



# MiWAM

MICHIGAN WEB ACCOUNT MANAGER

Unemployment Insurance Agency

# Toolkit

For Claimants



MICHIGAN DEPARTMENT OF  
LABOR & ECONOMIC  
OPPORTUNITY

## 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 Toolkit

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# MI Login for Citizens Registration - Pathway to MiWAM



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

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)

**MIDAS**  
UNEMPLOYMENT INSURANCE AGENCY  
MICHIGAN INTEGRATED DATA AUTOMATED SYSTEM

**UI**  
DESK GUIDE

**MILogin for Citizens**

Michigan.gov

**MILogin for Citizens**

MILogin is the secure State of Michigan Identity, Credential, and Access Management (MiCAM) process. All claimants must use MILogin to access MiWAM. Employers do not use the MILogin process.

**1** New claimants begin the process at the UI homepage by clicking on the File for Unemployment link.

**2** Use the Sign In With MILogin link in the Log In To MiWAM For Claimants section.

**3** Most new claimants must click on the SIGN UP button the first time they attempt to use MiWAM. Existing claimants may have an established MILogin account already. Other individuals may already have a MILogin account because they established one while doing business with another state agency. These individuals click on the LOGIN button.

Michigan.gov  
Department of Labor and Economic Opportunity  
**Labor and Economic Opportunity**  
BUREAUS & AGENCIES  
LABOR AND ECONOMIC OPPORTUNITY

**NEW TO UNEMPLOYMENT**  
File for Unemployment

**FOR BENEFITS**  
Log In to MiWAM  
Complete my driver's license  
What does my status mean?  
Rates for Workers  
COVID-19 Employee FAQ

Department of Labor and Economic Opportunity  
**UNEMPLOYMENT INSURANCE**  
MILogin for Claimants

**Log In To MiWAM For Claimants**  
Claimants: please proceed to MILogin by clicking the link below:  
Sign In With MILogin

**Online Services for CLAIMANT**  
Report Fraud  
Report Identity Theft

**Confirmation**  
Welcome to MILogin, which provides you the convenient way to use your existing credentials to access multiple state of Michigan online services.

Please do not create a new MILogin account if you already have one to access the following online services: MDOS eServices (CARS), MDHHS MI Bridges, DNR eLicense, MDHHS myHealthButton, MiPage, Michigan Web Account Manager (MiWAM) or Pure Michigan Talent Connect (PMTCC). Please use your existing user ID and password from those systems to log into the MILogin portal.

Click LOGIN to sign into an existing account.

**LOGIN**

Click SIGN UP to create a new account.

**SIGN UP**

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.



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

## MILogin for Citizens (cont.)

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

Note the required information:

- First name
- Last name
- Email address
- Confirmation of email address
- Verification question answer

In addition, claimants must agree to the terms and conditions, by checking the box, to complete this step.

The terms & conditions link takes the user to another page if he/she wishes to read over the terms and conditions.

## MILogin for Citizens

# HOME

### State of Michigan - MILogin Terms of Use

Thank you for accessing the State of Michigan MILogin web portal service (Service). Access and use of the Service is subject to the State of Michigan MILogin Terms of Use (Agreement), as well as all applicable laws and other Michigan gov policies. Each time you access the Service, you are agreeing to the most current version of this Agreement, which may be modified without notice. These terms affect your legal rights and obligations. If you do not agree to these terms, you should not use the Service.

#### Terms and Conditions

1. You agree to access and use the Service only for lawful purposes. You are solely responsible for your use of the Service. Any use of the Service not in accordance with these terms and regulations pertaining to your use of the Service. Any use of the Service not in accordance with these terms and regulations is prohibited.

After completing all required information, click on the NEXT button.

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

## MILogin for Citizens (cont.)

### Verifying Email Addresses



Unemployment Insurance  
Local Offices - Need Help?

Local Office computers have links to various common email providers. Claimants can click on their email service provider and access their email on the Local Office computer. Claimants can also establish email accounts using these links.

### Verifying Phone Numbers

If the Text Message/SMS option is chosen, the claimant will receive a text message with a PIN. The PIN must be entered on the pop-up screen before clicking on the confirm button.

**NEW** If the Voice Call option is chosen, the claimant will receive an automated call that "speaks" a PIN. The PIN must be entered on the pop-up screen before clicking on the confirm button.



Verify Phone Number - 312-593-6787

Please choose one option from below options to proceed:

Text Message/SMS You will receive a PIN via a text message on your mobile 312-593-6787

Voice Call You will receive a PIN via a voice call on your phone 312-593-6787

BACK CONFIRM

Verify Personal Identification Number (PIN)

\* Required

\* PIN

RESEND PIN

BACK CONFIRM

After the PIN is entered, the application continues.



This new Voice Call option is also available when the claimant needs to verify his/her identity in order to access other services: update profile, forgot password, account reactivation.



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

## 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. Claimants should choose something memorable for their user ID and password. **They will need them from this point forward every time they 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.

### Security Options

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

Claimants can choose more than one security option method (email, phone text or voice, or security questions).

### Create Account

When finished with the above sections, click the Create Account button.

The screenshot shows the 'MILogin' 'Create Your Account' page. It features a progress bar at the top with three steps: 1. Setup, 2. Security Setup (current step), and 3. Confirmation. A yellow star is positioned above the 'Security Setup' step. The page is titled 'Create Your Account' and 'Security Setup'. It contains several form fields and sections:

- User ID:** A text input field with a checkmark icon to its right.
- Password:** A text input field with a checkmark icon to its right.
- Confirm New Password:** A text input field with a checkmark icon to its right.
- User ID Guidelines:** A list of requirements including: User ID must be at least 8 characters long, must contain at least one letter, one number, and one special character, and must not contain spaces or special characters.
- Password Guidelines:** A list of requirements including: Must be at least 8 characters long, must contain at least one letter, one number, and one special character, and must not be based on a common word.
- Security Options:** A section with three radio button options: 'Email', 'Phone', and 'Security Questions'. Below these are two text input fields for 'Email' and 'Phone', each with a blue tooltip explaining the recovery process. A red box contains a warning: 'By selecting "Phone" option, you agree to receive text messages or voice calls to your phone number. Standard message & data rates may apply.'
- Buttons:** A large orange 'CREATE ACCOUNT' button and a smaller 'BACK' button.

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



## Customer Update

### New MILogin Users

New citizen users are required to provide a unique email address, and encouraged to provide an optional but unique mobile phone number

The new user is not allowed to complete the registration process unless a unique email address is provided. If a mobile number is provided, the new user is not allowed to complete the registration process until a unique mobile number is provided.

### Existing MILogin Users

Existing users with no email address or shared email address will be **encouraged** to provide a unique email address after they login to MILogin as of May 3, 2021.

Existing users with no mobile number or duplicate mobile number will be **encouraged** to provide a unique mobile number after they login to MILogin.



This request will pop-up again every time the user logs in to MILogin until the user has provided a unique email address.

In case the user provides a new shared email address, or a new shared mobile number, the user will be requested to provide a new and unique email address and/or a unique mobile number respectively.

Note: Unique email addresses and mobile phone numbers for existing users will become mandatory as of November 2, 2021.

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

MILogin for Citizens (cont.)



## Identity Proofing February 28, 2022

After the Security Setup page is complete, the new MiWAM user (or a user of an old MiWAM account that was never associated with MILogin) must complete the Identity Proofing process.

### 1. Additional Information Step

Required fields must be completed by the claimant.

Once information is completed, the user must click the submit button.

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

## MILogin for Citizens (cont.)

### Identity Proofing (cont.)

#### 2. Verify Identity Step

The Verify Identity step pulls questions from Experian.

Experian is a consumer credit reporting company which provides access to credit history and products meant to protect from fraud and identity theft. The questions are derived from the individual's credit report.

The claimant must answer the questions and click the submit button.

**Identity Proofing**

1 Add Email Information 2 **Verify Identity** 3 Confirm Email

**Verify Identity**

Please answer appropriate questions for the following questions to verify your identity.

\* Required

\*Which of the following is a license plate number that is associated with an automobile registered in your name? If there is not a matched license plate, please select 'NONE OF THE ABOVE':

- U22N5B
- 6AAA77G321
- F93MAG
- K627DN
- NONE OF THE ABOVE/DOES NOT APPLY

\*According to your credit profile, you may have opened an auto loan in or around March 2020. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY':

- UNION PLANTERS BANK
- CHASE MANHATTAN BK
- GMAC
- CONGRESSIONAL FCU
- NONE OF THE ABOVE/DOES NOT APPLY

\*Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE':

- H E COMPANY
- GRANITE CONSTR
- US BANK
- WAL MART
- NONE OF THE ABOVE/DOES NOT APPLY

\*Which of the following is the highest level of education you have completed? If there is not a matched educational level, please select 'NONE OF THE ABOVE':

- HIGH SCHOOL DIPLOMA
- SOME COLLEGE
- BACHELOR DEGREE
- GRADUATE DEGREE
- NONE OF THE ABOVE/DOES NOT APPLY

**SUBMIT** **RESET**

Note: If Experian service or MiWAM service is down, customer is redirected back to step #2 on page one to go through process again.



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

## MILogin for Citizens (cont.)

### Identity Proofing (cont.)

#### 3. Confirmation Step

##### **Correct Answers:**

If information the claimant provided matches Experian provided information, the Identity Proofing process is complete.

After clicking on the Continue button, the claimant is able to continue with the process to create a MiWAM account as shown on the next several pages.



##### **Incorrect Answers:**



If information the claimant provided does not match Experian provided information, the Identity Proofing process is complete.

After clicking on the Continue button, the claimant must review information and enter Michigan ID information as shown on pages 14-16 of this desk guide. The claimant can then continue with the desired actions on MiWAM.

After completing the Michigan ID information, the claimant can then continue to take action on his/her MiWAM account. These actions also apply if Experian is unable to generate questions for the involved claimant.

#### Incorrect Answers - Agency Actions

If the Identity Proofing activity is not successful, two issues are created.

- Identity Verification (IDV)
- Fraud Investigation

These issues are attached to the claim being filed. If a claim is not filed during this process, the issues are attached to the most recent claim in the system.

There three possible sources for these issues.

1. IDH
2. ID Proofing
3. Fraud Manager

Process the issues in the normal manner.

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

MILogin to MiWAM

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

**MiWAM**

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

Next Step >

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

This is where MILogin and MiWAM/ MiDAS start "talking" to each other. The MILogin account is becoming associated with an individual in the UI system.

Claimants must then click on the Next Step button.

There are two possible scenarios following this Enter Identification step.



The individual has no previous claim in MiDAS.



The individual does have a previous claim in MiDAS.

Based on the scenario involved, different steps are taken.



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

The screenshot shows the 'MILogin for Citizens' interface. At the top right, it says 'MILogin for Citizens'. Below that, a green bar reads 'MILogin to MiWAM (cont.)'. On the left, a user icon with the number '1' is labeled 'No Previous Claim'. The main content area is titled 'Enter Identification' and shows a progress bar with two steps: '1. Enter Identification' (active) and '2. Review and Submit'. A message box states: '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.' Below this, it says: '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.' At the bottom right of this section, a callout box says 'Click the Submit button.' Below the 'Enter Identification' section is the 'New Claimant Filing' section. It has a progress bar with five steps: '1. New Claimant Filing' (active), '2. Identification Information', '3. Demographic Information', '4. Additional Info', and '5. Employment Information'. A callout box points to the 'Submit' button in the navigation bar, saying 'If there is no claimant information to access in MiWAM or MIDAS, the individual is prompted to file a claim for benefits.' Another callout box points to the 'Submit' button, saying 'There is really no reason for an individual who has never filed a claim before to need a MiWAM account except to file a claim.'

How do I File a New Claim for Benefits?

# 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**

Michigan Unemployment Insurance Agency

UIA

MIWAM

Enter Identification

Home > Enter Identification

1. Enter Identification 2. Review and Submit

**Enter Identification**

Welcome to MiWAM [redacted]!

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

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?

## 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.

**Verify Identity**

Home > Verify Identity

1. Review Identification > 2. Enter Michigan ID Information

### Enter Michigan ID Information

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

Do you have a valid Michigan Driver License or Michigan State ID?  Yes  No

Michigan Driver License or State ID Number

< Previous Step **Next Step >**

**Verify Identity**

Home > Verify Identity

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

### Security Agreement

**Your Responsibilities**

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.

- The Account Owner is the individual who creates the MIWAM web account.
- All information provided during the creation of the MIWAM web account must be complete and accurate. If erroneous and misleading information, the account privileges will be revoked and no future account will be created.
- The Account Owner assumes all responsibility for use of UI's services.
- The username/password cannot be shared. Sharing of a username/password is grounds for revoking account privileges.
- If a user feels the username/password has been compromised, they are responsible for changing their username and password.
- The applications can only be used for the purposes for which they are intended.
- Any use which interferes with UI's ability to provide service is prohibited.
- Should the account be used as a part of network attack, UI reserves the right to take any necessary actions (including suspension of the account holder's account) required to return the server or network operation to normal.
- UI may terminate service to the subscriber at any time, without notice, for violation of this agreement.

By choosing the yes option, you agree with the terms of this policy. Continued use of a MIWAM web account indicates ongoing acceptance of the terms of this policy by the account holder.

By choosing the no option, you understand that you will not be given access to MIWAM.

Do you agree with the Acceptable Use Policy Agreement, stated above?  Yes  No

< Previous Step **Submit**

Click Yes to agree to the Acceptable Use Policy.

Click Submit to proceed.



# How do I File a New Claim for Benefits?

## 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

**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 Required

**Name Information**

Last Name

First Name

Middle Name

Suffix

Additional Last Name

**Driver Licence / 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?

## 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: USA

Address Line 1: *Required*

Address Line 2:

Unit Type:   Unit:   City: *Required*

State / Province: MICHIGAN   ZIP:   County:

Attention:

**Enter the address, then click here to validate the address**

[Previous Step](#)   [Next Step](#)

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/Required

**Additional Information**

Are you claiming dependents?   Yes   No

Do you want State and Federal taxes withheld?   Yes   No

[Previous Step](#)   [Next Step](#)

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?

### 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?

### 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:

Worked for this Employer

Military Branch

Federal Employer

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.

2. Identification Information   3. Demographic Information   4. Additional Info   5. Employment Information

#### 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 <input type="text"/>	

Required

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?

### File a New Claim (cont.)

Employer Questions Follow Up

Identify your separating employer [Show History](#)

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

2 Rows

OK Cancel

the last 18 months.

If a listed, you must add that employer. This includes any Out of State, Federal or Military employment. To in the bottom left side of the screen.

Worked for this Employer

Military Branch

Doing Business As:

[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.

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

[Click to view the Debit Card Disclosures](#)

Did you read the Debit Card Disclosures?

I have read the Debit Card Disclosures

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. The ReliaCard is issued by U.S. Bank National Association pursuant to a license from Visa U.S.A. Inc. © 2021 U.S. Bank. Member FDIC



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?

## File a New Claim (cont.)

Additional Info > 5. Employment Information > 6. Payment Method > **7. MiWAM Account** > 8. Your Unemployment Benefits Rights

### MiWAM Account

**MiWAM Account**

The Michigan Web Account Manager (MiWAM) is the UIA's system for managing your unemployment benefits. It is available 24 hours a day, 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.

**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 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) 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 me (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).

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?

### File a New Claim (cont.)

6. Employment Information   7. Payment Method   8. MiWAM Account   **9. Your Unemployment Benefits Rights**

#### 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?

## MILogin to MiWAM (cont.)



No Previous Claim (cont.)

The Edit User screen appears after the claim is totally completed, up to and including confirmation number, reporting information, and submitting claim. Claimants are asked to:

- Review the information
- Update as necessary
- Select an authentication type

MiWAM uses a two-channel authentication process. Every time an individual logs into MiWAM, the authentication process occurs. More about two-channel authentication on page 13.

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

Based on the user's choice, fields open for entry of email address, wireless carrier (chosen from a drop-down selection box), and wireless phone number.

When information is complete, click Save.



# How do I File a New Claim for Benefits?

MILogin to MiWAM (cont.)



The Authentication screen then prompts the two-channel authentication process.

**Authentication**

Home > Home > Authentication

**Confirm Authentication**

**1** Click Here to Receive Authentication Email

An authentication code will be emailed to:  
s\*\*\*\*\*@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 to receive code on an email and/or text.  
**2** Once received, enter the code.  
**3** Click the Logon button.  
**4** The MiWAM Account is accessed.

**Authentication Code**

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

Authentication Code  **2**

**Required**

**Logon** **3**

**Mi Claim** welcome... Settings Log Off

Claim: G5367043-0

**4**

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

**Account** **Account Alerts** **I Want To**

**Account Alerts**  
To report timely, you must report between 01-Oct-2018 and 08-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:

**Claim Information**

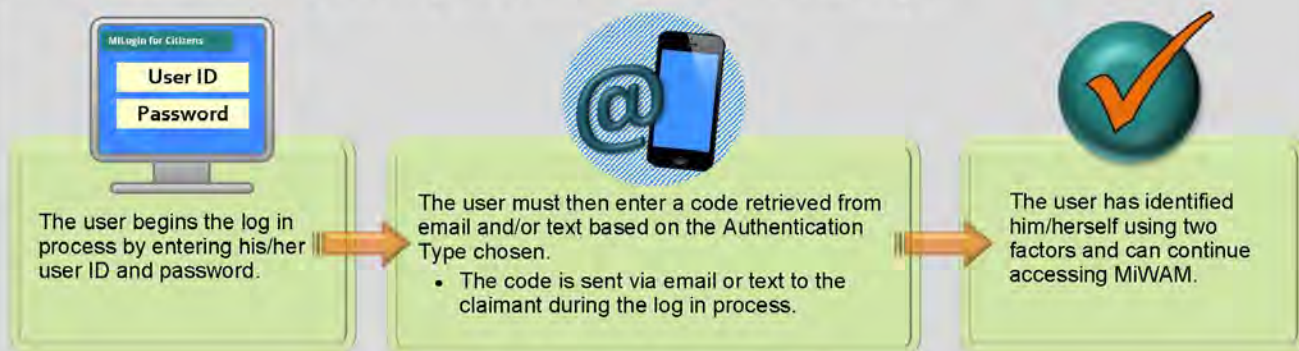
# How do I File a New Claim for Benefits?

