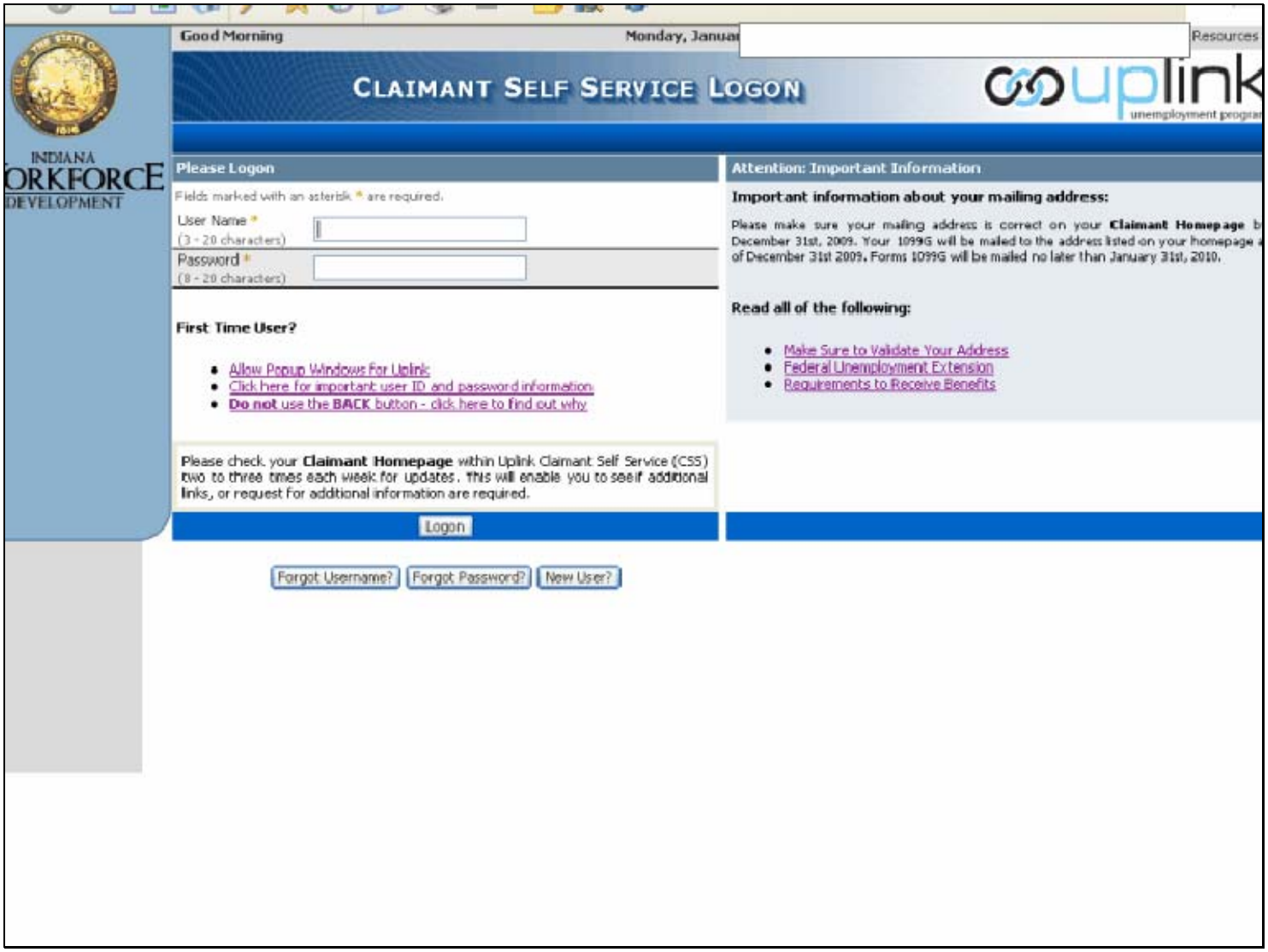
Slide 1 - Slide 1

Slide notes

Welcome to the Claimant Self Service tutorial. This tutorial was developed to show you what to expect and how to navigate the screens you will see if you decide to file an Unemployment claim.

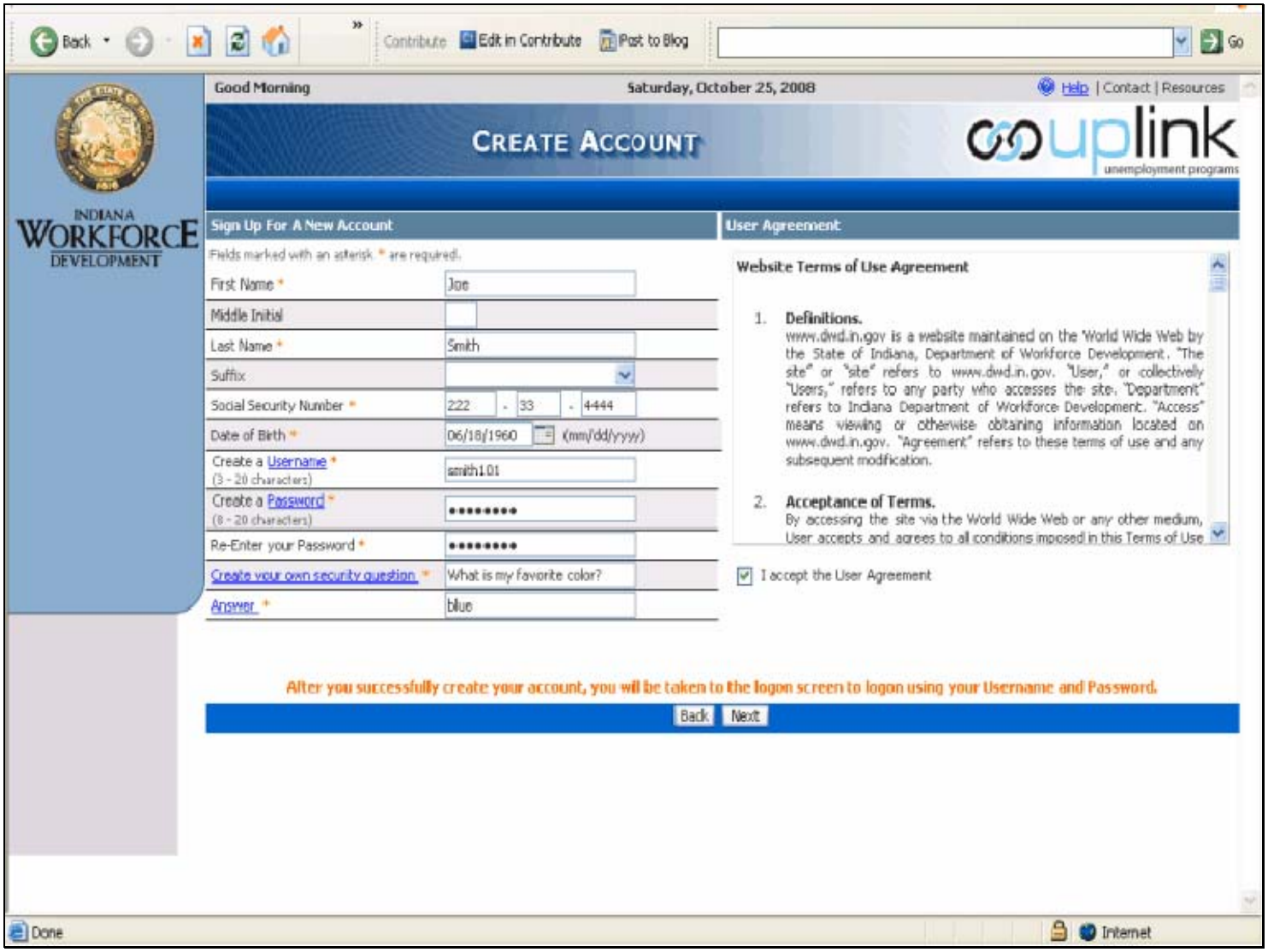
Slide 3 - Log in



Slide notes

If you are a first time user of Uplink, you must create a new account. To do this, click on the New User button. If for any reason your Uplink account would need to be reset, you will be instructed to click the New User button to recreate your account.

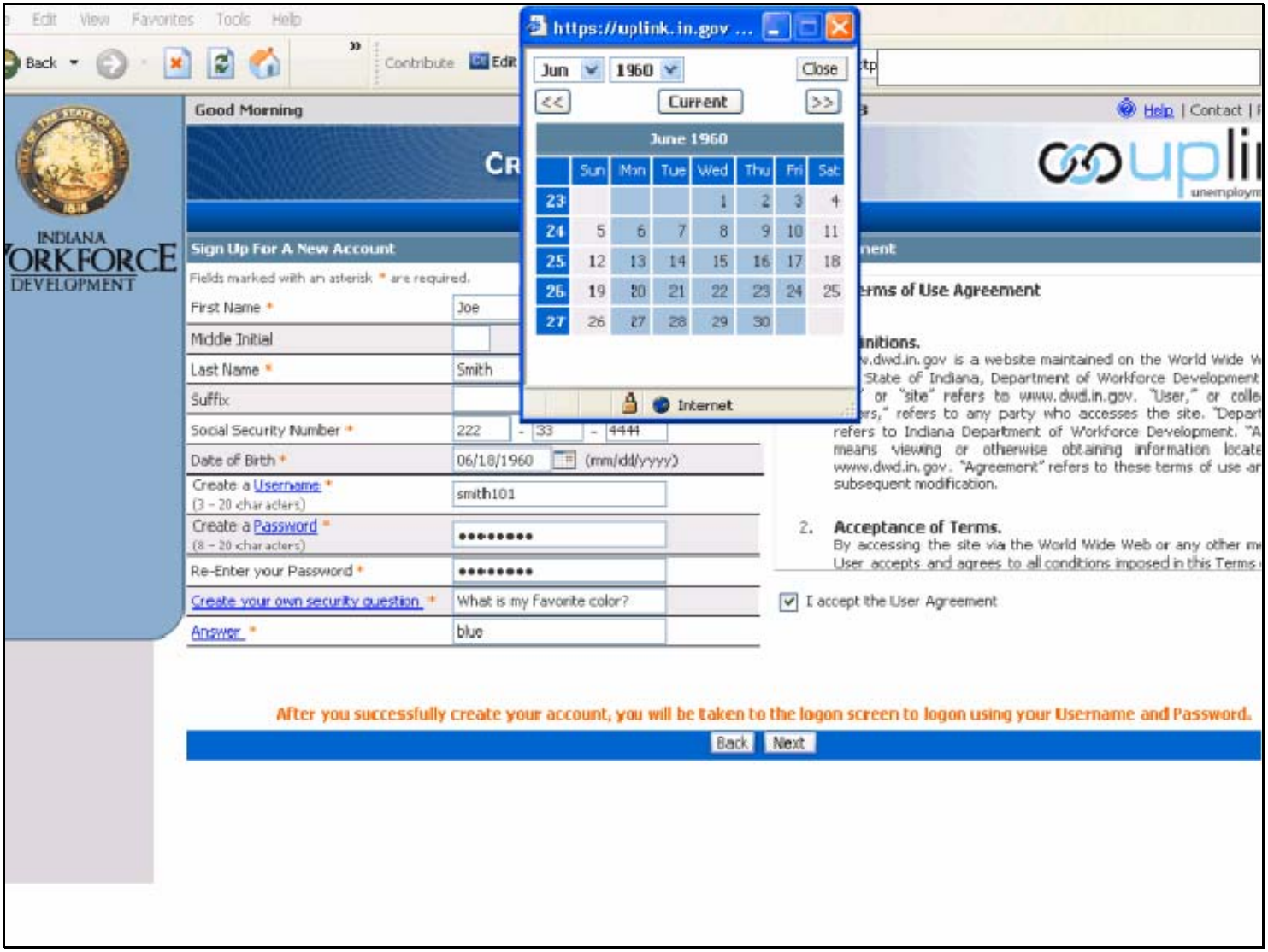
Slide 4 - Registration



Slide notes

You should complete all fields, but those fields with an asterisk just to the right are mandatory. You will want to double check your Social Security number to be sure you entered it correctly. The last time your Social Security number will appear in Uplink will be on this screen. Your Date of Birth must be entered in the format shown in the parenthesis to the right of that field. You may also click the calendar icon to the right of the date field.

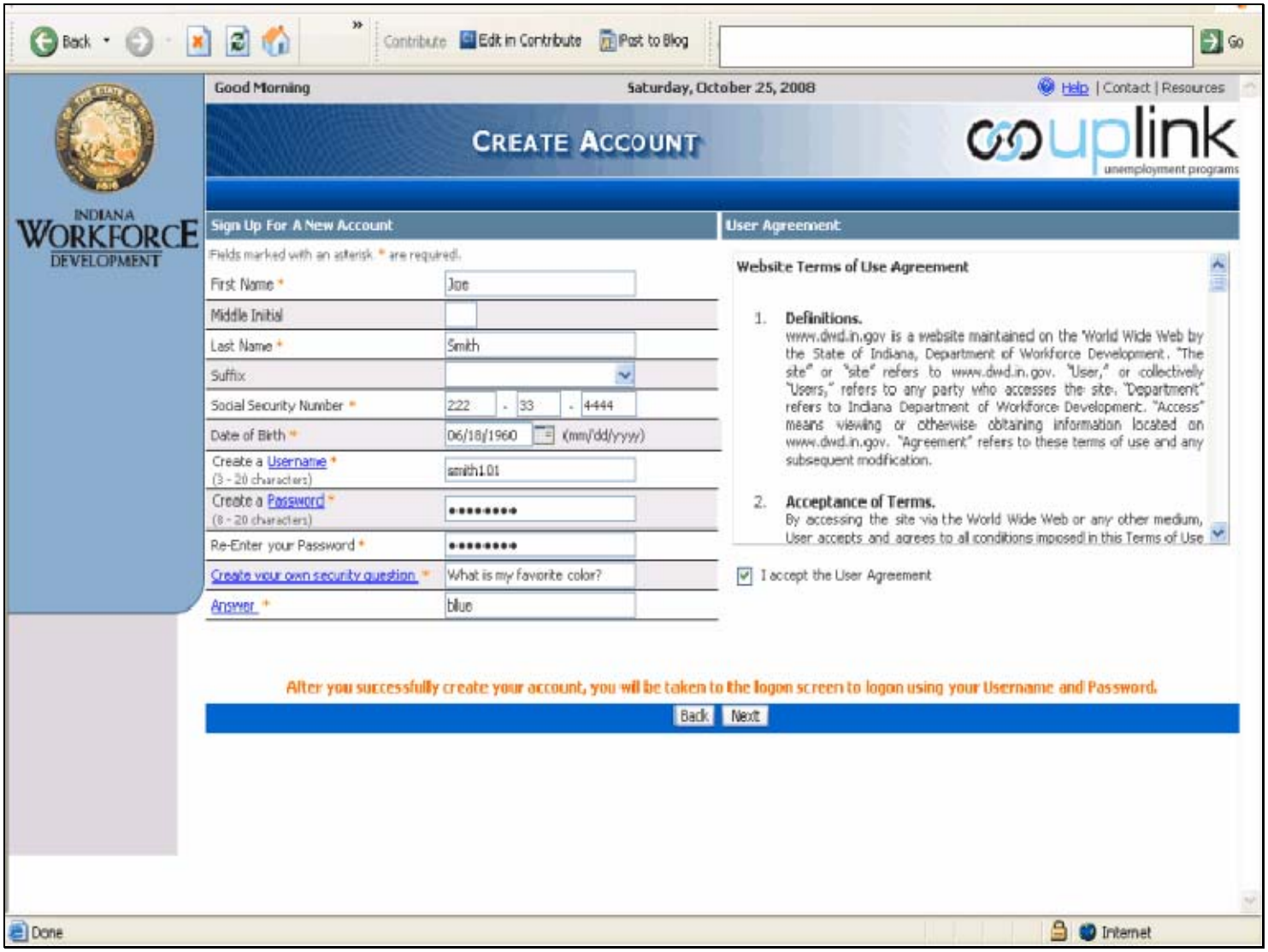
Slide 5 - Date



Slide notes

By doing so, a calendar will pop up, which you can use to select the year, month, and then the day. This will place the date chosen in the field. All date fields in Uplink have this option. To create a new account, your Date of Birth must match the date you entered if you have filed a claim in the past.

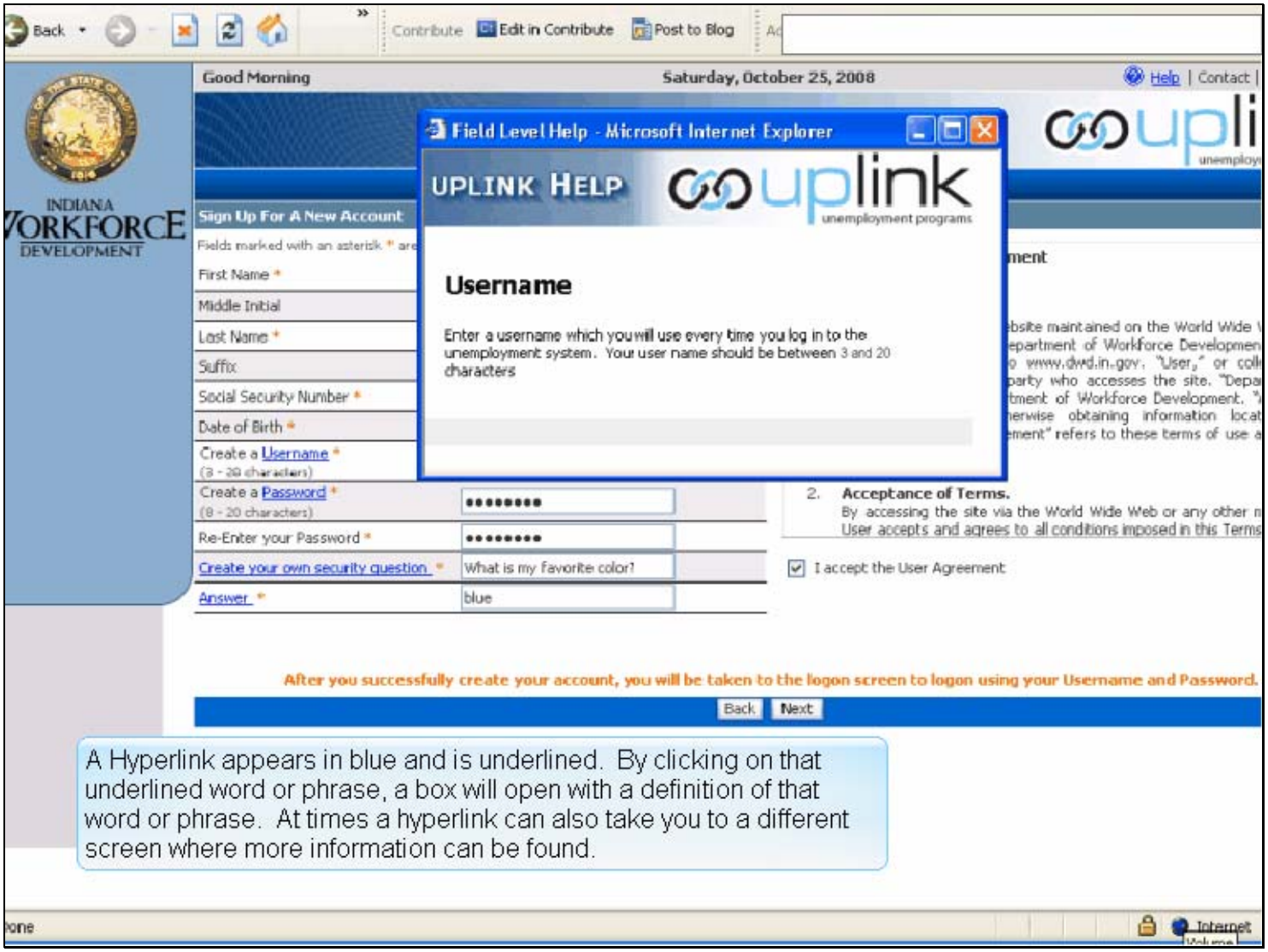
Slide 6 - Username



Slide notes

You will then create a Username. The word Username is shown as a hyperlink. There are many words in Uplink that are hyperlinks.

Slide 7 - Hyperlink

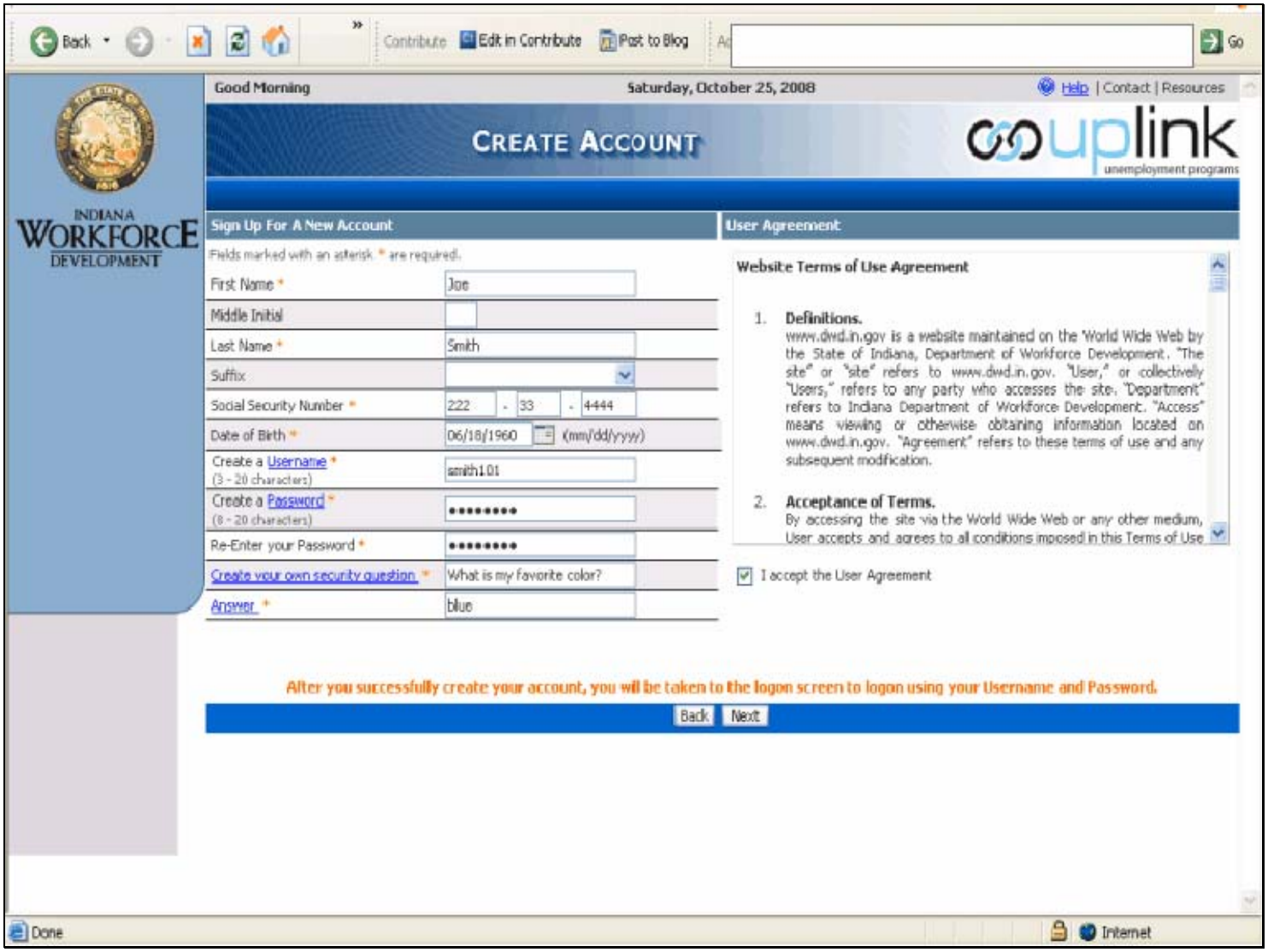


Slide notes

If you click on the hyperlink, a popup box will appear displaying the word's definition. In this case it will tell you a Username must be between 3 and 20 characters.

