Louisiana Workforce Commission Department of Labor

Pandemic Unemployment Assistance (PUA) Portal for Claimants



The Department of Labor Louisiana Workforce Commission Department of Labor

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About the PUA Portal for Claimants

Pandemic Unemployment Assistance (PUA) is a federal program that provides payment to workers not traditionally eligible for unemployment benefits (self-employed, independent contractors, workers with limited work history, and others) who are unable to work as a direct result of the coronavirus public health emergency.

• The steps you will take to file a PUA claim and receive weekly benefits are:

- 1 Register to create your account in the Pandemic Unemployment Assistance (PUA) Portal.
- 2 File your initial PUA claim.
- 3 As early as the coming Sunday, submit your weekly claim certification (some states only require biweekly claim certification).

If you require assistance with registering, filing your claim, or doing weekly certifications, contact staff at your local unemployment office, as they are able to perform all these activities in the system on your behalf.

Registering and Filing Your Initial PUA Claim

A guided wizard will walk you through the steps to register an account in the system and file an initial PUA claim. The basic steps are to:

- 1 Enter your Social Security Number to determine your eligibility to file a PUA claim.
- 2 Complete a multi-page registration form to create your system account.
- 3 Enter your work history.
- 4 Receive certification confirmation.
- 5 Complete the claim filing process by acknowledging your rights and responsibilities.

This is a multi-page registration/claim form and you will need to have all your personal contact information available, as well as education, earnings, and work history information. This process is best completed in a single session; however, if that is not possible, when you log back in to the system, you will be able to complete the registration and filing process. To restart the registration/claim wizard, simply select Unemployment Services > File a Claim from the left navigation menu.

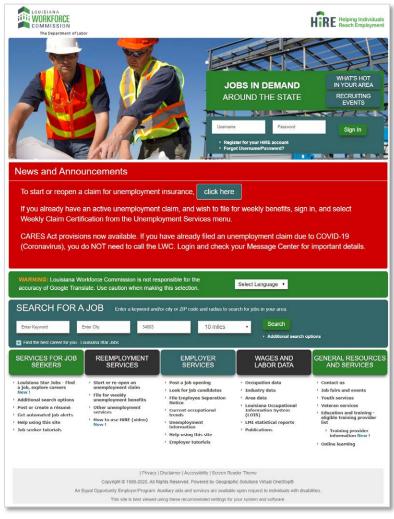
The questions and screens that appear during registration and claim filing differ from state to state; your procedures may vary somewhat from what is presented here.

3



To register your account and file your initial PUA claim:

1 Access your state's UI home page as directed by your local unemployment agency. A splash page will display.



Splash Page

2 Click the **click here** button (see figure above) and follow the prompts to File a Claim.

Note: Required fields are marked by a red asterisk (*).



Eligibility	Registration	Wo	rk Histo	iry	Certification
	0		-0-		
	Complete	2	_		
Indicates required fields.	0			For help d	ick the information icc
Social Security Nur	nhor				
Social Security Nul	libei				
*Social Security Number	Do not enter	dashes	(for exa	ample, 99900111	1)
(SSN):					
*Re-enter Social Security					
Number:					
Eligibility Question	s				
* Have you been determined fi		O Ye	es 💿	No	
regular unemployment since	January 5 2020				
* Are you a corporate officer?		O Ye	es 💿	No	
		~	es 💿		
* Are you a corporate officer? * Do you own stock in your co	mpany?	O Ye	es 💿	No	
* Are you a corporate officer? * Do you own stock in your cor * Do you have substantial cont	npany? rol over your corporation?	0 Ye	es ()	No No	
* Are you a corporate officer? * Do you own stock in your co * Do you have substantial cont * During the last 2 years, have	npany? rol over your corporation?	0 Ye	es ()	No No	
⁴ Are you a corporate officer? ⁴ Do you own stock in your coi ⁵ Do you have substantial cont ⁵ During the last 2 years, have the U.S. Military?	mpany? rol over your corporation? you served on active duty in		es () es () es ()	No No No	
Are you a corporate officer? Do you own stock in your cor Do you have substantial cont During the last 2 years, have the U.S. Military?	mpany? rol over your corporation? you served on active duty in		es () es () es ()	No No No	
Are you a corporate officer? Do you own stock in your cor Do you have substantial cont During the last 2 years, have the U.S. Military? During the last 2 years, have than ?	mpany? rol over your corporation? you served on active duty in you worked in a state other		es (e) es (e) es (e) es (e)	No No No	
Are you a corporate officer? Do you own stock in your cor Do you have substantial cont During the last 2 years, have the U.S. Military?	mpany? rol over your corporation? you served on active duty in you worked in a state other		es (e) es (e) es (e) es (e)	No No No	
Are you a corporate officer? Do you own stock in your cor Do you have substantial cont During the last 2 years, have the U.S. Military? During the last 2 years, have than ? During the last 2 years, have the Federal Government?	mpany? rol over your corporation? you served on active duty in you worked in a state other you worked as a civilian for		es (e) es (e) es (e) es (e) es (e)	No No No No	
Are you a corporate officer? Do you own stock in your con Do you have substantial cont During the last 2 years, have the U.S. Military? During the last 2 years, have than ? During the last 2 years, have	mpany? rol over your corporation? you served on active duty in you worked in a state other you worked as a civilian for		es (e) es (e) es (e) es (e)	No No No No	
Are you a corporate officer? Do you own stock in your cor Do you have substantial cont During the last 2 years, have the U.S. Military? During the last 2 years, have than ? During the last 2 years, have the Federal Government? During the last 2 years, have	mpany? rol over your corporation? you served on active duty in you worked in a state other you worked as a civilian for you worked for a college,		es (e) es (e) es (e) es (e) es (e) es (e)	No No No No	

Sample PUA Portal Eligibility Page

- 3 Enter your **Social Security Number** and re-enter it again to confirm.
- 4 In the Eligibility Questions section, indicate *Yes* or *No* for each question. Responses to many questions will cause additional required questions to display.

