Claimant Self Service Tutorial

Welcome to the Claimant Self Service tutorial. This tutorial was developed to show you how to create an Uplink account and how to navigate the screens you will see if you decide to file a claim for unemployment insurance benefits.
The Indiana Department of Workforce Development’s Claimant Self-Service System is called Uplink. If you are a first time user of Uplink, you must create a new account.
You should complete each of the fields shown above. Those fields with an asterisk just to the right of the fields are mandatory. Double-check your Social Security number to be sure that you entered it correctly. The last time that your Social Security number will appear in Uplink will be on this screen.

You must enter your Date of Birth using the format shown in parentheses under that field. You may also click the calendar icon to the right of that field to find your Date of Birth. Using the calendar icon will the date you choose in the Date of Birth field. All date fields in Uplink have this option.

You will then create a Username. The word “Username” is shown in blue as a hyperlink. Many words in Uplink are hyperlinks. To use a hyperlink, click on the blue word or phrase. A box will appear with a definition of that word or phrase. At times, a hyperlink can also take you to a different screen where more information can be found about that word or phrase. If a box fails to appear after clicking on a hyperlink, the most likely cause is your computer’s popup blocker. Turn off all popup blockers to view hyperlink boxes.

After you enter your Username, double check to make sure that you did not misspell it. Misspelled Usernames are a common problem for many new Uplink customers. You will need your Username to log into Uplink in the future.
Next, you will enter a password, reenter it, select a security question, and create a security answer. Keep in mind that your password is case sensitive. “Case sensitive” means that the field will recognize the difference between upper and lower case letters. You must reenter your password using the exact same upper and lower case letters every time.

Make sure you choose a security question that you will be able to answer later. Double check your security question answer to make sure that you did not misspell it. Keep in mind that your security question answer is case sensitive.
Next, you must read and accept the User Agreement. Read the agreement carefully and click “I Agree.”
You will then be shown a confirmation screen. Review each of your entries one more time to make sure there are no errors. If you need to make changes, click the “Back” button to return to the entry screen for editing. If all information is correct, click the “Next” button.
Now that you have an account established, you will be asked to logon. This is done by entering your newly created Username and password and clicking the “Logon” button.

If you forget your Username or password, you can click on one of the appropriate buttons under the “Logon” button. You will then be asked for your Social Security number and Date of Birth, and you will be required to answer your security question. Once that information is successfully entered, your password will be reset. You must then create and reenter a new password.

If you clicked on the “Forgot Username” button, pay close attention to the Username that will be displayed for you after you enter the answer to your security question. That new Username is what you will use to log back into Uplink.
Now you will begin the registration process. You will be asked for your personal information. If you previously filed a claim in Uplink, or if you have an existing claim in Uplink, your personal information will already be listed. Carefully review the information listed and make any necessary changes.

Double check your Date of Birth while you are on this screen. This is the only time you will have the chance to correct your Date of Birth.
You will enter your address on this screen.
Uplink will validate the address that you entered. If the address you entered does not match the United States Postal Service listing, you will receive a message indicating that the address is invalid. Often, an address does not match a United States Postal Service listing due to a misspelling or incorrect zip code. Carefully review and select the appropriate address.
You must provide your contact information so that the Department can contact you regarding any problems with your claim. Providing the correct contact information will speed up the review process for your claim.
This screen requires you to enter your demographic information. If you are not a citizen, you must enter your Alien Registration number.
To file an unemployment insurance claim, click the “File a New Unemployment Insurance Claim” button.
You must answer a series of questions, starting on this screen, in order to file a claim for unemployment insurance benefits. Read each question carefully before answering. Answering questions incorrectly could create a delay on your claim. If you are unsure how to answer any question, you may view the Claimant Handbook, which is available on your Claimant Homepage, or you may call the Customer Service Center at 1-800-891-6499.
Names of employers you have worked for in the past will automatically appear on this screen. If one of the employers listed is the very last employer you worked for (even if it is a part-time employer), you should click on the appropriate circle in the “Select Your Last Employer” column, enter the dates of employment in the date fields that will appear next to that employer, and click on “Next” at the bottom of the screen. If your last employer is not listed, you must click on the appropriate button to add your last employer.
You may search for your last employer by typing your employer's name into the field under “Option 1” and clicking the “Search” button. You may manually enter your last employer under “Option 2”.
If you select “Option 1,” a list of employer names will appear, each name containing the string of characters you typed into the “Search” field on the previous screen. If your last employer appears in this list, select it by clicking in the circle to the left of your employer’s name, enter the dates of your employment and click on the “Add Employer” button. This will place an employer’s name in the list of your employers on the previous screen. If you are unsuccessful in searching for your last employer by name, you may click on the “Click here” hyperlink to add your employer information manually.
Regardless of the Option you chose, once your last employer appears in the list, click on the “Finished Adding Employers. Continue to Next Screen” button.
You will then select your last employer, enter your dates of employment, and click on “Next.”
Here, you will select the reason your employment ended along with other information regarding your separation. The last date for which wages will be paid is the last day you were actually paid for – not the day you received your last paycheck. In other words, if you last worked on a Wednesday the 8th and were paid for two additional days of vacation through Friday the 10th, the last date for which wages will be paid to you is Friday the 10th (even if you don’t receive your check until the 17th).
If you are a member of a union hiring hall, answer “Yes” to the question, “Are you a member in good standing of a union with a hiring hall?” and click the button that looks like a magnifying glass to search for the name of your union. After clicking the search button, a search box will appear. Enter the name of your union and click “Search.”

