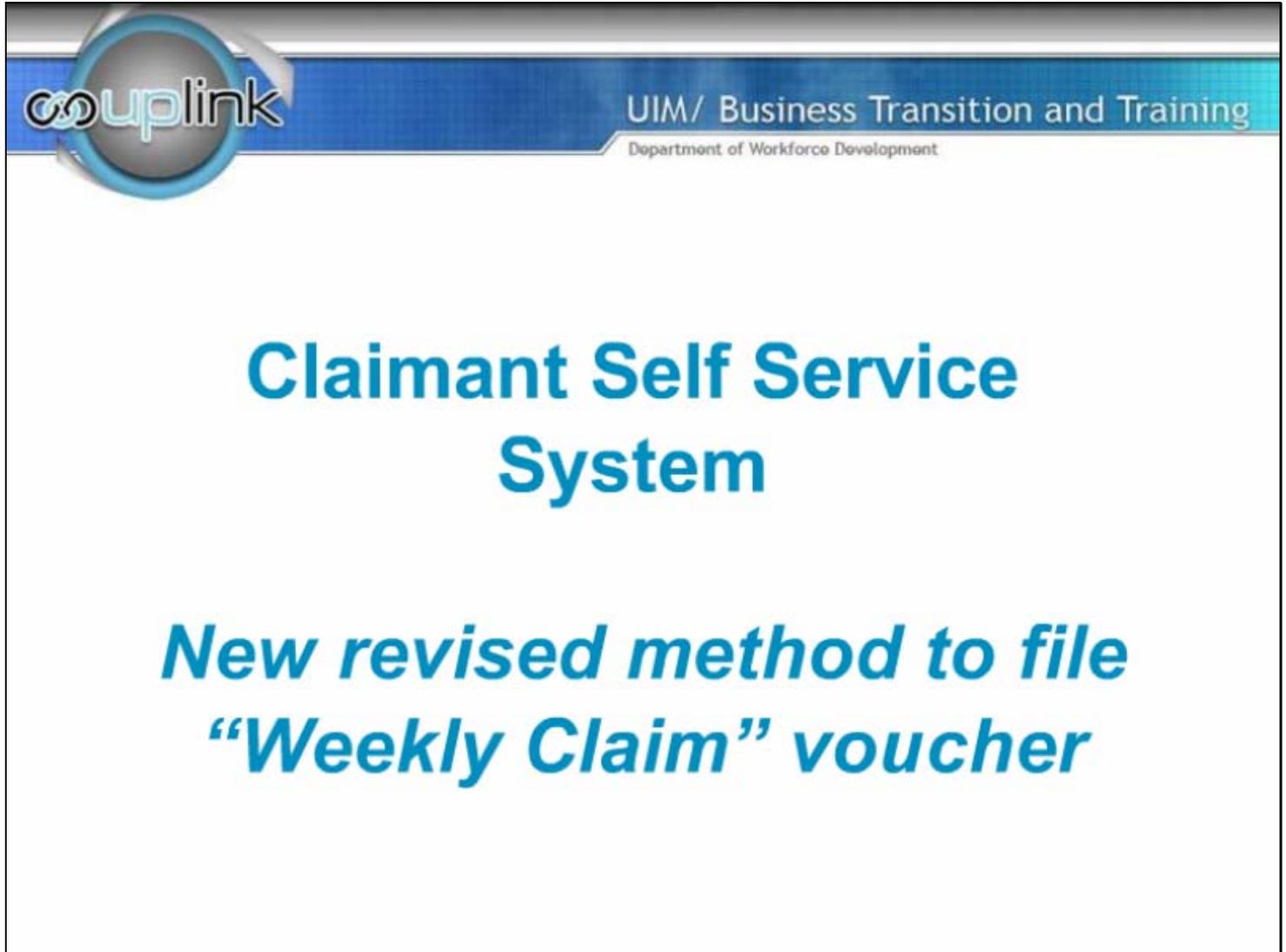


Slide 1 - Claimant Self Service System



The slide features a blue header bar with the 'couplink' logo on the left and the text 'UIM/ Business Transition and Training' and 'Department of Workforce Development' on the right. The main content area is white with blue text. The title 'Claimant Self Service System' is centered in a large, bold font. Below it, the subtitle 'New revised method to file "Weekly Claim" voucher' is also centered in a bold font.

**couplink**

UIM/ Business Transition and Training  
Department of Workforce Development

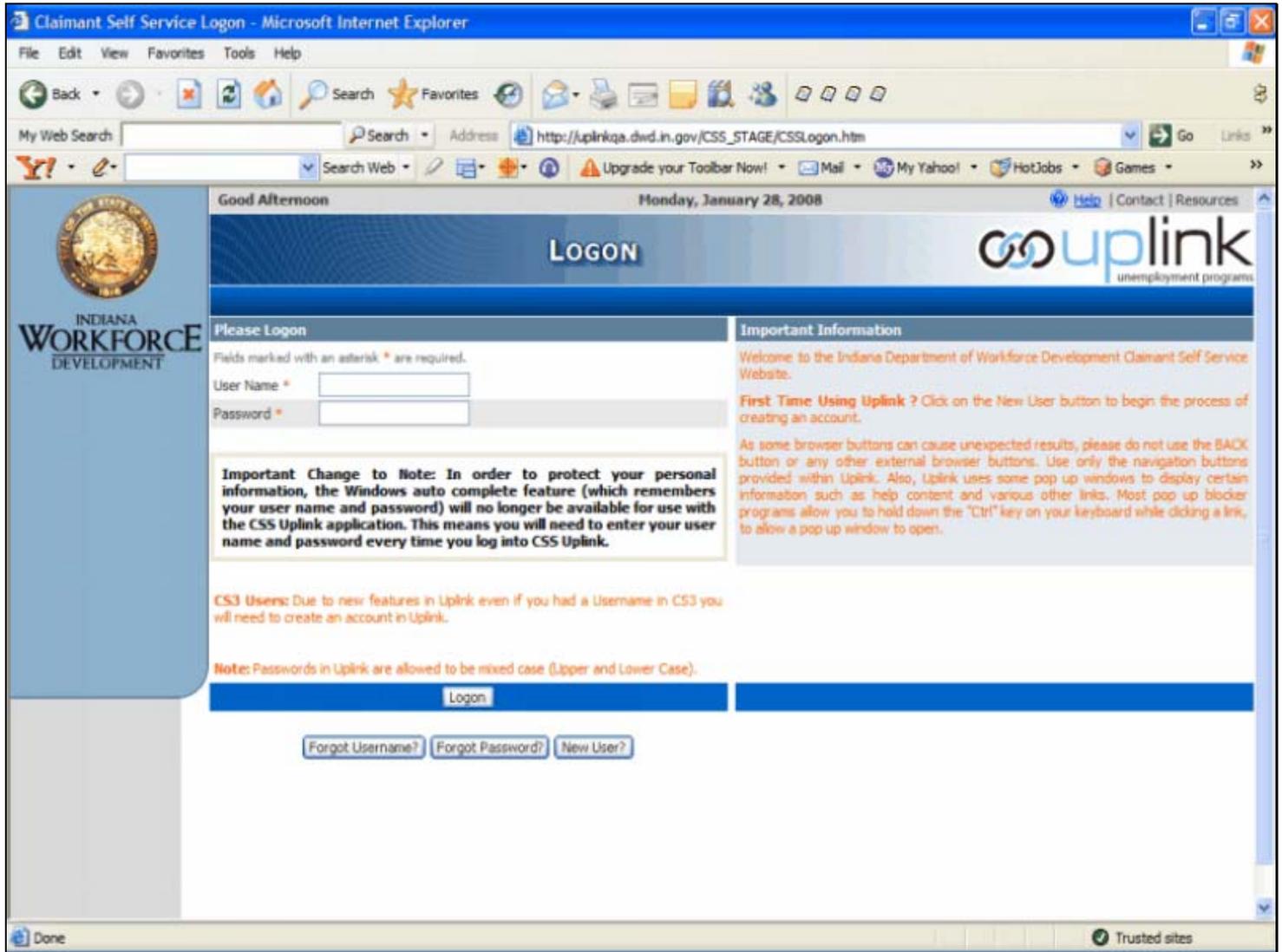
# Claimant Self Service System

*New revised method to file  
"Weekly Claim" voucher*

**Slide notes**

Welcome to the Claimant Self Service System. This video will walk you through the steps for filing a weekly claim voucher with the new and revised screens as of February 2008. We are pleased to offer these improvements based on many claimant and staff suggestions.