If a popup box fails to appear after clicking on your hyperlink, the most likely cause will be your computer's popup blocker. You will need to turn off all popup blockers before viewing definitions. The way to do this will vary depending on the version of the browser you are using.

Slide 8 - Finish Registration



Slide notes

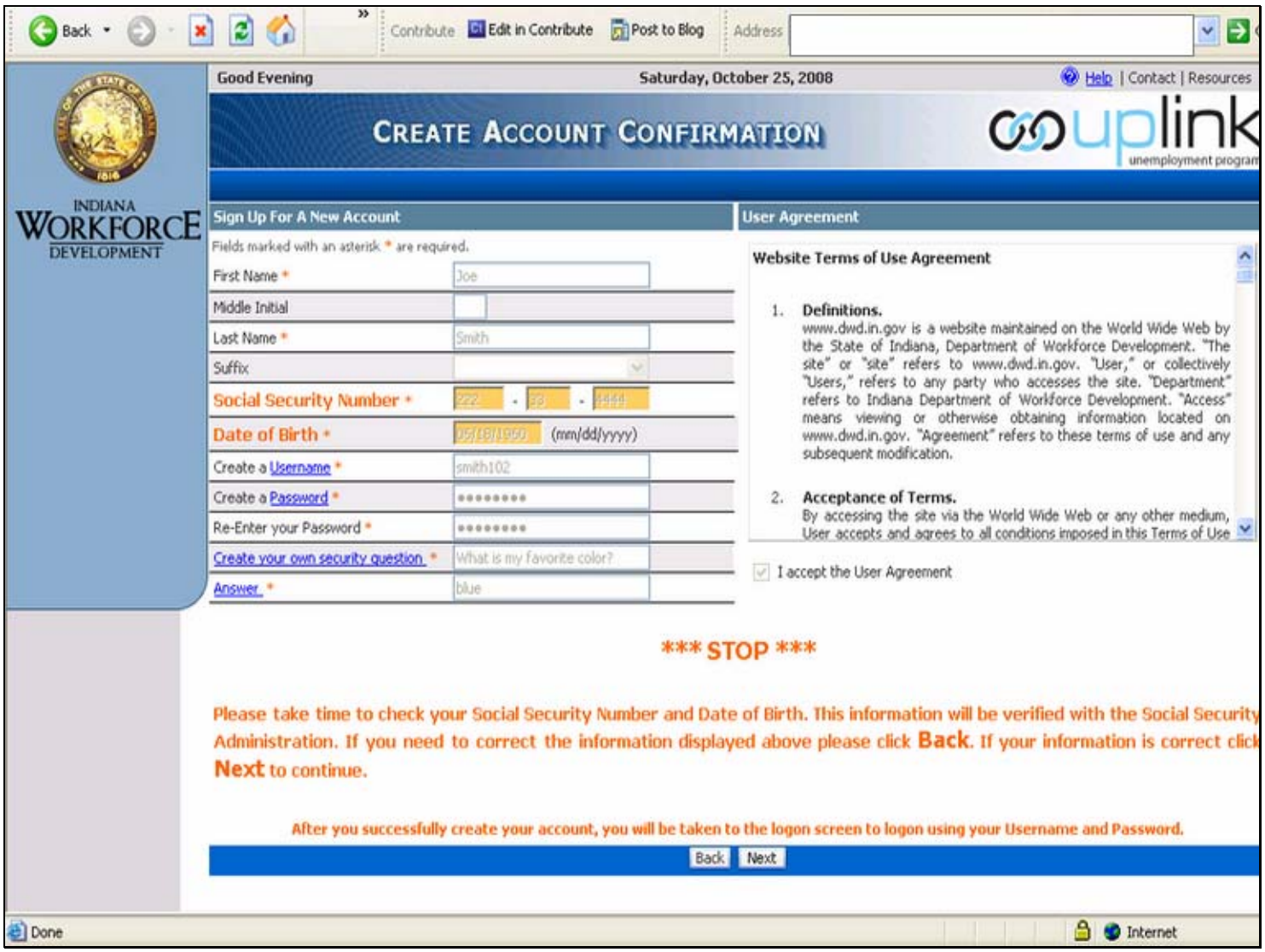
After you enter your Username, double check to be sure you did not misspell it. Misspelled Usernames are a common problem for many new Uplink customers. You will need your Username to log in to Uplink in the future.

Next you will need to enter a password, reenter it, and create a security question and answer. Keep in mind your password is case sensitive. By case sensitive we mean if you use capital or upper case letters, as well as lower case letters, you must reenter your answers exactly the same way using upper and lower case letters. You'll want to make your security question a question you will be able to answer later. Make sure you did not misspell your answer. Misspelled security answers are also a common problem for Uplink customers. Keep in mind the answer you type is also case sensitive. Examples of a security question are "What is my mother's maiden name?" or "What is my favorite color?"

Next, you must read and accept the User Agreement on the right and when you are finished, be sure to click the Next button.

Do not use the Enter key on your computer's keyboard. This may cause you to lose the information you just entered.

Slide 9 - Account Confirmation



Slide notes

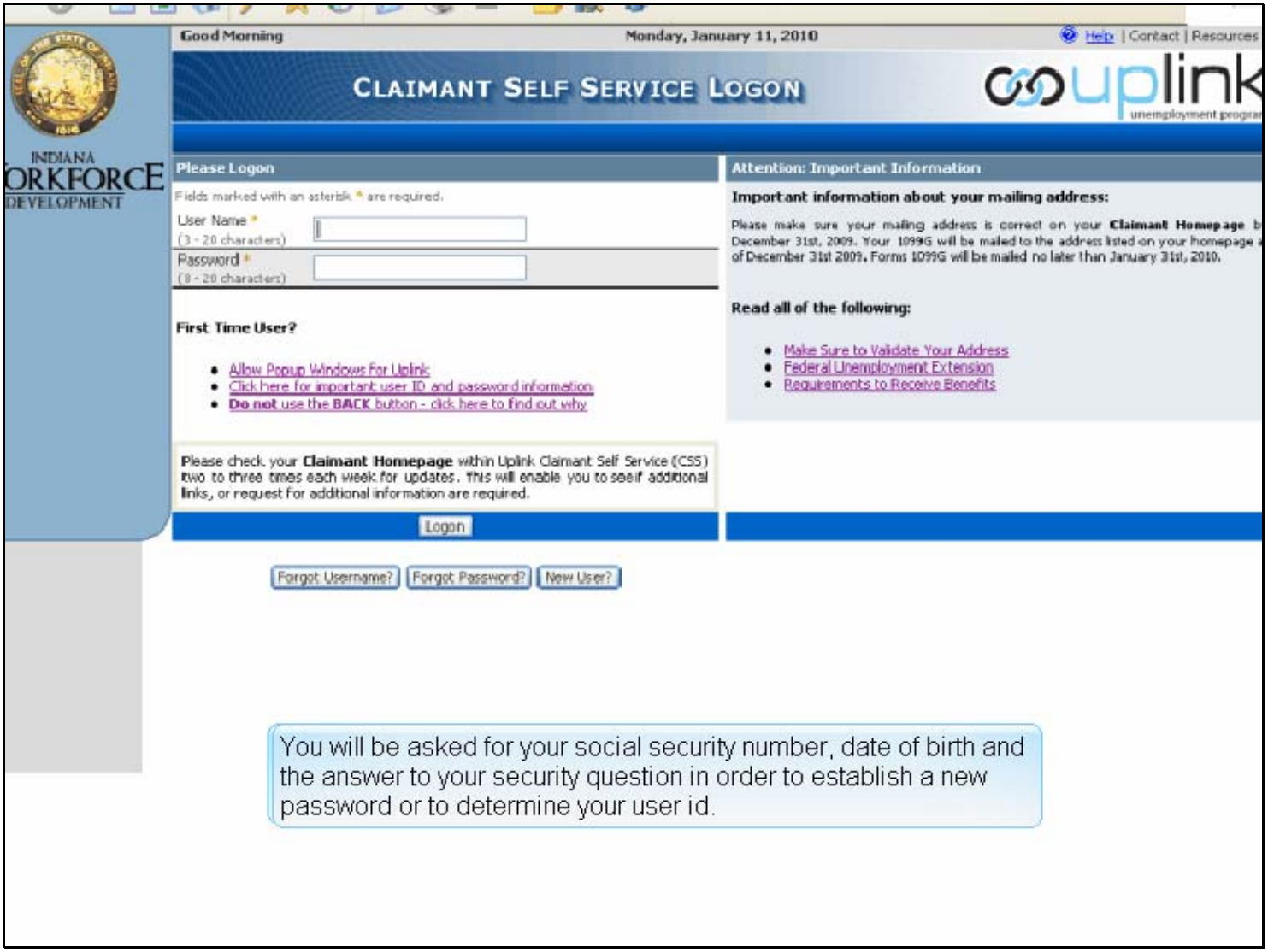
"You will then be shown a confirmation screen. This will allow you to review all fields one more time to make sure your entries are acceptable to you and your Social Security Number and Date of Birth are correct. If not, you may click the Back button to return to the entry screen for editing. If all information is correct, click the Next button."

Slide 10 - Scrolling

Slide notes

If you are not using a large computer monitor, you may need to use the scroll bar at the bottom of your screen or to the right of your screen to view all of each screen's data. To do this, you may use the arrows, or click and drag the scroll bar.

Slide 11 - Log Back In



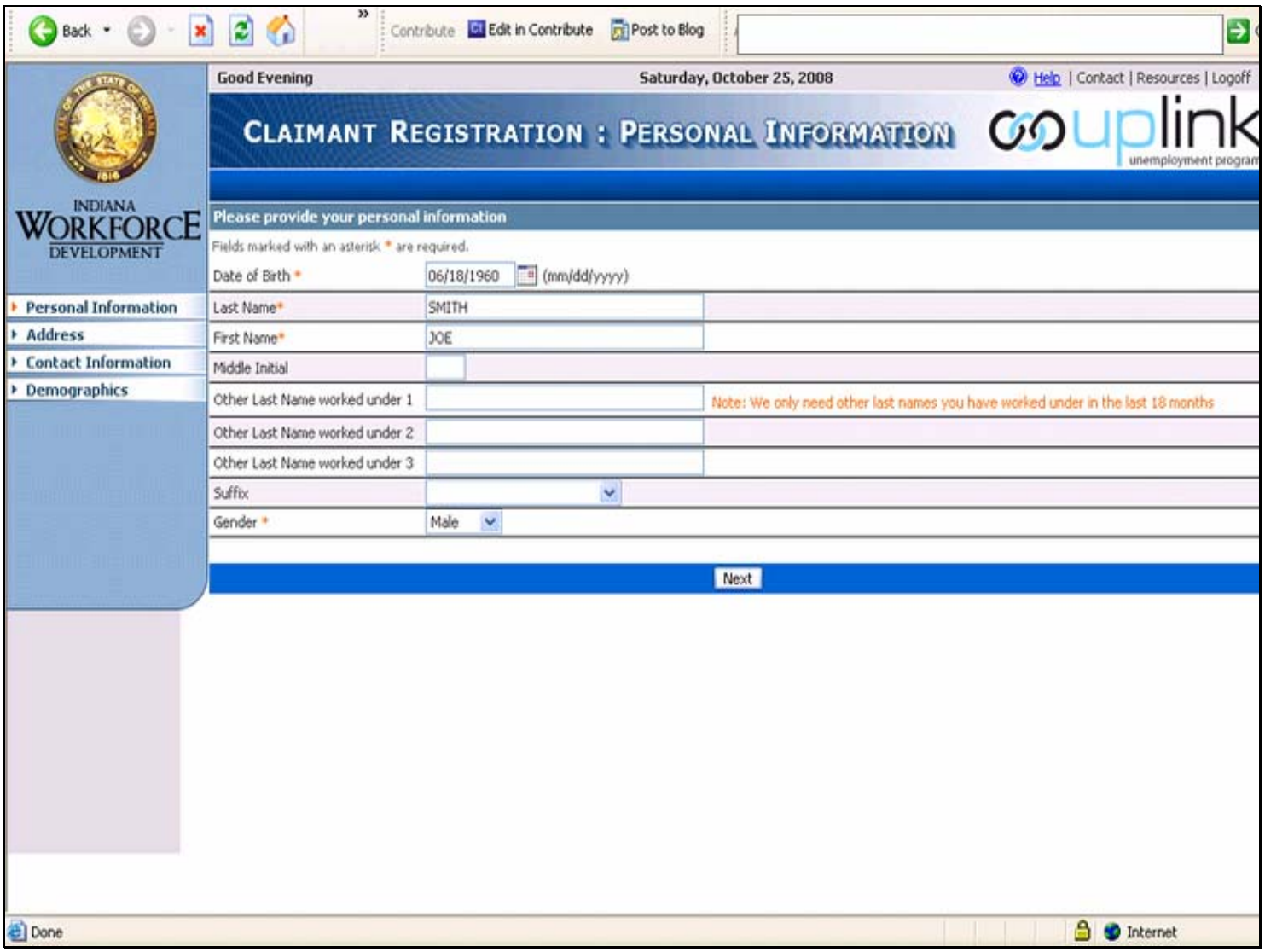
Slide notes

Now that you have an account established, you will be asked to logon. This is done by entering your newly created user name and password, and clicking the Logon button.

If you forget your username or password, you can click on the appropriate button. You will then be asked for your Social Security number and date of birth, and be required to answer your security question. Once this information is successfully entered, your password will be reset. You must then create and reenter a new password.

If you clicked on the Forgot Username button, pay close attention to your Username that will be displayed for you after you enter your security answer. This is how you will need to spell your Username when you log back in.

Slide 12 - Personal Information

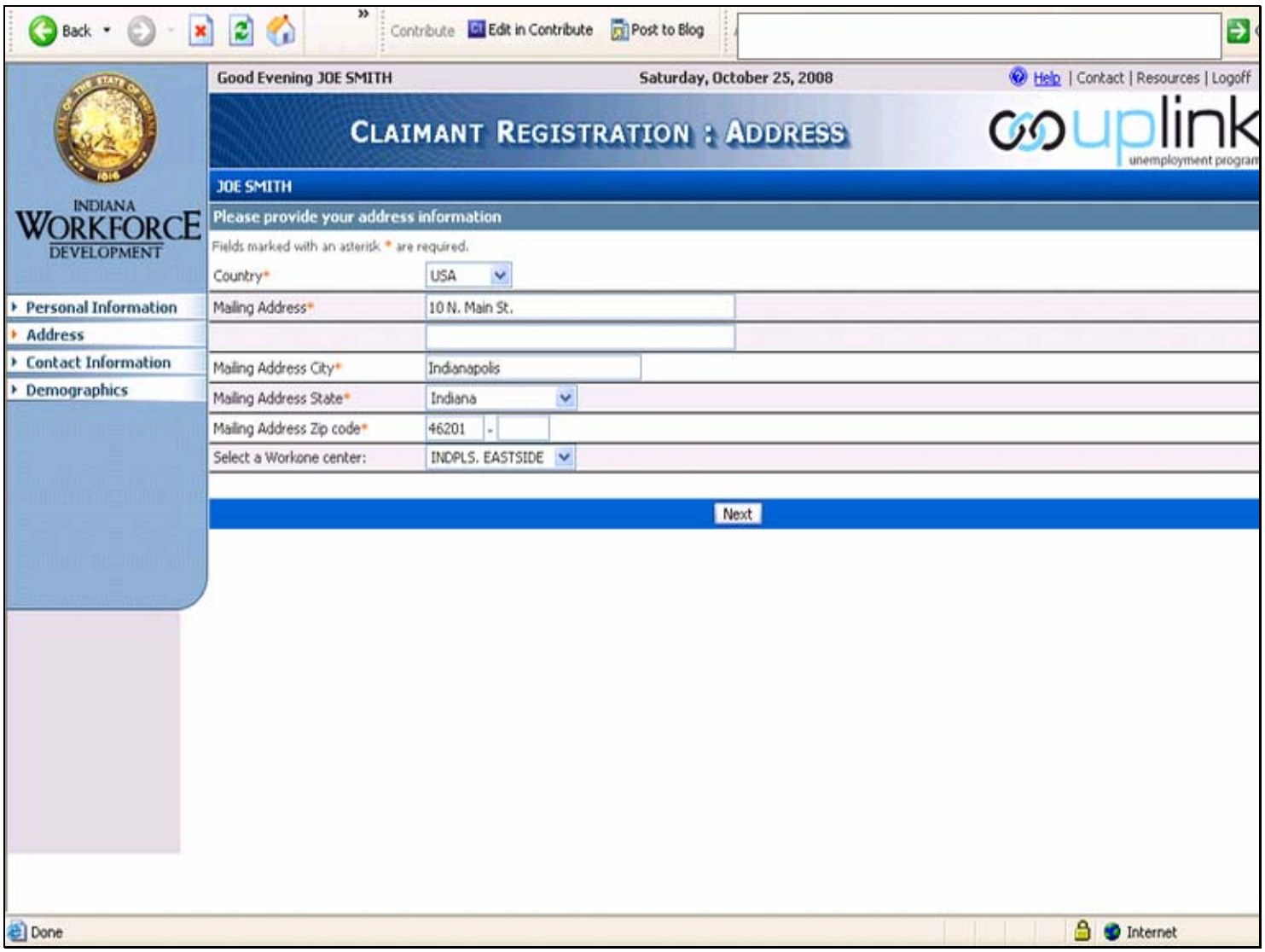


Slide notes

Now you will begin the registration process. You will be asked for your personal information. If you have already had a claim, this information will already be listed. You may edit any information that has changed.

Be sure to double check your Date of Birth while you are on this screen. This will be the only time you'll be permitted to correct it.

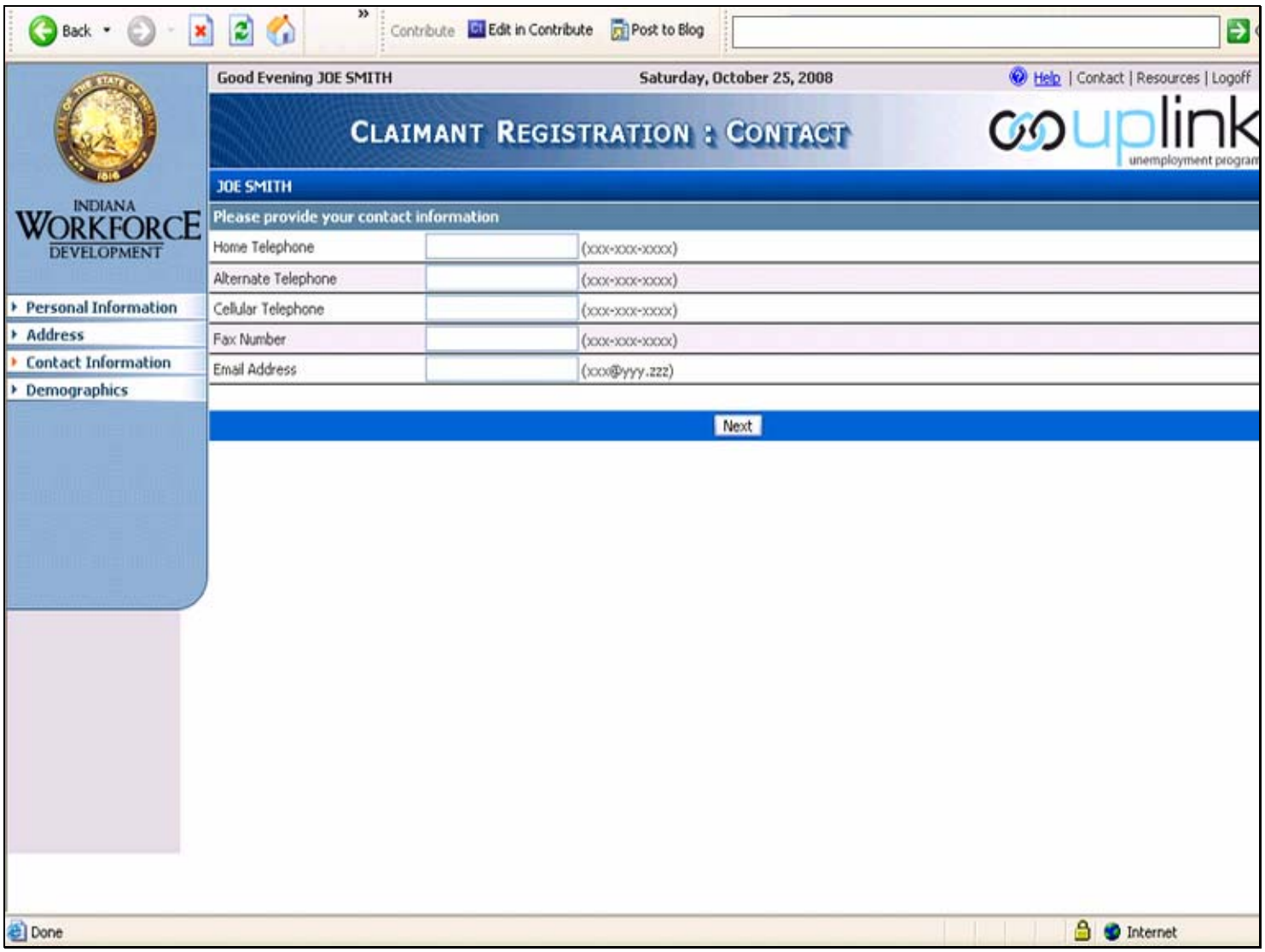
Slide 13 - Address



Slide notes

You will enter your address on this screen.

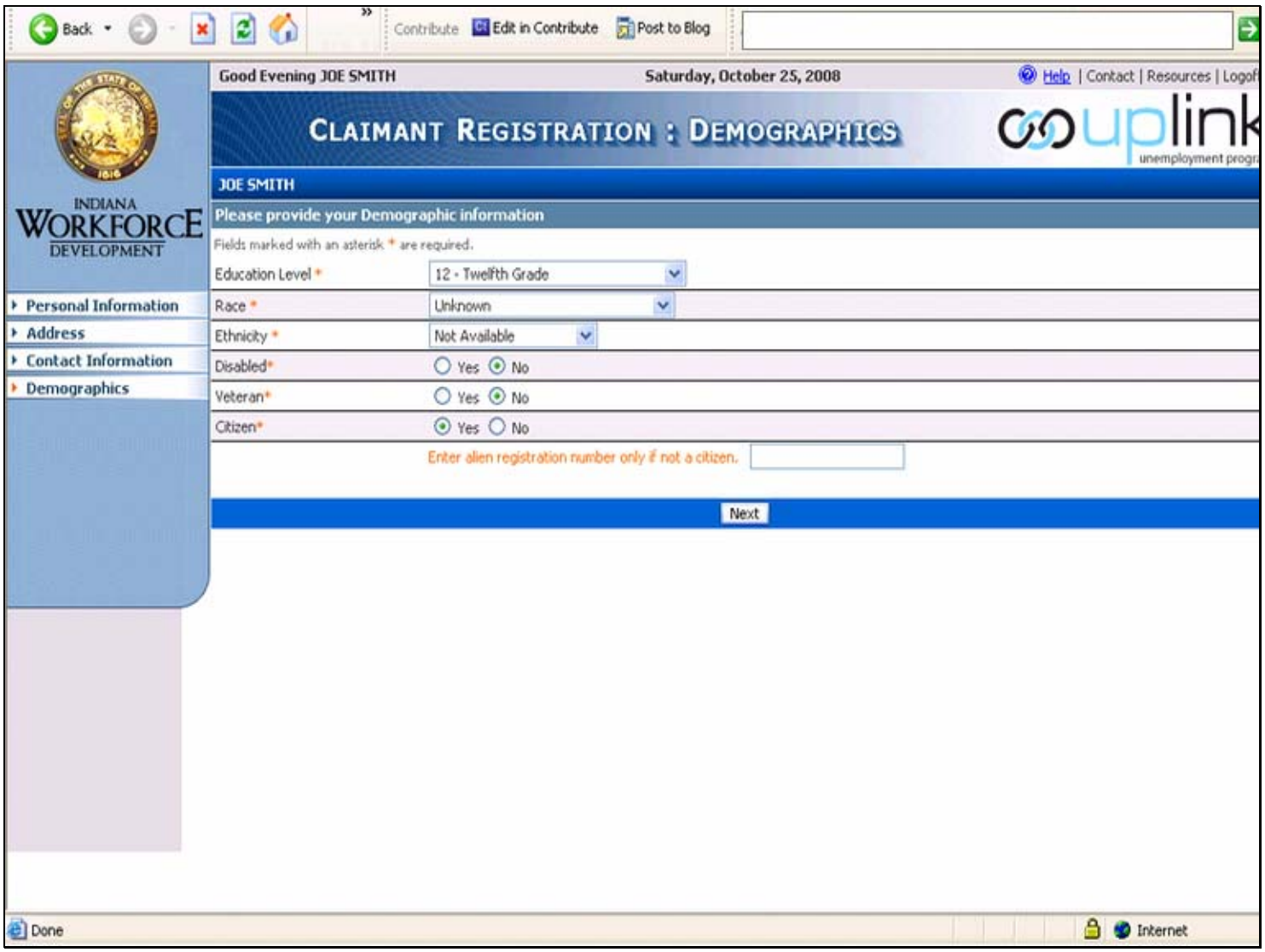
Slide 14 - Contact



Slide notes

Contact information is not mandatory, but recommended. This will help us contact you quickly due to any problems with your claim. The correct format must be entered.

