



# MiWAM

MICHIGAN WEB ACCOUNT MANAGER

UNEMPLOYMENT INSURANCE

# Toolkit

*For Claimants*



LEO

# FREQUENTLY ASKED QUESTIONS

## **Q: What happens when I register for MiWAM?**

**A:** When you register for MiWAM, you will be granted unlimited access to your MiWAM account immediately. You can access your account 24 hours a day, seven days a week. MILogin for Citizens is a single sign on process that connects you to MiWAM and Pure Michigan Talent Connect systems.

## **Q: Does my password expire?**

**A:** Yes, your password expires every 13 months. As a result, you will be required to change it after one year.

## **Q: What should I do if I forget my username or need to reset my password?**

**A:** Click on the hyperlinks “Forgot your User ID?” or “Forgot your password?” You can use the automatic functions regarding a forgotten User ID and/or password the majority of the time. Both User ID and password automatic recovery processes use the Security Option(s) that you chose during the MILogin registration process. If you need further assistance, contact 1-866-500-0017 to speak with a customer service representative.

## **Q: Can I come back to a claim that I began filing and finish it later?**

**A:** MiWAM allows you to save your claim and complete it later during the same calendar week, by clicking the Save and finish later button. You will receive a confirmation number and a claim filing number. Click the “Find a Saved Claim” hyperlink to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely. Any incomplete claim will be discarded after this deadline.

## **Q: How do I enter the Occupation Code when filing a claim through MiWAM?**

**A:** Click on the Search Code and type a key word or words that describe your position (i.e., truck driver, teacher or waitress). Press the enter key from your keyboard and a list of choices will appear. If you cannot find an exact match, choose the occupation code that best fits. Make your choice by clicking the blue hyperlink next to your selection. You can find these instructions when filing a claim by clicking the information icon in the Occupation Code field.

## **Q: Can I protest a determination or respond to UI’s correspondence using MiWAM?**

**A:** Yes. Access the Determinations tab to either protest a determination or appeal a redetermination. Responding to any open fact-finding issues can be done by clicking on the Fact Finding sub-tab to see pending questionnaires.

## **Q: Who do I contact if I need help?**

**A:** If you have questions about MiWAM or need help with your unemployment claim, call 1-866-500-0017 to speak with a customer service representative.

# Michigan Web Account Manager

## MiWAM Toolkit

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# Michigan Web Account Manager

## MiWAM Toolkit

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## How do I Sign up for a MiWAM Account?

In order to create a MiWAM account, a claim must have been filed with the Agency within the last two years. To access MiWAM, enter the address below in your web browser.

**[www.michigan.gov/uia](http://www.michigan.gov/uia)**

**Michigan.gov**  
Department of Labor and Economic Opportunity

# UNEMPLOYMENT INSURANCE

WORKERS EMPLOYERS TOOLS & RESOURCES

## Unemployment Insurance Agency

Michigan's Unemployment Insurance program provides temporary income to workers who have lost their job through no fault of their own. The program is funded through unemployment taxes paid by employers. We offer an array of convenient online services to unemployed workers and to employers. Contact us by phone, through your online account or visit in person at one of 13 local offices around the state.

### Our Telephone Customer Service Hours for Workers are Changing

Beginning Monday, December 2, 2019, hours of operation for our telephone customer service for workers (1-866-500-0017) will be Monday through Friday from 8:00 a.m. to 4:30 p.m.

Hours of operation for the employer telephone customer service (1-855-484-2636) will remain 8:00 a.m. to 5:00 p.m.

### I Am A Worker

Learn how to apply for unemployment benefits, get information about your unemployment account and more.

### I Am An Employer

Learn about unemployment taxes, programs and services to help manage your unemployment tax account and more.

### Tools And Resources

Fact sheets, publications, and other helpful information about unemployment insurance.

## MIWAM

The Michigan Web Account Manager (MiWAM) is the UIA's system for filing your unemployment insurance claim and managing your UIA account online. MiWAM makes doing business with the UIA simpler, faster and more efficient.

**FOR WORKERS** **FOR EMPLOYERS**

Click here to begin the process of creating a MiWAM account.

From the homepage, scroll down to the MiWAM logo and click the For Workers button. *You must first create a MiLogin for Citizens account to view and access the MiWAM home page.*

# MILogin for Citizens Registration - Pathway to to MiWAM





## How do I Log in to MiWAM Using MILogin for Citizens?

### MIWAM

The Michigan Web Account Manager (MiWAM) is the UIA's system for filing your unemployment insurance claim and managing your UIA account online. MiWAM makes doing business with the UIA simpler, faster and more efficient.

FOR WORKERS

FOR EMPLOYERS



Click the For Workers button from the UI home page.



Michigan  
Unemployment Insurance Agency

≡ MiWAM For Claimants

Home

 Log In To MiWAM For Claimants

Claimants, please proceed to MILogin by clicking the link below.

Sign In With MILogin

 Online Services for CLAIMANTS

[Report Fraud](#)

[Report Identity Theft](#)

Use the Sign In With MILogin button under the Log In To MiWAM For Claimants section.

### Confirmation

If you have an existing MILogin account, please click on **Login** button below.

If you would like to create a new MILogin account, then click **Continue** to continue with registration process.

LOGIN

CONTINUE

Click the Continue button.

Note: This will only need to be done the first time you log in. Future log ins will not require this confirmation process.

## How do I Log on to MiWAM Using MILogin for Citizens? (cont.)

The first step in creating an account requires the individual to enter his/her **Profile Information**.

The screenshot shows the 'MILogin for Citizens' website with a 'Create Your Account' section. A progress bar at the top indicates three steps: 1. Profile Information (highlighted with a yellow star and the number 1), 2. Security Setup, and 3. Confirmation. The 'Profile Information' section includes a heading 'Enter your profile information' and a list of required fields marked with an asterisk: First Name, Middle Initial, Last Name, Suffix, Email Address, Confirm Email Address, Mobile Number, and a Verification Question. A checkbox labeled 'I agree to the terms & conditions.' is highlighted with a red box. Below the checkbox are 'NEXT' and 'RESET' buttons. A green callout box on the right states: 'After completing all required information and agreeing to the terms and conditions by clicking the box, click the NEXT button.'

Note the required information:

- First name
- Last name
- Email address
- Confirmation of email address
- The answer to the verification question

In addition, you *must* agree to the terms and conditions to complete this step.

Terms & conditions is a hyperlink that takes you to another page to read over the terms and conditions.





## How do I Log on to MiWAM Using MILogin for Citizens? (cont.)

The second step in creating an account involves **security**.

### Security Setup

The required fields concerning the creation of an ID and password must be completed. You should remember the user ID and password. **You will need them from this point forward every time you enter the system.**

More than one person can use the same email address with MILogin. However, if more than one person is attached to the same email address, the email address cannot be used to reset passwords.

**MILogin for Citizens**

HOME

**Create Your Account**

1 Profile Information 2 **Security Setup** 3 Confirmation

**Security Setup**

Provide user ID and password information to complete your profile

\* Required

\* User ID

Enter a User ID

\* Password

Enter password

\* Confirm New Password

Confirm password

**User ID guideline:**

- User ID must be at least 6 characters and can contain letters (a-z or A-Z), numbers (0-9), and the following symbols (@, -, \_)

**Password Guidelines:**

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!\$#.%@~<~>\*~+<=<)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

**\* Security Options**

To choose your preferred password recovery method(s), please click on the buttons below. Multiple options can be selected.

Email Mobile (Text/SMS) Security Questions

CREATE ACCOUNT BACK

Michigan.gov HOME | HELP | CONTACT US | POLICIES

### Security Options

The Security Option designates how you wish to receive information regarding forgotten passwords.

You can choose more than one security option method (email, mobile text, or security questions).

### Create Account

When finished with the above sections, click the CREATE ACCOUNT button.

## How do I Log on to MiWAM Using MILogin for Citizens? (cont.)

The final step is the confirmation. You will be required to verify your email address after you complete this step and receive the "Success" confirmation. Access your email account for the email address entered in the Profile Information section.

Michigan.gov

HELP CONTACT US

### MILogin for Citizens

HOME

#### Create Your Account

1 Profile Information ✓ 2 Security Setup ✓ 3 Confirmation ★

#### Confirmation

✓ Success

Your account has been successfully created.

An email has been sent to you with a link to verify your email address. You need to verify this email address to access TIA Dashboard application.

If you have not received the email after few minutes, please check your spam folder.

Please close the web browser.

- A. To verify your account, open your personal email account.
- B. Click the Verify Email hyperlink on the email message sent from DONOTREPLY-MILogin@michigan.gov. which will open the MILogin Citizens screen.
- C. Click LOGIN.

Verify your Email for MILogin user account

DONOTREPLY-MILogin@michigan.gov

Sent: Mon 8/13/2018 12:59 PM

To: [redacted]

Welcome to MILogin!

For verification purposes [click here](#) to confirm your email address.

Broken link? Click the [Help Page](#) link for help desk assistance.



Michigan.gov

HELP CONTACT US

### MILogin for Citizens

HOME

#### Verify Email Confirmation

✓ Success

Your email address is successfully verified. Please login to your account.

LOGIN

**Note: The Local Office has public computers with the various common email provider hyperlinks on them.**

## How do I Log on to MiWAM Using MILogin for Citizens? (cont.)

The MILogin for Citizens page is used to access and log in to MiWAM. You will now use your newly created User ID and Password. Enter both and click LOGIN.

Michigan.gov

HELP CONTACT US

# MILogin for Citizens

Login to your account

User ID ✓

Password ✓

LOGIN ✓

SIGN UP

Forgot your User ID? Need Help? Forgot your password?

CONTINUE AS GUEST

# Filing a New Claim in MiWAM



## How do I File a New Claim for Benefits?

When your registration for MILogin is complete. You must continue to verify your identity with a few short steps.

When a new claim is required, follow the steps below:

**File a New Claim**

**UIA Michigan Unemployment Insurance Agency**

**Enter Identification**

Home > Enter Identification

1. Enter Identification 2. Review and Submit

**Enter Identification**

Welcome to MiWAM !

Please enter your SSN and date of birth to begin linking your Unemployment Insurance account to MILogin username **Training1**.

SSN  Required

Confirm SSN  Required

Date of Birth  Required

Required  
Format: 999-99-9999

Previous Step Next Step >

During this process, the system will determine your next steps:

1. You *do not* have a previous claim on file and need to file a new claim or
2. You have a previous claim and need to access MiWAM

After logging in through MILogin for Citizens, you must enter your Social Security number and date of birth.

Click on the Next Step button.

**Enter Identification**

Home > Enter Identification

1. Enter Identification 2. Review and Submit

**Review and Submit**

Our records indicate that you have not previously filed for unemployment benefits with the State of Michigan. If this is incorrect, please return to the previous step and update your information.

You are linking MILogin username **Training1** to your record with Unemployment Insurance. You will not be able to change this action without contacting customer service at 1-866-500-0017. Click the Submit button to proceed.

Previous Step Submit

The Review and Submit box appears and identifies if you have previously filed a claim. If not, click the Submit button.



## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

Click Yes if you have a valid driver's license or state ID. Then enter your Driver's License or State ID in the field below.

Click Next Step to proceed.

The screenshot shows the 'Verify Identity' page with a breadcrumb trail 'Home > Verify Identity'. A progress bar at the top indicates '1. Review Identification' and '2. Enter Michigan ID Information'. The main heading is 'Enter Michigan ID Information'. Below it, a warning states: 'Enter your response carefully. Once you answer a question, you will not be able to go back and change your answer.' The first question is 'Do you have a valid Michigan Driver License or Michigan State ID?' with 'Yes' and 'No' radio buttons. Below this is a text input field for the 'Michigan Driver License or State ID Number'. At the bottom right, there are two buttons: '< Previous Step' and 'Next Step >'. Red boxes highlight the 'Yes' button, the input field, and the 'Next Step >' button.

The screenshot shows the 'Verify Identity' page with a breadcrumb trail 'Home > Verify Identity'. A progress bar at the top indicates '1. Review Identification', '2. Enter Michigan ID Information', and '3. Security Agreement'. The main heading is 'Security Agreement'. Below it, the section 'Your Responsibilities' is followed by a paragraph: 'All users and their representatives must agree to follow the established criteria for use of any application within the these policies will result in the loss of access privileges.' A bulleted list of terms follows. Below the list, two paragraphs explain the consequences of choosing 'Yes' or 'No'. The question 'Do you agree with the Acceptable Use Policy Agreement, stated above?' is followed by 'Yes' and 'No' radio buttons. At the bottom right, there are two buttons: '< Previous Step' and 'Submit'. Red boxes highlight the 'Yes' button and the 'Submit' button.

Click Yes to agree to the Acceptable Use Policy.

Click Submit to proceed.



## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

**New Claimant Filing**

Home > New Claimant Filing

1. New Claimant Filing 2. Identification Information 3. Demographic Information 4. Additional Information

**New Claimant Filing**

This application allows you to file a claim for unemployment benefits online. A claim cannot be filed early. Filing today means your claim will begin this week unless you request previous weeks. Benefits will not be allowed on an incomplete application.

You will need the following information to successfully complete your claim:

- Driver license number or state ID number
- Social Security Number
- Date of birth

**LEGEND**

- Click to view more information
- The Step is Complete
- The Step Contains Errors

Click the Submit button.

Begin filing your new claim!

1. New Claimant Filing 2. Identification Information 3. Demographic Information 4. Additional Information 5. Employment Information

**Identification Information**

Federal and state laws require that certain types of information be provided upon request for statistical and Unemployment Insurance program purposes. The information you provide to the Unemployment Insurance Agency concerning your claim for unemployment benefits is confidential and will be used only by public officials performing their duties.

**Social Security Number**

Social Security Number

Have you worked under more than one Social Security Number?

Yes No

**Name Information**

Last Name

First Name

Middle Name

Suffix

Additional Last Name

**Driver License / State ID**

If you do not provide your driver license or state ID number, additional information may be needed to protect your identity. This information may delay your benefit payment.

Issuing state of your driver's license or state ID

Driver's license or state identification number

Previous Step Next Step

Enter your information in the Social Security Number, Name Information, and Driver License/State ID sections.

Click Next Step when finished.

## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

1. New Claimant Filing 2. Identification Information 3. Demographic Information 4. Additional Info 5. Employment Information

#### Demographic Information

When entering your demographic information, please review your information and make sure it is correct. Important information about your benefit eligibility will be mailed to the address you provide. Review your phone number. It is important that the Unemployment Insurance Agency be able to contact you. If the agency is unable to contact you, it will affect your eligibility for benefits.

**Physical Address**

You must enter your physical address and validate it in order to proceed. Enter

Country

Address Line 1

Address Line 2

Unit Type  Unit  City

State / Province  ZIP  County

Attention

Enter your physical address information and click the Enter the address, then click here to validate the address button.

Click the Next Step button.

This address has been validated.

Is your Mailing Address different than your physical address? ☐ Yes ☒ No

Letters sent to you will be addressed to:

**Telephone**

Country

Type  Cell

Area Code

Phone Number

**Demographic Information**

Date of Birth

If you require an interpreter, choose the language

Gender ☐ Male ☐ Female

Hispanic / Latino ☐ Yes ☐ No

Racial Group

Education Level

Are you a U.S. Citizen? ☐ Yes ☐ No

**Additional Information**

Are you claiming dependents? ☐ Yes ☐ No

Do you want State and Federal taxes withheld? ☐ Yes ☐ No

Once the address is validated, verify the mailing address where your letters will be sent. Answer the questions in the Telephone, Demographic Information, and Additional Information sections.

Click Next Step to move forward.

## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

New Claimant Filing   2. Identification Information   3. Demographic Information   **4. Additional Info**   5. Employment Information

#### Additional Info

**Claim Date**

A claim for unemployment benefits usually begins the week that it is filed. Do you want your claim to begin 10/14/2018?

☐ Yes   ☐ No **Required**

**Out of State Work**

Since 07/01/2017 did you work in any state(s) other than Michigan? This includes the District of Columbia, Commonwealth of Puerto Rico, and the US Virgin Islands. This does not include military or Federal employment.

☐ Yes   ☐ No

Since 10/01/2017 did you file a claim for unemployment benefits against another state? This includes the District of Columbia, Commonwealth of Puerto Rico, and the US Virgin Islands.

☐ Yes   ☐ No

**School Information**

Are you currently attending school or training?

☐ Yes   ☐ No

[< Previous Step](#)   [Next Step >](#)

Answer the Additional Info questions in the Claim Date, Out of State Work, and School Information sections.

Click the Next Step button when finished.

## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

2. Identification Information   3. Demographic Information   4. Additional Info   5. Employment Information   6. Payment Method

#### Employment Information


Provide your employer's Unemployment Insurance Employer Account Number (EAN):

☐ I don't know my employer's EAN

Provide your employer's Federal Employer Identification Number (FEIN):

☐ I don't know my employer's FEIN

Enter your employer's account number and Federal Employer Identification number if known. If you do not know this information, click both of the *I don't know...boxes.*

 [Click here to answer and review questions about](#)

Employer Legal Name:

Doing Business As:

Click the hyperlink next to the "X" to answer questions about your last employer. Once you have answered the questions, the orange "X" will become a green check mark.

Worked for this Employer ☒

Military Branch ☐

Federal Employer ☐

2. Identification Information   3. Demographic Information   4. Additional Info   5. Employment Information   6. Payment Method

#### Employment Information

Provide your employer's Unemployment Insurance Employer Account Number (EAN):

**Employer Information** ? x

**Activity Code Search** ? x

**Search**   **Results**

Type  
SOC 2010

Enter a keyword to search.

Occupation  
 Required

Search

First day worked for

Separation Reason

Last day worked for

During the Employment Information step, you will be asked questions related to your employer during your time of employment.

You may click the search button to search for the Occupation code that best fits your last employment description.

Once you have located the best choice, click the hyperlink and it will appear in the Occupation box.



## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

The screenshot shows a web application window titled "Employer Questions Follow Up". It features a "Show History" link and a table with columns "Last Employer", "Employer Legal Name", and "Business Name". The table has two rows, with the second row containing the text "CORPORATION". Below the table are "OK" and "Cancel" buttons. To the right of the window, there is a "Worked for this Employer" checkbox (checked) and a "Military Branch" checkbox (unchecked). At the bottom of the window, there are "Previous Step" and "Next Step" buttons.

Identify your separating employer [Show History](#)

Last Employer	Employer Legal Name	Business Name
		CORPORATION

2 Rows

OK Cancel

Worked for this Employer ☒

Military Branch ☐

Click here to add an Employer

Click here to answer and finish the Employment Information section

Do not click on the button until you have finished answering all of the questions for each employer.

Previous Step Next Step

Answer the separating employer information including which employer was your last employer.

Click Ok.

Click the Next Step button.

The screenshot shows the "Payment Method" section of a web application. It includes a progress bar at the top with steps: 3. Demographic Information, 4. Additional Info, 5. Employment Information, 6. Payment Method (selected), and 7. MIWAM Account. The "Payment Method" section has a heading "Payment Method" and a description: "How would you like to receive your benefits? You may receive your benefits by either debit card or direct deposit. You will receive benefit payments by debit card unless you enter your Direct Deposit information." Below this, there is a paragraph about receiving a welcome packet and activating a debit card. To the right, there are two radio buttons: "Debit Card" (selected) and "Direct Deposit". Below the radio buttons is an image of a "State of MICHIGAN" debit card. At the bottom, there are "Previous Step" and "Next Step" buttons.

3. Demographic Information 4. Additional Info 5. Employment Information 6. Payment Method 7. MIWAM Account

### Payment Method

**Payment Method**

How would you like to receive your benefits? You may receive your benefits by either debit card or direct deposit. You will receive benefit payments by debit card unless you enter your Direct Deposit information.

You will be receiving a welcome packet from the vendor in a **plain white envelope** which includes your debit card and introductory materials. When you receive the welcome packet, you must follow the directions to activate your debit card. Keep your card. You may be able to use the same card to receive benefit payments in the future. If you have questions about your card, you will need to contact the card provider.

Debit Card Direct Deposit

State of MICHIGAN Bank of America Debit MasterCard

Previous Step Next Step

Select your payment method. If Direct Deposit is selected, you will need your bank account and routing number.

Click the Next Step button.

## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

The screenshot shows the 'MiWAM Account' step in a multi-step process. The steps are: Additional Info, 5. Employment Information, 6. Payment Method, 7. MiWAM Account, and 8. Your Unemployment Benefits Period. The 'MiWAM Account' section includes a heading, a description of the MiWAM system, and a 'Correspondence' section. In the 'Correspondence' section, there is a question: 'How would you like to receive information from the Unemployment Insurance Agency?'. Below this question are two radio buttons: 'Go Green' and 'Paper'. The 'Go Green' button is selected. There is also a 'Required' label next to the 'Paper' button. Below the radio buttons is an 'Email Address' field. At the bottom of the form, there are two buttons: 'Previous Step' and 'Next Step'. The 'Next Step' button is highlighted with a red box.

**MiWAM Account**

The Michigan Web Account Manager (MiWAM) is the UIA's system for managing your unemployment benefits. It is available seven days a week and allows you to complete many online services. You can file a claim, submit an inquiry or name change request, change your address, answer fact finding questions, certify for benefits, review your payment history, and submit your work search using your MiWAM account. Your account is secure, accurate, and a fast way to interact with UIA.

*Because State law allows the UIA to issue determinations on restitution for up to three years after you were approved for unemployment benefits, and up to six years if fraud (intentional misrepresentation) is involved, it is recommended that you continue to monitor your MiWAM account and update your contact information even after you have exhausted your benefits and your benefit year has ended.*

**Correspondence**

How would you like to receive information from the Unemployment Insurance Agency?

☒ Go Green ☐ Paper

Required

Email Address

[< Previous Step](#) [Next Step >](#)

Select Go Green or Paper. This will determine how you receive correspondence from UI.

The screenshot shows the 'Go Green Agreement' step in the claim filing process. It includes a heading, a question about receiving information, an 'Email Address' field, and a list of eight numbered points. The first point states: 'I agree to receive my correspondence from Unemployment Insurance (UI) through my Michigan Web Account Manager (MiWAM) instead of through U.S. mail. This contact method is referred to as "Go Green".' The second point states: 'I understand that I need to routinely check my MiWAM inbox for correspondence. UI will send courtesy emails to the email address I provide (letters) which can be viewed at anytime by logging into the MiWAM account.' The third point states: 'I understand that UI reserves the right to contact me by other methods in addition to Go Green correspondence.' The fourth point states: 'I understand that if I want to discontinue receiving my correspondence via Go Green, I must log into my MiWAM account and change my contact method (claimants) or change my set mail preferences (employers).' The fifth point states: 'I understand that UI reserves the right to discontinue sending correspondence via Go Green.' The sixth point states: 'I understand that if UI discontinues sending correspondence via Go Green, correspondence via postal mail will be used to contact me until I change my contact method (claimants) or change my set mail preferences (employers).' The seventh point states: 'If your postal, physical or primary email address change, you must update it with UI.' The eighth point states: 'If at any time you wish to receive your correspondence via U.S. mail and opt-out of receiving UI correspondence electronically, please select Paper as your preferred method of receiving correspondence.' At the bottom of the form, there are two buttons: 'Previous Step' and 'Next Step'. The 'Next Step' button is highlighted with a red box.

**Correspondence**

How would you like to receive information from the Unemployment Insurance Agency?

☒ Go Green ☐ Paper

Email Address

Choosing electronic correspondence means that all decisions, fact-finding questionnaires, letters, inquiry responses, and notifications will only be sent to your MiWAM account. Each time correspondence is posted to your MiWAM account, a notice is sent to the email address you have provided.

By checking "Go Green" you agree to receive all communications electronically through MiWAM and agree to routinely check your MiWAM account for any correspondence from UI.

**Go Green Agreement**

1. I agree to receive my correspondence from Unemployment Insurance (UI) through my Michigan Web Account Manager (MiWAM) instead of through U.S. mail. This contact method is referred to as "Go Green".
2. I understand that I need to routinely check my MiWAM inbox for correspondence. UI will send courtesy emails to the email address I provide (letters) which can be viewed at anytime by logging into the MiWAM account.
3. I understand that UI reserves the right to contact me by other methods in addition to Go Green correspondence.
4. I understand that if I want to discontinue receiving my correspondence via Go Green, I must log into my MiWAM account and change my contact method (claimants) or change my set mail preferences (employers).
5. I understand that UI reserves the right to discontinue sending correspondence via Go Green.
6. I understand that if UI discontinues sending correspondence via Go Green, correspondence via postal mail will be used to contact me until I change my contact method (claimants) or change my set mail preferences (employers).
7. If your postal, physical or primary email address change, you must update it with UI.
8. If at any time you wish to receive your correspondence via U.S. mail and opt-out of receiving UI correspondence electronically, please select Paper as your preferred method of receiving correspondence.

[< Previous Step](#) [Next Step >](#)

If you select Go Green, all of your correspondence with UI will go to your MiWAM account.

If you select Paper, you will receive correspondence through the mail.



## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

Employment Information

6. Payment Method

7. MiWAM Account

8. Your Unemployment Benefits Rights

9. Review and Submit

#### Your Unemployment Benefits Rights

Before you complete filing a claim for unemployment benefits, it is important that you understand that you have rights and responsibilities regarding collecting unemployment benefits.

You will be receiving a Monetary Determination in the mail and delivered to your MiWAM account. Read it carefully. It provides you with information you need to know:

- If you meet the monetary requirements to establish a claim
- Your Weekly Benefit Amount (WBA), number of weeks allowed, and the calculations involved
- If you are required to register for work in order to collect benefits
- How to protest your Monetary Determination if you do not agree
- If you need to provide additional information

You are also responsible for reading the booklet *Unemployment Benefits in Michigan*. This will be sent in the mail to you. Along with other important information, this booklet explains to you, in detail, all the requirements regarding:

- Certifying for benefits
- Seeking work
- Registering for work
- Reporting earnings during certification
- Being able and available for work and other eligibility issues

The information in the *Unemployment Benefits in Michigan* booklet is helpful in collecting the benefits to which you are entitled. Problems arise while claiming benefits because individuals do not know and understand their rights and responsibilities. This can cause overpayments, non-payment, restitution, and sometimes fraud penalties.

If you opted to receive the booklet in the mail and do not receive it within 7 days of completing this application, call 1-866-500-0017. Customer Service Representatives are available to assist you between 8:00 a.m. and 4:30 p.m., Monday through Friday. The booklet is also available at [http://www.michigan.gov/documents/uia\\_UC1901\\_76146\\_7.pdf](http://www.michigan.gov/documents/uia_UC1901_76146_7.pdf)

**Protect your rights.** Read and follow the instructions in any pamphlets, documents, or correspondence sent to you by the Unemployment Insurance Agency.

- At times you may be asked to provide a document or complete a form and return it within 10 days. Failure to provide the requested information could affect your rights to benefits.
- Remember to put your Social Security Number or Letter ID and your name on all information or documents that you send to the UIA. Print clearly and use black ink.

If you reside in another state or are moving out of Michigan within the next three weeks, you must register for work with the state employment service provider in your new state of residence. You must register for work timely or you may not receive unemployment benefits.

To claim benefits, you must certify with MARVIN by phone or online every two weeks to claim your unemployment benefits for the previous two weeks. Your first appointment day and time is: **Monday, 10/29/2018 from 3:00 PM to 4:00 PM.**

By clicking the check box below, you are acknowledging that you have read and understand the information provided on this page. If you do not understand the information, call 1-866-500-0017. Customer Service Representatives are available to assist you between 8:00 a.m. and 4:30 p.m., Monday through Friday. You can also visit one of our Problem Resolution Offices. Click [here](#) for a list of locations.

☒ Your claim for benefits is not filed until you click the submit button on the next page.

< Previous Step

Next Step >

Read Your Unemployment Benefits Rights. This section also contains hyperlinks to the Unemployment Benefits in Michigan booklet and locations of your nearest Reemployment Local Office.

You must click the box next to *Your claim for benefits is not filed until you click the submit button on the next page* statement.

Click Next Step.

## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

Review the information in each step. If you need to make changes, click any hyperlink next to the steps to go back and make corrections.

Click Submit to go to the confirmation page.

The Authentication screen will appear after you click OK on the Confirmation page.

Employment Information > 6. Payment Method > 7. MiWAM Account > 8. Your Unemployment Benefits Rights > 9. Review and Submit

#### Review and Submit

Step 1: [New Claimant Filing](#)

Step 2: [Provide Identification Information](#)

Name:

Step 3: [Demographic Information](#)

Physical Address:

Step 4: [Additional Information](#)

Additional questions have been answered

Step 5: [Identify Employers](#)

[Show History](#)

Employer Legal Name	Business Name	Worked	Last Employer
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
CORPORATION	<input type="text"/>	<input type="checkbox"/>	<input type="radio"/>

3 Rows

Step 6: [Payment Method](#)

You have chosen debit card as the payment method.

Step 7: [Set Up MiWAM Account](#)

You have completed your MiWAM account information.

