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Introducing MiWAM

The Michigan Web Account Manager (MiWAM) is the Talent Investment Agency’s (TIA) online system for managing your unemployment account electronically. MiWAM makes doing business with the agency simpler, faster and more efficient.

MiWAM allows you to perform routine transactions such as filing claims, certifying for benefits, viewing correspondence, and updating your unemployment claim information online. The system is accessible 24 hours a day, seven days a week.

What You Can Do With MiWAM

- File a Claim
- Report for benefits
- Change Contact Information and Contact Method
- Respond to Fact-Finding
- Submit protest and appeal
- Make a Restitution Payment
- Request a Waiver for Financial Hardship
- Send Online Inquiries to Virtual Problem Resolution (VIPR) Team
- View all existing and past claims
- Submit Fraud Tips Anonymously

Who to Contact

If you have questions about MiWAM or for help with your unemployment claim, call 1-866-500-0017 to speak to a customer service representative.
If you want to create a MiWAM account, you must have a record with the Agency as a result of filing a claim within the past two years.

To access MiWAM, visit our website at michigan.gov/uia. Click on Michigan Web Account Manager for Claimants and Employers.

After clicking on the MiWAM logo, the home page shown below will appear. You can access your existing account or register as a new user. To register, click on *Sign Up for a Claimant MiWAM Account*. 

![MiWAM home page](image-url)
Step 2

On the MiWAM Sign-Up screen displayed below, you must enter the three required pieces of information needed to create a web account.

- Telephone number
- Social Security number (must be entered twice)
- Date of Birth (DOB)

After completing the required fields, you must click the Next Step button to go to the next screen.

Step 3

The next step in the process is to create your username and password to access MiWAM. Make sure your username and password are easy to remember, and make sure to answer the security question. The security question and answer is needed in the event you forget your username or password. You must provide an answer to your secret question to reset your password. There can be no leading or trailing spaces.

Your MiWAM password will expire every 13 months.
Step 4

Click Yes to accept the terms of the Security Agreement to be given access to MiWAM.

Once you click the Submit button, you will receive confirmation that your account is set up.

*Note: This is only when setting up a MiWAM account, not filing a claim.
Within MiWAM, you will see many tabs.

Tabs are used to organize information on a window. Each tab, in turn, can have multiple hyperlinks. Click a tab to display information corresponding to the tab label.
Once you are logged into MiWAM, your screen will default to an active claim if you have one. You can see overall activities, notices, tabs and letters. By clicking on a tab, you can see more specific details about each item. Some tabs are only viewable once you’ve selected the involved claim.

The current claim will have a blue hyperlink. Old claims will be gray.

*Note: Please keep in mind some of your letters or other important information may be on an old claim.
Michigan Web Account Manager

Find a Saved Claim

If for some reason you are unable to finish filing your claim, MiWAM allows you to save your claim and complete it later during the same calendar week. Just click the Save and Finish Later button during the claim filing process. You will receive a claim filing number.

Click the Find a Saved Claim link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely. Your claim will be discarded if not completed.

Enter the required information to find your saved claim.
From the Unemployment Insurance website, michigan.gov//ui/a, click on the MiWAM logo to access MiWAM. You do not need a MiWAM account to file your new claim online.

Under Online Services for Claimants, click on File a New Claim.

*Note: If you would like to file a claim and have already established a MiWAM account, just log in and click on the Claimant Services tab. Under Filing Options, click File a Claim.
Click the link for Step 1-Provide Identification Information to begin filing your claim. There are 7 steps in the claims filing process. You must complete all 7 steps. Clicking the blue hyperlink after each step, allows you to edit the information before you submit.

Once you complete all 7 steps you will see the following screen. The Submit button will only appear after all 7 steps have been completed. You must click the Submit button to receive a confirmation number. A red X displayed next to a step will indicate an error that needs to be corrected or the step has not been completed.
Begin filing your claim at Step 1: Provide Identification Information.

**Step 1: Provide Identification Information**

At the bottom of each page, the Return to Summary button is displayed. This button allows you to return to any step within the process at any time prior to submitting the claim. The completed steps are identified by the green checkmarks as indicated in the example on the previous page.
ENTERING YOUR OCCUPATION CODE

Next, you will enter your occupation code. Occupation code is a title that best categorizes the type of work you did for your employers.

To search for the occupation code, type a key word or words that describe your position (i.e., truck driver, teacher or waitress). 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 link next to your selection*. Your occupation will show on the employer information page as seen below.

*You can also find these instructions when filing a claim by clicking the information icon in the Occupation Code field.
After you have completed all of the required information, you will see a confirmation page. If you do not get a confirmation number, your claim has not been completed. Your confirmation will look like the image below:

Click OK to proceed.
Certification questions in MiWAM are presented for single weeks. Account Alerts will notify you if there are weeks for which you have not yet been paid and need to report. Click on the link to certify.

A list of certification questions to be answered will display.
If you indicate that you looked for work during the specified week, you can also enter your work search information while completing your certification in MiWAM.

