

Louisiana
Workforce Commission
Department of Labor

Pandemic Unemployment Assistance (PUA) Portal for Claimants



The Department of Labor

Louisiana Workforce Commission Department of Labor

**1001 N. 23rd Street
Baton Rouge, LA 70802**

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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 bi-weekly 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:

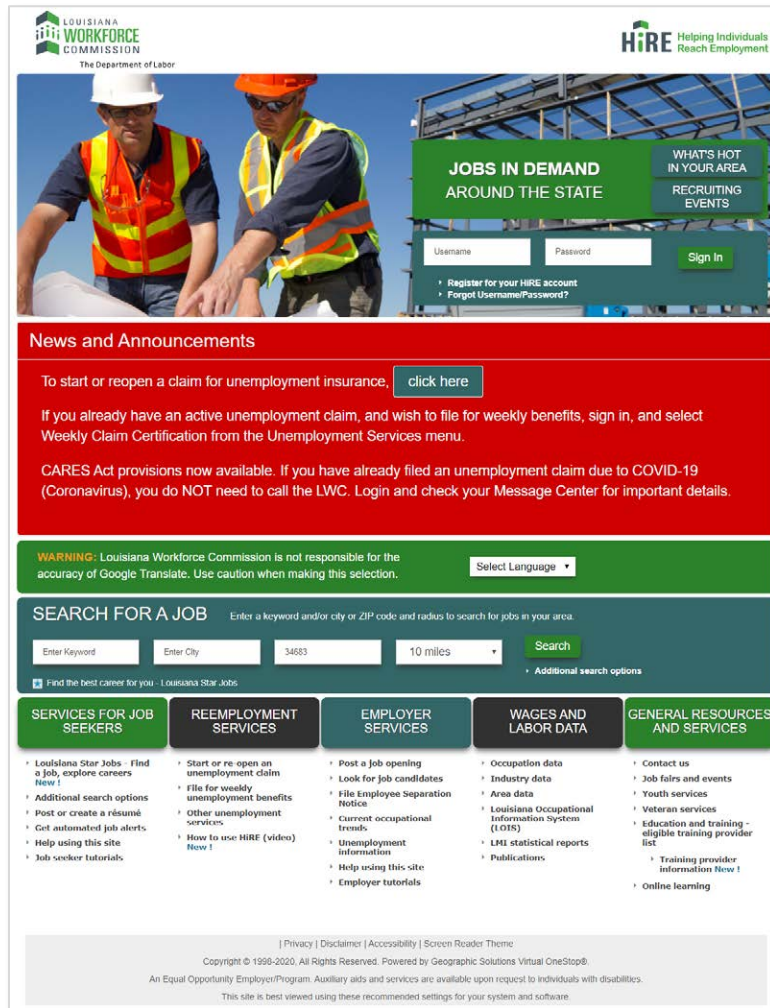
- 1 Enter your Social Security Number to determine your eligibility to file a PUA claim.
- 2 Complete a multi-page registration form to create your system account.
- 3 Enter your work history.
- 4 Receive certification confirmation.
- 5 Complete the claim filing process by acknowledging your rights and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

▶ **To register your account and file your initial PUA claim:**

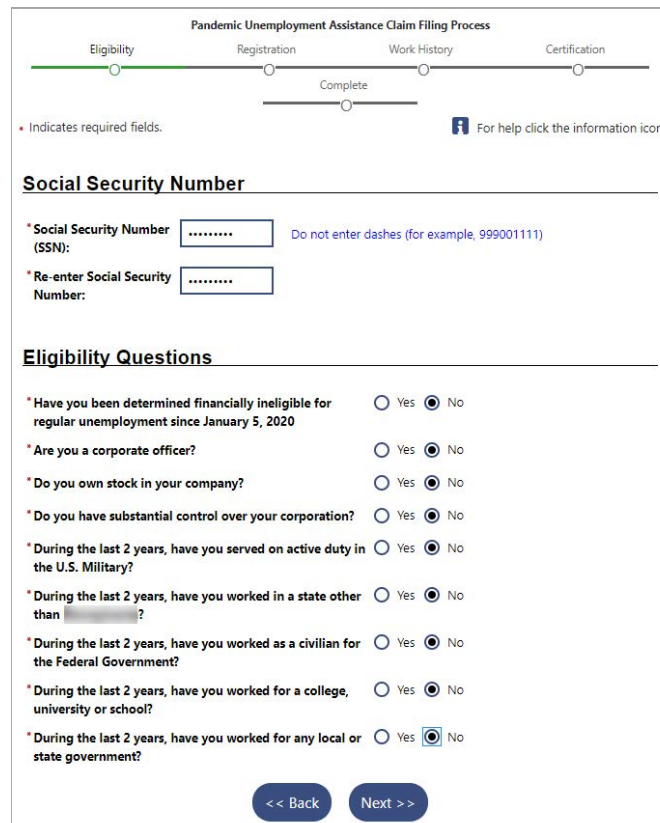
- 1 Access your state's UI home page as directed by your local unemployment agency. A splash page will display.



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 (*).



Pandemic Unemployment Assistance Claim Filing Process

Eligibility Registration Work History Certification
 Complete

* Indicates required fields. For help click the information icon.