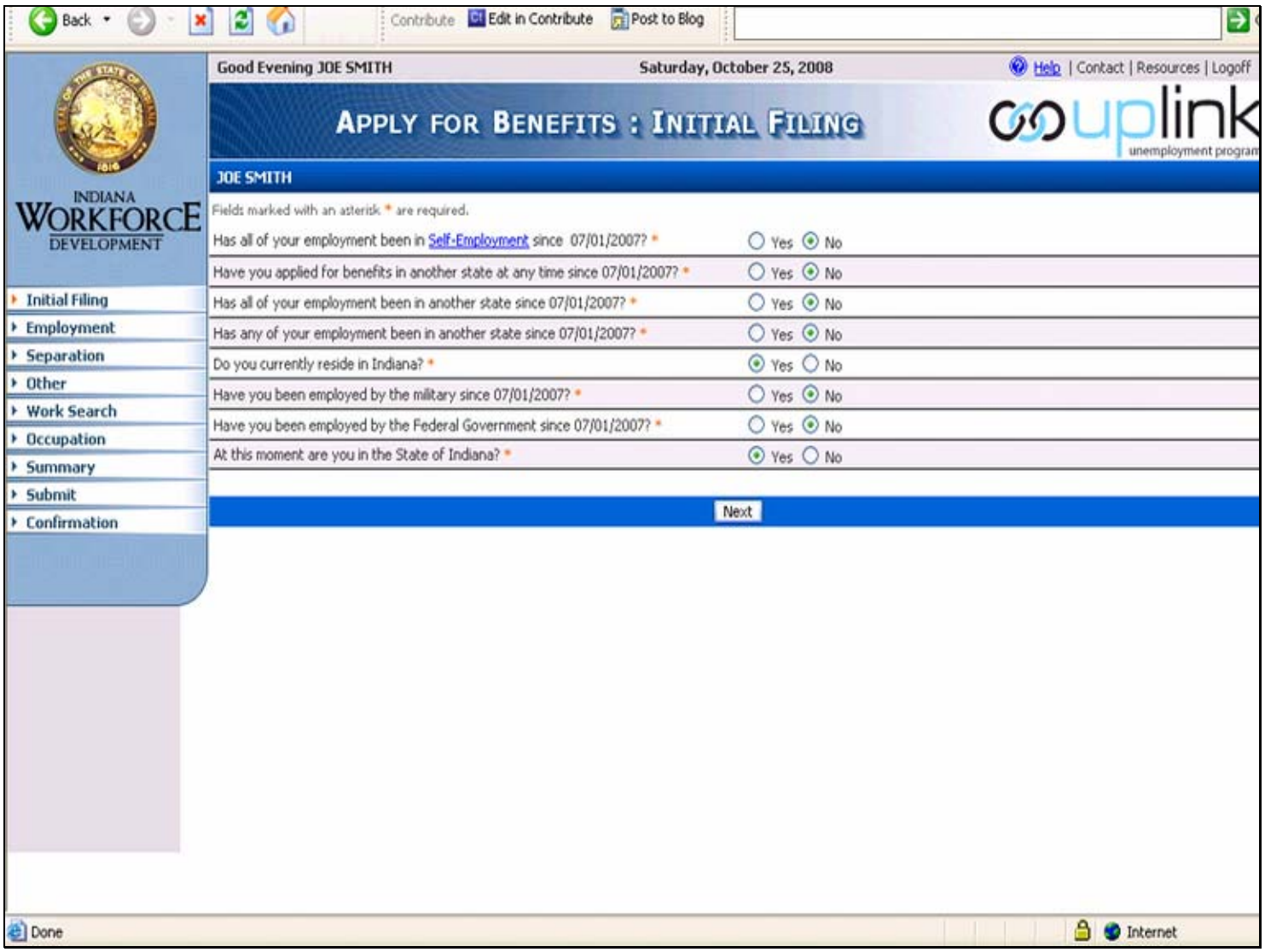
Slide 15 - Demographics



Slide notes

You are then asked for demographic information. You must select your Education Level, Race and Ethnicity, and answer Yes or No for if you are Disabled, a Veteran, and/or a Citizen. If you are not a Citizen, an Alien Registration number must be entered.

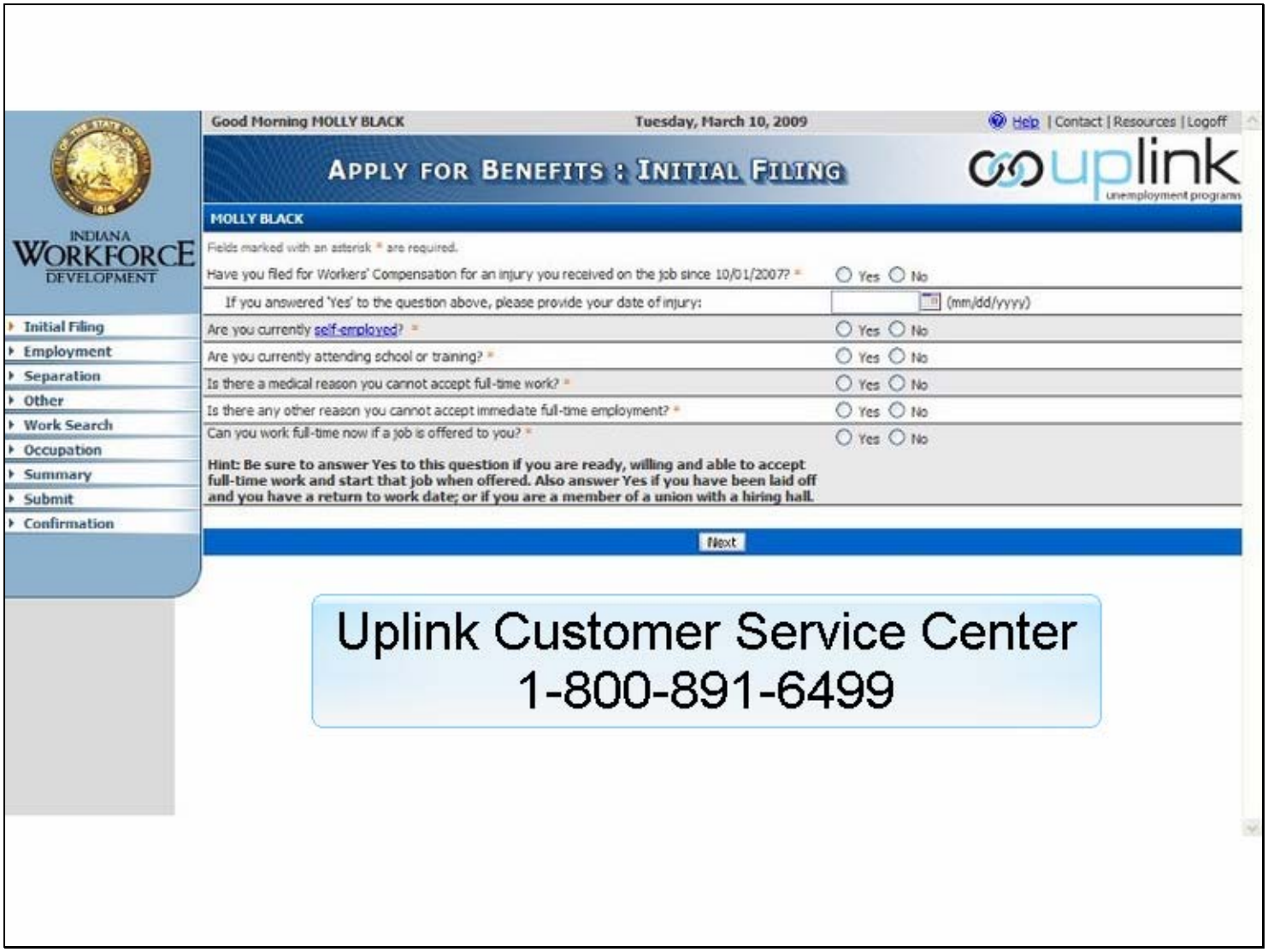
Slide 16 - Initial Filing



Slide notes

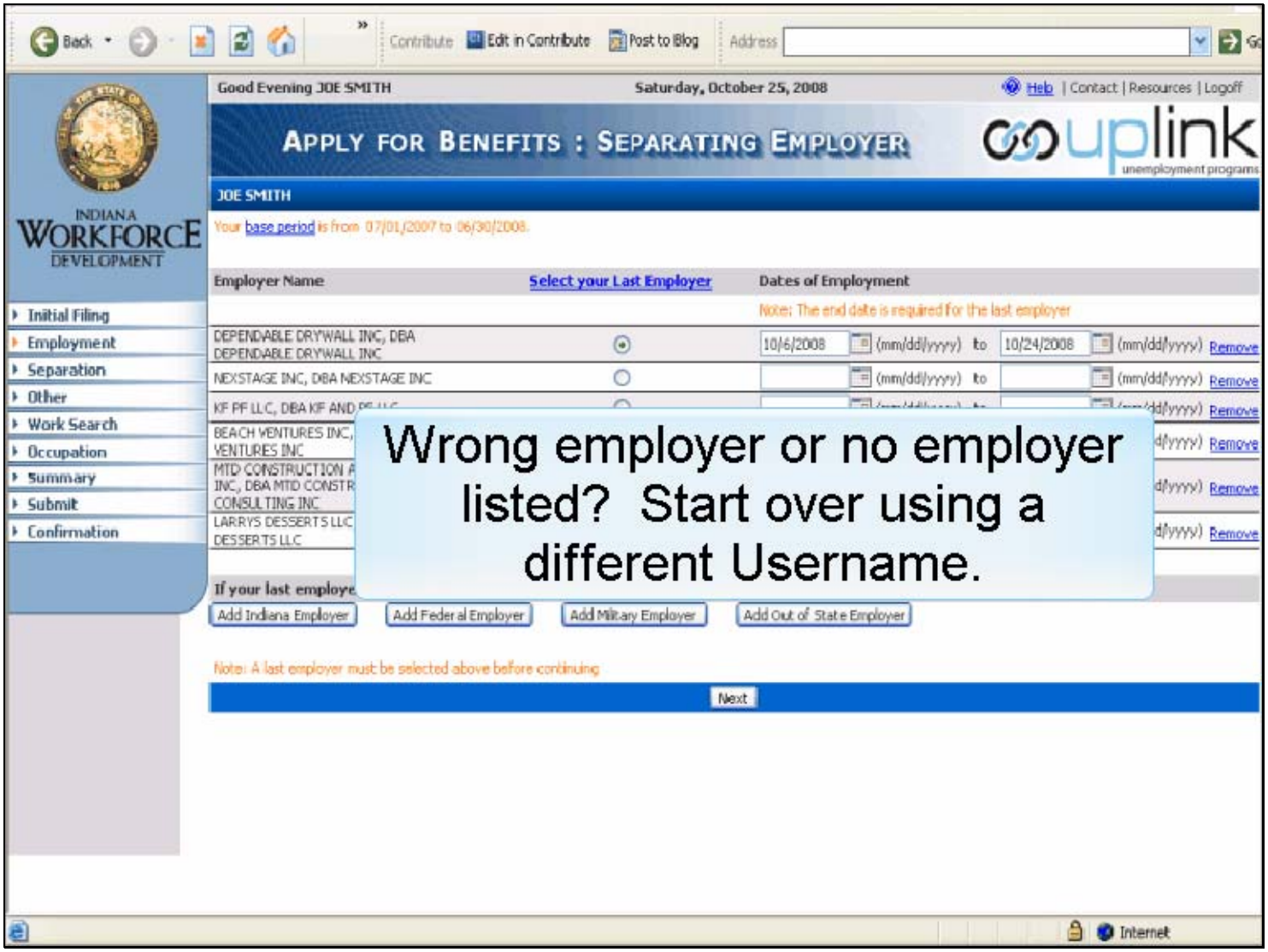
You are now registered in Uplink. The next series of questions are to be answered for filing a claim. The need for further information or direction is determined by the answers to the questions on this screen. The answers also determine what type of claim you are filing.

Slide 17 - Initial Filing 2



Slide notes

Slide 18 - Separating Employer

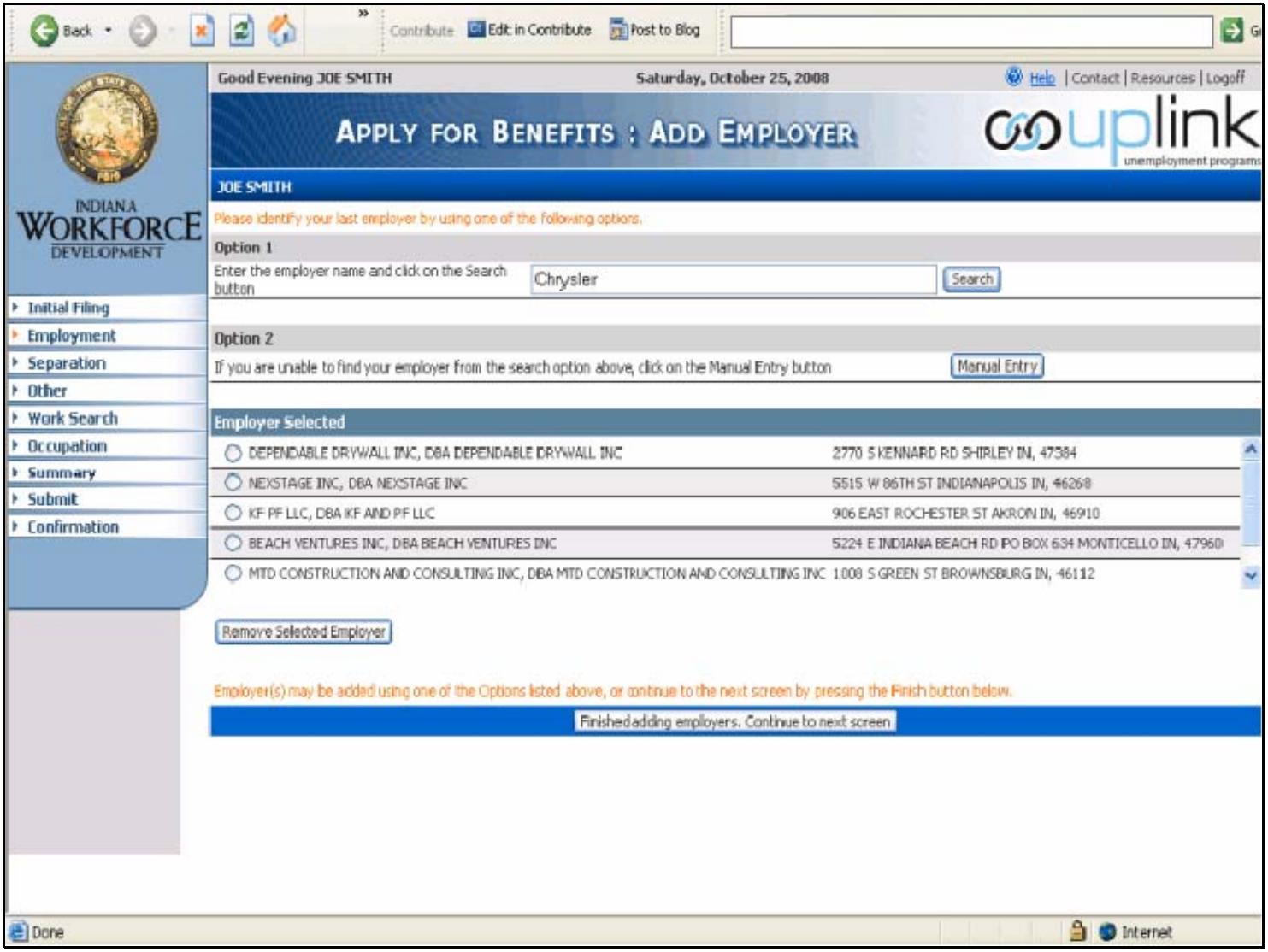


Slide notes

Names of employers you have worked for in the past will automatically appear on this screen. If one of the employers listed is your most recent employer, (the very last employer you worked for, even if it's part-time) you should click on the appropriate circle in the Select your Last Employer column, enter the dates of employment, and click on Next at the bottom of the screen. If your last employer is not listed, you must click on the APPROPRIATE BUTTON to add your last employer to this screen.

It is very important to only select your very last employer, even if you were working part-time. If none of the employers you worked for during the last 18 months are listed, or employers are listed that you do not recognize, you may have accidentally mistyped your Social Security Number when establishing your account. You will want to immediately log off and click the New User button to recreate your account. Be sure to use a completely different Username this time. If you still have the same problem when you get to this screen the second time, contact Work One's Uplink Customer Service Center for assistance by calling 1-800-891-6499.

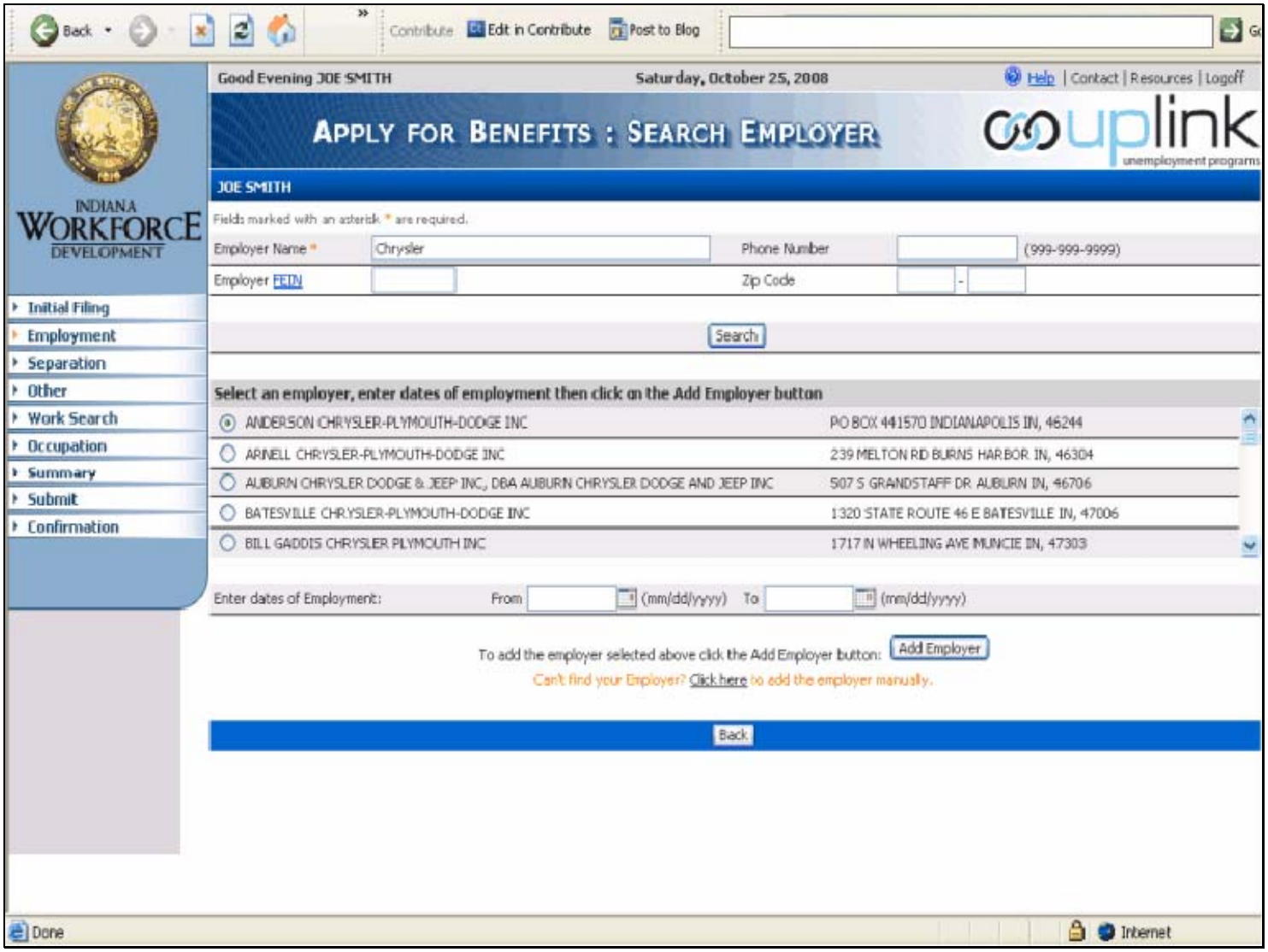
Slide 19 - Add Employer



Slide notes

You may search for your last employer by typing your employer's name and clicking the search button under Option 1, or you may click on the Manual Entry button under Option 2 to enter your employer's information manually.