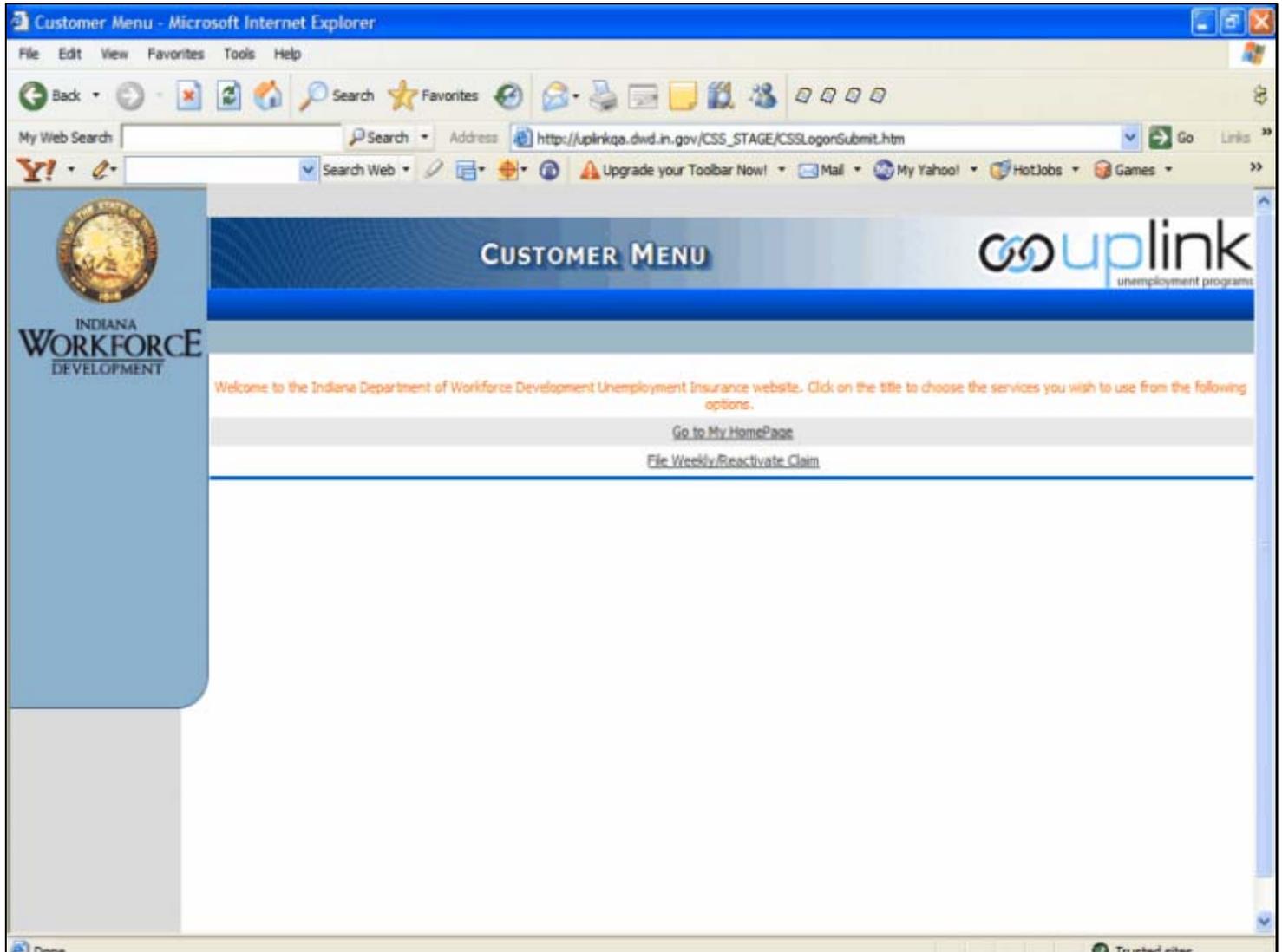
Slide 2 - Slide 2



Slide notes

As usual, you will sign into CSS from the logon screen using your current user name and password. If you forget your user name or password you can always click on the appropriate buttons below to reset. Remember, you do not need staff assistance for this.