Step 8: [Benefit Rights](#)

You have reviewed your benefit rights.

[< Previous Step](#) [Submit](#)

#### Confirmation

Home > New Claimant Filing > Confirmation

**Confirmation**

Your Internet application for unemployment benefits has been accepted. Your internet claim confirmation number is

Current date: Monday 15-Oct-2018

Claimant first and last name:

First MARVIN appointment: Monday, 29-Oct-2018 from 3:00 PM to 4:00 PM  
Call MARVIN toll-free at 1-866-638-3993.  
If you are unable to call during your appointed time, you may call Thursday, 11-Oct-2018 from 10:00 AM to 12:00 PM.  
You can also certify with your MiWAM account at any time.

You must register for work to be eligible for unemployment benefits, within three business days before your first contact with MARVIN.

Even if you register for work on the internet, you must also report in person to a Michigan Works Agency location in your area, go to michiganworks.org or call 1-800-285-9675, M (UJA).

The UJA requires a systematic and sustained work search for each week of unemployment. You must report your search at least once a month using one of the following methods:

- Submit information on MiWAM
- Submit Form UJA 1583, Monthly Record of Work Search, via mail or in person
- Appear at Michigan Works Agency location to file a work search for

If you have questions about your claim, you may send an inquiry through the MARVIN website or call 1-866-500-0017 and press option 6.

[Printable View](#)

[OK](#)

#### Authentication

Please review the information below for accuracy and make updates if necessary.

Select an authentication type and provide a phone number and/or email address.

##### Profile Information

Name:

Email:

##### Primary Phone Number

Country:

Type:

##### Authentication

Authentication Type:

##### Secondary Phone Number

Country:

Type:

Update your profile information if necessary.

Click the Save button when finished.

[Save](#)

## How do I File a New Claim for Benefits? (cont.)

### File a New Claim (cont.)

**Authentication**

Home > Home > Authentication

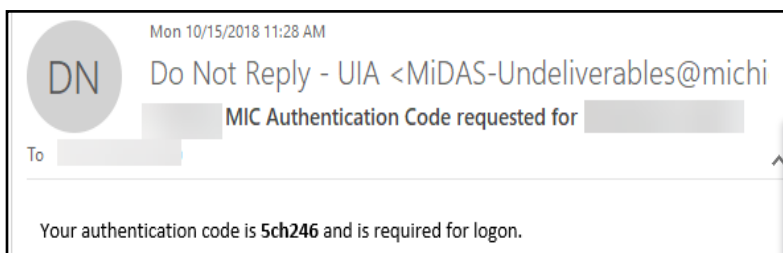
**Confirm Authentication**

[Click Here to Receive Authentication Email](#)

An authentication code will be emailed to:  
s\*\*\*\*\*l@mi.gov  
[Already received an authentication code?](#)

**Why is this required?**  
Unemployment Insurance requires claimants to perform this additional level of verification to protect against unauthorized users gaining access to MiWAM accounts.

1. Click the button to receive the code via email or text.
2. Enter the code in the required field.
3. Click the Logon button.
4. The MiWAM account is now accessed! The Homepage will appear.



**Authentication Code**

An authentication code was sent to:  
s\*\*\*\*\*l@mi.gov

Authentication Code

Required

[Logon](#)

**UI Claim**

Welcome, FORMEA TEST Settings Log Off

Claim: C4857794-0

**UI Claim**

FORMEA TEST  
\*\*\* \*\*

UI Claim  
C:  
BYE: 20-Jul-2019

**Account A**

To report timely, you must report between 06-Aug-2018 and 11-Aug-2018

**I Want To**

[Send Unemployment a Message](#)  
[View All Claims](#)  
[View the MiWAM Toolkit](#)  
[View 1099-G](#)

**My Account** Certification Submissions Correspondence Claimant Services Determination Status Fact Finding

Names and Addresses

**Claim Information**

Social Security Number \*\*\* \*\* 5556 Withhold Taxes No

# Existing Claims in MiWAM



## How do I File a Claim in MiWAM?

If you have filed a claim since October 2013, then your information is stored with UI. However, you will still need to create an account using MILogin for Citizens. Follow the steps on pp. 7-10 to register, then follow the steps below.

### You Have Filed a Claim Since 2013 and Your Information is Stored With UI

After your MILogin registration is complete, go to your email and click the [click here](#) hyperlink.

The Verify Email Confirmation page will appear. Click the LOGIN button to Verify your email address.



## How do I File a Claim in MiWAM? (cont.)

### You Have Filed a Claim Since 2013 and *Your Information Is Stored With UI*

**UIA** Michigan Unemployment Insurance Agency

**Enter Identification**

Home > Enter Identification

1. Enter Identification 2. Review and Submit

**Enter Identification**

Welcome to MiWAM !

Please enter your SSN and date of birth to begin linking your Unemployment Insurance record.

SSN  Required

Confirm SSN  Required

Date of Birth  Required

Format: 999-99-9999

Previous Step Next Step >

After logging in through MILogin for Citizens, you must enter your Social Security number and date of birth. These two pieces of information identify you in MiDAS.

Click the Next Step button.

**Enter Identification**

Home > Enter Identification

1. Enter Identification 2. Review and Submit

**Review and Submit**

You are linking MILogin username **Desk300** to your record with Unemployment Insurance. You will not be able to change this action without contacting customer service at 1-866-500-0017. Click the Submit button to proceed.

Previous Step Submit

After clicking on the Submit button, you are asked to review the information shown.

Click the Next Step button.

**Verify Identity**

Home > Verify Identity

1. Review Identification

**Review Identification**

Review your information below. If this information is correct, click Next Step to proceed. If this information is incorrect, contact customer service at 1-866-500-0017.

MILogin Username  Desk100

SSN

Date of Birth  28-Aug-1961

Next Step >



## How do I File a Claim in MiWAM? (cont.)

### You Have Filed a Claim Since 2013 and *Your Information is Stored With UI*

The screenshot shows the 'Verify Identity' page with a progress bar indicating Step 2: Enter Michigan ID Information. The main heading is 'Enter Michigan ID Information'. Below it, a note states: 'Enter your response carefully. Once you answer a question, you will not be able to return to this question.' The first question is 'Do you have a valid Michigan Driver License or Michigan State ID?'. There are two radio buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box. Below the question is a text input field labeled 'Michigan Driver License or State ID Number' with a 'Required' label. To the right of the input field is a 'Format: ? 999 999 999 999' label. At the bottom, there are two buttons: '< Previous Step' and 'Next Step >'. The 'Next Step >' button is highlighted with a red box.

Click Yes if you have a valid Michigan Driver's License or Michigan State ID. Enter your Driver's License or Michigan State ID number in the required field.

Click Next Step and go to page 29.

A close-up of the 'Yes' and 'No' radio buttons. The 'Yes' button is highlighted with a red box.

If you answer that you do not have a Michigan Driver's License or Michigan State ID, other verification steps are necessary. Go to page 28.

The screenshot shows the 'Verify Identity' page with a progress bar indicating Step 3: Security Agreement. The main heading is 'Security Agreement'. Below it, a section titled 'Your Responsibilities' lists several bullet points. At the bottom, there is a question: 'Do you agree with the Acceptable Use Policy Agreement, stated above?'. There are two radio buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box. To the right of the input field is a 'Required' label. At the bottom, there are two buttons: '< Previous Step' and 'Submit'. The 'Submit' button is highlighted with a red box.

Click the Yes button to indicate agreement with the Acceptable Use Policy Agreement.

Click the Submit button.

## How do I File a Claim in MiWAM? (cont.)

If you clicked No to the question, “Do you have a valid Michigan Driver License or Michigan State ID?” or if you do not have a valid Michigan Driver’s License or Michigan State ID, you will be asked several additional questions to verify your identity.

### You Have Filed a Claim Since 2013 and *Your Information is Stored With UI*

**Verify Identity**

Home > Verify Identity

1. Review Identification > 2. Enter Michigan ID Information > 3. Enter Income Information

**Enter Income Information**

Enter your response carefully. Once you answer a question, you will not be able to go back and change your answer.

What was your gross income in the State of Michigan in 2017?

☐ Less than \$15,000

☐ \$15,000 to \$24,999

☐ \$25,000 to \$49,999

☐ \$50,000 to \$74,999

**Verify Identity**

Home > Verify Identity

1. Review Identification > 2. Enter Michigan ID Information > 3. Security Agreement

**Security Agreement**

Your Responsibilities

Answer the Income Information and click Next Step.

If the data matches, you will be directed to the Security Agreement page. At this point, you will follow the same path as if you provided a valid Michigan Driver’s License or State ID (p. 27).

< Previous Step

Next Step >

**Note:** If you do not have a Michigan Driver’s License or you enter an incorrect driver license, you will be directed to call to receive an access code.

**You must call UI customer service at 1-866-500-0017.**

**Verify Identity**

Home > Verify Identity

1. Review Identification > 2. Enter Michigan ID Information > 3. Enter Income Information > 4. Submit Access Code

**Submit Access Code**

We were not able to verify your Michigan ID and income information. Please contact customer service at 1-866-500-0017 to obtain an access code in order to proceed.

Access Code  Required

Required

< Previous Step

Next Step >

If you do not answer the income question successfully, you must **call UI at 1-866-500-0017** to obtain an Access Code.

Enter the Access Code given to you from the UI agent and click Next Step.

## How do I File a Claim in MiWAM? (cont.)

### You Have Filed a Claim Since 2013 and Your Information is Stored With UI

**Edit User**

Home > Verify Identity > Home > Edit User

**Authentication**

Please review the information below for accuracy and make updates if necessary.

Select an authentication type and provide a phone number and/or email address.

**Profile Information**

Name Required

Email

**Primary Phone Number**

Country Required USA

Type Home

Phone Number Required

**Authentication**

Authentication Type Required

The drop-down selection box allows the user to choose email and/or text as his/her authentication type.

Authentication Type

Required

Email and authentication email

Text and authentication text

Email and text or email

Complete the required fields on the Edit User page.

Click the Send Authentication Email to receive your Authentication code. Click Save.

Retrieve your code from your email and enter it in the Authentication Code field (see page 30).

**Authentication Code**

An authentication code was sent to: [redacted]

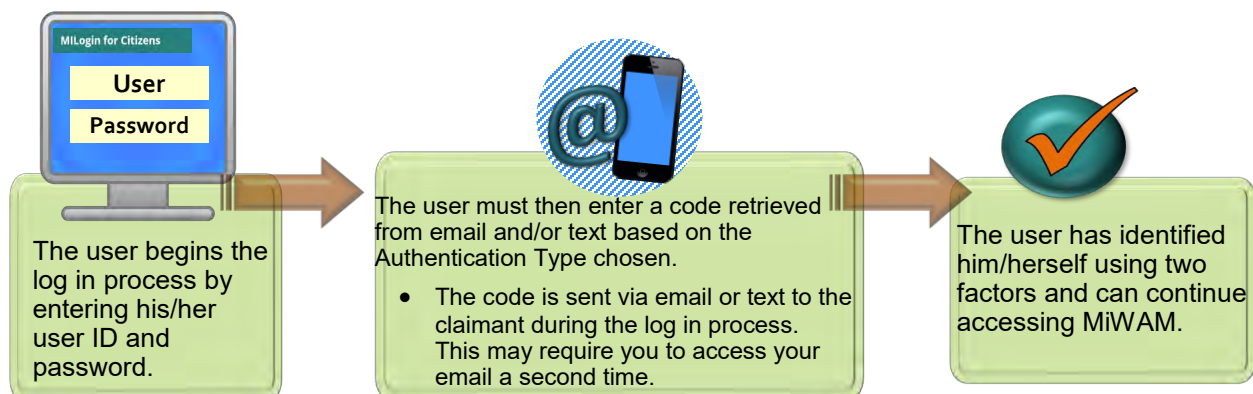
Authentication Code 4t335z

Logon

Didn't receive an authentication code?

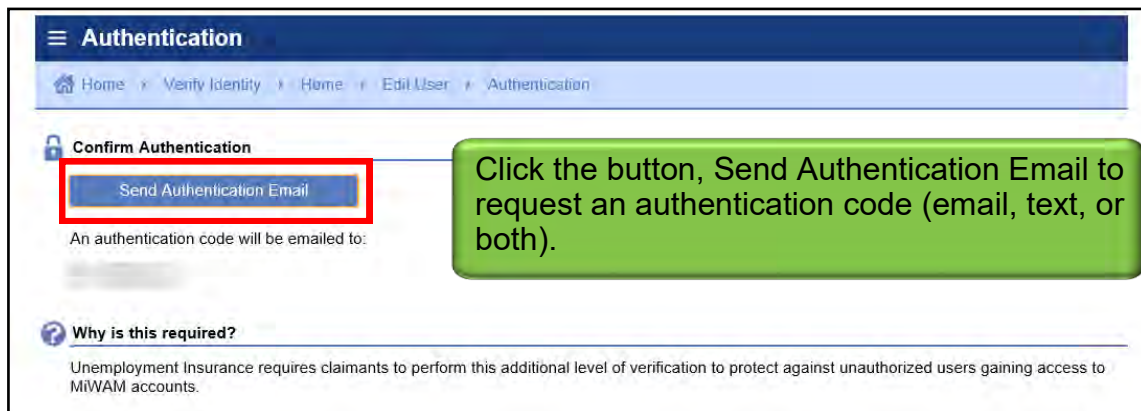
Save

Two-factor authentication is an extra layer of security used to make sure that people trying to gain access to an online account are who they say they are. Instead of immediately gaining access, you will be required to provide another piece of information.



## How do I File a Claim in MiWAM? (cont.)

**You Have Filed a Claim Since 2013 and Your Information is Stored With UI**



**Authentication**

Home > Verify Identity > Home > Edit User > Authentication

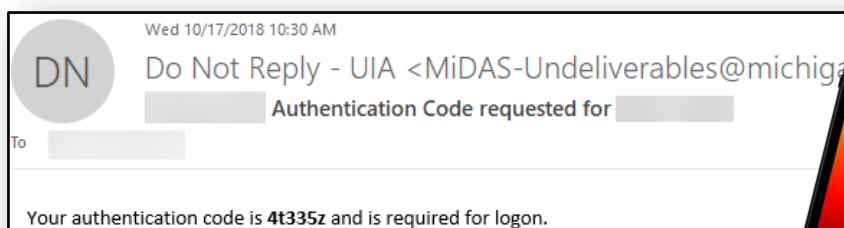
**Confirm Authentication**

**Send Authentication Email**

An authentication code will be emailed to:

**Why is this required?**

Unemployment Insurance requires claimants to perform this additional level of verification to protect against unauthorized users gaining access to MiWAM accounts.



Wed 10/17/2018 10:30 AM

DN Do Not Reply - UIA <MiDAS-Undeliverables@michigan.gov>

Authentication Code requested for [redacted]

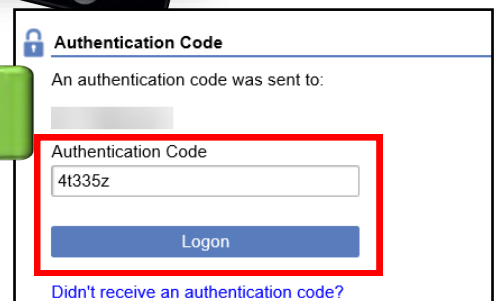
To: [redacted]

Your authentication code is **4t335z** and is required for logon.

Retrieve code from email or phone.



Enter authentication code and click the Logon button.



**Authentication Code**

An authentication code was sent to:

Authentication Code

4t335z

**Logon**

Didn't receive an authentication code?



**UIA** Michigan Unemployment Insurance Agency

**UI Claim**

Welcome, [redacted] Settings Log Off

Claim: [redacted]

If this is your active claim, in order to continue receiving benefits on this claim you must Reopen your claim or file an Additional Claim. To do so select "File a Claim" under Claimant Services or under "I WANT TO".

Click [here](#) to visit your Talent Dashboard.

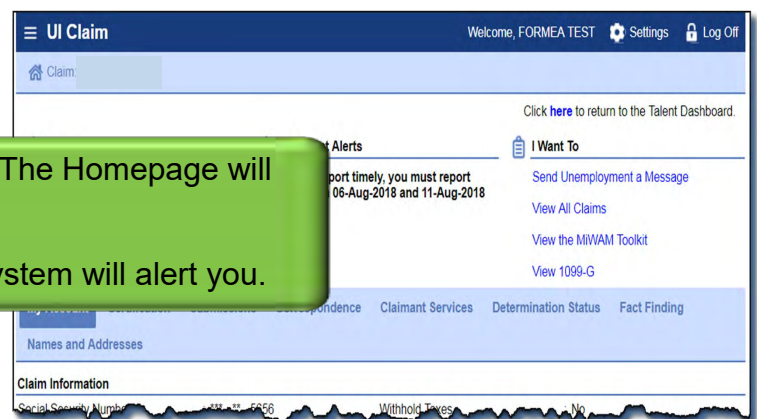
**Account** Account Alerts I Want To

UI Claim Closed: 01-Apr-2018

**My Account** Certification Submissions Correspondence Claimant Services Determination Status Fact Finding

Names and Addresses

Claim Information Overpayment Detail Payments



**UI Claim**

Welcome, FORMEA TEST Settings Log Off

Claim: [redacted]

Click [here](#) to return to the Talent Dashboard.

**I Want To**

Send Unemployment a Message

View All Claims

View the MiWAM Toolkit

View 1099-G

**Names and Addresses**

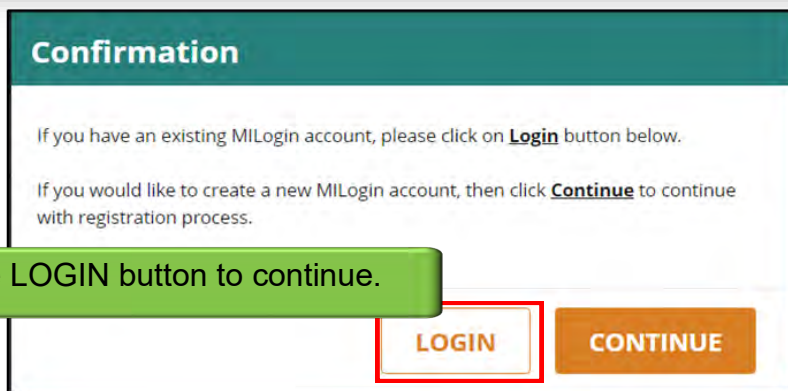
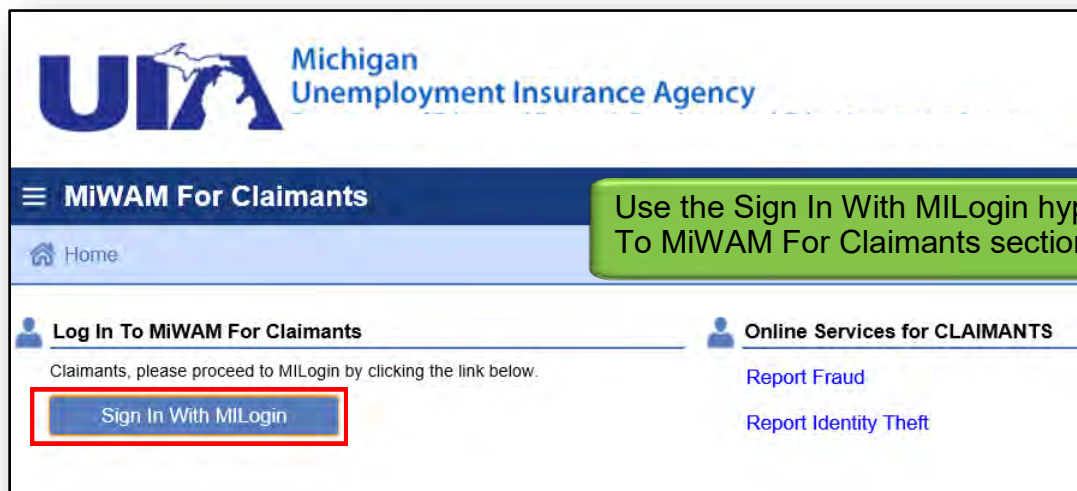
**Claim Information**

Social Security Number [redacted] Withhold Taxes [redacted]



## How do I View an Existing Claim in MiWAM?


If you have not signed up for a MILogin for Citizens account, then you must register first to view an existing claim in MiWAM. If you have already registered, follow the steps to login on the next few pages.



**Reminder: You will click the Login button when you have an established MILogin account.**

**If you have not registered, click the Continue button to move forward with the registration process.**

How do I View an Existing Claim in MiWAM? (cont.)

HELP CONTACT US

# MILogin for Citizens

Logon using your credentials in the User ID and Password fields.

Click LOGIN.

## Login to your account

User ID

User ID

Password

Password

LOGIN

SIGN UP

Forgot your User ID?

Need Help?

Forgot your password?

CONTINUE AS GUEST



## How do I View an Existing Claim in MiWAM (cont.)

Once the MILogin for Citizens registration process is complete and you have associated your MILogin with your MiWAM account, you will always access MiWAM through MILogin for Citizens.

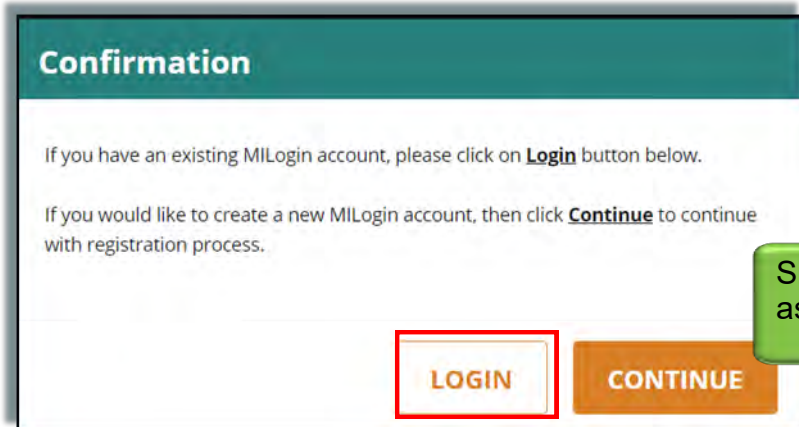


**Log In To MiWAM For Claimants**

Claimants, please proceed to MILogin by clicking the link below.

[Sign In With MILogin](#)

Beginning from the UI website, click Sign In With MILogin.



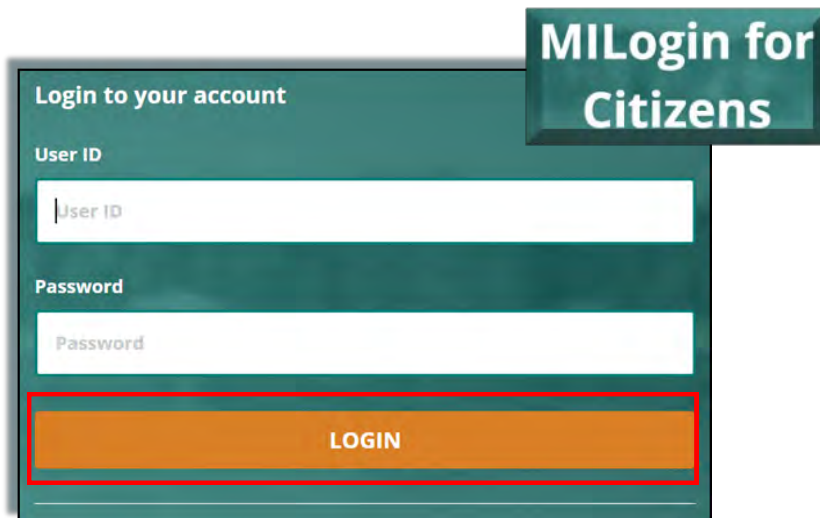
**Confirmation**

If you have an existing MILogin account, please click on **Login** button below.

If you would like to create a new MILogin account, then click **Continue** to continue with registration process.

**LOGIN** **CONTINUE**

Since your MILogin account and MiWAM are associated, click LOGIN.



**MILogin for Citizens**

**Login to your account**

User ID

Password

**LOGIN**

Enter your User ID and Password. Click LOGIN and the Talent Dashboard will appear.

## How do I View an Existing Claim in MiWAM (cont.)

The screenshot displays the MiWAM dashboard. On the left, under 'Job Matches', there is a list of job opportunities with details like 'Data Entry Key Operator' and 'Data Entry Clerk' in various Michigan locations. A 'VIEW ALL JOB MATCHES' button is at the bottom of this list. On the right, under 'Your Claim Information', there is a red box around the 'Go to Michigan Web Account Manager (MiWAM)' link. Below this, claim details are shown: Claim Type: Unemployment, Claim ID: C..., Effective Date: Sep 30, 2018, Weekly Benefit: \$174.00, Last Week Filed: Nov 10, 2018, Last Week Paid: Nov 10, 2018, and Claim Balance: 14 Weeks. A green callout box points to the 'Go to Michigan Web Account Manager (MiWAM)' link with the text: 'Click the Go to Michigan Web Account Manager (MiWAM) hyperlink under the Your Claim Information title. The authentication process will begin. See p. 29.'

The Talent Dashboard will appear. The dashboard will provide information on:

- Your job matches - click on a job match to be taken directly to the Pure Michigan Talent Connect website to view the job details
- Hyperlinks to the MITALENT HOME page, Career Pathfinder, Michigan Works, MiWAM, and UI homepage
- Your most recent Unemployment claim data

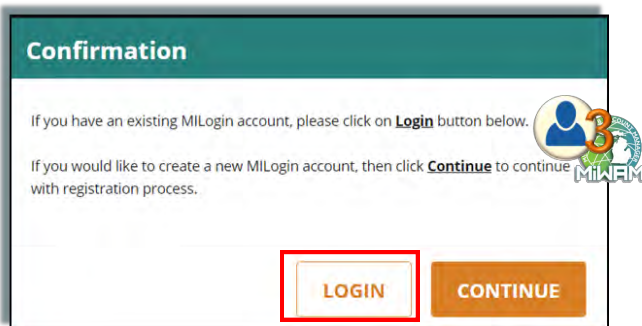
**Note:** There is also a TO-DO LIST in the upper right corner. It will display reminders associated with your claim. Click the TO-DO LIST button to see the full list.

**Click the Complete Task button to take you to the Authentication screen to continue the login process for MiWAM. You will be able to complete your tasks once you are logged into MiWAM.**

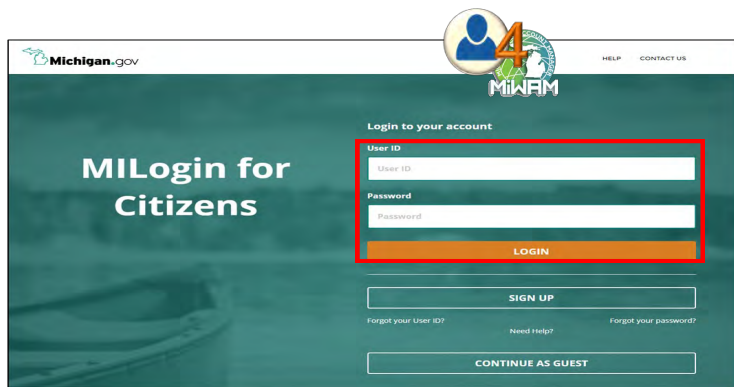
The screenshot shows the 'To-do' section of the dashboard. It includes a 'TO-DO LIST' button on the left. The main area has a 'REFRESH' button and a task titled 'Weekly Certification'. The task description states: 'You have benefit weeks that have not been certified.' Below this is a 'COMPLETE TASK' button.

## How do I Sign in as a Return User for MiLogin and MiWAM?

There are two ways to sign in as a return user to MiLogin and MiWAM. The first method is from the UI website.



1. Click the MiWAM For Workers button from the UI home page.
2. Click the Sign in With MiLogin button.
3. Click the LOGIN button.
4. Enter your login credentials.



5. Click the Go to Michigan Web Account Manager (MiWAM) hyperlink under the *Your Claim Information* title.

## How do I Sign in as a Return User for MiLogin and MiWAM? (cont.)

6. Click the *Send Authentication Email* button. (email, text, or both)
7. Check your email for the authentication code.
8. Enter the Authentication code and click the Logon button.

**Authentication**

Home > Verify Identity > Home > Edit User > Authentication

**Confirm Authentication**

If this information is incorrect, contact customer service at 1-866-386-2277.

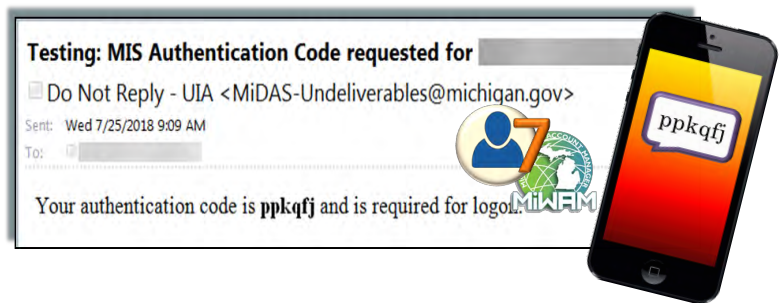
[Send Authentication Email](#)

An authentication code will be emailed to:

Johndoe@gmail.com

**Why is this required?**

Unemployment Insurance requires claimants to perform this action for MiWAM accounts.