## MILogin to MiWAM (cont.)

### Two-Channel Authentication Information

Two-channel 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. First, a user will enter their username and a password. Then, instead of immediately gaining access, he/she will be required to provide another piece of information. The information is "something you know" such as a code that is sent to the user's email or phone by text.

Two-channel authentication is used every time a claimant logs in to MiWAM via MILogin.



### 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 Monday through Friday during normal business hours to assist you. The booklet is also available at <https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/UJA/Claimant-Forms/UJA-1901.pdf?rev=8323d9522dfc4796a936bc59e672acad>

**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.

You must certify bi-weekly to receive benefit payments. You can certify online in your Michigan Web Account Manager (MiWAM) at [www.michigan.gov/uia](http://www.michigan.gov/uia) or by phone at 1-866-638-3993. Your first appointment date and time is: **Monday, 1/20/2025 from 8:00 AM to 12:30 PM.**

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 Monday through Friday during normal business hours to assist you. You can also visit one of our UJA Local 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.

# Existing Claims in MiWAM



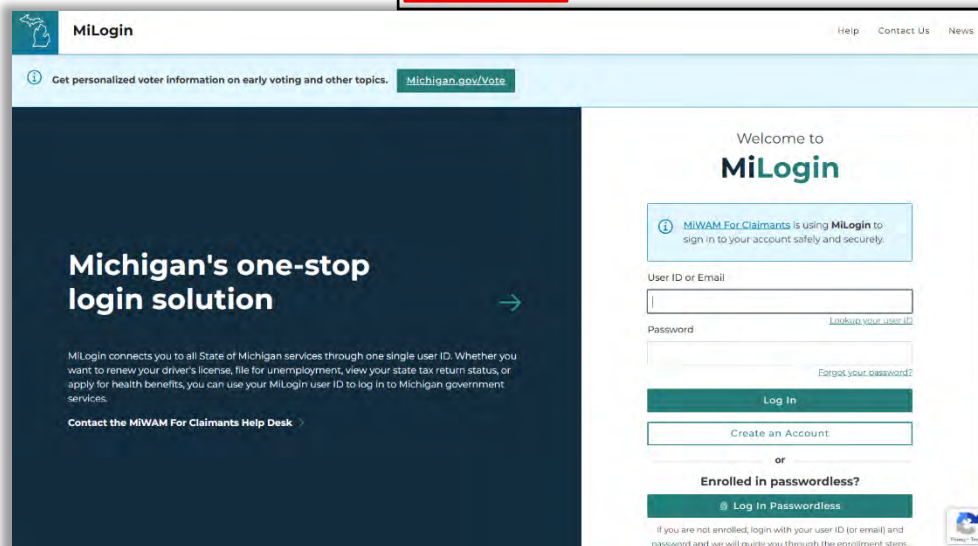
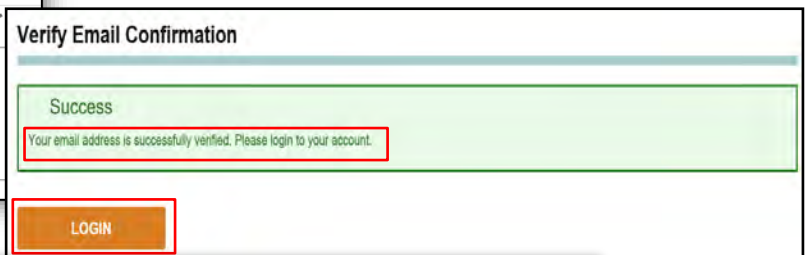
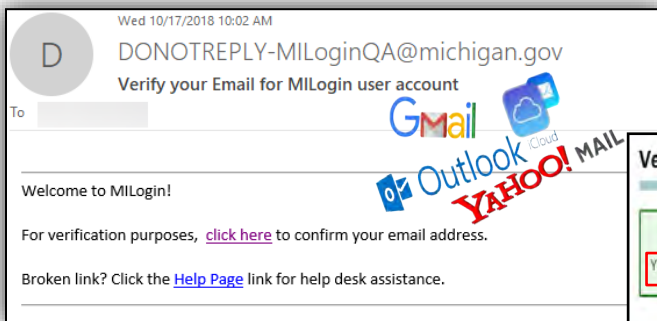
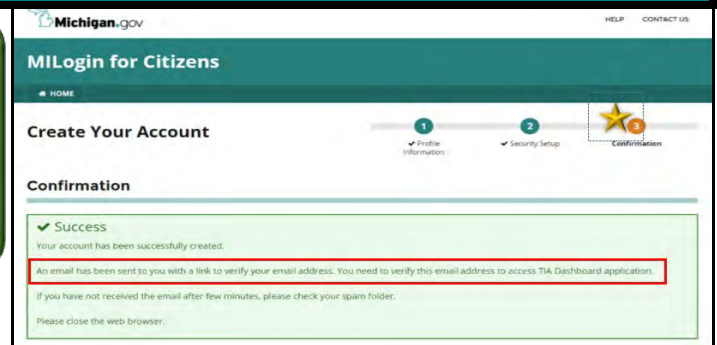
## How do I File a Claim in MiWAM? (cont.)

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.)

### MI Login to MiWAM (cont.)



#### Previous Claim Exists

The second scenario involved a MI Login set-up occurs when the individual has had a previous claim (see page 9). MI Login information and MiDAS information are matching up, but the identity of the person entering the information still needs to be verified.

**Enter Identification**

Home > Enter Identification

1. Enter Identification > 2. Review and Submit

**Review and Submit**

You are linking MI Login 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, the claimant is asked to review the information shown. If correct, click on Next Step.

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

MI Login Username    Desk300

SSN    [Redacted]

Date of Birth    28-Aug-1961

Next Step >

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

### MILogin to MiWAM (cont.)



#### Previous Claim Exists (cont.)

The process continues to verify the individual's identity by asking for the individual's Michigan Driver's License or State ID. If there is no correctly formatted Michigan ID number on file, this question is not asked and other verification steps are taken (shown on page 17).

The individual is asked if he/she has a Michigan Driver's License or State ID.

If yes, a field opens in which the license or ID number can be entered.

Click Next Step.

Yes

No

If the individual answers that he/she does not have a Michigan Driver's License or State ID, other verification steps are taken (shown on page 17).



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

MILogin to MiWAM (cont.)



Previous Claim Exists (cont.)

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

Click the Submit button.

From this screen the user is taken to the Edit User screen. There he/she must select an Authentication Type and follow the same processes as an individual who has no previous claim in MiDAS (pages 11-12).

### Verify Identity

Home > Verify Identity

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

#### Security Agreement

**Your Responsibilities**

All users and their representatives must agree to follow the established criteria for use of any application within the MiWAM web account. Violation of these policies will result in the loss of access privileges.

- The Account Owner is the individual who creates the MiWAM web account.
- All information provided during the creation of the MiWAM web account must be complete and accurate. If an account is set up based on erroneous and misleading information, the account privileges will be revoked and no future account will be created.
- The Account Owner assumes all responsibility for use of UI's services.
- The username/password cannot be shared. Sharing of a username/password is grounds for revoking account privileges.
- If a user feels the username/password has been compromised, they are responsible for changing their username/password.
- The applications can only be used for the purposes for which they are intended.
- Any use which interferes with UI's ability to provide service is prohibited.
- Should the account be used as a part of network attack, UI reserves the right to take any necessary actions (including but not limited to, temporary suspension of the account holder's account) required to return the server or network operation to normal.
- UI may terminate service to the subscriber at any time, without notice, for violation of this agreement.

By choosing the yes option, you agree with the terms of this policy. Continued use of a MiWAM web account indicates ongoing acceptance of the terms of this policy by the account holder.

By choosing the no option, you understand that you will not be given access to MiWAM.

Do you agree with the Acceptable Use Policy Agreement, stated above?

Yes   No

< Previous Step   **Submit**

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

### MILogin to MiWAM (cont.)



#### Previous Claim Exists (cont.)

During the Verify Identity process, MiDAS and MiWAM are comparing information in a manner that can be used to verify someone's identity. When an individual indicates that he/she does not have a Michigan Driver's License or State ID (see page 15), information other than a driver's license or State ID must be used.

#### Enter Michigan ID Information

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

Do you have a valid Michigan Driver License or Michigan State ID?

Yes  No

[← Previous Step](#) [Next Step >](#)

#### 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
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 and over

[← Previous Step](#) [Next Step >](#)

The individual is asked to estimate his/her gross income for the previous year. The answer is compared with wage record information. After selecting the appropriate dollar amount, click the Next Step button.

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

MILogin to MiWAM (cont.)

**2** Previous Claim Exists (cont.)

The screenshot shows the 'Verify Identity' page with a breadcrumb trail 'Home > Verify Identity'. A progress bar at the top indicates three steps: '1. Review Identification', '2. Enter Michigan ID Information', and '3. Security Agreement'. Below the progress bar, the heading 'Security Agreement' is visible, followed by a section titled 'Your Responsibilities'.

If the income information matches, the user is taken to the Security Agreement screen and the process continues as if he/she provided a Michigan Driver's License or State ID (page 16).

The screenshot shows the 'Verify Identity' page with a breadcrumb trail 'Home > Verify Identity'. A progress bar at the top indicates four steps: '1. Review Identification', '2. Enter Michigan ID Information', '3. Enter Income Information', and '4. Submit Access Code'. Below the progress bar, the heading 'Submit Access Code' is visible.

If the income information does not match (or wage record does not contain income information), the user is instructed to contact UI to obtain an Access Code. Once an Access Code is obtained and entered, the user is taken to the Security Agreement screen and the process continues as if he/she provided a Michigan Driver's License or State ID (page 16).

## Submit Access Code

We were not able to verify your Michigan ID and income information. Go to <https://talentdashboard.state.mi.us/uihelp/miwam.html> to report technical issues or contact customer service at 1-866-500-0017 for assistance.

Access Code

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

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



## Login for Services (cont.)

**5** Authentication

Home > Home > Authentication

**Confirm Authentication**

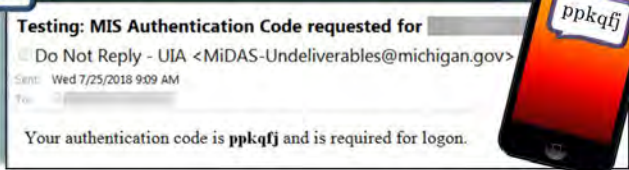
[Click Here to Receive Authentication Email](#)

An authentication code will be emailed to:  
s\*\*\*\*\*@mi.gov

[Why is this required?](#)

Click on the button to request an authentication code (email, text, or both).

**6** Retrieve code from email or phone.



**7** Authentication Code

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

Authentication Code

[Logon](#)

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

Enter authentication code and click the Logon button.






## 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.

Click Login to MiWAM

Services



<b>Unemployment Benefits</b> <a href="#">Login to MiWAM</a> <a href="#">Steps to Apply for Benefits</a> <a href="#">How to Certify for Benefits</a> <a href="#">Schedule an Appointment</a> <a href="#">Report Fraud or Identity Theft</a>	<b>Employer Services</b> <a href="#">Manage Your Tax Account</a> <a href="#">Register a Business</a> <a href="#">Office of Employer Ombudsman</a> <a href="#">Work Opportunity Tax Credit</a>	<b>Finding Employment</b> <a href="#">Work Search Requirement</a> <a href="#">Pure Michigan Talent Connect</a> <a href="#">Michigan Works! Agencies</a> <a href="#">Helping people with disabilities obtain employment</a> <a href="#">Assisting blind or visually impaired obtain employment</a>
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Michigan Unemployment Insurance Agency

≡ MiWAM For Claimants

Home

Use the Sign In With MILogin hyperlink in the Log In To MiWAM For Claimants section.

<b>Log In To MiWAM For Claimants</b> Claimants, please proceed to MILogin by clicking the link below. <a href="#">Sign In With MILogin</a>	<b>Online Services for CLAIMANTS</b> <a href="#">Report Fraud</a> <a href="#">Report Identity Theft</a>
--	---

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

The screenshot shows the Michigan MiLogin website. At the top left is the Michigan state logo and the text "MiLogin". To the right are links for "Help", "Contact Us", and "News". Below the header is a light blue banner with an information icon and the text "Get personalized voter information on early voting and other topics." followed by a button labeled "Michigan.gov/Vote". The main content area is split into two columns. The left column has a dark blue background with the text "Michigan's one-stop login solution" and a right-pointing arrow. Below this is a paragraph explaining that MiLogin connects users to all State of Michigan services through one single user ID. At the bottom of this column is a link: "Contact the MiWAM For Claimants Help Desk >". The right column has a white background with the heading "Welcome to MiLogin". Below this is a light blue box with an information icon and the text "MiWAM For Claimants is using MiLogin to sign in to your account safely and securely." The login form includes two input fields: "User ID or Email" and "Password". Below the "Password" field are two links: "Lookup your user ID" and "Forgot your password?". There are three buttons: a green "Log In" button, a white "Create an Account" button, and a green "Log In Passwordless" button. Below the "Log In Passwordless" button is the text "Enrolled in passwordless?". At the bottom of the right column is a small icon and the text "If you are not enrolled, login with your user ID (or email) and password and we will guide you through the enrollment steps." and a "Privacy - Terms" link.

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

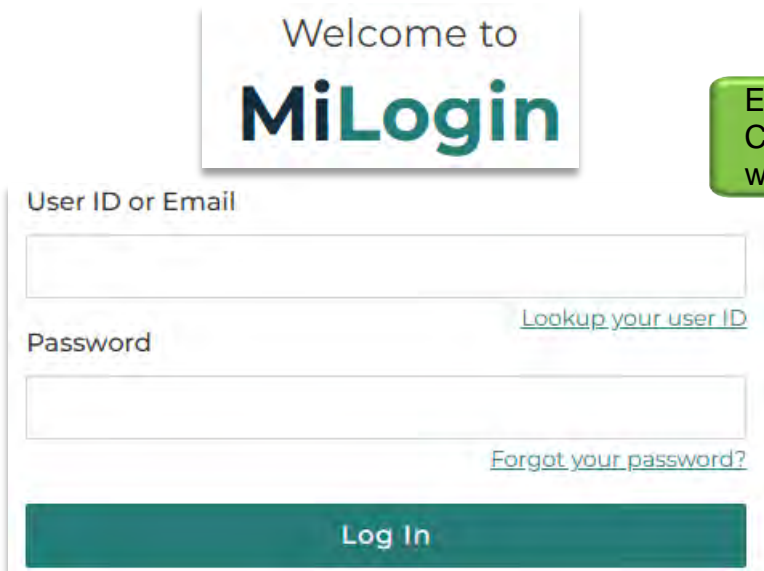
## How do I View an Existing Claim in MiWAM (cont.)

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.



The screenshot shows a web page titled "Log In To MiWAM For Claimants". Below the title, there is a message: "Claimants, please proceed to MiLogin by clicking the link below." A blue button labeled "Sign In With MiLogin" is highlighted with a red rectangular border.

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



The screenshot shows the MiLogin login page. At the top, it says "Welcome to MiLogin". Below this, there are two input fields: "User ID or Email" and "Password". To the right of the "Password" field, there are two links: "Lookup your user ID" and "Forgot your password?". At the bottom of the form is a large green button labeled "Log In".

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

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

**Job Matches**  
Create Your Pure Michigan Talent Connect Account

**Your Claim Information**  
Go to Michigan Web Account Manager (MiWAM)

Claim Type: Unemployment  
Claim ID: C...

Effective Date: Sep 30, 2018

Weekly Benefit: \$174.00

Last Week Filled: Nov 10, 2018

Last Week Paid: Nov 10, 2018

Claim Balance: 14 Weeks

Click the Go to Michigan Web Account Manager (MiWAM) hyperlink under the Your Claim Information title.  
The authentication process will begin.  
See p. 26.

Useful Resources

PURE MICHIGAN Talent Connect | pathfinder | MICHIGAN WORKS! | MUIS | UIA

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.

TO-DO LIST

To-do

REFRESH

**Weekly Certification**

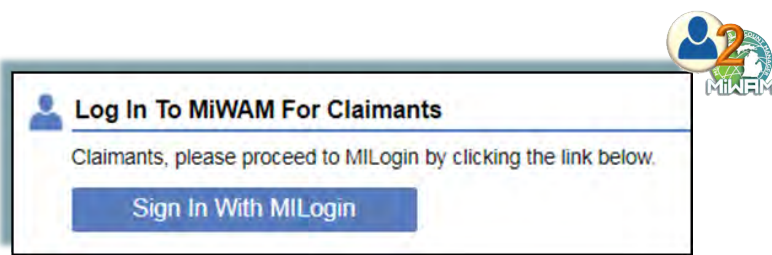
You have benefit weeks that have not been certified.