Note: Each state may have different required eligibility questions to answer.

5 Click **Next** to continue to the Registration form. Your eligibility to file will be confirmed with a checkmark in the green Eligibility circle of the wizard progress bar at the top of the page (see figure below).



tton when you are	wing login informat finished. ser Name and Password. W				
	Unemployment Insu	rance Claim Filin	g Process		
El	piblity Re	gistration	Work History		
	Certification	0 60	mplete O		
Indicates required fields		For help clic	k the information icon nex	t to each section.	
	ingly urge you NDT to share you		rmation down and keep it in a sa soord with anyone for any reason		
*User Name:	GSITWLDT	Enter U must in Allowal	Primary Location	on Information	
* Password:		Strong	*Country:	United States	•
Enter Password (8 - 18 ch must include at least one one lowercase letter, one special character. Allowab	uppercase letter, number and one		* Please enter your zip code:	Demographic Info	ormation
= @ \$ % ^ .(*_+).			E-mail Address		
* Confirm Password:				Date of Birth:	12/11/1976 III (MM/DD/YYYY)
Security Question:	What is your mother's	maiden name	*Primary E-mail: Id		You indicated your date of birth as December 11, 1976. 43
*Security Question		0	*Confirm Primary	10 miles	••• Female O Male O I do not wish to answer.
Response:	Special characters are n	ot allowed.	E-mail Address:	Have you registered with	Not Applicable
			Sector of the Contribution	the Selective Service?	[Selective Services web site]

PUA Portal Registration Form and Wizard Progress Bar

- 6 In the Login Information section, enter a **User Name**, **Password**, **Security Question** and **Response** for your account, following the requirements in blue text on the page.
- 7 In the Primary Location Information section, confirm your **Country** of residence and enter your **Zip Code**.
- 8 In the E-mail Address section, enter and confirm your Primary E-mail address. You can create an e-mail account with a common carrier if you don't already have one by clicking the <u>Create E-mail Account</u> link.
- 9 In the Demographic Information section, enter your **Date of Birth** and indicate your **Gender**.
 - a. If *Male*, indicate your **Selective Service** registration status.
- **10** Click **Next** to continue (see figure below).



First Name:	Rober	rta			
Middle Initial: Last Name:	Flynr	Residential Ad	4978 Ridger Apt #, Lot #, 34685 Palm Harbo Florida United State	Mailing Addree This is where you receiv Use residential add Address has been star * Address Line 1: Address Line 2:	e your mail. Irress 4978 RIDGEMOOR BLVD 4978 R.Lot #, Building #, Suite #
				*Zip Code: *City: *State: *Country:	34685 Palm Harbor Florida United States << Back Next >>

PUA Portal Registration Form – Name and Address Entry

- 11 In the Name section, enter your First Name and Last Name (and Middle Initial, if desired).
 - a. If you have worked under a different name than what has been entered, click the <u>click here</u> link and enter it.
- 12 Click Next to continue.
- **13** In the Residential Address section, enter the street address where you live.
- 14 In the Mailing Address section, either click the **Use residential address** checkbox if the same, or if different, enter the address where you receive your mail.
- **15** Click **Next** to continue (see figure below).

		Preferred Not	ification Me	thod
Primary Phone: Primary Phone Type: Alternate Phone:	340 - 996 - Cell/Mobile Phone	Please select a meth prefer to receive you		Internal Message with Email Notification 💌
Alternate Phone Type:	None Selected	Citizenshin		
Fax:		Citizenship		
		Disability		-
				and a second
		treatment. Information regarding	O Ves, I have a	vide disability information will not subject you to any ad will be kept confidential as provided by law and will be u Ssability I wigh to disclose. wave a disability, to answer.

PUA Portal Registration Form – Continued



- **16** In the Phone Numbers section, enter your **Primary Phone** number and **Type**. Alternate and Fax numbers are optional.
- 17 Click **Next** to continue.
- **18** In the Preferred Notification Method section, select **a method in which you prefer to receive your notifications**. An option that includes *Email* will always ensure you get them even if not logged in to the system.
- **19** Click **Next** to continue.
- 20 In the Citizenship section, select your **Citizenship** status.
 - a. If *Permanent Resident* or *Alien/Refugee Lawfully Authorized to Work in U.S.*, supply the **Selected Document Type**.
- 21 In the Disability section, specify if **you wish to disclose a disability**. Please read the blue text onscreen for how this information can be used. If *Yes*, additional required questions about receiving Social Security will need to be answered.
- 22 Click **Next** to continue (see figure below).

Your Highest Education Level Achieved:		
Associate's Degree	Frankson and Information	
If you have a High School Diploma or High School Equivalency Diploma, please select the appropriate of High School Diploma or High School Equivalenc Diploma.	Current Employment Status: Not Working	
	Employment - Status	
	"If offered a job, are you able and available to accept	it? • Ves O No
<< Back	* Are you self-employed, or the owner, or operator of business or farm?	a Ves No
S Dack	"Type: Independent Contractor	•
	* Are you in an elected, appointed or in a major policy making position?	y O Yes No

PUA Portal Registration Form – Continued

- 23 In the Education Information section, select Your Highest Education Level Achieved.
- 24 Click **Next** to continue.
- 25 In the Employment Information section, select your Current Employment Status.
- 26 Click Next to continue.
- 27 In the Employment-Status section, specify If offered a job, are you able and available to accept it?
 - a. If No, you must Indicate the reason(s) you could not accept work right now.
- 28 Specify if you are self-employed, or the owner, or operator of a business or farm.
 - a. If Yes, select your self-employment **Type** from the drop-down list that displays.
- **29** Specify if **you are in an elected, appointed or in a major policy making position**.