**Authentication Code**

An authentication code was sent to:

JohnDoe@gmail.com

Authentication Code

ppkqfj Required

[Logon](#)

[Didn't receive an authentication code?](#)



## How do I Sign in as a Return User for MiLogin and MiWAM? (cont.)

9. Verify your contact information on the next two screens (address and contact). This screen will only appear if:

- It has been 21 days since your benefit year began.
- 14 days since you verified your contact information.
- It has been 24 hours since you linked your account using single sign on.
- It has been at least 7 calendar days since you last certified.

Click Next Step when finished verifying your address and contact information.

Click Submit when you finish verifying your contact information.

10. Begin using MiWAM!

The first screenshot shows the 'Verify Claimant Contact Information' screen with the 'Verify Address' step highlighted. The second screenshot shows the 'Verify Contact' step highlighted. Both screens include fields for address, phone number, and email address, along with 'Yes' and 'No' buttons for verification.

The MiWAM page will appear. Your most recent claim data will be displayed on this page.

The dashboard displays the following information:

- UI Claim** header with a 'Welcome' message and 'Settings' link.
- Claim:** CS987043-0
- Account Alerts:** To report timely, you must report between 01-Oct-2018 and 06-Oct-2018.
- I Want To:** Send Unemployment a Message, Set Go Green Preference, View All Claims, View the MiWAM Toolkit, View Claimant Handbook, View 1099-G.
- My Account:** Certification, Submissions, Correspondence, Claimant Services, Determination Status, Fact Finding, Names and Addresses.

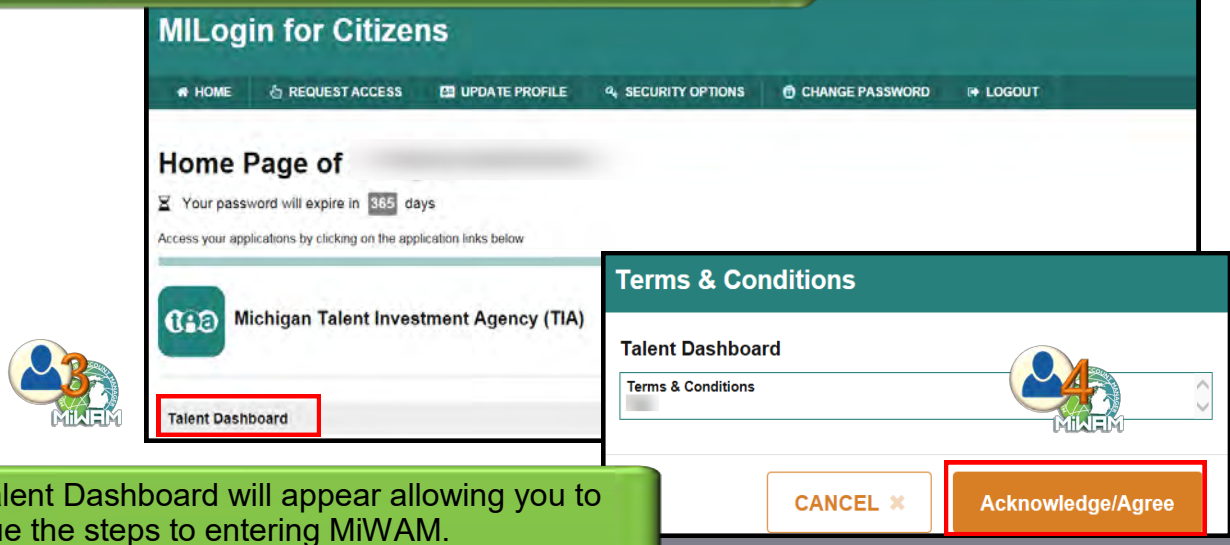
## How do I Sign in as a Return User for MILogin and MiWAM? (cont.)

The second method to signing in as a return user is from outside of the UI website. You will access a "general" MILogin for Citizens page that interacts with other state agencies that participate in the MILogin application. Signing in this way will allow you to access other agencies that you may have previously interacted with.

1. Go to MILogin for Citizens (non UI/PMTC version).
  - ◇ Google "MILogin for Citizens" and the appropriate site should be the top result.
  - ◇ Web address: <https://MILogin.michigan.gov/eai/login/authenticate?URL=/>

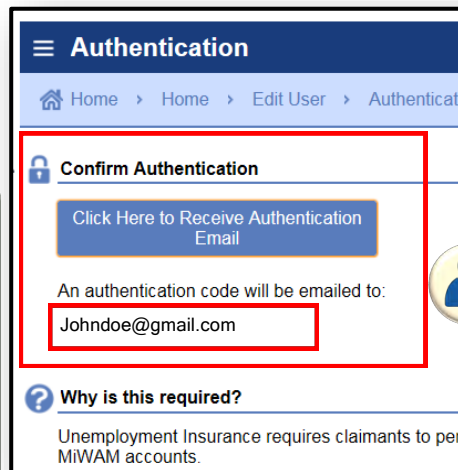


4. Next, click the Acknowledge/Agree button.



## How do I Sign in as a Return User for MiLogin and MiWAM? (cont.)

6. Click the Click Here to Receive Authentication Email button. (email, text, or both)
7. Check your email for the authentication code.
8. Enter the Authentication code and click the Logon button.
9. Begin using MiWAM!



**Authentication**

Home > Home > Edit User > Authentication

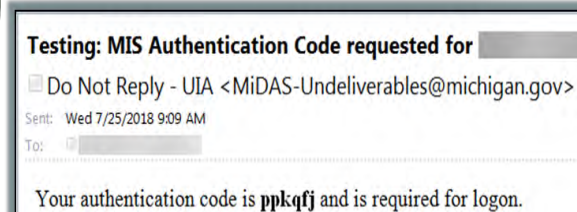
**Confirm Authentication**

[Click Here to Receive Authentication Email](#)

An authentication code will be emailed to:  
**Johndoe@gmail.com**

**Why is this required?**

Unemployment Insurance requires claimants to verify their MiWAM accounts.



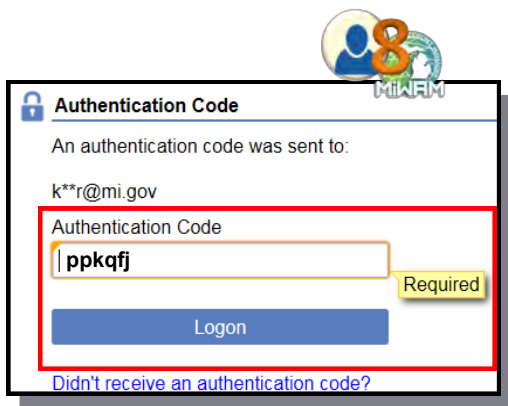
**Testing: MIS Authentication Code requested for**

☐ Do Not Reply - UIA <MiDAS-Undeliverables@michigan.gov>

Sent: Wed 7/25/2018 9:09 AM

To: [redacted]

Your authentication code is **ppkqfj** and is required for login.



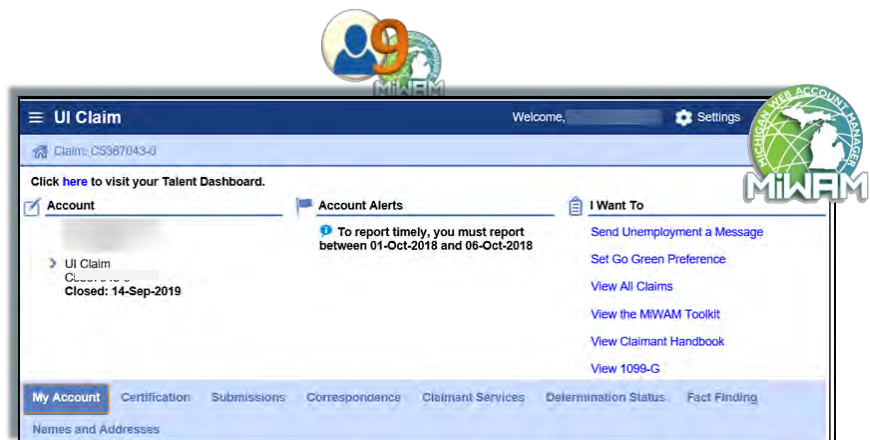
**Authentication Code**

An authentication code was sent to:  
k\*\*r@mi.gov

Authentication Code  
**ppkqfj** Required

[Logon](#)

[Didn't receive an authentication code?](#)



**UI Claim**

Welcome, [redacted] [Settings](#)

Claim: CS387043-0

Click [here](#) to visit your Talent Dashboard.

**Account**

UI Claim  
Closed: 14-Sep-2019

**Account Alerts**

To report timely, you must report between 01-Oct-2018 and 06-Oct-2018

**I Want To**

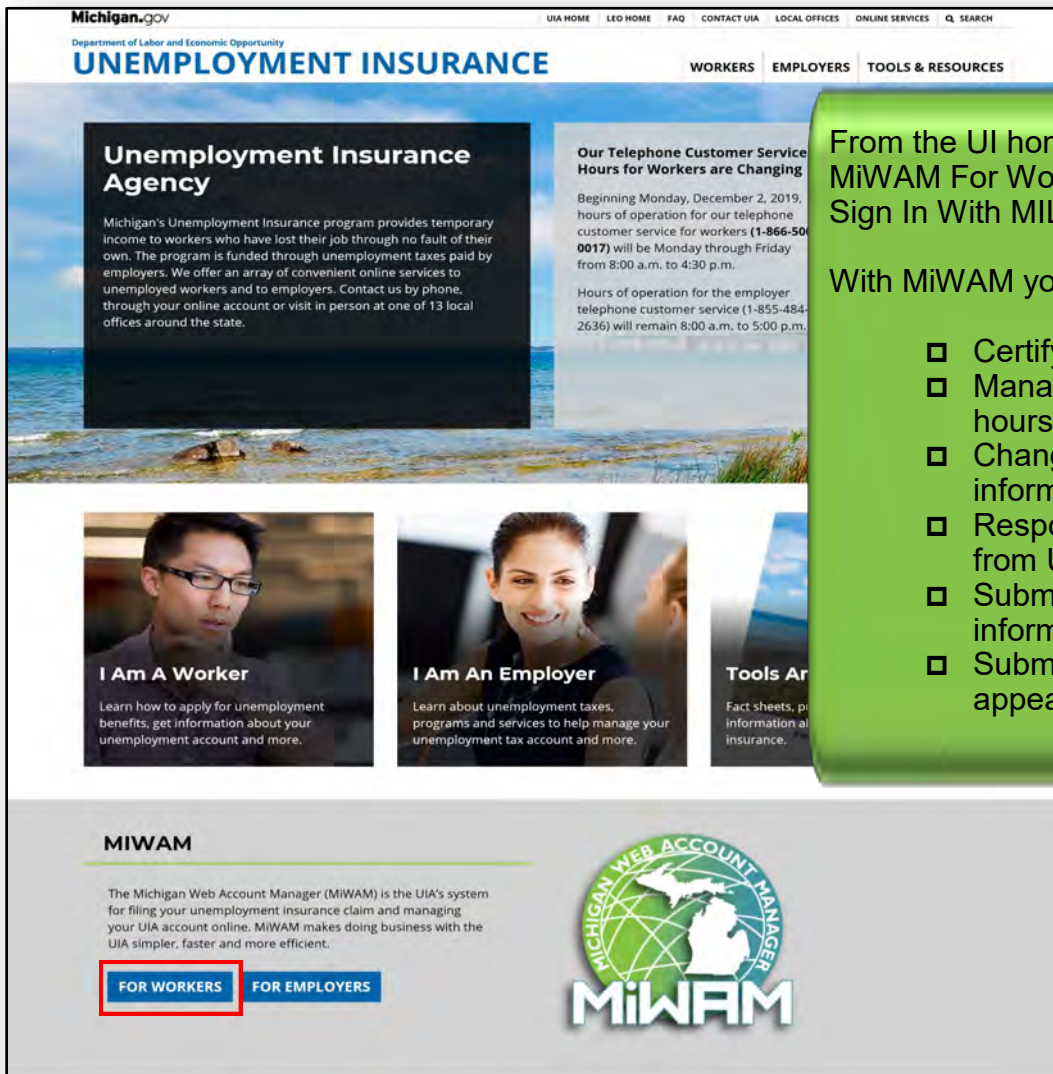
- [Send Unemployment a Message](#)
- [Set Go Green Preference](#)
- [View All Claims](#)
- [View the MiWAM Toolkit](#)
- [View Claimant Handbook](#)
- [View 1099-G](#)

**My Account** | [Certification](#) | [Submissions](#) | [Correspondence](#) | [Claimant Services](#) | [Determination Status](#) | [Fact Finding](#)

Names and Addresses

The MiWAM page will appear. Your most recent claim data will be displayed on this page.

## What Other Online Services can I perform using MiWAM?



From the UI homepage, click on the MiWAM For Workers button. Click the Sign In With MILogin button.

With MiWAM you can:

- ❑ Certify for benefits bi-weekly.
- ❑ Manage your account 24 hours a day, 7 days a week.
- ❑ Change your contact information.
- ❑ Respond faster to questions from UI.
- ❑ Submit work search information.
- ❑ Submit protests and appeals.



### I Want To

- [File a Claim](#)
- [Send Unemployment a Message](#)
- [Set Go Green Preference](#)
- [View All Claims](#)
- [View the MiWAM Toolkit](#)
- [View Claimant Handbook](#)
- [View 1099-G](#)

Once you are logged into MiWAM, you can also perform additional services.



## How do I Reset my Password?

If a password needs to be reset because you forgot your password:

1. Click the *Forgot your password?* hyperlink.

Passwords can be automatically reset if you know your User ID. If you do not know your User ID, you may call UI for assistance at 1-866-500-0017.

**MI Login for Citizens**

1. Click the *Forgot your password?* hyperlink.

2. Enter your User ID and answer the Verification Question.  
Click NEXT when finished.

3. Select either Email or Security.  
Click Next.

Note: if you selected Security question or text when you registered for MILogin, then you will see those options to reset your password.

**Caution:** If you share your email address with another person who has filed a claim, you will not be able to reset your password using the automated function.

**You must call UI customer service at 1-866-500-0017.**

## How do I Reset my Password? (cont.)

**Forgot Password**

1 Enter User ID 2 Select Options 3 Verify 4 **New Password** 5 Confirmation

**Verify Identity**

Please answer the questions below to verify your identity.

\* Required

\* What was your favorite place to visit as a child?

\* In what city were you born in?

**NEXT** **BACK**

Answer the security questions in order to verify your identity.

The questions on this step are the questions and answers you selected during the registration process of MILogin.

**Forgot Password**

1 Enter User ID 2 Select Options 3 Verify 4 New Password 5 **Confirmation**

**Confirmation**

✓ **Success**

Your password has been successfully reset to the new password.

**LOGIN**

Click the LOGIN button.

You will be directed to the MILogin for Citizens home page.

**MILogin for Citizens**

Login to your account

User ID

Password

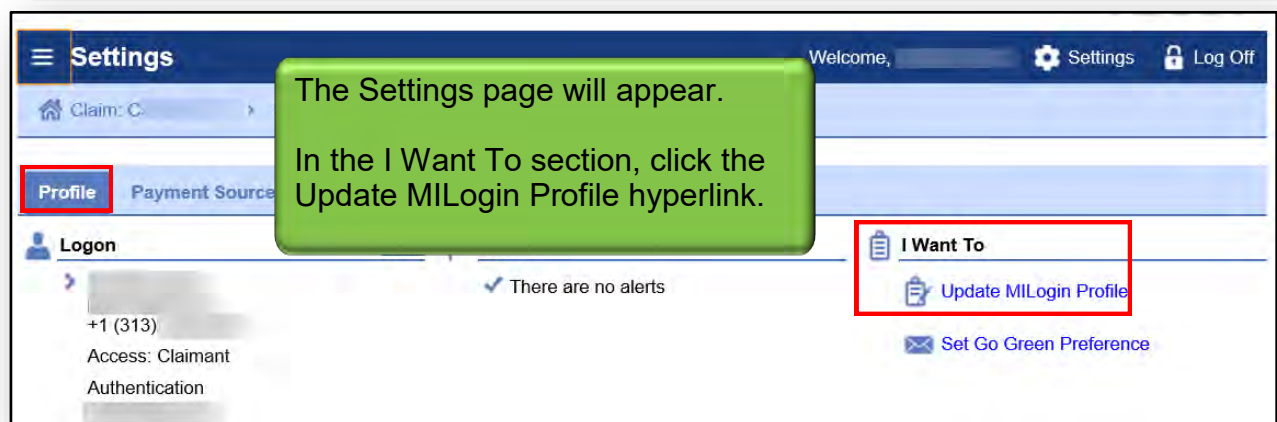
**LOGIN**

**SIGN UP**

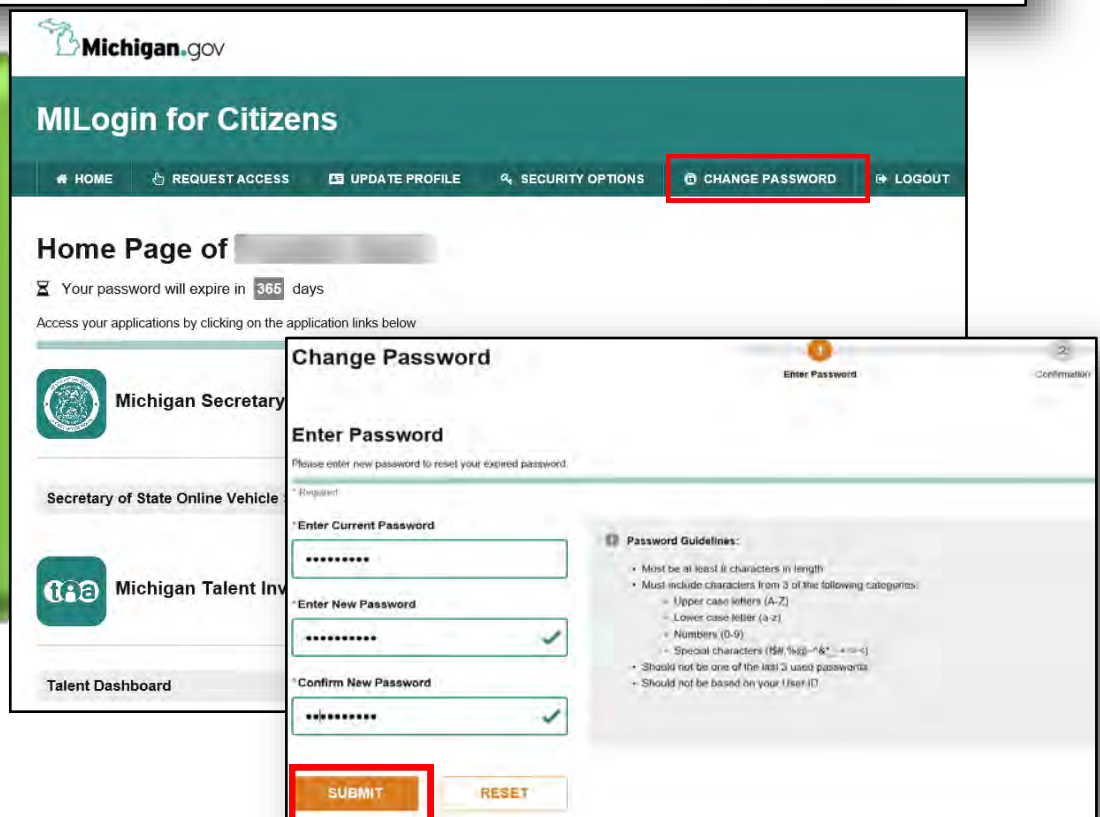
Forgot your User ID? Need Help? Forgot your password?

You will use your newly created password to Login.

Changing a password is not the same process for resetting a forgotten password. To change a password, you must access your MiWAM account.



The Change Password screen will appear. Fill in the required fields and click submit when finished.



## How do I Change my Name?

A request can be made using MiWAM to change your name and/or address. Proper documentation must be given to UI for the name change to be completed.

The screenshot shows the 'UI Claim' portal interface. At the top, there is a navigation bar with 'UI Claim', 'Welcome, [User]', 'Settings', and 'Log Off'. Below this, a 'Claim:' field is visible. The main content area is divided into three columns: 'UI Claim', 'Account Alerts', and 'I Want To'. The 'UI Claim' column shows a claim status of 'BYE: 01-Dec-2018'. The 'Account Alerts' column has a message about reporting between 01-Jan-2018 and 06-Jan-2018. The 'I Want To' column lists several links: 'File a Claim', 'Send Unemployment a Message', 'Set Go Green Preference', 'View All Claims', 'View the MiWAM Toolkit', 'View Claimant Handbook', and 'View 1099-G'. Below these columns is a horizontal menu with 'My Account', 'Certification', 'Submissions', 'Correspondence', 'Claimant Services', 'Determination Status', and 'Fact Finding'. The 'My Account' section is expanded, showing 'Names and Addresses' highlighted with a red box. A green callout box with a person icon and the number '1' points to this link, containing the text 'Click the Names and Address hyperlink.' Below the menu is a 'Claim Information' table.

Claim Information			
Social Security Number	: *** - ** - [Redacted]	Withhold Taxes	: Yes
Benefit Year Begin	: 03-Dec-2017	Exemptions	: 1
Benefit Year End	: 01-Dec-2018	Dependents	: 0
Weekly Benefit Amount	: \$362.00		
Total Weeks Allowed	: 20.0		
Weeks Remaining	: 18.0		

The screenshot shows the 'Customer Names & Addresses' page. The 'My Account' section is expanded, and 'Names and Addresses' is selected. A green callout box with a person icon and the number '2' points to the 'Legal Name' field, containing the text 'Click the Name hyperlink to open the Change Name page.' The 'Legal Name' field is highlighted with a red box and contains the text 'John Doe'. The 'Physical Address' field is also visible but blurred.



## How do I Change my Name? (cont.)

Change Name

Welcome,

Settings

Log Off

Claim:  > Change Name

MIWAM will time out after 15 minutes of inactivity.

1. Change Name

2. Review and Submit

Change Name

Last Name

First Name

Required

Middle Name

Suffix

Required

To change your name, you must include supporting documentation in your request. Your name will not be changed until the Agency receives proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the "Add" link from the attachment panel below.

Attachments

Add

Type	Name	Description	Size
------	------	-------------	------

Cancel

< Previous Step

Next Step >

Enter the name change information. Click the Add button to attach any supporting documentation.

When the documentation is attached, it will be displayed in the Attachment section.

Click Next Step to continue.

Change Name

Last Name

DOE

First Name

JANE

Middle Name

Suffix

To change your name, you must include supporting documentation in your request. Your name will not be changed until the Agency receives proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the "Add" link from the attachment panel below.

Attachments

Add

Type	Name	Description	Size
Name Change Document	J.Doe - Marriage License. pdf	Marriage License	101 Remove

Cancel

< Previous Step

Next Step >

3

MIWAM

4

MIWAM

MIWAM Toolkit for Claimants

Revised: December 20, 2018

45

[Return to Table of Contents](#)

## How do I Change my Name? (cont.)

1. Change Name 2. Review and Submit

### Review and Submit

This Change Name submission is ready to submit.

Cancel Previous Step Submit

Click Submit to complete the name change request.

The Confirmation page will appear. Click OK to go back to the UI Claim home page.

Confirmation Welcome, Settings Log Off

Claim: Change Name Confirmation

### Confirmation

Your "Name Update" request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen. You may also print this page for your records.

Your confirmation number is 1-000-000-000

Printable View OK

**Note:** The option to print a copy of a document is available whenever the **Printable View** button is visible. Click the **Printable View** button to print a copy of a confirmation page.



Printable View

## How do I Review my Name Change Request?

To review past name change requests, navigate back to the UI Claim page.

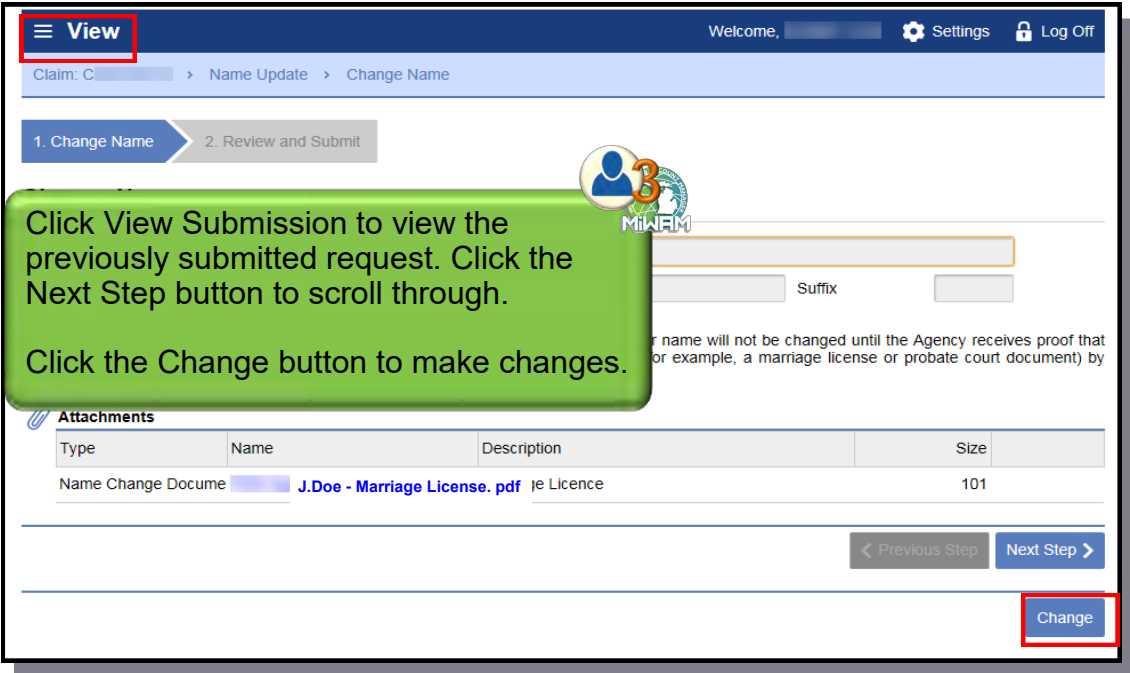
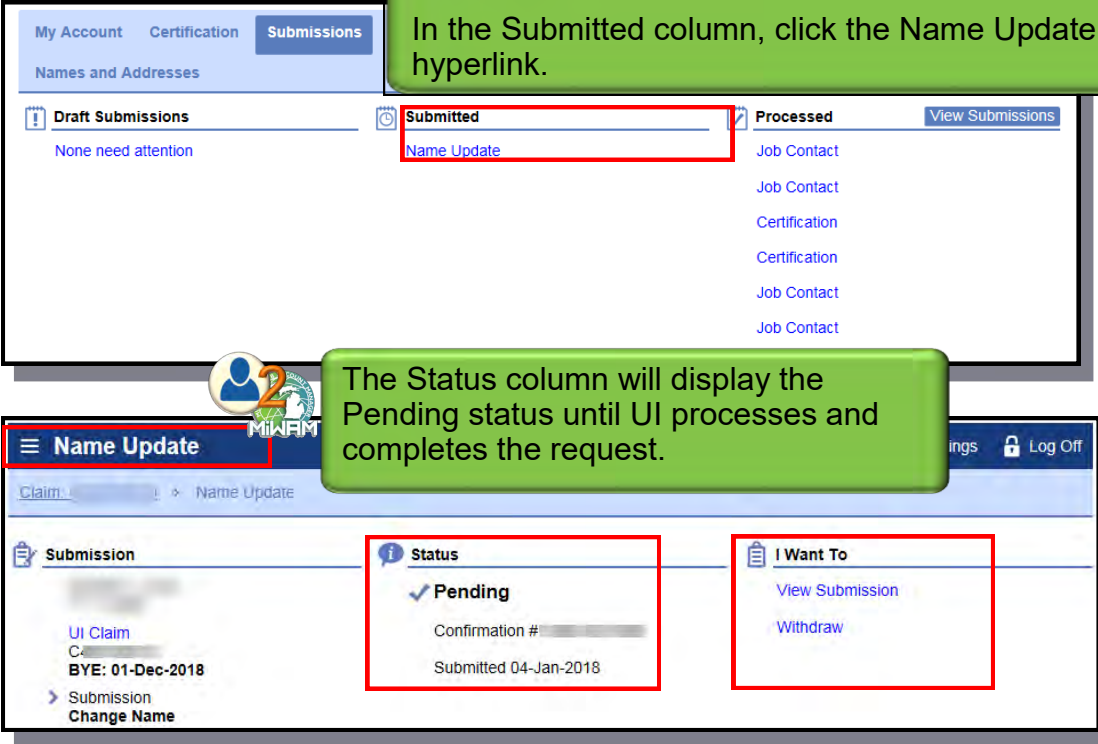
From the UI Claim window, click the Submissions tab.