COMPLETE TASK

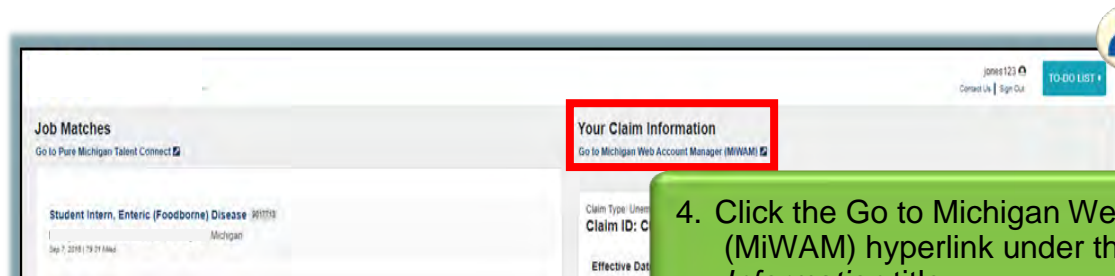
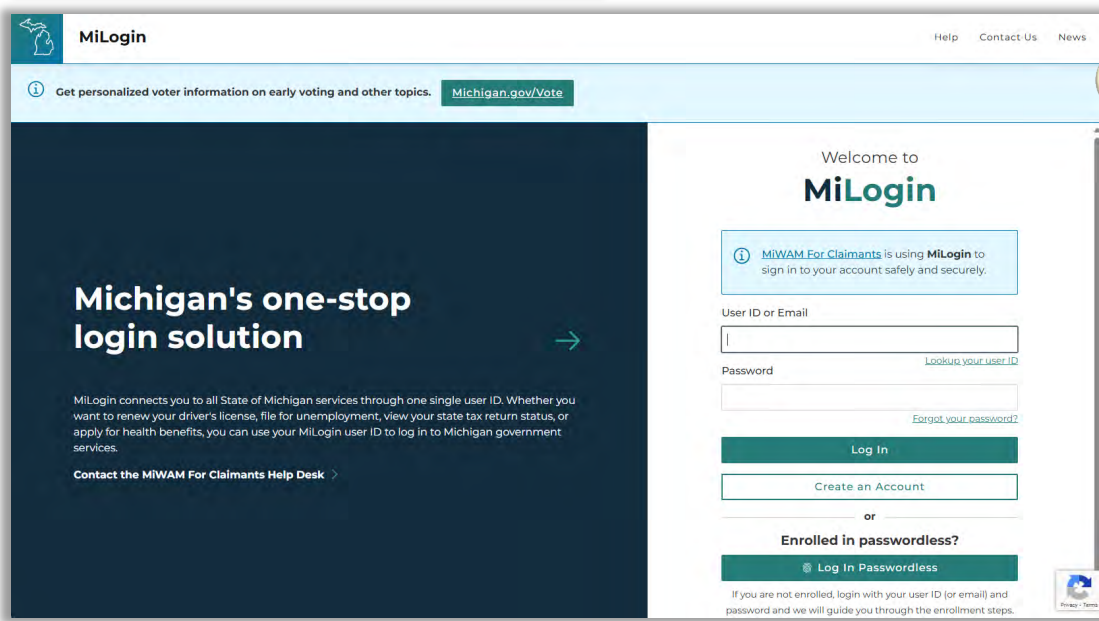


# How do I Sign in as a Return User for MiLogin and MiWAM?

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



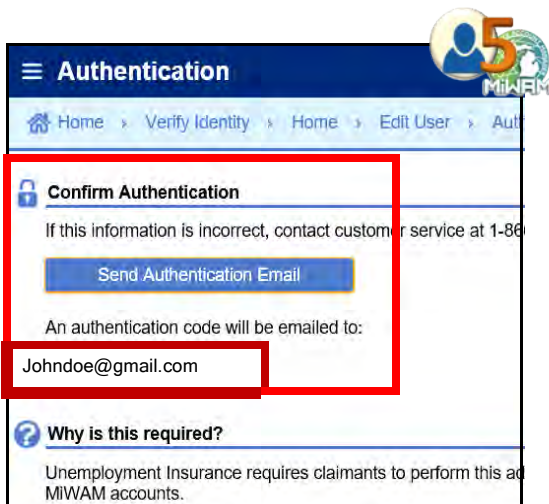
1. Click Login to MiWAM from the UI home page
2. Click the Sign in with MiLogin button
3. Enter your login credentials.




4. 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.)

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



**5** 

**Authentication**

Home > Verify Identity > Home > Edit User > Aut

**Confirm Authentication**

If this information is incorrect, contact customer service at 1-866-363-6868.

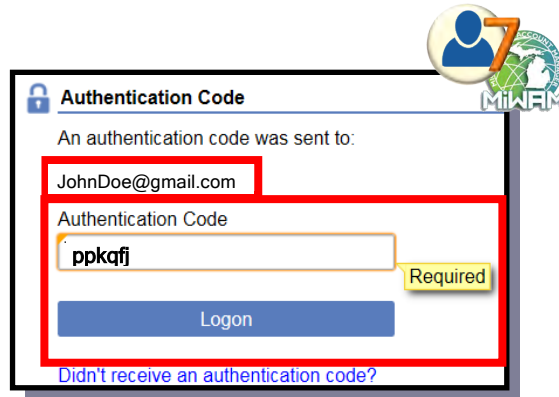
[Send Authentication Email](#)


An authentication code will be emailed to:

Johndoe@gmail.com

**Why is this required?**

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



**7** 

**Authentication Code**

An authentication code was sent to:

Johndoe@gmail.com

Authentication Code

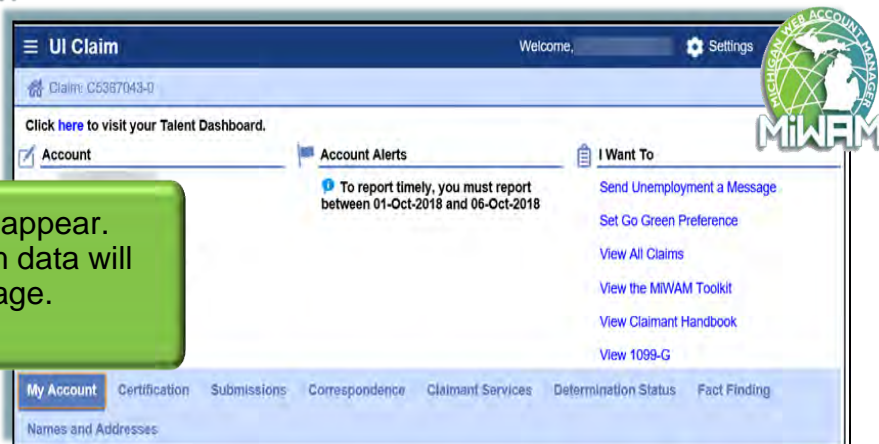
ppkqfj Required


[Logon](#)

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



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



**8** 

**UI Claim** Welcome, [redacted] Settings

Claim: C5367043-0

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

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.)



### Log In for Services (cont.)

The Talent Dashboard appears. The Talent Dashboard provides a high-level overview of MiWAM and PMTC with helpful information and links which include: • Links to possible job matches based on claim and/or resume information. • Link to MITalent homepage. If the individual has not placed his/her resume on Pure Michigan Talent Connect yet, he/she can use this link to create an account with PMTC and enter his/her resume. • General information regarding the most recent claim for benefits. • Link to MiWAM.

**Job Matches**  
Create Your Pure Michigan Talent Connect Account

**Project Manager** 8541907  
1234 Testing - Detroit, Michigan  
Sep 18 2017 8 Miles  
VIEW ALL JOB MATCHES

**Your Claim Information**  
Go to Michigan Web Account Manager (MiWAM)

Claim Type: Unemployment Insurance Claim  
Claim ID: C4907517-0

Effective Date  
Oct 7, 2018

Weekly Benefit Amount  
\$362.00

Claim Balance  
20 Weeks

**To-do**  
REFRESH  
certified  
COMPLETE TASK

**Useful Resources**  
PURE MICHIGAN Talent Connect | pathfinder | MICHIGAN WORKS! | TIA

Both MiWAM and PMTC logins go through MILogin to the Talent Dashboard. This connection allows the systems to communicate with each other and provide a more centralized service.

- The To-do area identifies messages and resources. UI lists the following actions the claimant must complete.
- ◇ You have been selected for the Eligibility Review Program (ERP). Not completing it will prevent payment.
  - ◇ Additional Fact Finding is required for your claim.
  - ◇ You have a benefit week that has not been certified.
  - ◇ You have benefit weeks that have not been certified.
  - ◇ You have [count] unfinished claims to complete.
  - ◇ You have an unfinished claim to complete.

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



### Confirm Authentication

If this information is incorrect, contact customer service at 1-866-500-0017 or visit the local Unemployment office for further assistance.

[Send Authentication Email](#)

1. Click the Send Authentication Email button (email or text).
2. Check your email for the authentication code.
3. Enter the Authentication code and click the Logon button.
4. Begin using MiWAM!



### Testing: MIS Authentication Code requested for [redacted]

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 logon.



### Authentication Code

An authentication code was sent to:

k\*\*r@mi.gov

Authentication Code

ppkqfj

Required

[Logon](#)

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



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 Login to MiWAM.

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.

[Login to MiWAM](#)

The screenshot shows the Michigan Labor and Economic Opportunity website. The main heading is 'Unemployment Insurance Agency'. Below the heading, there is a navigation menu with links for 'Bureaus & Agencies', 'Boards, Commissions & Councils', 'LEO Initiatives', 'About', and 'News from LEO Agencies'. A large banner image shows a woman on a phone and a man in a hard hat. Below the banner, there is a paragraph of text: 'The Michigan Unemployment Insurance Agency (UIA) administers the unemployment insurance program that provides temporary financial assistance to individuals who become unemployed through no fault of their own. Benefits are paid through taxes on employers covered under the Michigan Employment Security Act.' Below this, there is a 'Services' section with three columns: 'Unemployment Benefits', 'Employer Services', and 'Finding Employment'. Each column has several links. A red box highlights the 'Login to MiWAM' link under 'Unemployment Benefits'.

## Log In To MiWAM For Claimants

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

[Sign In With MILogin](#)

Next click Sign In With MILogin.

## I Want To

- [Chat with an Agent](#)
- [Set Go Green Preference](#)
- [View All Claims](#)
- [View the MiWAM Toolkit](#)
- [View Claimant Handbook](#)
- [View 1099-G](#)

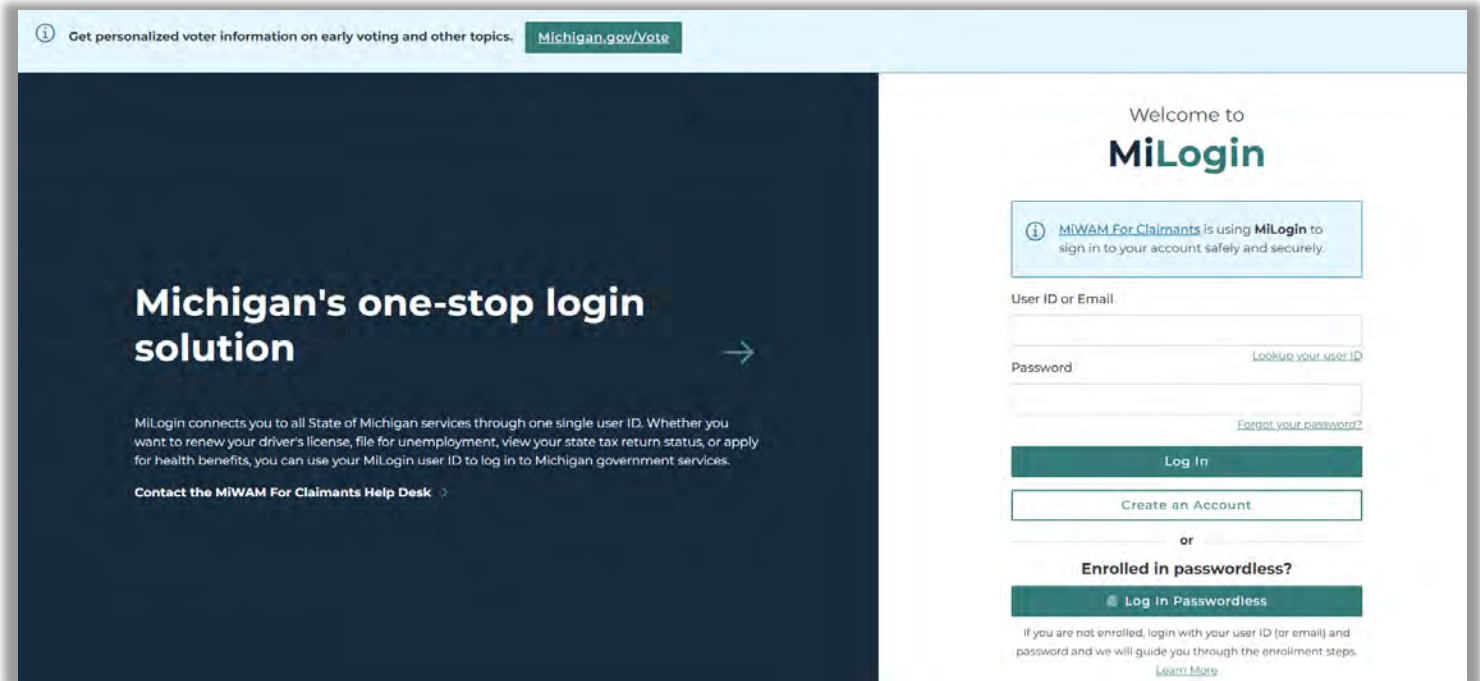
Once you are logged into MiWAM, you can also perform additional services.

## 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.



The screenshot shows the Michigan MiLogin website. On the left, a dark blue sidebar contains the text: "Michigan's one-stop login solution" with a right-pointing arrow, followed by a paragraph explaining MiLogin's purpose and a link to "Contact the MiWAM For Claimants Help Desk". The top navigation bar includes a link to "Michigan.gov/Vote". The main content area on the right is white and features the "Welcome to MiLogin" header. Below this is a light blue box with an information icon and the text: "MiWAM For Claimants is using MiLogin to sign in to your account safely and securely." The login form consists of two input fields: "User ID or Email" and "Password". The "Password" field has a "Forgot your password?" link to its right. Below the fields are two buttons: a green "Log In" button and a white "Create an Account" button. Below these is an "or" separator, followed by the heading "Enrolled in passwordless?" and a green "Log In Passwordless" button. At the bottom, there is a small paragraph: "If you are not enrolled, login with your user ID (or email) and password and we will guide you through the enrollment steps." with a "Learn More" link.

# 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

HELP CONTACT US NEWS

Get personalized voter information on early voting and other topics. Michigan.gov/Vote

## Welcome to MiLogin

MIVAM For Claimants is using MiLogin to sign in to your account safely and securely.

User ID or Email

Password

**Log In**

Create an Account

or

Enrolled in passwordless?

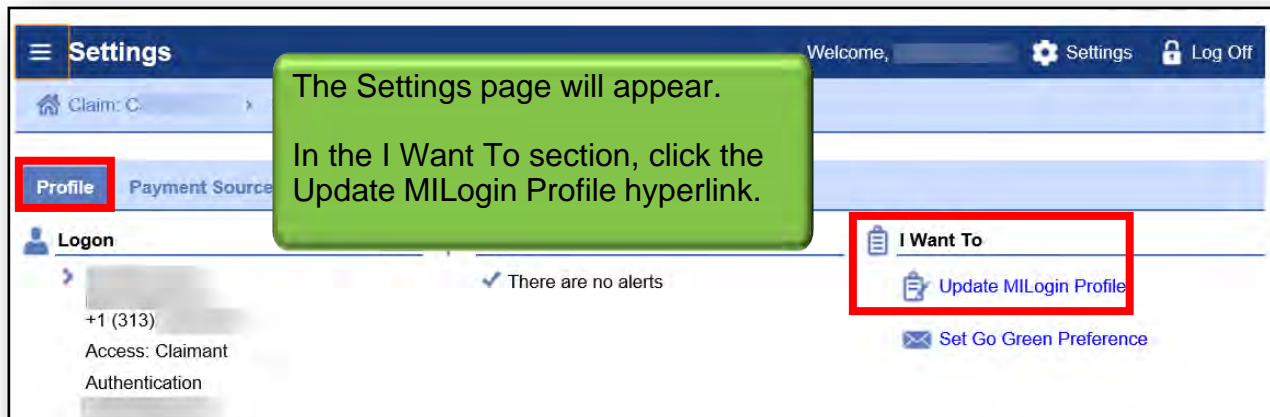
**Log In Passwordless**

If you are not enrolled, login with your user ID (or email) and password and we will guide you through the enrollment steps.

You will use your newly created password to Login.

## How do I Change my Password Inside of MiWAM?

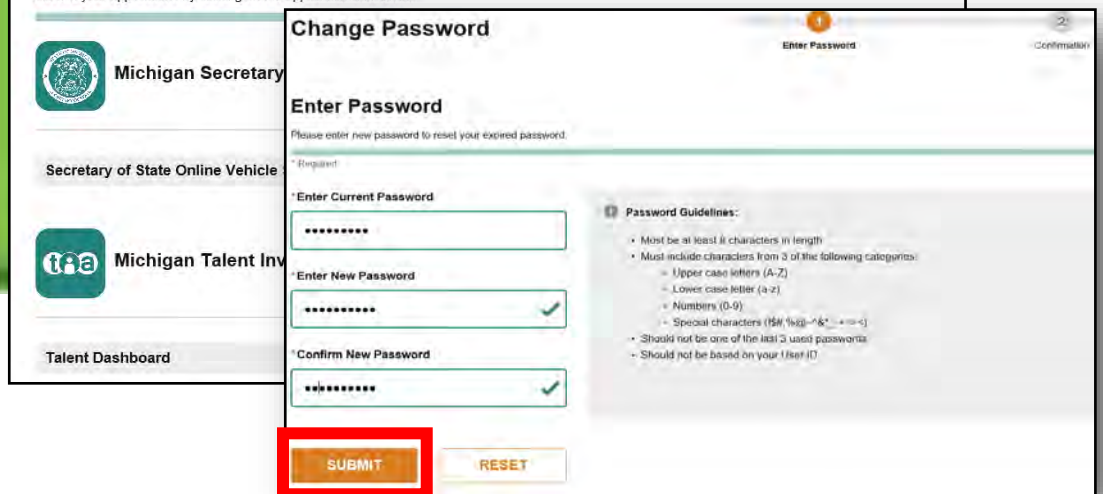
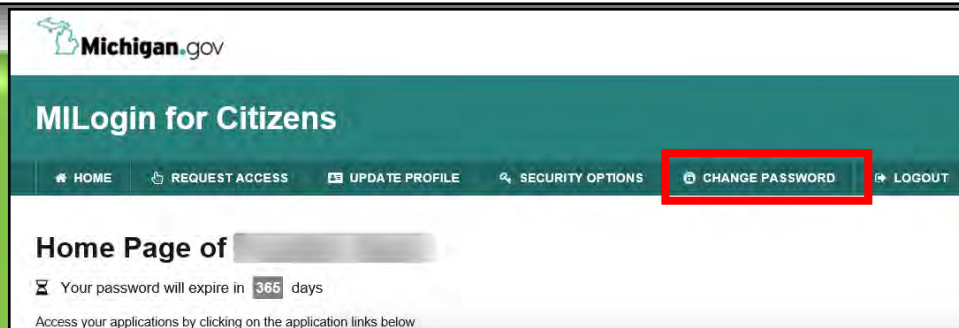
Changing a password is not the same process for resetting a forgotten password. To change a password, you must access your MiWAM account.