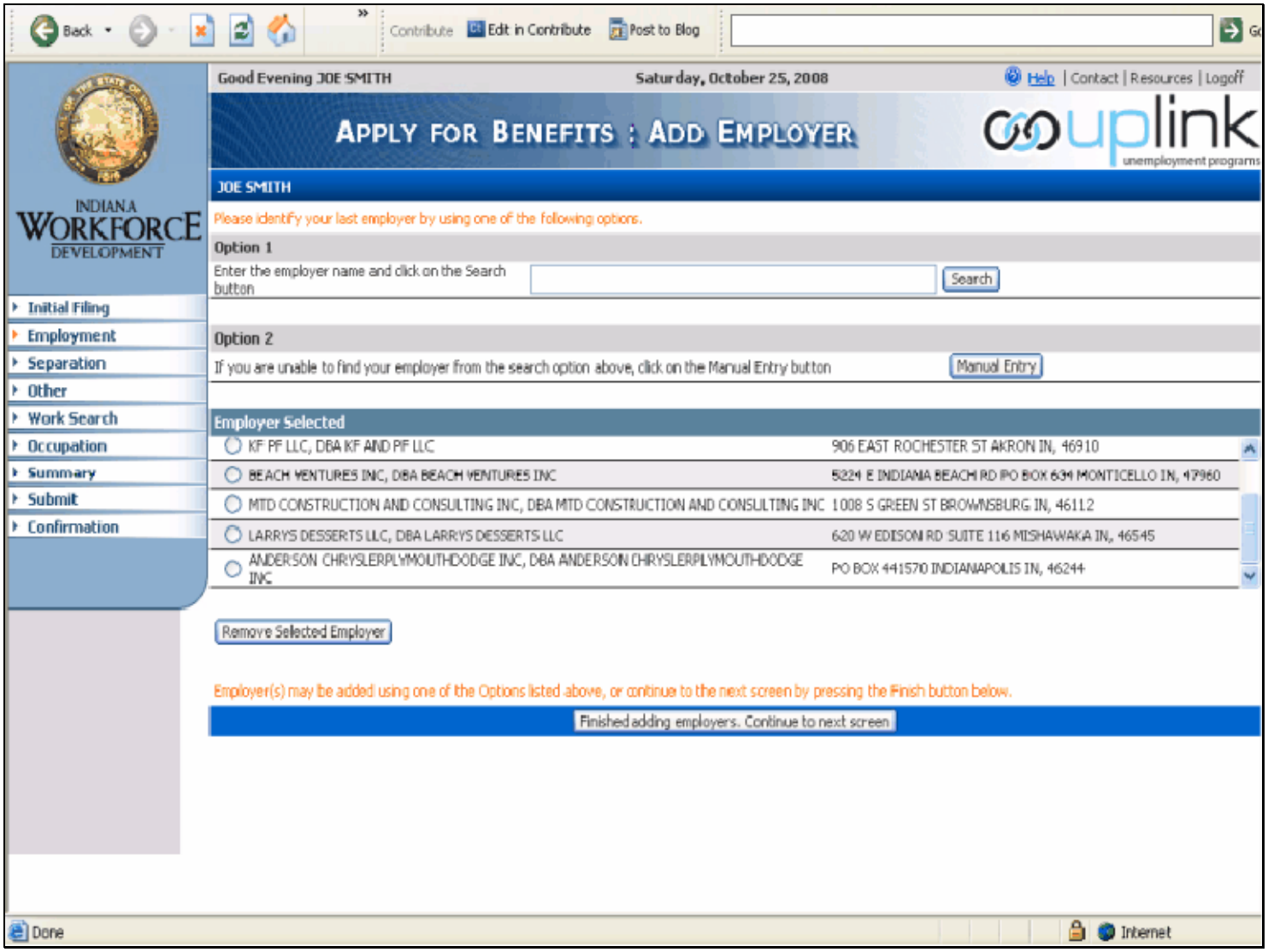
Slide 20 - Search Employer



Slide notes

If you select Option 1, a list of employer's names will appear, each name containing the string of characters you typed to use for searching on the previous screen. If your last employer appears on this list, you may select it by clicking in the circle to the left of your employer's name, enter the dates of your employment and click on the Add Employer button. This will place an employer's name in the list of your employers on the previous screen. If you are unsuccessful in searching for your last employer by name, you may click on Click here and add your employer information manually.

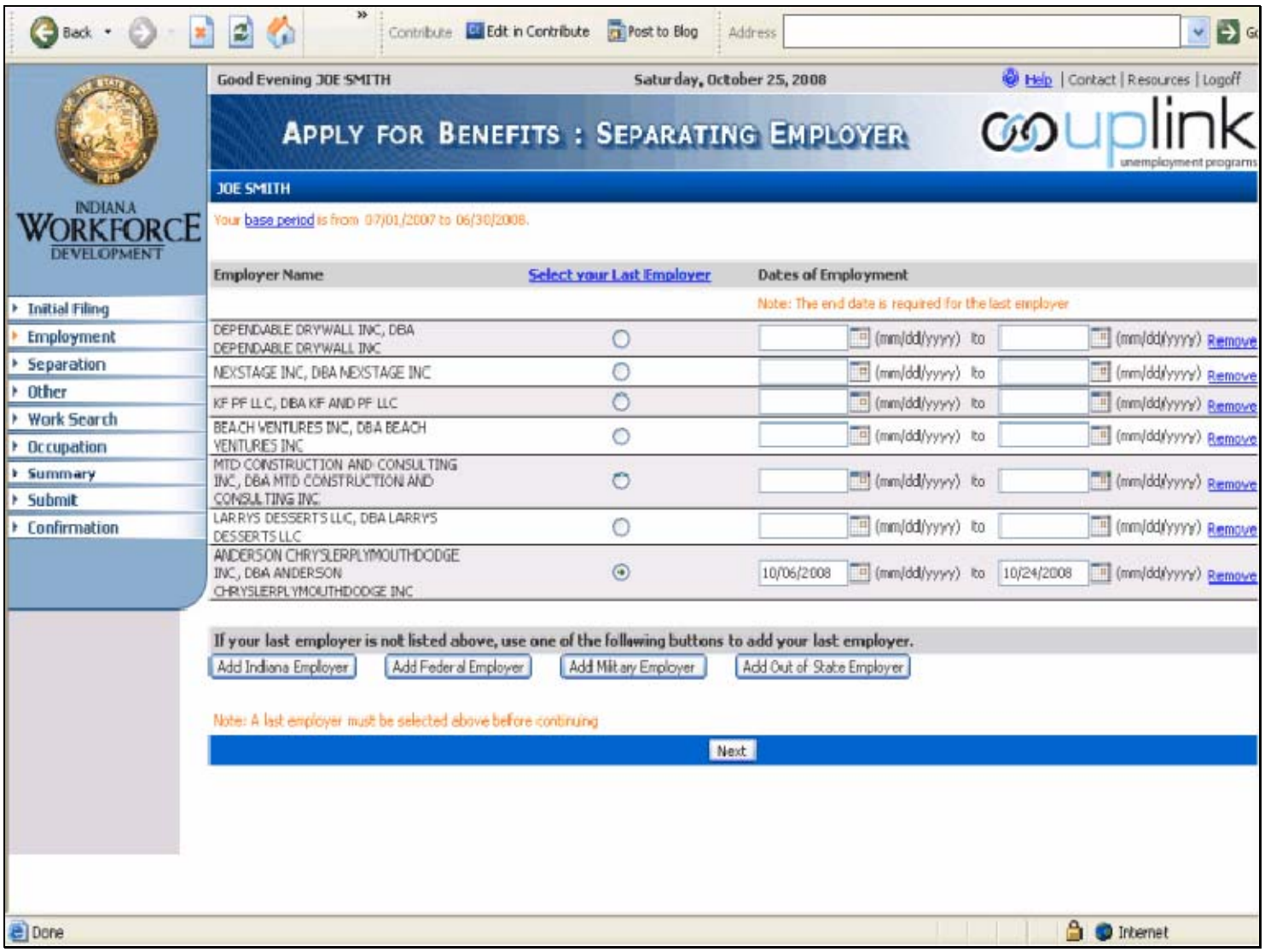
Slide 21 - Finish Adding Employer



Slide notes

Regardless of the Option you chose, once your last employer appears in the list, click on the Finished adding employers. Continue to next screen button.

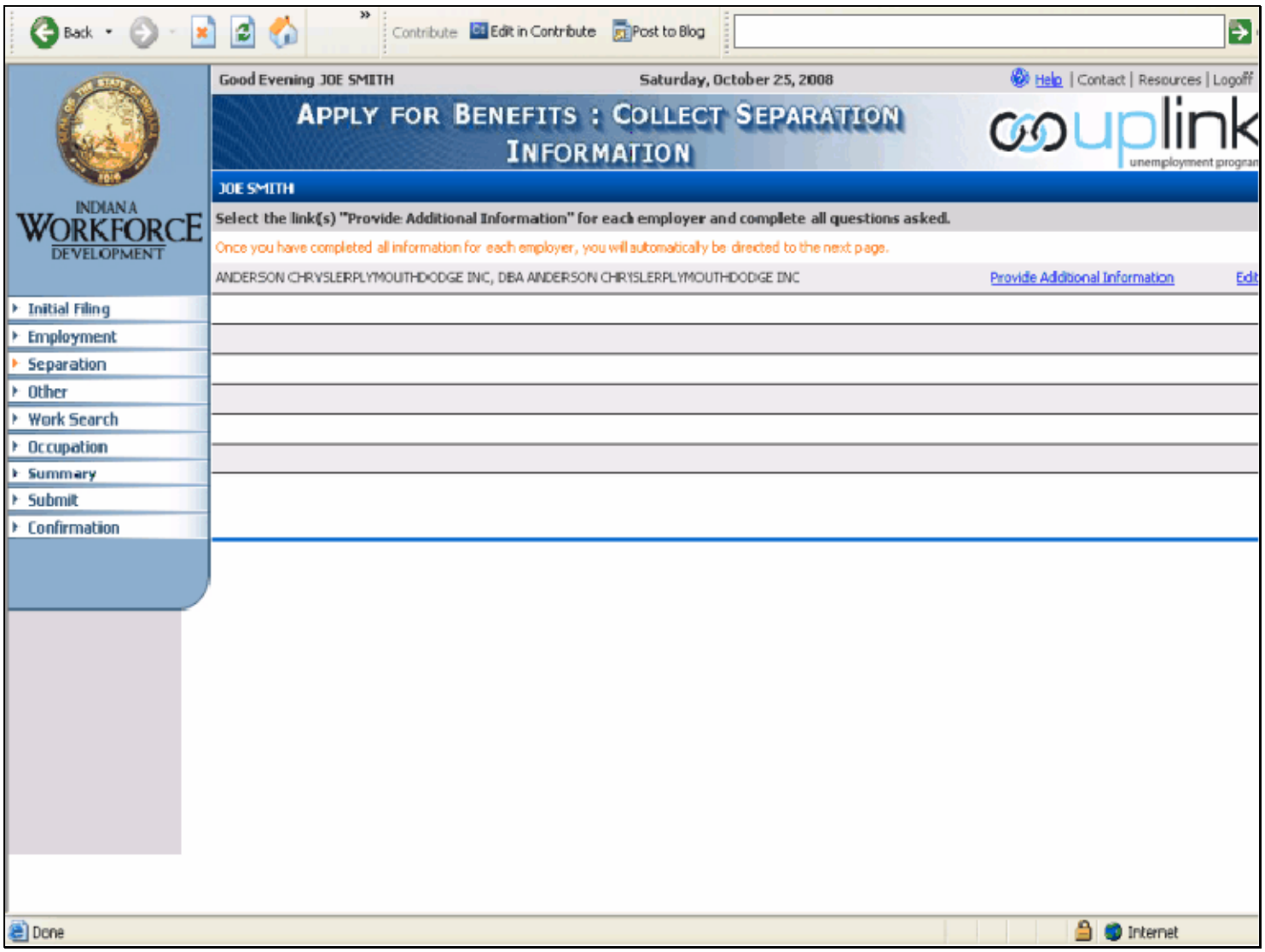
Slide 22 - Choose Separating Employer



Slide notes

You will then select your last employer, enter your dates of employment, and click on Next.

Slide 23 - Collect Separation Information

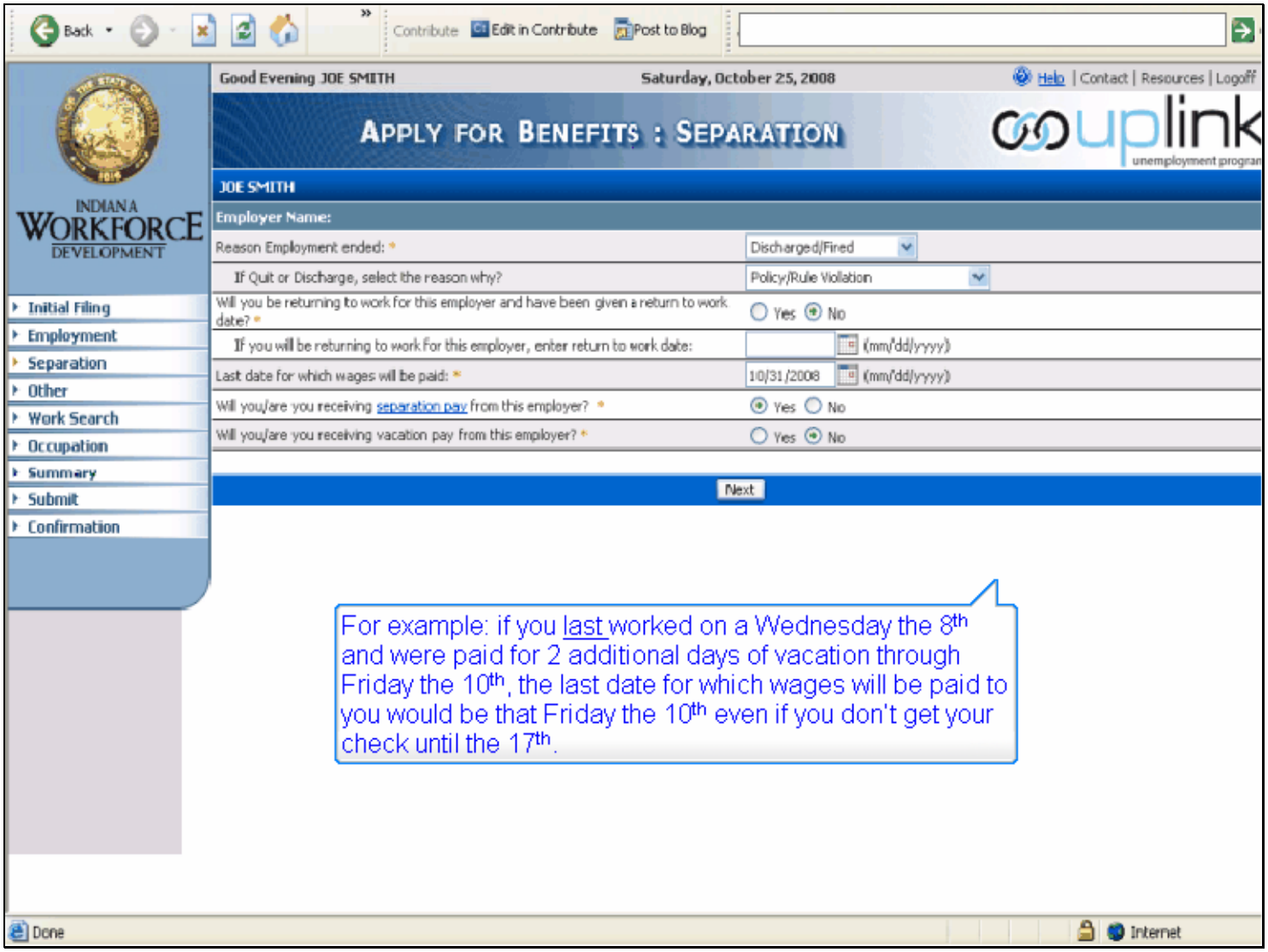


Slide notes

If only one employer is listed, this screen will not appear. If this screen does appear, click on the Provide Additional Information link to answer more questions about your employment with this last employer.

If you see this screen but do not see this link, you will need to scroll to the right. If you are trying to click on the Provide Additional Information link and fact finding questions fail to appear, the most likely cause will be your popup blocker. You must turn off all popup blockers to continue. The way to do this will vary depending on the browser you are using.

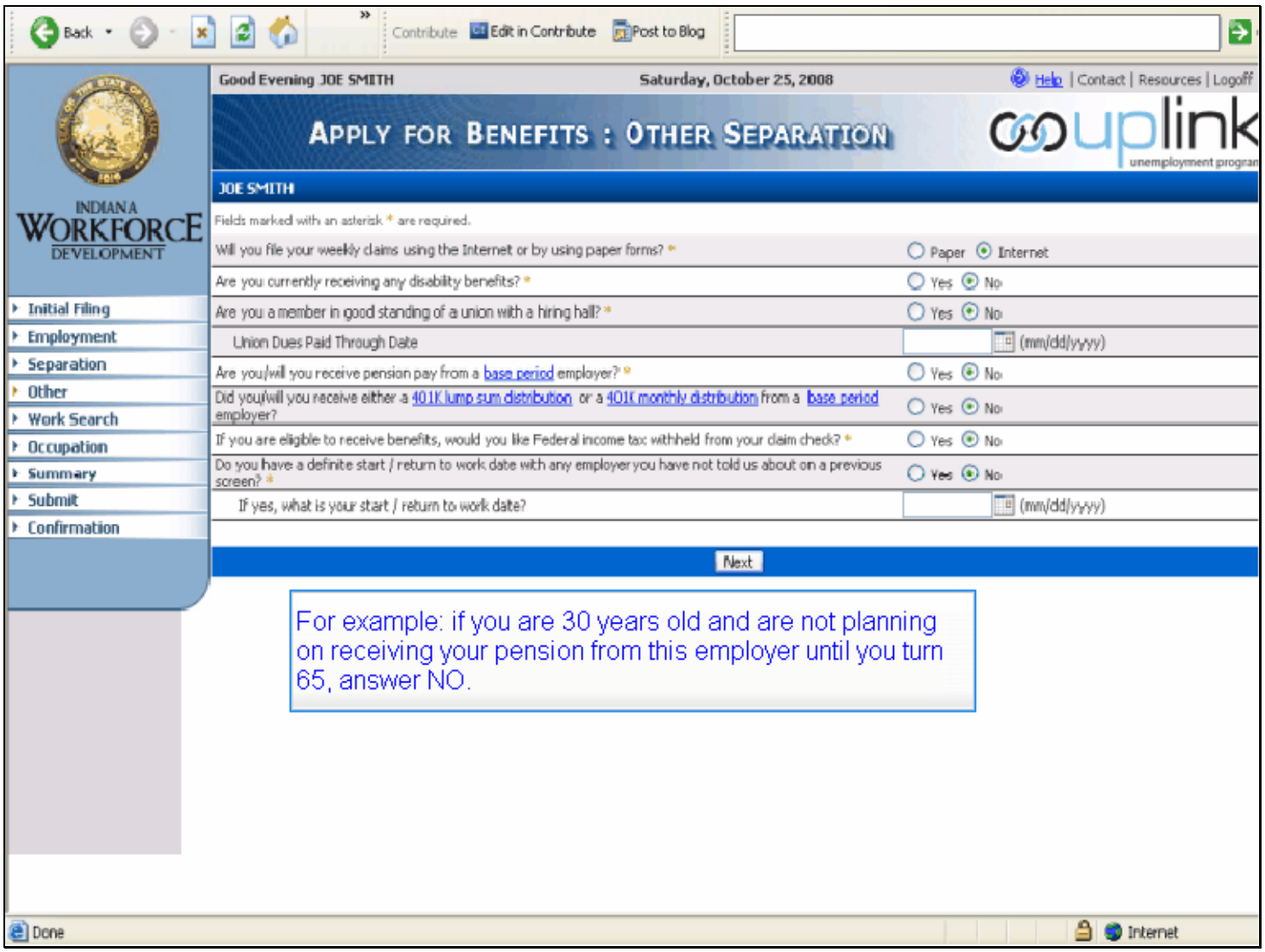
Slide 24 - Separation Information



Slide notes

Here, you will select the reason your employment ended along with other information regarding your separation. The last date for which wages will be paid is the last day you were actually paid for, not the day you received your last paycheck. In other words, if you last worked on a Wednesday the 8th and were paid for 2 additional days of vacation through Friday the 10th, the last date for which wages will be paid to you would be Friday the 10th. (even if you don't get your check until the 17th.)

Slide 25 - Other Separation

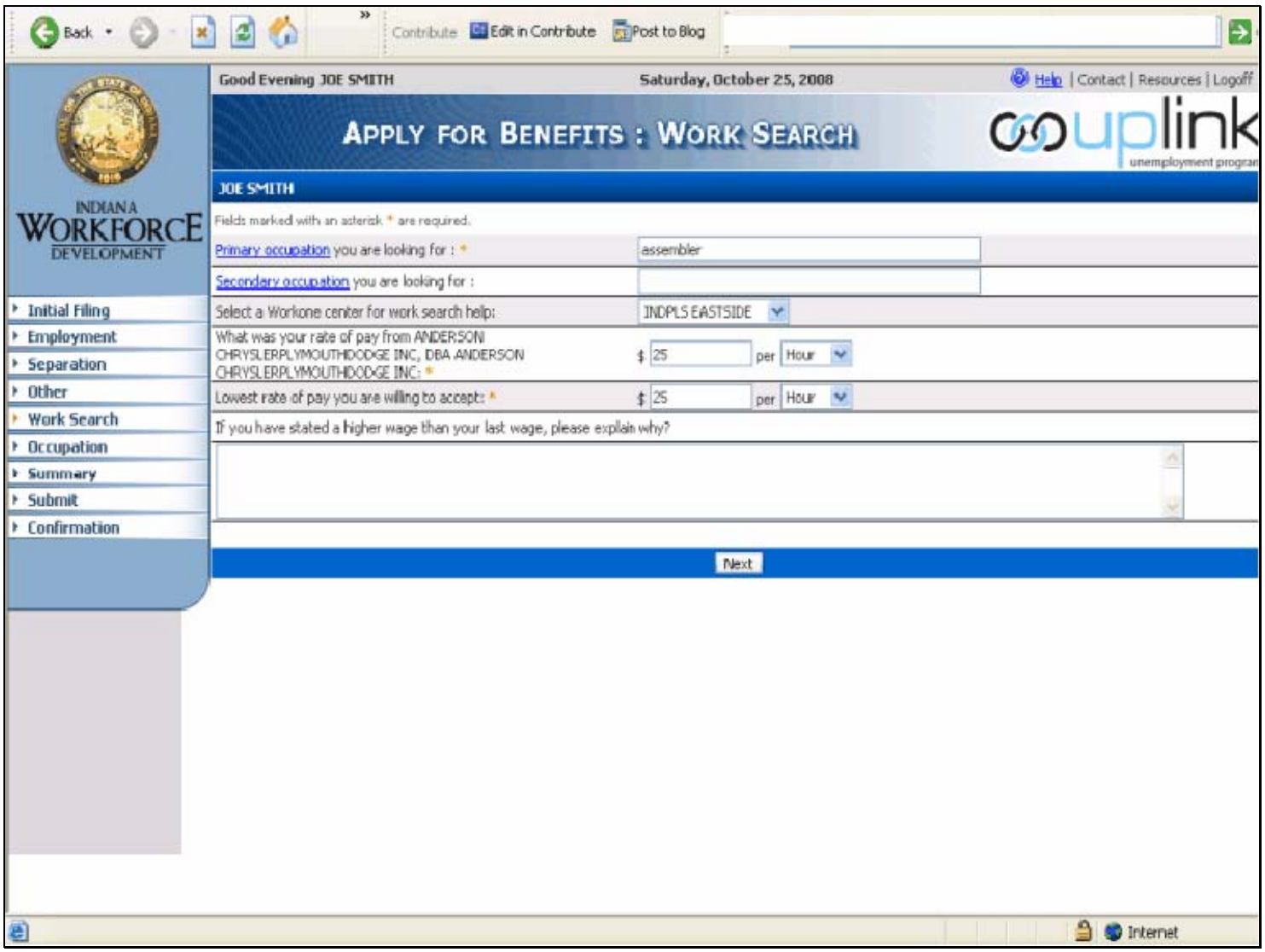


Slide notes

You will answer more pertinent questions on this screen.

You will mark Yes to “Are you/will you receive a pension from a base period employer” only if you are planning to collect a pension during your unemployment claim period. For example, if you are 30 years old and are not planning on receiving your pension from this employer until you turn 65, you would answer this question No.