In the Submitted column, click the Name Update hyperlink.

The Status column will display the Pending status until UI processes and completes the request.

Click View Submission to view the previously submitted request. Click the Next Step button to scroll through.

Click the Change button to make changes.



## How do I Review my Name Change Request? (cont.)

To edit a name change request, click the Remove hyperlink to delete the previously submitted attachment. If necessary, submit a new document by clicking the Add button.

**Edit**

The Edit page will appear. Name change pdf documents cannot be edited. You must remove the previously submitted attachments.

Claim: [Name Change]

1. Change Name

### Change Name

Last Name:

First Name:  Middle Name:  Suffix:

To change your name, you must include supporting documentation in your request. Your name will not be changed until the Agency receives proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the "Add" link from the attachment panel below.

**Attachments** [Add](#)

Type	Name	Description	Size	
Name Change Docume	<a href="#">J.Doe - Marriage License. pdf</a>	Marriage Licence	101	<a href="#">Remove</a>

[Cancel](#) [Previous Step](#) [Next Step](#)

Are you sure want to remove attachment J.Doe - Marriage License. pdf ?

Once the Remove hyperlink is clicked, you will be asked if you are sure you want to remove the attachment.

Click Yes to proceed. The attachment will be deleted (shown below).

[Yes](#) [No](#)

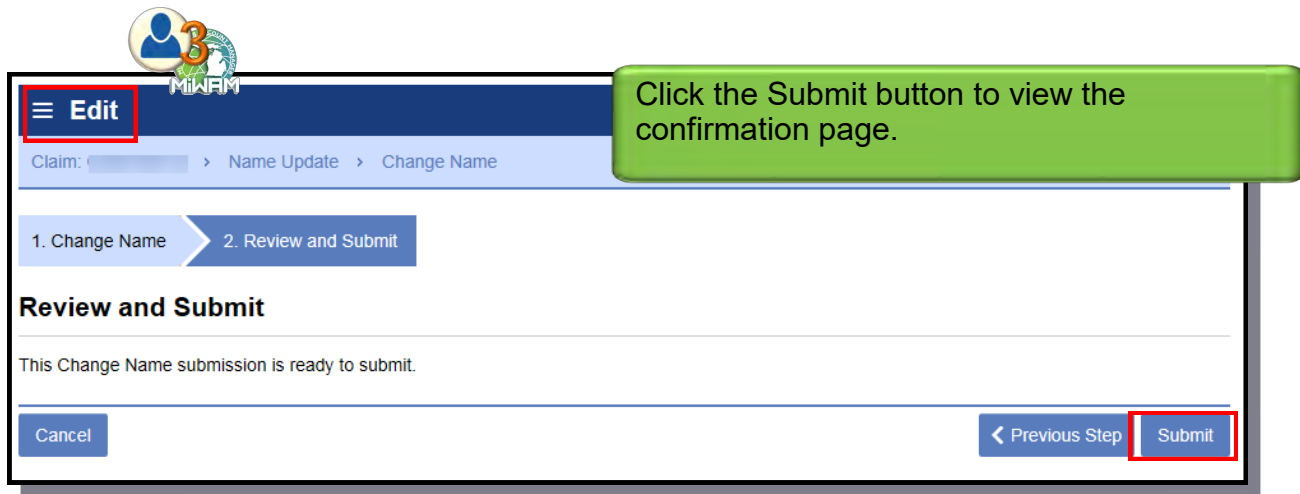
**Attachments** [Add](#)

Type	Name	Description	Size
------	------	-------------	------

[Cancel](#) [Previous Step](#) [Next Step](#)



## How do I Review my Name Change Request? (cont.)



**Edit**

Claim: > Name Update > Change Name

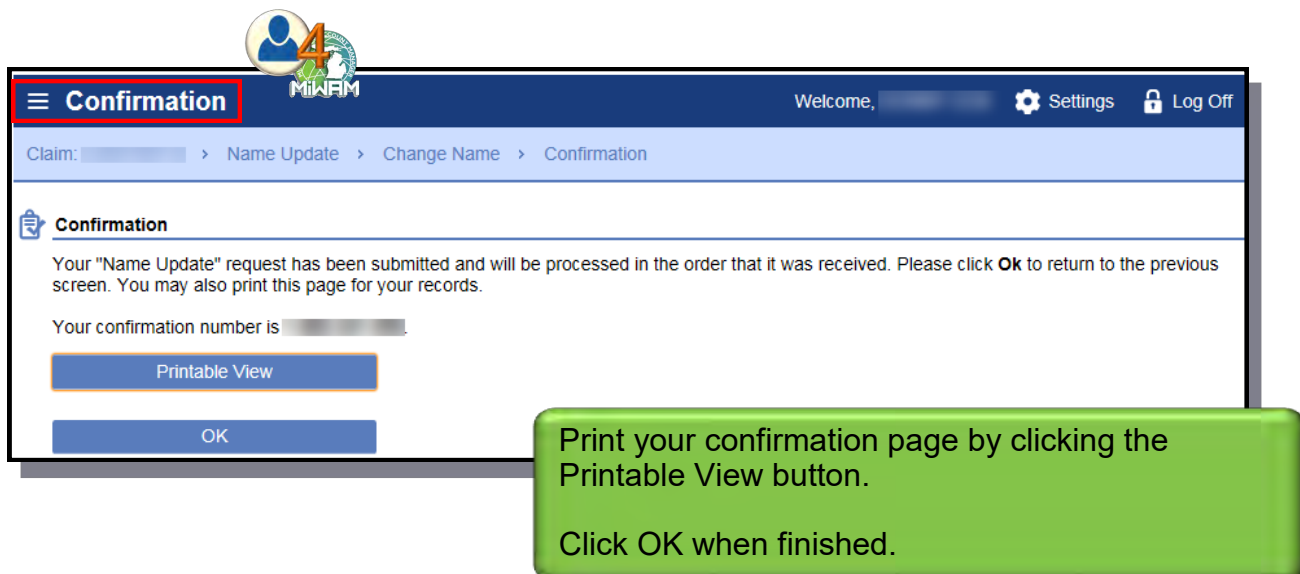
1. Change Name > 2. Review and Submit

### Review and Submit

This Change Name submission is ready to submit.

Cancel < Previous Step **Submit**

Click the Submit button to view the confirmation page.



**Confirmation**

Welcome, > Settings > Log Off

Claim: > Name Update > Change Name > Confirmation

### Confirmation

Your "Name Update" request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen. You may also print this page for your records.

Your confirmation number is

**Printable View**

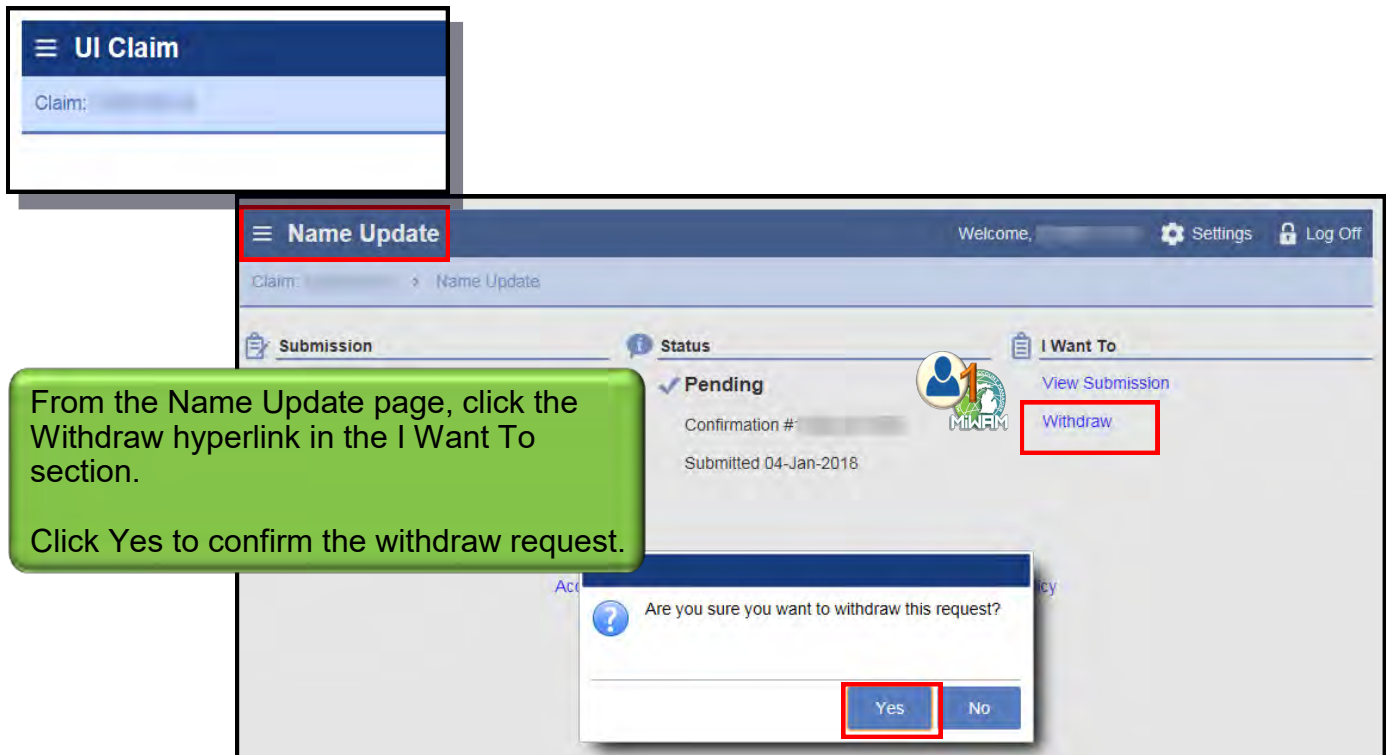
**OK**

Print your confirmation page by clicking the Printable View button.

Click OK when finished.

## How do I Withdraw my Name Change Request?

To withdraw a name change request, navigate back to the UI Claim page.



The screenshot shows the 'Name Update' page with a 'Pending' status. A green callout box on the left contains the text: 'From the Name Update page, click the Withdraw hyperlink in the I Want To section. Click Yes to confirm the withdraw request.' A red box highlights the 'Withdraw' link in the 'I Want To' section. A confirmation dialog box is open, asking 'Are you sure you want to withdraw this request?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a red box.

UI Claim

Claim: [redacted]

**Name Update**

Welcome, [redacted] Settings Log Off

Claim: [redacted] > Name Update

**Submission**

**Status**

✓ Pending

Confirmation #: [redacted]

Submitted 04-Jan-2018

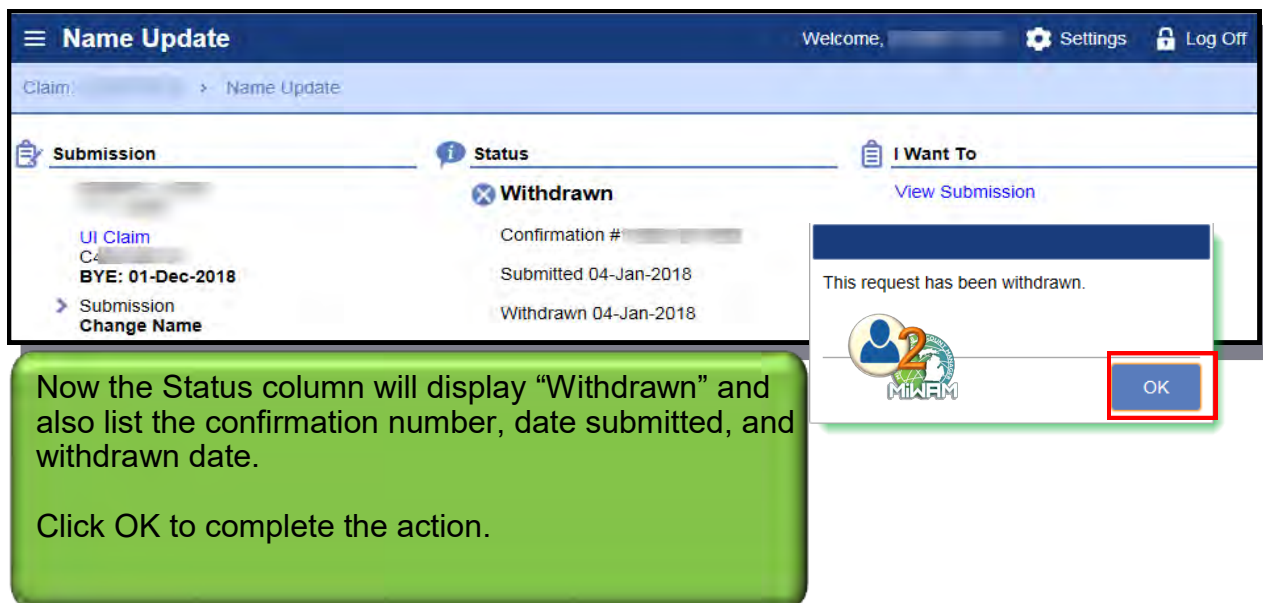
**I Want To**

View Submission

Withdraw

Are you sure you want to withdraw this request?

Yes No



The screenshot shows the 'Name Update' page with a 'Withdrawn' status. A green callout box on the left contains the text: 'Now the Status column will display "Withdrawn" and also list the confirmation number, date submitted, and withdrawn date. Click OK to complete the action.' A red box highlights the 'OK' button in the confirmation dialog box.

**Name Update**

Welcome, [redacted] Settings Log Off

Claim: [redacted] > Name Update

**Submission**

UI Claim

C4

**BYE: 01-Dec-2018**

> Submission

Change Name

**Status**

✗ Withdrawn

Confirmation #: [redacted]

Submitted 04-Jan-2018

Withdrawn 04-Jan-2018

**I Want To**

View Submission

This request has been withdrawn.

OK

## How do I Change my Address?

**UI Claim**

Claim: [redacted]

From the UI screen, click the Address hyperlink to open the Change Address page.

**Customer Names & Addresses**

Legal Name [redacted]  
Physical Address [redacted]

**Change Address** Welcome, [redacted] Settings Log Off

Claim: [redacted] > Change Address

MIWAM will time out after 15 minutes of inactivity.

1. Change Address 2. Review and Submit

**Change Address**

**Physical Address**

You must enter your physical address and validate it in order to proceed. Enter your address and then click on the button to validate it.

Country USA  
Address Line 1 [redacted]  
Address Line 2 [redacted]  
Unit Type [redacted] Unit [redacted] City [redacted]  
State / Province MICHIGAN ZIP [redacted] County WAYNE  
Attention [redacted]

Enter the address, then click here to validate the address

Cancel Previous Step Next Step >

1. Change Address 2. Review and Submit

**Change Address**

**Physical Address**

You must enter your physical address and validate it in order to proceed. Enter your address and then click on the button to validate it.

Override Override ☐

Country USA  
Address Line 1 0000 MAIN ST  
Address Line 2 [redacted]  
Unit Type # Unit 1  
State / Province MICHIGAN ZIP 48202-0000  
Attention [redacted]

Enter the address, then click here to validate the address

**Step Error**

This step must be corrected before moving on.

OK

This address has **not** been verified. Please correct the existing address or override address validation by checking the **Override** check box.

Cancel Previous Step Next Step >

## How do I Change my Address? (cont.)

Answer the required question and click Next Step.  
A confirmation will appear when finished.

Note: Click the Override button when the address could not be validated, but you are certain the change is accurate.

**Change Address**

**Physical Address**

You must enter your physical address and validate it in order to proceed. Enter your address and then click on the **Validate** button to validate it.

You have chosen to override address validation for this address.

**Override** ☒

Country: USA

Address Line 1: 0000 MAIN ST

Address Line 2:

Unit Type: # Unit: 1 City: DETROIT

State / Province: MICHIGAN ZIP: 48202-0000 County: WAYNE

Attention:

Enter the address, then click here to validate the address

Is your Mailing Address different than your physical address? ☐ Yes ☒ No **Required**

**Cancel** **Previous Step** **Next Step**



Is your Mailing Address different than your physical address? ☐ Yes ☒ No

Letters sent to you will be addressed to:

Jane Doe  
0000 MAIN ST # 1  
DETROIT MI 48202

**Cancel** **Previous Step** **Next Step**

Answer Yes or No, then  
click Next Step.



1. Change Address 2. Review and Submit

**Review and Submit**

This Change Address submission is ready to submit.

**Cancel** **Previous Step** **Submit**

Click Submit.



**Confirmation** Welcome, [User Name] Settings Log Off

Claim: [User Name] > Change Address > Confirmation

**Confirmation**

Your "Address Update" request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen. You may also print this page for your records.

Your confirmation number is 0-000-000-000

**Printable View** **OK**

Your Confirmation will  
appear. Click OK.





## How do I Review Past Address Requests?

To review past Name and Address requests, navigate back to the UI Claim page.

The screenshot shows the 'UI Claim' page. The 'Submissions' tab is highlighted with a red box. A green callout box contains the text: 'Click the Submissions tab. Requests made will be listed in the Submitted column. Click the associated hyperlink to view any past requests.' Below the tabs, the 'Submitted' column is highlighted with a red box and contains links for 'Address Update' and 'Name Update'. The 'Processed' column contains links for 'Job Contact' and 'Certification'.

UI Claim

Welcome, [User Name] Settings Log Off

Claim: [Claim ID]

User Information: You are signed in as [User Name]

UI Claim

UI Claim  
C- [Claim ID]  
BYE: 01-Dec-2018

My Account Certification **Submissions** Correspondence Claimant Services Determination Status Fact Finding

Names and Addresses

**Draft Submissions** **Submitted** **Processed** View Submissions

None need attention

Address Update  
Name Update

Job Contact  
Job Contact  
Certification  
Certification  
Job Contact  
Job Contact

The screenshot shows the 'Address Update' page. The 'I Want To' section is highlighted with a red box and contains links for 'View Submission' and 'Withdraw'. A green callout box contains the text: 'From the I Want To section, Address change requests can be viewed and withdrawn. Click the View Submission hyperlink.' The 'Status' section shows 'Pending' with a confirmation number and submission date.

Address Update

Claim: [Claim ID] > Address Update

Submission Status I Want To

Pending

Confirmation # [Confirmation Number]

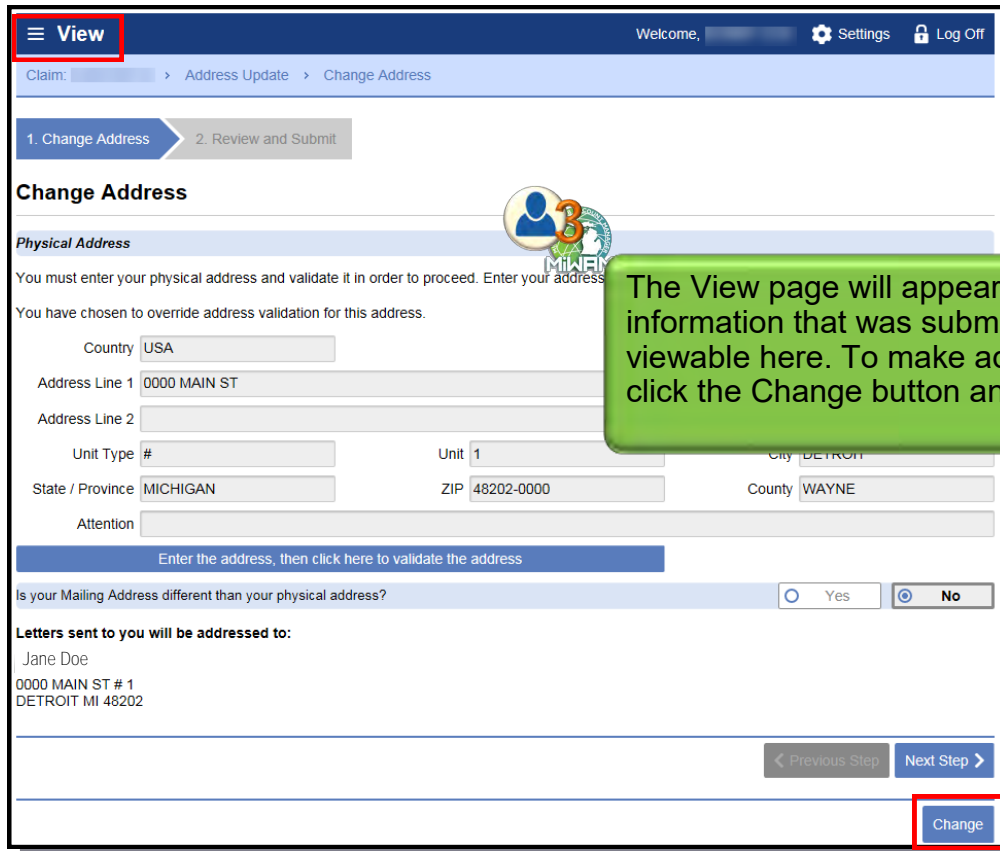
Submitted 04-Jan-2018

View Submission  
Withdraw

UI Claim  
C- [Claim ID]  
BYE: 01-Dec-2018

Submission  
Change Address

## How do I Review Past Address Requests? (cont.)



The screenshot shows the 'View' page of the address change process. The top navigation bar includes a 'View' button (highlighted with a red box), a 'Welcome' message, and links for 'Settings' and 'Log Off'. The breadcrumb trail shows 'Claim: > Address Update > Change Address'. The progress bar indicates '1. Change Address' is active and '2. Review and Submit' is next. The main heading is 'Change Address'. Under 'Physical Address', instructions state: 'You must enter your physical address and validate it in order to proceed. Enter your address and then click on the button to validate it. You have chosen to override address validation for this address.' The form fields are filled with: Country USA, Address Line 1 0000 MAIN ST, Address Line 2, Unit Type #, Unit 1, City DETROIT, State / Province MICHIGAN, ZIP 48202-0000, and County WAYNE. A button 'Enter the address, then click here to validate the address' is present. Below, a question 'Is your Mailing Address different than your physical address?' has 'No' selected. The 'Letters sent to you will be addressed to:' section shows 'Jane Doe, 0000 MAIN ST # 1, DETROIT MI 48202'. Navigation buttons '< Previous Step' and 'Next Step >' are at the bottom. A 'Change' button (highlighted with a red box) is in the bottom right corner.

**View**

Welcome, [User] Settings Log Off

Claim: > Address Update > Change Address

1. Change Address 2. Review and Submit

### Change Address

**Physical Address**

You must enter your physical address and validate it in order to proceed. Enter your address and then click on the button to validate it. You have chosen to override address validation for this address.

Country USA

Address Line 1 0000 MAIN ST

Address Line 2

Unit Type # Unit 1 City DETROIT

State / Province MICHIGAN ZIP 48202-0000 County WAYNE

Attention

Enter the address, then click here to validate the address

Is your Mailing Address different than your physical address? ☐ Yes ☒ No

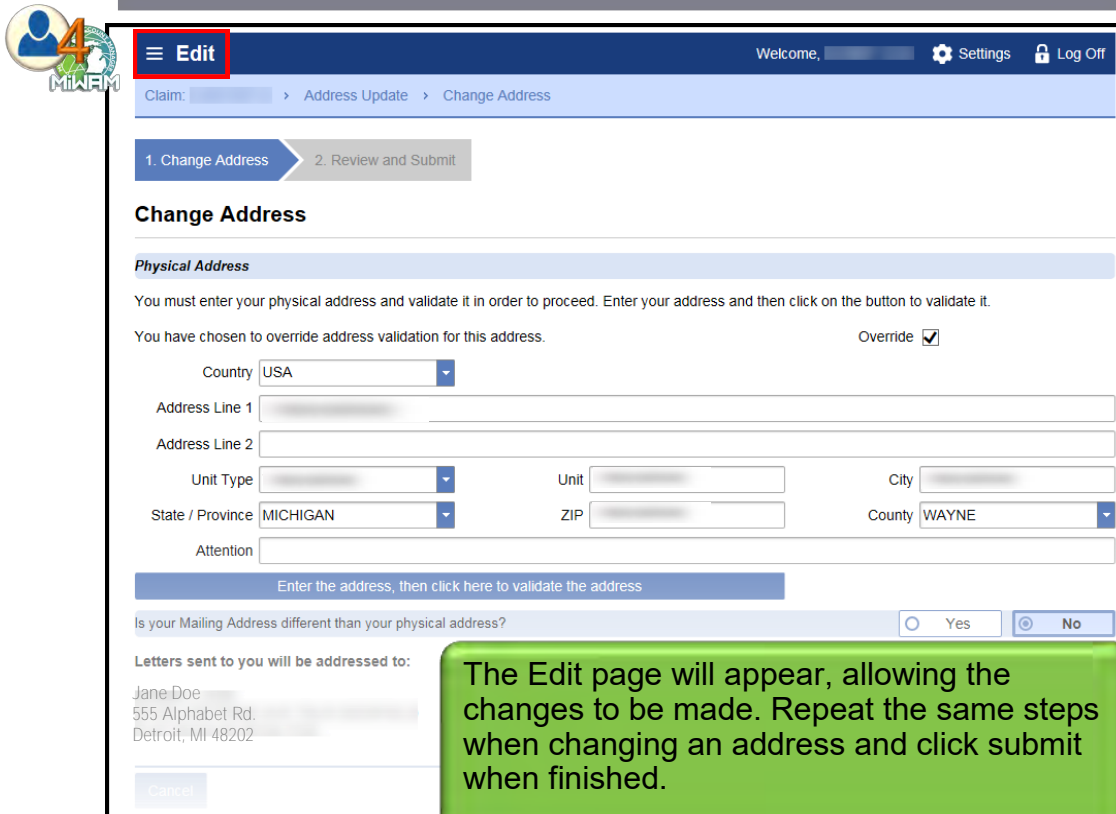
**Letters sent to you will be addressed to:**

Jane Doe  
0000 MAIN ST # 1  
DETROIT MI 48202

< Previous Step Next Step >

**Change**

The View page will appear. The information that was submitted is viewable here. To make additional edits, click the Change button and continue.



The screenshot shows the 'Edit' page of the address change process. The top navigation bar includes an 'Edit' button (highlighted with a red box), a 'Welcome' message, and links for 'Settings' and 'Log Off'. The breadcrumb trail shows 'Claim: > Address Update > Change Address'. The progress bar indicates '1. Change Address' is active and '2. Review and Submit' is next. The main heading is 'Change Address'. Under 'Physical Address', instructions state: 'You must enter your physical address and validate it in order to proceed. Enter your address and then click on the button to validate it. You have chosen to override address validation for this address.' The form fields are filled with: Country USA, Address Line 1, Address Line 2, Unit Type, Unit, City, State / Province MICHIGAN, ZIP, and County WAYNE. A button 'Enter the address, then click here to validate the address' is present. Below, a question 'Is your Mailing Address different than your physical address?' has 'No' selected. The 'Letters sent to you will be addressed to:' section shows 'Jane Doe, 555 Alphabet Rd., Detroit, MI 48202'. A 'Cancel' button is at the bottom left. A green callout box is overlaid on the bottom right.

**Edit**

Welcome, [User] Settings Log Off

Claim: > Address Update > Change Address

1. Change Address 2. Review and Submit

### Change Address

**Physical Address**

You must enter your physical address and validate it in order to proceed. Enter your address and then click on the button to validate it. You have chosen to override address validation for this address. Override ☒

Country USA

Address Line 1

Address Line 2

Unit Type Unit City

State / Province MICHIGAN ZIP County WAYNE

Attention

Enter the address, then click here to validate the address

Is your Mailing Address different than your physical address? ☐ Yes ☒ No

**Letters sent to you will be addressed to:**

Jane Doe  
555 Alphabet Rd.  
Detroit, MI 48202

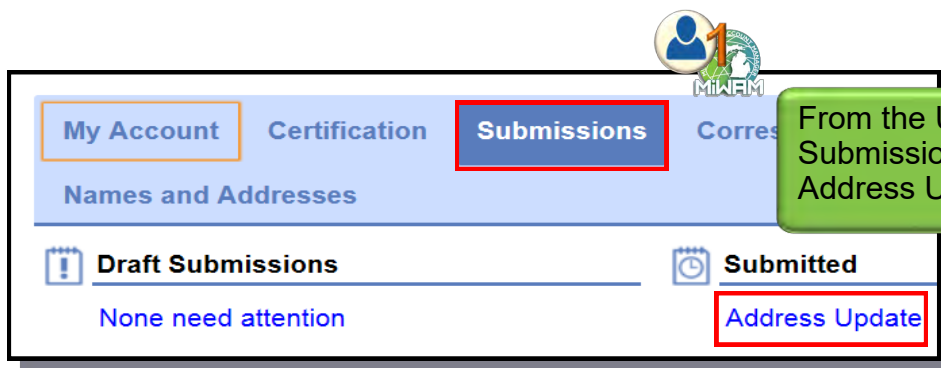
Cancel

The Edit page will appear, allowing the changes to be made. Repeat the same steps when changing an address and click submit when finished.