Social Security Number

* Social Security Number (SSN): Do not enter dashes (for example, 999001111)

* Re-enter Social Security Number:

Eligibility Questions

* Have you been determined financially ineligible for regular unemployment since January 5, 2020 Yes No

* Are you a corporate officer? Yes No

* Do you own stock in your company? Yes No

* Do you have substantial control over your corporation? Yes No

* During the last 2 years, have you served on active duty in the U.S. Military? Yes No

* During the last 2 years, have you worked in a state other than ? Yes No

* During the last 2 years, have you worked as a civilian for the Federal Government? Yes No

* During the last 2 years, have you worked for a college, university or school? Yes No

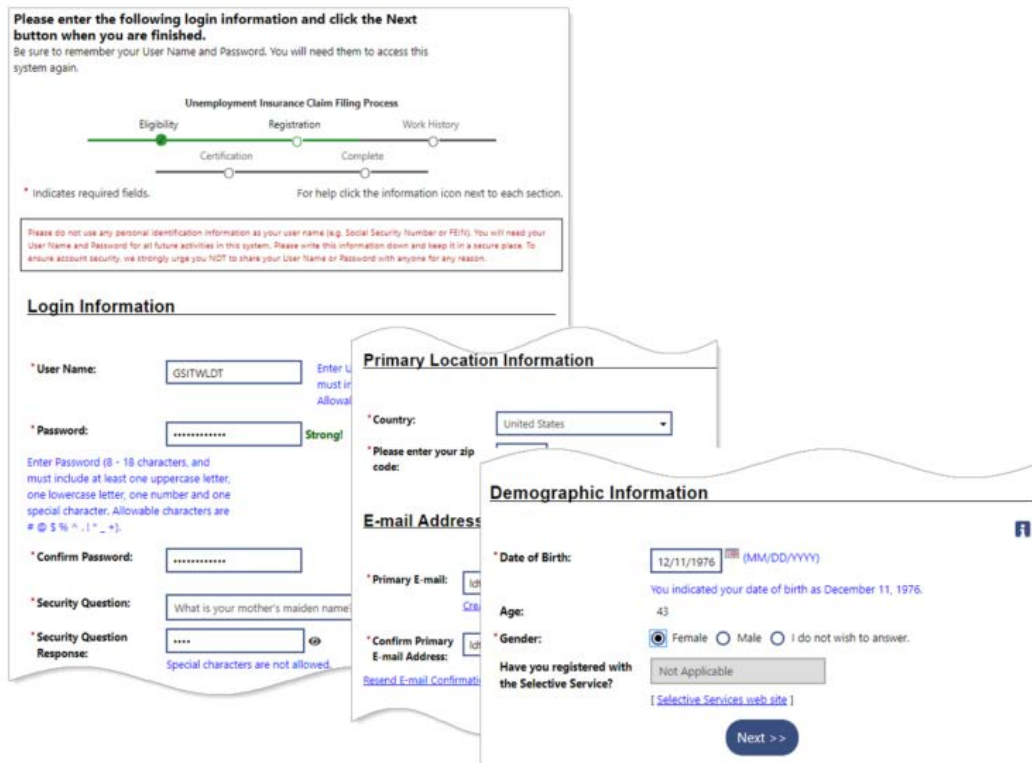
* During the last 2 years, have you worked for any local or state government? Yes No

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).



Please enter the following login information and click the Next button when you are finished.
 Be sure to remember your User Name and Password. You will need them to access this system again.

Unemployment Insurance Claim Filing Process
 Eligibility Registration Work History
 Certification Complete

* Indicates required fields. For help click the information icon next to each section.

Please do not use any personal identification information as your user name (e.g. Social Security Number or FEIN). You will need your User Name and Password for all future activities in this system. Please write this information down and keep it in a secure place. To ensure account security, we strongly urge you NOT to share your User Name or Password with anyone for any reason.

Login Information
 * User Name: Enter U must in Allowai
 * Password: Strong!
 Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ \$ % ^ . ! * _ +).
 * Confirm Password:
 * Security Question: What is your mother's maiden name?
 * Security Question Response: Special characters are not allowed.

Primary Location Information
 * Country:
 * Please enter your zip code:

E-mail Address
 * Primary E-mail:
 * Confirm Primary E-mail Address:
[Reset E-mail Confirmation](#)

Demographic Information
 * Date of Birth: (MM/DD/YYYY)
 You indicated your date of birth as December 11, 1976.
 Age: 43
 * Gender: Female Male I do not wish to answer.
 Have you registered with the Selective Service?
[\[Selective Services web site \]](#)
 Next >>

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 [Create E-mail Account](#) 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).

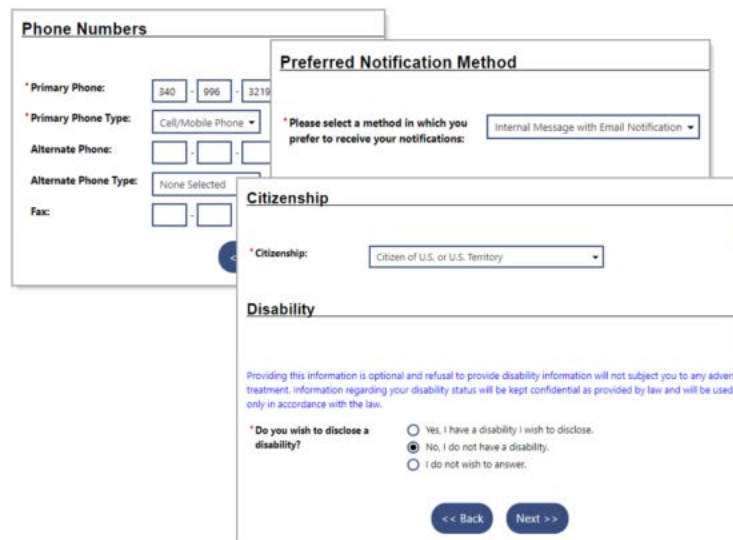


The screenshot shows three overlapping form sections:

- Name Section:** Fields for First Name (Roberta), Middle Initial, and Last Name (Flynn).
- Residential Address Section:** Fields for Address Line 1 (4978 Ridgemoor Blvd), Address Line 2, Zip Code (34685), City (Palm Harbor), State (Florida), and Country (United States).
- Mailing Address Section:** A checkbox for "Use residential address" is checked. Below it, the standardized address is shown: Address Line 1 (4978 RIDGEMOOR BLVD), Address Line 2, Zip Code (34685), City (Palm Harbor), State (Florida), and Country (United States). Navigation buttons for "<< Back" and "Next >>" are at the bottom.