30 Click Next to continue (see figure below).

Major Disaster Information			
* Are you unemployed as a direct result of a pandemic or major disaster?	Yes O No		
"In what state were you affected?	Pennsylvania	•	
*What was the major disaster?	COVID-19	•	
Self Certification			
* Are you self employed, business owner, work with a religious entity, or a gig worker whose employment was affected by the COVID-19 virus?	ed 🖲 Yes 🔿 No	after a public	
Does your business have a name?	O Ves No	You temporarily closed your www.rcss due to COVID You permanently closed your business due to COVID	
		You are currently working reduced hours due to COV You are currently working reduced hours due to CO	
"What was your net earnings for the 1st quarter of 2019?	\$12,000.00	Vou have a reduction in gig work due to COVID-19. Uber Lyft. Musicians. Instatcart, freelancer.	
' What was your net earnings for the 2nd quarter of 2019?	\$12,000.00	You were unable to start working as a self-employe COVID-19.	
* What was your net earnings for the 3rd quarter of 2019?	\$12,000.00	 You worked for a church or non profit who is closer You become the breadwinner or major support for the head of the household has died as a direct resu 	a household because
"What was your net earnings for the 4th quarter of 2019?	\$12,000.00	Vou were to start working but was unable to due to business caused by COVID-19.	o the closure of the
"Were you working full time or part-time?	O Part-time		
* How did the COVID-19 pandemic cause you unemployment or partial unemployment? Select one that best fits.	IT	Vour employer reduced your hours due to COVID-1 A reason not listed above. "What is the date that you last performed	19. 03/17/2020 (mm/dd/yyyy) III Ioday
O You have been diagnosed with COVID-19.		work?	
A member of your household has been diagnose you are providing care.	ed with COVID-19 and	"Did your employer offer you the ability to telework?	Ves No
A family member has been diagnosed with COVI guarantined due to a doctor or public official's o		What date do you expect to return to work or start your self-employment?	07/01/2020 (mm/dd/yyyy) 📧 Joday
 You stopped working after a lack of childcare du school. 	e to the closing of a		
O You stop working because you are unable to rea	ch your place of work	Acknowledgement	-
Nic official's required quarantine		*I acknowledge that I understand that making the certification is under penalty of perjury and intentional misrepresentation in self-certifying that I may fall in one or more of these categories is fraud?	 Ves, i understand
		<< Back	Next >>

PUA Portal Registration Form – Major Disaster Questions

- **31** In the Major Disaster Information section, select *Yes* for **Are you unemployed as a direct result of a pandemic or major disaster**?
- 32 Select In what state were you affected. Your state may be listed at the top.
- 33 Choose COVID-19 for What was the major disaster?
 - The page now redisplays to show the Self Certification and Acknowledgement sections. The Self Certification questions are dynamic, and based on your responses, new required fields will appear.
- **34** Read each Self Certification question carefully and answer to the best of your ability.
- 35 Indicate that Yes, I understand and acknowledge your certification statements.
- **36** Click **Next** to continue.
- 37 In the Ethnic Origin section, specify if You are of Hispanic or Latino heritage and indicate your Race by checking all that apply.
- **38** Click **Next** to continue (see figure below).



What type of benefit payment would you like to receive?) Direct Deposit) Debit Card
And A Print Direct Deposit Information	
f you are determined financially eligible, you white envelope, so please watch the mail clo	receive a debit card. The card will be mailed in a plain
outing number. If you skip the application r	you can apply now. You will need your bank account and out later change your mind, you can apply anytime by ment Assistance Portal and following the Direct Deposit UC
	takes time for direct deposit to begin. In the meantime, our debit card. Retain your debit card in a secure location Payment Information
ayment Deductions	*What type of benefit payment would Direct Deposit you like to receive? Debit Card
Do you want Federal Tax withheld? (If yes, it would be 10.00 % of the week! benefit amount):) Yes No Reuting Transit Number:
	Confirm Routing Transit Number: Bank Name:
	*Account Type: Checking *
	*Account Number:
	*Confirm Account Number:

PUA Portal Registration Form – Payment Information Page

- **39** In the Payment Information section, indicate **What type of benefit payment would you like to receive**?
 - a. If *Direct Deposit*, supply your banking information in the fields that display (see figure above).
 - *Note:* If you do sign up for direct deposit, benefits may still be paid to you through a debit card, until the setup of direct deposit begins.
- **40** In the Payment Deductions section, specify if **you want Federal Tax withheld** at 10% of the weekly benefit amount.
- 41 Click **Next** to continue (see figure below).



Notification about Providing Proof of Earnings and Work History

L To proceed with your Pandemic Unemployment Assistance claim, you must provide proof of your earnings and 18 months of previous employment history. This allows the system to determine if you qualify for other programs. Please note that you have not completed the filing of your claim until you have completed these steps.

