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## DWD Announces Enhancements to Unemployment Insurance Claims Process for Employers

The Indiana Department of Workforce Development (DWD) announced a series of important updates aimed at making the unemployment insurance (UI) claims process simpler, faster, and more transparent for employers.

Beginning on August 15, employers will see a more streamlined experience when managing UI claims. DWD is rolling out two major enhancements: full integration of SIDES E-Response into the Employer Self-Service (ESS) portal and automatic enrollment in the State Information Data Exchange System (SIDES).

“These updates reflect our commitment to improving the unemployment insurance process for all Hoosiers, including employers,” said Josh Richardson, DWD Commissioner. “By modernizing the way employers interact with claims information, we are helping businesses save time, reduce errors, and focus more on growing Indiana’s economy.”

With these changes, employers will now be able to access everything they need in one place. The familiar SIDES E-Response system is being folded directly into the ESS portal, allowing businesses to manage UI claims more easily and securely. After August 15, employers will no longer need a separate SIDES E-Response PIN to respond to separation requests for new claims. For any claims filed before the August 15 date, the current PIN process will stay in place. It’s important to note employers who haven’t yet created an ESS account will need to register online to take advantage of the updated system.

In addition to simplifying access, DWD will automatically enroll employers in SIDES, a nationally recognized platform developed by the National Association of State Workforce Agencies (NASWA) in partnership with the U.S. Department of Labor. SIDES offers employers a faster, more secure way to exchange separation information, helping reduce paperwork, prevent mistakes, and ensure benefits are paid accurately.

To help businesses stay on top of requests, any ESS user with a “Benefit/Appeal,” “All,” or “Administrator” role will automatically get email notifications when new actions are needed.

“By investing in better tools and technology, we’re creating a stronger, more responsive system for years to come,” said Holly Newell, DWD Chief Unemployment Insurance Officer. “These updates are an important step forward in strengthening our workforce infrastructure.”

With the integration of SIDES, DWD is proud to offer a smoother, more modern claim experience. These improvements are part of a broader effort to support Indiana’s employers by reducing administrative burdens and making it easier to focus on what matters most – running and growing their businesses.

Visit <https://uplink.in.gov/ESS/ESSLogon.htm> to learn more.

For questions or further assistance, please contact DWD UI via email at [DWD ESSCommunications@dwd.IN.gov](mailto:DWD ESSCommunications@dwd.IN.gov). Be sure to include your employer account number and zip code. You may also call 1-800-891-6499 and select option 2 for employer-related questions.