The MILogin for Citizens page will appear.

Click the Change Password tab.

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, [redacted]', 'Settings', and 'Log Off'. Below this, there is a 'Claim:' field and 'User Information: You are signed in as [redacted]'. The main content area is divided into three sections: 'UI Claim', 'Account Alerts', and 'I Want To'. The 'UI Claim' section shows a 'UI Claim' entry with a 'BYE: 01-Dec-2018'. The 'Account Alerts' section has a message: 'To report timely, you must report between 01-Jan-2018 and 06-Jan-2018'. The 'I Want To' section lists several actions: '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 sections is a horizontal menu with 'My Account', 'Certification', 'Submissions', 'Correspondence', 'Claimant Services', 'Determination Status', and 'Fact Finding'. The 'My Account' section is expanded, and 'Names and Addresses' is highlighted with a red box. A green callout box points to this link with the text: 'Click the Names and Address hyperlink.' Below the menu is a 'Claim Information' table:

Social Security Number	: *** - ** - ****	Withhold Taxes	: Yes
Benefit Year Begin	: 03-Dec-2017	Exemptions	: 1
Benefit Year End	: 01-Dec-2018	Dependents	: 0
Weekly Benefit Amount	: \$223.00		
Total Weeks Allowed	:		
Weeks Remaining	:		

The screenshot shows the 'Customer Names & Addresses' page. At the top, there is a navigation bar with 'My Account', 'Certification', 'Submissions', and 'Correspondence'. Below this, there is a 'Names and Addresses' section. A green callout box points to the 'Name' hyperlink with the text: 'Click the Name hyperlink to open the Change Name page.' Below the navigation bar is a 'Customer Names & Addresses' section. 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, [User] Settings Log Off

Claim: [User] > Change Name

MIWAM will time out after 15 minutes of inactivity.

1. Change Name 2. Review and Submit

### Change Name

Last Name

First Name  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.

1. Change Name 2. Review and Submit

### Change Name

Last Name

First Name  Middle Name  Suffix

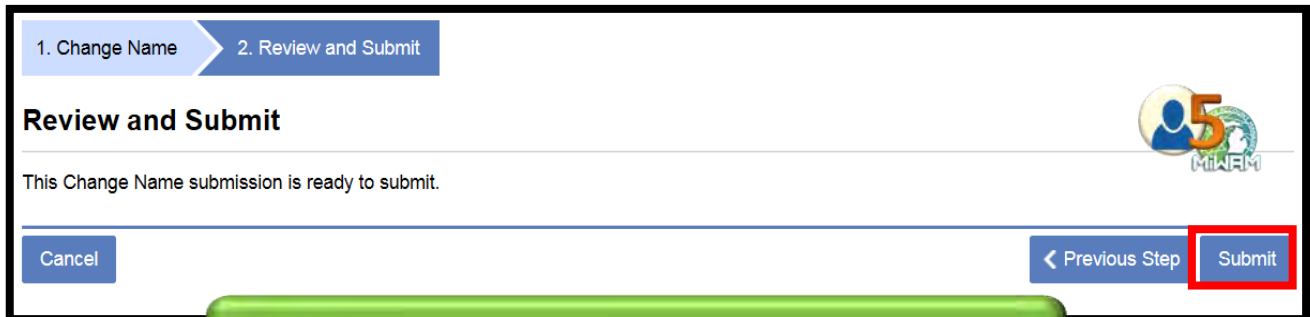
To change your name, you must include supporting documentation in your request. Your name will not be changed until the Agency receives proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the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

**Attachments** [Add](#)

Type	Name	Description	Size
Name Change Document	<input type="text" value="Name Change Document"/>	Marriage License	101 <a href="#">Remove</a>

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

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



1. Change Name 2. Review and Submit

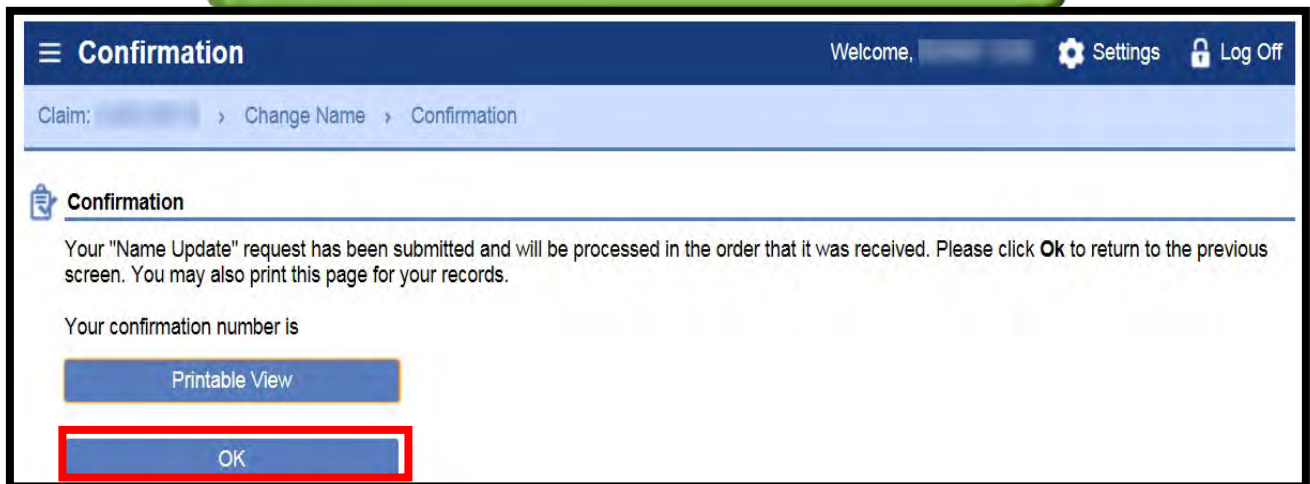
### Review and Submit

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, [User Name] Settings Log Off

Claim: [User Name] > 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.

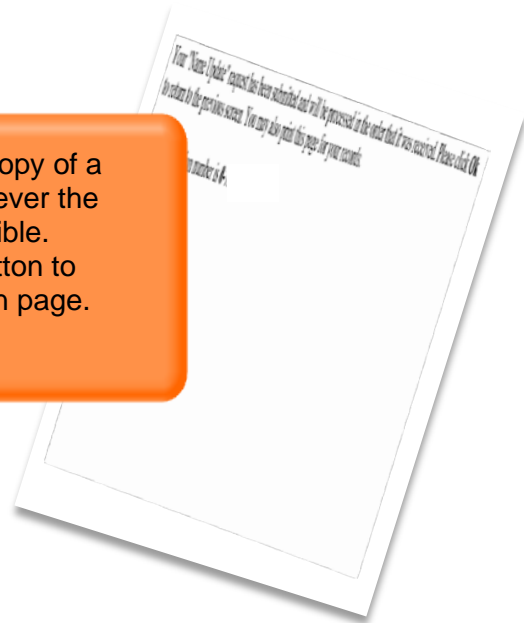
Your confirmation number is

Printable View **OK**



**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.

Submitted  
Name Update

Processed  
Job Contact  
Job Contact  
Certification  
Certification  
Job Contact  
Job Contact



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

Name Update

Submission

UI Claim  
C...  
BYE: 01-Dec-2018  
Submission  
Change Name

Status

✓ Pending  
Confirmation #  
Submitted 04-Jan-2018

I Want To

View Submission  
Withdraw



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

Click the Change button to make changes.

View

Welcome, Settings Log Off

Claim: C... > Name Update > Change Name

1. Change Name 2. Review and Submit

Name Change Document

Attachments

Type	Name	Description	Size
Name Change Docume	J.Doe - Marriage License. pdf	je Licence	101

< Previous Step Next Step >

Change





## 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: [ ]

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	<b>J.Doe - Marriage License.pdf</b>	Marriage Licence	101	<a href="#">Remove</a>

Click on the document to view what you submitted.

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

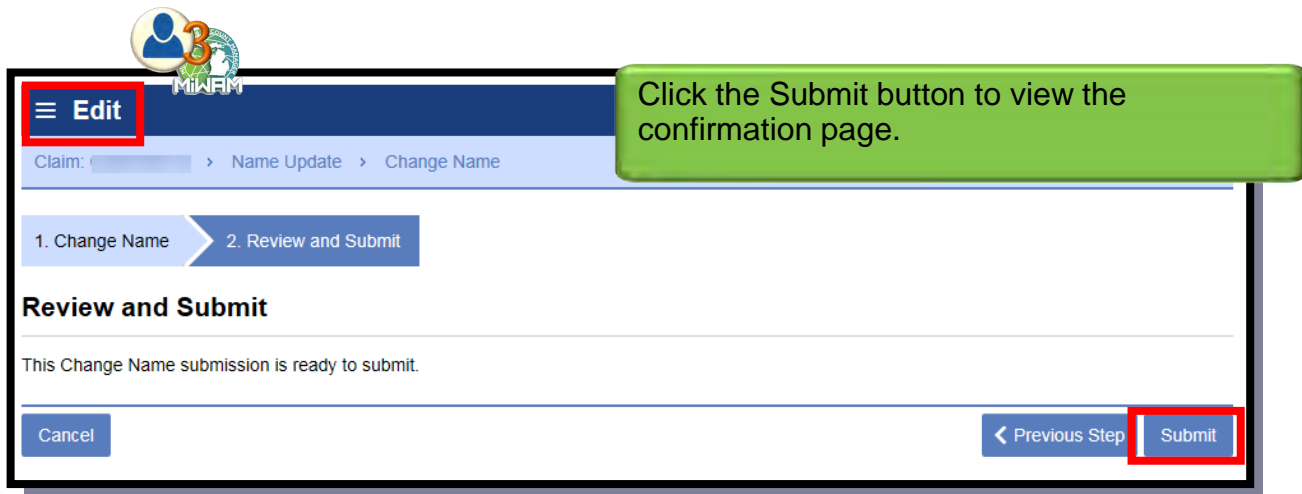
Once the Remove hyperlink is clicked, you will be asked if you are sure you want to remove the attachment.

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

**Attachments** [Add](#)

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

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



**Edit**

Claim: > Name Update > Change Name

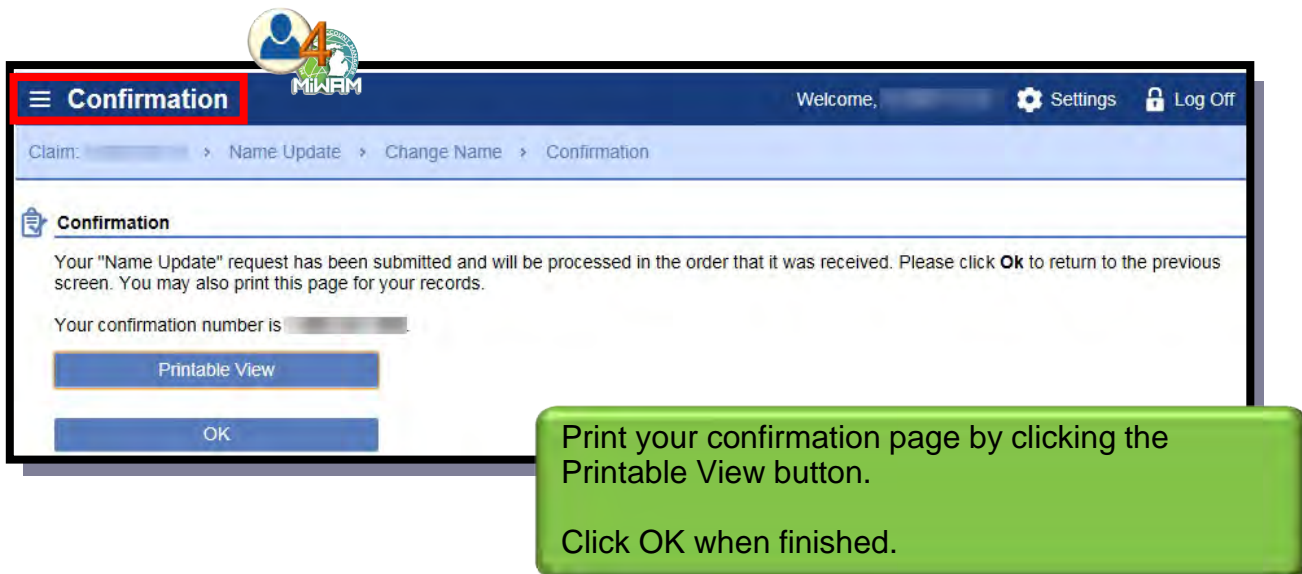
1. Change Name > 2. Review and Submit

### 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

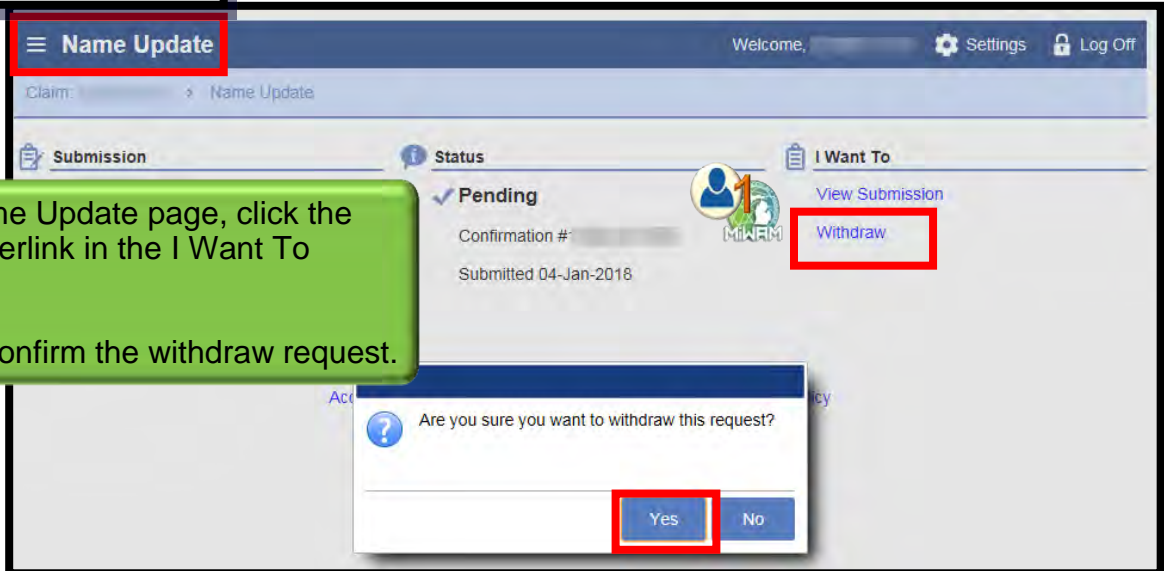
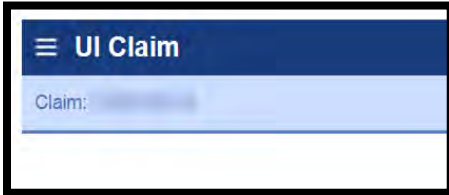
OK

Print your confirmation page by clicking the Printable View button.

Click OK when finished.

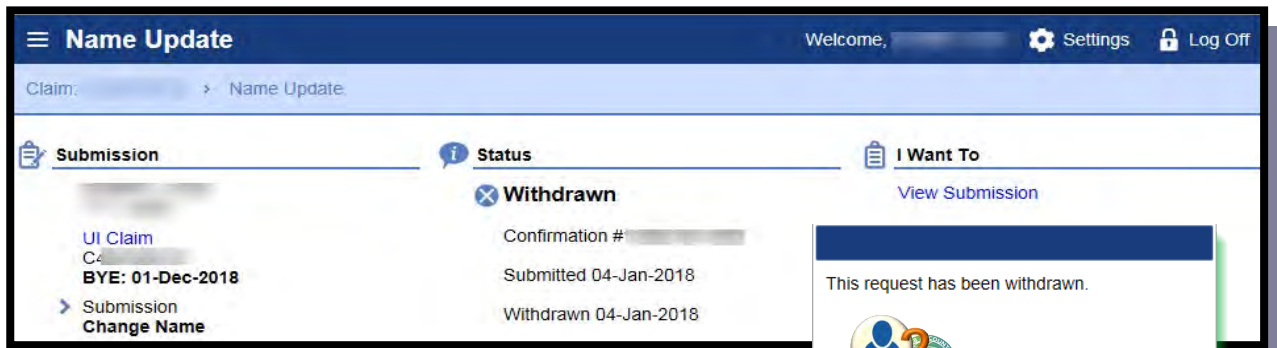
## How do I Withdraw my Name Change Request?

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



From the Name Update page, click the Withdraw hyperlink in the I Want To section.

Click Yes to confirm the withdraw request.



Now the Status column will display "Withdrawn" and also list the confirmation number, date submitted, and withdrawn date.

Click OK to complete the action.

# How do I Change my Address?

☰ UI Claim

Claim: [blurred]

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

missions    Corresp

Customer Names & Addresses

Legal Name [blurred]

Physical Address [blurred]



☰ Change Address    Welcome, [blurred]    Settings    Log Off

Claim: [blurred] > 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 [blurred]

Address Line 2 [blurred]

Unit Type [blurred]    Unit [blurred]    City [blurred]

State / Province MICHIGAN    ZIP [blurred]    County WAYNE

Attention [blurred]

Enter the address, then click here to validate the address

Cancel    < Previous Step    Next Step >

Enter the correct information in the fields.