42 Click **Next** to continue (see figure below).



ur eligibility may be set at the minimum v ge, you should upload any remaining doo	veekly rate of \$195. cuments from your mentation to suppo	arterly wages you entered. If you cannot supply proof 00. Although you are limited to 5 documents on this dashboard after the claim is complete. From your rt your PUA eligibility such as doctor's note for
Document 1:	Choose File	No file chosen
Select type		,
1099		
N2 2019 Tax Returns including Schedule C Check Stubs Other	Choose File	No file chosen
Select type 🔻	Choose File	No file chosen
Document 4:		
select type 👻	Choose File	No file chosen
Document 5:		
Select type 🔹	Choose File	No file chosen

PUA Portal Work History Form – Proof of Earnings Upload Page

- **43** If you can prove your earnings with uploaded documents, such as 1099, W2, or check stubs, select the type of earnings document you will upload and then click the **Choose File** button. You can upload up to five documents to cover the 18-month period. If you have no documents to upload, click **Next**, and confirm to skip this page.
- 44 Click **Next** to continue (see figure below).

		Job Title (Occupation)	Start / End Dates	UI Claim	Actio
		No Employment Histo	pry		
dditional En	nnlovmo	nt History			
	npioyine				
Are there any other would like to add?	employment	history items that you	Yes 🔿 No		
		e, self-employed,			

PUA Portal Work History Form – Employment History Page

- **45** If you don't already have at least 18 months' of work history as part of uploading documents, in the Additional Employment History section, click *Yes* to add additional employment history items.
- **46** Click **Next** to continue (see figure below).



Employer Search	
To help expedite your employment history process, we n	eed to find the employer you were employed by in our system
Enter the employer name and click the Search button be	low.
If the employer you are entering is not located in	click here.
* Employer Name, FEIN or State Tax ID:	
Search	Cancel

PUA Portal Work History Form – Employer Search

47 If your most recent employer is located in the state in which you are filing this claim, begin typing their **Name, FEIN or State Tax ID** in the search box. The system will display matching employers that you can click on to select.

OR...

If your most recent employer does *not* appear in the list or is *not* located in the state in which you are filing this claim, click the <u>click here</u> link to enter their information manually. A detailed Employer Information form displays (see figure below).

Employer				
Employer Name:	Pita Garden			
Address:	735 Copeland St			
Address 2:				
Zip Code:	15232			
City:	Pittsburgh			
State / Province:	Pennsylvania	•	Job Title	
Country:	United States			
Phone Number:	214 - 786 -	9078 Ext:	Please enter a job title below for this employment history. As title, you may see a list of common job titles similar to what yo see your job title in the list, select it.	
Linked Tax Account:	PITA GARDEN 735 COPELAND ST PITTSBURGH, PA 15 Charge	232	*Job title: Trainer	
Did you earn at lea employer?	st \$3,366 from this	• Yes () No	Please select the occupation that best matches your job title. from the Suggested Occupations drop-down list, which is pop title above, or you can search for an occupation using the sea	ulated based on the jo
'Is this your last em	ployer?	O Yes No	Suggested occupation(s):	
Is this employer co agency?	nsidered a temporary	O Yes No	Training and Development Specialists	
Enter the EMPLOYE name) as shown on If Maritime, enter t	a moundance	Pita Garden	[Search for an occupation] Occupation Training and Development Specialists title:	
	THE TESSEE MAINE.		title:	

PUA Portal Work History Form – Employer and Job Title Sections

48 In the Employer and Job Title sections, complete all required fields to the best of your ability.



Type of employment:	Regular	•	
Full or part-time:	Full Time 🔹	vioritary nours	
Number of hours a week you normally work? (excluding	Whole Hours: 40	of work. * Reason for Separation:	Disaster / Pandemic Lack of work
overtime):	Partial Hours:	Last day worked:	03/13/2020 (MM/DD/YYYY) Joday
Gross Salary:	\$ 13.50		You indicated the date as March 13, 2020
Salary is based upon:	Hour 👻	Duration of Job:	2 Year(s) 1 Month(s) 29 Day(s)
Salary is commission-based:	O Yes No	" Does the employer intend t weeks? If unknown select No	
Date you began work:	01/16/2018 IN (MM) You indicated the date of	Was this employment with a	a public or private O Yes No (e.g. teacher, athletic r with a governmental
Currently Employed:		support staff, or crossing ge college or university? (If you	
Are you currently employed with this employer?	O Yes ● No	driver for a transportation of directly for a school, answe	
Gross earnings this week:	\$ 0.00	¹ Did you own stock and serv company where you were la	
Number of hours worked this	0	"Was your job eliminated be transferred out of the count	
week: Employer's Reason for Separation:	Not Yet Submitted	* Are you a spouse or child of	this employer? O Yes No
Partial Employment is defined as		Benefit Payment II	nformation

PUA Portal Work History Form – Position Section

49 In the Position section, complete all required fields to the best of your ability (see figure above). Many of the questions are dynamic, and depending on how you answer them, additional fields will be required to be completed.

Please indicate if you will receive benefit p	ayments from any of the following categories from this employer.
* Did you or will you receive any C Severance Pay?) Yes 💿 No
Pension / Retirement Info	ormation
Please indicate if you have received, or wi this employer.	Il receive within the next 52 weeks, payment for any of the following fro
* Pension / retirement benefits:	O Yes 🖲 No
* Pension / retirement benefits: * 401K / 403B / Personal IRA / KEOGH:	
	O Yes No

PUA Portal Work History Form – Benefit, Pension/Retirement Sections

50 In the Benefit Payment Information section (see figure above), specify if you received, or will receive, any benefit payment categories. For *Yes* responses, you'll need to supply additional information.



- 51 In the Pension / Retirement Information section, specify if you received, or will receive in the next 52 weeks, any pension/retirement payment categories. Yes responses will require additional required fields to be completed.
- **52** When you have completed all required fields on this form to the best of your ability, click the **Save** button. The Employment History page redisplays with a summary of the job you just entered (see figure below).