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 [click here](#) 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).

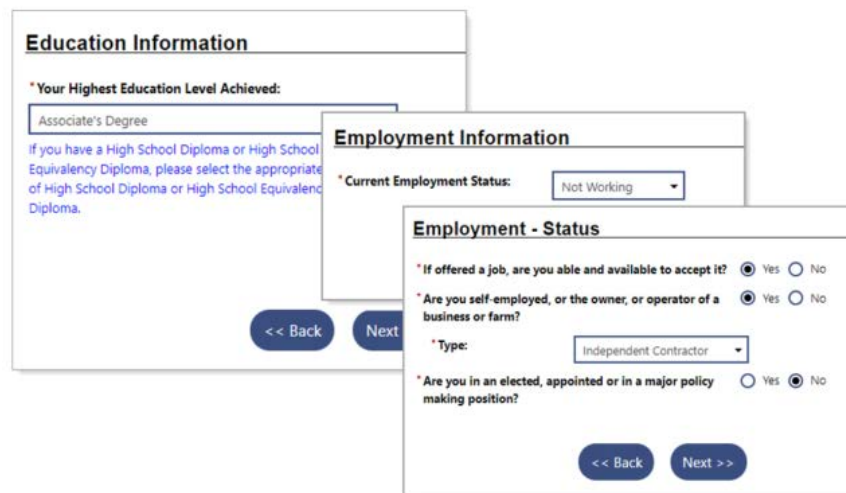


The screenshot shows four overlapping form sections:

- Phone Numbers Section:** Fields for Primary Phone (340-996-3219), Primary Phone Type (Cell/Mobile Phone), Alternate Phone, Alternate Phone Type (None Selected), and Fax.
- Preferred Notification Method Section:** A dropdown menu for "Please select a method in which you prefer to receive your notifications" with "Internal Message with Email Notification" selected.
- Citizenship Section:** A dropdown menu for "Citizenship" with "Citizen of U.S. or U.S. Territory" selected.
- Disability Section:** A question "Do you wish to disclose a disability?" with three radio button options: "Yes, I have a disability I wish to disclose.", "No, I do not have a disability." (selected), and "I do not wish to answer." Navigation buttons for "<< Back" and "Next >>" are at the bottom.

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 on-screen 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).



The screenshot shows three overlapping form sections from the PUA Portal Registration Form:

- Education Information:** Contains a field for "Your Highest Education Level Achieved" with "Associate's Degree" entered. Below it is a blue text instruction: "If you have a High School Diploma or High School Equivalency Diploma, please select the appropriate of High School Diploma or High School Equivalency Diploma." There are "<< Back" and "Next" buttons at the bottom.
- Employment Information:** Contains a field for "Current Employment Status" with "Not Working" selected in a dropdown menu. There are "<< Back" and "Next" buttons at the bottom.
- Employment - Status:** Contains three questions with radio button options:
 - "If offered a job, are you able and available to accept it?" with "Yes" selected.
 - "Are you self-employed, or the owner, or operator of a business or farm?" with "Yes" selected.
 - "Are you in an elected, appointed or in a major policy making position?" with "No" selected.
 Below these questions is a field for "Type" with "Independent Contractor" selected in a dropdown menu. There are "<< Back" and "Next >>" buttons at the bottom.

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).

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 redisplay 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).

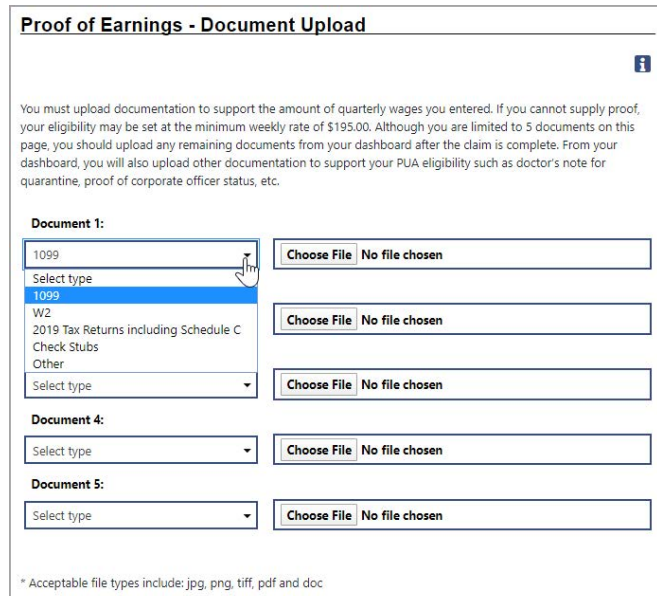
PUA Portal Registration Form – Payment Information Page

- 39** In the Payment Information section, indicate **What type of benefit payment would you like to receive?**
- 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