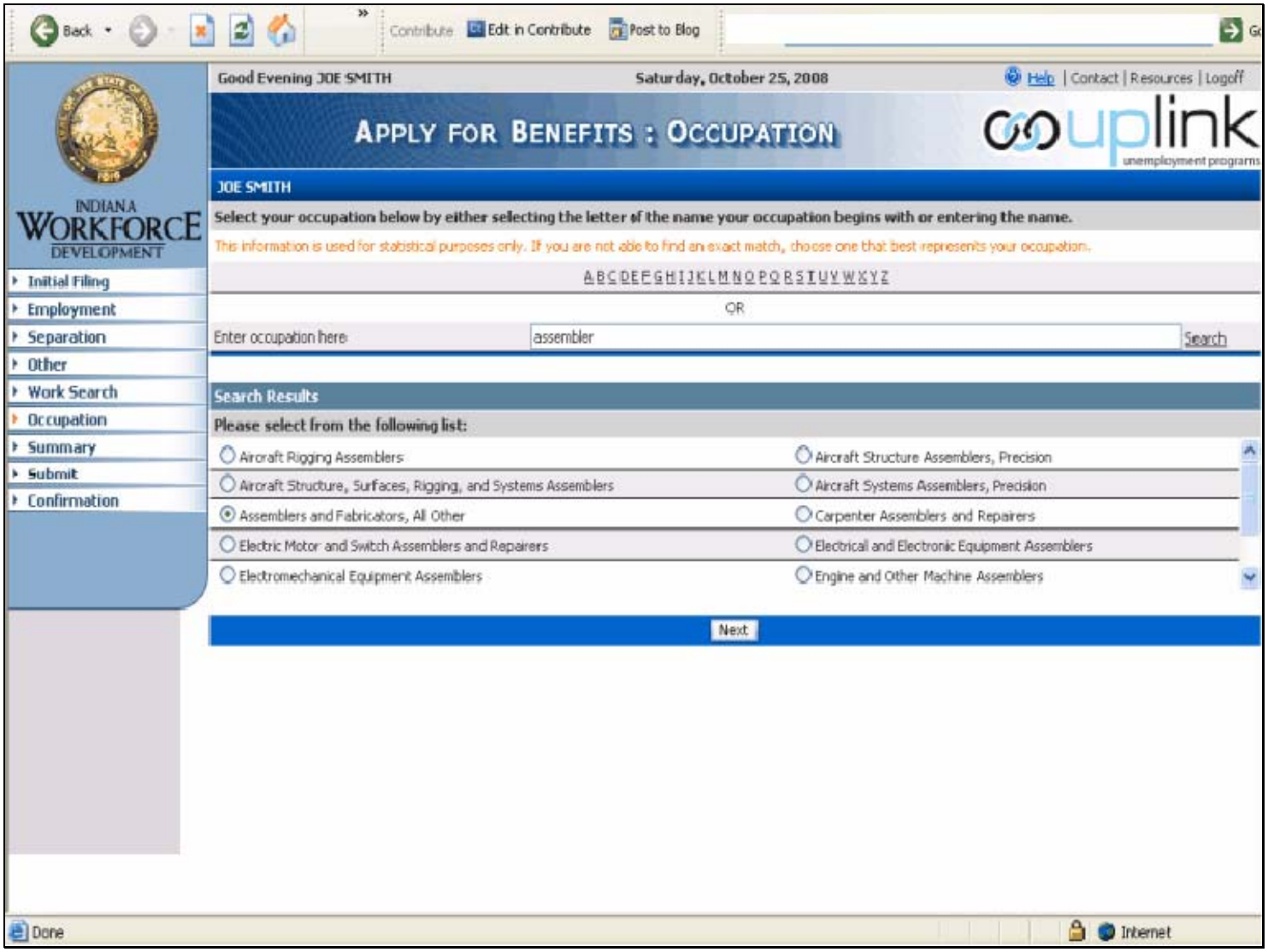
Slide 26 - Work Search



Slide notes

You will then answer questions regarding the type of work and rate of pay you wish to accept. You will also select the Workone center you wish to visit to assist with your work search.

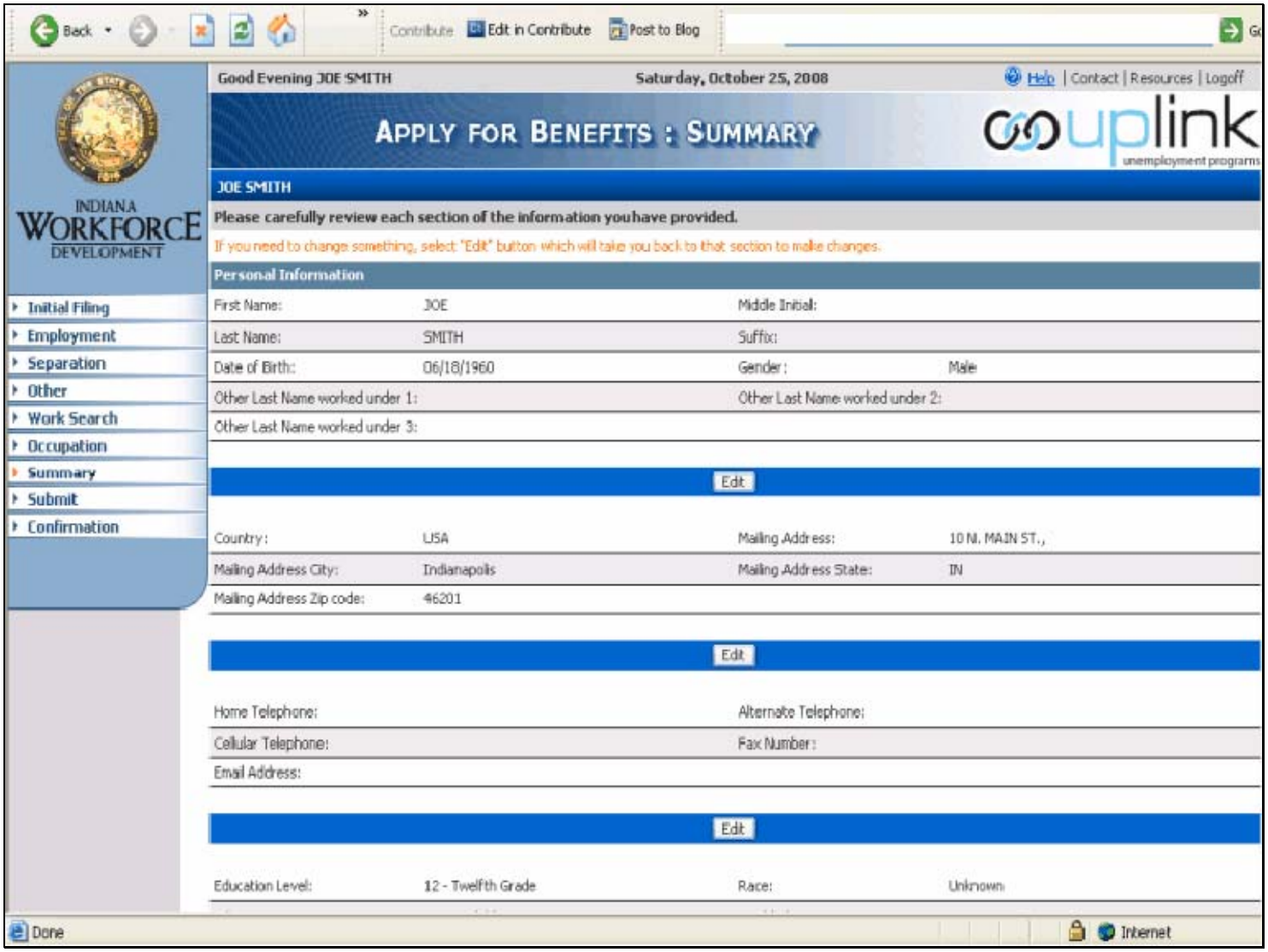
Slide 27 - Occupation



Slide notes

You must then select the job title that best describes your occupation. You may do so by clicking on the letter your occupation begins with or by typing your occupation in the search box and clicking on Search. You may need to scroll to the right to see the Search link. By performing either of these methods of searching, a list of occupations to choose from will be displayed. You may continue searching until you find the occupation that best matches your own.

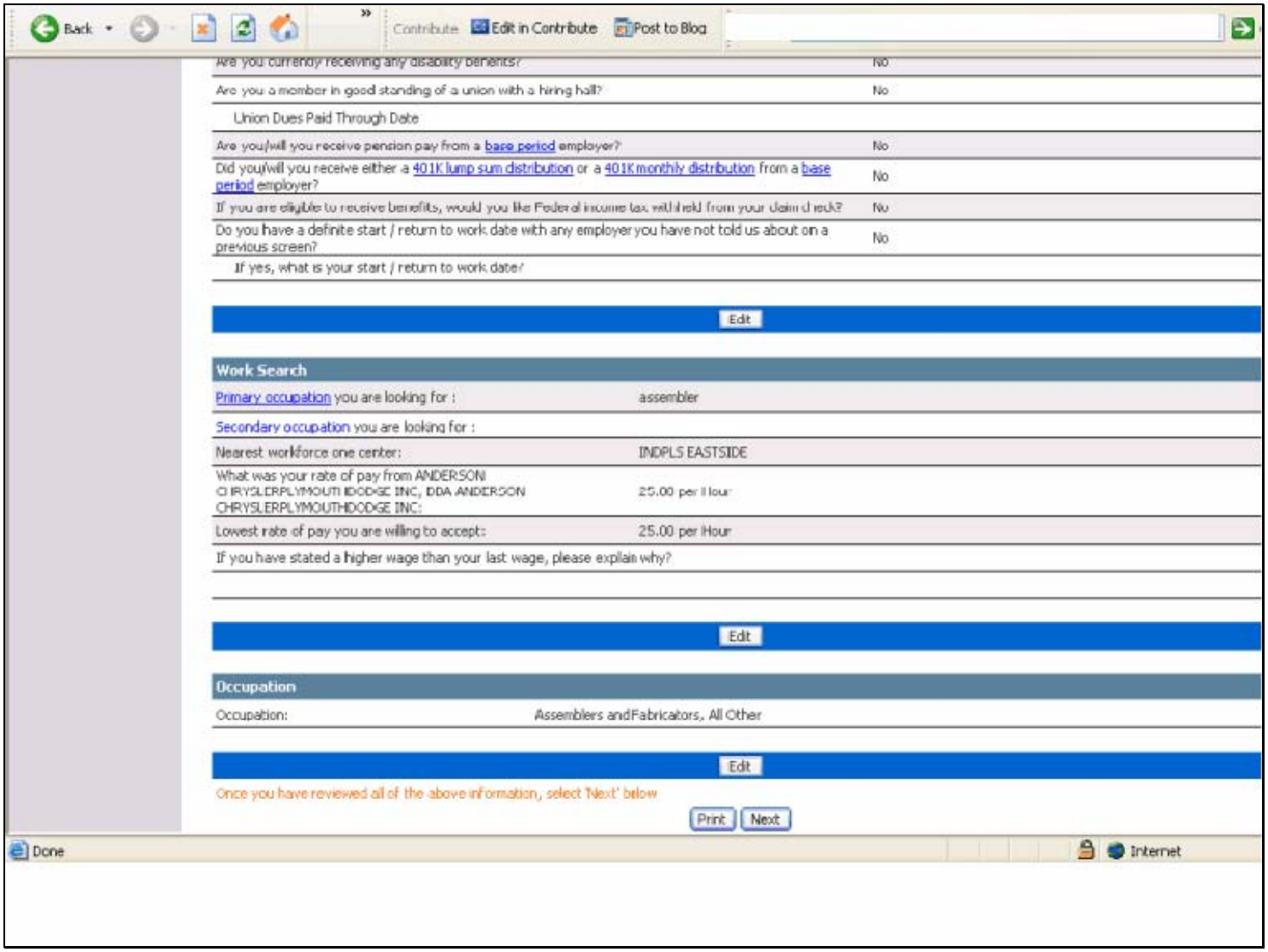
Slide 28 - Summary 1



Slide notes

The summary page will then be displayed. You should review the entries you made while scrolling to the bottom of the page. Clicking on the Edit button below any of the sections will take you to the applicable screen to make any corrections/additions needed.

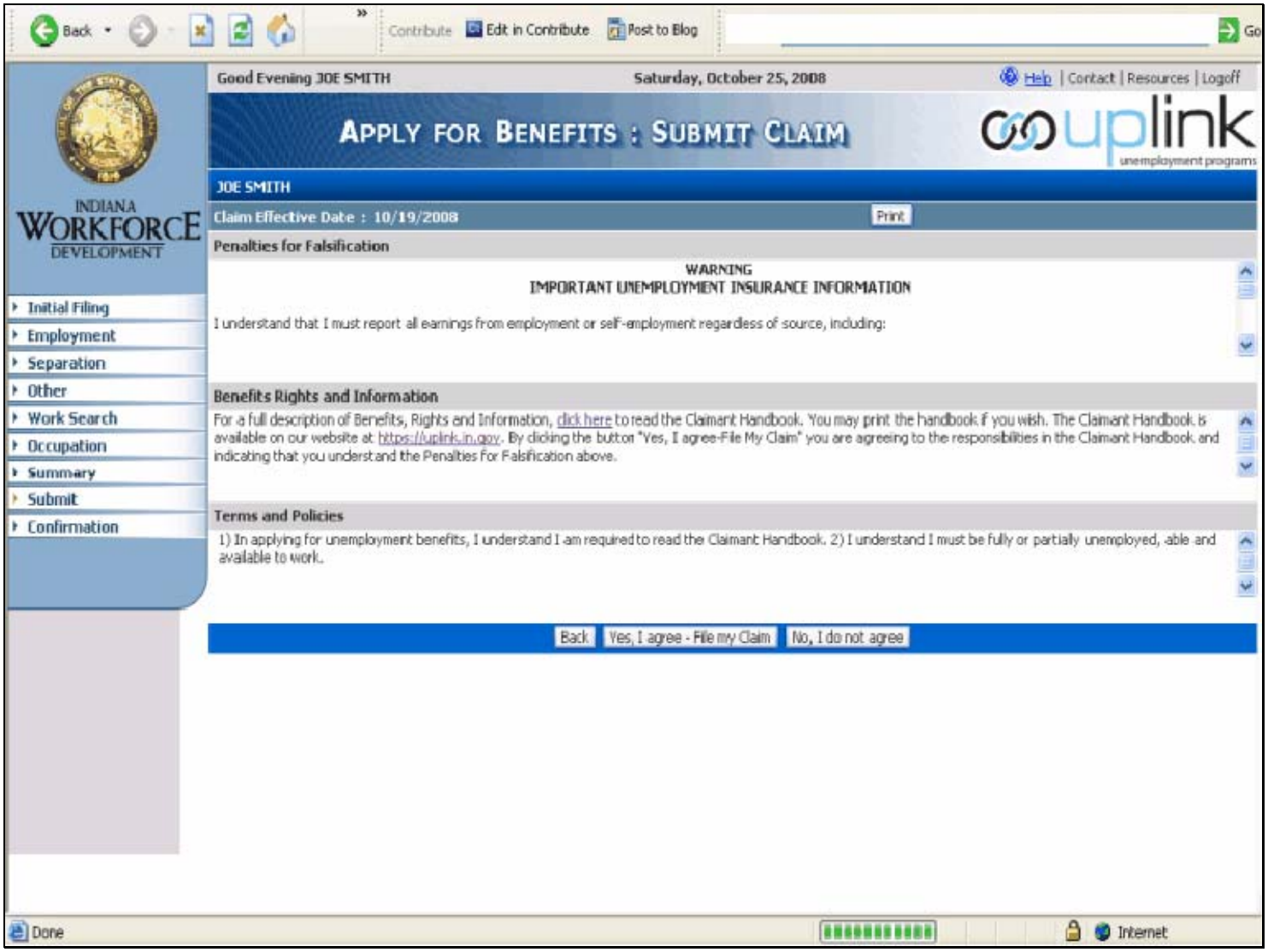
Slide 29 - Summary 2



Slide notes

Once you are satisfied with all answers given, you may click the Print button to print this page if desired. Then click on the Next button.

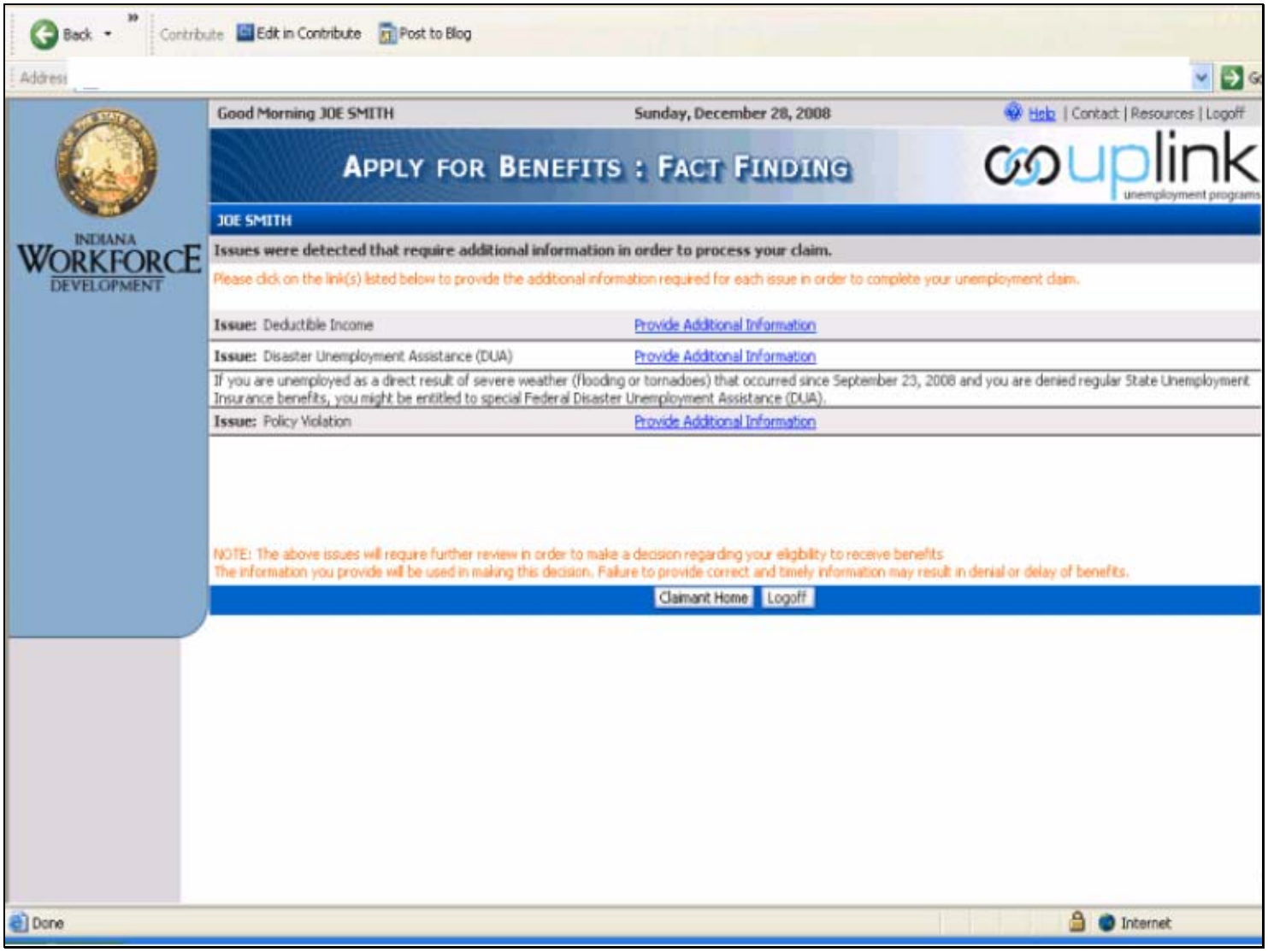
Slide 30 - Submit Claim



Slide notes

You will then be given information regarding Penalties for Falsification, Benefits Rights and Information, and Terms and Policies. You must use the scroll bar to the right of these sections to read all of this very important information. Then you may choose to agree to the information and file your claim, or you may choose not to agree. If you choose not to agree, you will be given information stating your entries will be kept on file for seven days in case you change your mind and decide to file your claim.

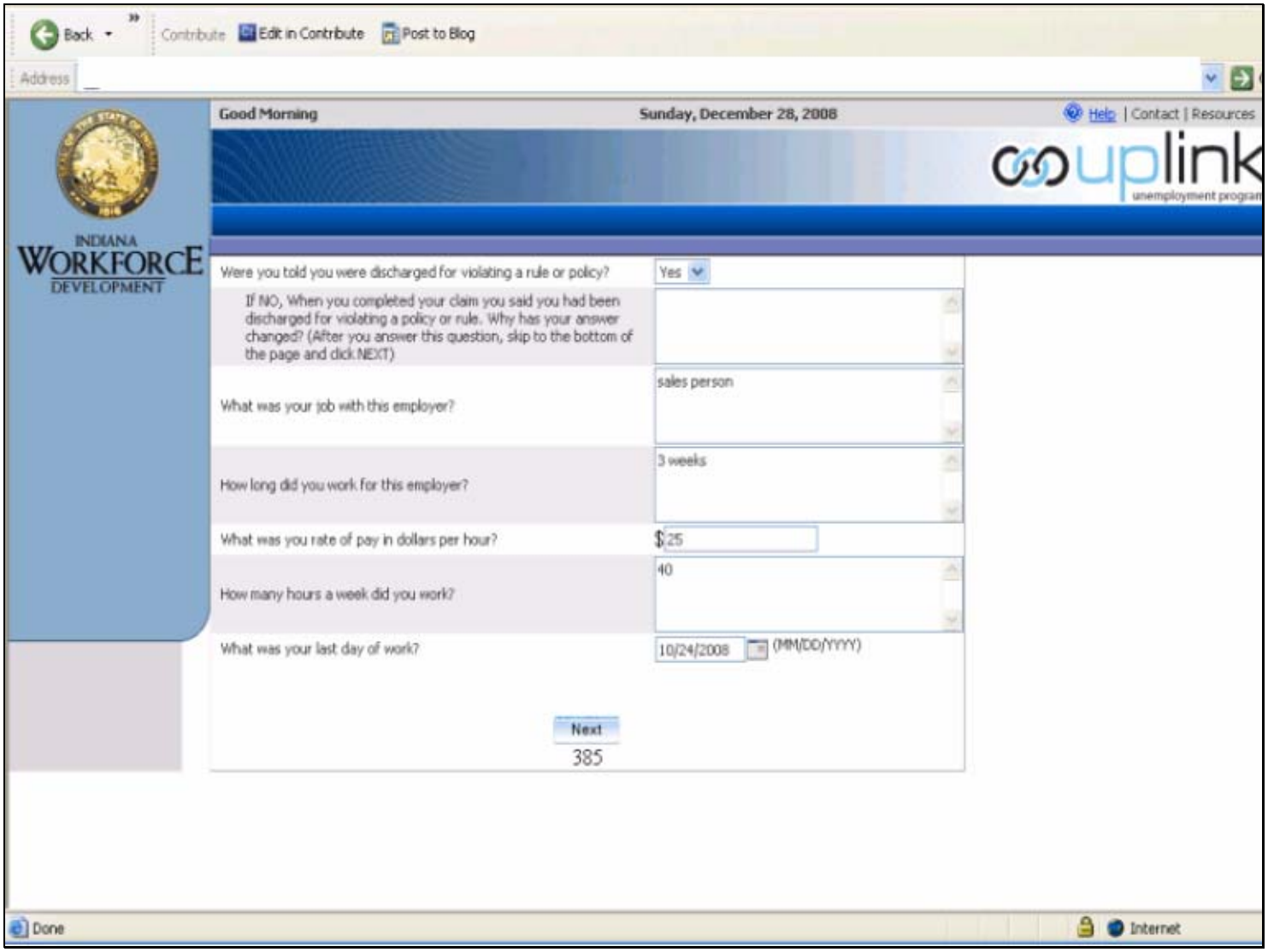
Slide 31 - Fact Finding Link



Slide notes

If your answer to any question creates an issue that will require adjudication, you will be asked to provide additional fact-finding information regarding the issue. Clicking on the Provide Additional Information link will start the fact finding process. Again, to be able to click on these links to answer your fact finding questions, all popup blockers will need to be turned off.