Company Name	Location	Job Title (Occupation)	Start / End Dates	Duration of Job	Gross Salary	Leave Reason	Last Employer	Action
ancho Alegre Iexican Restaurant IC	4715 N Front St Philadelphia, PA	delivery driver (Light Truck or Delivery Services Drivers)	01/08/2018 - 04/10/2020	2 years, 3 months	\$18.00 per Hour	Disaster / Pandemic Lack of work	۲	Edit Delete
			Total	2 years, 3 months				
		14 A P	age 1 🕶 of 1	Þ M			Rows:	10 🔻
Are there any other would like to add? This includes if you a	employment hi	story items that you 🔿 Y	es 🖲 No					

PUA Portal Work History Form – Employment History Page with Employment Listed

- 53 Indicate if this is your Last Employer by clicking the radio button.
- 54 If your recorded employment history does *not* cover the last 18 months, click *Yes* to add additional employment history and repeat the procedure to add the next previous job.

OR...

If it *does* cover 18 months, click *No*, then click **Next** to continue. A confirmation message appears with a link to review what you submitted (see figure below).

Pandemic Unemployment Assistance Confirmation
If you would like to review what the system has on file for your Pandemic Unemployment Assistance claim up to this point, click the <i>Review My Claim</i> link below. Otherwise click the <i>Next</i> button to continue.
[<u>Review My Claim</u>]
Next >>

PUA Confirmation Message

55 Click **Next** to continue. A Certification page displays (see figure below).



		Unemployment Insuran	ce Claim Filing Process	
	Eligibility	Registration	Work History	Certification
_	<u> </u>	0		0
		Com	plete	
		(
nporta	nt Agreemen	t		
ertification	acknowledgement: E	y submitting this applicatio	n I certify that	
		,,		
1. All info	rmation submitted is	true and complete		
			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
				and the second s
		UC Handbook and any othe	r official written material p	provided to me regarding any
	sponsible to read the program; and	UC Handbook and any othe	r official written material p	provided to me regarding any
benefit	program; and	UC Handbook and any othe statements in this documer		
benefit 3. l ackno	program; and wledge that any false	statements in this documer	It are punishable pursuant	to , and
benefit 3. I ackno CFR 62	program; and wledge that any false 5.14 referenced in Sec	statements in this documer ction 2102 of CARES Act of 2	, at are punishable pursuant 020, relating to sworn fals	to, and, and that
benefit 3. l ackno CFR 62 a perso	program; and wledge that any false 5.14 referenced in Se n who knowingly ma	statements in this documer ction 2102 of CARES Act of 2 kes a false statement or kno	nt are punishable pursuant 020, relating to sworn fals wingly withholds informat	to , and ification to authorities, and that ion to obtain UC or other
benefit 3. l ackno CFR 62 a perso	program; and wledge that any false 5.14 referenced in Se n who knowingly ma	statements in this documer ction 2102 of CARES Act of 2	nt are punishable pursuant 020, relating to sworn fals wingly withholds informat	to , and ification to authorities, and that ion to obtain UC or other
benefit 3. l ackno CFR 62 a perso benefit	program; and wledge that any false 5.14 referenced in Se n who knowingly ma s commits a criminal	statements in this documer ction 2102 of CARES Act of 2 kes a false statement or kno	nt are punishable pursuant 020, relating to sworn fals wingly withholds informat	to , and ification to authorities, and that ion to obtain UC or other
benefit 3. I ackno CFR 62 a perso benefit	program; and wledge that any false 5.14 referenced in Se n who knowingly ma s commits a criminal	statements in this documents and the statement of 2 the statement or kno offense under Section 801 o	nt are punishable pursuant 020, relating to sworn fals wingly withholds informat	to , and ification to authorities, and that ion to obtain UC or other
benefit 3. l ackno CFR 62 a perso benefit	program; and wledge that any false 5.14 referenced in Se n who knowingly ma s commits a criminal onment, restitution, a	statements in this document tion 2102 of CARES Act of 2 kes a false statement or kno offense under Section 801 o nd loss of future benefits.	t are punishable pursuant 020, relating to sworn fals wingly withholds informat f US Law 43 P.S. 871, and n	to , and ification to authorities, and that ion to obtain UC or other nay be subject to a fine,
benefit 3. l ackno CFR 62 a perso benefit	program; and wledge that any false 5.14 referenced in Se n who knowingly ma s commits a criminal onment, restitution, a	statements in this documents and the statement of 2 the statement or kno offense under Section 801 o	t are punishable pursuant 020, relating to sworn fals wingly withholds informat f US Law 43 P.S. 871, and n	to , and ification to authorities, and that ion to obtain UC or other nay be subject to a fine,
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Sample PUA Claim Certification Statement

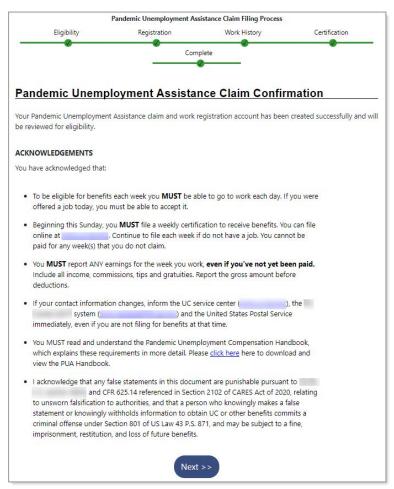
56 Click *Yes, I want to file this claim* and then click **Next** to file the claim. A page displays listing your responsibilities (see figure below).

