



ASSISTING CUSTOMERS DURING MILOGIN IMPLEMENTATION

What is MILogin?

The MILogin solution provides Single Sign-On (SSO) capabilities and various security and compliance features for accessing many State of Michigan (SOM) services and systems online, across multiple state departments, with the same MILogin user ID and password. For more information on MILogin, [click here](#).

On November 18, 2018, the Michigan Web Account Manager (MiWAM) and Pure Michigan Talent Connect (PMTTC) systems came together under MILogin to better serve you. MILogin will help you get back to work faster by allowing you to access your MiWAM unemployment insurance account and your PMTC jobseeker account in one place using the same user ID and password. Bringing these accounts together in one place is convenient, efficient and secure, and will help you get back to work faster.

Filing for Unemployment Benefits

A claim for unemployment benefits begins the week it is filed. You should file your claim during your first week of unemployment. There are two ways in which to file a claim for benefits:

Online: Visit michigan.gov/uia and click sign in with MILogin to register or access your existing account. You must first sign up for a MILogin account to access MiWAM.

By Phone: Call 1-866-500-0017 to file your claim.

Claiming Weeks of Benefits

For each week you are unemployed, you must request benefits. This is referred to as certifying or reporting for benefits. You must report your eligibility every two weeks to receive payments. There are two ways in which to certify for benefits:

Online: Visit michigan.gov/uia and sign in with MILogin to register or access your existing account. You must first sign up for a MILogin account to access MiWAM. After logging into MILogin, access your MiWAM account to claim your benefits. Online is the preferred method for reporting.

By Phone (also known as MARVIN): Call 1-866-638-3993, Monday through Saturday, 8:00 a.m. until 7:00 p.m.

Responding to Fact-finding Requests

Submit copies of any records which you believe support your position. On all documents you submit, include your name, Claim ID, Letter ID and social security number (if applicable) as shown on the original request.

Online: Visit michigan.gov/uia and click sign in with MILogin to register or access your existing account. You must first sign up for a MILogin account to access MiWAM. Select "Additional fact-finding is required for your claim".

By Mail or Fax: Send documents to PO BOX 169, Grand Rapids MI, 49501 or fax to 517-636-0427.

In-person: You may also drop off these supporting documents to any of our local UI offices across the state.



Registering for Work

You must register for work and search for work to be eligible for unemployment benefits.

Step 1: Create your profile on Pure Michigan Talent Connect (PMTTC). Profiles can be entered at www.mitalent.org. The profile can be entered at a Michigan Works! Agency (MWA) Service Center or from any internet connection available to the claimant. Use your MILogin ID already created and linked to MiWAM to access PMTC. But wait, YOU ARE NOT DONE!

Step 2: Appear in person at an MWA Service Center. Have the Form UIA 1222, *Receipt for Work Registration*, date stamped by MWA staff. This serves as your receipt that you appeared in person and have a current PMTC profile. To locate the Michigan Works! Agency nearest you, go online to www.michiganworks.org or call 1-800-285-WORK (9675).

Unemployment Insurance Office Hours

Unemployment Insurance Customer Service Locations	Hours of Operation
Local offices in Detroit, Grand Rapids, Lansing, Saginaw	Monday – Tuesday: 7 AM to 6 PM Wednesday: 7 AM to 5 PM Thursday – Friday: 8 AM to 5 PM
All other local offices – Benton Harbor, Gaylord, Kalamazoo, Marquette, Mt. Clemens, Muskegon, Sault Ste. Marie, Traverse City	Monday – Friday: 8 AM to 5 PM
Toll-free customer service line 1-866-500-0017	Monday – Wednesday: 7 AM to 6 PM Thursday – Friday: 7 AM to 5 PM

For a list of our local offices across the state, please visit our [webpage](#).