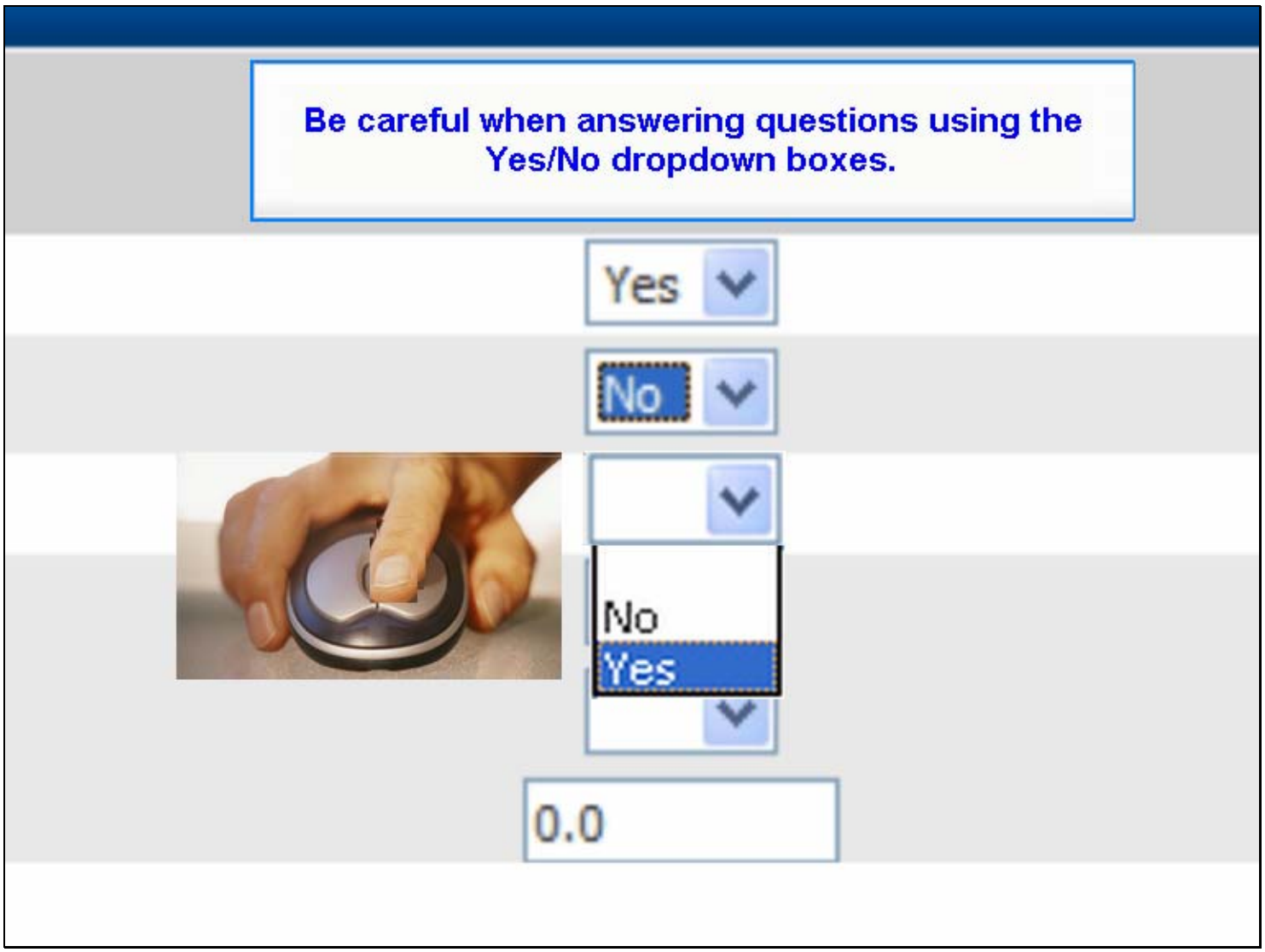
Slide 32 - Fact Finding 1



Slide notes

You will need to answer all questions that apply to your situation.

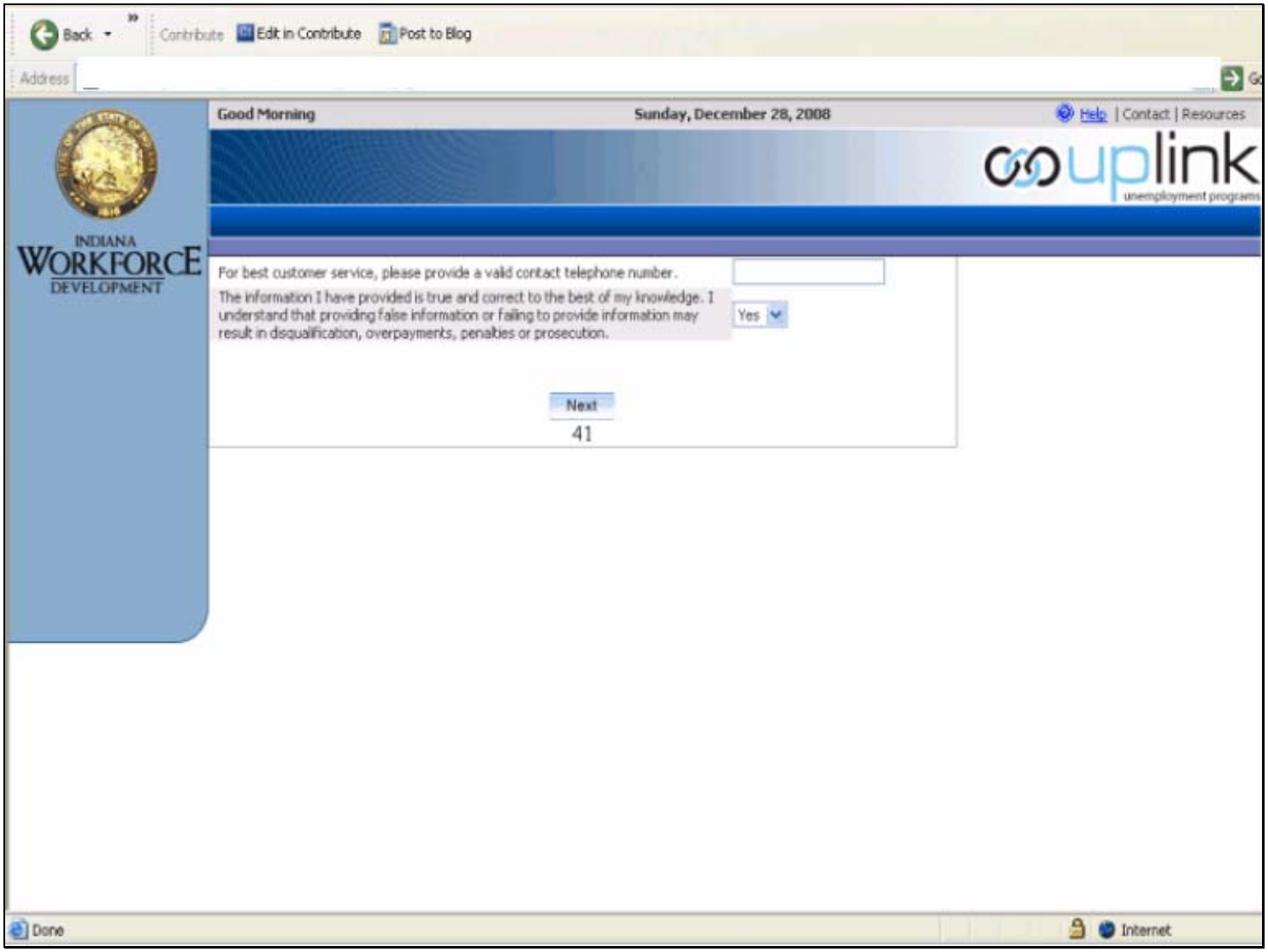
Slide 33 - Yes No Questions



Slide notes

Be careful when answering questions using the Yes/No dropdown boxes. Once you select your answer, look at it again to be sure it is the answer you meant to choose. You'll also want to be careful when using the scroll wheel on your mouse. Using this wheel can cause you to unintentionally change your answers.

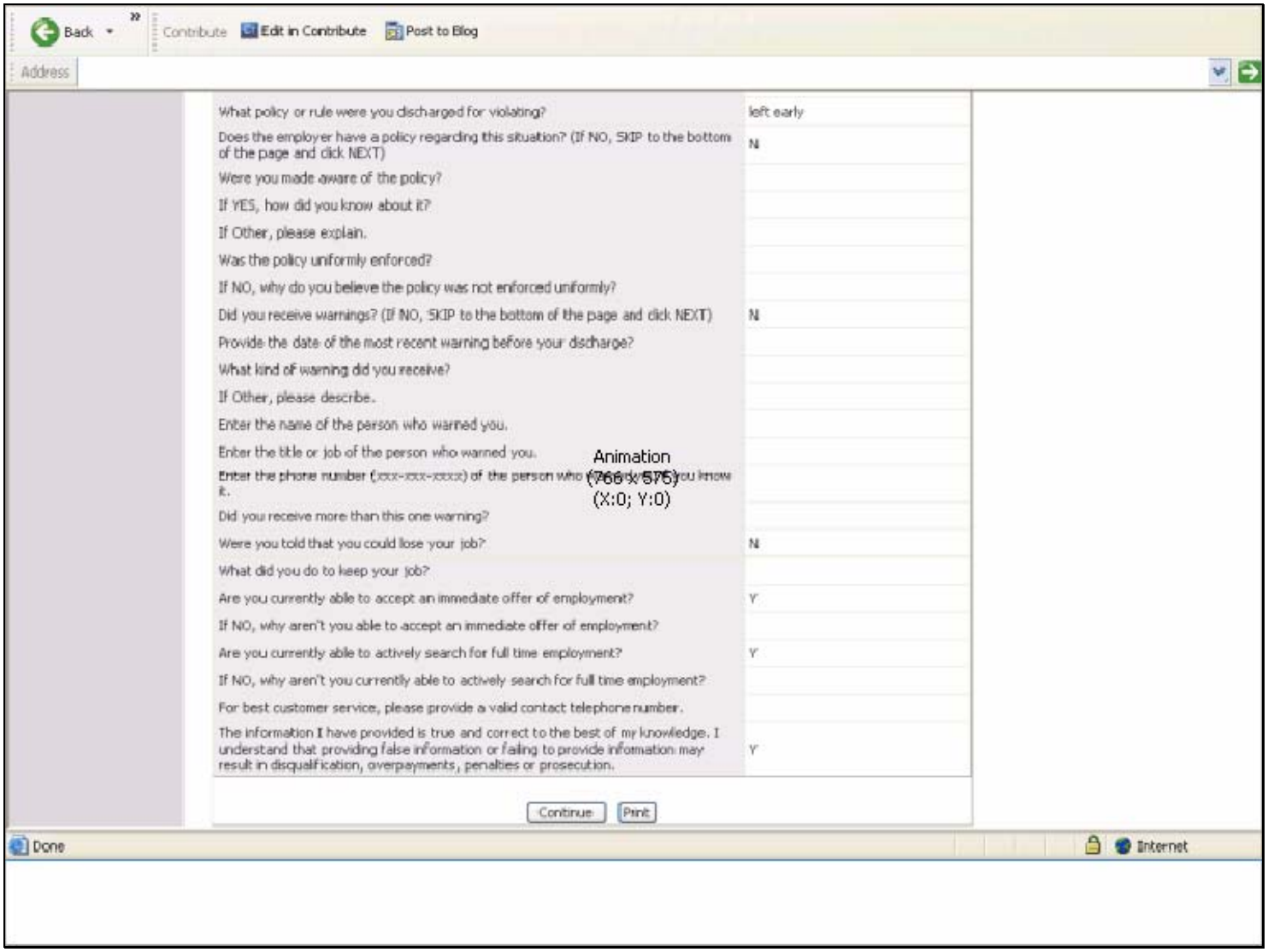
Slide 34 - Fact Finding 2



Slide notes

Continue answering all applicable questions. When fact finding is complete, you will be asked to verify that your answers are correct to the best of your knowledge and that you understand there are penalties for false information.

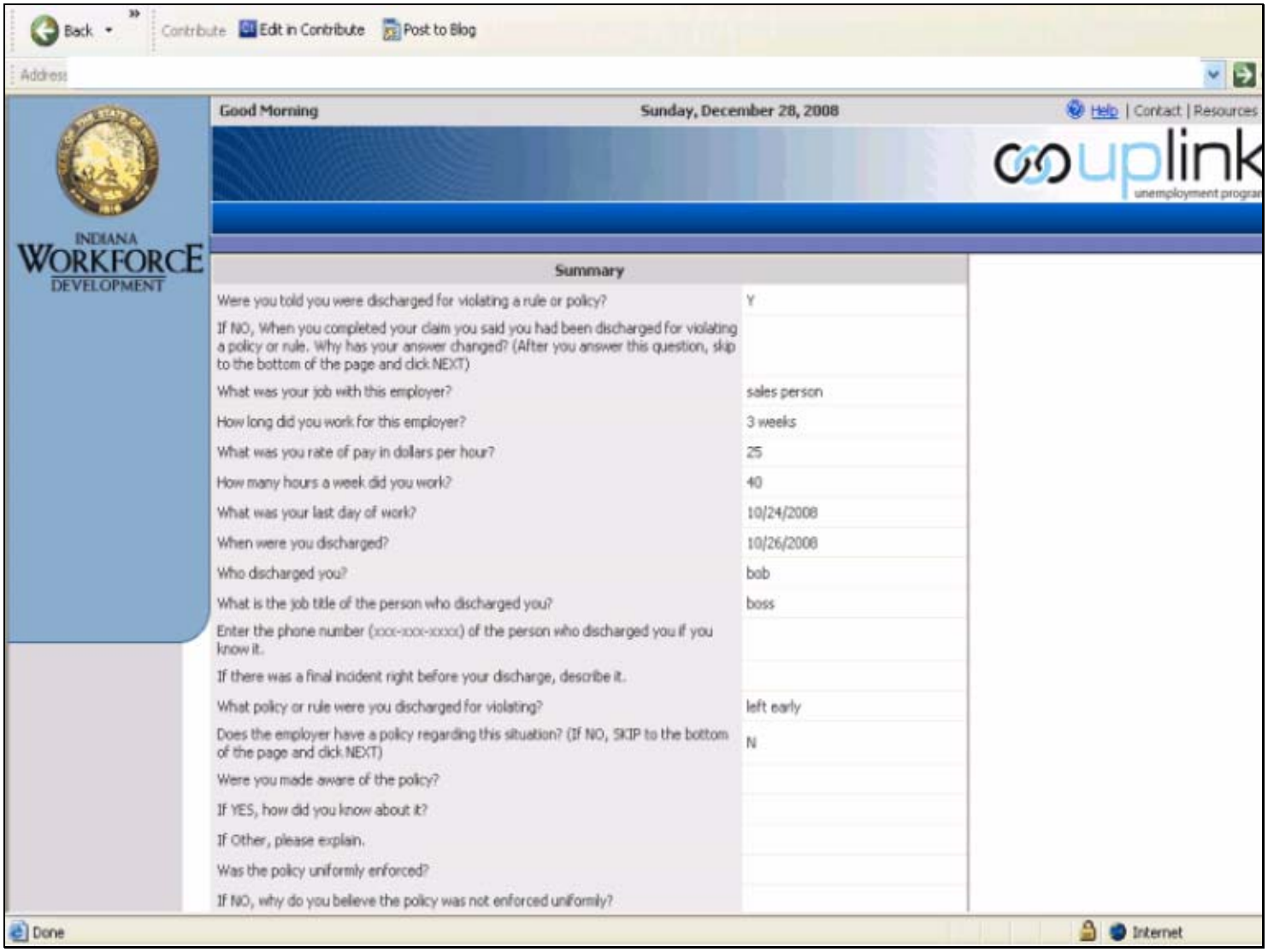
Slide 35 - Fact Finding Summary 2



Slide notes

You may click the print button to print this summary or just click continue to continue with your claim filing.

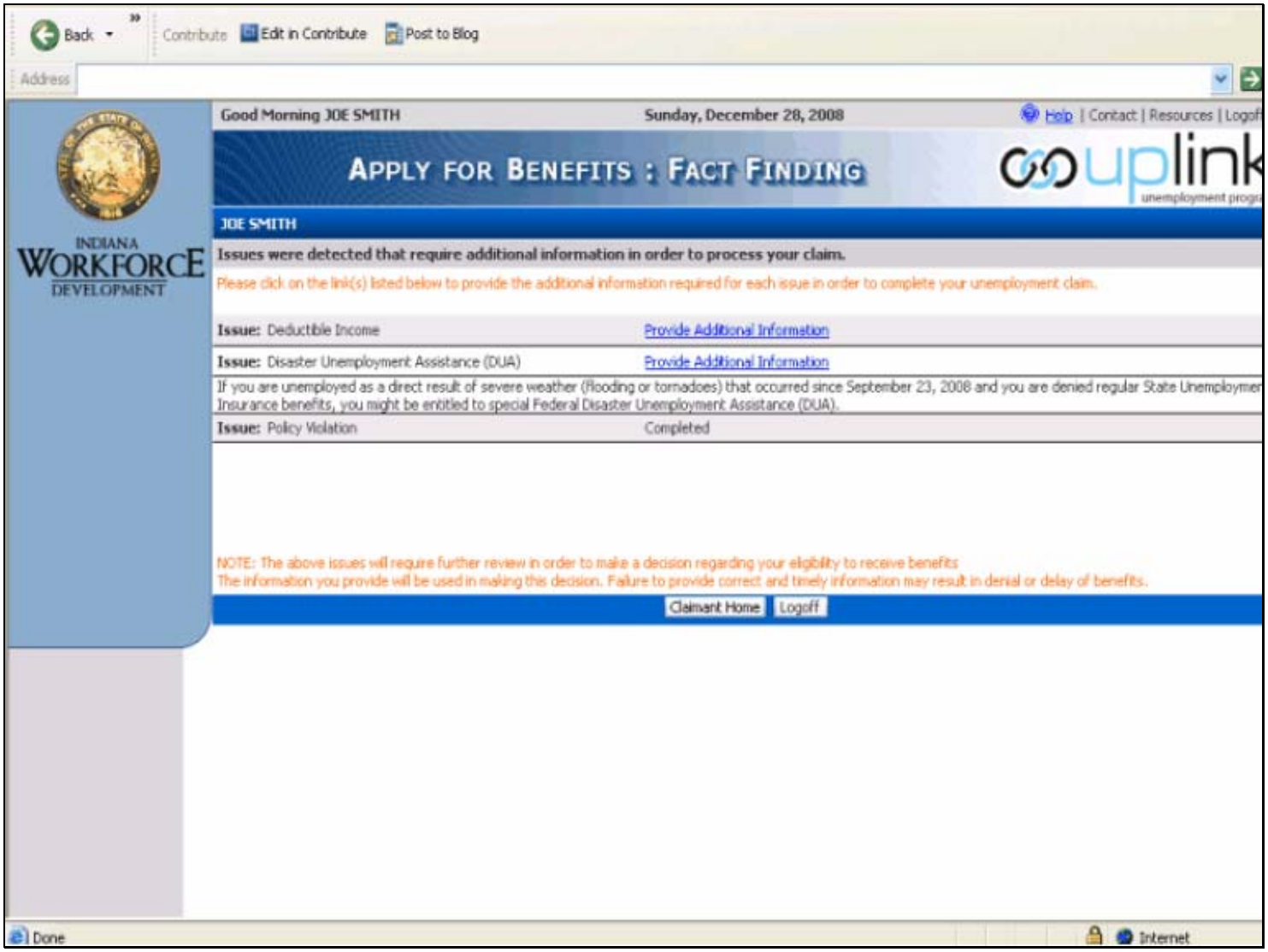
Slide 36 - Fact Finding Summary 1



Slide notes

Next is your fact finding summary screen. Scroll through to read all of your answers.

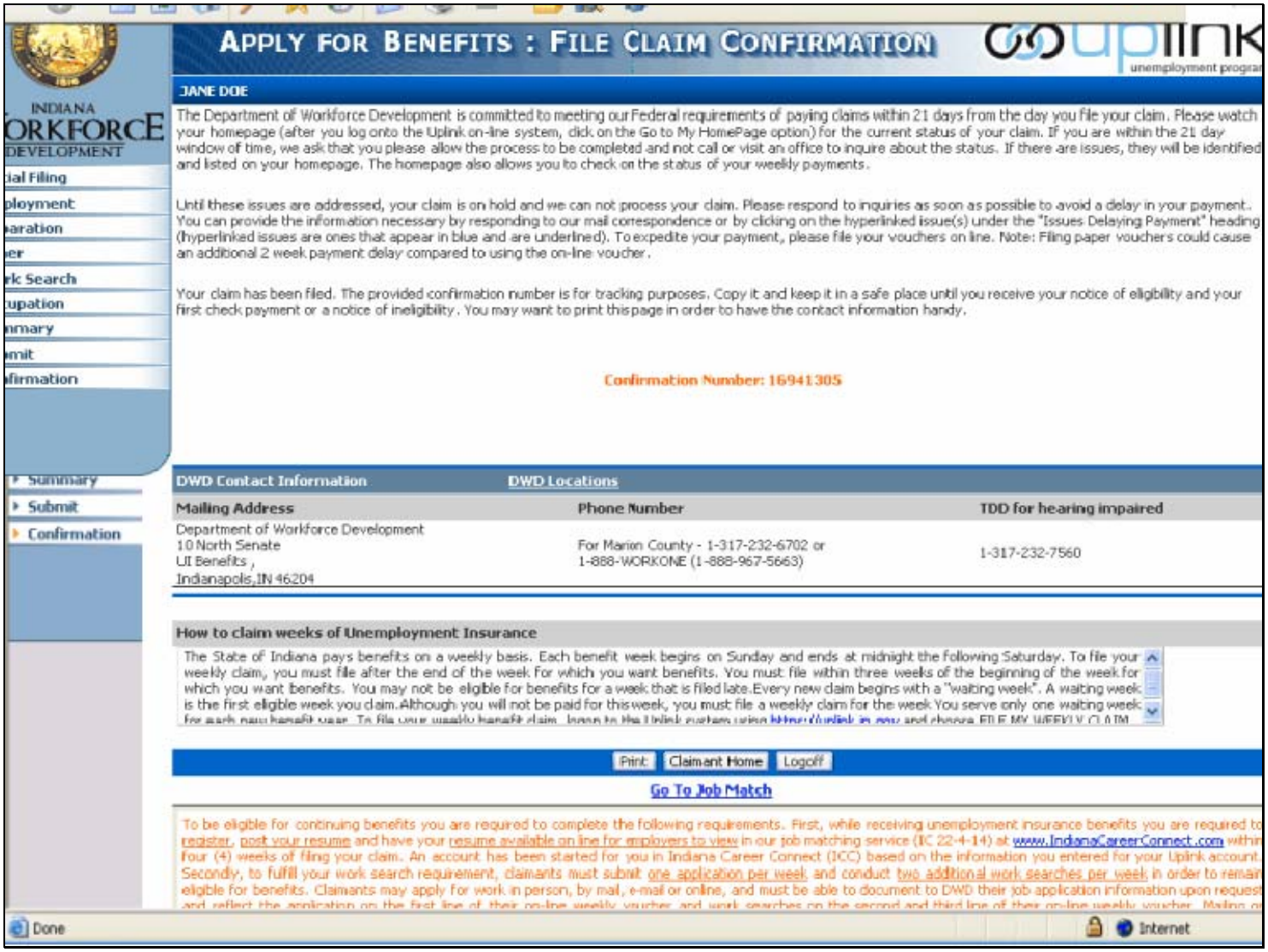
Slide 37 - Additional Fact Finding



Slide notes

If there is more than one issue that requires fact finding, you will need to click the Provide Additional Information link each time you return here to answer the specific fact finding questions for each issue. Leaving any fact finding incomplete could result in a delay on your claim.