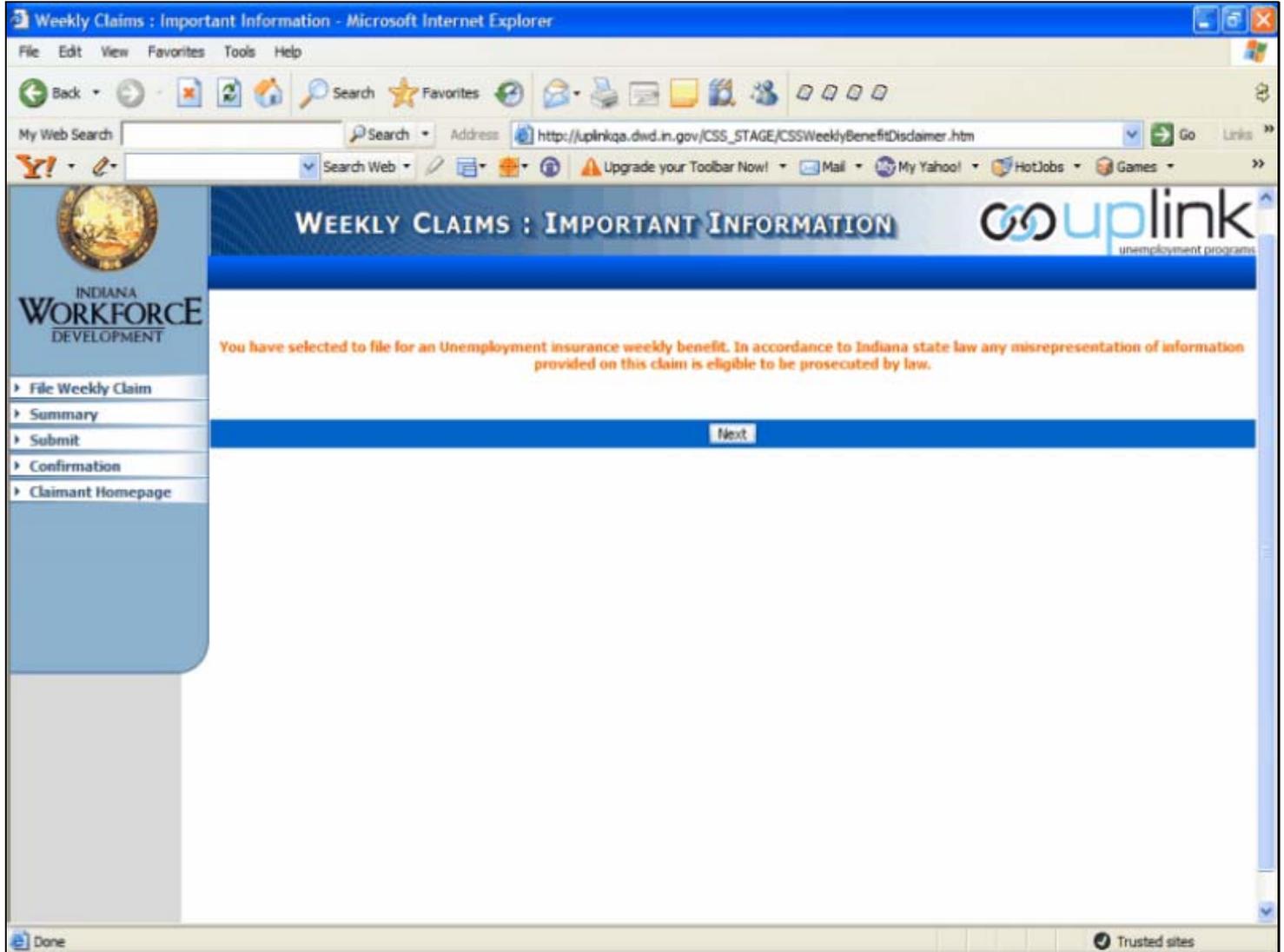
Slide 3 - Slide 3



Slide notes

After logging in, you will see this screen. You can either click to go to your homepage or click on the link to file your weekly claim voucher. Choose the appropriate one to fit your situation. We will click on the File Weekly/Reactivate claim button. For the purpose of this tutorial, we are using a scenario that you worked last week and need to reopen your claim.

Slide 4 - Slide 4



Slide notes

Click next to continue

**Slide 5 - Slide 5**



**Slide notes**

In order to provide better customer service, we will now gather separation and employer information if needed. Answer Yes or No to whether you wish to file a voucher for this week ending date in bold. Then answer Yes or No to the question "Were you start a job and permanently leave that job during week ending mm/dd/yyyy". This week refers to the week you are claiming benefits for. Answer these question appropriately and then click next.

**Slide 6 - Slide 6**



**Slide notes**

You will notice another new improvement on this screen. You will answer your question by clicking in the circle for either Yes or No. Remember if you work during the week in question, you will need to enter your GROSS earnings (before tax) in the appropriate box. After answering all of your questions, you will click on Next.

Slide 7 - Slide 7

Weekly Claims : Confirm Answers - Microsoft Internet Explorer

File Edit View Favorites Tools Help

My Web Search [Search] Address [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSWeeklyBenefitConfirmAnswer.htm](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSWeeklyBenefitConfirmAnswer.htm) Go Links

Indiana WORKFORCE DEVELOPMENT

File Weekly Claim  
Summary  
Submit  
Confirmation  
Claimant Homepage

Responses for Benefit Week 01/12/2008	
Do you want to file for the week ending 01/12/2008?	YES
Were you separated from an employer during this week?	YES
Did you look for full-time work?	YES
Were you able and available for full-time work?	YES
Was there a change in your school or training status?	NO
Did you work?	YES
If you worked, was this an employer you worked for between 07/01/2006 and 06/30/2007?	NO
If you worked, how much did you earn for the week?	100.00
Did you refuse an offer of work?	NO
Did you take time off from work?	NO
Did you/will you receive holiday pay?	NO
Did you/will you receive severance or vacation pay?	NO
Has your pension or 401K withdrawal amount changed?	NO

**\*\*\* STOP \*\*\***  
**Please Review Your Answers Carefully**

If there are any notes in the box below, please pay special attention to what they say.  
If your answers are correct, click "My answers are correct" below.  
If your answers are **NOT** correct, click "I need to correct my answers" below.

**Note:** This information is used to help with verification only, and does not indicate that an answer is incorrect.  
**All of these answers apply to week ending 01/12/2008**

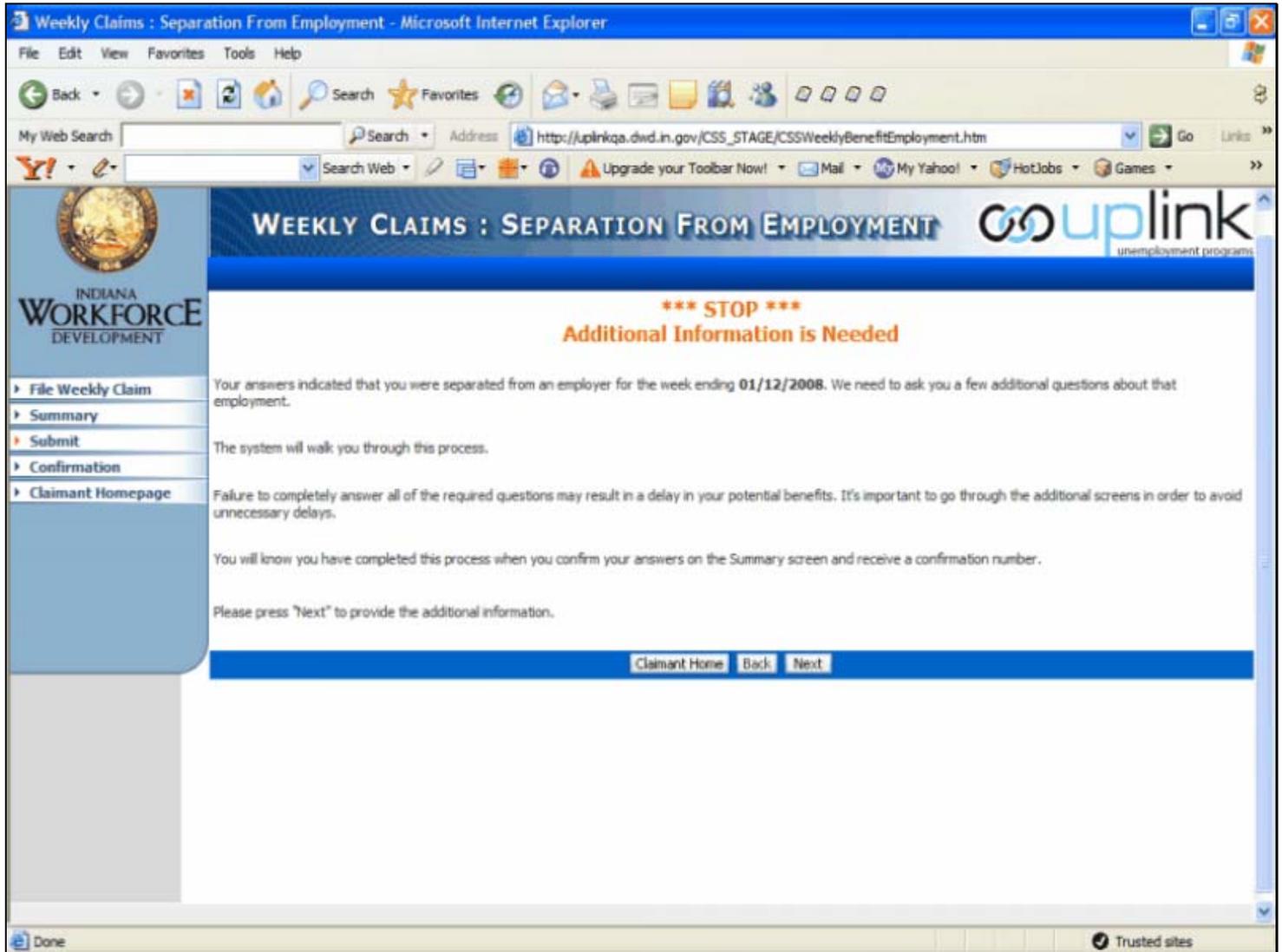
You separated from an employer during this week.

