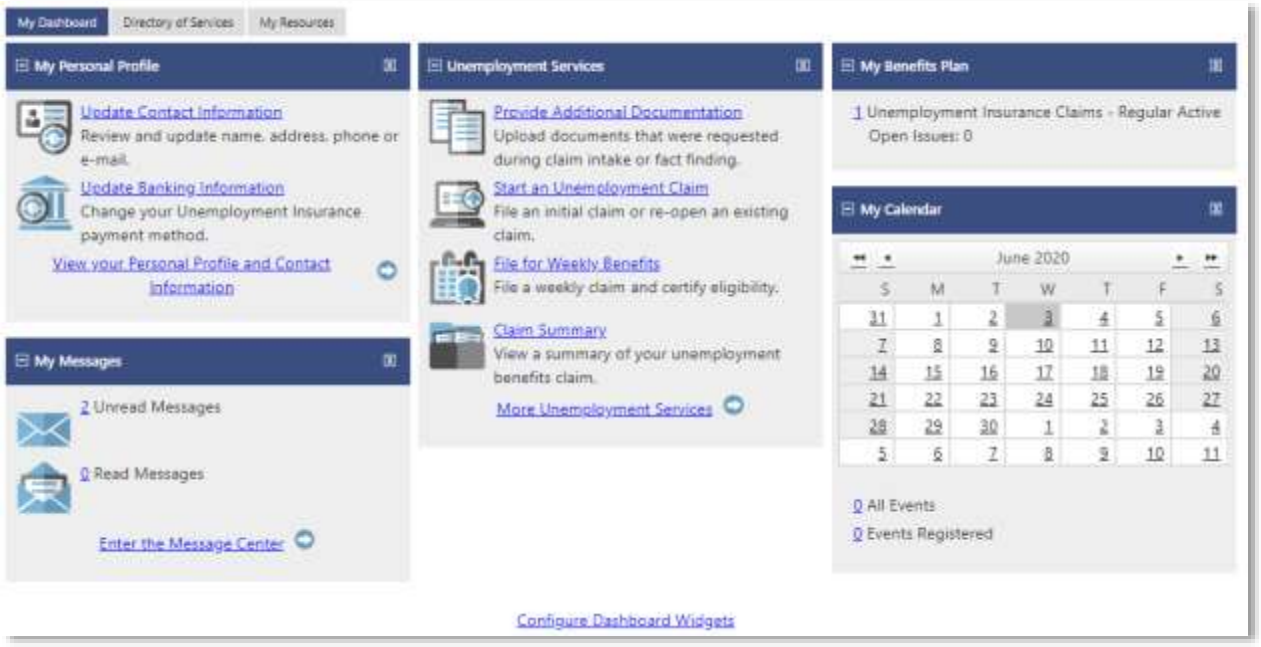
Pennsylvania's
Pandemic Unemployment Assistance Portal

Claimant's Assistance Guide

Table of Contents

My Dashboard 3
My Personal Profile 5
My Messages 7
Unemployment Services 9
My Benefits Plan 11
My Calendar 13
Filing Your PUA Weekly Certification 14

My Dashboard



The default landing page after logon, the **My Dashboard** organizes system features into widgets. Each widget provides a quick summary of user activity and provides links to begin working in that area. For example, the **My Messages** widget displays a current count of your *Unread* (and *Read*) messages links directly to the Message Center.

- Select **My Individual Workspace, My Dashboard** at any time to return to your Staff Dashboard.

Alternatively, select My Dashboard from the Header Toolbar.

You can customize your **Dashboard** so that information displays where you want it. If you use a widget more frequently, such as **My Messages**, you can display it at the top of the screen. On the other hand, if you never access information about **My Calendar** you might choose to move that block of information farther down on your screen, collapse it, or remove it altogether.

Use the following functions to change the look of your dashboard:

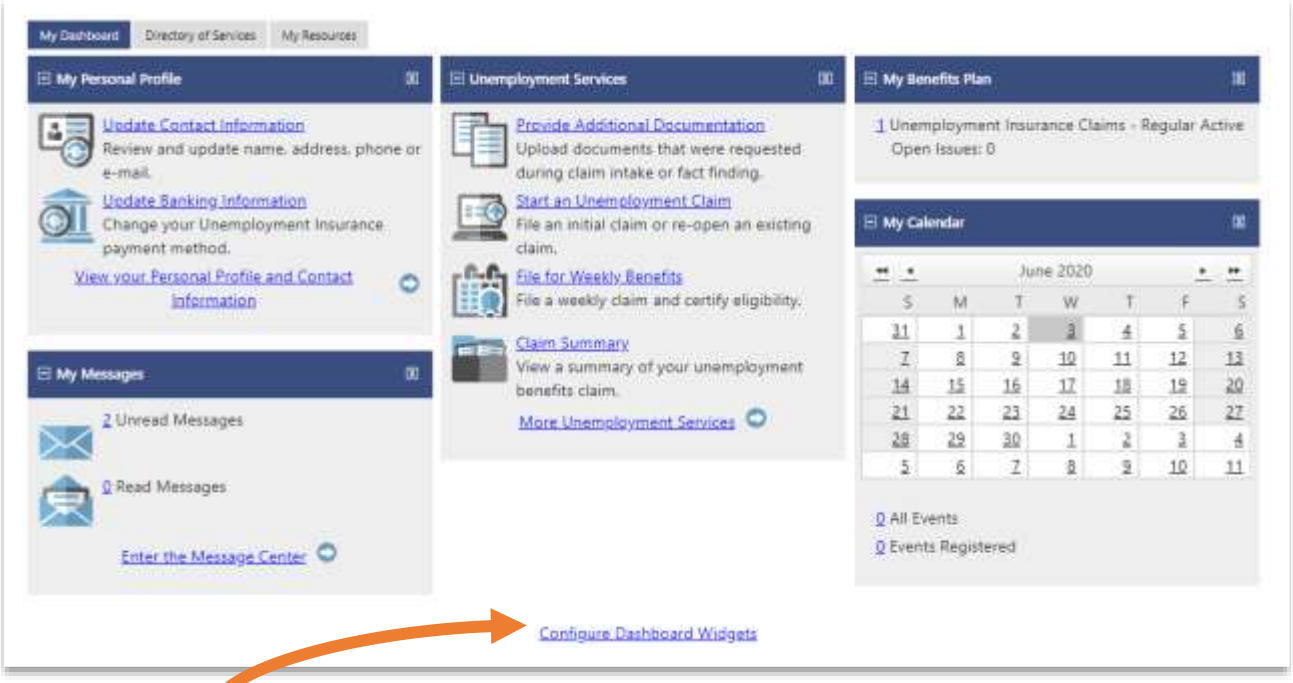
- **Move Widgets.** Move a widget to another location on the dashboard. Hover over the title bar until you see the move symbol ( ), and then drag the widget to the new location.