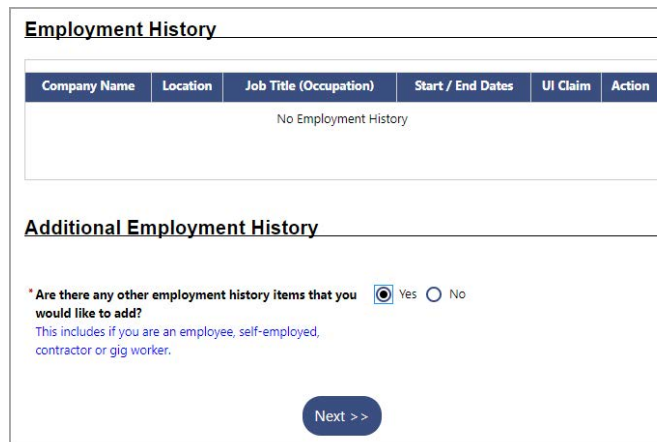
! *To proceed with your Pandemic Unemployment Assistance claim, you must provide proof of your earnings and 18 months of previous employment history. This allows the system to determine if you qualify for other programs. Please note that you have not completed the filing of your claim until you have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

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



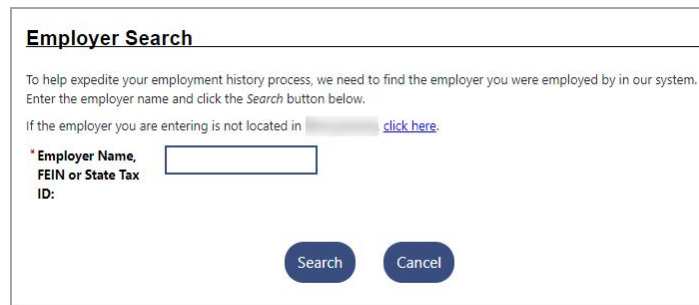
PUA Portal Work History Form – Proof of Earnings Upload Page

- 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).



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 need to find the employer you were employed by in our system. Enter the employer name and click the *Search* button below.

If the employer you are entering is not located in [click here](#).

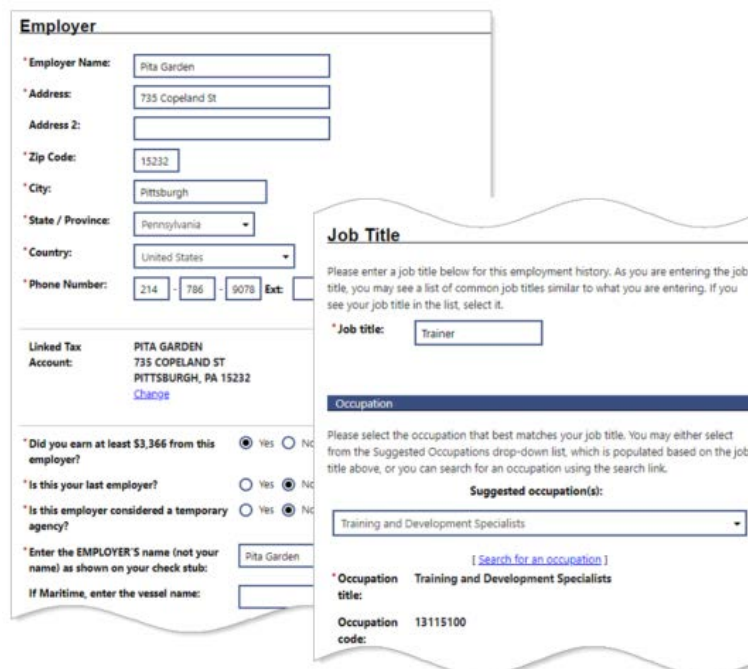
* Employer Name, FEIN or State Tax ID:

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 [click here](#) link to enter their information manually. A detailed Employer Information form displays (see figure below).



Employer

* Employer Name:

* Address:

Address 2:

* Zip Code:

* City:

* State / Province:

* Country:

* Phone Number: - - Ext:

Linked Tax Account: PITA GARDEN
735 COPELAND ST
PITTSBURGH, PA 15232
[Change](#)

* Did you earn at least \$3,366 from this employer? Yes No

* Is this your last employer? Yes No

* Is this employer considered a temporary agency? Yes No

* Enter the EMPLOYER'S name (not your name) as shown on your check stub:

If Maritime, enter the vessel name:

Job Title

Please enter a job title below for this employment history. As you are entering the job title, you may see a list of common job titles similar to what you are entering. If you see your job title in the list, select it.

* Job title:

Occupation

Please select the occupation that best matches your job title. You may either select from the Suggested Occupations drop-down list, which is populated based on the job title above, or you can search for an occupation using the search link.

Suggested occupation(s):

[[Search for an occupation](#)]

* Occupation title: Training and Development Specialists
Occupation code: 13115100

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.

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.

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 redisplay with a summary of the job you just entered (see figure below).

Employment History

Company Name	Location	Job Title (Occupation)	Start / End Dates	Duration of Job	Gross Salary	Leave Reason	Last Employer	Action
Rancho Alegre Mexican Restaurant Inc	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	<input checked="" type="radio"/>	Edit Delete
Total				2 years, 3 months				

Page 1 of 1 Rows: 10

Additional Employment History

* Are there any other employment history items that you would like to add? Yes No
This includes if you are an employee, self-employed, contractor or gig worker.

[Next >>](#)

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 [Review My Claim](#) link below. Otherwise click the [Next](#) button to continue.

