

Michigan Web Account Manager
MiWAM Toolkit
for Claimants



Michigan Web Account Manager MiWAM Toolkit

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Michigan Web Account Manager Introducing MiWAM

The Michigan Web Account Manager (MiWAM) is the Unemployment Insurance Agency's (UIA) online system for managing your unemployment account electronically. MiWAM makes doing business with the UIA 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.

Managing your account online is secure, more accurate, processes quicker, and allows for more real-time interaction with UIA staff.

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.

Michigan Web Account Manager
MiWAM Logon Instructions
www.michigan.gov/uia

Step 1

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.

From the UIA Public Web Site, www.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 register as a new user, or access your existing account. To sign up for Online Services you must first click on the *“Sign Up for Claimant Online Services”* hyperlink.

The screenshot displays the MiWAM home page interface. On the left, there are three main sections: 'Online Services for EMPLOYERS', 'Online Services for CLAIMANTS', and 'Other Online Services'. The 'Online Services for CLAIMANTS' section is highlighted with a red box around the 'Sign Up for Claimant Online Services' link, with a red arrow pointing to it. The 'Log In To MiWAM' section on the right contains a login form with fields for 'Username' and 'Password', both marked as 'Required'. A 'Sign In' button is located below the password field.

Online Services for EMPLOYERS	Log In To MiWAM
<ul style="list-style-type: none">Register A BusinessSign Up for Employer Online ServicesLost/Never Received Authorization CodeForgot your Password? Forgot your Username?	<p>Please provide the username and password for your web account with the Unemployment Insurance Agency</p> <p>Username Required</p> <p>Password Required</p> <p>Sign In</p>
Online Services for CLAIMANTS	
<ul style="list-style-type: none">File a New ClaimFind a Saved ClaimSign Up for Claimant Online ServicesHaving trouble logging in? (Forgot password?)	
Other Online Services	
<ul style="list-style-type: none">Report Fraud	

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.

1. MIWAM Sign-up 2. Create Your Username 3. Security Agreement

MIWAM Sign-up

CLAIMANT SIGN-UP

Creating a MiWAM account will allow you to exchange information with the Unemployment Insurance Agency (UIA).

In order to create a MiWAM account, you must have filed an unemployment claim with the UIA in the past two years. Creating an account, and accessing functions and services online, will save you postage, time and provide convenient access to your account information. Please complete the following steps.

ENTER YOUR IDENTIFICATION

A social security number, date of birth and telephone number are required to create a MiWAM account. You will not be allowed to continue if the information below is not submitted.

1.1 Email Address

1.2 Phone Country USA

1.3 Phone Type Required

1.4 Phone Required

1.5 Social Security Number Required

1.6 Re-Enter Your SSN Required

1.7 Date of Birth Required

INSTRUCTIONS

- After completing all required fields click the "Next Step" button at the top of the Page.
- If you would like to cancel this request at anytime click the "Home" keypoint in the navigator panel.
- Click Here To View Field Legend

Cancel Previous Step **Next Step**

Step 3

The next step in the process is to create your username and password to access MiWAM. Create a username and password that is easy to remember. Make sure to answer the security question. Answering the question now will save time if you forget your username or password by allowing you to reset them after answering your security question. You must provide an answer to your secret question. There can be no leading or trailing spaces.

Your MiWAM password will expire every 13 months.

1. MIWAM Sign-up 2. Create Your Username 3. Security Agreement

Create Your Username

CREATE A USERNAME AND PASSWORD

You will use this username and password to sign into MiWAM.

2.1. User Name Required

2.2. Password Required

2.3. Confirm Password Required

SECURITY QUESTION

The answer to your selected secret question will be used to help identify you as the owner of this account.

2.4. Secret Question Required

2.5. Secret Answer Required

2.6. Confirm Secret Answer Required

USERNAME RULES

- Must be between 7 and 30 characters long
- Must contain both letters and numbers

PASSWORD RULES

- Must be between 8 and 15 characters long
- Must contain both letters and numbers
- Is case sensitive
- Cannot be the same as your username

Cancel Previous Step **Next Step**

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

Step 4

You must choose "Yes" on the Security Agreement to be given access to MiWAM.

1. MiWAM Sign-up 2. Create Your Username 3. Security Agreement

Security Agreement

ACCEPT THE 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.

ALL USERS-

- 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 the Agency'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 the Agency's ability to provide service is prohibited.
- Should the account be used as a part of network attack, the Agency 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.
- The Agency 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

All steps have been completed.

When you are ready to continue, click the "Submit" button.

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.

This MiWAM user account was successfully created. You can now log into MiWAM to access all of your claim related information.