## How do I Withdraw my Address Change Request?

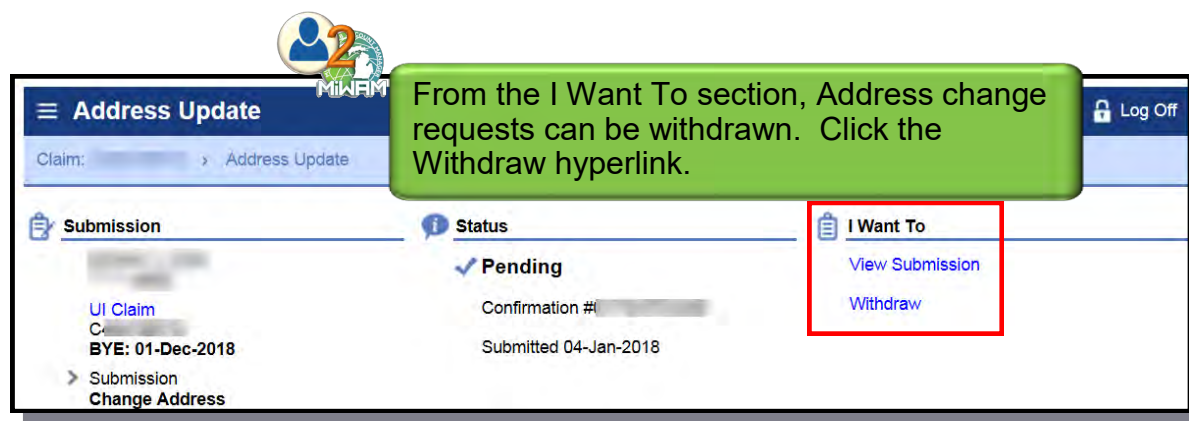
To withdraw an Address change request, navigate back to the UI Claim page.

**1**



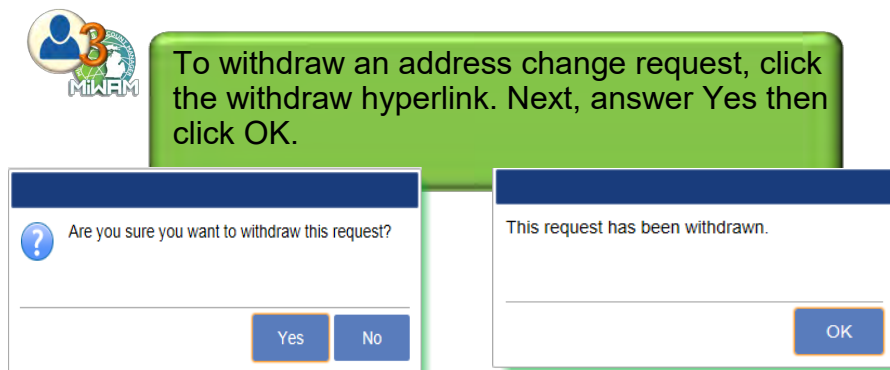
From the UI Claim page, click the Submissions tab. Next, click the Address Update hyperlink.

**2**



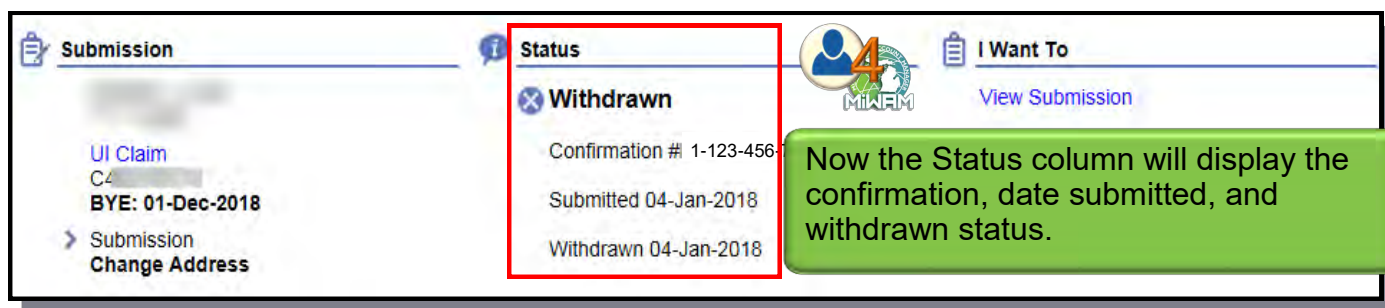
From the I Want To section, Address change requests can be withdrawn. Click the Withdraw hyperlink.

**3**



To withdraw an address change request, click the withdraw hyperlink. Next, answer Yes then click OK.

**4**



Now the Status column will display the confirmation, date submitted, and withdrawn status.

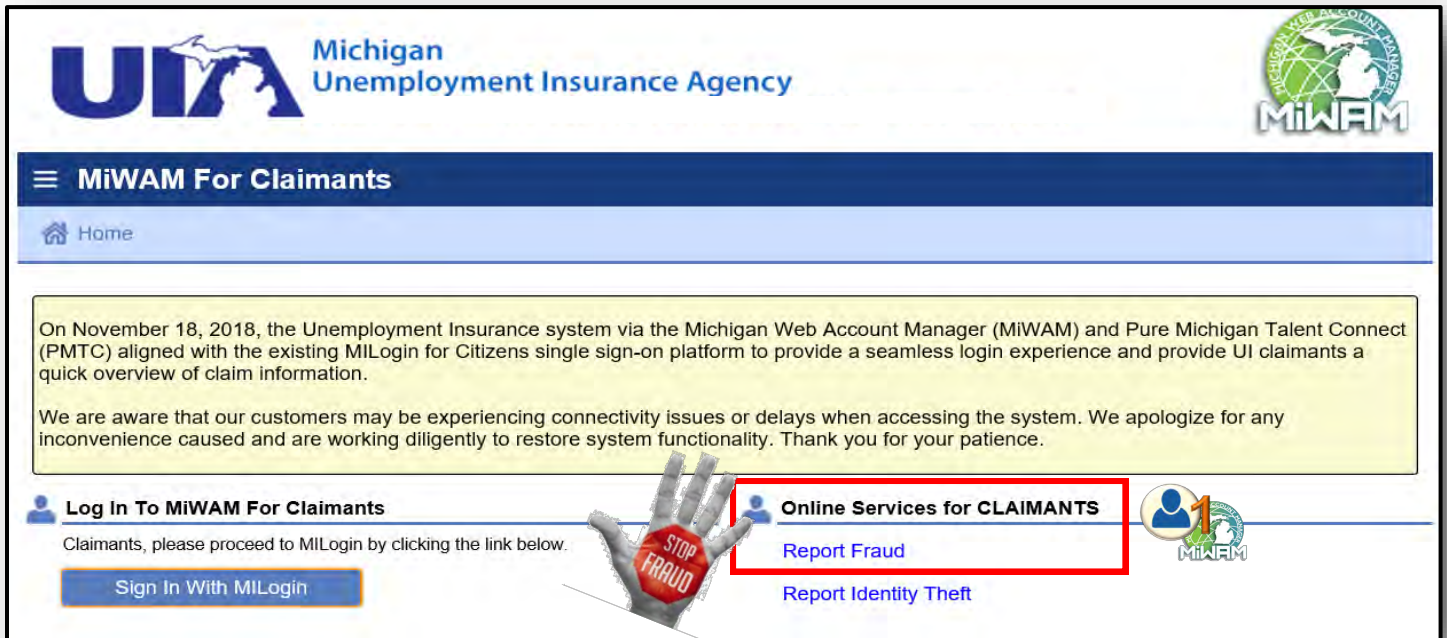
# Reporting Fraud





## How do I Report Fraud in MiWAM?

Whenever a claimant or employer conceals or misrepresents any eligibility information that can affect unemployment benefits, there may be possible fraud.



Click the Report Fraud hyperlink located in the Other Online Services section on the MiWAM Home page.

## How do I Report Fraud in MiWAM? (cont.)

There are two steps to completing the online Fraud Referral form. Complete as much information as possible, then click the Next Step button. Fraud can also be reported by calling toll free 1-855-UI-CRIME (842-7463). Reporting Fraud can be anonymous.

**Fraud Referral**

Home > Fraud Referral

1. Fraud Referral 2. Review and Submit

### Fraud Referral

#### Unemployment Insurance Agency Fraud Reporting Form

Your Information is important to us. All allegations of Unemployment Insurance (UI) fraud are taken seriously. Please take a moment to report suspected fraud involving Michigan's UI system. You may remain anonymous if you prefer.

Please include as much of the following information as possible.

Please provide name and address:

Name Used on Claim **Required**

Address **Required**

Address Line 2

Unit Type

State / Province MICHIGAN

Attention

When did the potential fraud occur?

Please provide the type of potential fraud:

Please describe below what has occurred that you believe constitutes fraud. Be sure to include the last 4 digits of the social security number or the Claim ID Number, or the Letter ID Number.

**Required**

Is the potential fraud still occurring? ☐ Yes ☐ No ☐ Unknown

Please provide the name and address of employer(s) this claimant is performing services for: [Add Employer](#)

Do you wish to remain anonymous? ☐ Yes ☐ No

You may also report your information by calling our toll-free fraud hotline at 1-855-UI-CRIME (842-7463)

**Privacy:**

State law prohibits the Unemployment Insurance Agency from disclosing information in its files regarding a claim for benefits, an employer's tax account, or information from an informant unless authorized or required by law.

For these reasons we will be unable to update you as to the outcome or progress of any referral received by this office.

Thank you for your assistance!

[Cancel](#) [Previous Step](#) [Next Step](#)

MiWAM

**Callout Box:** Completing the Fraud Referral form requires certain fields to be completed. These fields will be highlighted with a yellow Required flag. They must be completed in order to proceed to the Review and Submit page. Click the Next Step button when all the required fields have been data entered.

## How do I Report Fraud in MiWAM? (cont.)

The image shows two screenshots of the MiWAM web application interface. The top screenshot is the 'Fraud Referral' page, specifically the 'Review and Submit' step. It features a progress bar with '1. Fraud Referral' and '2. Review and Submit'. A message states 'This Fraud Referral submission is ready to submit.' At the bottom, there are buttons for 'Cancel', '< Previous Step', and 'Submit'. The 'Submit' button is highlighted with a red box. An illustration of a hand holding a 'STOP FRAUD' sign is on the right. The bottom screenshot is the 'Confirmation' page, showing a message: 'Your "Fraud Referral" request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen.' Below the message are two buttons: 'Printable View' and 'OK'. Both buttons are highlighted with a red box. A green callout box points to these buttons with the text: 'The Confirmation page may be printed by clicking the Printable View button. Click the OK button to return to the home page.' A small MiWAM logo with a large number '4' is visible between the two screenshots.

**Fraud Referral**

Home > Fraud Referral

1. Fraud Referral 2. Review and Submit

**Review and Submit**

This Fraud Referral submission is ready to submit.

Cancel < Previous Step Submit

**Confirmation**

Home > Fraud Referral > Confirmation

**Confirmation**

Your "Fraud Referral" request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen.

Printable View OK

The Confirmation page may be printed by clicking the Printable View button. Click the OK button to return to the home page.

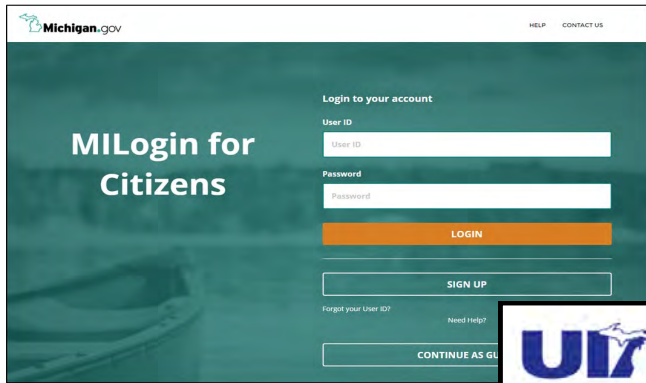
# Filing a Reopen/Additional Claim in MiWAM





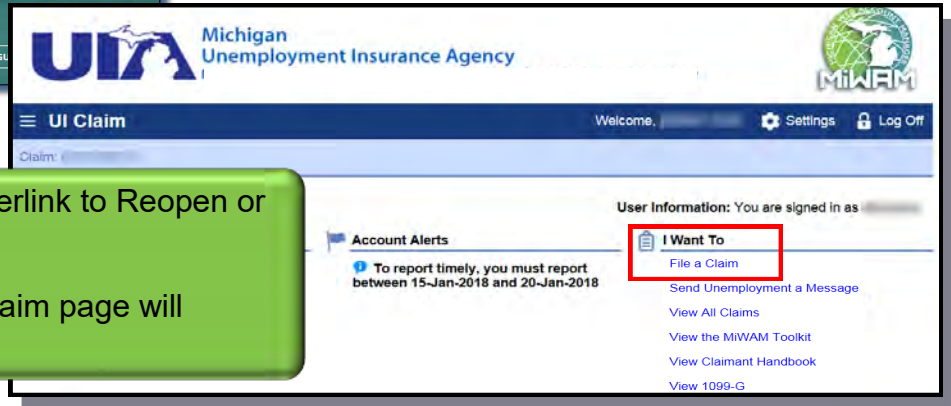
## How do I File a Reopen/Additional Claim for Benefits?

To reopen or file an additional claim, you must be in your MiWAM account.



The image shows the Michigan.gov MILogin for Citizens page. It features a login form with fields for User ID and Password, a LOGIN button, and a SIGN UP button. There are also links for 'Forgot your User ID?' and 'Need Help?'. The page has a green header with the Michigan.gov logo and a dark green background with a boat image.

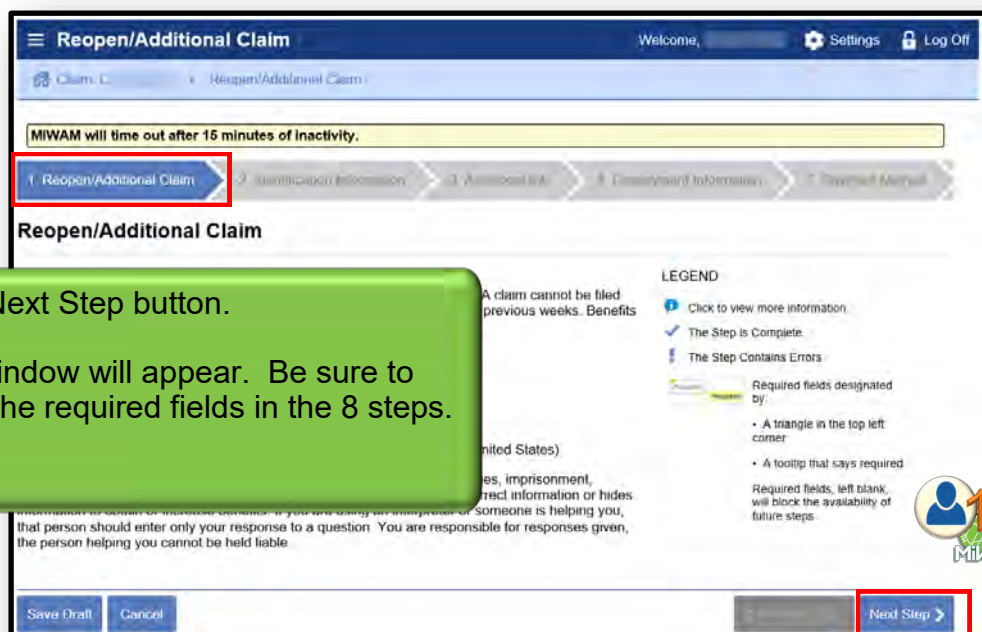
Login using your username and password for MILogin. Click the *Go to Michigan Web Account Manager (MiWAM)* hyperlink on the Talent Dashboard.



The image shows the Michigan Unemployment Insurance Agency (UI Claim) page. It features a blue header with the UIA logo and 'Michigan Unemployment Insurance Agency' text. Below the header, there is a 'UI Claim' section with a 'Claim' dropdown menu. To the right, there is a 'User Information' section showing 'You are signed in as' followed by a username. Below this, there is an 'I Want To' section with a red box around the 'File a Claim' link. Other links in this section include 'Send Unemployment a Message', 'View All Claims', 'View the MiWAM Toolkit', 'View Claimant Handbook', and 'View 1099-G'. There is also an 'Account Alerts' section with a message about reporting between 15-Jan-2018 and 20-Jan-2018.

Click the File a Claim hyperlink to Reopen or file an Additional claim.

The Reopen/Additional Claim page will appear.



The image shows the 'Reopen/Additional Claim' page. It features a blue header with the UIA logo and 'Michigan Unemployment Insurance Agency' text. Below the header, there is a 'Reopen/Additional Claim' section with a 'Claim' dropdown menu. To the right, there is a 'User Information' section showing 'You are signed in as' followed by a username. Below this, there is an 'I Want To' section with a red box around the 'File a Claim' link. Other links in this section include 'Send Unemployment a Message', 'View All Claims', 'View the MiWAM Toolkit', 'View Claimant Handbook', and 'View 1099-G'. There is also an 'Account Alerts' section with a message about reporting between 15-Jan-2018 and 20-Jan-2018. The main content area has a yellow warning bar that says 'MiWAM will time out after 15 minutes of inactivity.' Below this, there is a 'Reopen/Additional Claim' section with a 'Next Step' button highlighted with a red box. There is also a 'LEGEND' section on the right side of the page.

Click the Next Step button.

Another window will appear. Be sure to complete the required fields in the 8 steps.

## How do I File a Reopen/Additional Claim for Benefits? (cont.)

1. Reopen/Additional Claim 2. Identification Information 3. Additional Info 4. Employment Information 5. Payment Method

### Identification Information

Federal and state laws require that certain types of information be provided up to MIWAM statistical and Unemployment Insurance program purposes. The information you provide to the Unemployment Insurance Agency concerning your claim for unemployment benefits is confidential and will be used only by public officials performing their duties.

**Name Information**

Last Name

First Name

Middle Name

Suffix

Additional Last Name

**Physical Address**

You must enter your physical address and validate it in order to proceed. Enter your address and then click on the button to validate it.

Country

Address Line 1

Address Line 2

Unit Type

State / Province

Attention

This address has been validated.

Enter the required information in step 2.

Answer the questions in steps 3 and 4.

Select your payment method in step 5. If you chose Debit Card, the card will be sent to the address on file. If you select Direct Deposit, enter your savings or checking account information.

1. Reopen/Additional Claim 2. Identification Information 3. Additional Info 4. Employment Information 5. Payment Method

### Additional Info

**School Information**

Are you currently attending school or training? ☐ Yes ☐ No **Required**

**Pension**

Did you BEGIN receiving a pension after 10/04/2018? ☐ Yes ☐ No

1. Reopen/Additional Claim 2. Identification Information 3. Additional Info 4. Employment Information 5. Payment Method

### Employment Information

Provide your employer's Unemployment Insurance Employer Account Number (EAN):  **Required**

☐ I don't know my employer's EAN

Provide your employer's Federal Employer Identification Number (FEIN):  **Required**

☐ I don't know my employer's FEIN

1. Reopen/Additional Claim 2. Identification Information 3. Additional Info 4. Employment Information 5. Payment Method 6. MIWAM Account

### Payment Method

**Payment Method**

How would you like to receive your benefits? You may receive your benefits by either debit card or direct deposit. You will receive benefit payments by debit card unless you enter your Direct Deposit information.

☒ Debit Card ☐ Direct Deposit

You will be receiving a welcome packet from the vendor in a plain white envelope which includes your debit card and introductory materials. When you receive the welcome packet, you must follow the directions to activate your debit card. Keep your card. You may be able to use the same card to receive benefit payments in the future. If you have questions about your card, you will need to contact the card provider.



## How do I File a Reopen/Additional Claim for Benefits? (cont.)

**MIWAM Account**

The Michigan Web Account Manager (MIWAM) is the UIA's system for managing your unemployment claim. It is accessible 24 hours a day, seven days a week and allows you to complete many online services. You can file a claim, submit an appeal, change request, change your address, answer fact finding questions, certify for benefits, review your payment history, and submit your claim using your MIWAM account. Your account is secure, accurate, and a fast way to interact with UIA.

Because State law allows the UIA to issue determinations on restitution for up to three years after you were approved for unemployment benefits, and up to six years if fraud (intentional misrepresentation) is involved, it is recommended that you continue to monitor your MIWAM account and update your contact information even after you have exhausted your benefits and your benefit year has ended.

**Correspondence**

How would you like to receive information from the Unemployment Insurance Agency?

☒ Go Green ☐ Paper

Email Address:

Choosing electronic correspondence means that all decisions, fact-finding questionnaires, letters, inquiry responses, and notifications will only be sent to your MIWAM account. Each time correspondence is posted to your MIWAM account, a notice is sent to the email address you have provided.

By checking "Go Green" you agree to receive all communications electronically through MIWAM and understand that it is your responsibility to monitor your MIWAM account for any correspondence from UI.

**Go Green Agreement**

1. I agree to receive my correspondence from Unemployment Insurance (UI) through my Michigan Web Account Manager (MIWAM) account at [www.michigan.gov/uiua](http://www.michigan.gov/uiua) instead of through U.S. mail. This contact method is referred to as "Go Green".

2. I understand that I need to routinely check my MIWAM inbox for correspondence. UI will send courtesy emails to the primary email address about new correspondence (letters) which can be viewed at anytime by logging into the MIWAM account.

3. I understand that UI reserves the right to contact me by other methods in addition to Go Green correspondence.

4. I understand that if I want to discontinue receiving my correspondence via Go Green, I must log into my MIWAM account at [www.michigan.gov/uiua](http://www.michigan.gov/uiua) and change my contact method (claimants) or change my set mail preferences (employers).

5. I understand that UI reserves the right to discontinue sending correspondence via Go Green.

6. I understand that if UI discontinues sending correspondence via Go Green, correspondence via postal mail will be used to contact me until I change my contact method (claimants) or change my set mail preferences (employers).

If your postal, physical or primary email address change, you must update it with UI.

8. If at any time you wish to receive your correspondence via U.S. mail and opt-out of receiving UI correspondence electronically, please select Paper as your preferred method of receiving correspondence.

**MIWAM Account**

The Michigan Web Account Manager (MIWAM) is the UIA's system for managing your unemployment claim. It is accessible 24 hours a day, seven days a week and allows you to complete many online services. You can file a claim, submit an appeal, change request, change your address, answer fact finding questions, certify for benefits, review your payment history, and submit your claim using your MIWAM account. Your account is secure, accurate, and a fast way to interact with UIA.

Because State law allows the UIA to issue determinations on restitution for up to three years after you were approved for unemployment benefits, and up to six years if fraud (intentional misrepresentation) is involved, it is recommended that you continue to monitor your MIWAM account and update your contact information even after you have exhausted your benefits and your benefit year has ended.

**Correspondence**

How would you like to receive information from the Unemployment Insurance Agency?

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Email Address:

Choosing electronic correspondence means that all decisions, fact-finding questionnaires, letters, inquiry responses, and notifications will only be sent to your MIWAM account. Each time correspondence is posted to your MIWAM account, a notice is sent to the email address you have provided.

By checking "Go Green" you agree to receive all communications electronically through MIWAM and understand that it is your responsibility to monitor your MIWAM account for any correspondence from UI.

You must select **Go Green** to receive UI correspondence electronically via your MiWAM account or **Paper** to receive information by mail.

Step 6 is a visual example of the **Go Green** and **Paper** options.

Read Your Unemployment Benefit Rights and click the box at the bottom. Click the Next Step button.

The Review and Submit page will appear. Click the Submit button after reviewing your information.

Your confirmation page will appear. Click OK.

**Your Unemployment Benefits Rights**

Before you complete filing a claim for unemployment benefits, it is important that you understand that you have responsibilities regarding collecting unemployment benefits.

Protect your rights. Read and follow the instructions in any pamphlets, documents, or correspondence sent to you by the Unemployment Insurance Agency.

- At times you may be asked to provide a document or complete a form and return it within 10 days. Failure to provide the requested information could affect your rights to benefits.
- Remember to put your Social Security Number or Letter ID and your name on all information or documents that you send to the UIA. Print clearly and use black ink.

If you reside in another state or are moving out of Michigan within the next three weeks, you must register for work with the state employment service provider in your new state of residence. You must register for work timely or you may not receive unemployment benefits.

To claim benefits, you must certify with MARVIN by phone or online every two weeks to claim your unemployment benefits for the previous two weeks. Your first appointment day and time is: **Tuesday, 10/16/2018 from 10:00 AM to 11:00 AM**

By clicking check box below, you are acknowledging that you have read and understand the information provided on this page. If you do not understand the information, call 1-866-500-0017. Customer Service Representatives are available to assist you between 8:00 a.m. and 4:30 p.m., Monday through Friday. You can also visit one of our Problem Resolution Offices. Click here for a list of locations.

☒ Your claim for benefits is not filed until you click the submit button on the next page.

**Review and Submit**

Step 1: **Reopen/Additional Claim**

Step 2: **Provide Identification Information**

Name:

Step 3: **Additional Information**

Additional questions have been answered

Step 4: **Identify Employers**

Employment Information

Employer Legal Name	Business Name	Worked
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Step 5: **Payment Method**

You have chosen debit card as the payment method.

Step 6: **MIWAM Account**

You have completed your MIWAM account information.

Step 7: **Benefit Rights**

You have reviewed your benefit rights.

**Confirmation**

Welcome,  Settings Log Out

Confirmation

Your internet application for unemployment benefits has been accepted. Your internet claim confirmation number is

Current date: Monday 8-Oct-2018

Claimant first and last name:

First MARVIN appointment: **Tuesday, 16-Oct-2018 from 10:00 AM to 11:00 AM**

Call MARVIN toll-free at 1-866-538-3993.

If you are unable to call during your appointed time, you may call Thursday or Friday between 8:00 AM and 7:00 PM.

You can also certify with your MIWAM account at any time.

You must register for work to be eligible for unemployment benefits. To register, you must create your profile on MiTalent Connect no later than three business days before your first contact with MARVIN.

Even if you register for work on the internet, you must also report in person to a Michigan Works! Agency (MWA) service center. For a list of MWA locations in your area, go to [michiganworks.org](http://michiganworks.org) or call 1-800-285-9675. MWA staff will validate your profile for the Unemployment Insurance Agency (UIA).

The UIA requires a systematic and sustained work search for each week you claim unemployment benefits. You must report your record of work search at least once a month using one of the following methods:

- Submit information on MIWAM
- Submit Form UIA 1583, Monthly Record of Work Search, via mail or fax
- Appear at Michigan Works Agency location to file a work search form

If you have questions about your claim, you may send an inquiry through your MIWAM account. You may also contact UIA customer service at 1-866-500-0017 and press option 6.

# Certifications in MiWAM





## How do I Certify for Benefits?

Navigate to the UI Claim screen. The Account Alerts section will display a message and hyperlink, alerting you to certify.

Click the hyperlink, Click Here to Certify, to begin answering the questions.

The screenshot shows the 'UI Claim' header with 'Settings' and 'Log Off' links. Below the header, the 'Account Alerts' section displays a message: 'To report timely, you must report between 29-Jan-2018 and 03-Feb-2018'. A red box highlights a warning: 'You have benefit weeks that have not been certified - Click Here to Certify'. To the right, the 'I Want To' section lists links: 'File a Claim', 'Send Unemployment a Message', and 'View All Claims'.

**UIA** Michigan  
Unemployment Insurance Agency



### Certification Filing

Settings Log Off

My Claims > Claim > Certification Filing

MiWAM will time out after 15 minutes of inactivity.

1. Certification Filing 2. Review and Submit

#### Certification Filing

##### Certification

###### Certification Questions

Has your address changed since your last certification?



Are you claiming the week beginning Sunday, 12-17-2017 through Saturday, 12-23-2017?



If you worked full time this week or do not wish to claim this week for any reason, answer NO.

If you answer 'No' for more than two consecutive weeks your claim will become inactive. To claim future benefits, you must file to reopen your claim.

Were you available to accept full-time work every day between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Were you physically and mentally able to perform full-time work for any employer from Sunday, 12-17-2017 through Saturday, 12-23-2017?



Did you look for work during the week Sunday, 12-17-2017 through Saturday, 12-23-2017?



Did you quit any job between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Did you refuse any job(s) or offer(s) of work between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Were you fired from any job between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you BEGIN attending school or training classes between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you BEGIN receiving a pension between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you receive vacation pay between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you receive severance pay between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you receive bonus pay between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you do any type of work between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you have any earnings, even if you have not been paid, between Sunday, 12-17-2017 and Saturday, 12-23-2017?



Yes No

Did you return to full time work on or after Sunday, 12-17-2017 and on or before Saturday, 12-23-2017?