[\[Review My Claim \]](#)

[Next >>](#)

PUA Confirmation Message

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

Unemployment Insurance Claim Filing Process

Eligibility Registration Work History Certification

Complete

Important Agreement

Certification acknowledgement: By submitting this application I certify that...

1. All information submitted is true and complete,
2. I am responsible to read the UC Handbook and any other official written material provided to me regarding any benefit program; and
3. I acknowledge that any false statements in this document are punishable pursuant to [redacted], and CFR 625.14 referenced in Section 2102 of CARES Act of 2020, relating to sworn 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.

Yes, I want to file this claim. No, I do not want to file this claim.

Next >>

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).

What You Must Do to Request Weekly Pandemic Unemployment Assistance Benefits

Please check each box below to indicate that you have read and understand the following requirements before you continue.

- 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 [redacted]. 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 ([redacted]), the [redacted] system ([redacted]) 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 [click here](#) here to download and view the PUA Handbook.
- I acknowledge that any false statements in this document are punishable pursuant to [redacted], 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.

Pandemic Unemployment Assistance Claim Confirmation

Your Pandemic Unemployment Assistance claim and work registration account has been created successfully and will be reviewed for eligibility.

ACKNOWLEDGEMENTS

You have acknowledged that:

- 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 [redacted]. 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 ([redacted]), the [redacted] system ([redacted]) 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 [click here](#) here to download and view the PUA Handbook.
- I acknowledge that any false statements in this document are punishable pursuant to [redacted] 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.

Next >>

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.

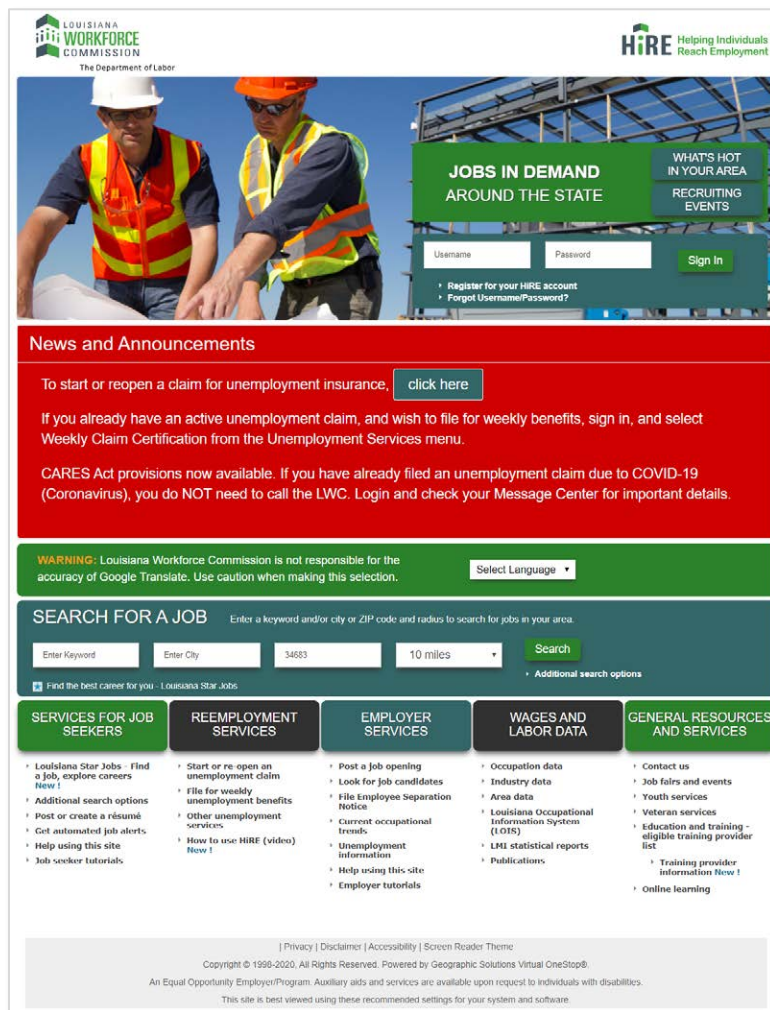
Filing Your PUA Weekly Certification

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.

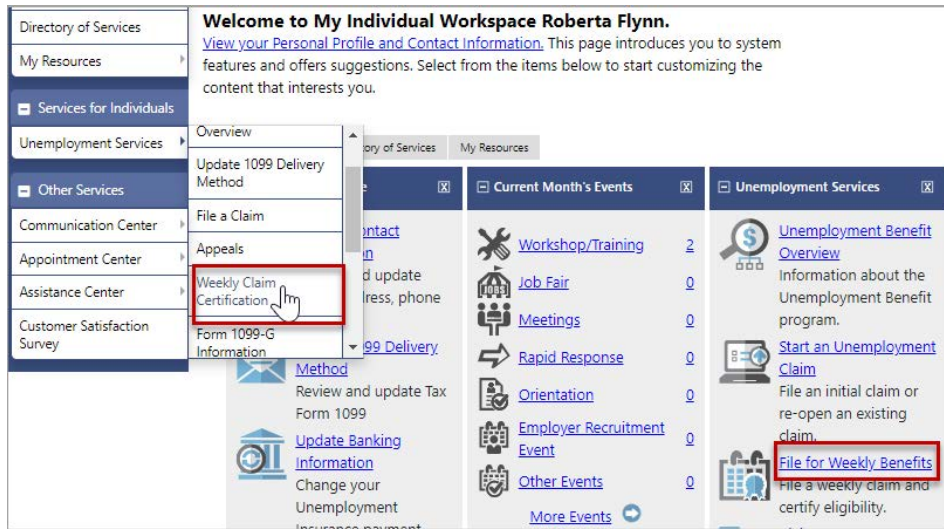
▶ **To file a weekly PUA certification:**