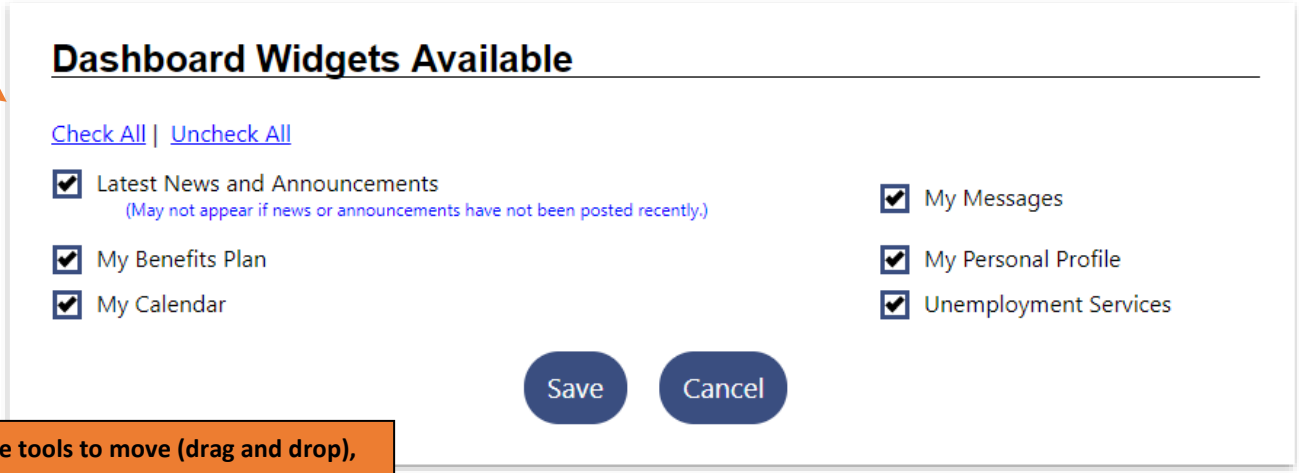
- **Collapse/Expand Widgets.** Click the **Minus Sign** (-) on the title bar to minimize (collapse) a widget. To maximize (expand) again, click the **Plus Sign**.

- **Minimize or Remove Widgets.** To minimize a widget and just show the title bar, click the **Minus Sign** in the top left corner. To remove a widget from the dashboard, click the **X** in the top right corner. You can always display it again later. *(See procedure below.)*

Follow these steps to set your display/hide preferences for all available widgets:

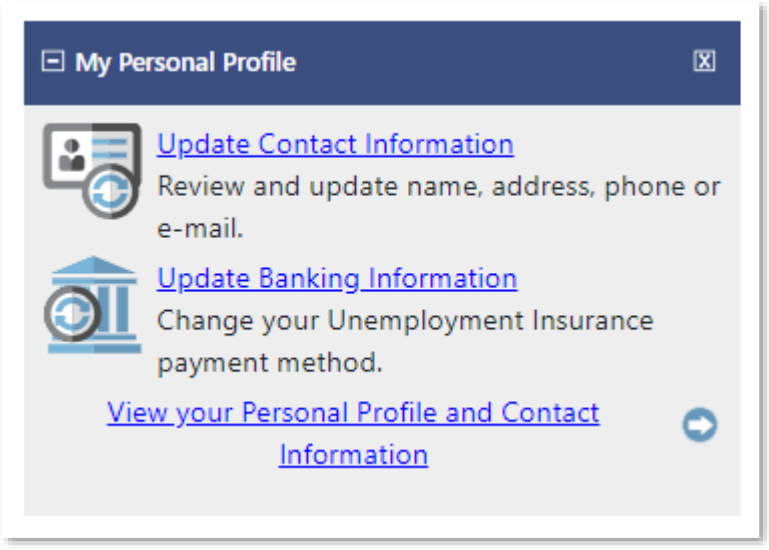
1. Scroll to the bottom of the Employer Dashboard page and click **Configure Dashboard Widgets**
2. To add or restore a widget to the dashboard display, select the corresponding checkbox.
3. To remove a widget from the dashboard display, deselect the corresponding checkbox
4. Click Save. Once saved, your preferences will remain in effect until you change them.





Use these tools to move (drag and drop), minimize, or remove your widgets – creating a customized dashboard display.

My Personal Profile



The **My Personal Profile** allows a user to edit or update Contact and Banking information. Contact information that can be updated includes…

- Name
  - First, Middle Initial, and Last Name
- Residential Address (where you live)
- Mailing Address (where you receive your mail)
- Phone Numbers
  - Primary Phone, Alternative Phone, Text Message Cell Phone Number and Fax
    - Enter your Primary Phone number in the provided field. Your Primary Phone number is the phone number where the staff can most often reach you.
    - An Alternate Phone number, and Fax number are not required, but providing them will give system staff other ways to contact you if you cannot be reached at your Primary Phone number.
    - **Only certain communications can be sent via text message**. Normal text messaging rates apply. Other important notices, including some regarding unemployment benefits, will NOT be sent via text message.
- Preferred Notification Method
  - Your options in this section will depend upon the contact information you have provided. For example, if you have not provided a Text Message Cell Phone Number, the Text Message notification method will not be available.
  - Choose the notification method you prefer by selecting from the drop-down list. Available options may include:
    - Internal message - Communications will be delivered to your Message Center; you must be logged in to the system to access the Message Center.
    - Email - Communications will be sent to the email address you provided when you registered in the system.

        - Text Message (if available) - Communications will be sent to the cell phone number you provided. This option requires that your cell phone have text messaging capability, and will display the full text of the communication as a text message.
        - Text Message Notification (if available) - Communications will be sent to the cell phone number you provided. This option requires that your cell phone have text messaging capability, however, this option will not display the full text of the communication as a text message. Instead, the system will send a shorter notification text message to your phone, letting you know that you have a longer message in your Message Center.
        - Internal Message with Email Notification - An email notification will alert you when communications are delivered to your Message Center; you must be logged in to the system to access the Message Center.
- Email Address
    - This section displays the e-mail address associated with your account.

      Enter your E-mail address in the space provided. E-mail addresses typically follow this format:
        - username@emailprovider.com

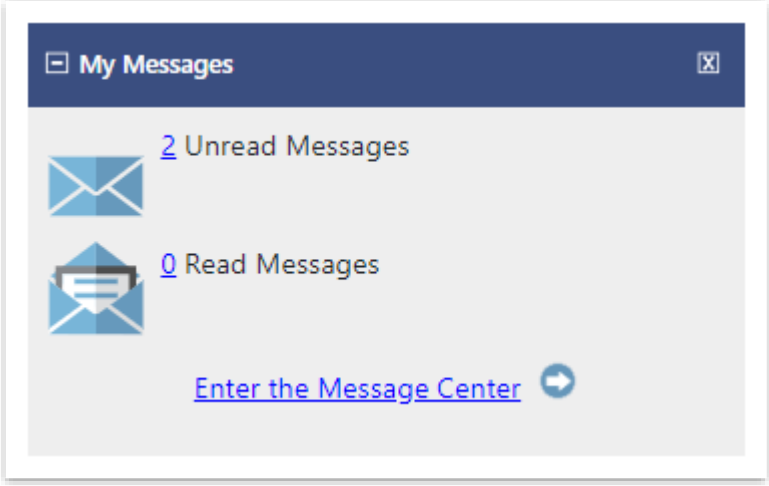
      For example, your e-mail address might be yourname@gmail.com or yourname@yahoo.com.