Claimant Home I need to correct my Answers My answers are correct

Slide notes

This is a summary screen. You should use this screen to make sure you have answered your questions correctly. You can either click the button "I need to correct my answers" to return to the weekly claim voucher and correct any mistakes or click on the "My answers are correct" to continue.

Slide 8 - Slide 8



Slide notes

This is another new screen telling you that we need additional information about your last employer before completing the voucher. You will only see this screen if you indicated that you were separated from employment during the week you are claiming. After reading this screen, click next to continue filing your weekly claim voucher.

**Slide 9 - Slide 9**



**Slide notes**

You will now proceed through the screens necessary to gather information about the separation. Answer all questions appropriately. TIP: Self employment means you direct your own work hours, location, etc.

Slide 10 - Slide 10

Apply for Benefits : Separating Employer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

My Web Search Search Address http://uplinkqa.dwd.in.gov/CSS\_STAGE/CSSEmployerInfo.htm Go Links

INDIANA WORKFORCE DEVELOPMENT

APPLY FOR BENEFITS : SEPARATING EMPLOYER uplink unemployment programs

Enter the employer(s) you separated from during the week ending 01/12/2008.

Employer Name	Dates of Employment
Select your Last Employer	
R R DONNELLEY AND SONS COMPANY, DBA R R DONNELLEY AND SONS COMPANY	01/07/2008 (mm/dd/yyyy) to 01/11/2008 (mm/dd/yyyy) Remove

Note: The end date is required for the last employer

If your last employer is not listed above, use one of the following buttons to add your last employer.

Add Indiana Employer Add Federal Employer Add Military Employer Add Out of State Employer

Note: A last employer must be selected above before continuing

Next

Trusted sites

Slide notes

This screen will help you select the employer that you were separated from during the week you are filing for benefits. You could see a list here of several employers here. You can click in the radio button of the employer you last worked for. And then enter your dates of employment. Keep in mind that some employers are listed here by Corporate names. For example, if you are separated from McDonalds, you may not see "McDonalds" listed but rather it could be listed by another name. You may need to check your check stubs to find the correct employer. If your last employer is not listed you will have 2 other options to enter that employer. Click on the appropriate button to "add" an employer not already listed here. For our purposes we will click on the Add Indiana employer button.

Slide 11 - Slide 11

The screenshot shows a Microsoft Internet Explorer browser window titled "Apply for Benefits : Add Employer". The address bar shows the URL: [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSAddRegularEmployer.htm](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSAddRegularEmployer.htm). The page header features the "INDIANA WORKFORCE DEVELOPMENT" logo and the "uplink" logo. The main content area is titled "APPLY FOR BENEFITS : ADD EMPLOYER". Below the title, there is a section for identifying the last employer with two options:

- Option 1:** "Enter the employer name and click on the Search button". A search box contains the text "chrysler" and a "Search" button is next to it.
- Option 2:** "If you are unable to find your employer from the search option above, click on the Manual Entry button". A "Manual Entry" button is visible.

Below the options, there is a section titled "Employer Selected" with a radio button selected next to the following text: "TAG COATINGS CORPORATION, DBA TAG COATINGS CORPORATION 2601 N SHERMAN DR INDIANAPOLIS IN, 46218". A "Remove Selected Employer" button is located below this section. At the bottom of the page, there is a blue bar with the text: "Finished adding employers. Continue to next screen".

Slide notes

This screen gives you 2 options to locate or add your separating employer. Option 1 is used to search our database for your employer. Type in your employers name or part of the name and click Search.

Slide 12 - Slide 12

The screenshot shows a web browser window titled "Apply for Benefits : Search Employer - Microsoft Internet Explorer". The address bar shows the URL: [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSEmploymentAdvancedSearch.htm?action=search](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSEmploymentAdvancedSearch.htm?action=search). The page header includes the "INDIANA WORKFORCE DEVELOPMENT" logo and the "uplink" logo. The main content area contains a search form with the following fields:

- Employer Name \* (filled with "chrysler")
- Phone Number (filled with "(999-999-9999)")
- Employer FEIN (empty)
- Zip Code (empty)

A "Search" button is located below the form. Below the search form, there is a section titled "Select an employer, enter dates of employment then click on the Add Employer button". This section contains a list of search results:

<input type="radio"/>	ANDERSON CHRYSLER-PLYMOUTH-DODGE INC	P O BOX 441570 INDIANAPOLIS IN, 46244
<input type="radio"/>	ARNELL CHRYSLER-PLYMOUTH-DODGE INC	239 MELTON RD BURNS HARBOR IN, 46304
<input type="radio"/>	ALBURN CHRYSLER DODGE & JEEP INC	507 S GRANDSTAFF DR ALBURN IN, 46706
<input type="radio"/>	BATESVILLE CHRYSLER-PLYMOUTH-DODGE INC	1320 ST RTE 46E BATESVILLE IN, 47006
<input type="radio"/>	BILL GADDIS CHRYSLER PLYMOUTH INC	1717 N WHEELING MUNCIE IN, 47303

Below the list, there is a section for "Enter dates of Employment:" with "From" and "To" date pickers. At the bottom of the search results section, there is an "Add Employer" button and a link: "Can't find your Employer? [Click here](#) to add the employer manually." A "Back" button is located at the bottom of the page.

Slide notes

A listing of employers meeting your search criteria will appear. If your separating employer is listed, you will click in the radio button next to it to select it, enter your dates of employment and then click next. Remember you may need to scroll down to see more employers listed. If you still don't see your separating employer you will click on Add employer to manually enter the employer's name and address.

Slide 13 - Slide 13

**APPLY FOR BENEFITS : ADD EMPLOYER**

Please identify your last employer by using one of the following options.

**Option 1**  
Enter the employer name and click on the Search button

**Option 2**  
If you are unable to find your employer from the search option above, click on the Manual Entry button

**Employer Selected**

<input type="radio"/> LPI SERVICE CORPORATION, DBA LPI SERVICE CORPORATION	200 E RANDOLPH ST #43 CHICAGO IL, 60601
<input type="radio"/> PRIME PVC INC, DBA PRIME PVC INC	1400 N WASHINGTON ST MARION IN, 46952
<input type="radio"/> WILLIAM CAFARO ASSOCIATES, DBA WILLIAM CAFARO ASSOCIATES	P O BOX 2186 YOUNGSTOWN OH, 44504
<input type="radio"/> PVC COMPOUNDERS LLC, DBA PVC COMPOUNDERS LLC	P O BOX 129 KENDALLVILLE IN, 46755

Remove Selected Employer

Employer(s) may be added using one of the Options listed above, or continue to the next screen by pressing the Finish button below.

Finished adding employers. Continue to next screen

Slide notes

You could have also chosen Option 2 on this screen without searching for your employer. Option 2 will take you to the manual entry screen to enter your employer's name and address

Slide 14 - Slide 14

Apply for Benefits : Add Manual Employer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

My Web Search Search Address http://uplinkqa.dwd.in.gov/CSS\_STAGE/CSSEmploymentManualEntry.htm Go Links

Indiana WORKFORCE DEVELOPMENT

APPLY FOR BENEFITS : ADD MANUAL EMPLOYER uplink unemployment programs

Fields marked with an asterisk \* are required.

Employer Name \* Kroger

Address \* 123 Main Street

City \* Any town

State \* Indiana

Zip Code \* 46013 -

Phone Number (xxx-xxx-xxxx)

Fax Number (xxx-xxx-xxxx)

Enter dates of Employment: From 01/07/2008 (mm/dd/yyyy) To 01/11/2008 (mm/dd/yyyy)

To add the employer selected above click the Add Employer button: Add Employer

Back Clear Screen

Done Trusted sites

Slide notes

This is the manual entry screen. Notice: any items with an orange asterisk must be completed. After filling in the required information and your dates of employment, you will click on the add employer button.