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



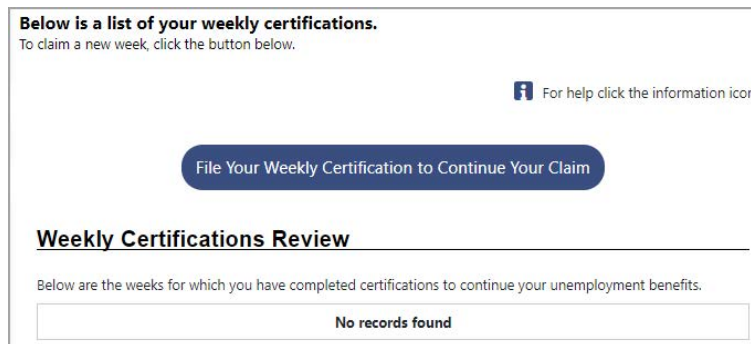
Splash Page

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



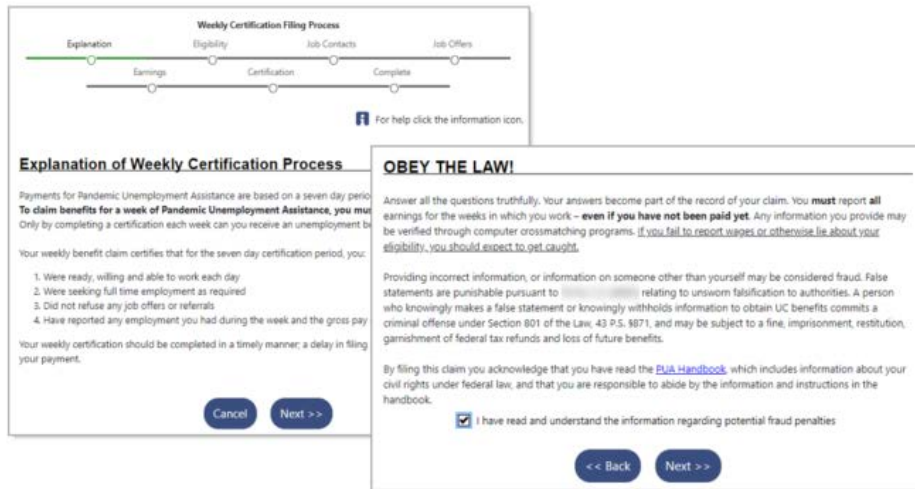
Sample Individual Workspace Dashboard with Weekly Claim Options

- 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).



Weekly Certifications Review Page

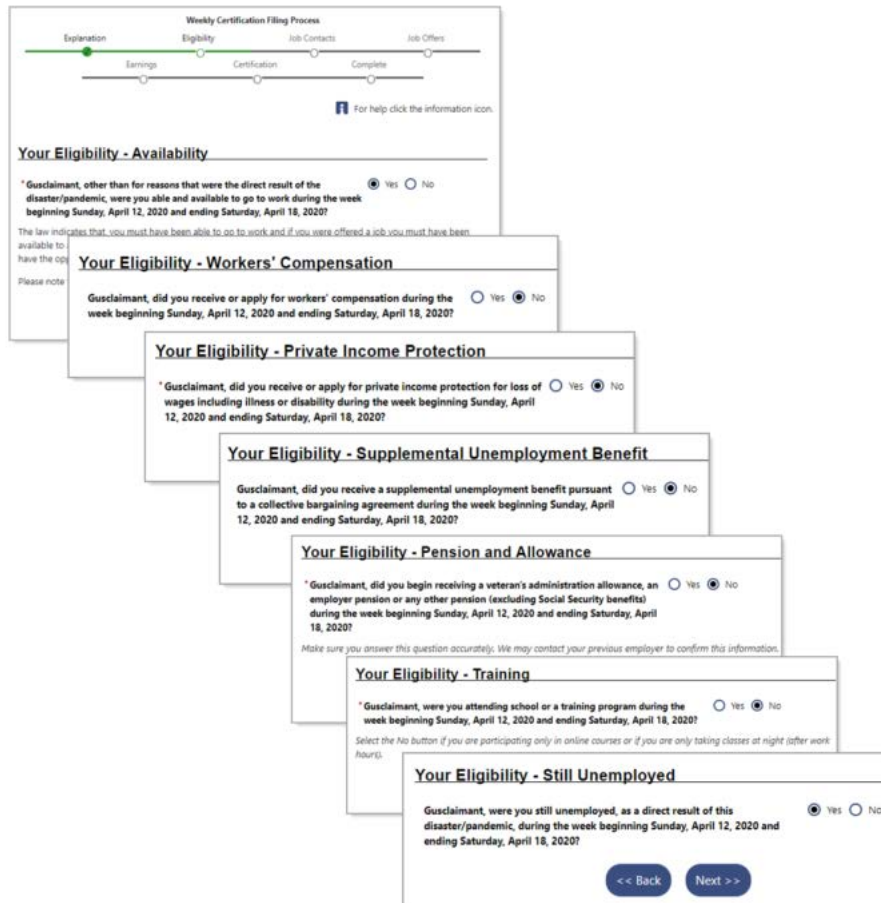
- Click the **File Your Weekly Certification to Continue Your Claim** button. The Weekly Certification Filing Process wizard begins on an Explanation page (see figure below).