      If you do not currently have an e-mail address, click the Create E-mail Account link for a popup window containing a list of links to free e-mail services.

      Reenter your e-mail address in the Confirm E-Mail Address field.

      You can have the system send a confirmation message to the e-mail address you have provided by clicking the Click Here to Resend E-mail Confirmation Notice link.

My Messages



My Messages lists the system messages that you have received, sent, saved, or removed. You can filter this list by clicking the **Show Filter** link and entering a date range.

Your options may include:

- **Inbox** - Messages that are currently active, both read and unread.
- **Drafts** - Messages that you have created, but not sent.
- **Sent** - Messages that you have sent to your case manager (this option is only functional if you have been assigned a case manager).
- **Deleted** - Messages that you have received, but deleted from your Inbox.
- **Purged** - Messages that you have removed from a user's Inbox using the purge process. Purged messages are still stored on the system, but are not able to be viewed by employers or job seekers.

Your messages appear in a grid displaying who the message is **From**, the message **Subject**, and the **Date** it was sent.

To view the contents of a message, click the name of the message in the **Subject** column. To delete a message from your Inbox, select the checkbox for that message and then click the **Delete Selected Item(s)** link at the bottom of the messages list.

Checkboxes in the **Select** column can also be used to mark messages as unread (or read) by clicking the **Mark As Unread** or **Mark As Read** link for selected messages.

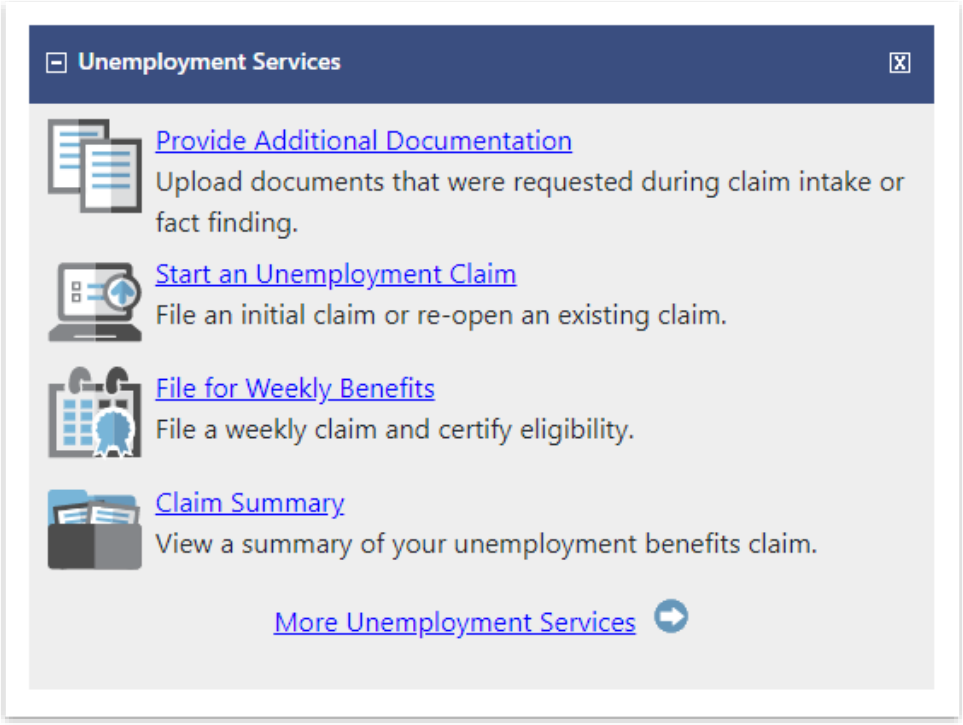
Unopened messages are displayed in bold text, and are also indicated by the sealed envelope icon on the left.

You can drag and drop messages to another folder. To move a number of messages at once, make your checkbox selections, click the **Move to Folder** link, and then select the subfolder you want to move them to, following the system prompt.

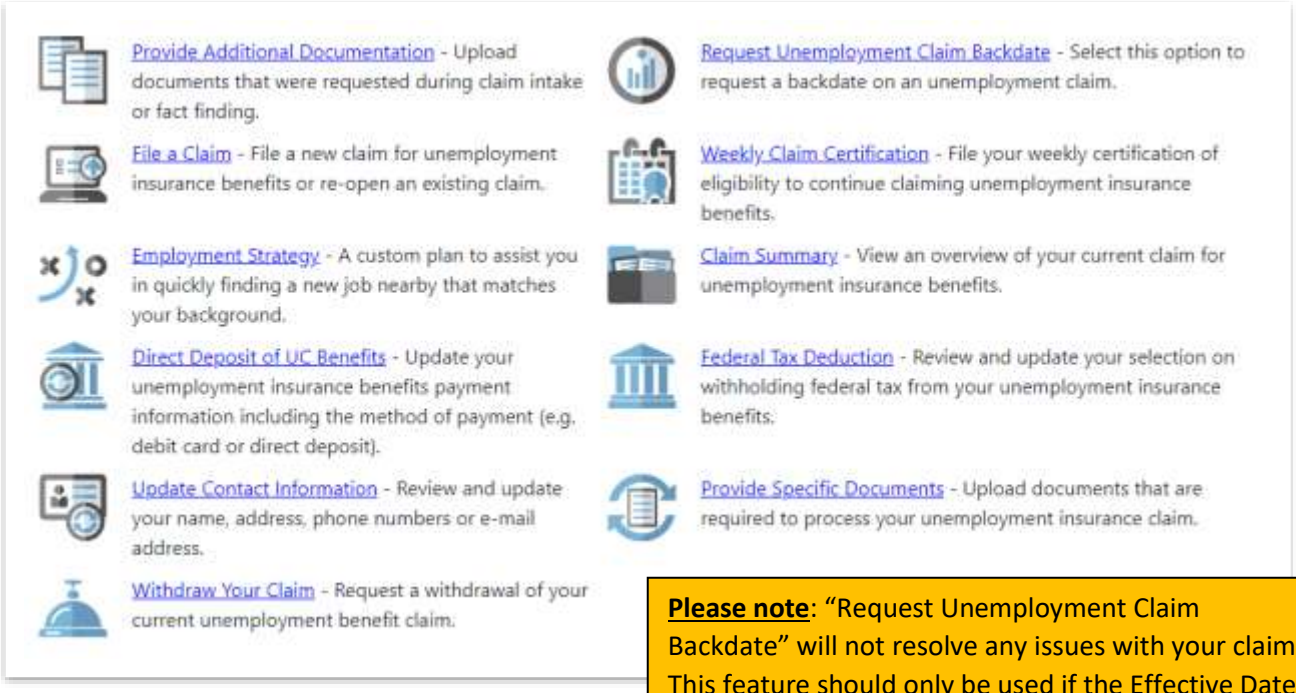
Custom Folders - You can create a custom folder by right-clicking **My Folders** and selecting **Add** from the menu. Next, enter your custom folder's name where the highlight appears and hit the Enter key on your keyboard. You can edit a custom folder's name by double-clicking on it. To delete a custom folder, right-click again and select **Delete** from the menu. The system will ask you to confirm before deleting. ***Note***: When deleting a custom folder, bear in mind that you are deleting any messages stored within the folder.