Please contin	check each box below to indicate that you have read and understand the following requirements before you ue.
•	To be eligible for benefits each week you MUST be able to go to work each day. If you were offered a job today, you must be able to accept it.
•	Beginning this Sunday, you MUST file a weekly certification to receive benefits. You can file online at Continue to file each week if do not have a job. You cannot be paid for any week(s) that you do not claim.
•	You MUST report ANY earnings for the week you work, even if you've not yet been paid. Include all income, commissions, tips and gratuities. Report the gross amount before deductions.
•	If your contact information changes, inform the UC service center (), the, system () and the United States Postal Service immediately, even if you are not filing for benefits at that time.
•	You MUST read and understand the Pandemic Unemployment Compensation Handbook, which explains these requirements in more detail. Please <u>click here</u> here to download and view the PUA Handbook.
• 🔽	I acknowledge that any false statements in this document are punishable pursuant to , and CFR 625.14 referenced in Section 2102 of CARES Act of 2020, relating to unsworn falsification to authorities, and that a person who knowingly makes a false statement or knowingly withholds information to obtain UC or other benefits commits a criminal offense under Section 801 of US Law 43 P.S. 871, and may be subject to a fine, imprisonment, restitution, and loss of future benefits.

Sample What You Must Do Page

- 57 Read each statement and check each box to confirm your understanding and agreement.
- 58 Click Next to continue. The system begins processing your claim. A Pandemic Unemployment Assistance Claim Confirmation page displays (see figure below), stating that your Pandemic Unemployment Assistance claim and work registration account has been created successfully and will be reviewed for eligibility.





Sample PUA Claim Confirmation Page

59 Click Next to continue. Your PUA Portal dashboard displays.

This completes your registration and initial PUA claim filing. Your claim will be reviewed for eligibility, and you will receive written notice in the mail with important information about your claim status.

Next Step: As early as the coming Sunday, you must file weekly certifications to continue receiving benefits. See the topic "Filing Your PUA Weekly Certification" below for details. Some states may require bi-weekly claim certification.

To check your claim and payment status, see the topic "Checking Your Claim Status and Payment Details" later in this guide. To check for notification messages and reply to them, see the topic "Checking Your Message Center for Claim Notifications" at the end of this guide.



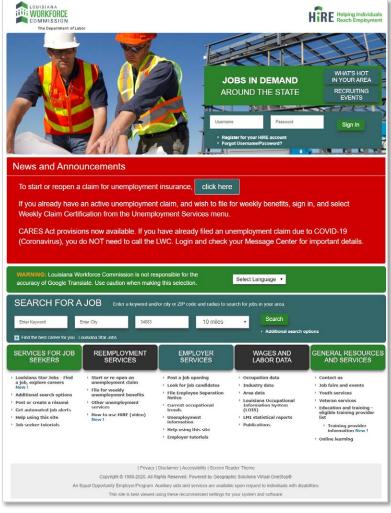
Filing Your PUA Weekly Certification

You must file a weekly claim for any week that you want payment, even if your eligibility is being determined or you have an appeal pending. Answer all required questions on the weekly certification form.

Note: Some states may require bi-weekly claim certification. The questions and screens that appear during weekly certification filing may differ from state to state; your procedures may vary somewhat from what is presented here.

To file a weekly PUA certification:

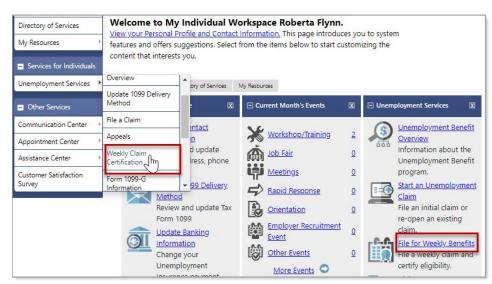
1 Access your state's UI home page as directed by your local unemployment agency. A splash page will display.



Splash Page

2 Log in to your account. Your Individual Workspace dashboard will display, looking similar to the sample one below.





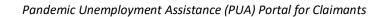
Sample Individual Workspace Dashboard with Weekly Claim Options

3 From either the Services for Individuals menu group in the left navigation pane or the Unemployment Services widget on the dashboard, click the option to file a Weekly Claim (see figure above). Your Weekly Certifications Review page displays (see figure below).

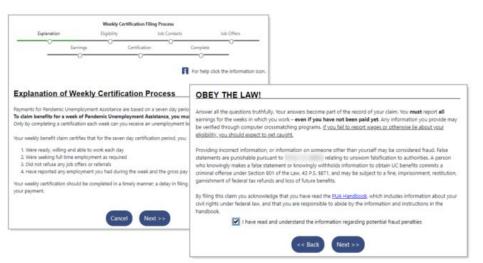
elow is a list of your weekly certifications claim a new week, click the button below.	5.
	For help click the information icon
File Your Weekly Certifi	cation to Continue Your Claim
Weekly Certifications Review	
Weekly Certifications Review Below are the weeks for which you have completed of	ertifications to continue your unemployment benefits.

Weekly Certifications Review Page

4 Click the **File Your Weekly Certification to Continue Your Claim** button. The Weekly Certification Filing Process wizard begins on an Explanation page (see figure below).







Weekly Certification Filing Process - Sample Explanation Pages

- **5** Read the text and click **Next** to continue. A Fraud explanation page displays (see figure above).
- 6 Read the text and click the checkbox to signify your understanding and agreement of the terms.
- 7 Click **Next** to continue. A Contact Information page displays.
- 8 Confirm your information and click **Next** to continue.
 - a. If you need to make changes, click the <u>Update Contact Information</u> link and make your changes.
- 9 The Eligibility Review Questions begin to display, one question per page (see figure below).
 - **Note:** The number and types of questions may differ by state and based on your responses on previous pages.