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 Update Contact Information 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 Certification Filing Process

Explanation | Eligibility | Job Contacts | Job Offers

Earnings | Certification | Complete

For help click the information icon.

Your Eligibility - Availability

*Gusclaimant, 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 beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020? Yes No

The law indicates that you must have been able to go to work and if you were offered a job you must have been available to have the opportunity.

Please note:

Your Eligibility - Workers' Compensation

Gusclaimant, did you receive or apply for workers' compensation during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020? Yes No

Your Eligibility - Private Income Protection

*Gusclaimant, did you receive or apply for private income protection for loss of wages including illness or disability during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020? Yes No

Your Eligibility - Supplemental Unemployment Benefit

Gusclaimant, did you receive a supplemental unemployment benefit pursuant to a collective bargaining agreement during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020? Yes No

Your Eligibility - Pension and Allowance

*Gusclaimant, did you begin receiving a veteran's administration allowance, an employer pension or any other pension (excluding Social Security benefits) during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020? Yes No

Make sure you answer this question accurately. We may contact your previous employer to confirm this information.

Your Eligibility - Training

*Gusclaimant, were you attending school or a training program during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020? Yes No

Select the No button if you are participating only in online courses or if you are only taking classes at night (after work hours).

Your Eligibility - Still Unemployed

Gusclaimant, were you still unemployed, as a direct result of this disaster/pandemic, during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020? Yes No

<< 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.

The image shows two overlapping screenshots of the PUA portal. The top screenshot displays the 'Weekly Certification Filing Process' progress bar with steps: Explanation, Eligibility, Job Contacts, Job Offers, Earnings, Certification, and Complete. Below it is the 'Your Job Offers - Refused' section, which asks: '*Gusclaimant, did you refuse any job offers during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020?' with radio buttons for 'Yes' and 'No'. The bottom screenshot shows the 'Your Earnings - Work Activity' section, asking: '*Gusclaimant, did you work (full or part-time) or earn wages during the week beginning Sunday, April 12, 2020 and ending Saturday, April 18, 2020?' with radio buttons for 'Yes' and 'No'. Both sections include important disqualification warnings and 'Back'/'Next' navigation buttons.

Job Offers and Earnings Questions

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

The screenshot shows the 'Summary of Eligibility Review Answers' page. At the top, there is a warning: 'WARNING: FURNISHING FALSE INFORMATION OR WITHHOLDING ANY MATERIAL INFORMATION MAY RESULT IN DISQUALIFICATION FROM RECEIVING UNEMPLOYMENT INSURANCE BENEFITS IN PENNSYLVANIA AND MAY RESULT IN CRIMINAL PROSECUTION FOR FRAUD.' Below this is a table of questions and answers for the week beginning Sunday, April 12, 2020 and ending Saturday, 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
Did you receive workers' compensation?	No
Did you receive or apply for private income protection for loss of wages including illness or disability?	No
Did you receive a supplemental unemployment benefit pursuant to a collective bargaining agreement?	No
Did you begin receiving a veteran's administration allowance, an employer pension or any other pension (excluding Social Security benefits)?	No
Were you attending school or a training program?	No
Were you still unemployed as a direct result of this disaster/pandemic?	Yes

Below the table are sections for 'Summary of Job Offers Refused' (Did you refuse any job offers? No) and 'Summary of Earned Money' (Did you work (full or part-time) or earn wages during the week? No). At the bottom, there is a fraud statement: '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 file my weekly certification.' with a checked box. There are also 'Change' links for each section and 'Back'/'Next' buttons.

Summary of Answers Provided Page

12 Review your responses and if you need to make any changes, click any of the Change xxxx 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.

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 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.

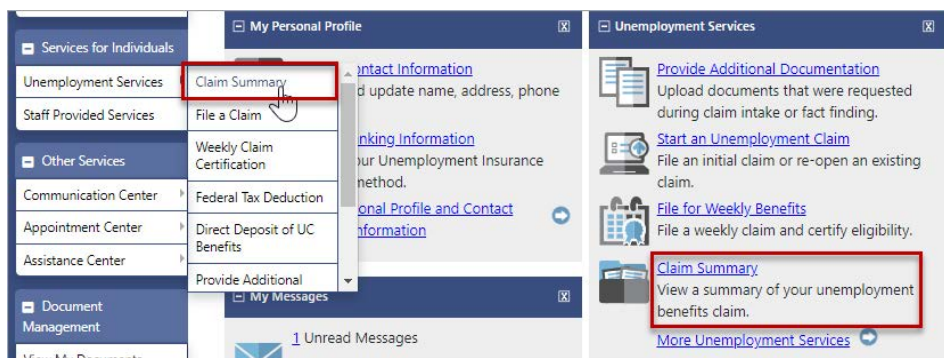
► **To check your claim status and payment details:**

- 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.



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 active 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.

Unemployment Insurance Claim Information

Claimant Details

Below is the personal information items concerning your benefit claim. Clicking the [Edit Information](#) link will allow you to modify address and phone information.

Claimant Name: Sat Testma	Claimant User Name: GSIUISE422
Address: 12st	
City: Elizabeth	
State: LA	
Zip: 70037	

[\[Edit information \]](#)

Claim Details

Below are the details of your current benefit claim. You may find more information by clicking the [More Information](#) link.