You will then be directed to enter the job contact information as instructed below (you are required to report two job contacts per week).
Continue answering the certification questions. You must enter your MiWAM password to confirm your certification.

You will receive a confirmation message indicating that your certification has been accepted.

*NOTE:* You will be required to certify for each week individually in MiWAM. Your responses will be registered for one week at a time.
Submitting Your Work Search

You can submit your work search by clicking the Submit Job Search Contacts link below the Other Services column under the Claimant Services tab. You are required to report two job contacts per week.

Enter your job contacts as instructed. For each record, you must enter all of the requested information. Click Add Job Contact to enter another job contact. Once you are done entering records, click Submit.
There are two ways to respond to requests for information. When you log into your MiWAM account, check the Account Alerts. Just click on the link indicating that additional fact finding is required.

You can also click on the Fact Finding tab and then click on the link to add the required fact finding.

Complete the required fields and click the Submit button. You will be required to enter your password to authorize the submission. You will receive a confirmation number after you enter your password.
MiWAM allows you to review, keep track and respond to your notices and letters related to your UI account. Each letter you receive will have a unique letter ID number, making it easier to search for correspondence related to a specific topic. With MiWAM you can:

- View Web Notices;
- Send inquiries about your claim;
- Set your mail preference. Select this option if you would like to receive correspondence electronically;
- Search for correspondence sent from UI by the Letter ID;
- Check the status of correspondence sent to UI;
- See the status of your protest or appeal.

SEARCH BY LETTER ID AND CORRESPONDENCE

All letters sent to you from Unemployment Insurance will be viewable under the Recent Items tab. To see a copy of the letter, you can click on the letter you would like to view.

All correspondence that you send will be viewable in your MiWAM account by clicking the More button.
You can also view messages and notices sent from the Agency to your MiWAM account, or messages you’ve sent to the Agency inquiring about your account by clicking the More button.

To send a message or inquiry, click Send Message.

Once you have provided the required information, click Send Message.

You may attach other documents by clicking the Attachments link.
You can also send a message from the “I Want To” section.

You will be able to view the notices you have sent to the Agency’s Virtual Problem Resolution Team under the Outbox tab.
To see responses to your inquiry from the Agency’s Virtual Problem Resolution Team in your inbox. Click “MORE”.

Click the link to read the response from the Virtual Problem Resolution Team.
To update your profile information, click on My Profile.

Then click Edit.

Complete the requested information to update your profile information.

You will receive a web notice stating that your MiWAM Profile has been updated.
If you would like to change the method of how you receive your benefit payments, click the Claimant Services tab and then select the link to Modify Benefit Payment Method.

Your current payment method is displayed. Click Continue to change your payment method.
Provide the required information, verify for accuracy, then click the Submit button.

You will receive a confirmation.
To change your password, in the My Claims view, click on My Profile. Under I Want To, click the Change Password link. **Note:** This is not the process if you have forgotten your password.

Click Save to save your changes.
If you forgot your password, and need to reset it, from the MiWAM home screen, click *Having Trouble Logging In?*.

Your social security number and date of birth are required to retrieve your username. Once you have been identified you will be allowed to reset your password.
You will be asked to provide the answer to your security question which you selected when you first applied for benefits.

Follow the steps to reset your password. You will see a confirmation telling you that your password has been changed.
If you would like to change your tax withholding, log into your MiWAM account and select the Claimant Services tab. Click on the Update Withholding link.

Enter the number of exemptions.

Then, enter your password to certify the request and click OK.

You will receive a confirmation number indicating your request has been submitted.
MiWAM allows you to view and print your 1099-G. If you received benefits for the previous calendar year, a printable version is available by clicking the Recent Items tab. You’ll find your 1099-G under Unread Letters.

If the 1099-G is not displayed in Unread Letters, click More. Then click the All tab to view more letters.
**Michigan Web Account Manager**

**Accessing Your 1099-G**

---

<table>
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<tr>
<th>PAYER'S federal identification number</th>
<th>38-0000000</th>
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<th>PAYEE'S name</th>
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</table>

<table>
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<tr>
<th>RECIPIENT'S name</th>
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<table>
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<table>
<thead>
<tr>
<th>Account number (see instructions)</th>
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</table>

<table>
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<th>2016</th>
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</thead>
</table>

**Copy 2**

To be filed with recipient's state income tax return when required.

---

**Form 1099-G**

www.irs.gov/Form1099g

Department of the Treasury - Internal Revenue Service
To request a copy or corrected copy of your 1099-G, click the Claimant Services tab, then click the link to Request Form 1099-G under Other Services.
You can submit a request to change your name in MiWAM. Once you log in to your account and select the current Claim ID. Click on the Names and Addresses tab.

Click the hyperlink for your name or address. Fill in the information that has changed. Your name will not be changed unless you provide the Agency with supporting documentation. If your documentation is saved on your computer, you can attach a copy by clicking the Add link.
Click the Browse button to select the appropriate file from your saved documents that you want to attach as supporting documentation. Then click the Save button.