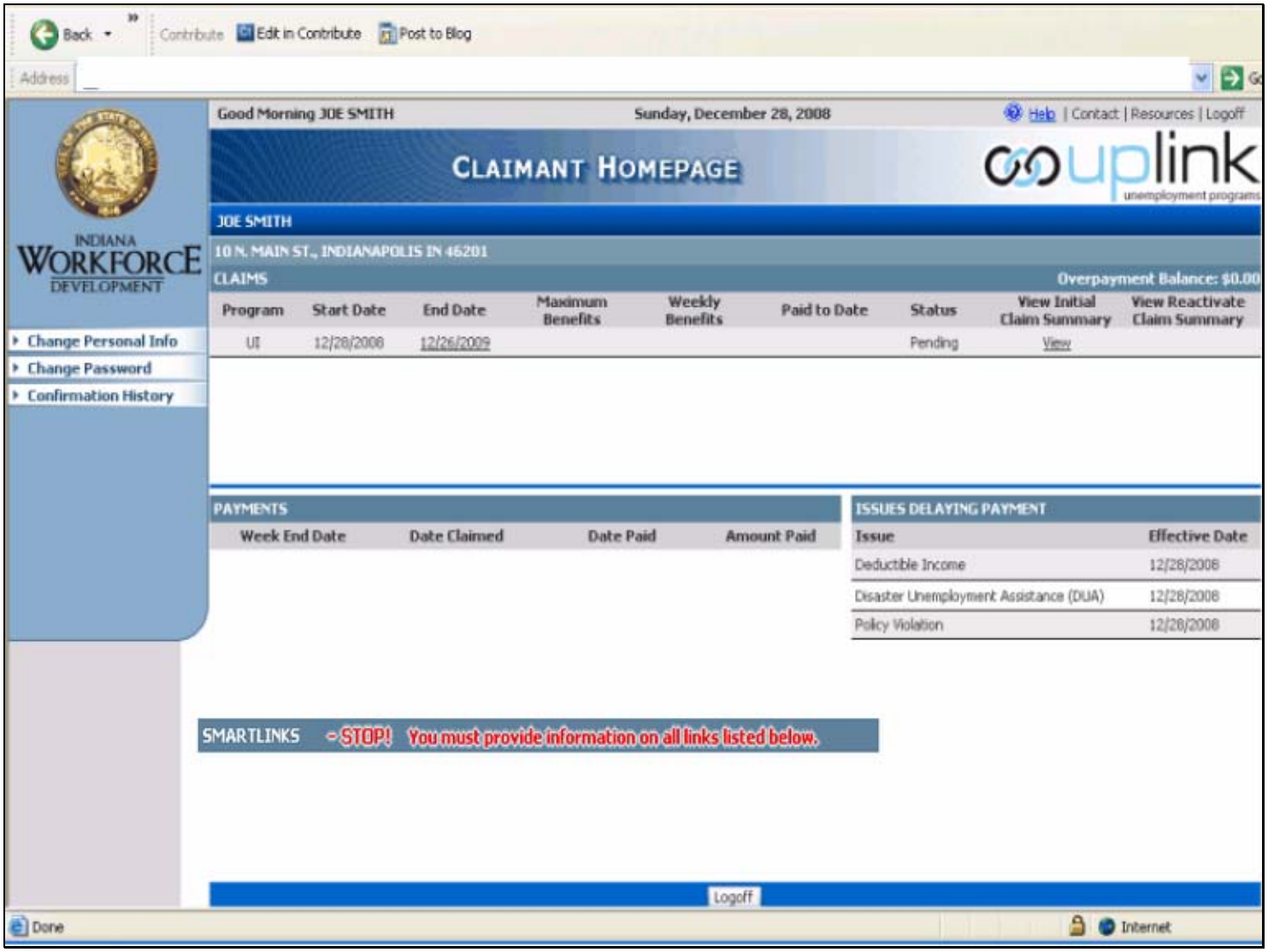
Slide 38 - File Claim Confirmation



Slide notes

You will then get a Confirmation screen with a Confirmation number you should keep for future inquiries. You have the option of printing this screen. You may click the Claimant Home button to go to your Claimant Homepage.

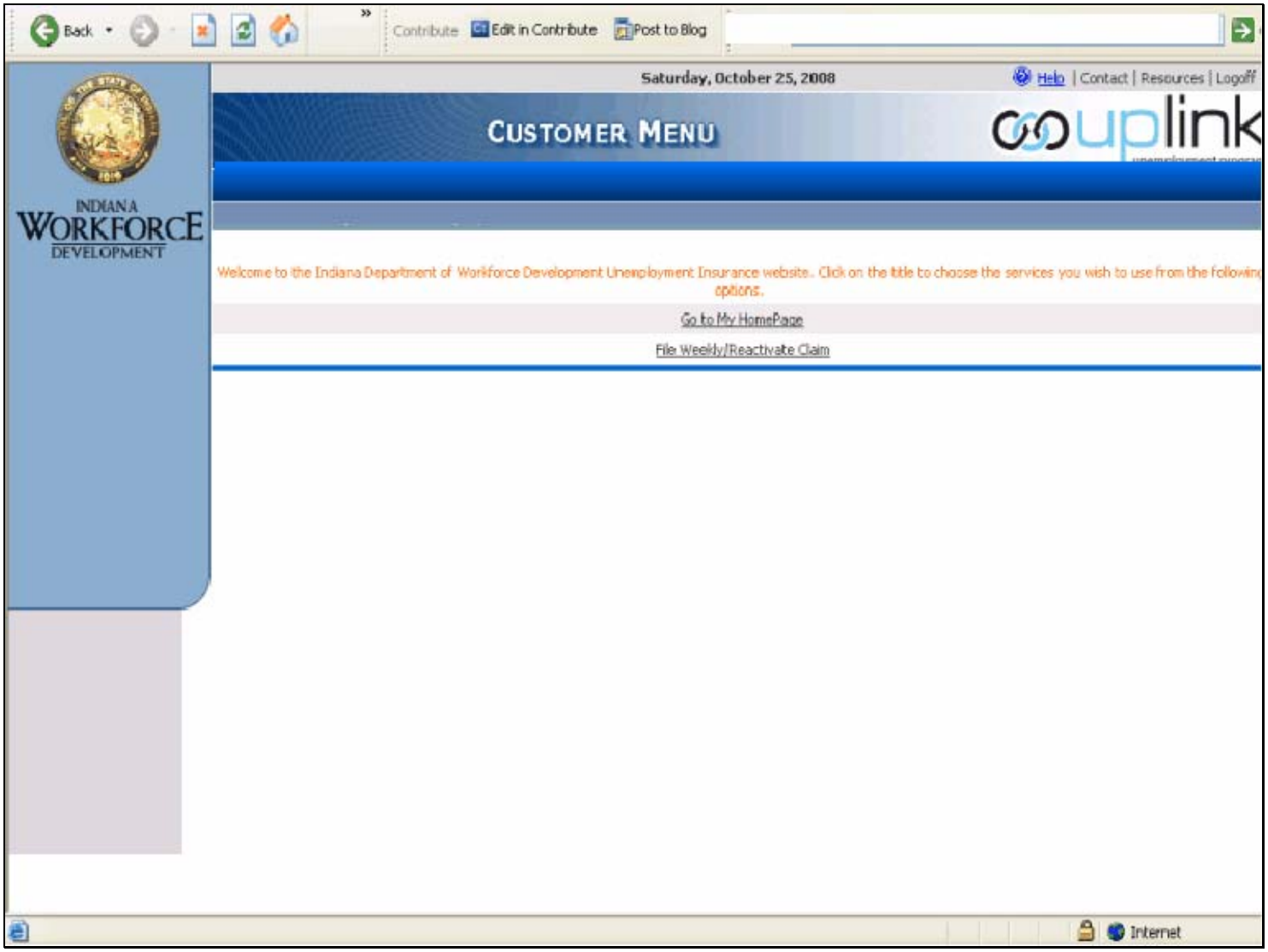
Slide 39 - Claimant Homepage 1



Slide notes

This Homepage will contain information about your claim. You will want to return to this page when your claim has been established to view more detailed information about your claim.

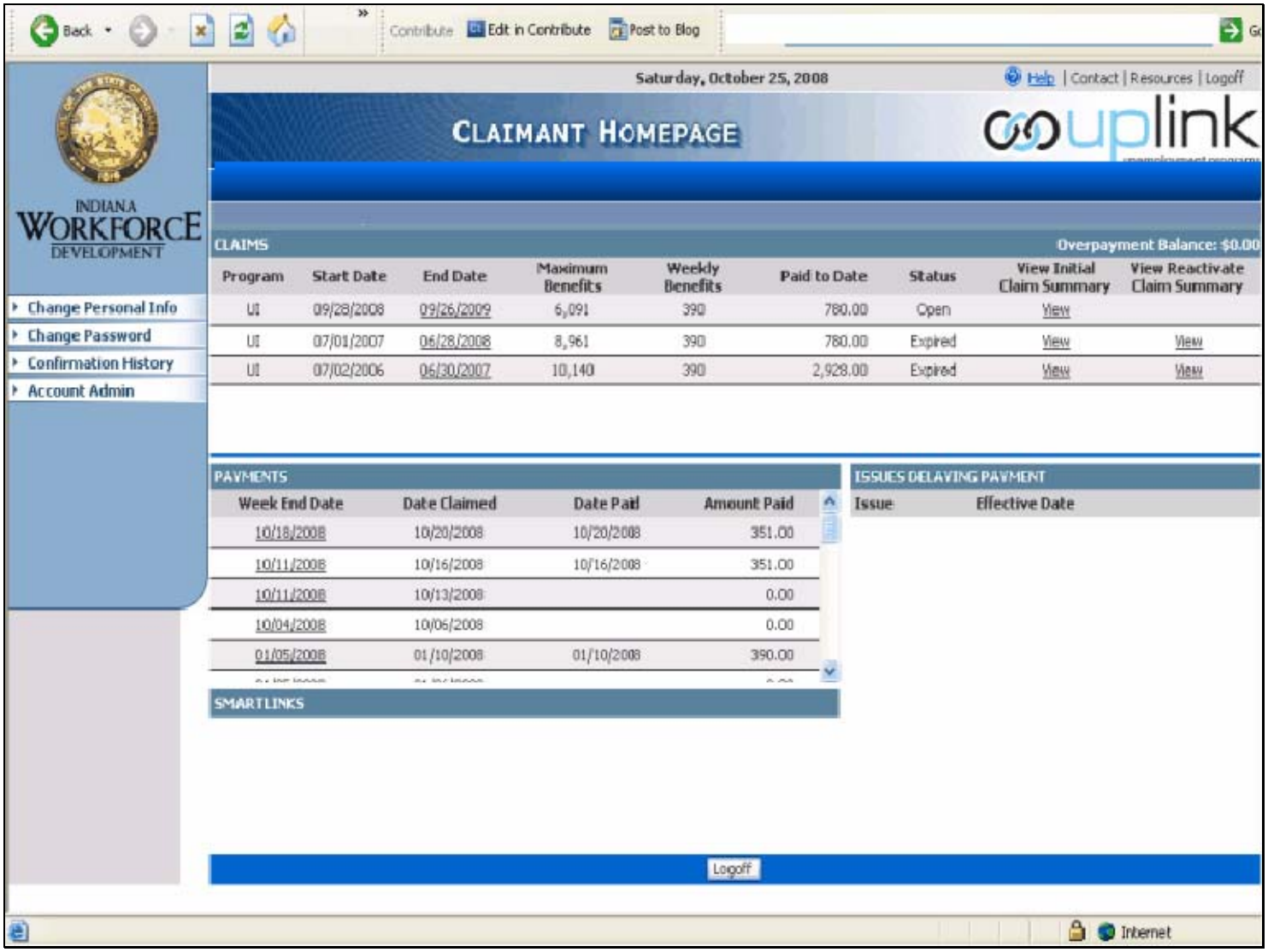
Slide 40 - Customer Menu



Slide notes

Whenever you log in to return to your claim, you will be directed to the Customer Menu. By clicking on the Go to My HomePage link, you will return to your Claimant Homepage.

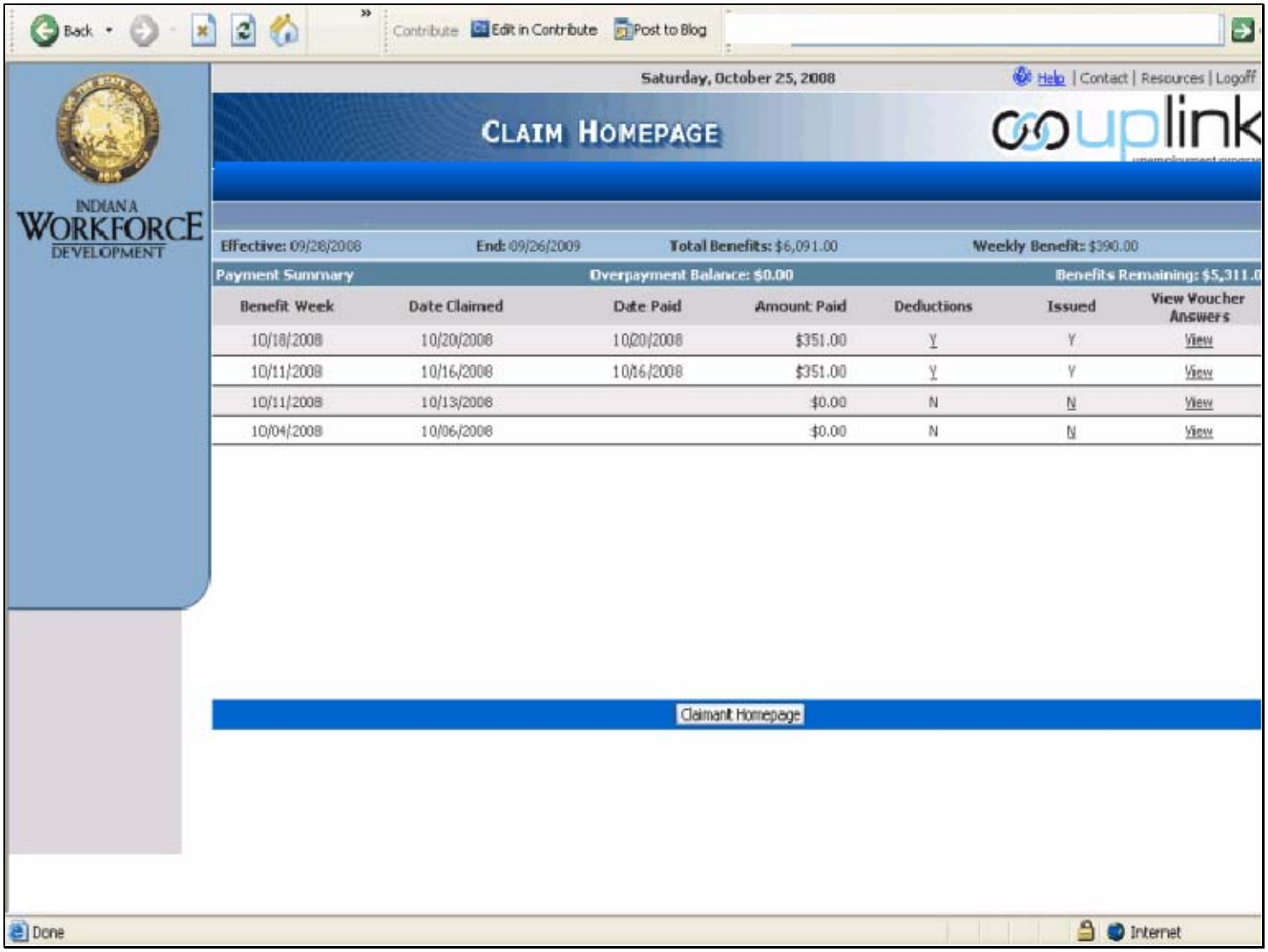
Slide 41 - Claimant Homepage 2



Slide notes

When your claim has been established, you will be able to return to this screen to view information such as weekly and maximum amounts, when your claim expires, and weekly voucher status, that is when and how much you are paid each week. If you click on the End Date hyperlink of your current claim, you will be taken to the Claim Homepage.

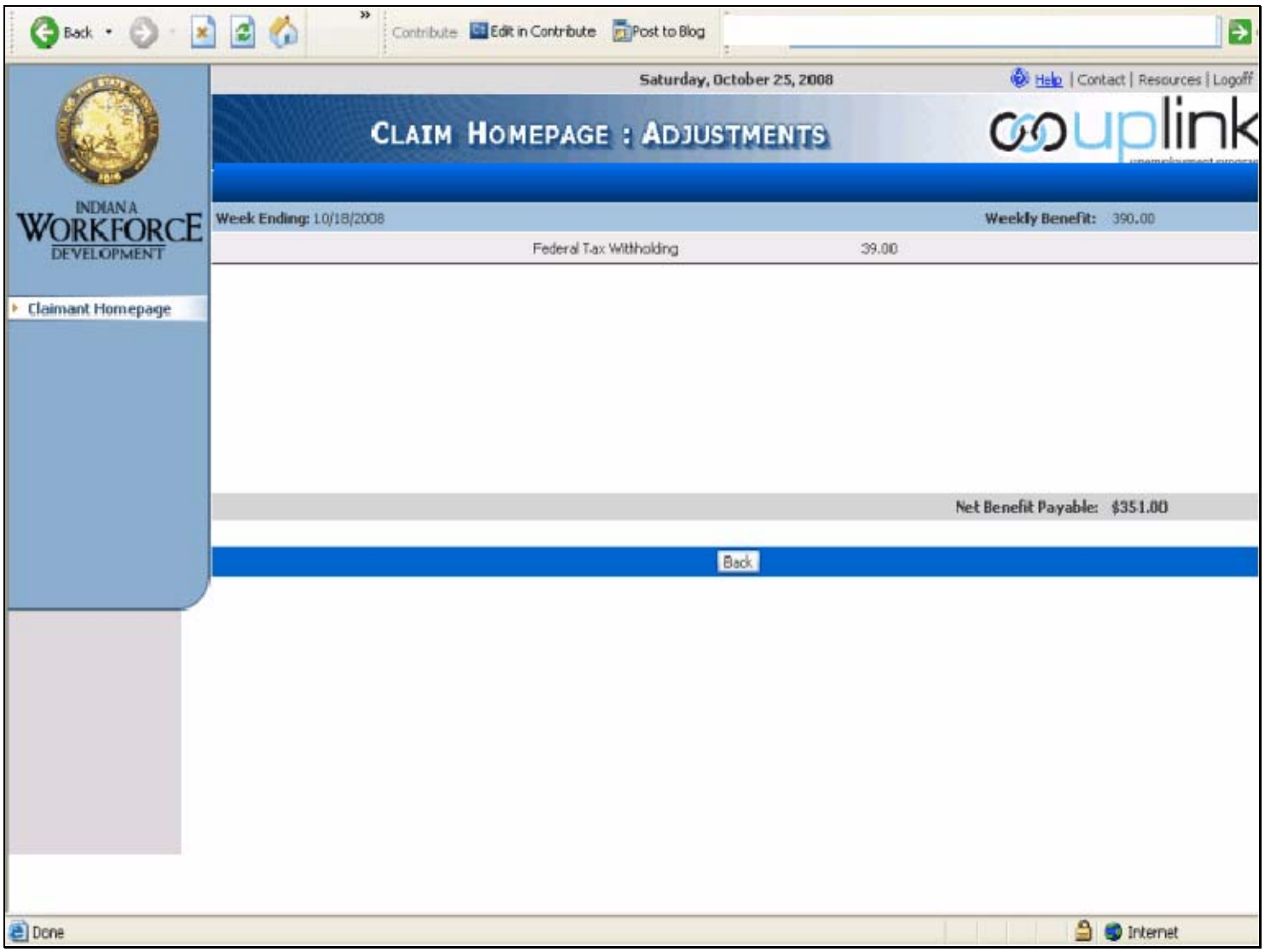
Slide 42 - Claim Homepage 1



Slide notes

Unlike the Claimant Homepage, the Claim Homepage will give you more detailed information about weeks claimed on a specific claim. To view information about a week in which something was deducted, (why and how much) you can click on the Y hyperlink in the Deductions column.

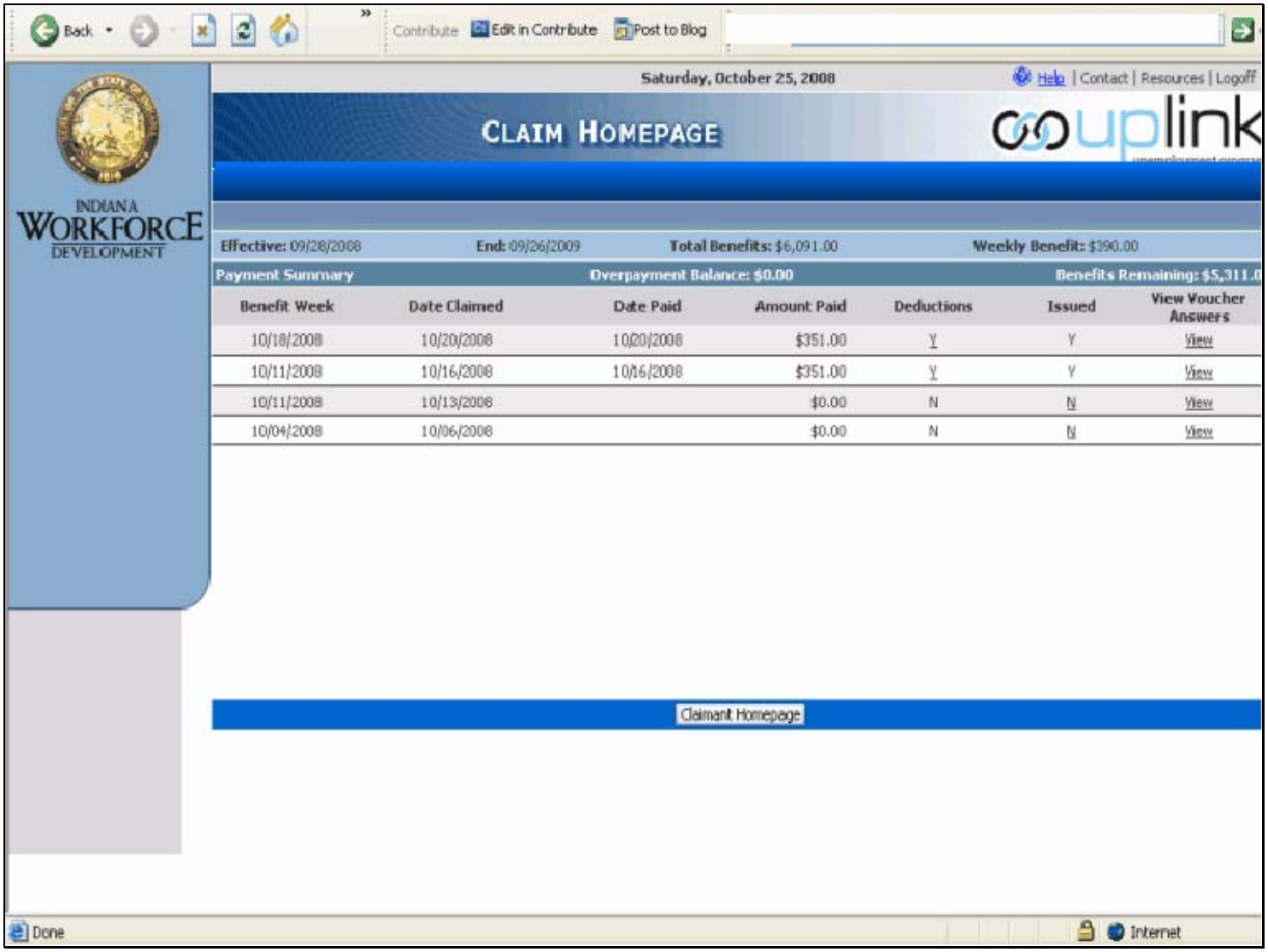
Slide 43 - Adjustments



Slide notes

This will bring you to the Adjustments screen. This screen will give you the reason and the amount of each deduction for a particular week claimed. To return to the Claim Homepage, click on the Back button.