Yes No

Certification: I understand that the answers I give may affect my benefit payments. I certify that I am the individual listed on this claim. Answering questions or certifying for benefits for anyone other than yourself is considered fraud and is punishable by law. I understand that making false statements, concealing information or misrepresenting facts is considered fraud. I understand that if I give false information to receive benefits I will have to repay benefits, my claim may be stopped, I may be required to pay additional fees, and could serve time in prison. I understand the penalties for committing fraud and certify that the answers I have given for the week 12-17-2017 through 12-23-2017 are true and correct.



I Understand

Cancel

< Previous Step

Next Step >

Michigan.gov Home | TED Home | Contacts | UIA Home  
Accessibility Policy | Privacy Policy | Link Policy | Security Policy

You must answer the questions for both weeks presented. The Account Alerts section will notify you when weeks are available to certify.

Click the "Click here to Certify" hyperlink and a list of certification questions to be answered will appear.

You are required to answer the questions for each week individually in MiWAM. Your responses will be registered for one week at a time.

## How do I Certify for Benefits? (cont.)

Entering job contacts can be done by clicking the “Click here to enter job contacts” hyperlink.

The Job Contacts List will appear, allowing you to enter your work search information.

To enter job contact information for the jobs you applied for during the week, answer “Yes” to the question  
*“Did you look for work during the week Sunday, xx-xx-xxxx through Saturday, xx-xx-xxxx?”*

This screenshot shows a 'Certification Questions' form. It includes several questions with radio button options for 'Yes' or 'No'. The question 'Did you look for work during the week Sunday, 12-17-2017 through Saturday, 12-23-2017?' is highlighted. Below the questions, there are two hyperlinks: 'Click here for help filling out Job Contacts' and 'Click here to enter job contacts'. The latter is highlighted with a red box. A note at the bottom states: 'Please note: To be eligible for unemployment benefits, you must actively look for work during each week you claim benefits and you must report at least two job search contacts that you made during each week you claim benefits.'

This screenshot shows the 'Job Contacts List' window. It has a title bar with a question mark and a close button. Inside, there's a section titled 'Job Contacts List' with an 'Add Job Contact' button. Below this is a table with columns 'Date Of Contact' and 'Name of Employer'. At the bottom, there's an 'Add Job Contact' button with a plus icon, which is highlighted with a red box. There are also 'OK' and 'Cancel' buttons at the bottom.

Click the Add Job Contact hyperlink to open the Job Contact List window.

This screenshot shows the 'Job Contacts List' form for 'Acme Co.'. It includes fields for 'Date Of Contact' (22-Dec-2017), 'Name of Employer' (Acme Co.), 'Employer Address' (123 Main St.), 'Telephone Number' ((313)456-0000), 'Name and Title of Person Contacted' (John, Manager), 'Method of Contact' (in person), 'Type of Work' (mechanic), and 'Action Taken' (Interview). The 'Add Job Contact' button is highlighted with a red box. There are also 'Remove Job Contact', 'Copy row', and 'Add Job Contact' buttons at the top right. The 'OK' button is highlighted with a red box at the bottom right.

Complete all fields and click OK. Repeat this step for each job contact.

UI requires a minimum of two job contacts per week.

When you are finished, click OK to continue answering the remaining questions.

## How do I Certify for Benefits? (cont.)

**Michigan Unemployment Insurance Agency**  
Department of Talent and Economic Development | Talent Investment Agency

**Certification Filing** Settings Log Off

My Claims > Claim > Certification Filing

MIWAM will time out after 15 minutes of inactivity.

1. Certification Filing 2. Review and Submit

**Certification Filing**

**Certification Questions**

Has your address changed since your last certification? ☐ Yes ☒ No

Are you claiming the week beginning Sunday, 12-17-2017 through Saturday, 12-23-2017? ☒ Yes ☐ No

If you worked full time this week or do not wish to claim this week for any reason, answer NO.

If you answer 'No' for more than two consecutive weeks your claim will become inactive. To claim future benefits, you must file to reopen your claim.

Were you available to work between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☒ Yes ☐ No

Were you physically present at work between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☒ Yes ☐ No

Did you look for work between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☒ Yes ☐ No

Click the link below to view your job search history.

Please note: To be eligible for unemployment benefits, you must actively look for work during each week you claim benefits and you must report at least two job search contacts that you made during each week you claim benefits.

Did you quit any job between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you refuse any job(s) or offer(s) of work between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Were you fired from any job between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you BEGIN attending school or training classes between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you BEGIN receiving a pension between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you receive vacation pay between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you receive severance pay between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you receive bonus pay between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you do any type of work between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you have any earnings, even if you have not been paid, between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☒ No

Did you return to full time work on or after Sunday, 12-17-2017 and on or before Saturday, 12-23-2017? ☐ Yes ☒ No

Certification: I understand that the answers I give may affect my benefit payments. I certify that I am the individual listed on this claim. Answering questions or certifying for benefits for anyone other than yourself is considered fraud and is punishable by law. I understand that making false statements, concealing information or misrepresenting facts is considered fraud. I understand that if I give false information to receive benefits I will have to repay benefits, my claim may be stopped, I may be required to pay additional fees, and could serve time in prison. I understand the penalties for committing fraud and certify that the answers I have given for the week 12-17-2017 through 12-23-2017 are true and correct.

**Job Contacts List**

Job Contacts List Acme Co.

Add Job Contact

Date Of Contact: 22-Dec-2017 Name of Employer: Acme Co.

Add Job Contact

OK Cancel

**Certification Filing** Welcome, Settings Help Log Off

Claim: C Certification Filing

MIWAM will time out after 15 minutes of inactivity.

1. Certification Filing 2. Review and Submit

**Review and Submit**

This Certification Filing submission is ready to submit.

Click the Submit button on the Review and Submit screen.

Repeat the steps to certify for additional certification weeks.

Review your certification answers. Click the Next Step button. The Review and Submit screen will appear.

## How do I View Past Certifications?

The screenshot shows the 'UI Claim' portal interface. At the top, there's a navigation bar with 'UI Claim', 'Welcome, I [redacted]', 'Settings', and 'Log Off'. Below this, a 'Claim: [redacted]' field is visible. The main content area has three tabs: 'UI Claim', 'Account Alerts', and 'I Want To'. The 'UI Claim' tab is active, showing a 'UI Claim' section with a 'BYE: 01-Dec-2018' status. A green callout box points to the 'Certification<sup>6</sup>' link in the 'My Account' section, stating: 'Click the Certifications tab from the UI Claim home page. A list of previous certifications will be listed. The superscript number indicates how many past certifications exist.' Below this, a table titled 'Previously Certified . . . Make sure you certify for each week you wish to claim' is displayed. The table has columns for Week, Weekly Benefit, Deductions, Withheld, Benefit Payment, and Status. The data shows four weeks of certification from December 2017 to January 2018, all with a weekly benefit of 362.00 and a payment of 313.64.

Week	Weekly Benefit	Deductions	Withheld	Benefit Payment	Status
13-Jan-2018	362.00	0.00	48.36	313.64	Payment for \$313.64 issued 01/18/2018
06-Jan-2018	362.00	0.00	48.36	313.64	Payment for \$313.64 issued 01/18/2018
30-Dec-2017	362.00	0.00	48.36	313.64	Payment for \$313.64 issued 01/04/2018
23-Dec-2017	362.00	0.00	48.36	313.64	Payment for \$313.64 issued 01/04/2018

Clicking the Definitions tab will display additional information on Deductions, Withholdings, and Pending Employer Response.

The 'Definitions' window provides detailed information for three categories:

- Deductions** - Pensions, Earnings, and Denial Periods
- Withholdings** - Federal Taxes, State Taxes, Friend of the Court, and Restitution Recoupment
- Pending Employer Response** - The employer has 10 days from the mail date of the Monetary Determination to respond to your claim filing. No payment will be issued before the expiration of the 10-day response period. If no response is received or the employer does not contest your claim, payment will be issued within 3 to 5 business days after the expiration of the 10-day response period. If the employer does contest the claim, you will not be paid until after the issue is resolved.



## How do I Change my Certifications?

Certifications are not able to be changed once submitted in MiWAM. Call Customer Service at 1-866-500-0017 for help with your unemployment claim or questions about MiWAM.





# Claims



## How do I View my Current Claim?

The Home page will display the name of the claimant and the last four digits of the social security number.

The screenshot displays the Michigan Unemployment Insurance Agency (UIA) MiWAM portal. The header includes the UIA logo, the text "Michigan Unemployment Insurance Agency", and a "MiWAM" logo. The navigation bar shows "UI Claim", "Welcome, John Doe", "Settings", and "Log Off". The main content area is divided into three sections: "UI Claim", "Account Alerts", and "I Want To".

**UI Claim Section:** This section is highlighted with a red box. It displays the claimant's name "John Doe", the last four digits of the Social Security Number "0000", and the claim number "C 1234967--00". It also shows the "BYE: 03-Aug-2019" date.

**Account Alerts Section:** This section displays a message: "To report timely, you must report between 20-Aug-2018 and 25-Aug-2018".

**I Want To Section:** This section lists several links: "File a Claim", "Send Unemployment a Message", "View All Claims", "View the MiWAM Toolkit", "View Claimant Handbook", and "View 1099-G".

**My Account Section:** This section is highlighted with a red box. It contains a tabbed interface with "My Account" selected. Below the tabs, there is a "Claim Information" table.

Claim Information			
Social Security Number	: *** - ** - 0000	Withhold Taxes	: Yes
Benefit Year Begin	: 05-Aug-2018	Exemptions	: 1
Benefit Year End	: 03-Aug-2019	Dependents	: 1
Weekly Benefit Amount	: \$362.00		
Total Weeks Allowed	: 20.0		
Weeks Remaining	: 14.0		

The current claim information will be displayed in both sections:

1. UI Claim (abbreviated information) and
2. Claim Information located under the My Account Tab

Note: You can see the claim number in the upper left portion of the screen.

## How do I View all Claims?

If you have filed for unemployment benefits in the past, MiWAM will have that information stored. Past claims will be available to view in MiWAM.

UI Claim

Welcome, John Doe Settings Log Off

Claim: C1234967-0

Click [here](#) to return to the Talent Dashboard.

**UI Claim**

John Doe  
\*\*\*.0000

> UI Claim  
C 1234967-00  
BYE: 03-Aug-2019

**Account Alerts**

To report timely, you must report between 20-Aug-2018 and 25-Aug-2018

**I Want To**

[File a Claim](#)

[Send Unemployment a Message](#)

[View All Claims](#)

[View the MiWAM Toolkit](#)

[View Claimant Handbook](#)

[View 1099-G](#)

Click the View All Claims hyperlink in the I Want To section.

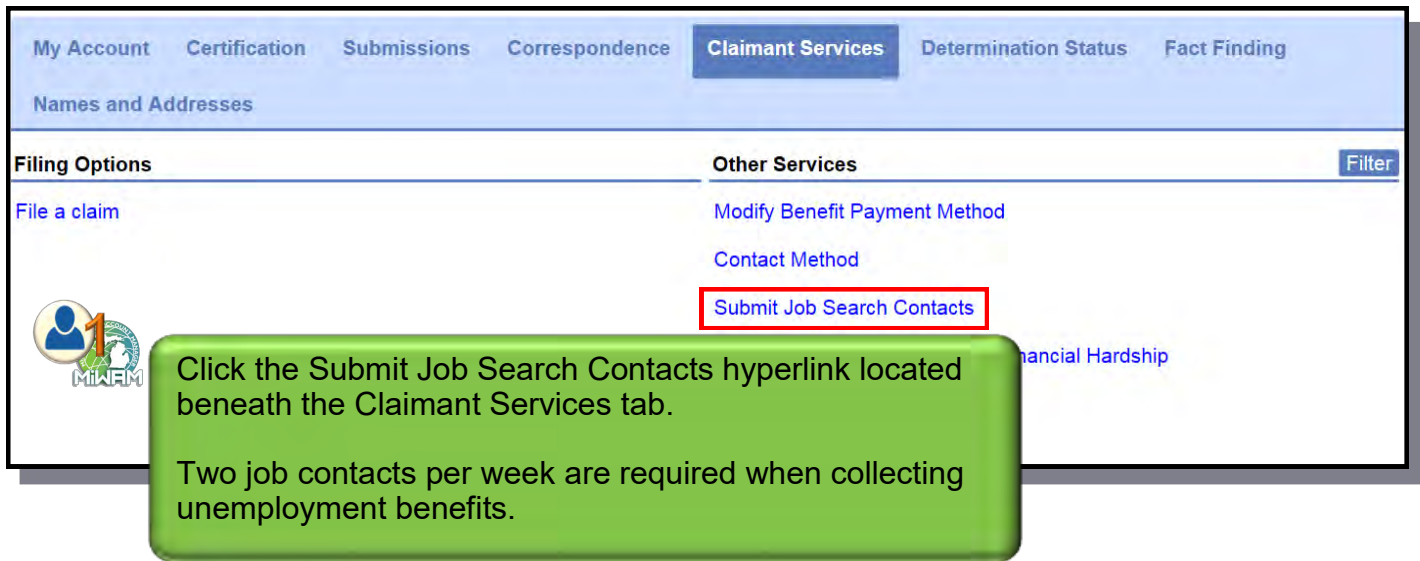
The next page will default to the claims tab. All claims associated with your UI history will appear. The Claims tab will have a small number which shows how many claims there are.

To view a specific claim, click the hyperlink in the Claim Id column.

Claims <sup>2</sup> Submissions Correspondence Claimant Services Names and Addresses								
Claims <span>Hide History</span> <span>Filter</span>								
Claim Id	Type	Status	Benefit Year Begin	Benefit Year End	Effective Date	Weekly Benefit Amount	Total Weeks	
<a href="#">C4</a>	UI Claim	New	Allowed	05-Aug-2018	03-Aug-2019	362.00	20.00	
<a href="#">C4</a>	UI Claim	Additional	Allowed	04-Dec-2016	02-Dec-2017	323.00	16.50	
2 Rows								

# How do I Submit my Work Search Through MiWAM?

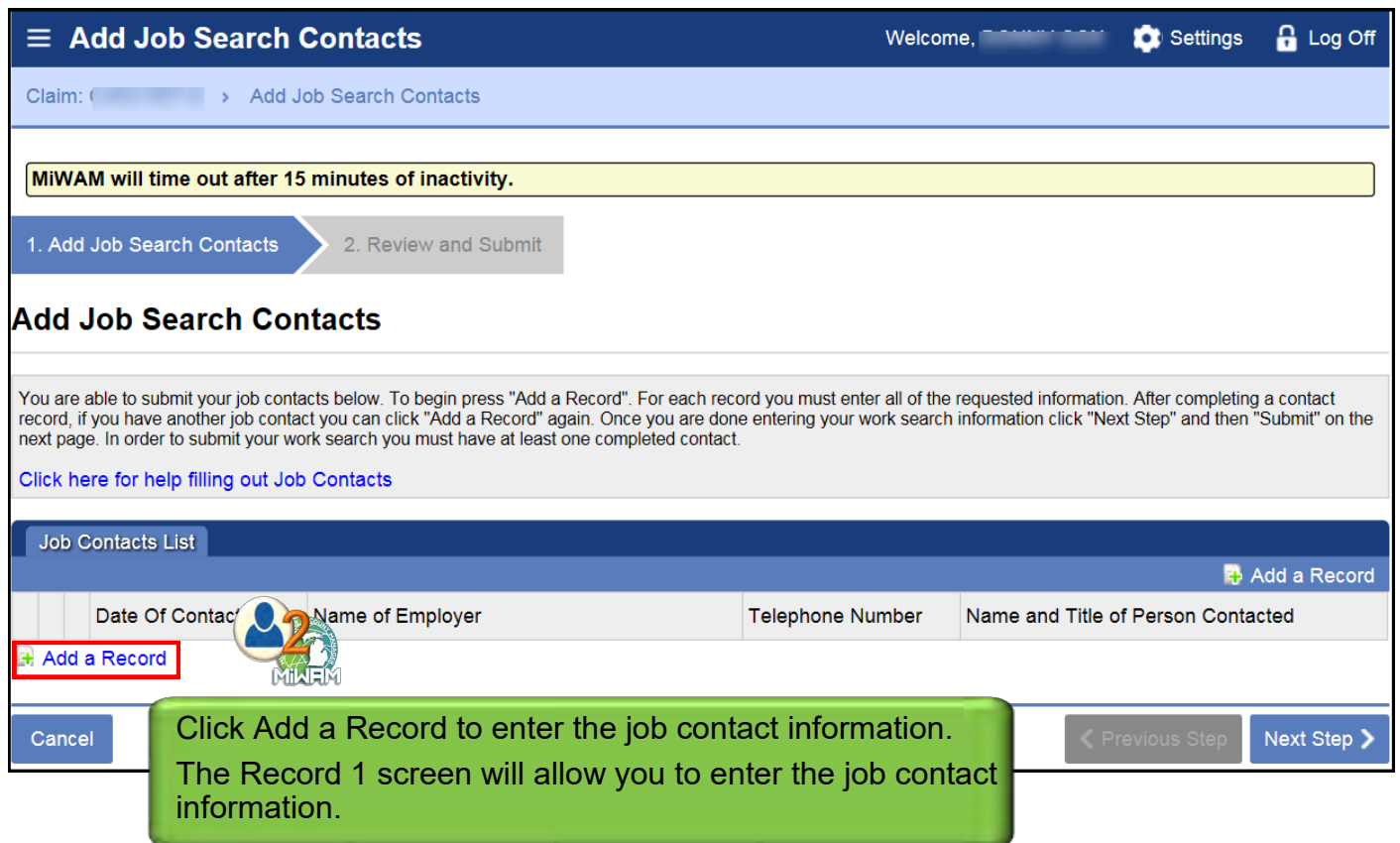
Work search can be submitted two ways:



The screenshot shows the MiWAM interface with the 'Claimant Services' tab selected. Under the 'Other Services' section, the 'Submit Job Search Contacts' link is highlighted with a red box. A green callout box contains the following text:

Click the Submit Job Search Contacts hyperlink located beneath the Claimant Services tab.

Two job contacts per week are required when collecting unemployment benefits.



The screenshot shows the 'Add Job Search Contacts' screen. At the top, there is a progress bar with two steps: '1. Add Job Search Contacts' (active) and '2. Review and Submit'. Below this, the title 'Add Job Search Contacts' is displayed. A message states: 'You are able to submit your job contacts below. To begin press "Add a Record". For each record you must enter all of the requested information. After completing a contact record, if you have another job contact you can click "Add a Record" again. Once you are done entering your work search information click "Next Step" and then "Submit" on the next page. In order to submit your work search you must have at least one completed contact.' A link 'Click here for help filling out Job Contacts' is provided. Below this is a table titled 'Job Contacts List' with columns: 'Date Of Contact', 'Name of Employer', 'Telephone Number', and 'Name and Title of Person Contacted'. An 'Add a Record' button is located at the bottom left of the table. A green callout box contains the following text:

Click Add a Record to enter the job contact information. The Record 1 screen will allow you to enter the job contact information.

## How do I Submit my Work Search Through MiWAM?(cont.)

**Job Contacts List** **Record 1**

**Record 1** [Delete this Record](#) [Copy row](#) [Add a Record](#)

**Job Contacts**

Date Of Contact **Required**

Name of Employer **Required**

Employer Address **Required**

Telephone Number **Required**  (if contacted by phone, must provide a phone number)

Method of Contact **Required**  (phone, in person, online, email, mail, fax)

Name and Title of Person Contacted **Required**

Type of Work **Required**

Action Taken **Required**  (Application/Resume submitted, interview, not accepting applications, etc.)

[Cancel](#) [Delete this Record](#) [Copy row](#) [Add a Record](#)

[Previous Step](#) [Next Step](#)

**Data enter the information in the required fields.**

**Click Next Step, then Submit when finished.**

**1. Add Job Search Contacts** **2. Review and Submit**

**Review and Submit**

This Add Job Search Contacts submission is ready to submit.

[Cancel](#) [Previous Step](#) [Submit](#)

**Certification Questions**

Has your address changed since your last certification? ☐ Yes ☒ No **Required**

Are you claiming the week beginning Sunday, 12-17-2017 through Saturday, 12-23-2017? ☐ Yes ☐ No

If you worked full time this week or do not wish to claim this week for any reason, answer NO.

If you answer 'No' for more than two consecutive weeks your claim will become inactive. To claim you must file to reopen your claim.

Were you available to accept full-time work every day between Sunday, 12-17-2017 and Saturday, 12-23-2017? ☐ Yes ☐ No

Were you physically and mentally able to perform full-time work for any employer from Sunday, 12-17-2017 through Saturday, 12-23-2017? ☐ Yes ☐ No

Did you look for work during the week Sunday, 12-17-2017 through Saturday, 12-23-2017? ☒ Yes ☐ No

Click the link below to enter jobs you applied for, or employers contacted while looking for work.

Please note: To be eligible for unemployment benefits, you must actively look for work during each week you claim benefits and you must report at least two job search contacts that you made during each week you claim benefits.

[Click here for help filling out Job Contacts](#) [Click here to enter job contacts](#)

[Refer to page 1 of Unemployment Benefits in Michigan, form UIA 1901](#)

**Note: Entering job contacts can also be done when certifying.**

**This is the second method (see page 66).**



# Other Services



## How do I Respond to Fact Finding?

Click the “Add” hyperlink, located under the Fact Finding tab.

The Fact finding questionnaire will appear. Answer the questions, click Next Step to enter your password.

Click OK. The Fact finding is now submitted.

The screenshot shows the 'UI Claim' portal. The 'Fact Finding' tab is selected. A table lists fact finding items with 'Add' links highlighted in red boxes.

Fact Finding	Status	Employer	Claim ID
Misrepresentation	Required		
Bonus Pay	Required		

The screenshot shows the 'Non-Monetary Fact Finding' questionnaire for 'Bonus Pay'. It includes fields for 'Issue Detail' (Remuneration, Bonus Pay) and 'Associated Employer Detail' (Name, Address). The 'Questionnaire' section has several questions with 'Yes/No' radio buttons. A 'YOUR CERTIFICATION' dialog box is open, requiring a password and an 'OK' button. The 'Attachments' section is at the bottom. The 'Next Step' button is highlighted in red.

## How do I Ask UI a Question?

There are two ways to communicate with UI using MiWAM: Messaging and Letters. They are both found in Correspondence. Messages allows you to send and receive messages to UI relating to your claim. Messages are also found in the I Want to section. UI may send Letters keeping you informed about your claim.

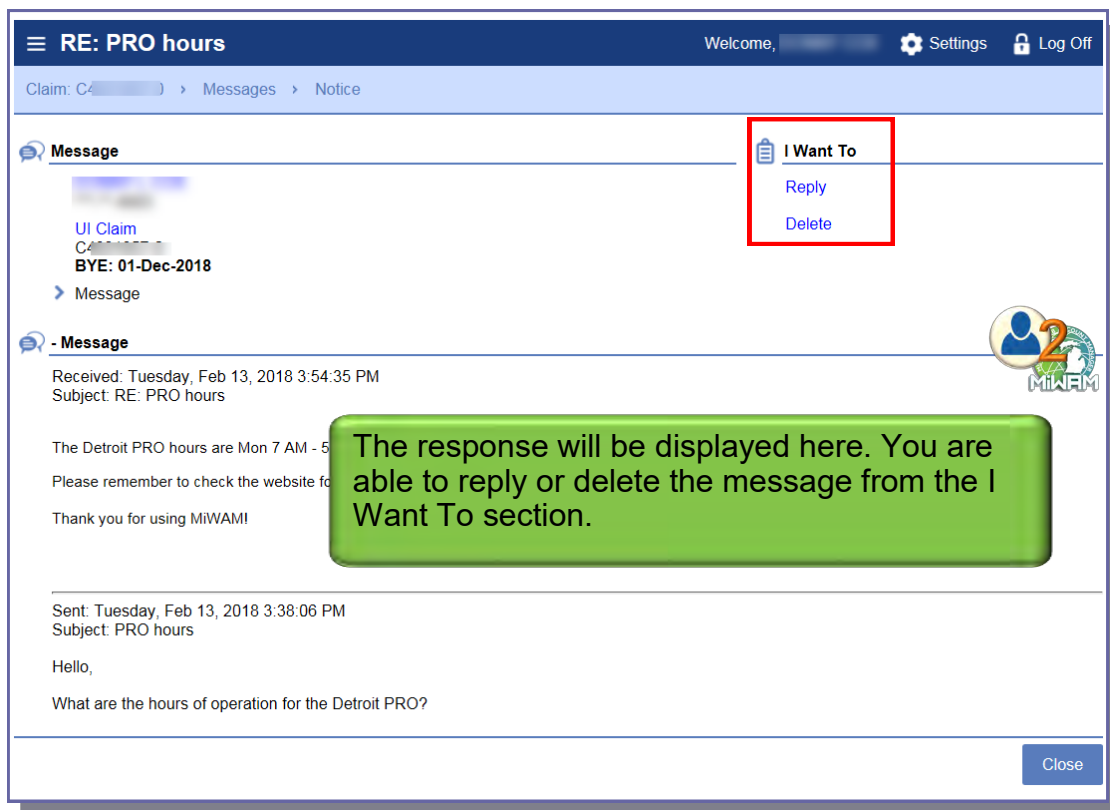
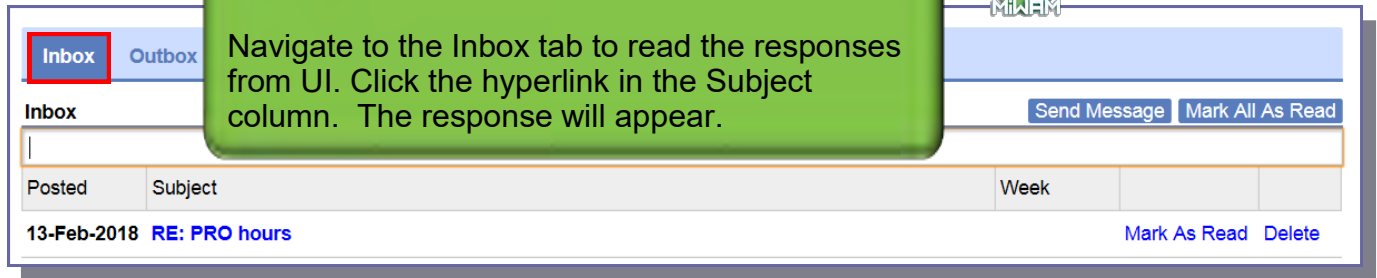
The screenshot shows the 'UI Claim' dashboard. At the top, there's a navigation bar with 'UI Claim', 'Welcome, [User]', 'Settings', and 'Log Off'. Below this, a message states: 'If this is your active claim, in order to continue receiving benefits on this claim you must Reopen your claim or file an Additional Claim. To do so select "File a Claim" under Claimant Services or under "I WANT TO". Click [here](#) to visit your Talent Dashboard.' The main content area has three sections: 'Account', 'Account Alerts', and 'I Want To'. The 'I Want To' section is highlighted with a red box, and it contains a list of links: 'File a Claim', 'Send Unemployment a Message' (highlighted with a red box), 'Set Go Green Preference', 'View All Claims', 'View the MiWAM Toolkit', 'View Claimant Handbook', and 'View 1099-G'. A green callout box on the left says: 'Messages to UI can be sent by Clicking the Send Unemployment a Message hyperlink located in the I Want To section. The Send window will appear.'

The screenshot shows the 'Send Message' form. At the top, there's a navigation bar with 'Send', 'Claim: C...', and 'Notice'. Below this, the 'Send Message' section is highlighted with a green box. It contains the following fields: 'Customer' (\*\*\*-\*\*-1234 - John Doe), 'Claim(s)' (C: 1234567- UI Claim), 'Certification Week' (dropdown), 'Message Type' (General Information, Required), 'Subject' (Required), and 'Message' (Required). A green callout box on the right says: 'Select a Message Type from the drop down window and enter a subject in the Subject field. The Message field will allow you to type a message. Click Send Message when finished.' The 'Subject' field contains the text 'What are the hours of operation for the Detroit Local Office?'. At the bottom right, there are two buttons: 'Send Message' (highlighted with a red box) and 'Cancel'.

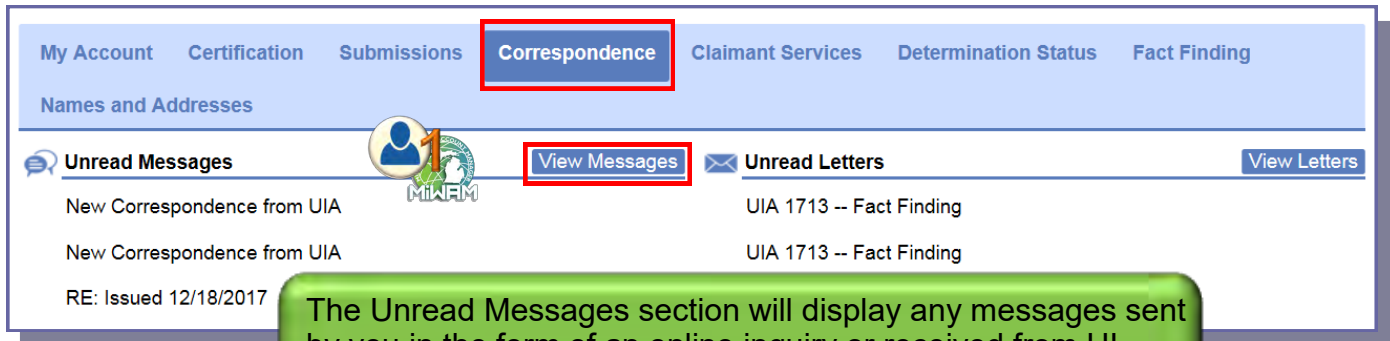
## How do I Ask UI a Question? (cont.)