Once you click Save, a confirmation number will be displayed. The name change will not be final until legal documentation is verified by our office.
MiWAM allows you to protest determinations and appeal decisions that are associated to your account. Log in to your MiWAM account, click on the Determinations Status tab.

You will see a list of determinations and decisions associated with your account. To see a PDF copy of the letter, click on the link for the letter ID. To file your protest or appeal, click on File Appeal or File Protest.

<table>
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<th>Sent Date</th>
<th>Letter ID</th>
<th>Issue/Decision Type</th>
<th>Employer (if applicable)</th>
<th>Status</th>
<th>Claim ID</th>
<th>Action</th>
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<td>In Progress</td>
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<td>05/14/2018</td>
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</table>

Explain why you disagree with the determination, then click Submit.
Fill in the required information. You can also provide the Agency with supporting documentation. If your document is saved on your computer, you can attach a copy by clicking the Add link. Then, click the Submit button.

You will receive a confirmation indicating your request has been submitted.
If you have an overpayment with the Agency and would like to make your payments online, you can set up a payment profile in MiWAM and identify your financial institution. Click Manage Payment Profile under the I Want To section. *NOTE: This is not the process to change your method of receiving unemployment benefit payments (see page 21-Modify Benefit Payment Method).

Then click Add.
You must complete all of the required fields before you can save your information. The routing number that you enter will display the name of the financial institution. Verify for accuracy and then click the Save button.

Now you can view the Payment Profile information for your financial institution.
To look at your payment info, go to My Profile. Then click *Manage Payment Profile*. Click on the hyperlink with your name.

Change your payment profile information, then click *Save*.
MAKING A PAYMENT

If you have an overpayment, you can make payments through your MiWAM account. After you log into MiWAM, you will be able to see your overpayment balance and pending payments. By clicking the link Outstanding Balance you will be able to make a payment on the balance owed.

Enter the amount you wish to pay.
You must enter your MiWAM Password to authorize the transaction.

Once you have authorized the transaction, you will receive a confirmation number regarding your payment request.
ADD A REOCCURRING PAYMENT

After you set up your payment profile, you can also schedule monthly payments to be deducted from your bank account in MiWAM. Once you log into your account, click the Claimant Services tab. Under the column labeled Other Services, click Add Reoccurring Payment.

---

**Reoccurring Payment**

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

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

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

Date of First Payment

54 Nov 2016

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

Monthly Payment Amount: 100.00

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

- Choose number of payments
- Withdraw until balance is zero
Once you have completed the required information, click Submit.

Enter your MiWAM password to authorize payment.

You will receive a confirmation.
STOP A REOCCURRING PAYMENT

Reoccurring payments can be stopped up to one business day before your monthly payment date. Just click the Claimant Services tab. Under the column labeled Other Services, click the link to Stop Reoccurring Payment. Once you stop a payment, you will need to schedule a new reoccurring monthly payment if you want monthly payments to resume.

Reoccurring Payment

Clicking ‘Confirm’ will cease this Reoccurring Payment. UIA will no longer automatically withdraw a monthly payment from your bank account. If you do not want to cease your Reoccurring Payment, please click ‘Cancel’.

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

Date of First Payment: 04-Nov-2010

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

Monthly Payment Amount: 100.00

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

- Choose number of payments
- Withdraw until balance is zero

CONFIRMATION

Your MIWAM reoccurring payment has been ceased successfully.

A confirmation web notice will be posted to your MIWAM account momentarily.
View Support ID provides a number which can be given to a customer service agent for help with MiWAM screens. With the Support ID number, the agent will be able to remotely view your MiWAM session. Click Menu, View Support ID.

A Support ID number will be provided, which you can give to the customer service agent.
Whenever a claimant or employer conceals or misrepresents any eligibility information that can affect benefits paid, you have potential fraud. If you suspect unemployment insurance fraud, you may report it through your MiWAM account.

From the MiWAM home screen, click on the Report Fraud link.
Include as much information as possible, then click Submit.

### Unemployment Insurance Agency Fraud Reporting Form

- **Suspect Name**: [Required]
- **Country**: USA
- **Address Line 1**: 
- **Address Line 2**: 
- **Unit Type**: 
- **State / Province**: MICHIGAN
- **Attention**: 
- **When did the potential fraud occur?** 
- **Please provide the type of potential fraud**: [Required]
- **Please describe below what the accused is doing, or has done, that you believe constitutes fraud**: 

### Additional Information

- **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**
- **Do you want to add an attachment?**
- **Yes** | **No**

**You may also report your information by calling our toll-free fraud hotline at 1-855-UICRIME (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!
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.

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 link for “Having trouble logging in?” Your social security number and date of birth are required to retrieve your username. You will not be allowed to continue if this information is not provided. Once you have been identified you will be allowed to reset your password.

Q: Can I come back to finish 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” link 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 link 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 Agency 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.
TIA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.