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 [blurred]

Unit Type #    Unit 1

State / Province MICHIGAN    ZIP 48202-0000

Attention [blurred]

Enter the address, then click here to validate the address

Cancel    < Previous Step    Next Step >

Click the validate button before moving on.

**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.





## 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



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

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

Click Submit.



**Confirmation** Welcome, **Settings** **Log Off**

Claim: **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.

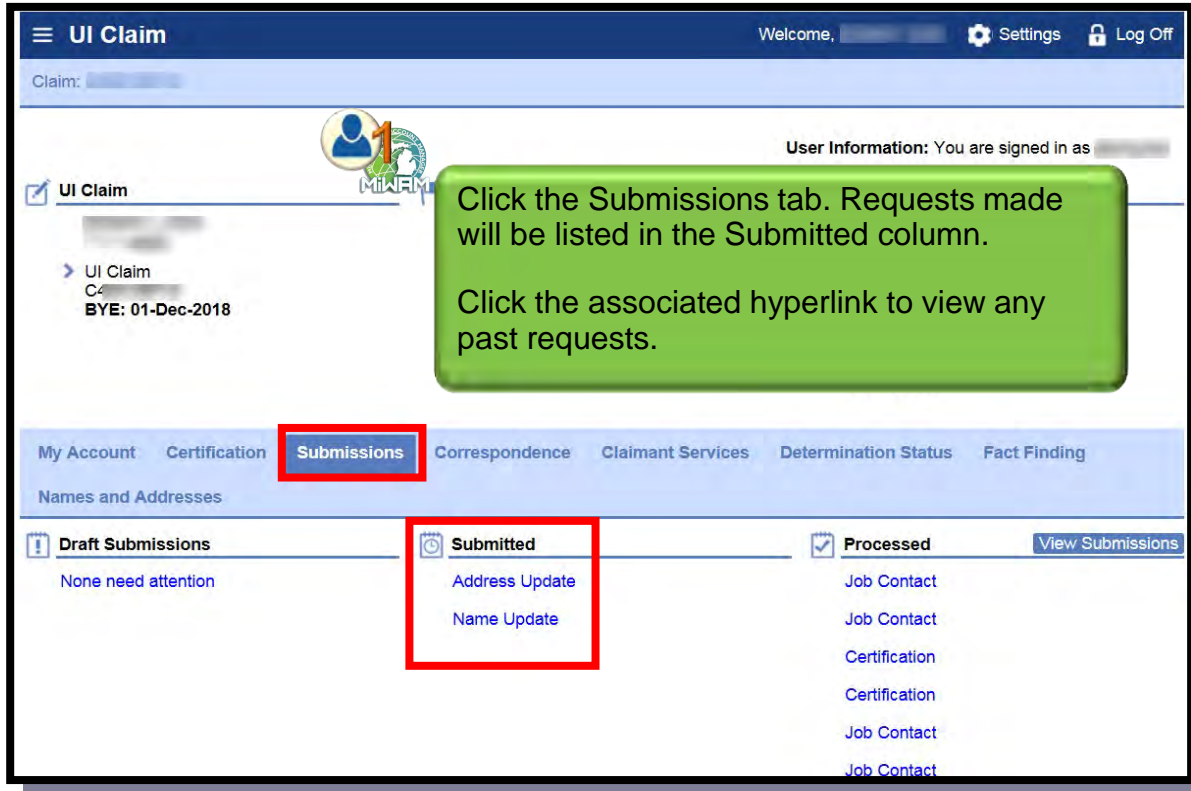
Your confirmation number is **0-000-000-000**

Your Confirmation will  
appear. Click OK.

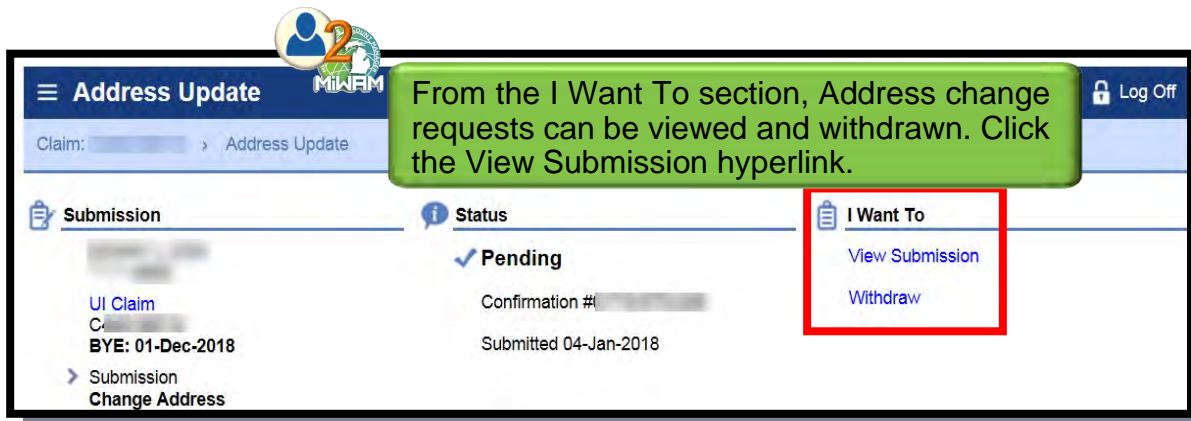


## How do I Review Past Address Requests?

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



The screenshot shows the 'UI Claim' page. At the top, there is a navigation bar with 'UI Claim', 'Welcome', 'Settings', and 'Log Off'. Below this, there is a 'Claim:' field and a 'User Information' section indicating the user is signed in. A green callout box with a red border 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.' The 'Submissions' tab is highlighted with a red box. Below the navigation bar, there is a section for 'Names and Addresses' with three columns: 'Draft Submissions', 'Submitted', and 'Processed'. The 'Submitted' column is highlighted with a red box and contains two entries: 'Address Update' and 'Name Update'. The 'Processed' column contains several entries, including 'Job Contact', 'Certification', and 'Job Contact'. A 'View Submissions' link is visible at the top right of the 'Processed' column.



The screenshot shows the 'Address Update' page. At the top, there is a navigation bar with 'Address Update', 'Claim:', and 'Log Off'. Below this, there is a 'Claim:' field and a 'Submission' section. A green callout box with a red border contains the text: 'From the I Want To section, Address change requests can be viewed and withdrawn. Click the View Submission hyperlink.' The 'I Want To' section is highlighted with a red box and contains two entries: 'View Submission' and 'Withdraw'. The 'Status' section shows a 'Pending' status with a checkmark, a 'Confirmation #' field, and a 'Submitted 04-Jan-2018' date. The 'Submission' section shows 'UI Claim', 'BYE: 01-Dec-2018', and a 'Change Address' link.

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

The screenshot shows the 'View' page of the address change process. The breadcrumb trail is 'Claim: > Address Update > Change Address'. The progress bar shows '1. Change Address' as the active step and '2. Review and Submit' as the next step. The page title is 'Change Address'. Under the 'Physical Address' section, there is a message: '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: (empty), Unit Type: #, Unit: 1, City: DETROIT, State / Province: MICHIGAN, ZIP: 48202-0000, County: WAYNE, Attention: (empty). Below the form is a blue button that says 'Enter the address, then click here to validate the address'. There is a radio button question: 'Is your Mailing Address different than your physical address?' with 'Yes' and 'No' options, where 'No' is selected. The 'Letters sent to you will be addressed to:' section lists: Jane Doe, 0000 MAIN ST # 1, DETROIT MI 48202. At the bottom right, there is a 'Change' button highlighted with a red box.

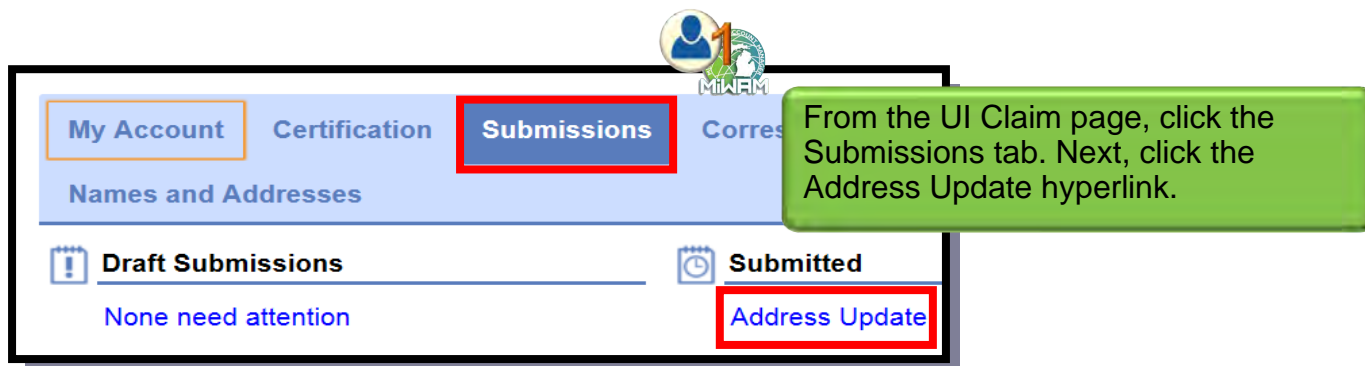
The View page will appear. The information that was submitted is viewable here. To make additional edits, click the Change button and continue.

The screenshot shows the 'Edit' page of the address change process. The breadcrumb trail is 'Claim: > Address Update > Change Address'. The progress bar shows '1. Change Address' as the active step and '2. Review and Submit' as the next step. The page title is 'Change Address'. Under the 'Physical Address' section, there is a message: '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 '. The form fields are filled with: Country: USA, Address Line 1: 555 Alphabet Rd., Address Line 2: (empty), Unit Type: 1, Unit: (empty), City: (empty), State / Province: MICHIGAN, ZIP: (empty), County: WAYNE, Attention: (empty). Below the form is a blue button that says 'Enter the address, then click here to validate the address'. There is a radio button question: 'Is your Mailing Address different than your physical address?' with 'Yes' and 'No' options, where 'No' is selected. The 'Letters sent to you will be addressed to:' section lists: Jane Doe, 555 Alphabet Rd., Detroit, MI 48202. At the bottom left, there is a 'Cancel' button.

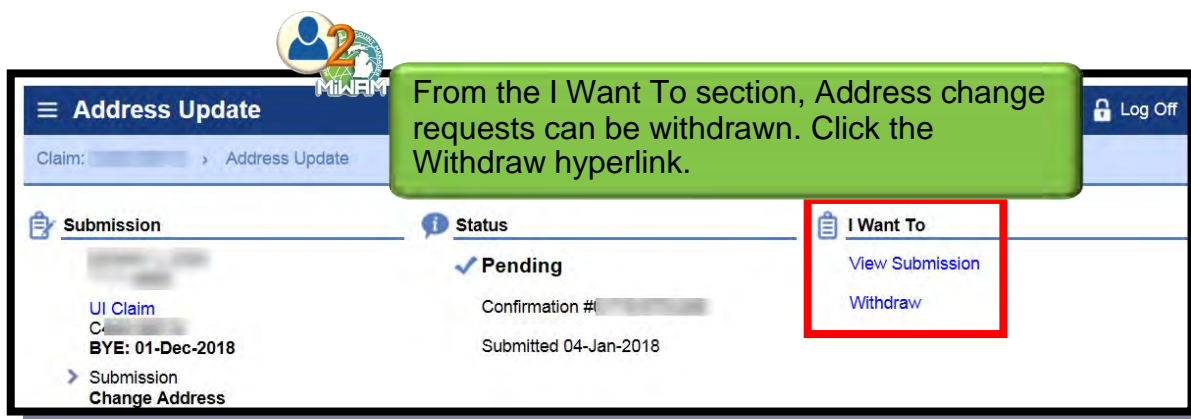
The Edit page will appear, allowing the changes to be made. Repeat the same steps when changing an address and click submit when finished.

## How do I Withdraw my Address Change Request?

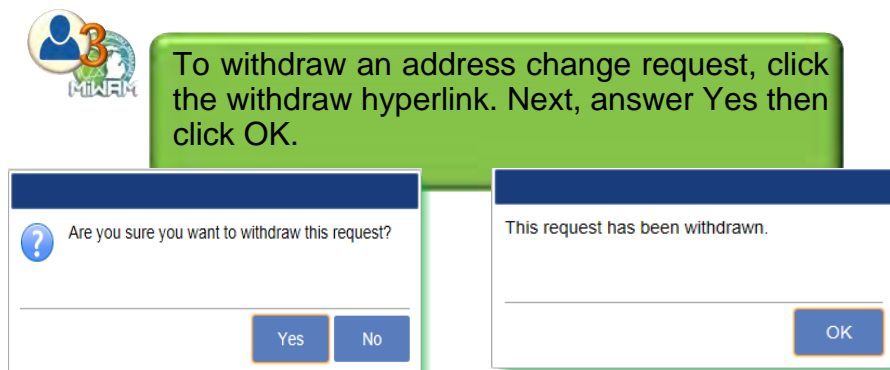
To withdraw an Address change request, navigate back to the UI Claim page.



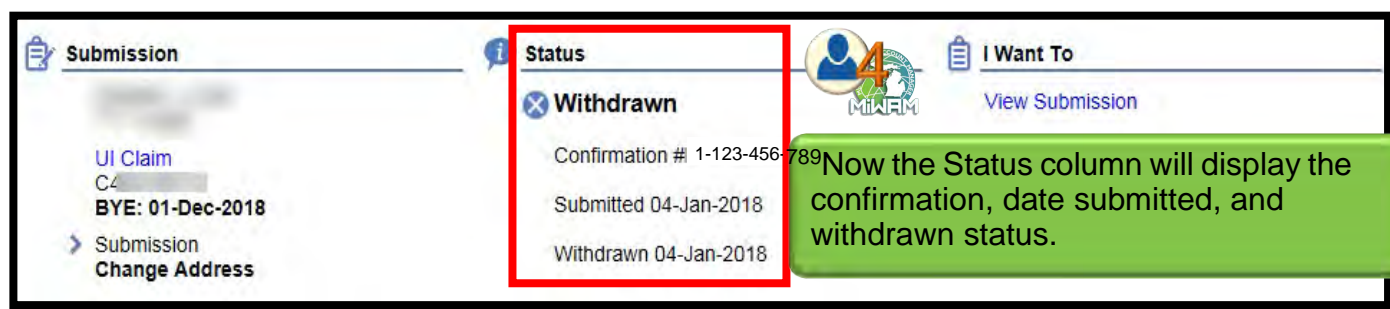
From the UI Claim page, click the Submissions tab. Next, click the Address Update hyperlink.



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



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



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.

**UIA** Michigan Unemployment Insurance Agency

**MiWAM**

**MiWAM For Claimants**

Home

On November 18, 2018, the Unemployment Insurance system via the Michigan Web Account Manager (MiWAM) and Pure Michigan Talent Connect (PMTTC) aligned with the existing MILogin for Citizens single sign-on platform to provide a seamless login experience and provide UI claimants a quick overview of claim information.

We are aware that our customers may be experiencing connectivity issues or delays when accessing the system. We apologize for any inconvenience caused and are working diligently to restore system functionality. Thank you for your patience.

**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](#)

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 >**

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 screenshot shows the 'Fraud Referral' interface. At the top, there is a blue header with a hamburger menu icon and the text 'Fraud Referral'. Below the header is a breadcrumb trail: 'Home > Fraud Referral'. A progress indicator shows two steps: '1. Fraud Referral' (highlighted) and '2. Review and Submit'. The main heading is 'Review and Submit'. Below the heading, it says 'This Fraud Referral submission is ready to submit.' On the right side, there is an illustration of a hand holding a red sign that says 'STOP FRAUD'. At the bottom, there are three buttons: 'Cancel', '< Previous Step', and 'Submit'. The 'Submit' button is highlighted with a red box.

The screenshot shows the 'Confirmation' page. At the top, there is a blue header with a hamburger menu icon and the text 'Confirmation'. Below the header is a breadcrumb trail: 'Home > Fraud Referral > Confirmation'. The main heading is 'Confirmation'. Below the heading, it says '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.' There are two buttons: 'Printable View' and 'OK'. A small MiWAM logo with a '4' is visible on the right side.