		Weekly C	ertification Filing P	rocesa								
Expl	lanation	Eligibility	Jo	b Contacts		Job Offers						
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				п	For help clic	ik the information icon.						
					22							
Your Elic	ibility - Ava	lability										
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	es that you must he				d a job vou	u must have been						
available to												
	Your Eligit	oility - W	orkers' Co	ompens	ation							
Please note	Gusclaimant, d	id you receive	e or apply for w	orkers' comp	ensation	during the O Ve	s 🖲 No					
			ril 12, 2020 and									
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		rour Elig	Jibility - Pi	rivate in	come	Protection			-			
		Gusclaimant	t, did you receiv	e or apply fo	r private	income protection fo	or loss of O	es 🖲 No				
						eek beginning Sunda	y, April					
		12, 2020 and	d ending Saturd	ay, April 18,	2020?							
			Your Elig	ibility -	Suppl	emental Une	mployme	nt Bene	fit			
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			to a collectiv 12, 2020 and			ent during the week ril 18, 2020?	seginning Sund	lay, April				
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				Your El	gibilit	y - Pension an	d Allowan	ce			_	
				* Gusclaima	nt. did vos	u begin receiving a vet	eran's administra	ation allowar	nce an O	Ves No		
				employer	pension or	r any other pension (ex	cluding Social S	ecurity bene	fits)			
				during the 18, 2020?	week beg	inning Sunday, April 1	2, 2020 and end	ing Saturday	, April			
				Make sure yo	u answer ti	his question accurately. I	Ve may contact y	our previous e	mployer to cor	ofirm this infor	mation.	
					Your F	ligibility - Trai	ning					
					Tour	ingibility - Iru	mig				1	
						sant, were you attendir ginning Sunday, April 1				O Yes	No	
						ginning Sunday, April Vo button ([*] you are parti						her work
					hours).	lo ballon il you ore punt	aparing only or or	une courses o	r e you ure oni	r taking causes	Les signe bet	
						Your Eligib	ility - Still	Unemp	oloyed			
						12 22				3.549		
				L.,		Gusclaimant, we disaster/pander ending Saturday	nic, during the	week begin			20 and	Yes O No
						and a grant and a						
								-	Back	Next >>		

Sample Eligibility Review Questions

- **10** Answer all questions as they pertain to the week period stated in the question.
 - **Note:** Many Yes responses will require additional required fields to be completed and certain responses will cause additional information-gathering pages to display when you click Next to continue.

The next group of questions pertains to Job Offers and Earnings. Again, answer all questions as they pertain to the week period stated in the question.



	Weekly Certific	cation Filing Process						
Explanation	Eligibility	Job Conta	cts Je	ob Offers				
Earn	ings Ce	rtification	Complete	0				
)	0	0					
			For help click t		Week	dy Certification Filing	Process	
				Explanation	Elgibi	Ry I	lob Contacts	Job Offers
our Job Offers -	Refused			Ear	mings	Certification	Com	olete
Gusclaimant, did you refus April 12, 2020 and ending S			Sunday, 🔿 Yes 🖲		0	-0	For	help click the information io
his includes any part-time or f	ull time job offer even if y	ou feel this was not a	suitable position for y					
PORTANT: The law says you y back any benefits you have ten offered. You will not have	received if you do not h	ave a good reason wit	hy you did not accept	Your Earnings - V			using the used	O Yes No
ease note that an employer n			and the second second	beginning Sunday, April 1				
	<< Back	Next >>		This includes all wages such a other payment based on your		missions and tips, vac	cation or holiday pay	, potential earnings, or any
				IMPORTANT: If you worked at you must report ANY earning				
				Please note that Pennsylvania answers you provide against the week beginning Sunday, J receiving unemployment be	several State and April 12, 2020 and	Federal databases. If y ending Saturday, Ap	you do not tell us ab ril 18, 2020 you coul	out wages earned during Id be disqualified from
				the apportunity to modify yo	-	nally submitted.	>>	

Job Offers and Earnings Questions

11 Click Next to continue. A Summary of Eligibility Review Answers page displays (see figure below).

WARNING: FURNISHING FALSE INFORMATION OR WITH IN DISQUALIFICATION FROM RECEIVING UNEMPLOYME RESULT IN CRIMINAL PROSECUTION FOR FRAUD.	
Summary of Eligibility Review An	wers
During the week beginning Sunday, April 12, 2020 and	nding Seturday, April 18, 2020:
Other than for reasons that were the direct result of the disaster/pandemic, were you able and available to go to work during the week?	Yes TLANSY'S Eligibility Review Anneers 1
Did you receive workers' compensation?	No
Did you receive or apply for private income protection for loss of wages including illness or disability?	Summary of Job Offers Refused
Did you receive a supplemental unemployment benefit pursuant to a collective bargaining agreement?	No During the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020: Did you refuse any job offers? No
Did you begin receiving a veteran's administration allowance, an employer pension or any other pension (excluding Social Security benefits)?	[Chaoge Information on Job Offers Refused]
Were you attending school or a training program?	No Summary of Earned Money
Were you still unemployed as a direct result of this disaster/pandemic?	Listed below are the jobs that have earnings associated with them during the week beginning Sunday, Apr Yes 12, 2020 and ending Seturday, April 18, 2020.
	Did you work (full or part-time) or earn wages No during the week?
	I Change Information on Earned Money I
	I have read and understand the information regarding potential fraud penalties and acknowledge that the information on this page is true and accurate and wish to continue to the my weekly certification. (Linemployment Compensation Fraud Information)
	<< Back Next >>

Summary of Answers Provided Page

- 12 Review your responses and if you need to make any changes, click any of the <u>Change xxxx</u> links.
- **13** Read the fraud statement at the bottom of the page and check the box to signify your understanding.