Return to the Correspondence tab. Click on the View Messages button in the Unread Messages section.

Navigate to the Inbox tab to read the responses from UI. Click the hyperlink in the Subject column. The response will appear.




## How do I Correspond With UI?



**Correspondence**

Names and Addresses

**Unread Messages**  **View Messages** **Unread Letters** **View Letters**

New Correspondence from UIA

New Correspondence from UIA

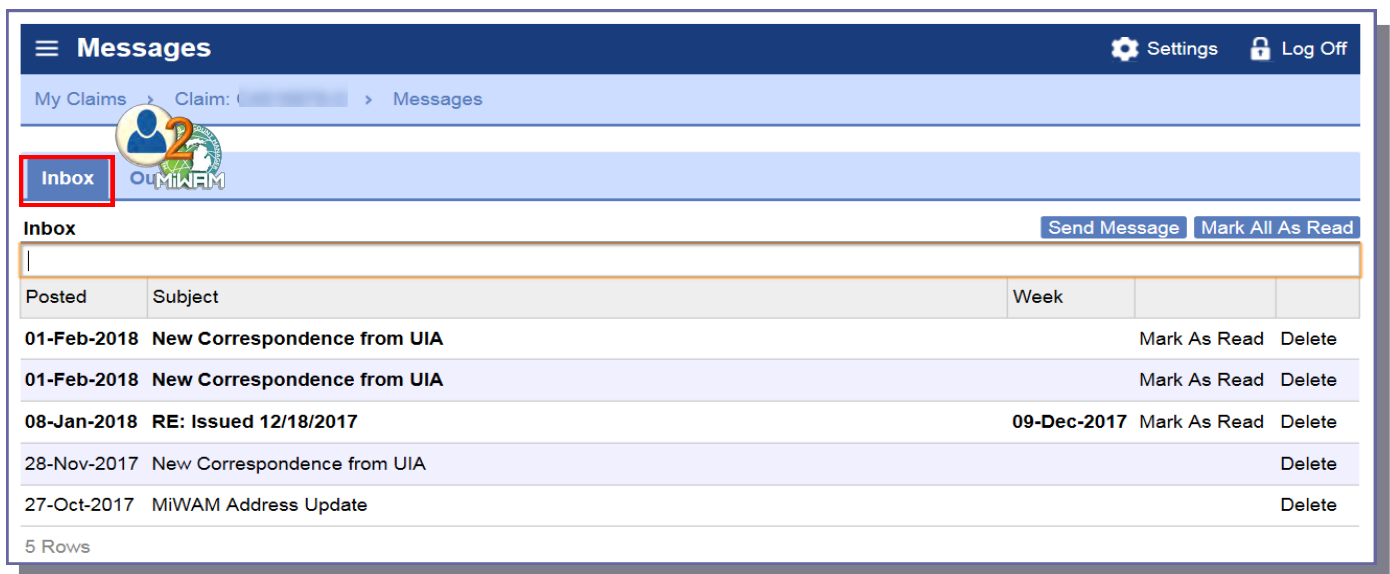
RE: Issued 12/18/2017


UIA 1713 -- Fact Finding

UIA 1713 -- Fact Finding

The Unread Messages section will display any messages sent by you in the form of an online inquiry or received from UI.

Click the View Messages button to send a message or read a response from UI. Any messages from UI will be located in the Inbox tab. To view messages you have sent, click the Outbox tab.



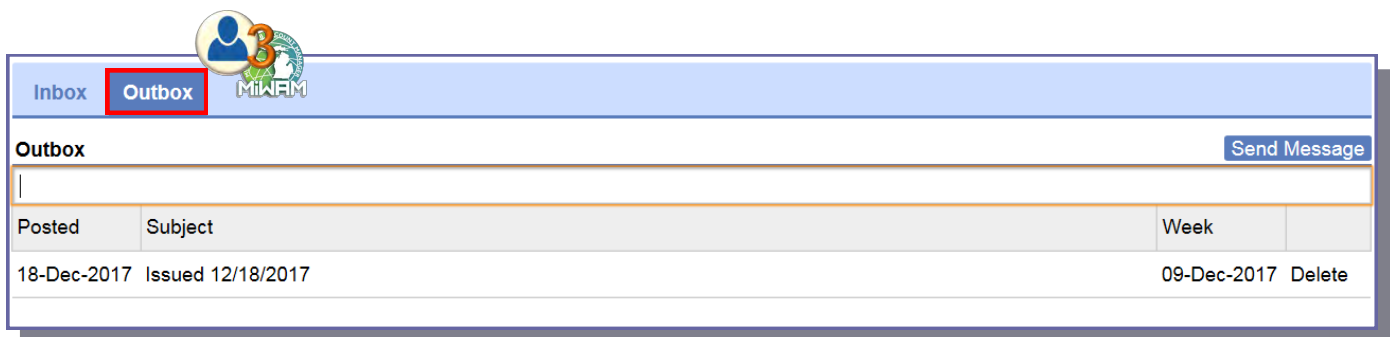
**Messages**  **Settings** **Log Off**


My Claims > Claim: ( ) > Messages

**Inbox** **Send Message** **Mark All As Read**

Posted	Subject	Week		
01-Feb-2018	New Correspondence from UIA		Mark As Read	Delete
01-Feb-2018	New Correspondence from UIA		Mark As Read	Delete
08-Jan-2018	RE: Issued 12/18/2017	09-Dec-2017	Mark As Read	Delete
28-Nov-2017	New Correspondence from UIA			Delete
27-Oct-2017	MiWAM Address Update			Delete

5 Rows



**Inbox** **Outbox** 

**Outbox** **Send Message**

Posted	Subject	Week	
18-Dec-2017	Issued 12/18/2017	09-Dec-2017	Delete



## Where can I see the Letters UI Sent me?

Only letters that have not been read will be listed in the Unread Letters section. To view all letters sent by UI, click the View Letters button.

The screenshot shows the MiWAM portal interface. At the top, there is a navigation bar with links: My Account, Certification, Submissions, **Correspondence** (highlighted with a red box), Claimant Services, Determination Status, and Fact Finding. Below this, there is a sub-navigation bar with 'Names and Addresses' and a 'View Letters' button (highlighted with a red box). The main content area is divided into two sections: 'Unread Messages' and 'Unread Letters'. The 'Unread Messages' section shows two entries: 'New Correspondence from UIA' and 'RE: Issued 12/18/2017'. The 'Unread Letters' section shows two entries: 'UIA 1713 -- Fact Finding' and 'UIA 1713 -- Fact Finding'. Below this, there is a 'Letters' window (highlighted with a red box) with a search bar and a 'View Multiple' button. The 'Letters' window contains a table with columns: Sent, Type, Letter Id, and Week. The table lists six rows of letters, each with a unique letter ID and a 'Mark As Read' link.

Sent	Type	Letter Id	Week
01-Feb-2018	UIA 1713 -- Fact Finding	L004	
01-Feb-2018	UIA 1713 -- Fact Finding	L004	
28-Nov-2017	UIA 1220 -- EFC Processed	L004	
20-Jun-2017	UIA 1220 -- EFC Processed	L003	
11-Feb-2017	UIA 1742 -- Medical Statement	L003	
25-Jan-2017	UIA 1575C -- Claimant Mondet	L003	

6 Rows

The Letters window will appear. Once you have read the letter, you will have the option to mark it read. To do this, click the "Mark As Read" hyperlink.

Each letter has a unique letter ID number, making it easier to search for correspondence related to a specific topic. Enter the letter ID in the search bar for a faster search.

# How do I Protest or Appeal a Determination?

To view the letters needed to protest or appeal a determination, click the Determination Status tab.

Sent	Letter ID	Issue/Decision Type	Employer (if applicable)	Status	Claim ID	Action
04/24/2018	<a href="#">L00</a>	<a href="#">Availability - School</a>		Issue Closed, Level 1	C	<a href="#">Not Adversely Affected</a>
02/21/2018	<a href="#">L00</a>	<a href="#">Registration - Unaware of Requirements to Register</a>				
02/06/2018	<a href="#">L00</a>	<a href="#">Remuneration - Other Payments</a>				

1. Mon/Non-Mon Deter. Protest

2. Review and Submit

## Mon/Non-Mon Deter. Protest

### File Nonmonetary Protest/Appeal

#### Attachment Instructions:

To add the attachment, please click the 'Add' link.  
To remove an unwanted attachment, please click the 'Remove' link.  
Proceed once all attachments have been added.

Letter ID L0044282869  
Letter Sent 02/21/2018

I wish to protest or appeal the (re)determination for the following reason(s). If you wish to attach supporting documentation, please see the instructions above.

Required

Notice of Determination

Case Number: SSN: Claimant: BYB: November 12, 2017 Employer Number: Separating Employer:

Issues and Sections of Michigan Employment Security (MES) Act involved: Filing and 28(1)(b) & 32a.

You were required to file for benefits for week beginning November 12, 2017 by November 18, 2017. You filed beyond the fourteen day extension period allowed to establish good cause. Good cause for late filing cannot be considered.

You are ineligible for benefits under MES Act, Secs. 28(1)(b) and 32(a) beginning November 12, 2017 through December 30, 2017. You will not receive benefit payments during this period.

Pursuant to Section 20(a) if an employer has established a pattern of failing to provide timely or adequate information in response to Agency requests for the purpose of making proper adjudications of claims/issues, the employer's account will not be credited for benefits paid prior to the date that the protest providing timely or adequate information was received.

Calculation of interest and penalty amount is shown later on this form.

If you disagree with this determination, refer to "Protest Rights" on the reverse side of this form.

Issue Detail

Claim Detail

Benefit Year Begin (BYB): 06-Aug-20

Issue Detail

Status: Issue Closed, Level 1 Identification Date: 24-Apr-201

Issue: Availability

Circumstance: School

Determination

Determination Date: 24-Apr-201 Result: Not Ineligible

Protest Due: 24-May-20 MES Section: 28(1)(c)

Determination ID: L00

**Note: When an issue is In Progress, you will be able to attach any additional documentation to the file. Click the hyperlink in the Status column to perform that action.**

You can view and take action regarding determinations (monetary and nonmonetary):

- The Letter ID hyperlink allows you to view the (re)determination letter.
- The Issue/Decision Type hyperlink accesses Issue Detail screens for nonmonetary (re) determinations.
- The Action hyperlink allows you to file the appropriate protest/appeal.

## How Can View Support ID Assist me?

The View Support ID feature in MiWAM allows UI staff to remotely view your MiWAM session. When the Support ID number is shared with the staff on the phone, they will be able to assist.



The screenshot shows the MiWAM portal interface. The top navigation bar includes the UIA logo, the text 'Michigan Unemployment Insurance Agency', and the MiWAM logo. The main navigation bar has 'Home', 'Settings', and 'Log Off'. A dropdown menu is open, showing 'Settings', 'Help', 'View Support ID' (highlighted with a red box), and 'Log Off'. The 'View Support ID' option is highlighted with a red box. Below the menu, there is a 'Get Support ID' dialog box. The dialog box contains the following text: 'A support ID can be given to a support person to allow them to remotely view your MiWAM session. Do you want to get a support ID and allow a support person to view your session to provide assistance?'. There are 'Yes' and 'No' buttons at the bottom of the dialog box. The 'Yes' button is highlighted with a red box.

1. Click the Menu to view the drop down box. Click View Support ID. The Get Support ID window will appear.
2. When permission is given by clicking the Yes button, the Your Support ID window will appear.
3. This number should be given to the UI staff person assisting you on the phone. Click OK when finished.



The screenshot shows the 'Your Support ID' dialog box. The dialog box contains the following text: 'Your support ID is: 789123. This can be given to a support person to allow them to view your MiWAM session.' The support ID number '789123' is highlighted with a red box. There is an 'OK' button at the bottom right of the dialog box, which is also highlighted with a red box.

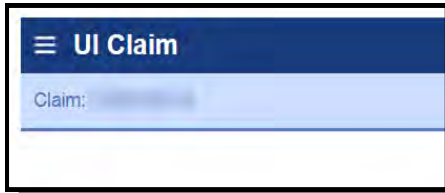
# How do I Update my Profile?

The screenshot illustrates the steps to update a user profile in the MiWAM system. It shows the 'Settings' page with the 'Profile' tab active and the 'Edit' button highlighted. The 'Edit User' window contains fields for Name, Email, Primary Phone Number (Country, Type, Phone Number), and Secondary Phone Number (Country, Type). The 'Authentication' section shows 'Send authentication email' selected. A red box highlights the 'Save' button at the bottom right. A small dialog box at the bottom left prompts for a password re-entry, with a red box highlighting the 'Required' label.

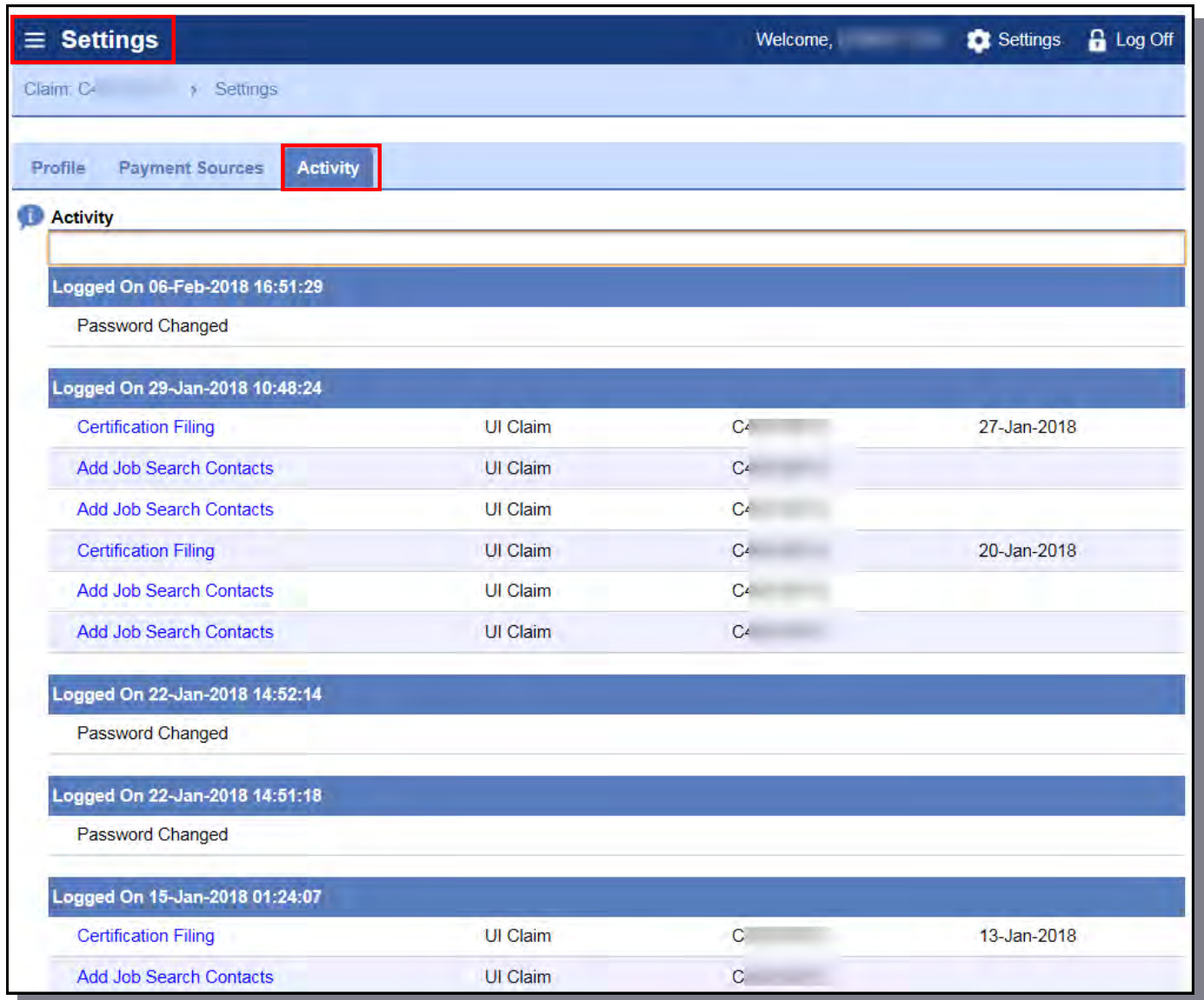
1. From the UI Claim screen, go to the Settings page to update your profile. Click the Settings hyperlink. Next, click the Edit button.
2. The Edit window will appear allowing changes to be made to the following:
  - Name
  - Email
  - Phone number(s) type(s) and
  - Authentication Type
3. Click Save when finished.
4. Enter your password to complete the process. Your password will act as your signature for this function.

**Note:** When changing the Authentication type to email, you will receive a notice to the email address provided. You must access your email to retrieve the code to complete the process.

## How do I View my Activity in MiWAM?



Click the Settings wheel icon in the upper right-hand corner of the screen.



**Settings** Welcome, [redacted] Settings Log Off

Claim: C- Settings

Profile Payment Sources **Activity**

**Activity**

Logged On 06-Feb-2018 16:51:29

Password Changed

Logged On 29-Jan-2018 10:48:24

Certification Filing	UI Claim	C-	27-Jan-2018
Add Job Search Contacts	UI Claim	C-	
Add Job Search Contacts	UI Claim	C-	
Certification Filing	UI Claim	C-	20-Jan-2018
Add Job Search Contacts	UI Claim	C-	
Add Job Search Contacts	UI Claim	C-	

Logged On 22-Jan-2018 14:52:14

Password Changed

Logged On 22-Jan-2018 14:51:18

Password Changed

Logged On 15-Jan-2018 01:24:07

Certification Filing	UI Claim	C-	13-Jan-2018
Add Job Search Contacts	UI Claim	C-	

From the Settings page, click the Activity tab to view activity on the claim.  
Click any hyperlink to view past submissions.



# Claimant Services



# How do I Modify my Benefit Payment Method?

To modify the way you receive your unemployment benefits, begin at the UI Claim screen.

The screenshot shows the 'UI Claim' interface. On the left, a sidebar contains a 'UI Claim' menu item and a 'Claim:' field. The main area has a top navigation bar with 'Claimant Services' highlighted. Below this, there are two sections: 'Filing Options' with a 'File a claim' link, and 'Other Services' with a 'Modify Benefit Payment Method' link. A green callout box with a numbered list provides instructions: 1. Claimant Services tab. 2. Click the Modify Benefit Payment Method hyperlink under the Other Services Section. Below the list, a paragraph states: 'A new window will appear, displaying your current benefit payment method. Complete the form by entering your information in the required fields. Click Next Step to receive a confirmation.'

1. Claimant Services tab.
2. Click the Modify Benefit Payment Method hyperlink under the Other Services Section.

A new window will appear, displaying your current benefit payment method. Complete the form by entering your information in the required fields. Click Next Step to receive a confirmation.

The 'Benefit Payment Method' form is displayed. It starts with the title 'Benefit Payment Method' and a sub-section 'Modify Payment Method'. The first line states 'Your current Benefit Payment Method is: Debit Card'. Below this is a question 'Do you want to modify?' with a 'Continue' button. The next section asks 'How would you like to receive your benefits?' with options for 'Debit Card' and 'Direct Deposit'. A statement 'I am granting the Unemployment Insurance Agency permission to credit my account.' is followed by 'Agree' and 'Disagree' buttons. A note mentions looking at a check or bank statement if no check is available. A sample check image is shown with labels for 'Routing Number', 'Account Number', and 'Check Number'. The form then has several required fields: 'U.S. Financial Institution Routing Transit Number' (with a 'Required' label), 'Reenter the U.S. Financial Institution Routing Transit Number', 'U.S. Financial Institution Account Number' (with a 'Required' label), 'Reenter the U.S. Financial Institution Account Number', and 'Account Type' (with a 'Required' label). At the bottom, there are 'Cancel', 'Previous Step', and 'Next Step' buttons.

**Benefit Payment Method**

**Modify Payment Method**

Your current Benefit Payment Method is: Debit Card

Do you want to modify? ☒ Continue

How would you like to receive your benefits? You may receive your benefits by either debit card or direct deposit. You will receive benefit payments by debit card unless you enter your Direct Deposit information. ☐ Debit Card ☒ Direct Deposit

I am granting the Unemployment Insurance Agency permission to credit my account. ☒ Agree ☐ Disagree

If you do not have a check to look at, look at your monthly bank statement or contact your financial institution.

U.S. Financial Institution Routing Transit Number  Required

Reenter the U.S. Financial Institution Routing Transit Number  Required

U.S. Financial Institution Account Number  Required

Reenter the U.S. Financial Institution Account Number  Required

Account Type  Required

Cancel

# How do I Change my Contact Method?

To change the way you receive letters and other correspondence from UI, begin at the UI Claim screen.

UI Claim

Welcome, [User Name] Settings Log Off

Claims C

Click [here](#) to visit your Talent Dashboard.

Account Account Alerts I Want To

To report timely, you must report between 01-Oct-2018 and 06-Oct-2018

Send Unemployment a Message

**Set Go Green Preference**

View All Claims

UI Claim C

Closed: 14-Sep-2019

MIWAM will time out after 15 minutes of inactivity.

1. Go Green Preference 2. Review and Submit

**Go Green Preference**

Correspondence

Your current contact method is set to receive electronic correspondence through MIWAM.

How would you like to receive your correspondence?

Go Green Paper

Required

Cancel Next Step >

1. Go Green Preference 2. Review and Submit

**Review and Submit**

I understand there are penalties under the law for making false statements and I declare the information I have submitted is true, correct and complete.

☐ Accept

Required

Cancel < Previous Step Submit

1. Click the Set Go Green Preference hyperlink from the I Want To section.
2. The Go Green Preference window will appear, displaying your current contact method. Make your selection by clicking either the Go Green button or the Paper button.
3. Click the Next Step button.
4. Review and Submit screen will appear. Review the statement and click Accept.
5. Click Next Step to receive your confirmation.

# How do I Change my Tax Withholding?

To start or stop taxes from being taken out of your benefit payment, you must update your withholding status.

The screenshot shows the 'UI Claim' header with a search bar. Below it, a navigation bar includes 'Correspondence', 'Claimant Services' (highlighted with a red box), 'Determination Status', and 'Fact Finding'. Under 'Claimant Services', there is a 'Filing Options' section with a 'File a claim' link, and an 'Other Services' section with a 'Filter' button. The 'Other Services' list includes: 'Modify Benefit Payment Method', 'Contact Method', 'Submit Job Search Contacts', 'Request Restitution Waiver for Financial Hardship', 'Update Withholding' (highlighted with a red box), and 'Request Form 1099-G'. A '1' icon is placed over the 'Update Withholding' link.

The screenshot shows the 'Tax Withhold and Tax Exemption' step in a two-step process. The title is 'Tax Withhold and Tax Exemption'. A message states: 'Although you can stop withholding at any time, you may elect to have taxes withheld only on your current claim. The option to withhold taxes is not available because you already elected to have taxes withheld on your current claim.' Below this, a question asks: 'Do you want state and federal taxes withheld from your weekly benefits?'. There are two radio buttons: 'Yes' (selected and highlighted with a red box) and 'No'. A 'Required' label is next to the 'No' button. At the bottom, there are 'Cancel', '< Previous Step', and 'Next Step >' buttons. A '2' icon is placed over the 'Yes' radio button.

1. Click the Update Withholding hyperlink from the Claimant Services tab.
2. A new window will appear. Select Yes or No.
3. If selecting Yes, enter the number of exemptions.
4. Click Next Step to enter your password and receive your confirmation.

The screenshot shows the 'Tax Withhold and Tax Exemption' step. The question 'Do you want state and federal taxes withheld from your weekly benefits?' has the 'Yes' radio button selected (highlighted with a red box). Below this, the 'Number of Exemptions' field is highlighted with a red box. It is a required field, indicated by a 'Required' label and a dropdown arrow. At the bottom, there are 'Cancel', '< Previous Step', and 'Next Step >' buttons. A '3' icon is placed over the 'Number of Exemptions' field, and a '4' icon is placed over the 'Next Step >' button.

Note: You can only change your Tax Withholding once per benefit year, but you can always stop withholding.

# How do I Request a Restitution Waiver for Financial Hardship?

## Financial Hardship Waiver Request

My Claims > Claim: C > Financial Hardship Waiver Request

MIWAM will time out after 15 minutes of inactivity.

1. Financial Hardship Waiver Request 2. Review and Submit

### Financial Hardship Waiver Request

**Claimant**

Completion of this form is a request to waive repayment of your benefit overpayment balance. If approved, only the balance due as of the date of the (re)determination will be waived. No refunds will be made. All items on this form must be completed in order to process your request for waiver of repayment. Failure to complete this form in its entirety will result of denial of your request. This information is confidential and will be used only to process the request. Answer each question honestly and accurately.

Are you employed? ☐ Yes ☐ No ☐ Required

Who was your last Employer? [Click here to search for your Last Employer](#)

Primary Name

Additional Name

Country

Street

Street 2

Unit Type  Unit  City

State  Zip  County

What type of work did you perform?

Do you expect to return to work at any time with any employer? ☐ Yes ☐ No

Are you receiving Social Security Disability? ☐ Yes ☐ No

Have you attended school/training within the last six months? ☐ Yes ☐ No

Are you legally married? ☐ Yes ☐ No

Enter all dependents, including yourself, in the space provided below. A dependent is allowed if you have provided more than half the cost of their support for at least 90 days before completing this form. In the case of a spouse or a child, if the relationship is less than 90 days, support must have been provided for the length of the relationship. If the support test is met, you may claim your spouse, child, stepchild, adopted child, grandchild, orphaned sister or brother under age 18 (or age 22 if a full-time student, or any age if handicapped and unable to work), and your legal parent(s) aged 65 and over if he/she is unable to work. You may claim a brother, sister or living parent if dependent on you.

	Last Name	First Name	SSN	Relationship	Age

Enter gross income from all sources for the six completed months before the date on which you completed this form. For example, if you receive this form on April 26 of this year but do not complete and sign it until May 7, the six complete months listed must be November of last year through April of this year. If possible, include copies of documents that verify amounts. Types of income may include: wages, unemployment benefits, strike benefits, Social Security benefits, disability benefits, child support, rental income, Workers' Disability Compensation, school aid, scholarships, grants, self-employment profits, etc. Note: Do not include food stamps and welfare benefits as income.

Previous Six Months	Your Income	Spouse Income	Other Income
August / 2017	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00
September / 2017	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00
October / 2017	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00
November / 2017	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00
December / 2017	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00
January / 2018	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00
<b>Income Totals</b>	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00

**Average Household Monthly Income**

0.00

Describe any extraordinary expense below, followed by the dollar amount and frequency of the expenses. These could include uninsured medical expenses, loss of housing, etc. Include copies of supporting documents.

List dollar value of assets owned by you.

Cash	<input type="text"/> 0.00	Bonds	<input type="text"/> 0.00
Checking Account	<input type="text"/> 0.00	IRA Account(s)	<input type="text"/> 0.00
Savings Account	<input type="text"/> 0.00	Wagering / Lottery Income	<input type="text"/> 0.00
Stock	<input type="text"/> 0.00	Other	<input type="text"/> 0.00

List dollar value of property or other assets (other than real estate) owned by you and/or your spouse that can be readily converted to cash.

**Personal Vehicles**

Year	Make/Model	Value

**Recreational Vehicles and Other Assets**

Type of Asset	Description	Amount

List dollar value of real property, (i.e. land).

Address	Rental Yes	No	State Equalized V
	<input type="radio"/>	<input type="radio"/>	

[Cancel](#) [Previous Step](#) [Next Step](#)

## UI Claim

Claim:

**Claimant Services** Determination Status

**Other Services**

- Modify Benefit Payment Method
- Submit Job Search Contacts
- Request Restitution Waiver for Financial Hardship**
- Update Withholding

A financial hardship waiver request can be made by navigating to the UI Claim screen.

Click the Request Restitution Waiver for Financial Hardship located in the Claimant Services tab.

Complete the information and click Next Step to complete the process.



## How do I Request Form 1099-G?

The screenshot shows the 'Claimant Services' tab selected in the top navigation bar. Below the navigation bar, there is a section titled 'Names and Addresses'. The main content area is divided into two columns: 'Filing Options' and 'Other Services'. In the 'Filing Options' column, there is a link 'File a claim'. In the 'Other Services' column, there are several links: 'Modify Benefit Payment Method', 'Contact Method', 'Submit Job Search Contacts', 'Request Restitution Waiver for Financial Hardship', 'Update Withholding', and 'Request Form 1099-G'. The 'Request Form 1099-G' link is highlighted with a red box. To the right of the 'Other Services' column, there is a 'Filter' button and a MIWAM logo with a large number '1'.