To communicate with other staff, employers, or job seekers registered in the system, click the *Create New Message* button, located below the messages list.

Unemployment Services

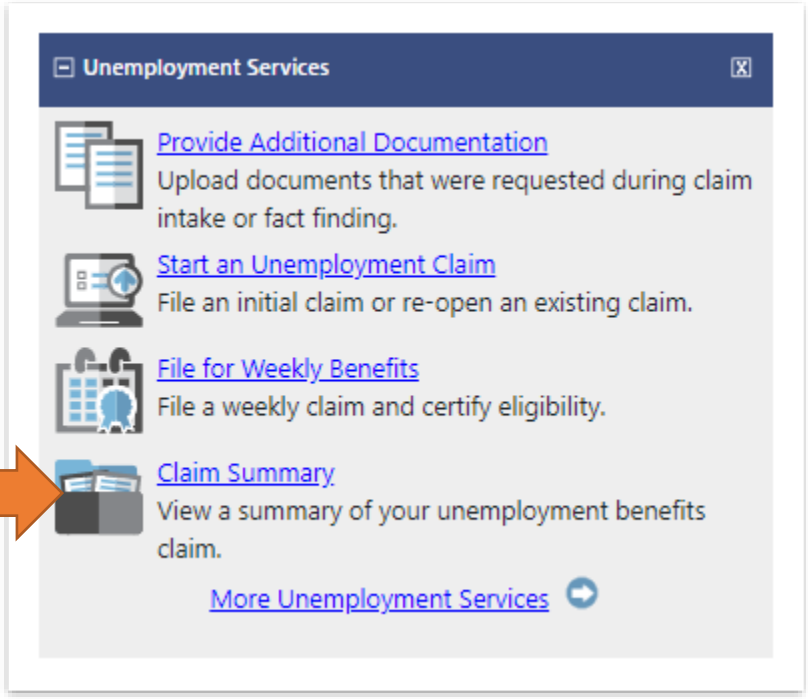


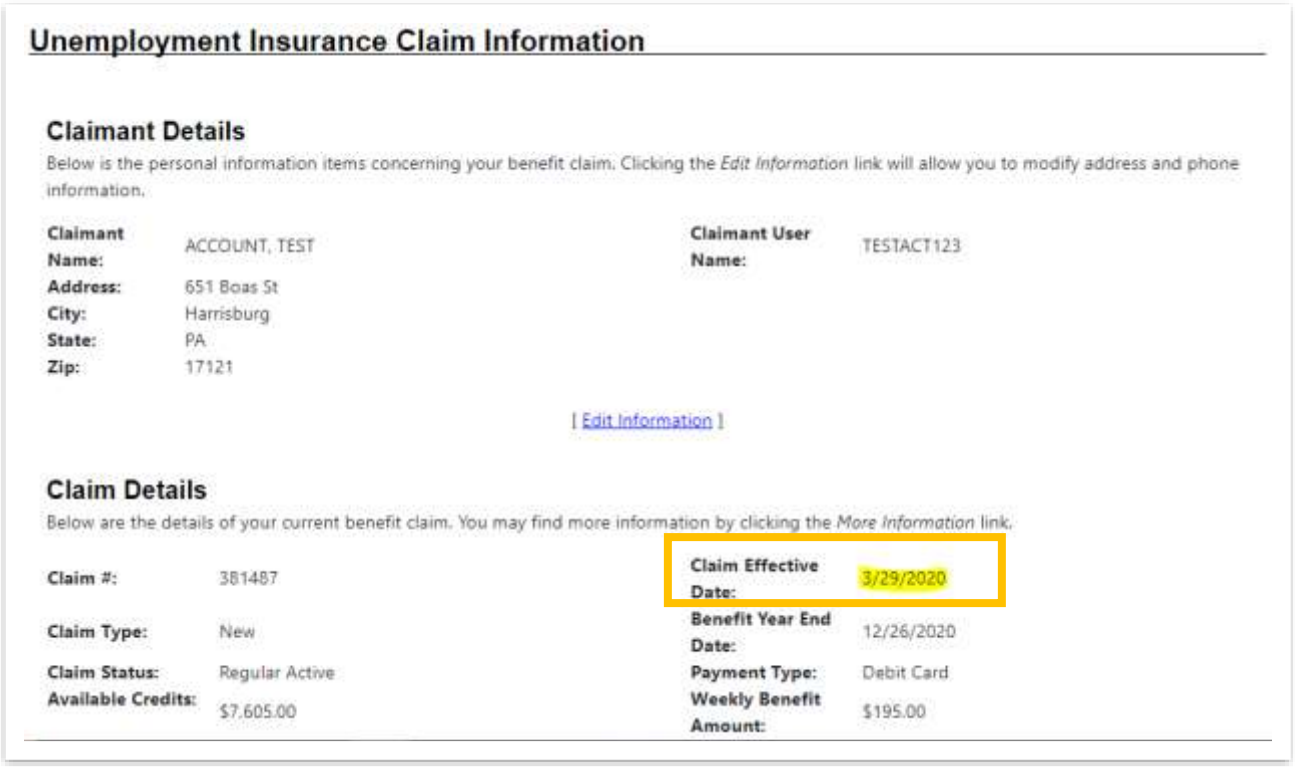
In the link for "More Unemployment Services" there are many options available.



Please note: "Request Unemployment Claim Backdate" will not resolve any issues with your claim. This feature should only be used if the Effective Date of your claim is after a week that you need to file for benefits. Please click on your "Claim Summary" to view your Effective Date.

Example of Effective Date location is below:





My Benefits Plan

This page contains the details of your Unemployment Insurance claim. Use the sections below to review, update or edit, your claim's details and status, and employment history, or file your weekly certifications from this page.