14 Click **Next** to continue. The What to Expect Next page displays (see figure below) with your claim status overview. Depending on your specific circumstances, the messages on this page may vary.

	vveekiy	Certification Filing Process		
Explanation	Eligibility	/ Job Contac	tts	Job Offers
	Earnings	Certification	Complete	_
What to Expect	Next			
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Payment Week is:	your weekly certification	n. Based on our records, you	r expected paymen	t status for this
Your claim is still under needed.	review. You may be con	tacted by an agency repre	sentative if additio	onal information is
You can contact the claim	center at	if you have questions.		
f at this time you wish to fi	le vour next weekly certi	fication (week beginning Sur	nday. March 15, 202	20 and ending Saturday
f at this time you wish to fi March 21, 2020) click <i>Yes</i> . C		fication (week beginning Sur	nday, March 15, 202	20 and ending Saturday
		fication (week beginning Sur	nday, March 15, 202	20 and ending Saturday
March 21, 2020) click Yes. 0			nday, March 15, 202 Id like to stop	20 and ending Saturday

What to Expect Next Page

15 To file another week's certification, click the **Yes, I would like to continue** button,

OR...

To complete your certification process, click the **No, I would like to stop** button.

A Claim Status page displays (see figure below). Depending on your specific circumstances, the messages on this page may vary.

Claim Status: Available Credits: Claim Benefit Balance: Claim Benefit Paid:	Regular Active \$7,605.00 \$7,605.00 \$0.00	Payment Type: Weekly Benefit Amount: Claim Under Review: Unresolved Issues:	Debit Card \$195.00 Yes Ves
Claim Deduction	S		
Federal Tax:	\$0.00	Child Support:	\$0.00

Claim Status Page

- **Note:** If you have an unresolved issue on your claim, you will see 'Yes' displayed in the Unresolved Issues field. This simply means that the amounts displayed for Available Credits, Claim Benefit Balance, and Claim Benefit Paid may not reflect all your certified weeks. Certified weeks can only be paid after all issues have been resolved by an Unemployment Claims staff member. You do not need to take any further action on this weekly certification unless contacted by an agency representative.
- 16 To complete your certification process and return to your dashboard click **Continue** or **Exit Weekly Certification**.



To check your claim and payment status, see the topic "Checking Your Claim Status and Payment Details" below. To check for notification messages and reply to them, see the topic "Checking Your Message Center for Claim Notifications" at the end of this guide.

Checking Your Claim Status and Payment Details

You can check the status of your claim, weekly certifications, payments, and many other details using the Claim Summary feature.

- **•** To check your claim status and payment details:
 - 1 Access your state's PUA Portal home page in your usual manner. A splash page similar to the one below will display.



Sample PUA Portal Home Page – Signing In

2 Enter your account Username and Password and click the **Sign In** button located in the upper right corner of the page. Your Individual Workspace dashboard will display, looking similar to the sample one below.

Services for Individuals	My Personal P	rofile 🔀	Unemployment Services	X
Unemployment Services	Claim Summary	d update name, address, phone	Provide Additional Documentation Upload documents that were requested during claim intake or fact finding.	
Other Services	Weekly Claim Certification	nking Information our Unemployment Insurance	Start an Unemployment Claim File an initial claim or re-open an existing	3
Communication Center	Federal Tax Deduction	nethod.	claim. File for Weekly Benefits	
Appointment Center	Direct Deposit of UC Benefits	nformation	File a weekly claim and certify eligibility.	
Assistance Center	Provide Additional		Claim Summary View a summary of your unemployment	1
Document Management	My Messages	ad Messages	benefits claim.	
View My Documents			and the second se	

Sample Individual Workspace Dashboard with Claim Summary Options

3 From either the Services for Individuals menu group in the left navigation pane or the Unemployment Services widget on the dashboard, click the Claim Summary option (see figure above). Your Unemployment Insurance Claim Information page displays (see figure below).

The sections to note on this page are:

- **Claim Details** shows an overview of what you need to know about your current claim status.
- **Outstanding Claim Issues** lists any actives issues on your claim, which could affect future benefits. As long as you remain unemployed, continue to file your weekly claim as instructed. You will be notified by mail when any decisions are made; these may take up to 21 days.
- Weekly Benefit Certifications lists the weeks for which you have completed certifications to continue your unemployment benefits. Click on a Payment Amount hyperlink to see the details of that payment, including any stimulus amount paid.



- Payment Summary lists the details on how each weekly payment was determined.
- **Overpayment Summary** provides a comprehensive view of any overpayments to your benefit claim. An overpayment results when more funds were dispersed than you were eligible for.



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	im Status:		ular Active				Payment 1		it Card		
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Sample Unemployment Insurance Claim Information Page



Checking Your Message Center for Claim Notifications

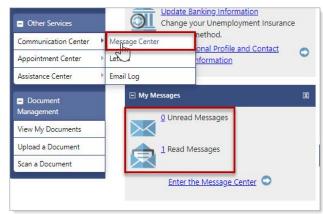
You can check your Message Center to view all claim notifications and correspondence sent to you regarding your claim determination.



1 From the Other Services menu group in the left navigation pane, click **Communication Center ▶ Message Center**.

OR...

From the My Messages widget on the dashboard, click any of the links to access your messages (see figure below).



Accessing Your Message Center from Your Dashboard

Your Message Center displays (see figure below).

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2 Click on the messages and other links to read, reply, move, or delete your messages.