Mark “Yes” to the question, “Are you/will you receive a pension from a base period employer?” only if you are planning to collect a pension during your unemployment claim period. For example, if you are 30 years old and are not planning on receiving your pension from your last employer until you turn 65, answer “No” to that question.
You will then answer questions regarding the type of work and rate of pay you wish to accept. You will select the Workone center you wish to visit to assist you with reemployment.
You must select the job title that best describes your occupation. You may do so by clicking on the letter your occupation begins with or by typing your occupation in the search box and clicking on “Search.” You may need to scroll to the right to see the “Search” button. By performing either of these methods of searching, a list of occupations to choose from will be displayed. You may continue searching until you find the occupation that best matches your own.
The following four images are views of the summary screen. Scroll all the way down to the end of the screen and make sure you double check each answer. Click the “Edit” button to make any needed corrections or additions. Once you are satisfied with all of the answers you gave, you may click the “Print” button to print the summary, if desired. When you are finished, click the “Continue” button.
Will you be returning to work for this employer and have been given a return to work date? No
Last date for which wages will be paid: 12/01/2015
Will you are you receiving separation pay from this employer? Yes
Will you are you receiving vacation pay from this employer? No

Other Information
Are you currently receiving any disability benefits? No
Are you a member in good standing of a union with a hiring hall? No
Are you/have you receive/ed pension pay from a base period employer? No
Did you will you receive either a 401K lump sum distribution or a 401K monthly distribution from a base period employer? No
If you are eligible to receive benefits, would you like taxes withheld from your claim check? Yes
Do you have a definite start / return to work date with any employer you have not told us about on a previous screen? No

Work Search
Primary occupation you are looking for: Janitor
Secondary occupation you are looking for: Janitor's Helper
Nearest workforce one center: INDPLS WESTSIDE
What was your rate of pay from WHITE CASTLE SYSTEM INC, DBA WHITE CASTLE SYSTEM INC?: 15.00 per Hour
Lowest rate of pay you are willing to accept: 8.00 per Hour

Work Search
Primary occupation you are looking for: Janitor
Secondary occupation you are looking for: Janitor's Helper
Nearest workforce one center: INDPLS WESTSIDE
What was your rate of pay from WHITE CASTLE SYSTEM INC, DBA WHITE CASTLE SYSTEM INC?: 15.00 per Hour
Lowest rate of pay you are willing to accept: 8.00 per Hour
If you have stated a higher wage than your last wage, please explain why?

Occupation
Occupation: Machinists

Once you have reviewed all of the above information, select Next below.
Print Next
You are then shown information regarding the penalties for falsifying your application for benefits, lying to the Department, and committing benefits fraud. You are also given information about your benefits rights, terms, and policies. You must scroll all the way down to the bottom of the screen and read each section. This is very important.
information. In order to file your claim, you must agree to the information on this screen by choosing “Yes, I agree – File my claim.” If you do not agree, your claim will not be filed. Instead, you will be given information stating that your entries into the Uplink system will be kept on file for seven days, in the event that you change your mind and decide to file your claim.
If your answer to any question creates an issue that will require adjudication, you will be asked to provide additional information regarding that issue through a process called “fact-finding.” Clicking on the “Provide Additional Information” link will start the fact-finding process. You need to turn off your browser’s popup blockers to answer fact-finding questions. You must click on each link to provide all additional information that is requested on your claim.
Answer every question by typing in the boxes shown above. The questions you receive will differ depending on the answers you gave during the process of filing your claim.
Continue answering all applicable questions. When fact-finding is complete, provide the best phone number for the Department to contact you about your claim. Providing accurate contact information speeds up the review process on your claim. You must verify that your answers are correct to the best of your knowledge and that you understand the penalties for providing false information.
Next is your fact-finding summary screen. Scroll through to read all of your answers. Then click “Continue.”
This is your File Claim Confirmation screen. A confirmation number is provided in the green box on this screen. Keep the confirmation number for future inquiries. You may print this screen, go to the claimant homepage, logoff, or search for job matches.
This is your Claimant Homepage. Once you have filed a claim for unemployment insurance benefits, the Homepage will contain information about that claim. When your claim has been established, you will be able to return to this screen to view information such as weekly benefit amounts, your claim’s expiration date, and weekly voucher status. You can also see the issues on your claim that might be delaying payment on your claim.
Once your claim is established, you may file your weekly claim voucher online. To complete your weekly claim voucher, click on “File Weekly/Reactivate Claim” link. A weekly claim is called a “voucher.”
When you have read and agreed to the information in the yellow box, click “Next.”
You must confirm that you wish to file a voucher for the week listed. You must provide information about whether you were separated from an employer during that week. If you were separated by an employer, you will be directed to another screen to provide information about that separating employer.
You will click on the “Yes” or “No” buttons to answer the questions above. You may click on each question to receive a more detailed explanation about the question. Once you have provided answers to all of the questions, click the “Next” button.
You will review and confirm your answers.
You must certify your answers and agree to all of the statements in the green box. Read the statements carefully. If you agree, click “Yes, I agree – File my Claim.”
Like with the initial claim filing process, your answers to voucher questions may create a need for you to provide additional information. You should click the “Provide Additional Information” link and answer questions in the same manner as you did during the initial claim fact-finding process.

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<th>Work Search Weekly</th>
<th>01.09.2016</th>
<th>Provide Additional Information</th>
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NOTE: The above issues will require further review in order to make a decision regarding your eligibility to receive benefits. The information you provide will be used in making this decision. Failure to provide correct and timely information may result in denial or delay of benefits.
Thank you for using the Claimant Self Service Tutorial

For additional questions, please contact the Customer Service Center at 1-800-891-6499.