Slide 15 - Slide 15

The screenshot shows a web browser window titled "Apply for Benefits : Add Employer - Microsoft Internet Explorer". The address bar shows the URL "http://uplinkqa.dwd.in.gov/CSS\_STAGE/CSSAddRegularEmployer.htm". The page content includes the "INDIANA WORKFORCE DEVELOPMENT" logo on the left and the "uplink unemployment programs" logo on the right. The main heading is "APPLY FOR BENEFITS : ADD EMPLOYER". Below this, there is a prompt: "Please identify your last employer by using one of the following options." Two options are provided: "Option 1" (search by name) and "Option 2" (manual entry). A table of employers is shown, with "KROGER" selected. A "Remove Selected Employer" button is located below the table. At the bottom, a blue bar contains the text "Finished adding employers. Continue to next screen".

Employer Selected	
<input type="radio"/> LPI SERVICE CORPORATION, DBA LPI SERVICE CORPORATION	200 E RANDOLPH ST #43 CHICAGO IL, 60601
<input type="radio"/> PRIME PVC INC, DBA PRIME PVC INC	1400 N WASHINGTON ST MARION IN, 46952
<input type="radio"/> WILLIAM CAFARO ASSOCIATES, DBA WILLIAM CAFARO ASSOCIATES	P O BOX 2186 YOUNGSTOWN OH, 44504
<input type="radio"/> PVC COMPOUNDERS LLC, DBA PVC COMPOUNDERS LLC	P O BOX 129 KENDALLVILLE IN, 46755
<input checked="" type="radio"/> KROGER	123 MAIN STREE ANDERSON IN, 46013

Slide notes

Regardless of whether you used option 1 or 2, once your employer is selected here, you will click on the "Finished adding employer. Continue to next screen" button.

Slide 16 - Slide 16

The screenshot shows a Microsoft Internet Explorer browser window. The title bar reads "Apply for Benefits : Collect Separation Information - Microsoft Internet Explorer". The address bar shows the URL "http://uplinkqa.dwd.in.gov/CSS\_STAGE/CSSSeparation1.htm". The page header features the "INDIANA WORKFORCE DEVELOPMENT" logo on the left and the "uplink unemployment insurance" logo on the right. Below the header, the main heading is "APPLY FOR BENEFITS : COLLECT SEPARATION INFORMATION". The instructions state: "Select the link(s) 'Provide Additional Information' for each employer and complete all questions asked. Once you have completed all information for each employer, you will automatically be directed to the next page." A table lists the employer "KROGER" with a link to "Provide Additional Information" and an "Edit" link. A left-hand navigation menu includes: Initial Filing, Employment, Separation, Summary, Submit, and Confirmation. The status bar at the bottom shows "Done" and "Trusted sites".

Slide notes

Your weekly claim voucher is not complete yet. You'll need to click on the "provide additional information" link to continue with the filing.

Slide 17 - Slide 17

Apply for Benefits : Separation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Mail Print Print Preview Print with Selection

My Web Search Search Address [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSSeparation2.htm?employerPartyID=0^0^0^KROGE](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSSeparation2.htm?employerPartyID=0^0^0^KROGE) Go Links

Y! Search Web Upgrade your Toolbar Now! Mail My Yahoo! HotJobs Games

**INDIANA WORKFORCE DEVELOPMENT**

**APPLY FOR BENEFITS : SEPARATION** **uplink** unemployment programs

Employer Name: KROGER

Reason Employment ended:

If Quit or Discharge, select the reason why?

Will you be returning to work for this employer and have been given a return to work date?

If you will be returning to work for this employer, enter return to work date:

Last date for which wages will be paid:

Will you/are you receiving [separation pay](#) from this employer?

Will you/are you receiving vacation pay from this employer?  Yes  No

Discharged/Fired  
Disciplinary Suspension  
Domestic Violence  
Laid Off/Lack of Work  
Leave of Absence  
Quit  
Still Working  
Strike/Labor Dispute

Next

Done Trusted sites

Slide notes

The first question will ask the reason why your employment ended. Again, this is referring to the separation from the week you are claiming benefits.

Slide 18 - Slide 18

Apply for Benefits : Separation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Mail Print Print Preview Print and Send

My Web Search Search Address [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSSeparation2.htm?action=pageRefresh](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSSeparation2.htm?action=pageRefresh) Go Links

Y! Search Web Upgrade your Toolbar Now! Mail My Yahoo! HotJobs Games

**INDIANA WORKFORCE DEVELOPMENT**

**APPLY FOR BENEFITS : SEPARATION** **uplink** unemployment programs

Initial Filing  
Employment  
Separation  
Summary  
Submit  
Confirmation

Employer Name: \_\_\_\_\_

Reason Employment ended: \*

If Quit or Discharge, select the reason why?

Will you be returning to work for this employer and have been given a return to work date? \*

If you will be returning to work for this employer, enter return to work date: \_\_\_\_\_

Last date for which wages will be paid: \*

Will you/are you receiving [separation pay](#) from this employer? \*

Will you/are you receiving vacation pay from this employer? \*

Medical  
Other Employment  
Domestic Violence  
Relocate with Spouse  
Dissatisfaction with Working Conditions  
Temporary Service  
Harassment  
Personal  
Other

Next

Done Trusted sites

Slide notes

If quit or discharged is selected you will be asked for the reason why you were discharged or why you quit. Answer the remaining questions on this screen and then click next.

Slide 19 - Slide 19

Apply for Benefits : Separation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Mail Print

My Web Search Search Address [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSSeparation2.htm?action=pageRefresh](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSSeparation2.htm?action=pageRefresh) Go Links

Y! Search Web Upgrade your Toolbar Now! Mail My Yahoo! HotJobs Games

**INDIANA WORKFORCE DEVELOPMENT**

**APPLY FOR BENEFITS : SEPARATION** uplink unemployment program

Initial Filing  
Employment  
Separation  
Summary  
Submit  
Confirmation

Employer Name: \_\_\_\_\_

Reason Employment ended: \*

If Quit or Discharge, select the reason why?

Will you be returning to work for this employer and have been given a return to work date? \*  Yes  No

If you will be returning to work for this employer, enter return to work date:  (mm/dd/yyyy)

Last date for which wages will be paid: \*  (mm/dd/yyyy)

Will you/are you receiving [separation pay](#) from this employer? \*  Yes  No

Will you/are you receiving vacation pay from this employer? \*  Yes  No

Next

Trusted sites

Slide notes

Slide 20 - Slide 20

Apply for Benefits : Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

My Web Search Search Address [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSSeparation1.htm](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSSeparation1.htm) Go Links

INDIANA WORKFORCE DEVELOPMENT

APPLY FOR BENEFITS : SUMMARY

uplink unemployment programs

Please carefully review each section of the information you have provided.  
If you need to change something, select "Edit" button which will take you back to that section to make changes.

**Personal Information**

Initial Filing	First Name:	JIMMY	Middle Initial:	
Employment	Last Name:	THOMPSON	Suffix:	
Separation	Date of Birth:	07/12/1970	Gender:	Female
Summary	Other Last Name worked under 1:		Other Last Name worked under 2:	
Submit	Other Last Name worked under 3:			
Confirmation				

Edt

Country:	USA	Mailing Address:	532 E CENTER ST.,
Mailing Address City:	Warsaw	Mailing Address State:	IN
Mailing Address Zip code:	46580		

Edt

Home Telephone:	574-269-7425	Alternate Telephone:	
Cellular Telephone:	574-371-7888	Fax Number:	
Email Address:			

Edt

Done Trusted sites

Slide notes

The next screen will show you a summary of your answers. It is important that you review your answers at this time. Once you click next on this screen, you can not go back to change your answers. If anything needs changed from this screen, you can click the Edit button beneath the area to return to those screens to make your corrections.