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

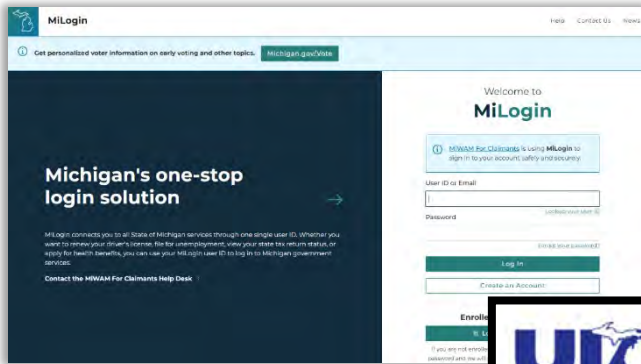


# Filing a Reopen/Additional Claim in MiWAM



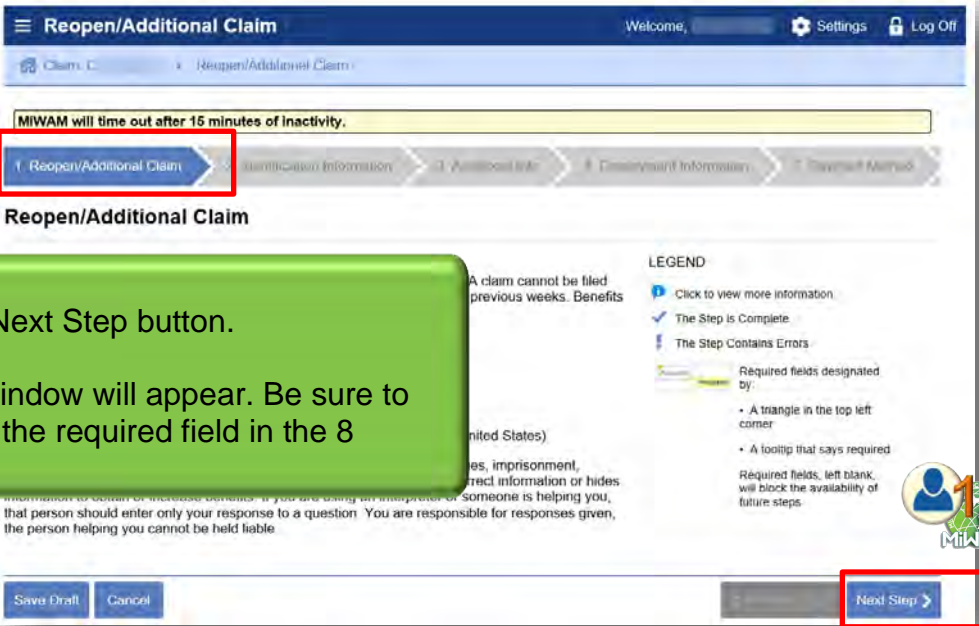
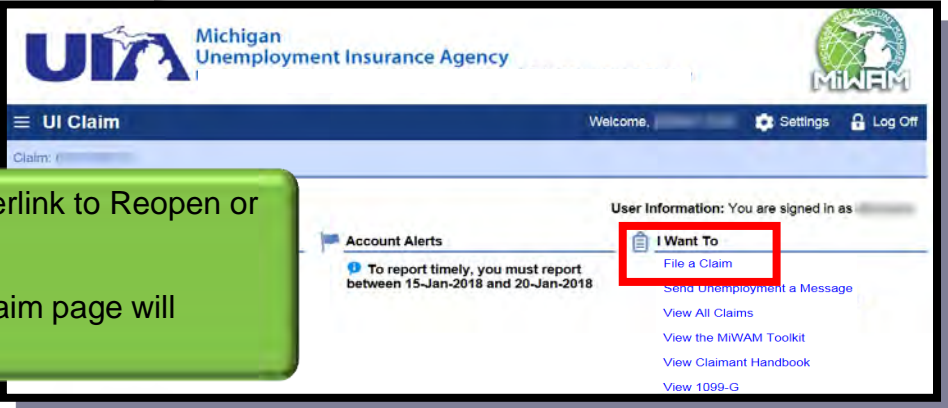
# How do I File a Reopen/Additional Claim for Benefits?

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



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

Click the File a Claim hyperlink to Reopen or file an Additional claim.  
The Reopen/Additional Claim page will appear.



Click the Next Step button.  
Another window will appear. Be sure to Complete the required field in the 8

# 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 to MIWAM 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.

**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: USA   
Address Line 1:   
Address Line 2:   
Unit Type:   
State / Province: MICHIGAN   
Attention:

Enter the address, then click on the button to validate it.

This address has been validated.

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

Letters sent to you will be addressed to:

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

Save Draft    Cancel    < Previous Step    Next Step >

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

Format: 9999999 999

Save Draft    Cancel    < Previous Step    Next Step >

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

usbank  
ReliaCard  
DEBIT  
VISA

Save Draft    Cancel    < Previous Step    **Next Step >**



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

Additional Info 4. Employment Information 5. Payment Method **6. MiWAM Account**

## MiWAM Account

**MiWAM Account**

The Michigan Web Account Manager (MiWAM) is the UIA's system for managing your unemployment claim seven days a week and allows you to complete many online services. You can file a claim, submit an address, answer fact finding questions, certify for benefits, review your payment history, and submit your claim. 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 UIA.

**Go Green Agreement**

- I agree to receive my correspondence from Unemployment Insurance (UI) through my Michigan Web Account Manager (MiWAM) account at www.michigan.gov/uisa instead of through U.S. mail. This contact method is referred to as "Go Green."
- 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.
- I understand that UI reserves the right to contact me by other methods in addition to Go Green correspondence.
- 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/uisa and change my contact method (claimants) or change my set mail preferences (employers).
- I understand that UI reserves the right to discontinue sending correspondence via Go Green.
- 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.

Save Draft Cancel Previous Step **Next Step**

Additional Info 4. Employment Information 5. Payment Method **6. MiWAM Account** Your Unemployment Benefits Rights

## MiWAM Account

**MiWAM Account**

The Michigan Web Account Manager (MiWAM) is the UIA's system for managing your unemployment claim seven days a week and allows you to complete many online services. You can file a claim, submit an address, answer fact finding questions, certify for benefits, review your payment history, and submit your claim. 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

Save Draft Cancel Previous Step **Next Step**

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.*

Employment Information 5. Payment Method 6. MiWAM Account **7. Your Unemployment Benefits Rights** Filing and Submit

## Your Unemployment Benefits Rights

Before you complete filing a claim for unemployment benefits, it is important that you understand that there are certain 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.

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

Save Draft Cancel Previous Step **Next Step**

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.

Employment Information 5. Payment Method 6. MiWAM Account 7. Your Unemployment Benefits Rights **8. Review and Submit**

## 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.

Save Draft Cancel Previous Step **Submit**

**Confirmation** Welcome, Settings Log Off

Claim C Reopen/Additional Claim Confirmation

**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 1-866-638-3993  
 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 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.

Pendable View OK



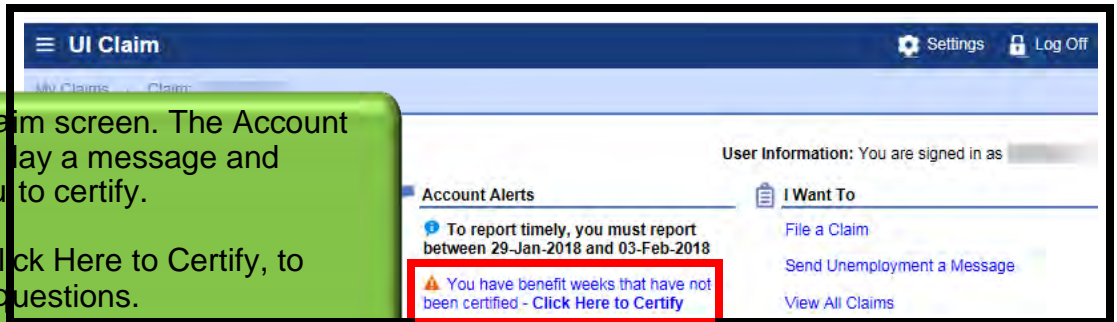
# Certifications in MiWAM



# 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.



## 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?  Yes  No

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.  Yes  No

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

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.  I Understand

Cancel

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?”*

Has your address changed since...

Are you claiming the week beginning...

If you worked full time this week...

If you answer 'No' for more than two weeks...

Were you available to accept full-time work...

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.

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

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.

Refer to page 1 of Unemployment Benefits in Michigan, form UIA 1901.

Job Contacts List

Job Contacts List

Add Job Contact

Date Of Contact	Name of Employer
-----------------	------------------

Add Job Contact

OK Cancel

Click the Add Job Contact hyperlink to

Job Contacts List

Job Contacts List Acme Co.

Job Contact 1

Remove Job Contact Copy row Add Job Contact

Job Contacts

Date Of Contact  
22-Dec-2017

Name of Employer  
Acme Co.

Employer Address  
123 Main St.

Telephone Number (If contacted by phone, must provide area code)  
(313)456-0000

Name and Title of Person Contacted  
John, Manager

Method of Contact (Phone, in person, online, email, etc.)  
in person

Type of Work  
mechanic

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

Remove Job Contact Copy row Add Job Contact

OK Cancel

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

**MIWAM**

**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?  Yes  No

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 work during the week beginning Sunday, 12-17-2017 through Saturday, 12-23-2017?  Yes  No

Were you physically able to work during the week beginning Sunday, 12-17-2017 through Saturday, 12-23-2017?  Yes  No

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

Click the link below to add job search contacts.

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 Contac. Name of Employer

22-Dec-2017 Acme Co.

Add Job Contact

OK Cancel

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

Claim: C- D 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?

UI Claim

Welcome, | Settings | Log Off

Claim: [redacted]

User Information: You are signed in as [redacted]

[UI Claim](#)
[Account Alerts](#)
[I Want To](#)

[File a Claim](#)  
[Send Unemployment a Message](#)

[My Account](#)
[Certification<sup>6</sup>](#)
[Submissions](#)
[Correspondence](#)

Names and Addresses

Previously Certified . . . Make sure you certify for each week you wish to claim [Definitions](#) [Filter](#)

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

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.

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

Definitions

**Definitions**

- 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.

**UI Claim**  
John Doe  
\*\*\*-\*\*-0000  
UI Claim  
C: 1234567890  
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](#)

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

**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	:		
Total Weeks Allowed	:		
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.

UIA Michigan Unemployment Insurance Agency

Welcome, John Doe Settings Log Off

Claim: [redacted]

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

**UI Claim**  
John Doe  
\*\*\*. 0000  
UI Claim  
C  
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 [Hide History](#) [Filter](#)

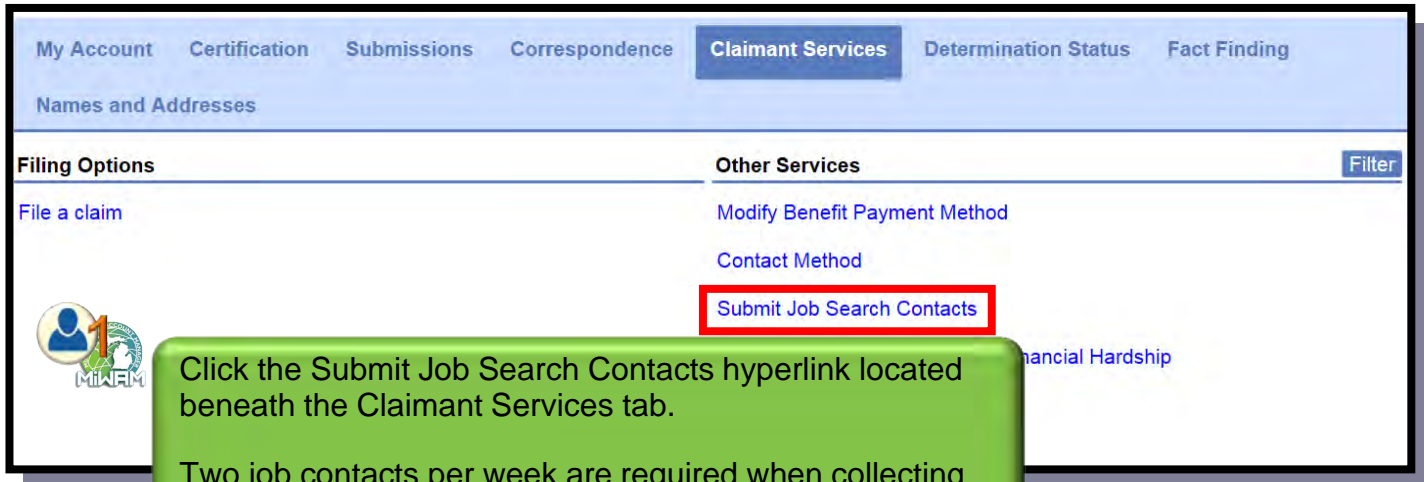
Claim Id	Type	Status	Benefit Year Begin	Benefit Year End	Effective Date	Weekly Benefit Amount	Total Weeks
C4	UI Claim	New	05-Aug-2018	03-Aug-2019			
C4	UI Claim	Additional	04-Dec-2016	02-Dec-2017		323.00	16.50

2 Rows

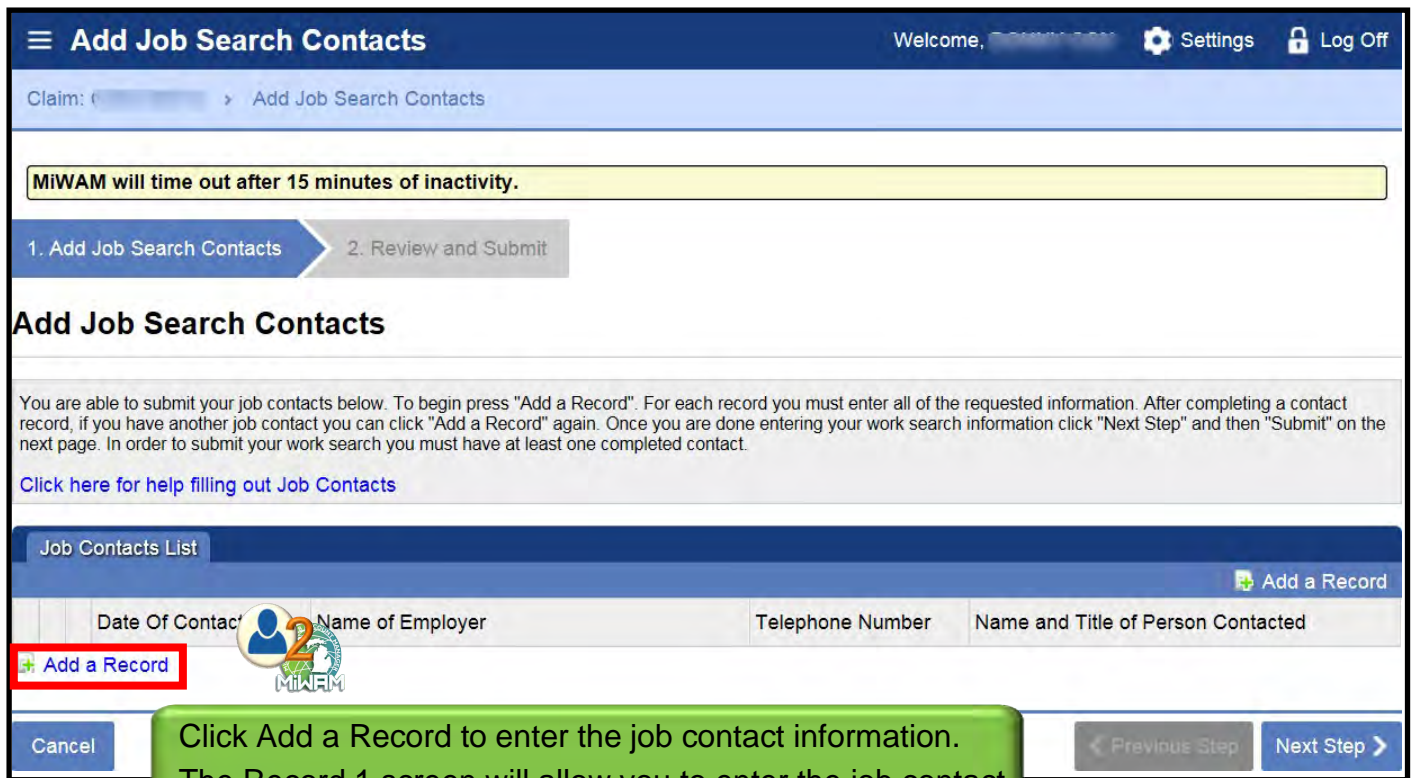


# How do I Submit my Work Search Through MiWAM?

Work search can be submitted two ways:



The screenshot shows the MiWAM user interface. At the top, there is a navigation bar with tabs: My Account, Certification, Submissions, Correspondence, Claimant Services (selected), Determination Status, and Fact Finding. Below this is a sub-tab for 'Names and Addresses'. The main content area is divided into 'Filing Options' and 'Other Services'. Under 'Other Services', the 'Submit Job Search Contacts' link is highlighted with a red box. A green callout box with a '1' icon and the MiWAM logo contains the 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' page. At the top, there is a header with a hamburger menu, the title 'Add Job Search Contacts', and user information: 'Welcome, [Name]', 'Settings', and 'Log Off'. Below the header is a breadcrumb trail: 'Claim: [Name] > Add Job Search Contacts'. A yellow warning banner states: 'MIWAM will time out after 15 minutes of inactivity.' Below this is a progress indicator with two steps: '1. Add Job Search Contacts' (active) and '2. Review and Submit'. The main heading is 'Add Job Search Contacts'. Below the heading is a paragraph of instructions: '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.' Below the instructions is a link: 'Click here for help filling out Job Contacts'. Below the link is a table titled 'Job Contacts List' with columns: 'Date Of Contact', 'Name of Employer', 'Telephone Number', and 'Name and Title of Person Contacted'. The 'Add a Record' button is highlighted with a red box. A green callout box with a '2' icon and the MiWAM logo contains the text: 'Click Add a Record to enter the job contact information. The Record 1 screen will allow you to enter the job contact information.' At the bottom, there are 'Cancel', 'Previous Step', and 'Next Step' buttons.

# 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.)

Delete this Record Copy row Add a Record

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

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.

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.

UI Claim

My Claims > Claim: ( )

UI Claim

BYE: 20-Jan-2018

⚠ You have benefit weeks that have not been certified - [Click Here to Certify](#)

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

File a Claim

Send Unemployment a Message

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

Fact Finding	Status	MIWAM	Employer	Claim ID
Misrepresentation	Required	<a href="#">Add</a>		
Bonus Pay	Required	<a href="#">Add</a>		

1 Non-Monetary Fact Finding 2 Review and Submit

### Non-Monetary Fact Finding

**Bonus Pay - Questionnaire:**

**Issue Detail**

Issue: Remuneration

Circumstance: Bonus Pay

**Associated Employer Detail**

Name: ( )

Address: PO BOX 50 ( )

**Questionnaire:**

On what date was the bonus pay issued?  Required

What is the gross dollar amount of the bonus pay?  Required

Are other employees going to receive bonus pay?  Yes  No

Does the payment cover a period of time?  Yes  No

Was this payment issued based on a specific event?  Yes  No

**Attachment instructions:**

To add the attachment, please click the Add button.

To remove an unwanted attachment, please click the Remove button.

Proceed once all attachments have been added.

**Attachments**

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

Save Draft Cancel

Next Step >

**YOUR CERTIFICATION:** I declare that I have examined this fact finding questionnaire, and to the best of my knowledge and belief, it is true, correct and complete.