Depending on the system configuration, one or more of the following links might be available. Click on any of the following for more detailed information about Benefit Rights Information:

- **English BRI** - Opens a PDF document for viewing and printing the BRI (full and abbreviated versions)
- **(en Español) BRI** - Opens a PDF document for viewing and printing the BRI in Spanish (full and abbreviated versions)
- **Interstate Guide** - Opens a PDF comparing state minimums and maximums for UI payments
- **English BRI for Disaster Unemployment Assistance (DUA) claims** - Opens a PDF document for viewing and printing the BRI for a DUA claim

Unemployment Insurance Claim Information

Claimant Details - Use the *Edit Information* link to update the contact information associated with the benefit claim. Because this information is used to correspond with you, it is important that you provide a complete and accurate address.

Claim Details - To view the Claim Deductions panel, click the **More Information** link. When this link is clicked, the Claim Deductions information will display below the **Claim Details** section.

Outstanding Claim Issues - This section displays the active issue(s) on your claim and the current status for each issue. Future benefits could be affected by the issue(s) displayed in this section, and you will be notified by mail when the decision is made

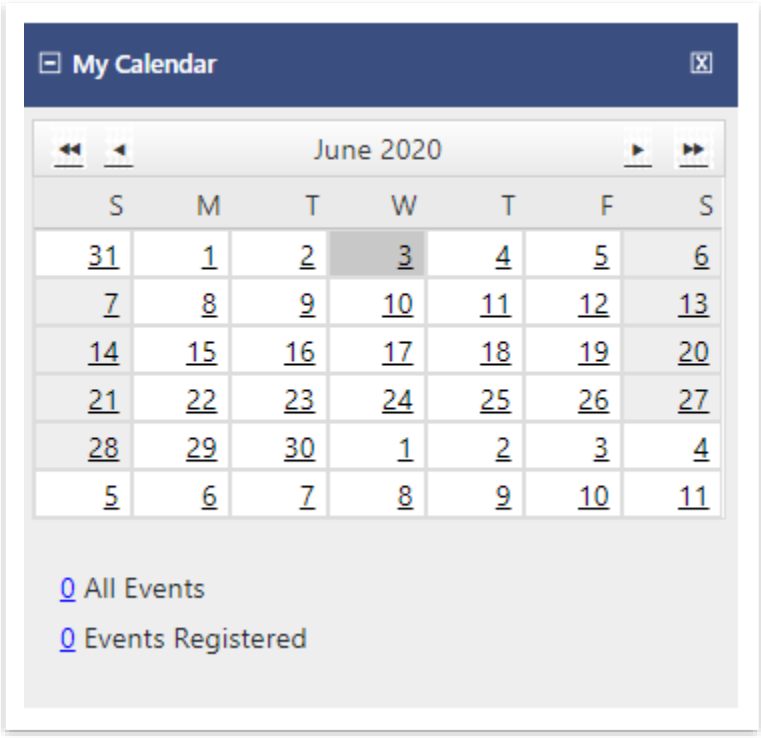
(claim decisions may take up to 14 days). As long as you remain unemployed, you should continue to file your weekly claim as instructed.

Weekly Benefit Certifications - This section displays the weeks which have completed certifications for continuing unemployment benefits. The **File Benefit Certification** link opens the Weekly Certification Wizard where *Staff* can complete a weekly certification on behalf of the claimant.

Payment Summary - This section displays the details on how each weekly payment was determined.

Employers and Income During Base Period - Lists the employers for which you earned income during your *Base Period of Monetary Determination*. This table displays the employer name, along with the state source of the wages. The wage information is based on quarterly tax and wage reports submitted by employers.

My Calendar



This page displays any appointments that you have scheduled.

To add an entry on the calendar, click the *Add Appointment* button.

Click the name of an appointment to view more information.

Two views of appointments are available from the drop-down list on the top left - the default *Calendar View*, and *Detailed List View*, which displays appointments as an agenda list.

Calendar View - You can display appointments by Day, Week, or Month by clicking the options in the top right corner of the calendar. Use the navigational controls in the top left corner of the calendar to move back and forth between days/weeks/months, or to select a specific date. To schedule further out from the current month, select the down arrow for the calendar tool and click on the month name at the top - this will allow you to select by month and year without having to make several arrow clicks.

Detailed List View - Use the navigational controls at the top of the calendar to move back and forth between months, or select your month and year using the drop-down lists between the arrow controls. To return quickly to the current month's list view, click the Current Month link.

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.

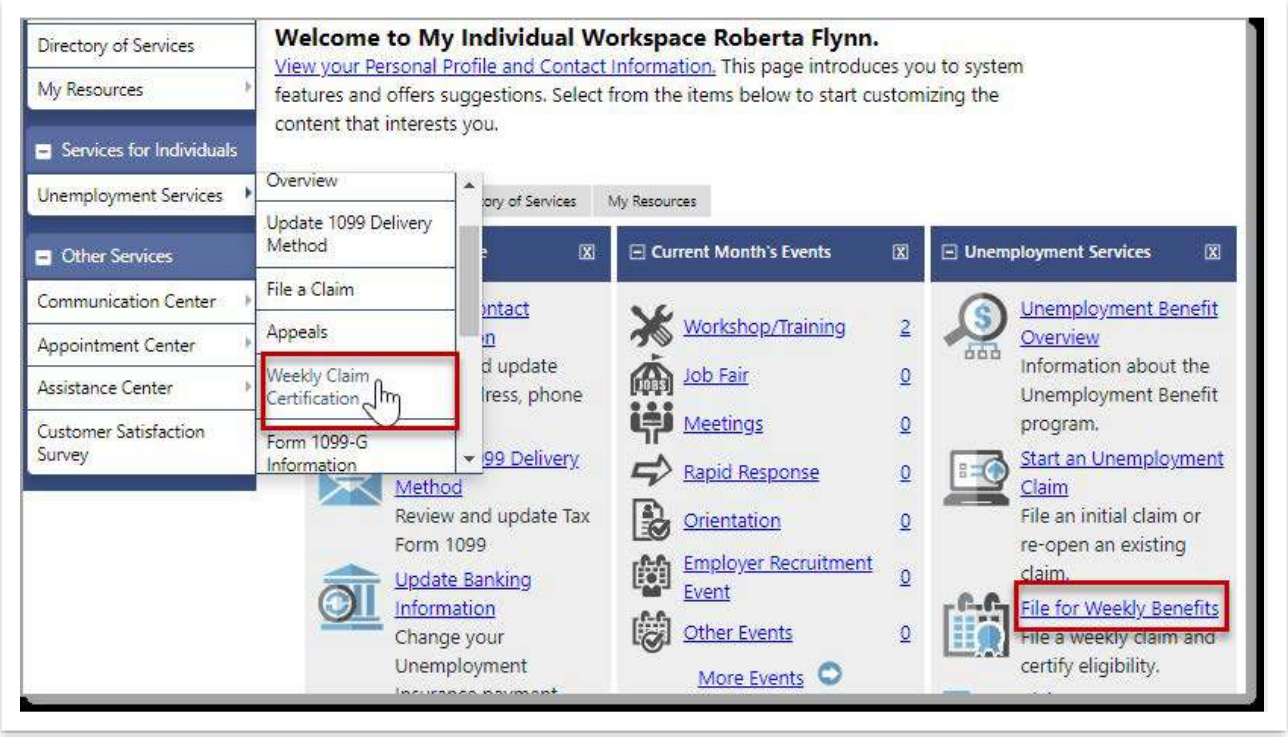
Note: *Some states may require bi-weekly claim certification. The questions and screens that appear during weekly certification filing may differ from state to state; your procedures may vary somewhat from what is presented here.*