Slide 21 - Slide 21

Apply for Benefits : Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Mail Print Upgrade your Toolbar Now! Mail My Yahoo! HotJobs Games

My Web Search Search Address [http://upinkqa.dwd.in.gov/CSS\\_STAGE/CSSSeparation1.htm](http://upinkqa.dwd.in.gov/CSS_STAGE/CSSSeparation1.htm) Go Links

Is there a medical reason you cannot accept full-time work? No

Is there any other reason you cannot accept immediate full-time employment? No

Are you able and available for full-time work? Yes

Edt

**Employers - Regular**

Employer Name	Address	Dates of Employment
R R DONNELLEY AND SONS COMPANY, DBA R R DONNELLEY AND SONS COMPANY	ATTN CORPORATE TAX ACCOUNTANT 111 S WACKER DRIVE CHICAGO IL, 60601	01/07/2008 - 01/11/2008

Edt

**Separation - Regular**

Employer Name	R R DONNELLEY AND SONS COMPANY, DBA R R DONNELLEY AND SONS COMPANY
Reason Employment ended:	Quit
If Quit or Discharge, select the reason why?	Personal
Will you be returning to work for this employer and have been given a return to work date?	No
If you will be returning to work for this employer, enter return to work date:	
Last date for which wages will be paid:	01/11/2008
Will you/are you receiving <a href="#">separation pay</a> from this employer?	No
Will you/are you receiving vacation pay from this employer?	No

Edt

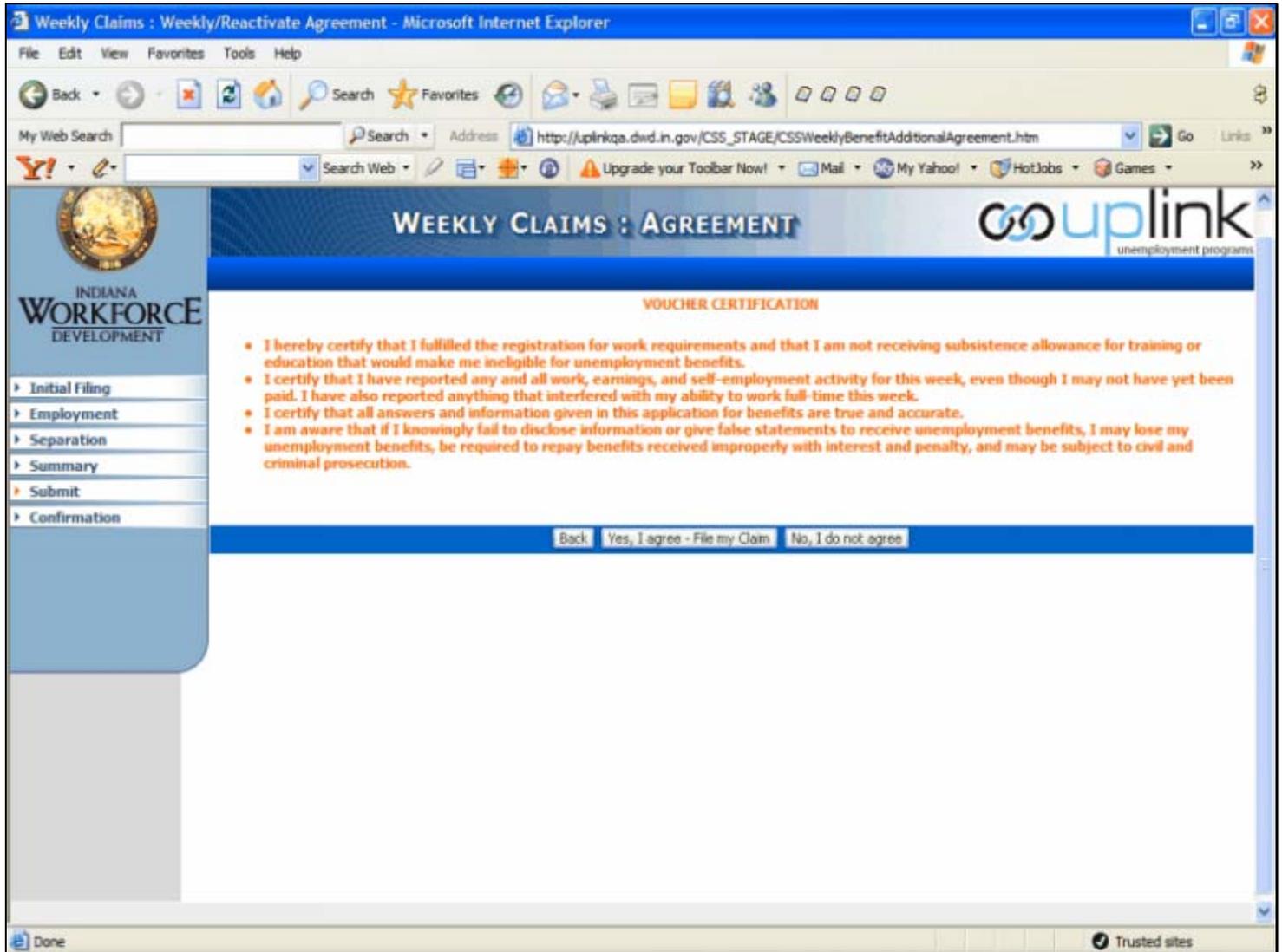
Print Next

Done Trusted sites

Slide notes

You also have the option of printing this summary screen. When finished and you are satisfied with your answers, click next

Slide 22 - Slide 22



Slide notes

This is the voucher certification screen. If for any reason you change your mind and do not want to file your weekly claim voucher at this time, click the ....No, I do not agree button. Your answers for this weekly claim will remain in the system for 7 days. If you are ready to submit your voucher, click on the..... yes I agree – file my claim button.

Slide 23 - Slide 23

Weekly Claims : Fact Finding - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print Print with Selection Print with Selection and Comments Print with Selection and Comments

My Web Search Search Address [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSWeeklyBenefitAdditionalSubmit.htm](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSWeeklyBenefitAdditionalSubmit.htm) Go Links

Y! Search Web Upgrade your Toolbar Now! Mail My Yahoo! HotJobs Games

INDIANA WORKFORCE DEVELOPMENT

WEEKLY CLAIMS : FACT FINDING

uplink unemployment programs

Issues were detected that require additional information in order to process your claim.  
Please click on the link(s) listed below to provide the additional information required for each issue in order to complete your unemployment claim.

Personal Reasons	01/12/2008	<a href="#">Provide Additional Information</a>
------------------	------------	--

NOTE: The above issues will require further review in order to make a decision regarding your eligibility to receive benefits. The information you provide will be used in making this decision. Failure to provide correct and timely information may result in denial or delay of benefits.