Claim #: 11	Claim Effective Date: 3/8/2020
Claim Type: New	Benefit Year End Date: 12/26/2020
Claim Status: Regular Active	Payment Type: Debit Card
Available Credits: \$7,605.00	Weekly Benefit Amount: \$195.00
Claim Benefit Balance: \$6,630.00	Benefit Reduction: 0.00%
Claim Benefit Paid: \$975.00	Claim Under Review: No
Federal Tax Withheld: No	Unresolved Issues: Yes
	State Tax Withheld: No

[\[Less information \]](#)

Claim Deductions

Federal Tax: \$0.00
State Tax: \$0.00
Over Payment: N/A

Outstanding Claim Issues

Below are the active issues on your claim, which could affect future benefits. You will be notified by mail when the decision is made. As long as you remain unemployed, continue to file your weekly claim as instructed. Claim decisions may take up to 21 days.

Create Date	Issue Description	Employer	Status
04/29/2020	DUA - Fraud Penalty Disqualification	N/A	Completed
04/29/2020	Earnings	N/A	Completed

Weekly Benefit Certifications

Below are the weeks for which you have completed certifications to continue your unemployment benefits.

#	Week Ending	Certification Filing Date	Benefit Pay Date	Payment Number	Benefit Amount	Federal Withholding	Stimulus Amount	Payment Amount
6	04/18/2020	4/29/2020 9:51:09 AM	4/30/2020	1	\$195.00	\$0.00	\$600.00	\$195.00
5	04/11/2020	4/29/2020 9:51:38 AM	4/30/2020	1	\$195.00	\$0.00	\$600.00	\$195.00
4	04/04/2020	4/29/2020 9:51:35 AM	4/30/2020	1	\$195.00	\$0.00	\$600.00	\$195.00
3	03/28/2020	4/29/2020 9:51:34 AM	4/30/2020	1	\$195.00	\$0.00	\$0.00	\$195.00
2	03/21/2020	4/29/2020 9:51:33 AM	4/30/2020	1	\$195.00	\$0.00	\$0.00	\$195.00

Payment Summary

Below are the details on how each weekly payment was determined.

#	Week Ending	WSA	Partial Credit	Earnings Claimed	Dependent Allowance	Reduction Amount	Total Deductions	Stimulus Amount	Payment Amount	Pay Type	Trans Number
6	04/18/2020	\$195.00	\$58.00	\$0.00	\$0.00	\$0.00	\$0.00	\$600.00	\$795.00	Total Payment	1
5	04/11/2020	\$195.00	\$58.00	\$0.00	\$0.00	\$0.00	\$0.00	\$600.00	\$795.00	Total Payment	1
4	04/04/2020	\$195.00	\$58.00	\$0.00	\$0.00	\$0.00	\$0.00	\$600.00	\$795.00	Total Payment	1
3	03/28/2020	\$195.00	\$58.00	Staff \$2,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$195.00	Total Payment	1
2	03/21/2020	\$195.00	\$58.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$195.00	Total Payment	1

Page 1 of 2 Rows: 5

Based on the policy of your financial institution it may take up to three days for funds to appear in your account.

Overpayment Summary

Sample Unemployment Insurance Claim Information Page

Checking Your Message Center for Claim Notifications

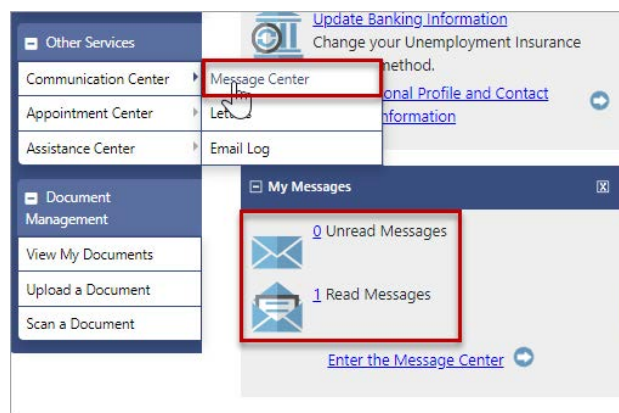
You can check your Message Center to view all claim notifications and correspondence sent to you regarding your claim determination.

► To check your Message Center:

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

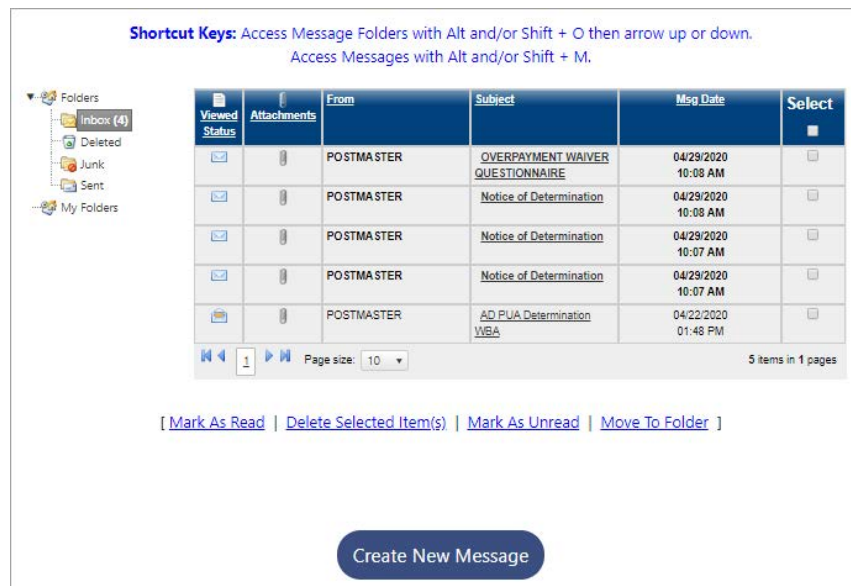
OR...

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).



Message Center

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