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

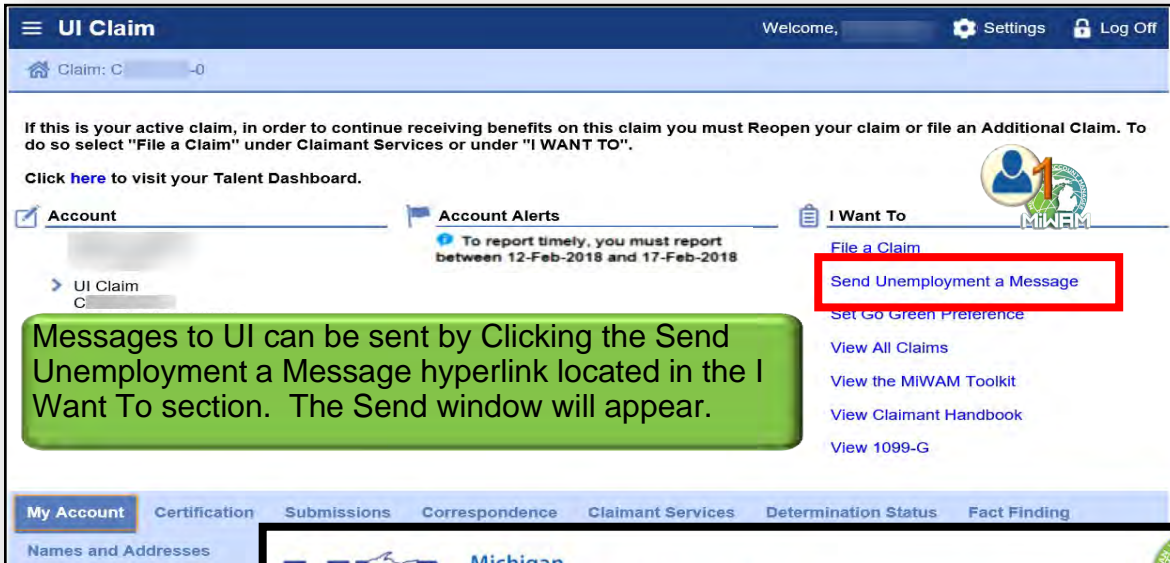
Password:  Required

OK Cancel



# 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.





## 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.

Posted	Subject	Week
13-Feb-2018	RE: PRO hours	

**RE: PRO hours**

Welcome, [User] Settings Log Off

Claim: C4 [User] > Messages > Notice

**Message**

**I Want To**

- Reply
- Delete

UI Claim  
C4 [User]  
**BYE: 01-Dec-2018**  
> Message

**- Message**

Received: Tuesday, Feb 13, 2018 3:54:35 PM  
Subject: RE: PRO hours

The Detroit PRO hours are Mon 7 AM - 5 PM.  
Please remember to check the website for updates.  
Thank you for using MIWAM!

Sent: Tuesday, Feb 13, 2018 3:38:06 PM  
Subject: PRO hours

Hello,  
What are the hours of operation for the Detroit PRO?

Close

# How do I Correspond With UI?

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

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**

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

**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.

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

Names and Addresses

Unread Messages [View Messages](#) Unread Letters [View Letters](#)

New Correspondence from UIA      UIA 1713 -- Fact Finding

New Correspondence from UIA      UIA 1713 -- Fact Finding

RE: Issued 12/18/2017

Letters [View Multiple](#)

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	Not Adversely Affected
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>				

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.

1. Mon/Non-Mon Deter. Protest

## 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



**Issue Detail**

**Claim Detail**

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

**Issue Detail**

Status: Issue Closed, Level 1      Identification Date: 24-Apr-2017

Issue: Availability

Circumstance: School

**Determination**

Determination Date: 24-Apr-2017      Result: Not Ineligible

Protest Due: 24-May-2017      MES Section: 28(1)(c)

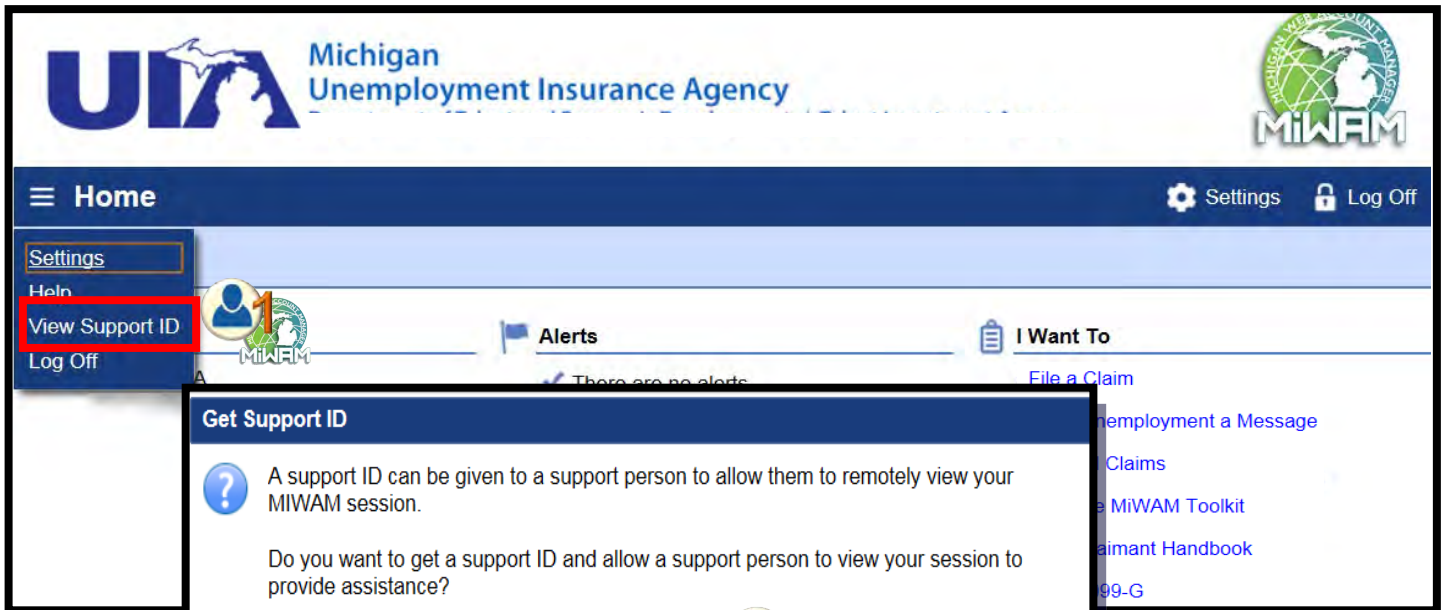
Determination ID: L00

**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.**

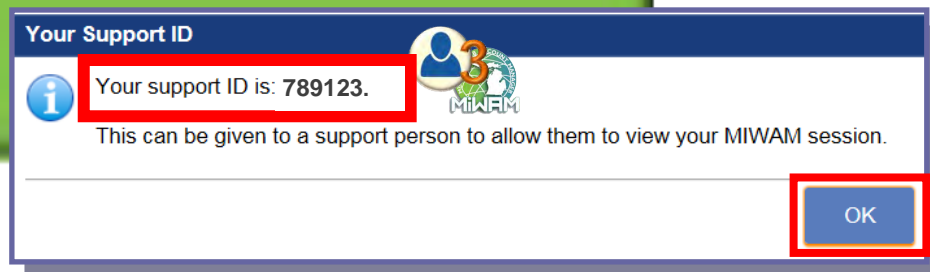


# How Can View Support ID Assist me?

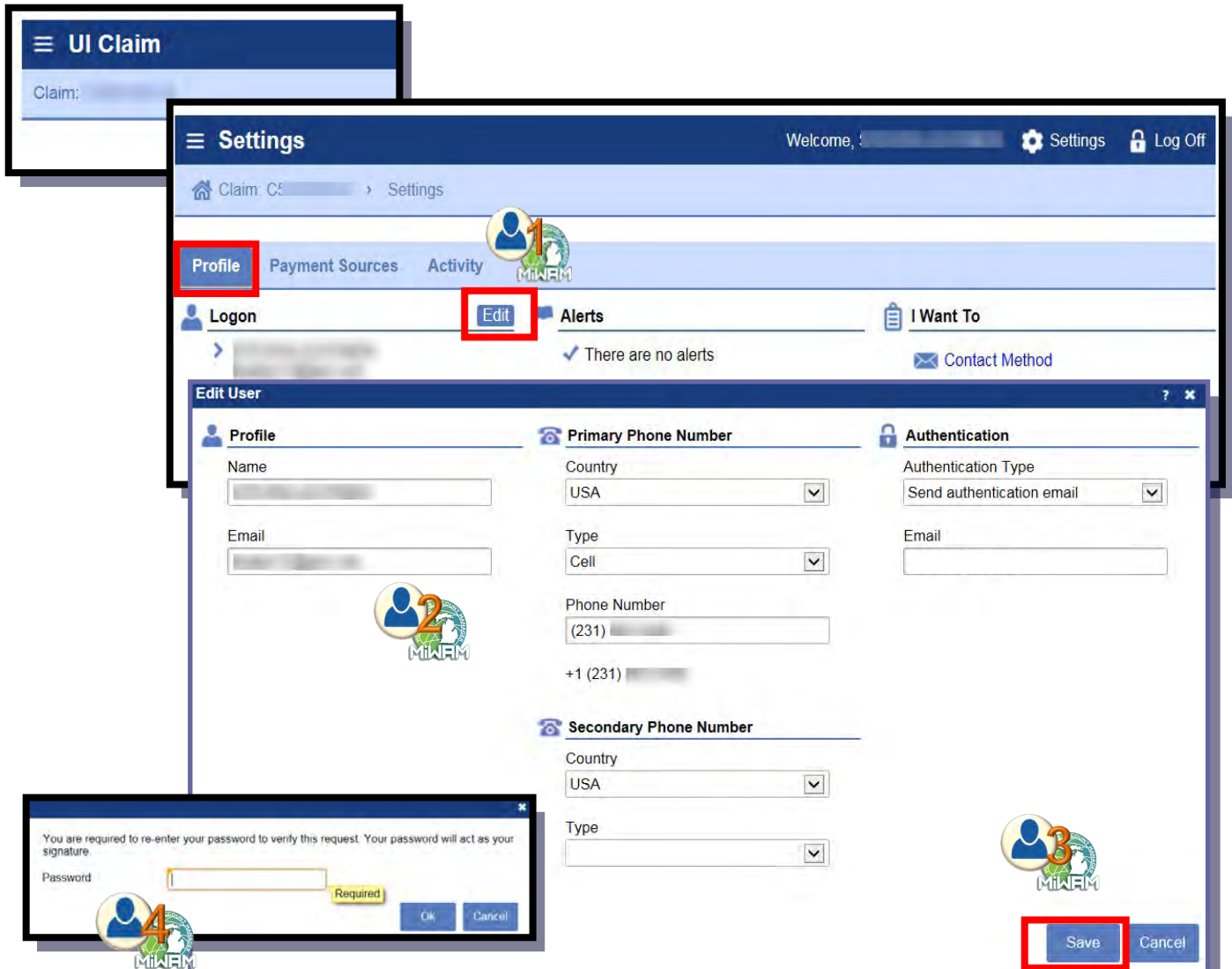
The View Support ID feature in MiWAM allows UI staff to remotely view your MiWAM session. When the Support ID number is shared with the staff on the phone, they will be able to assist.



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.



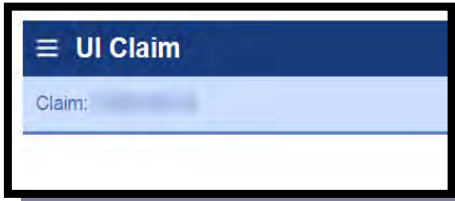
# How do I Update my Profile?



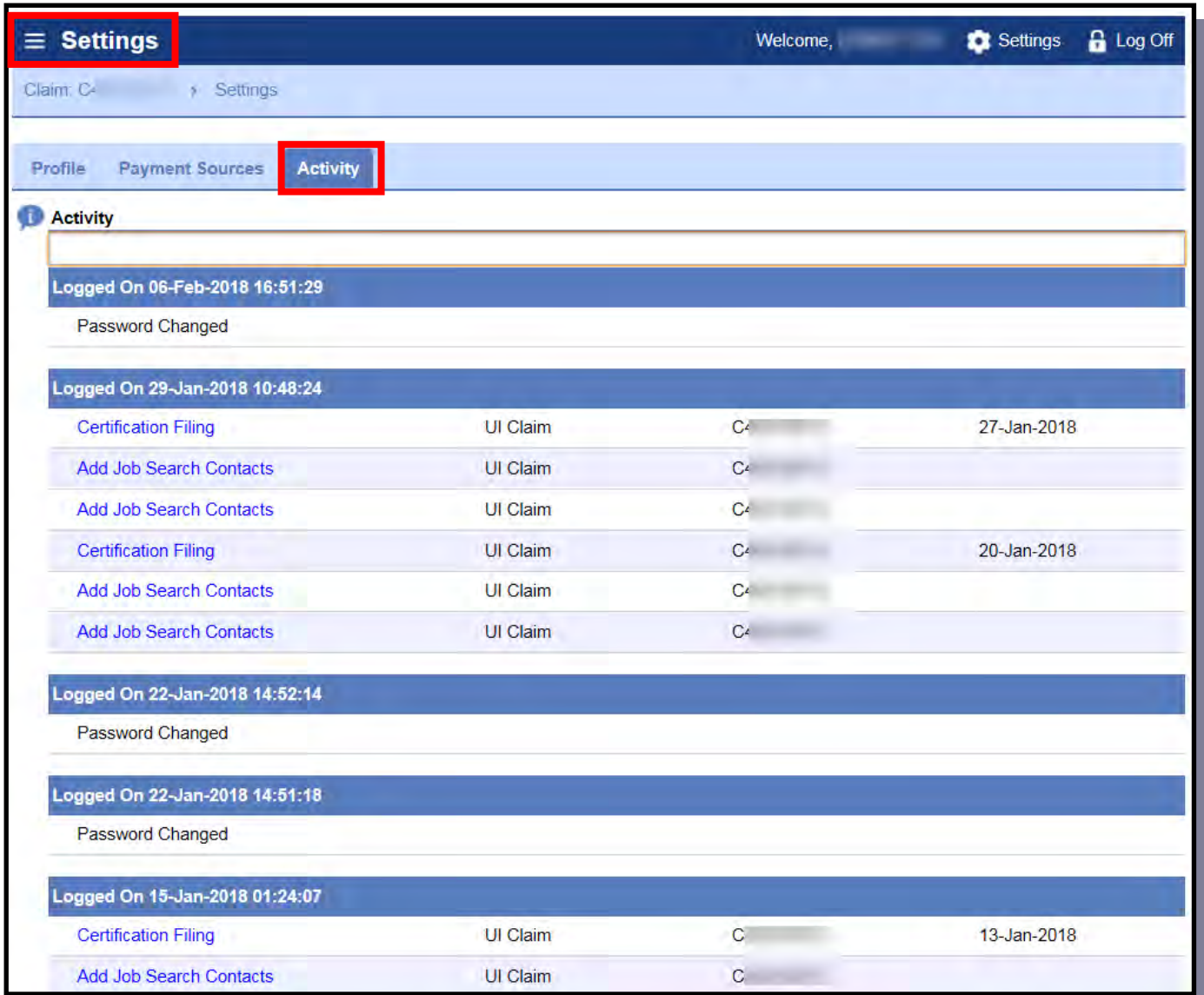
1. From the UI Claim screen, go to the Settings page to update your profile. Click the Settings hyperlink. Next, click the Edit button.
2. The Edit window will appear allowing changes to be made to the following:
  - Name
  - Email
  - Phone number(s) type(s) and
  - Authentication Type
3. Click Save 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.



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. A red box highlights the 'Claimant Services' tab in the top navigation bar. Below it, the 'Other Services' section contains a red box around the 'Modify Benefit Payment Method' hyperlink. A green callout box contains the following instructions:

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.

### 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   Previous Step  Next Step

# 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

Claim: C

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

Account

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

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' portal. The 'Claimant Services' tab is highlighted with a red box. Under the 'Other Services' section, the 'Update Withholding' link is also highlighted with a red box. Other visible options include 'File a claim', 'Modify Benefit Payment Method', 'Contact Method', 'Submit Job Search Contacts', 'Request Restitution Waiver for Financial Hardship', and 'Request Form 1099-G'.

This screenshot shows the 'Tax Withhold and Tax Exemption' form. The 'Yes' radio button is selected and highlighted with a red box. The text above the form 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.' The 'Next Step' button is visible at the bottom right.

- 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.

This screenshot shows the 'Tax Withhold and Tax Exemption' form. The 'Yes' radio button is selected and highlighted with a red box. Below it, the 'Number of Exemptions' field is also highlighted with a red box. The 'Next Step' button is highlighted with a red box at the bottom right.

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  State  County

What type of work did you perform?  **Required**

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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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"/>	<input type="text"/>	<input type="text"/>
September / 2017	<input type="text"/>	<input type="text"/>	<input type="text"/>
October / 2017	<input type="text"/>	<input type="text"/>	<input type="text"/>
November / 2017	<input type="text"/>	<input type="text"/>	<input type="text"/>
December / 2017	<input type="text"/>	<input type="text"/>	<input type="text"/>
January / 2018	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Income Totals</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**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			Recreational Vehicles and Other Assets		
Year	Make/Model	Value	Type of Asset	Description	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

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

≡ **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?

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

Names and Addresses

**Filing Options**   **Other Services**   [Filter](#)

File a claim

Modify Benefit Payment Method

Contact Method

Submit Job Search Contacts

Request Restitution Waiver for Financial Hardship

Update Withholding

**Request Form 1099-G**

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.

