Welcome to the CSS Home Page Tutorial. This Self Observation Tool will guide you through the different Uplink Customer Self Service Screens.
You will see the Claimant Self Service Logon Page. Please be sure to check your Claimant Homepage two to three times per week to avoid delays in your benefits. You can also view DWD News for Uplink Users on this page.

Once you have entered your username and password you will click the Logon button.
The Claimant Homepage will appear. Here you will see the Confirmation History and Correspondence History buttons, along with various aspects of your claim. For example, the To-Do section will list any required actions necessary by the claimant. There is also Overpayment Balance information, the Payments section with indicators for voucher issues, and the Claims Section.

You can also get additional help by clicking on the Unemployment Information Homepage link.
If you select the Confirmation History button on the Claimant Homepage, the Claimant Confirmation History screen will appear. This screen gives you a review of each action you have taken on your claim by the Event type, Date & Time and Confirmation number.

To return to the Home page, click the blue Home button at the top left hand corner of the page.
If you select the Correspondence History button on the Claimant Homepage, the Claimant Correspondence History screen will appear. This screen will show any correspondence made by the claimant or by the agency.

You can filter the correspondence by clicking the blue icon next to Filter Results or by clicking the down arrow to the right of this section.
The Filter Results section will appear. Here you can filter the correspondence by using the drop down arrow next to the Sent By and Date Range and by Document Type or Department. You can also click the blue headers of each category and this will sort the information in numeric or alphabetical order.
From the Claimant Homepage, if you select a Benefit Week from the Payments section, this will show you information regarding the voucher that corresponds to that Benefit Week. For this example, we will select the week 1/11/2015 - 1/17/2015.
The Weekly Claim Detail screen will appear. The information on this screen will provide a detailed account of what is impacting your claim for that week filed. You can click on the Disqualified link to view more information.
This will open a Decision Documents box with the Generic Determination Notice link.
By clicking the link a new window will appear showing the determination notice that was issued by the agency. You can scroll up and down the page to view more details.

To return to the previous screen, close this window by selecting the red X in the top right hand corner.
The Weekly Claim Detail screen will pick up from where you left off.

You can also view the Weekly Payment Detail for that week by clicking on the arrow to the right of this section.
This section provides the Entitlement and Payment Calculation Details for the weekly payment paid to your debit card.
The next payment voucher example will be for the week 7/14/2013.
The Weekly Claim Detail screen will appear, showing no issues found for this payment. We will now view the Weekly Payment Detail section for this specific week.
You will see the Entitlement Calculation breakdown and the amount that was paid to the card. You can also get this information by clicking on the green dollar amount Paid to Card link. This will expand this section to show entitlement calculations.

Another option available on this page is the Voucher Answers button.
By selecting the Voucher Answer button, the Weekly Claims: Confirm Answers screen will appear. Here you can review the responses and wages reported if applicable for that week claimed.

You also have the option to print this screen by clicking the Print button.
Returning to the Claimant Homepage; If it is necessary to change your Personal Information, Contact Information, Demographic Information, Security Settings and WorkOne Locations you can click on your name at the top left hand corner of the page. You will see a drop down menu with these titles, choose the appropriate title.
If you selected the Personal Information title then the Claimant Registration: Personal Information screen will appear, with the current data. You can see on this screen it ask about your Driver’s License or Identification Card issued by the State of Indiana, as well. Make the appropriate changes and then click the Save button.
If you selected the Contact Information title then the Claimant Registration: Contact Information screen will appear, with the current data. Make the appropriate changes and then click the Save button.
If you selected the Demographic Information title then the Claimant Registration: Demographic Information screen will appear, with the current data. Make the appropriate changes and then click the Save button.
If you selected the Security Settings title then the Claimant Registration: Security Settings page will appear, with the current data. You can update your Password, Username, and Security question on this screen. Once you have entered the new information click the Save button to save all changes made.
If you selected the WorkOne Location title then the Claimant Registration: WorkOne Location page will appear. Here you can select a new region by selecting the Full-Service WorkOne drop down arrow or by selecting the colored region from the map.
This will show additional details about the region selected WorkOne offices. The new location selected will be the office that the agency will direct you to when services are required. In the future you will be able to make these updates from your Account Settings.

This will conclude the CSS Home Page Tutorial, again if you have any questions please feel free to contact us by Phone, Email, Mail, or Web Chat.