[Claimant Home](#) [Logoff](#)

Done Trusted sites

Slide notes

If you have been separated for reasons other than lack of work, you will need to provide us with additional information. Click on the link "provide additional information"

Slide 24 - Slide 24

The screenshot shows a Microsoft Internet Explorer browser window titled "Dynamic Fact Finding - Microsoft Internet Explorer". The address bar displays the URL: [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/FactFinding.htm?claimId=3215836&issueId=7613779&ss](http://uplinkqa.dwd.in.gov/CSS_STAGE/FactFinding.htm?claimId=3215836&issueId=7613779&ss). The page content includes a header with "Good Afternoon" and "Monday, January 28, 2008", and the "uplink unemployment programs" logo. On the left is the "INDIANA WORKFORCE DEVELOPMENT" logo. The main form area contains the following questions and answers:

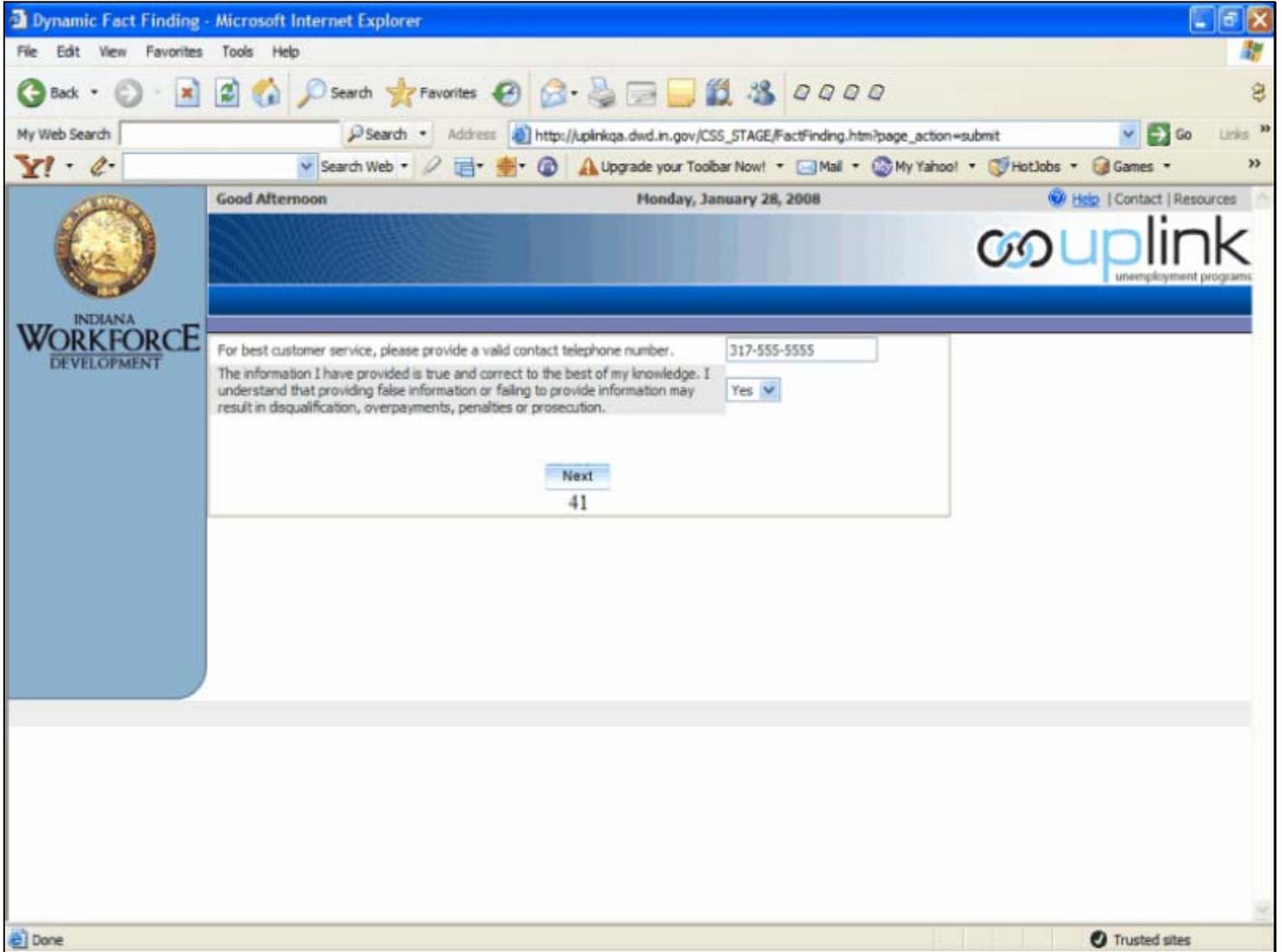
Did you quit for personal reasons?	Yes
IF NO - When you completed your claim you said you had quit for personal reasons. Why has your answer changed? (After you answer this question, skip to the bottom of the page and click NEXT)	
If Yes, what was your job with this employer?	produce
How long did you work for this employer? Please state the number in years and months.	1 week
What was your rate of pay in dollars per hour?	\$ 10.00
How many hours a week did you work?	35
What was your last day of work?	01/11/2008 (MM/DD/YYYY)

At the bottom of the form is a "Next" button and the number "394". The browser's status bar at the bottom shows "Done" and "Trusted sites".

Slide notes

You will next see a series of screens asking specific reasons on your separation. You should be as detailed as possible. This will help our staff make a determination on your claim for benefits.

Slide 25 - Slide 25



Slide notes

Slide 26 - Slide 26

Summary	
Did you quit for personal reasons?	Y
If NO - When you completed your claim you said you had quit for personal reasons. Why has your answer changed? (After you answer this question, skip to the bottom of the page and click NEXT)	
If Yes, what was your job with this employer?	produce
How long did you work for this employer? Please state the number in years and months.	1 week
What was your rate of pay in dollars per hour?	10.00
How many hours a week did you work?	35
What was your last day of work?	01/11/2008
Did you give notice to the employer that you were leaving? (If NO, skip to the last question)	Y
If Yes, On what date did you give notice?	01/11/2008
What date did you give as your last day you would work?	01/11/2008
Did your employer ask you to leave before the date you had given as the last day you would work?	N
Enter the name of the person you told you were quitting.	Joe Smith
Title of the person you told you were quitting.	Manager
Enter the phone number (xxx-xxx-xxxx) of the person you told you were quitting if you know it.	317-555-5555
Did you quit because your employer gave you the choice of quitting or being fired?	N
Describe the specific reason you quit your job.	Too far to drive
Are you currently able to accept an immediate offer of employment?	Y
If NO, why are you not able and available for full-time work?	

Slide notes

After the series of questions you will have a summary screen of those questions and answers.

Slide 27 - Slide 27

The screenshot shows a Microsoft Internet Explorer window titled "Dynamic Fact Finding - Microsoft Internet Explorer". The address bar displays the URL: [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/FactFinding.htm?page\\_action=submit](http://uplinkqa.dwd.in.gov/CSS_STAGE/FactFinding.htm?page_action=submit). The page content is a form with the following questions and answers:

What was your last day of work?	01/11/2008
Did you give notice to the employer that you were leaving? (If NO, skip to the last question)	Y
If Yes, On what date did you give notice?	01/11/2008
What date did you give as your last day you would work?	01/11/2008
Did your employer ask you to leave before the date you had given as the last day you would work?	N
Enter the name of the person you told you were quitting.	Joe Smith
Title of the person you told you were quitting.	Manager
Enter the phone number (xxx-xxx-xxxx) of the person you told you were quitting if you know it.	317-555-5555
Did you quit because your employer gave you the choice of quitting or being fired?	N
Describe the specific reason you quit your job.	Too far to drive
Are you currently able to accept an immediate offer of employment?	Y
If NO, why are you not able and available for full-time work?	
If NO, do you have a definite date when you will be able to accept an immediate offer of employment?	
If YES, what date will you be able and available for full-time work?	
Are you currently able to actively search for full time employment?	Y
If NO, why are you not able to look for full time work?	
If NO, do you have a definite date when you will be able to look for full-time work?	
If YES, on what date will you be able to look for full-time work?	
For best customer service, please provide a valid contact telephone number.	317-555-5555
The information I have provided is true and correct to the best of my knowledge. I understand that providing false information or failing to provide information may result in disqualification, overpayments, penalties or prosecution.	Y

At the bottom of the form, there are two buttons: "Continue" and "Print".