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

1 Access Pennsylvania PUA Portal home page via https://pua.benefits.uc.pa.gov/

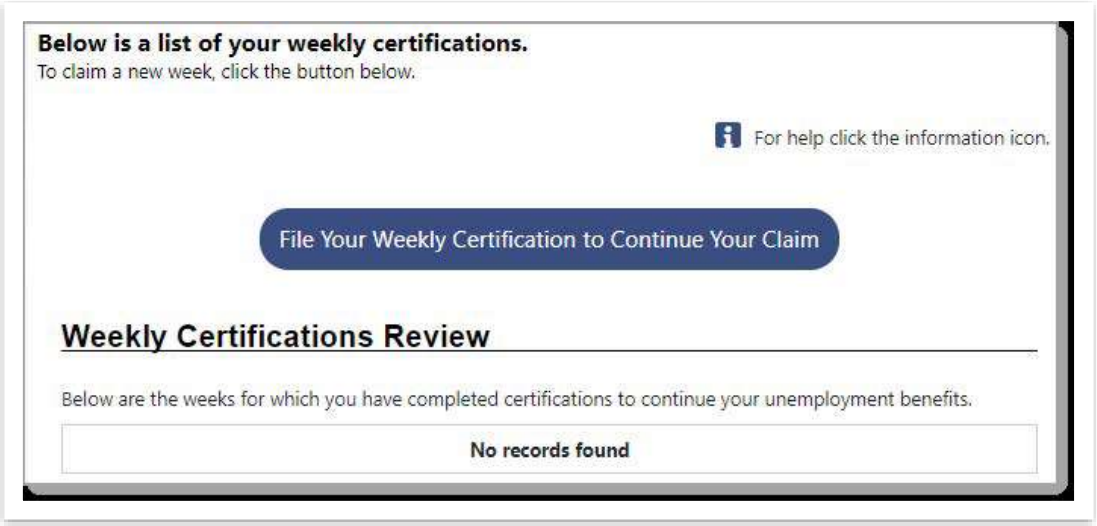
PUA Portal Home Page – File Your PUA Weekly Certification Button

2 Click the **File Your PUA Weekly Certification** button on the upper right of the page (see figure above).
3 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

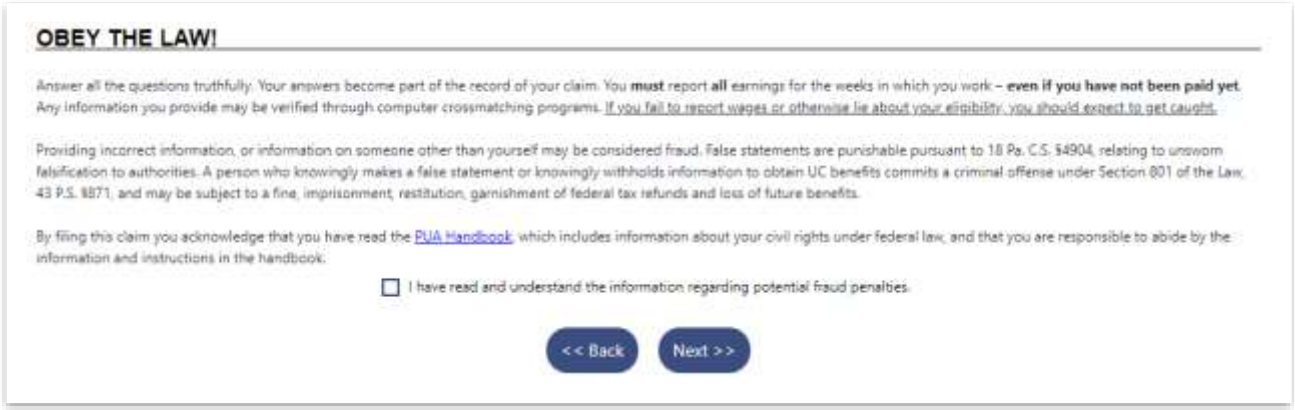
4 From either the Services for Individuals menu group in the left navigation pane or the Unemployment Services widget on the dashboard, click the option to file a Weekly Claim (see figure above). Your Weekly Certifications Review page displays (see figure below).
5 Click the **File Your Weekly Certification to Continue Your Claim** button. The Weekly Certification Filing Process wizard begins on an Explanation page (see figure below).



Weekly Certifications Review Page

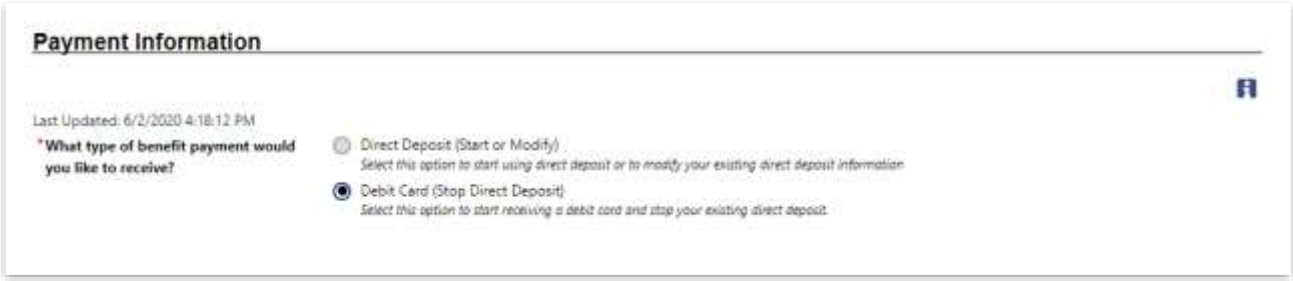
6 The Weekly Certification Filing Process wizard begins on an Explanation page (see figure below).

