

## 5096 Rapid Response Appendix C: Online Claim Application Instructions

Filing a claim for Unemployment Insurance benefits online is convenient and easy. It does not require vast computer knowledge or high-level typing skills. If you can read and click a mouse, you are well on your way to using the Internet for Unemployment Insurance services. The following steps will guide you through the process.

**Before you continue, gather the following information.** It will make the process easier for you.

- Your Social Security Number and Name as it appears on your Social Security card,
- Your Driver License/ID this will provide your weight which is required,
- If [claiming your spouse or child as a dependent](#), the Social Security Number, Date of Birth and name of dependent(s),
- Name, mailing address, phone number, employment dates, and separation reason for all the employers you worked for in the last 18 months,
- If you are not a United States citizen, your Alien Registration Information,
- If you worked since Sunday of this week, the amount of gross wages earned this week. (You must report all gross wages for any work performed, full or part-time. Gross wages are the amount earned before any deductions, not "take home pay". Wages in the form of lodging, meals, merchandise or any other form should be included. Gross wages must be reported the week in which they are earned, not the week in which you receive the wages. If your gross wages earned in any week are less than your weekly benefit amount, you still may be eligible to receive a full or partial benefit payment), and,
- If you are a recently separated veteran, bring in the Member 4 Copy of the DD form 214 / 215.

### Logging In

1. On your computer, open up your Internet browser (i.e., Internet Explorer; Firefox; Chrome)
2. In the address bar at the top of the window, type [www.ides.illinois.gov](http://www.ides.illinois.gov) to take you to the IDES home page.
3. Click on the left that says: "I need to file my unemployment claim."
4. Under "File for Unemployment Insurance", click "[File Online](#)".
5. Read "Top 10 Things You Should Know About Unemployment Insurance." Click [File Your Online Claim](#) at the bottom of the page.
6. Enter your Username and Password. If you forgot or have not created a Username and Password, click on the appropriate phrase (hyperlink) in blue.
7. To create or re-establish your username and password, answer questions with the red asterisks (\*). Username/Passwords are *case-sensitive* and must be entered the same way for each log in.

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8. Once you have established your username and password, please be careful that no one has access to the information other than you. You are responsible for monies received even if someone else receives your benefits by using your information. *Protect yourself from fraud and identity theft.*
9. Enter your Username and Password on the login screen. Click Continue.
10. The screen lists all on-line options available to you. To file a claim, click on File My Unemployment Claim.

### Next Steps

#### Electronic Correspondence Option

This screen is asking you if you would like your tax information provided in January by email or regular mail. Select the appropriate answer. If you choose to receive it electronically, please enter an email address. Enter it a second time to confirm.

#### Welcome Page

A variety of information is available to you on the Welcome page. If you click on any of the blue phrases (hyperlinks) the system will take you to a different page where you will find that information. You may have to log back into “File My Claim” to continue. Click Continue.

#### Can I File Online

Answer all questions with the red asterisks (\*) and click on “File for UI Benefits Online”.

#### Filing Your Claim

**Please read the certification statement.** Click on the box at the top left of the paragraph. Continue.

Be sure to answer all questions with the red asterisk (\*) as you continue. You will receive an error message if any information is missed. Other questions, such as a secondary phone number, although not required, may assist us in contacting you if necessary.

#### Confirm Address Information

The next step is asking you to verify your address. If the address in the first box is correct, click on the circle, then scroll to the bottom and hit continue. If it is not correct, click the button by “Street Address” and continue.

#### My Personal Information

Answer all questions with red asterisk (\*) and continue at the bottom of the page. Please note that the email address has a red asterisk (\*), but is not actually a required field.

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### Dependents

If you answer yes to claiming a dependent on the My Personal Information screen, the next several screens will relate to dependents. The first is children under 18, the second is children over 18 with a disability and the third is for a non-working spouse. Answer the questions on the screen that reflects the dependent you wish to claim. Answer no to the first question on the other pages.

### My Employment

This screen will display employers that you may have worked for in the last 18 months. If you worked for the employers shown, select the **Yes** button; if not, select the **No** button. Do this for each employer listed.

Select the last employer that you have worked for. If your last employer is not listed, choose “My employer not listed”. Continue.

### My Employer Information

Answer question with the red asterisk (\*). Continue.

### My Employment History

If you have filed within the last 12 months, you will be asked if you have worked since mm/dd/yyyy. If you have worked since the date provided, even if it is for the same employer, then make sure that you enter **Yes**. You will then be asked to enter the information for the past period of employment. You can also select “Add Another Period of Employment” to the right of the last employer and then enter the dates.



Continue.

**Failure to put in the last period of work will cause the claim to post incorrectly and you will not be able to certify. This is where most errors occur.**

### My Occupation

Answer questions with the red asterisks (\*). If you answer anything other than “other” on question #1 you will not answer question #3. Continue.

### My Veteran Information

Answer questions with red asterisks (\*). Continue.

### My Income and Training Information

Answer questions with red asterisks (\*). Continue. \*\*Wages in Lieu of Notice are wages that you will be paid for days that you are not working because you were not

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given notice as described in your contract. Wages in Lieu of Notice is **not** vacation pay, holiday pay, or severance pay.

### Important Documents Concerning My Rights and Responsibilities

Be familiar with these publications. You can get this information anytime from the IDES website. Continue.

### My Profile

Review the information.

If anything is not correct, you can correct it by clicking on the blue section header. You will be taken back into the claim to correct that information. Once you make the correction(s), continue through until you come back to the Summary.

This section informs you of your potential Weekly Benefit Amount (WBA) and, if it applies to you, your Dependent Allowance.

**Please read the certification paragraph.** If all information is correct, click on the box on the top left of the paragraph. Click on “File My Unemployment Claim”.

Write down or print your Confirmation Number.

Read the page and note any information on Illinois Job Link. **You are responsible to be registered and remain active in Illinois Job Link any time you are receiving or are applying for unemployment benefits. An active Illinois Job Link Account has an active Plus Account and a current resume.**