1. Click the Request Form 1099-G hyperlink from the Claimant Services tab.
2. A new window will appear. Select Duplicate or Corrected. Enter the year that you are requesting the information and click Next Step.
3. Click Next Step to complete the process and receive a confirmation.

**Note:** If you are requesting duplicate copies of the 1099-G for benefit years 2013 and later, go to the letters tab to print a copy.

The screenshot shows the 'Request Form 1099-G' form. At the top, there are two tabs: '1. Request Form 1099-G' (selected) and '2. Review and Submit'. Below the tabs, the title 'Request Form 1099-G' is displayed. A paragraph explains that Form 1099-G reports the total taxable unemployment compensation and provides instructions on how to request a duplicate or corrected copy. Below the paragraph, there are two questions: 'Are you requesting a duplicate copy or a corrected copy of a 1099-G?' and 'For which year are you requesting this 1099-G?'. The first question has two radio buttons: 'Duplicate' and 'Corrected'. The 'Corrected' button is highlighted with a red box and a yellow 'Required' label. The second question has a text input field with a 'Required' label. At the bottom left, there is a 'Cancel' button. At the bottom right, there are two buttons: 'Previous Step' and 'Next Step'. The 'Next Step' button is highlighted with a red box. A green callout box with a large number '2' and the MIWAM logo contains the text: 'Any requests for years 2012 and earlier, complete the additional fields and click Next Step.'

The screenshot shows the address verification step of the 'Request Form 1099-G' form. It asks: 'Your Form 1099-G will be sent to the address listed below. Is this the correct address?'. There are two radio buttons: 'Yes' and 'No'. The 'No' button is highlighted with a red box and a yellow 'Required' label. Below the question, there are several input fields: 'Street', 'Street 2', 'Unit Type', 'Number', 'City', 'State', and 'ZIP'. The 'City', 'State', and 'ZIP' fields are highlighted with a red box. At the bottom left, there is a 'Cancel' button. At the bottom right, there are two buttons: 'Previous Step' and 'Next Step'. The 'Next Step' button is highlighted with a red box. A MIWAM logo with a large number '3' is visible on the right side.

# How do I View my 1099-G?



## I Want To

[File a Claim](#)

[Send Unemployment a Message](#)

[Set Go Green Preference](#)

[View All Claims](#)

[View the MiWAM Tool](#)

[View Claimant Handbook](#)

[View 1099-G](#)

1. In the I Want To section, click the View 1099-G hyperlink. The Letters window will appear.
2. Click the hyperlink associated with the 1099-G tax year in the Type column. The duplicate will appear (see p.80).

**Letters**

Claim: C- > Letters

Letters View Multiple

Sent	Type	For	Id	Name	Week
10-Jan-2018	<a href="#">FED 1099G -- 2017 Tax Year</a>	Claimant SSN	***_**_		



PLEASE READ REVERSE SIDE

cut here -----

PAYOR'S name, street address, city or town, state or province, country, ZIP, or foreign postal code, and telephone no. State of Michigan TALENT INVESTMENT AGENCY Unemployment Insurance 9023 Joseph Campus Farmington, MI 48112 1-866-500-0017		1. Unemployment compensation <b>\$ 5,407.00</b>	OMB No. 1545-0120 <b>2017</b> Form 1099-G	Certain Government Payments
PAYOR'S federal identification number _____	RECIPIENT'S identification number _____	2. RTAA payments <b>\$ 0.00</b>	4. Federal income tax withheld <b>\$ 540.70</b>	Copy B For Recipient This is important tax information and is being furnished to the Internal Revenue Service. If you are required to file a return, a negligence penalty or other sanction may be imposed on you if this income is taxable and the IRS determines that it has not been reported.
RECIPIENT'S name _____ Street address (including apt. no.) _____ City or town, state or province, country, and ZIP, or foreign postal code _____		3. RTAA payments <b>\$ 0.00</b>	5. _____ 6. _____	11. State income tax withheld <b>\$ 174.93</b>
Account number (see instructions) _____		10a. State _____ 10b. State identification _____	Department of the Treasury - Internal Revenue Service	

Form 1099-G Keep for your records. www.irs.gov/1099g

cut here -----

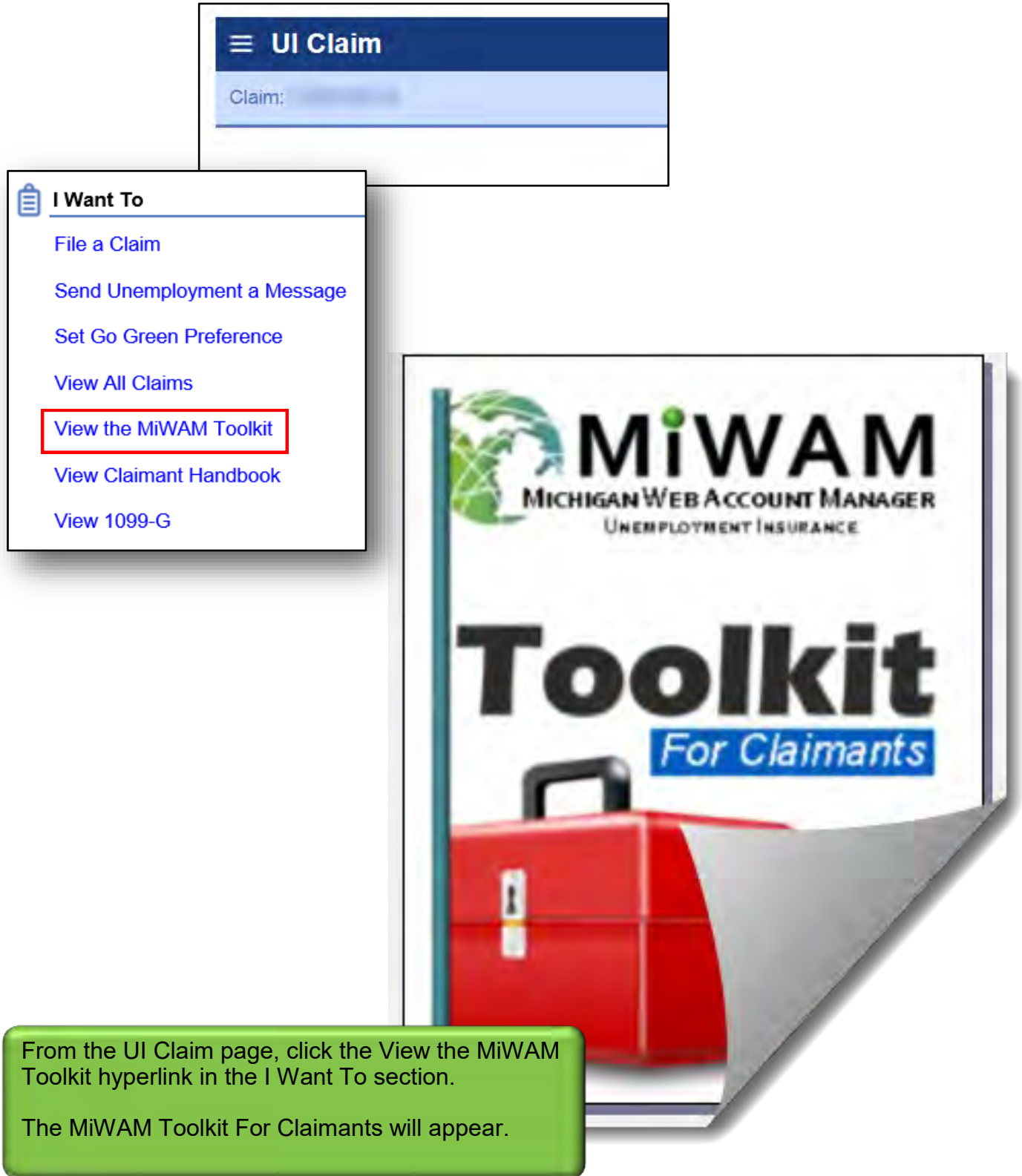
PAYOR'S name, street address, city or town, state or province, country, ZIP, or foreign postal code, and telephone no. State of Michigan TALENT INVESTMENT AGENCY Unemployment Insurance 9023 Joseph Campus Farmington, MI 48112 1-866-500-0017		1. Unemployment compensation <b>\$ 5,407.00</b>	OMB No. 1545-0120 <b>2017</b> Form 1099-G	Certain Government Payments
PAYOR'S federal identification number _____	RECIPIENT'S identification number _____	2. RTAA payments <b>\$ 0.00</b>	4. Federal income tax withheld <b>\$ 540.70</b>	Copy 2 To be filed with recipient's state income tax return, when required.
RECIPIENT'S name _____ Street address (including apt. no.) _____ City or town, state or province, country, and ZIP, or foreign postal code _____		3. RTAA payments <b>\$ 0.00</b>	5. _____ 6. _____	11. State income tax withheld <b>\$ 174.93</b>
Account number (see instructions) _____		10a. State _____ 10b. State identification _____	Department of the Treasury - Internal Revenue Service	

Form 1099-G Keep for your records. www.irs.gov/1099g

payment you receive.

**IMPORTANT:** If you have any questions about the amounts reported on this 1099-G form or your unemployment benefits, please call UI toll-free at 1-866-500-0017 (TTY customers use 1-866-366-0004), and press the option to speak to a customer service representative. You may also use your MiWAM account to submit an inquiry and receive help. If you do not already have a MiWAM account, go to the UI website at [www.michigan.gov/uia](http://www.michigan.gov/uia) and click on the MiWAM logo to register as a new user. More about Michigan unemployment benefits can be found on our website.

## How do I View the MiWAM Toolkit?



The image shows a screenshot of the MiWAM (Michigan Web Account Manager) interface. At the top, there is a dark blue header with a hamburger menu icon and the text "UI Claim". Below this is a light blue bar with the text "Claim:". To the left of the main content area is a white sidebar with a clipboard icon and the heading "I Want To". Under this heading is a list of links: "File a Claim", "Send Unemployment a Message", "Set Go Green Preference", "View All Claims", "View the MiWAM Toolkit" (which is highlighted with a red rectangular border), "View Claimant Handbook", and "View 1099-G". To the right of the sidebar is a large graphic that looks like a document or a book cover. It features a green globe icon on the left, the text "MiWAM" in large bold letters, "MICHIGAN WEB ACCOUNT MANAGER" in smaller letters below it, and "UNEMPLOYMENT INSURANCE" in even smaller letters. Below this, the word "Toolkit" is written in very large bold letters, and "For Claimants" is written in a blue box below it. At the bottom of the graphic is a red toolbox with a black handle.

From the UI Claim page, click the View the MiWAM Toolkit hyperlink in the I Want To section.

The MiWAM Toolkit For Claimants will appear.

# Payments



## How do I Set-up a Payment Profile?

**UI Claim**

\*\*\*\* \*\*

> UI Claim  
C-0  
**BYE: 14-Apr-2018**

**Account Alerts**

⚠ Additional Fact Finding is required for your claim - [Click Here to Respond](#)

⚠ Outstanding Balance: \$932.78

When there is an overpayment, the balance will appear in the Account Alerts section when you log into your account.

A payment profile must first be created with your financial institution's information.

1. To make a payment to UI, click the Outstanding Balance hyperlink.
2. The Payment Profile will appear. Complete the fields and click Save.

**Home** Welcome, [user] Settings Log Off

Claim: > My Claims > Profile

To Add a Payment, please set up an e-Payment profile. Once your e-Payment profile has been validated, you will receive a notification and may proceed with Adding a Payment.

**Payment Profile**

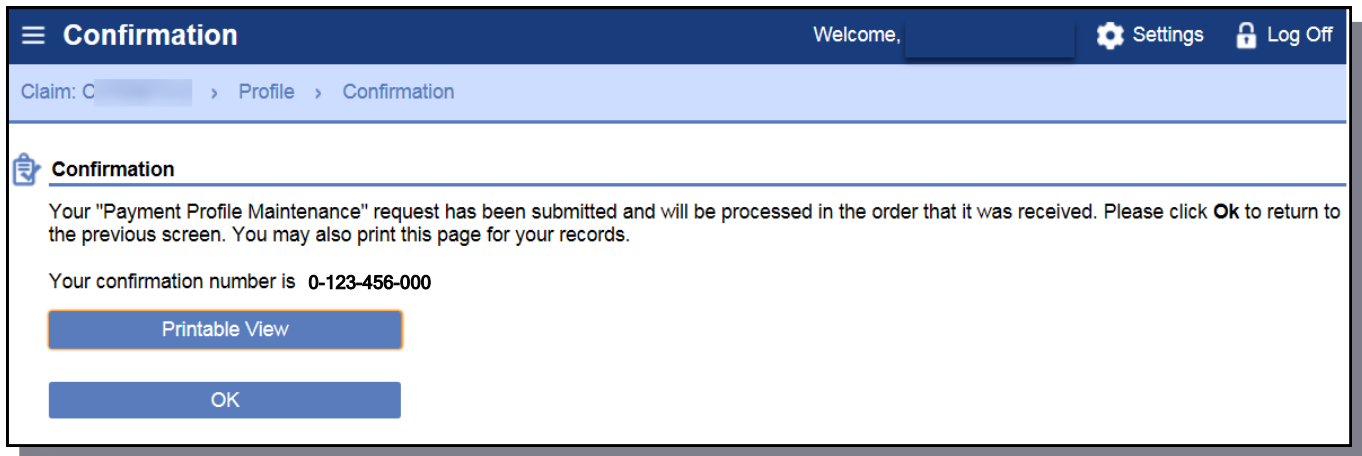
PAY TO THE ORDER OF: Unemployment Insurance Agency

Account Holder First Name: Required  
Account Holder Last Name: Required  
Bank Account Type: Required  
Routing Number: Required  
Account Number: Required  
Confirm Account Number: Required

Save Cancel



## How do I Set-up a Payment Profile? (cont.)



The screenshot shows a web application interface with a dark blue header. On the left, there is a hamburger menu icon and the word "Confirmation". On the right, it says "Welcome," followed by a user name, a gear icon for "Settings", and a lock icon for "Log Off". Below the header is a light blue breadcrumb trail: "Claim: C" followed by a right arrow, "Profile" followed by a right arrow, and "Confirmation". The main content area has a blue icon of a document with a checkmark and the heading "Confirmation". The text below reads: "Your 'Payment Profile Maintenance' request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen. You may also print this page for your records." Below this, it says "Your confirmation number is 0-123-456-000". There are two blue buttons: "Printable View" and "OK".

You will receive a Confirmation that your Payment Profile Maintenance request has been submitted.

Click Printable View if you want to print a copy.

Click Ok to return to the previous screen.

Once the Payment Profile has been processed and you have been notified, payments can be scheduled or made at your convenience. A web notice is posted to your account.

Note: See page 96 for more information on making payments with an established payment profile.

# How do I add a Reoccurring Payment?

**My Account**   **Certification**   **Submissions**   **Correspondence**   **Claimant Services**   **Determination Status**

**Names and Addresses**

**Filing Options**

[File a claim](#)

**Other Services**

[Modify Benefit Payment Method](#)

[Contact Method](#)

[Submit Job Search Contacts](#)

[Request Restitution Waiver for Financial Hardship](#)

[Update Withholding](#)

[Add Reoccurring Payment \(Desktop mode only\)](#)

You can set up reoccurring payments to UI only if a payment profile has been completed.

Reoccurring payments can be scheduled monthly to be deducted from your bank account.

1. Click the Claimant Services tab. In the Other Services section, click the Add Reoccurring Payment hyperlink.
2. In the Reoccurring Payment section, enter the required information in the fields.

**Claim: C**   Welcome,   Settings   Log Off

Claim: C > Payments

**Reoccurring Payment**

The Unemployment Insurance Agency allows you the ability to schedule reoccurring payments. A reoccurring payment is a scheduled payment processed monthly toward a Debt.

Payments can be stopped up to one business day before your monthly payment date. Once you stop a payment you will need to schedule a new reoccurring monthly payment plan if you would like monthly payments to resume.

Choose the date that you would like your payment processed. Payment processing will happen on the same date each month and will be based on the date of your first payment.

Date of First Payment:  Required

In order to prevent your account from entering a delinquent status, your monthly payment should be equal to or greater than your minimum monthly payment due as listed on your most recent Monthly Statement notice.

Monthly Payment Amount:  Required

Select whether you would like to choose the number of payments to be made or continue withdrawal until your balance is zero:

☐ Choose number of payments

☐ Withdraw until balance is zero

You may elect to pay a certain number of payments or pay until your balance is zero.

Make your selection by clicking the circle of your choice.

## How do I add a Reoccurring Payment? (cont.)

**Benefit - Elective Payment**

3. Complete the blank check and click Submit.  
4. Enter your password and Click OK.

Choose Payment Source:  \*1234

**UI Claim**

PAY TO THE ORDER OF Unemployment Insurance Agency

JPMORGAN CHASE

MEMO: This payment will be applied to the outstanding balance on your claim account.

Payment Date: 11-Jul-2018

Check Type:  Required

Personal

Source Name:  Bank Account:  Checking  Routing Number:  Account Number:

I authorize the Unemployment Insurance Agency (UIA) to withdraw funds by electronic transfer from the financial institution and account identified when I registered on the UIA website or as changed or modified by me at a later date.

I authorize the UIA to return money that was withdrawn from my account in error by electronically adjusting my account. I understand I will be notified by the UIA if adjustments are made. I understand it is my responsibility to access the UIA website and change the registration information related to my bank account if I change financial institutions or account numbers. This authorization is governed by National Automated Clearing House Rules and Regulations about electronic transfer as they currently exist or as subsequently adopted, amended, or repealed. Michigan law governs electronic funds transactions authorized by this agreement in all respects except as otherwise superseded by federal law.

Please enter your MiWAM Web Password in the box below and click the OK button to authorize this transaction.

Password:  Required

Ok Cancel

Submit Cancel

**Confirmation**

Thank you for submitting your MiWAM reoccurring payment request.

A confirmation web notice will be posted to your MiWAM account momentarily.

Printable View

OK

5. Click OK to confirm and receive your confirmation.

A web notice will be posted to your account.

# How do I Stop a Reoccurring Payment?

Navigate to the Claimant Services tab.

1. Click the Stop Reoccurring Payment hyperlink.

The Reoccurring Payment window will appear, displaying the current payment information, monthly payment amount, number of payments option, and banking information.

2. Click the Cease button to stop the payments.

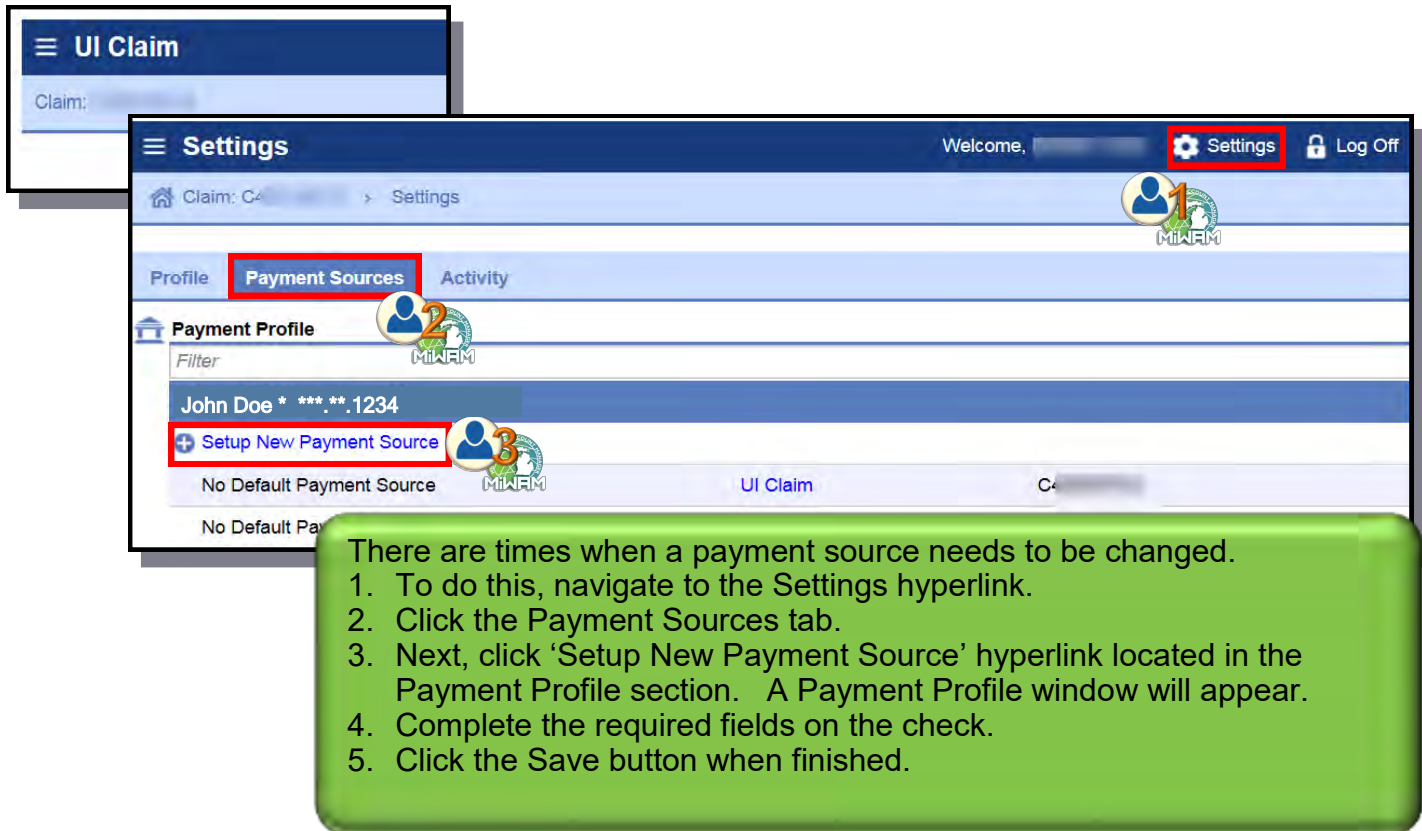
This screenshot shows the top navigation bar of the MiWAM system. The 'Claimant Services' tab is highlighted with a red box. Below the navigation bar, the 'Other Services' section is visible, with the 'Stop Reoccurring Payment (Desktop mode only)' link highlighted by a red box.

This block contains two screenshots. The top screenshot shows the 'Reoccurring Payment' window with fields for 'Date of First Payment' (13-Jul-2018), 'Monthly Payment Amount' (50.00), and a section for selecting the number of payments or withdrawal until balance is zero. The bottom screenshot shows the 'Confirmation' window with the message 'Your MIWAM reoccurring payment has been ceased successfully.' and buttons for 'Printable View', 'OK', 'Cease', and 'Cancel'. The 'Cease' button is highlighted with a red box.

A confirmation window will appear. You will also receive a web notice in your MiWAM account verifying the stop payment.

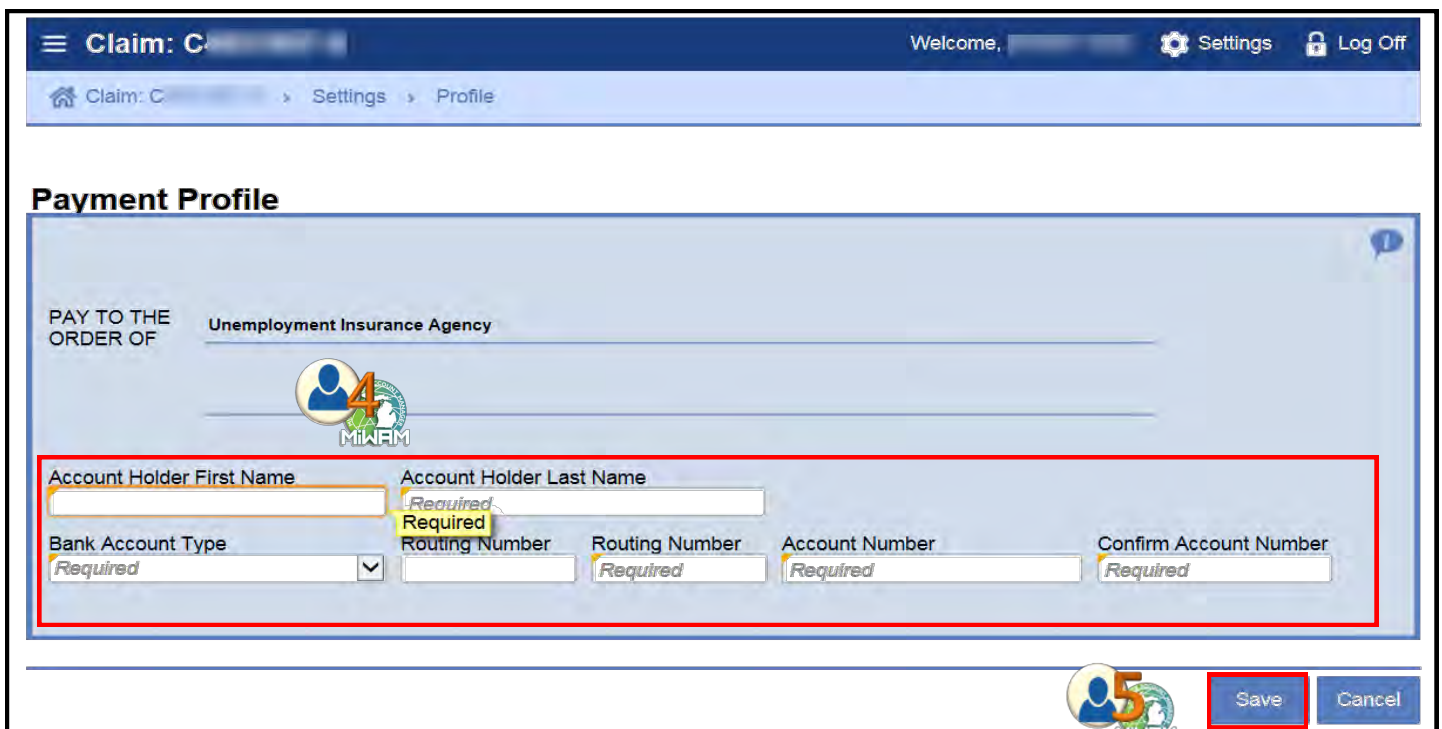
## How do I Create a New Payment Source?

When you would like to create a new payment source the account UI is receiving payments from, you must click the settings wheel icon. In the Settings window, click the Payment Sources tab.



The screenshot shows the 'Settings' window with the 'Payment Sources' tab selected. A red box highlights the 'Setup New Payment Source' link. A green callout box contains the following instructions:

1. To do this, navigate to the Settings hyperlink.
2. Click the Payment Sources tab.
3. Next, click 'Setup New Payment Source' hyperlink located in the Payment Profile section. A Payment Profile window will appear.
4. Complete the required fields on the check.
5. Click the Save button when finished.



The screenshot shows the 'Payment Profile' form. The form fields are highlighted with a red box, and the 'Save' button is highlighted with a red box. The form includes the following fields:

- PAY TO THE ORDER OF: Unemployment Insurance Agency
- Account Holder First Name (Required)
- Account Holder Last Name (Required)
- Bank Account Type (Required)
- Routing Number (Required)
- Account Number (Required)
- Confirm Account Number (Required)

The 'Save' button is located at the bottom right of the form.



## How can I see Activity on my MiWAM Account?

The screenshot shows the MiWAM account settings page. At the top, there is a 'Settings' button highlighted with a red box. Below the navigation bar, the 'Activity' tab is also highlighted with a red box. The 'From' date is set to '09-Jan-2018'. The 'Activity' section is titled 'Activity' and has a 'Filter' dropdown. The activity log shows two dates: 'Tuesday, Jul 10, 2018' and 'Monday, Apr 9, 2018'. The activities listed are:

Date	Time	Activity	UI Claim	Claimant ID	Claim Date
Tuesday, Jul 10, 2018	04:26 PM	Payment Profile Maintenance			
Tuesday, Jul 10, 2018	03:36 PM	Verify Claimant Contact Information			
Tuesday, Jul 10, 2018	03:35 PM	Logged On			
Tuesday, Jul 10, 2018	03:32 PM	Logged On			
Monday, Apr 9, 2018	07:34 PM	Certification Filing	UI Claim	C[REDACTED]-0	07-Apr-2018
Monday, Apr 9, 2018	07:33 PM	Add Job Search Contacts	UI Claim	C[REDACTED]-0	
Monday, Apr 9, 2018	07:27 PM	Add Job Search Contacts	UI Claim	C[REDACTED]-0	

1. To see activity on the account, click Settings.
2. Next, click the Activity tab.

The Activity section displays dates, times, and a brief description for each occurrence on the account. Click any hyperlink to view more information related to the description.