Username: welcome123

Your Confirmation Number is: 1-022-512-000

Thank you for using MiWAM!
Unemployment Insurance Agency

If you have questions regarding your unemployment account call Customer Service at 1-866-503-0017 (between 8am and 4:30pm Monday through Friday). You may also submit an inquiry through your MiWAM account.

Michigan Web Account Manager

Navigating MiWAM

UNDERSTANDING TABS IN MiWAM

Within MiWAM, you will see many Tabs and Sub-Tabs.

Tabs are used to organize information on a window. Each tab, in turn, can have multiple sub-tabs. Click a tab to display information corresponding to the tab label. When a tab is selected, its corresponding sub-tabs are then displayed beneath the selected tab.

Sub-tabs may display a superscript number. This number indicates the total of all items listed in that Sub-tab. For instance, in the Figure below, the "1" superscript on the Claims sub-tab indicates that there is one claim.



The screenshot shows a navigation bar with several tabs: CLAIMS¹, ACTIVITIES, NOTICES¹, LETTERS²⁴, CLAIMANT SERVICES, and NAMES & ADDRESSES. Below the tabs, the 'CLAIMS' section is expanded to show a table with the following data:

Claim Id	Claim	Type	Status	Benefit Year Beg
C3795577-0	UI Claim	Additional	Allowed	28-Jun-2015

CLAIMANT/CUSTOMER VIEW

Once you are logged into MiWAM, your screen will default to the "My Account" view. This is considered the Claimant/Customer view in MiWAM. You can see overall activities, notices, tabs and letters. By clicking on a tab, you can see more specific details about each item.



The screenshot displays the 'Claimant/Customer View' for a specific claim. At the top, it shows 'Claim: C' followed by a redacted ID and 'Help Log Off' links. Below this, a message states: 'User Information: You are signed in as millermaurent'. A warning icon and text indicate: 'To report timely, you must report between 21-Dec-2015 and 26-Dec-2015'. A 'I WANT TO...' box contains links for 'View My Profile', 'View All Claims', and 'View the MiWAM Toolkit'. The navigation bar includes tabs: MY ACCOUNT, CERTIFICATION, ACTIVITIES, NOTICES⁹, LETTERS⁹, CLAIMANT SERVICES, DETERMINATIONS, and NAMES & ADDRESSES. The 'CLAIM INFORMATION' section is expanded to show the following details:

Social Security Number	: *** - ** -	Withhold Taxes	: No
Benefit Year Begin	: 06-Dec-2015	Exemptions	: 0
Benefit Year End	: 03-Dec-2016	Dependents	: 0
Weekly Benefit Amount	: \$362.00		
Total Weeks Allowed	: 20.0		
Weeks Remaining	: 20.0		

Michigan Web Account Manager

Navigating MiWAM

CLAIM/ACCOUNT VIEW

Selecting a Claim ID gives the claim/account view in MiWAM. Notice more tabs allow you to take different actions on the claim or view activities that have taken place. To navigate back to the default Claimant/Customer view, select the Claim ID link on the top left of the screen or click the "View All Claims" link under the "I WANT TO..." section on the right.

Claim: C1 Help Log Off

User Information: You are signed in as welcome123

UI CLAIM CXXXXXXXXX

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

I WANT TO...
[View My Profile](#)
[View All Claims](#)
[View the MiWAM Toolkit](#)

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS² CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

CLAIM INFORMATION Overpayment Detail Payments

Social Security Number	: ***-**-****	Withhold Taxes	: No
Benefit Year Begin	: 28-Jun-2015	Exemptions	: 0
Benefit Year End	: 25-Jun-2016	Dependents	: 2
Weekly Benefit Amount	: \$	Balance	: \$0.00
Total Weeks Allowed	: 20	Pending Payments	: \$0.00
Weeks Remaining	: 16	Pending Balance	: \$0.00

WAIVER DETAIL Filter

Type	Begin Date	End Date	Associated Employer
Short Term Layoff	10-Nov-2015	14-Nov-2015	C
Temporary Layoff	24-Jul-2015	05-Sep-2015	D
Short Term Layoff	20-Jun-2015	04-Jul-2015	D

3 Rows

UNIQUE CLAIM ID

Your claim will now be identified by a unique Claim ID in MiWAM. The list defaults to your most recent claim at the top. By clicking on the Id number you can view the details of that claim. If you need to inquire about the details of a specific claim, now you can refer to the claim by the Claim ID number.

CLAIMS¹¹ ACTIVITIES NOTICES¹ LETTERS²⁴ CLAIMANT SERVICES NAMES & ADDRESSES

CLAIMS

Claim Id	Claim	Type	Status	Benefit Year Begin	Benefit Year End
C3795577-0	UI Claim	Additional	Allowed	28-Jun-2015	25-Jun-2016
C3665311-0	UI Claim	Additional	Allowed	29-Jun-2014	27-Jun-2015
C0472331-0	UI Claim	New	Allowed	30-Jun-2013	28-Jun-2014

Michigan Web Account Manager

Filing a New Claim

From the UIA Public Web Site, www.michigan.gov/uia, click on the MiWAM logo to access MiWAM to file a claim. You do not need a MiWAM account to file your new claim online.