1. Request Form 1099-G   2. Review and Submit

## Request Form 1099-G

Form 1099-G reports the total taxable unemployment compensation you received for the calendar year. To request a duplicate copy prior to the 2013 tax year, select the 'Duplicate' button and complete the fields below. If you believe the amounts shown on your 1099-G are incorrect, select the 'Corrected' button and complete the fields below. If you do not know the 'total unemployment compensation', it can be skipped. If you have paid restitution for improperly paid unemployment benefits or for court-ordered deductions, those monies are still included in total compensation. These amounts cannot be removed from total compensation reported. Contact the Internal Revenue Service (IRS) to get specific instructions on how these amounts affect your taxes and how to report them

Are you requesting a duplicate copy or a corrected copy of a 1099-G?

For which year are you requesting this 1099-G?

Duplicate    Corrected

Required

Cancel   **Any requests for years 2012 and earlier, complete the additional fields and click Next Step.**   Previous Step   **Next Step**

Your Form 1099-G will be sent to the address listed below. Is this the correct address?    Yes    No

Street      Required

Street 2  

Unit Type      Number  

City      State   MICHIGAN   ZIP  

Cancel   Previous Step   **Next Step**

# How do I View my 1099-G?

## I Want To

- File a Claim
- Send Unemployment a Message
- Set Go Green Preferences
- View All Claims
- View the MiWAM Tool
- View Claimant Hand
- 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						
Sent	Type	For	Id	Name	Week	
10-Jan-2018	<b>FED 1099G -- 2017 Tax Year</b>	Claimant SSN	***_**			<a href="#">View Multiple</a>

PLEASE READ REVERSE SIDE

---

out here -

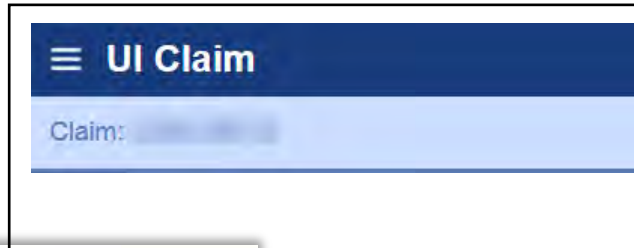
PAYER'S name, street address, city or town, state or province, country, ZIP, or foreign postal code, and telephone no. State of Michigan TALENT INVESTMENT AGENCY Unemployment Insurance 9023 Joseph Campau Hamtramck, MI 48212 1-866-500-0017		1. Unemployment compensation <b>\$ 5,407.00</b>	OMB No. 1545-0120	Certain Government Payments  Copy B For Recipient
PAYER'S federal identification number RECIPIENT'S identification number		2.	2017 Form 1099-G	
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>	4. Federal income tax withheld <b>\$ 540.70</b>	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.
Account number (see instructions)		5.	6.	
		7.	8.	
		9.	10. State 1099 State identification	11. State income tax withheld <b>\$ 174.93</b>
Form 1099-G Keep for your records. <a href="http://www.irs.gov/irs1099g">www.irs.gov/irs1099g</a> Department of the Treasury - Internal Revenue Service		out here -		

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PAYER'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 Campau Hamtramck, MI 48212 1-866-500-0017		1. Unemployment compensation <b>\$ 5,407.00</b>	OMB No. 1545-0120	Certain Government Payments  Copy 2 To be filed with recipient's state income tax return, when required.
PAYER'S federal identification number RECIPIENT'S identification number		2.	2017 Form 1099-G	
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>	4. Federal income tax withheld <b>\$ 540.70</b>	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.
Account number (see instructions)		5.	6.	
		7.	8.	
		9.	10. State 1099 State identification	11. State income tax withheld <b>\$ 174.93</b>
Form 1099-G Keep for your records. <a href="http://www.irs.gov/irs1099g">www.irs.gov/irs1099g</a> Department of the Treasury - Internal Revenue Service		out here -		

**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/uis](http://www.michigan.gov/uis) 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?



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?

The screenshot shows a user account dashboard. On the left, under 'UI Claim', there is a redacted area, a 'UI Claim' link, and a 'BYE: 14-Apr-2018' date. On the right, under 'Account Alerts', there are two warning messages: 'Additional Fact Finding is required for your claim - Click Here to Respond' and 'Outstanding Balance: \$932.78', which is highlighted with a red box. A 'MIWEM' logo is also visible.

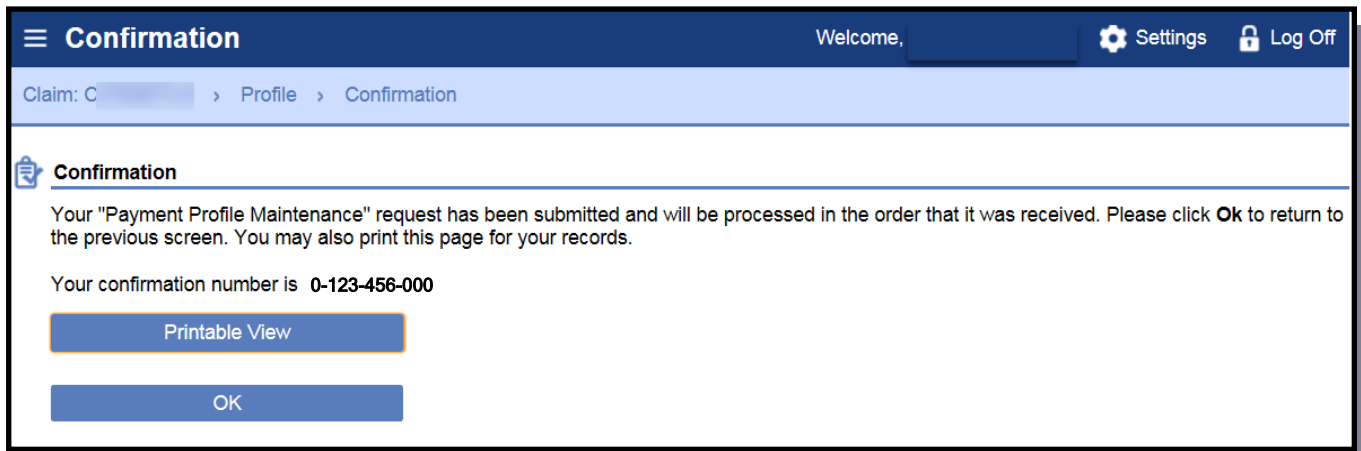
When there is an overpayment, the balance will appear in the Account Alerts section when you log into your account.

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.

The screenshot shows the 'Payment Profile' form. At the top, there is a navigation bar with 'Home', 'Welcome, [redacted]', 'Settings', and 'Log Off'. Below the navigation bar, there is a breadcrumb trail: 'Claim: > My Claims > Profile'. A red box highlights a message: '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.' The form itself has a 'PAY TO THE ORDER OF' field with 'Unemployment Insurance Agency' entered. Below this are several required fields: 'Account Holder First Name', 'Account Holder Last Name', 'Bank Account Type', 'Routing Number', 'Routing Number', 'Account Number', and 'Confirm Account Number'. A 'Save' button is highlighted with a red box at the bottom right.

## 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 gear icon for "Settings" and a lock icon for "Log Off". Below the header is a light blue breadcrumb trail: "Claim: C [redacted] > Profile > Confirmation". The main content area has a sub-header "Confirmation" with a printer icon. The text 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 states "Your confirmation number is **0-123-456-000**". There are two buttons: "Printable View" and "OK".

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

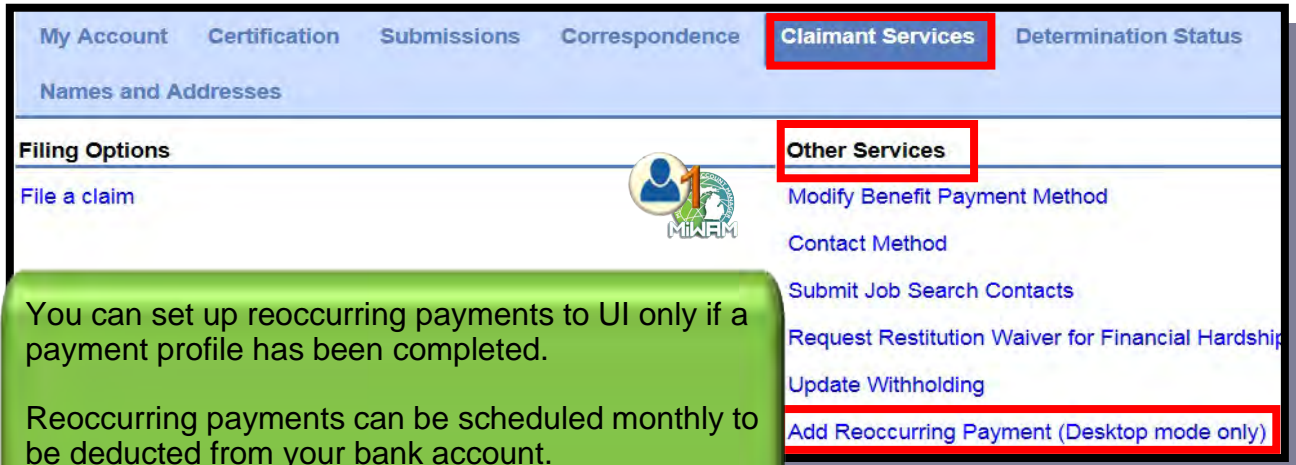
Click Printable View if you want to print a copy.

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?



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.



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.)

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

### Benefit - Elective Payment

Choose Payment Source:  ▼

UI Claim Payment Date: 11-Jul-2018

PAY TO THE ORDER OF Unemployment Insurance Agency 

JPMORGAN CHASE

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


Source Name:  Bank Account:  ▼ Routing Number:  Account Number:

Check Type:  ▼

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 

### Confirmation

Thank you for submitting your MiWAM reoccurring payment request.

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



5. Click OK to confirm and receive your confirmation.  
A web notice will be posted to your account.



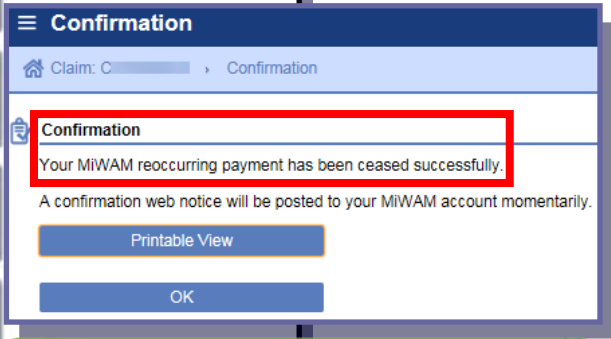
# How do I Stop a Reoccurring Payment?

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.

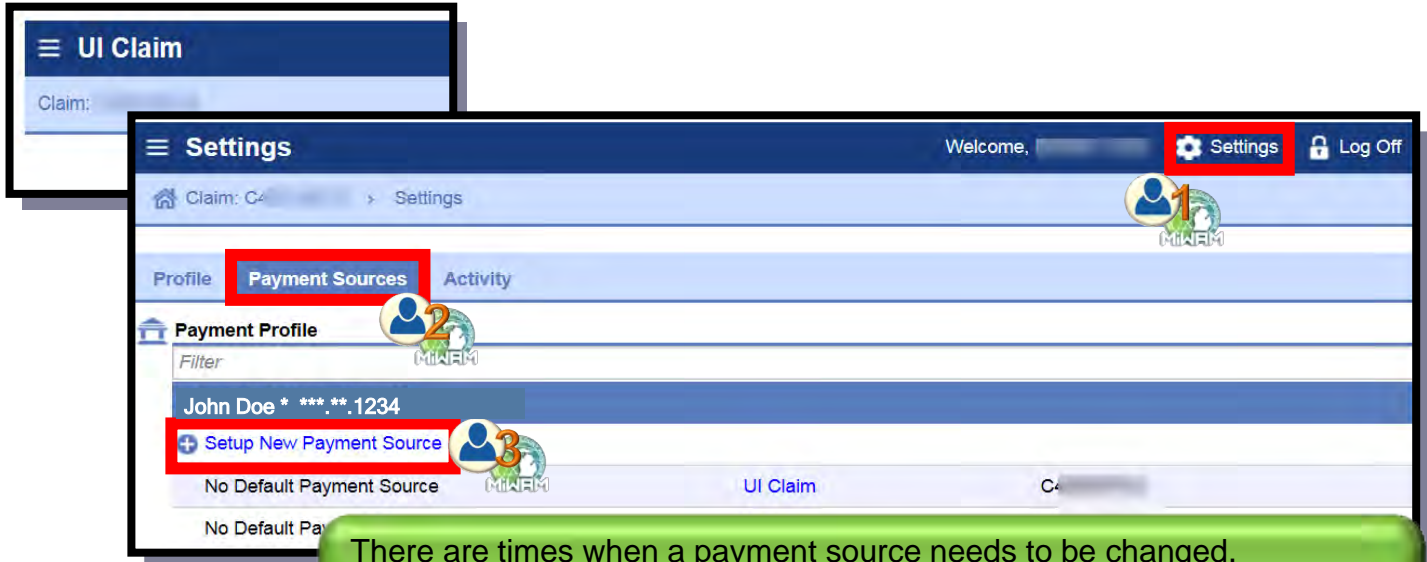
2. Click the Cease button to stop the payments.



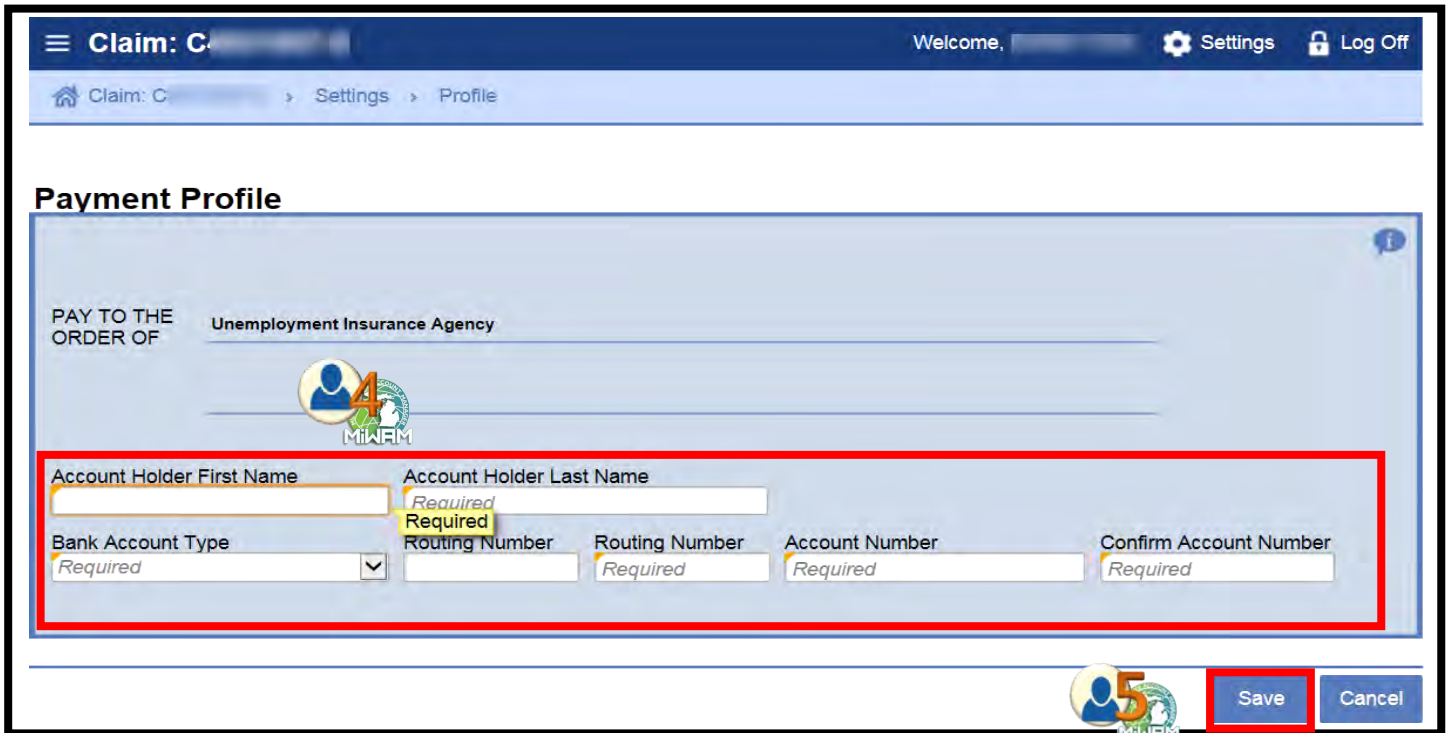
A confirmation window will appear. You will also receive a web notice in your MiWAM account verifying the stop payment.

# 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.



- There are times when a payment source needs to be changed.
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.



# How can I see Activity on my MiWAM Account?

The screenshot shows the MiWAM account settings interface. At the top, there is a navigation bar with a hamburger menu, the word "Settings", a "Welcome, [Name]" message, a "Settings" gear icon, and a "Log Off" button. Below this is a sub-header with a home icon, "Claim: C-...", and "Settings". The main navigation area has three tabs: "Profile", "Payment Sources", and "Activity", with "Activity" being the selected and highlighted tab. To the right of the tabs is a user profile icon with a "1" and the MiWAM logo. Below the tabs, there are two date input fields labeled "From" (with "09-Jan-2018" entered) and "To", followed by a "Search" button. Below the search area, the "Activity" section is displayed, starting with a "Filter" dropdown. The activity is organized by date, with a header for "Tuesday, Jul 10, 2018" and another for "Monday, Apr 9, 2018". The activity entries include:

- 04:26 PM: [Payment Profile Maintenance](#)
- 03:36 PM: [Verify Claimant Contact Information](#)
- 03:35 PM: Logged On
- 03:32 PM: Logged On
- 07:34 PM: [Certification Filing](#) UI Claim C-...-0 07-Apr-2018
- 07:33 PM: [Add Job Search Contacts](#) UI Claim C-...-0
- 07:27 PM: [Add Job Search Contacts](#) UI Claim C-...-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.

