with a search box labeled 'Search Jobs' and several menu items: 'Job Seekers', 'Employers', 'Temporary Assistance' (which is highlighted), 'Labor Market', and 'Department'. A 'Welcome' dropdown menu is visible in the top right corner. The main content area is titled 'Claim Certification' and includes a placeholder for the user's name, 'Your Name Here' followed by '***.**_XXXX'. Below this, a warning message states: 'The law provides penalties for giving false information to receive benefits. By entering your PIN below you are certifying that you have answered the previous questions truthfully and accurately. If you do not certify that you have answered these questions truthfully and accurately, your claim will NOT be processed.' The PIN entry field is labeled 'Enter your four digit PIN:' and contains four dots. A blue arrow points to this field from the right. Below the PIN field is a yellow warning box with a triangle icon and the text: 'Warning Please allow a few moments for Processing. DO NOT click on continue twice. This will cause an error to occur.' At the bottom right of the form is a green 'Continue' button.

FILING YOUR WEEKLY CLAIM

SUBMISSION COMPLETED SUCCESSFULLY



Search Jobs

Job Seekers

Employers

Temporary Assistance

Labor Market

Department

Welcome ▾

Thank you for your information.

 **Success!**

Your claim submission has completed successfully. Thank you for filing your claim online. Please review the following information regarding your claim carefully. If you are eligible for payment, it will be deposited into the appropriate account within 48 business hours.

 **Information**

You have additional weeks to file. If you wish to do this now please click [here](#).

 **Information**

Go paperless, receive all your mail electronically. Sign up for [Electronic Correspondence](#).

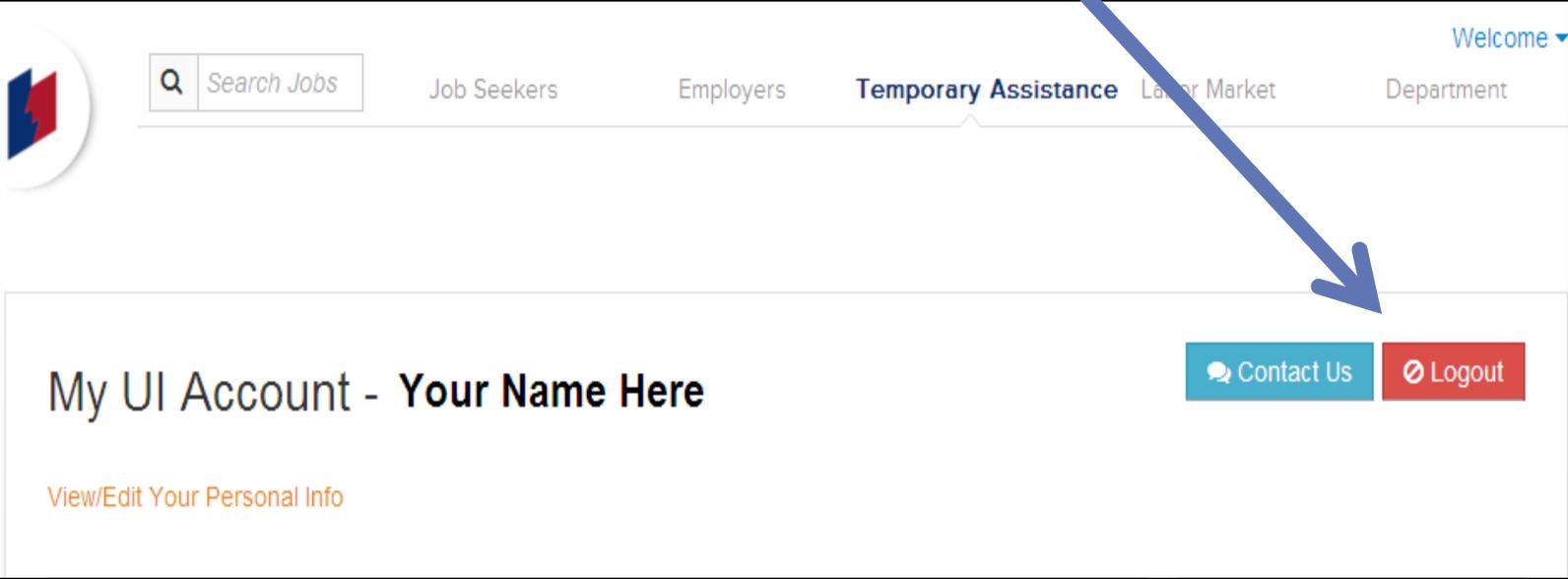
[Continue](#)



FILING YOUR WEEKLY CLAIM

LOGGING OUT CORRECTLY

Once Completed, click on the "Log out" button



The screenshot shows the top navigation bar of the DWS system. It includes a search box labeled "Search Jobs", navigation links for "Job Seekers", "Employers", "Temporary Assistance", "Labor Market", and "Department", and a "Welcome" dropdown menu. Below the navigation bar, the user's account information is displayed as "My UI Account - Your Name Here". To the right of the account information are two buttons: "Contact Us" (blue) and "Logout" (red). A blue arrow points from the text above to the "Logout" button.

Note: After logging out of the DWS system, remember to also log out of the external system (Google, Yahoo, or Facebook)

HELPFUL LINKS

To chat with a live UI claims rep during business hours:

Click “Live Chat” button from the main unemployment page



To view public libraries in Utah:

<http://www.publiclibraries.com/utah.htm>

Info on computer classes:

http://uwsl.bowmansystems.com/index.php/component/cpx/?task=search.query&view=&page=2&search_history_id=10823573&unit_list=0&query=basic+%22computer+class%22+