*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 and select the link to *"File a claim"* under Filing Options.



After clicking on the MiWAM logo, the home page shown below will appear.

The screenshot displays the MiWAM home page interface. On the left, there are three main sections: 'Online Services for EMPLOYERS', 'Online Services for CLAIMANTS', and 'Other Online Services'. The 'Online Services for CLAIMANTS' section has a red box around the 'File a New Claim' link, with a red arrow pointing to it from the right. The 'Log In To MiWAM' section on the right contains a login form with fields for 'Username' and 'Password', both marked as 'Required'. A 'Sign In' button is located below the password field.

Online Services for EMPLOYERS	Log In To MiWAM
<ul style="list-style-type: none">Register A BusinessSign Up for Employer Online ServicesLost/Never Received Authorization CodeForgot your Password? Forgot your Username?	<p>Please provide the username and password for your web account with the Unemployment Insurance Agency</p> <p>Username <i>Required</i></p> <p>Password <i>Required</i></p> <p>Sign In</p>
Online Services for CLAIMANTS	
<ul style="list-style-type: none">File a New Claim ←Find a Saved ClaimSign Up for Claimant Online ServicesHaving trouble logging in? (Forgot password?)	
Other Online Services	
<ul style="list-style-type: none">Report Fraud	

Michigan Web Account Manager Filing a New Claim

continued

FIND A SAVED CLAIM

MiWAM allows you to save your claim and complete it later during the same calendar week. The **Save and finish later** button is displayed at the top and bottom of each page. 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. **Please note-MiWAM will timeout after 15 minutes of inactivity, for security reasons.**

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.

Step 1: Provide Identification Information << START HERE

The screenshot shows the 'Step 1: Provide Identification Information' form. At the top right, there are two buttons: 'Save and finish later' and 'Cancel'. Below the title, there is a section for 'IDENTIFICATION INFORMATION' with a note: 'Yellow boxes indicate information is required. A green box indicates optional 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.'

The form contains several sections:

- Social Security Number:** Two input fields for 'Social Security Number' and 'Confirm Social Security Number'. Both fields have a yellow 'Required' label. A 'Required' label is also present to the right of the first field.
- Have you worked under more than one Social Security Number?:** A question with 'Yes' and 'No' radio button options.
- Name Information:** Input fields for 'Last Name', 'First Name', 'Middle Name', 'Suffix', and 'Additional Last Name'. 'Last Name' and 'First Name' have yellow 'Required' labels.
- Driver License / State ID:** Input fields for 'Driver's license or state identification number' (labeled 'Document ID') and 'Issuing state of your driver's license or state ID' (labeled 'Issuing State').

At the bottom of the form, there are two buttons: 'Return to Summary' and 'Go to Step 2: Demographics'. At the very bottom right, there are two more buttons: 'Save and finish later' and 'Cancel'.

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 following page.

Michigan Web Account Manager Filing a New Claim

continued

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.

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.

You will be asked a series of questions. Based on your responses, you may be asked to answer additional questions to complete your application. Click on the blue text to complete each step. You can return to completed steps to correct or change information. Benefits will not be allowed on an incomplete application.

Give complete and honest answers. The law provides severe penalties of fines, imprisonment, damages, and/or community service for anyone who intentionally gives incorrect information or hides information to obtain or increase benefits. If you are using an interpreter or someone is helping you, that person should enter only your response to a question. You are responsible for responses given, the person helping you cannot be held liable.

There are 7 steps to the application that must be completed. If you do not get a confirmation number, your claim has not been completed.

✔ Step 1: **Provide Identification Information**

Name: TESTER TESTING

✔ Step 2: **Demographic Information**

Physical Address: 3024 W GRAND BLVD DETROIT MI 48202-8024

✔ Step 3: **Additional Information**

Additional questions have been answered



✔ Step 4: **Identify Employers**

EMPLOYMENT INFORMATION

Show History

Employer Legal Name	Business Name	Worked	Last Employer
LANTAGNE'S AUTO BODY LLC		<input checked="" type="checkbox"/>	<input type="radio"/>

✔ Step 5: **Payment Method**

You have chosen debit card as the payment method

✔ Step 6: **Set Up MIWAM Account**

You have completed your MIWAM account information.

✔ Step 7: **Benefit Rights**

You have reviewed your benefit rights.