7 Read the text and click **Next** to continue. A Fraud explanation page displays (see figure below).



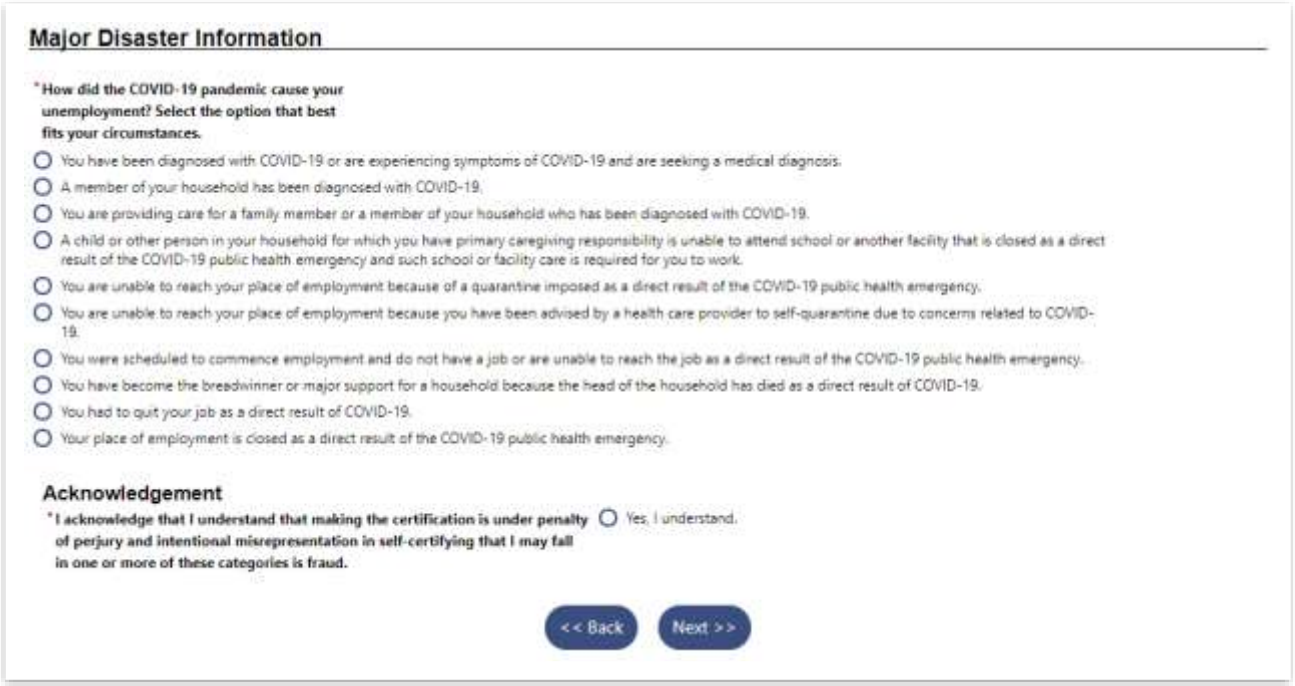
8 Read the text and click the checkbox to signify your understanding and agreement of the terms.

9 Payment options are displayed, please choose your option and click next to continue.



10 A Contact Information page displays. Please make any applicable changes by clicking “Update Contact Information”, then click next

11 The Eligibility Review Questions begin to display, one question per page (see figure below). Please your applicable answer for all of the following questions and click Next to continue



In other words: If it weren’t for the pandemic, would you be able and available for work?

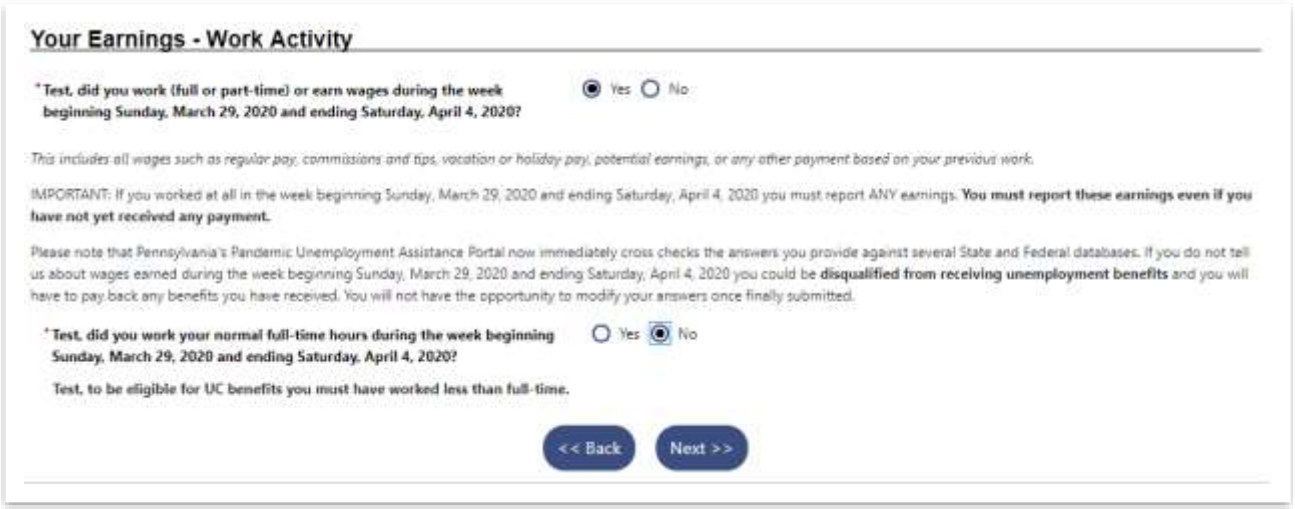
Please select Yes if any of the following best describes your classification for the services provided during the week in question.

If you Earned any wages, during the subject week, select Yes; then click continue.

If you selected Yes to the prior question, a subsequent question will appear.

- **If you worked full time, earning your normal salary during this week, select Yes.**
- **If your hours or wages were less than normal, select No.**

Then click continue.