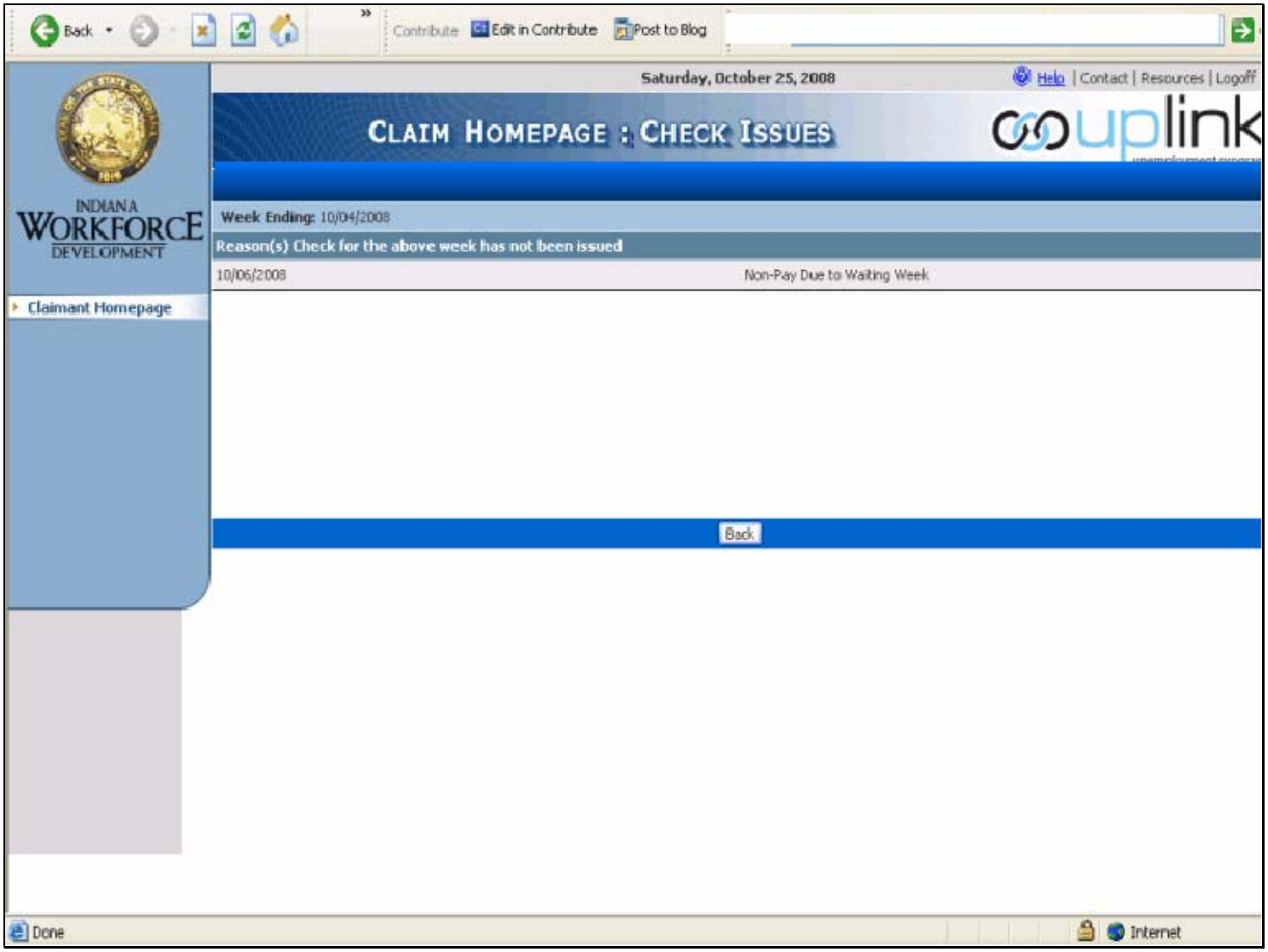
Slide 44 - Claim Homepage 2



Slide notes

If no money was received for a particular week claimed, you can click on the N hyperlink in the Issued column to view the reason for nonpayment.

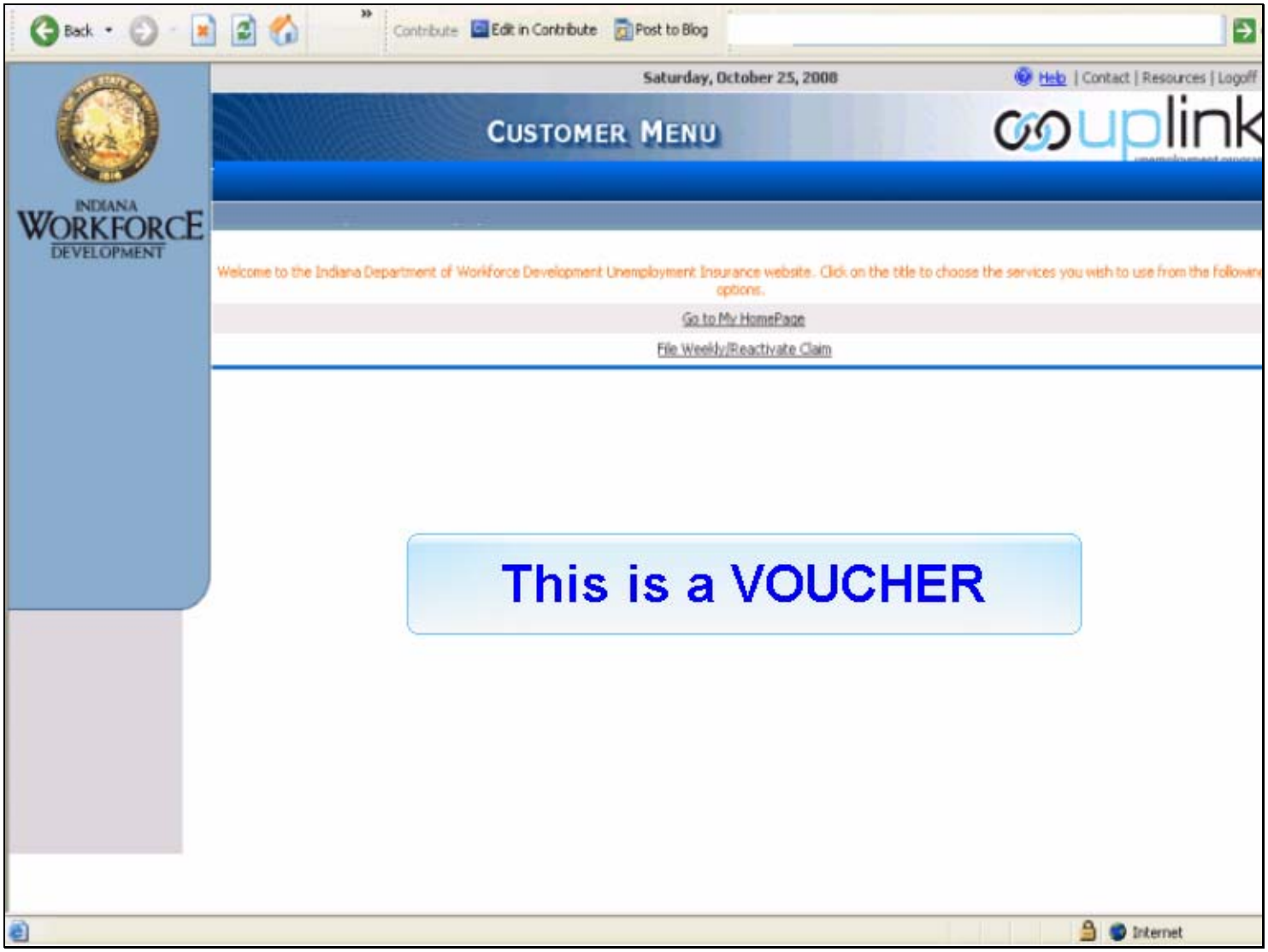
Slide 45 - Check Issues



Slide notes

This will give you the Check Issues screen. This screen shows the reason funds were not issued.

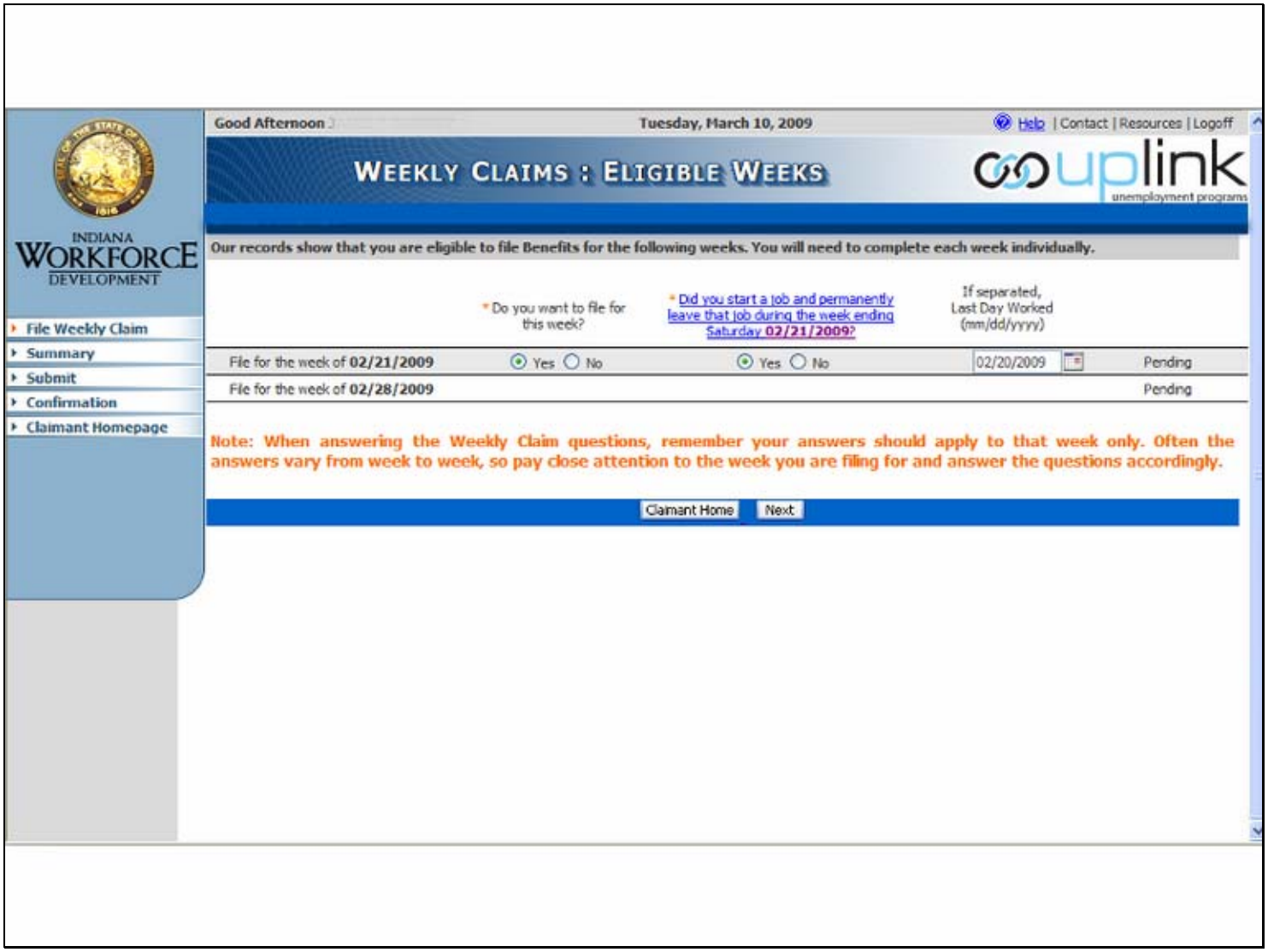
Slide 46 - Voucher Link



Slide notes

Once a claim has been established, you may file your weekly claim voucher online. To complete your weekly claim voucher you will want to click on the File Weekly/Reactivate Claim link. A weekly claim is a voucher.

Slide 47 - Eligible Weeks

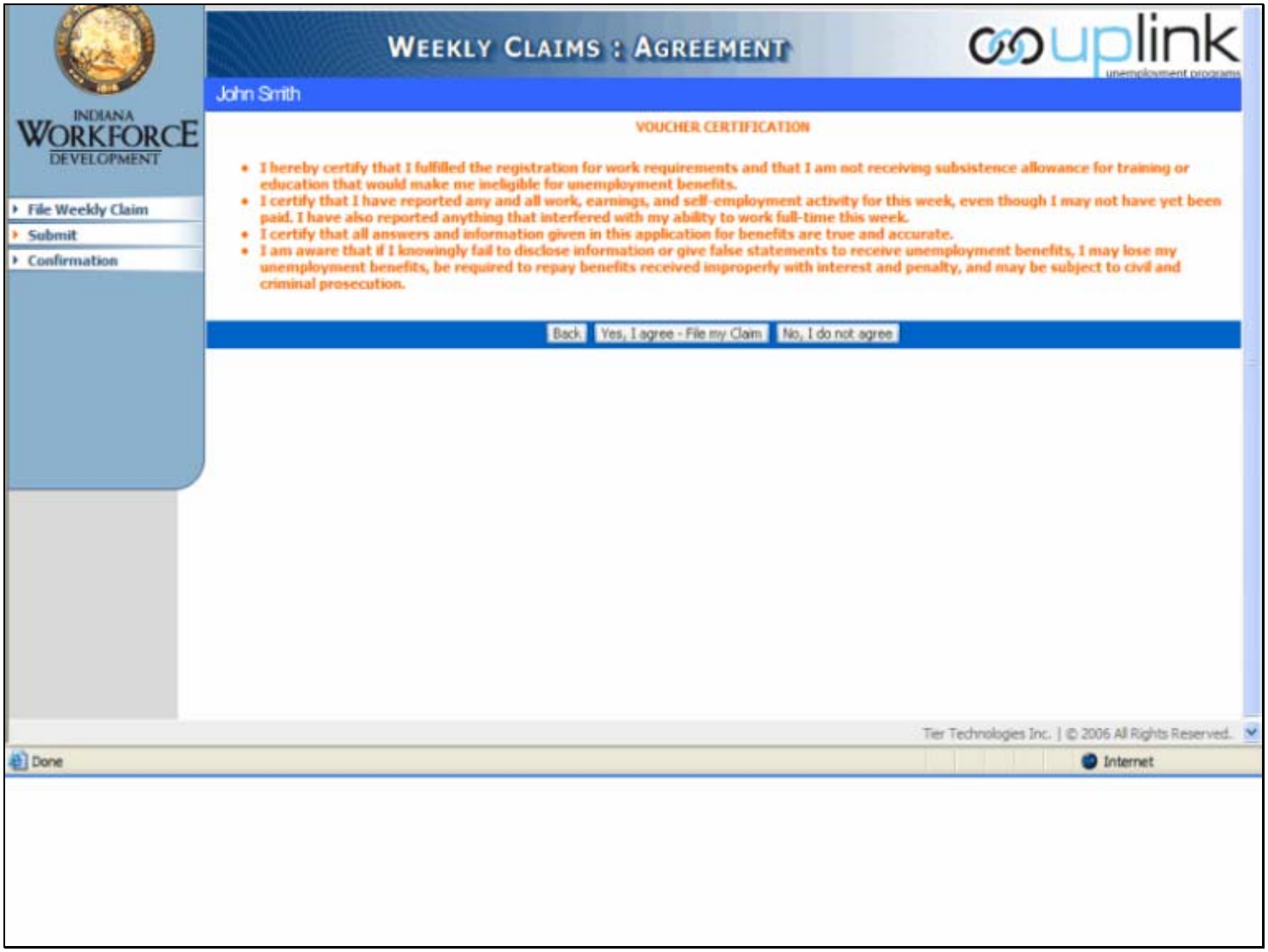


Slide notes

Slide 48 - Weekly Certification

Slide notes

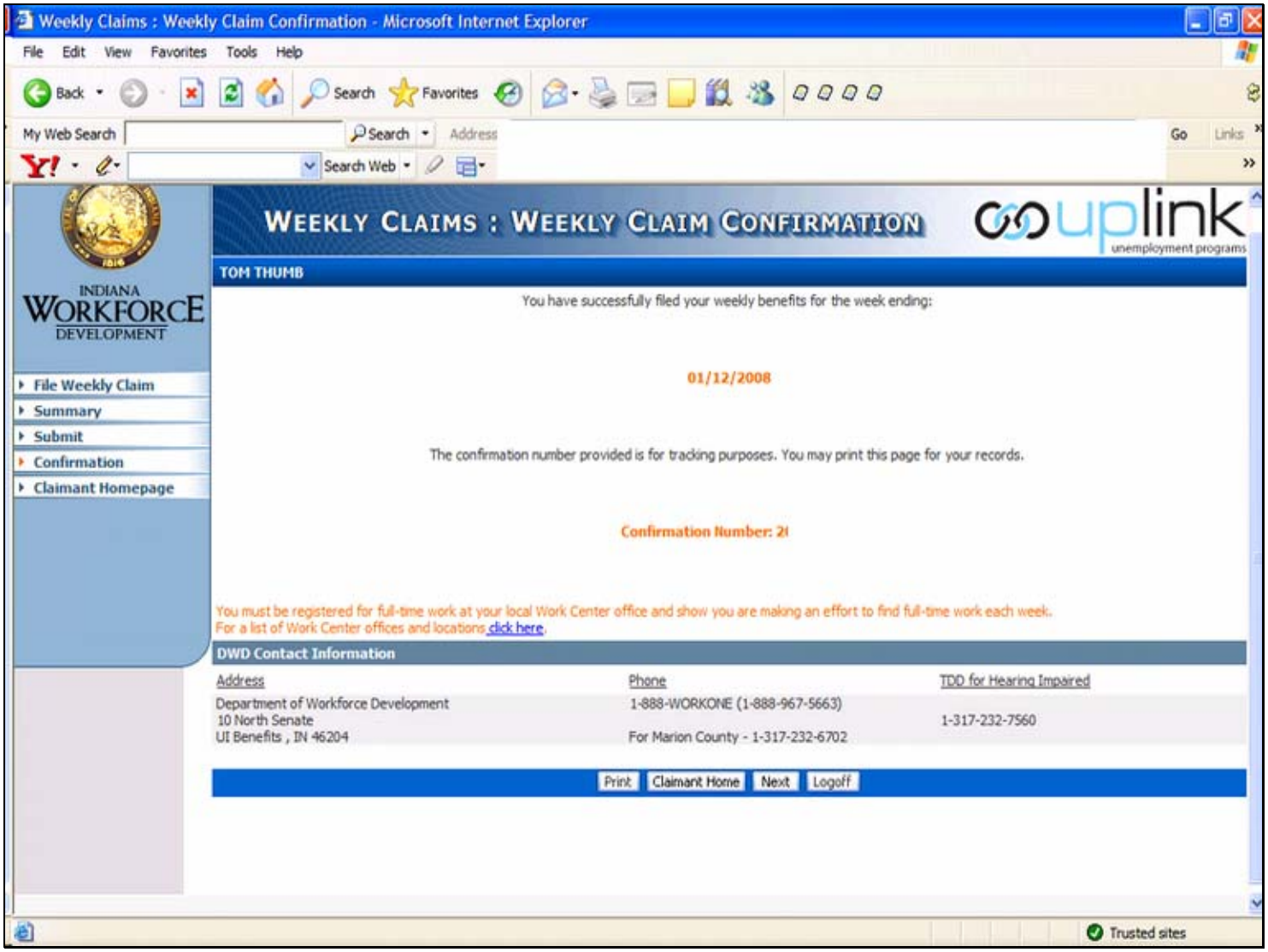
Slide 49 - Weekly Claims Agreement



Slide notes

Once all questions have been answered, certification of the week is required. You will need to read the information and click the Yes, I agree – File my Claim button to submit the voucher for payment. If further facting is required including listing your job contacts if you looked for work, the fact finding process will begin after you submit your weekly claim. If you click the No, I do not agree button, your voucher will not be submitted and you will be given information stating your entries will be kept on file for 3 days in case you change your mind and decide to file your weekly claim.

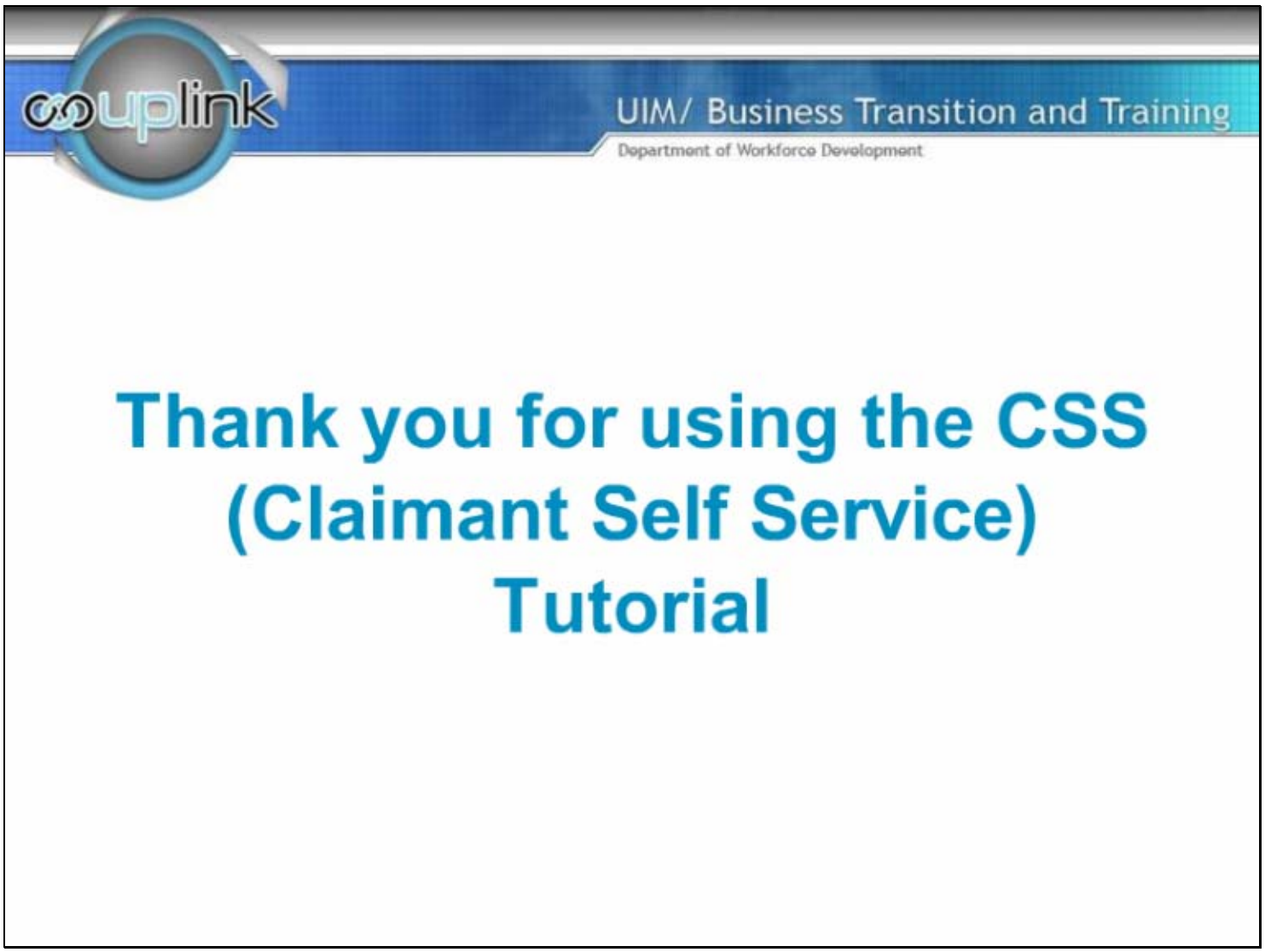
Slide 50 - Weekly Claim Confirmation



Slide notes

Once submitted, you will receive confirmation. You may wish to keep this confirmation number in case of future inquiries. You may print this screen by clicking on the Print button. This screen also explains you must register for work, and you may do this online, or at a Workone center. You may click the Claimant Home button to return to your homepage.

Slide 51 - Thank you for using the CSS (Claimant Self Service) Tutorial



Slide notes

Thank you for using this tutorial. We hope this information has helped you become more familiar with our Claimant Self Service System. This concludes this tutorial.