Slide notes

You can print this screen for your records or... just click on the continue button to continue filing your weekly claim voucher.

Slide 28 - Slide 28

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Weekly Claims : Weekly Claim Confirmation' page. The address bar shows the URL: [http://uplinkqa.dwd.in.gov/CSS\\_STAGE/CSSWeeklyBenefitFactFinding.htm](http://uplinkqa.dwd.in.gov/CSS_STAGE/CSSWeeklyBenefitFactFinding.htm). The page header includes the 'INDIANA WORKFORCE DEVELOPMENT' logo and the 'uplink unemployment programs' logo. The main content area states: 'You have successfully filed your weekly benefits for the week ending: 01/12/2008'. Below this, it says: 'The confirmation number provided is for tracking purposes. You may print this page for your records.' The confirmation number is displayed as 'Confirmation Number: 2085208'. A note indicates that users must be registered for full-time work at their local Work Center office and show they are making an effort to find full-time work each week. A link is provided for a list of Work Center offices and locations. The 'DWD Contact Information' section lists the address, phone numbers, and TDD for hearing impaired. The footer contains buttons for 'Print', 'Claimant Home', 'Next', and 'Logoff'.

**INDIANA WORKFORCE DEVELOPMENT**

**WEEKLY CLAIMS : WEEKLY CLAIM CONFIRMATION** **uplink**  
unemployment programs

You have successfully filed your weekly benefits for the week ending:

**01/12/2008**

The confirmation number provided is for tracking purposes. You may print this page for your records.

**Confirmation Number: 2085208**

You must be registered for full-time work at your local Work Center office and show you are making an effort to find full-time work each week. For a list of Work Center offices and locations [click here](#).

**DWD Contact Information**

Address	Phone	TDD for Hearing Impaired
Department of Workforce Development 10 North Senate UI Benefits , IN 46204	1-888-WORKONE (1-888-967-5663) For Marion County - 1-317-232-6702	1-317-232-7560

[Print](#) [Claimant Home](#) [Next](#) [Logoff](#)

Trusted sites

Slide notes

The next screen will be your confirmation number for your weekly claim voucher. You can print this screen or write the number down for future reference if needed. You can also click on the Claimant home button to return to the claimant homepage.

Slide 29 - Slide 29

CLAIMANT HOMEPAGE

INDIANA WORKFORCE DEVELOPMENT

uplink unemployment programs

Overpayment Balance: \$0.00

Program	Start Date	End Date	Maximum Benefits	Weekly Benefits	Paid to Date	Status	View Initial Claim Summary	View Reactivate Claim Summary
UI	11/25/2007	11/22/2008	8,320	333	0.00	Open	<a href="#">View</a>	<a href="#">View</a>

Week End Date	Date Claimed	Date Paid	Amount Paid
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Issue	Effective Date
Able & Available	11/25/2007
Personal Reasons	01/12/2008

SMARTLINKS

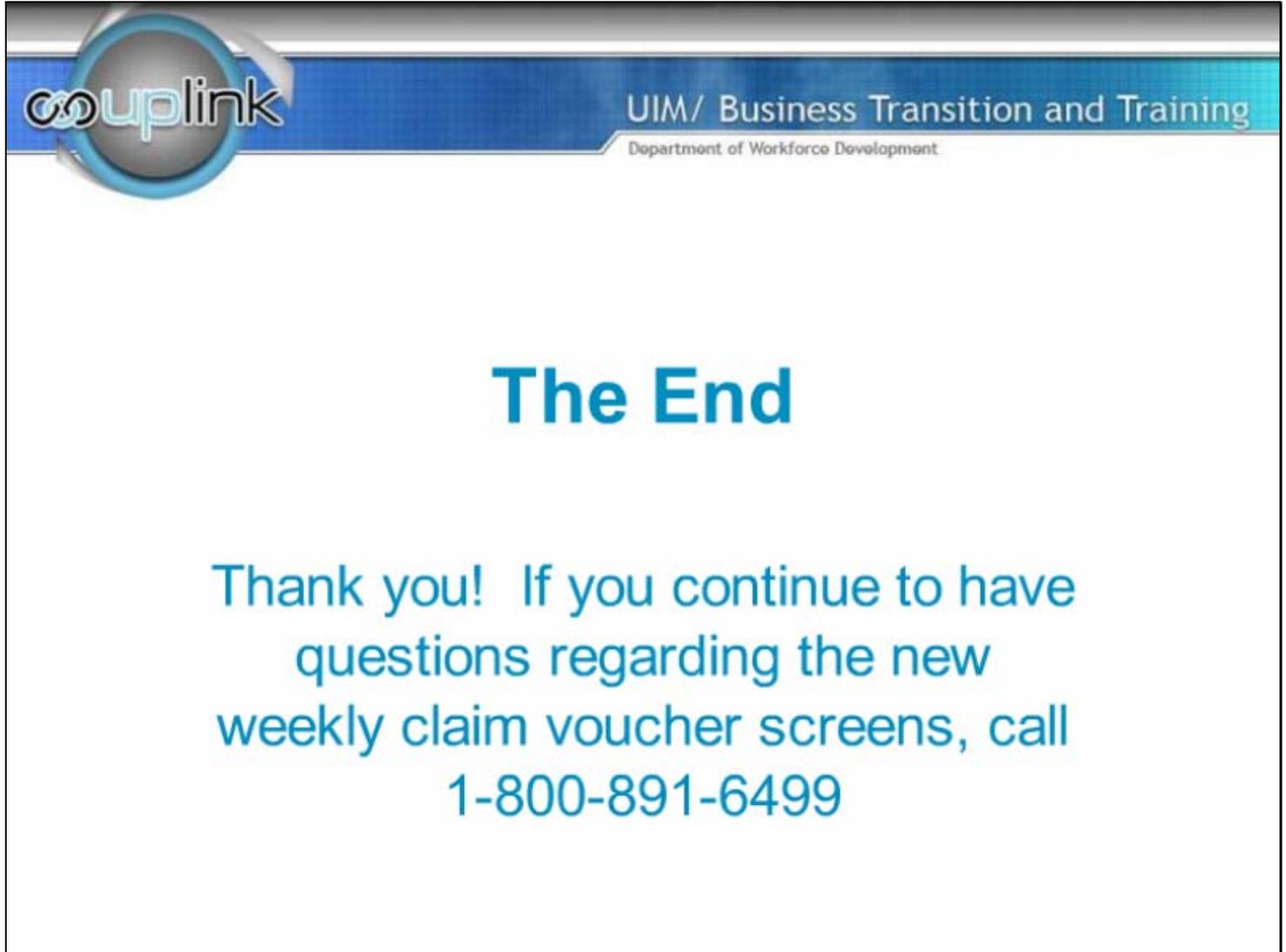
Logoff

Trusted sites

Slide notes

Remember, the claimant homepage will answer most of your questions. Any time you see an underlined item, it is a hyperlink which will take you to another screen. This page will tell you or link to pages which will tell you when your payment was released, if you are eligible for payment, if you have any issues delaying payment, etc.

Slide 30 - The End



The slide features a blue header bar with the 'couplink' logo on the left and the text 'UIM/ Business Transition and Training' and 'Department of Workforce Development' on the right. The main content area is white with the text 'The End' in large blue font, followed by a thank you message and a phone number in blue font.

**couplink**

UIM/ Business Transition and Training  
Department of Workforce Development

# The End

Thank you! If you continue to have  
questions regarding the new  
weekly claim voucher screens, call  
1-800-891-6499

**Slide notes**

Thank you for viewing this video. If you continue to have questions regarding the new weekly claim voucher you can view this video again or call the Department of Workforce Development Call Center at 1-800-891-6499