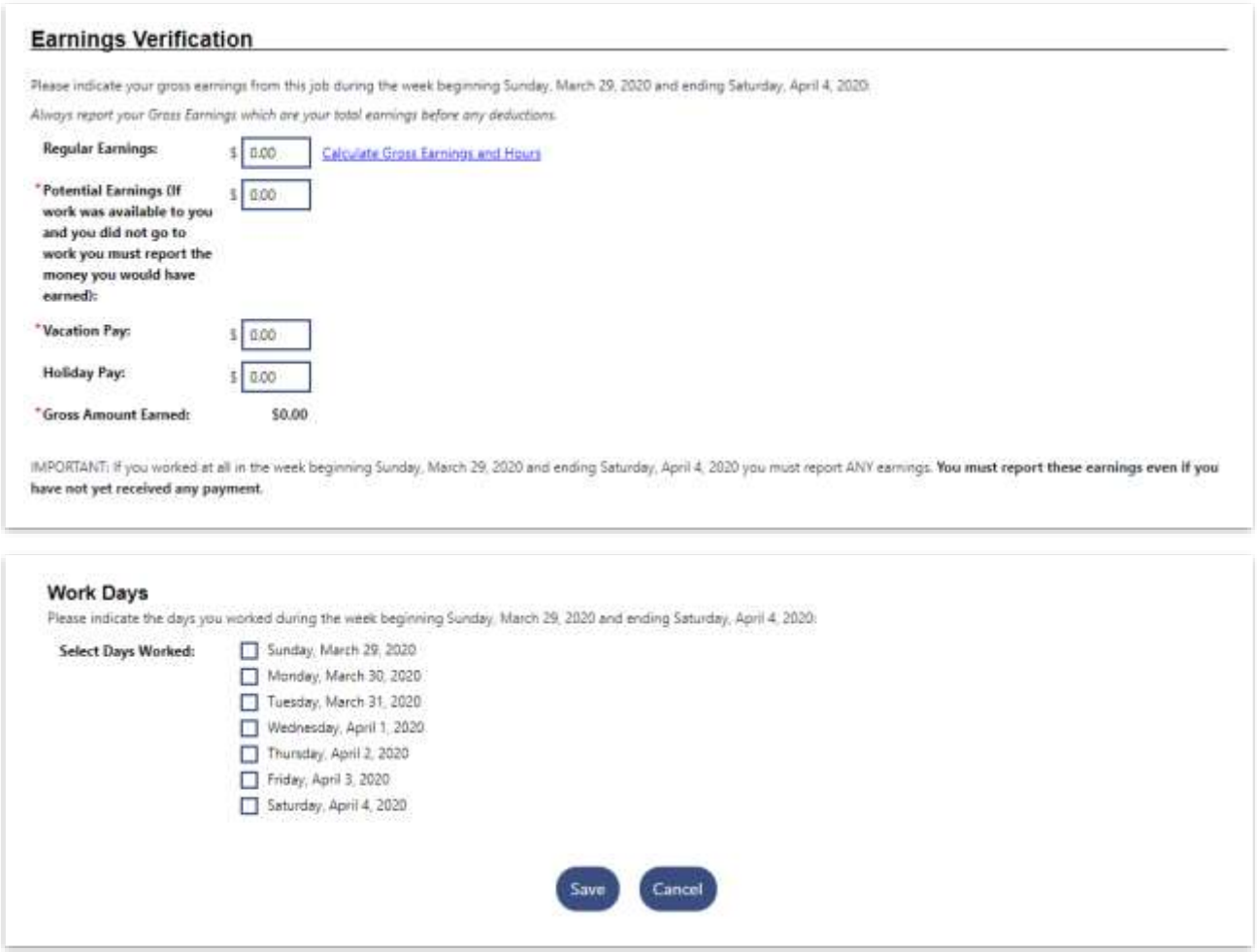


Select the employer you worked for from the drop-down list.

If necessary, enter all the information for the employer not listed.

Please enter any earnings.

- **Please document gross wage (before taxes, deductions, etc.)**
- **Please note: "Potential Earnings" is work you refused. If you refused any work, the amount you would have received for the time refused should be documented in "Potential Earnings".**



Earnings Verification

Please indicate your gross earnings from this job during the week beginning Sunday, March 29, 2020 and ending Saturday, April 4, 2020:

Always report your Gross Earnings which are your total earnings before any deductions.

Regular Earnings: $ 0.00 Calculate Gross Earnings and Hours

*Potential Earnings (If work was available to you and you did not go to work you must report the money you would have earned): $ 0.00

*Vacation Pay: $ 0.00

Holiday Pay: $ 0.00

*Gross Amount Earned: $0.00

IMPORTANT: If you worked at all in the week beginning Sunday, March 29, 2020 and ending Saturday, April 4, 2020 you must report ANY earnings. **You must report these earnings even if you have not yet received any payment.**

Work Days

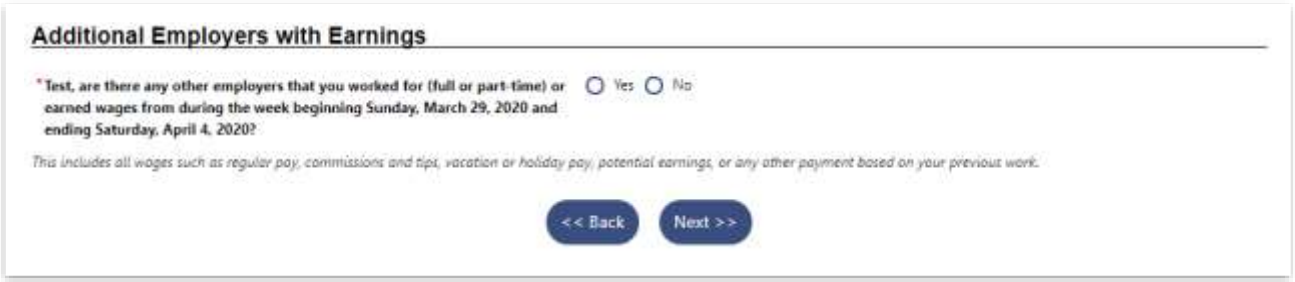
Please indicate the days you worked during the week beginning Sunday, March 29, 2020 and ending Saturday, April 4, 2020:

Select Days Worked:

- ☐ Sunday, March 29, 2020
- ☐ Monday, March 30, 2020
- ☐ Tuesday, March 31, 2020
- ☐ Wednesday, April 1, 2020
- ☐ Thursday, April 2, 2020
- ☐ Friday, April 3, 2020
- ☐ Saturday, April 4, 2020

Save Cancel

After including all earnings for your applicable employer, you will have the opportunity to add another employer or select no; then Next.



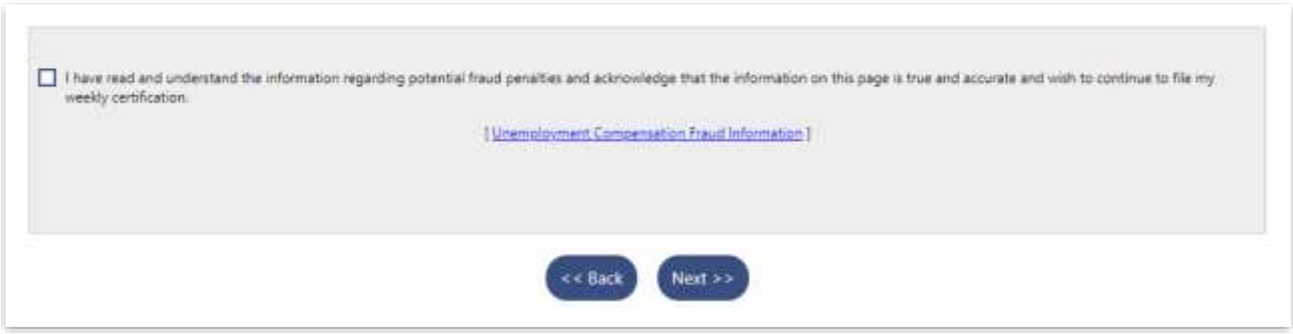
Additional Employers with Earnings

*Test, are there any other employers that you worked for (full or part-time) or earned wages from during the week beginning Sunday, March 29, 2020 and ending Saturday, April 4, 2020? ○ Yes ○ No

This includes all wages such as regular pay, commissions and tips, vacation or holiday pay, potential earnings, or any other payment based on your previous work.

<< Back Next >>

Review Your Claim, then check the box indicating you understand the information regarding potential fraud penalties and acknowledge the information provided is accurate. Click Next.



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.

An overview

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.*