Submit Save and finish later Cancel

Submit Save and finish later Cancel

LEGEND

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

Required fields designated by:

- A triangle in the top left corner
- A tooltip that says required

Required fields, left blank, will block the availability of future steps.

Clicking the **blue** hyperlink after each step allows you to edit the information prior to submission.

Michigan Web Account Manager

Filing a New Claim

continued

If you do not get a confirmation number, your claim has not been completed. Your confirmation will look like the image below:

Your internet application for unemployment benefits has been accepted. Your internet claim confirmation number is 444615552

Current date: Wednesday 16-Dec-2015

Claimant first and last name: TESTER TESTING

First MARVIN appointment: Monday, 28-Dec-2015 from 3:00 PM to 4:00 PM

Call MARVIN toll-free at 1-800-638-3993.

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 Workforce Agency (MWA) service center. 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 the UIA's claim portal, under UIA Online Services for Unemployed Workers
- Submit Form UIA 1563, Monthly Record of Work Search, via mail or fax
- Appear at Michigan Works Agency location to file a work search form

OK

Printable View

Michigan Web Account Manager Filing a New Claim

continued

ENTERING YOUR OCCUPATION CODE

Your occupation code is a title that best categorizes the type of work you did for your employers.

The screenshot shows a web form titled "Employer Information". Under the "OTHER EMPLOYMENT" section, there is a question: "Did you work for DETROIT CHASSIS LLC?" with "Yes" and "No" buttons and a link "Click here to Search for your Employer". Below this is a section titled "QUESTIONS: DETROIT CHASSIS LLC" with three input fields: "How many hours did you work per week?", "What was your rate of pay with this employer?", and "Occupation Code". The "Occupation Code" field has a blue information icon and a "Search Occupational Codes" button.

Click on the Search Code and type a key word or words that describe your position (i.e., truck driver, teacher or waitress).

The screenshot shows a "Request" dialog box with a "SEARCH" section. A red arrow points to the "Keyword" field which contains "sales". The "Type" is set to "SOC 2010". Below the search bar is a "RESULTS" section with a table of occupational codes. The code "11-2022" is highlighted with a red box. The table lists the following codes and descriptions:

Code	Description
11-2000	Advertising, Marketing, Promotions, Public Relations, and Sales Managers
11-2020	Marketing and Sales Managers
11-2022	Sales Managers
12-1022	Wholesale and Retail Buyers, Except Farm Products
13-1161	Market Research Analysts and Marketing Specialists
19-3032	Industrial-Organizational Psychologists
20-9021	Farm and Home Management Advisors
35-3041	Food Servers, Nonrestaurant
41-0000	Sales and Related Occupations
41-1000	Supervisors of Sales Workers

At the bottom of the dialog box, there are "OK" and "Cancel" buttons.

Press the enter key from your keyboard and a list of choices will appear. If you cannot find an exact match, choose the occupational code that best fits. Make your choice by clicking the blue results link next to your selection*. Your occupation will show on the employer information page as seen below

The screenshot shows the "Occupation Code" field from the previous form. The field contains the text "Advertising, Marketing, Promotions, Public Relations, and Sales Managers". The "Search Occupational Codes" button is visible to the right of the field.

*You can also find these instructions when filing a claim by clicking the information icon  in the Occupation Code field.

Michigan Web Account Manager Reporting for Benefits

Certification questions in MiWAM are presented for single weeks. The information sign appears if there are weeks that you have not yet been paid for and need to report. You will see the following screen after logging in to MiWAM:

UI CLAIM

J

DETROIT MI

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

MY ACCOUNT **CERTIFICATION** ACTIVITIES NOTICES⁰ LETTERS² CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESS

PREVIOUSLY CERTIFIED

Week	Weekly Benefit	Deductions	Withheld	Benefit Payment	Status
14-Nov-2015	260.00	55.00	0.00	205.00	Payment for \$205.00
08-Aug-2015	260.00	0.00	0.00	260.00	Payment for \$260.00
01-Aug-2015	260.00	0.00	0.00	260.00	Payment for \$260.00
25-Jul-2015	260.00	0.00	0.00	0.00	Certification for this week
04-Jul-2015	260.00	44.00	0.00	216.00	Payment for \$216.00

5 Rows

Click the [blue hyperlink "Click Here to Certify"](#) to answer the certification questions for the week(s) not reported. You will see a list of the certification questions that will need to be answered.

NOTE: You can change your address during the reporting process in MiWAM.

MiWAM will time out after 15 minutes of inactivity.

CERTIFICATION

CERTIFICATION QUESTIONS

Has your address changed since your last certification?

Are you claiming the week beginning Sunday, 11-15-2015 through Saturday, 11-21-2015? [i](#)

Were you available to accept full-time work every day between Sunday, 11-15-2015 and Saturday, 11-21-2015? [i](#)

Were you able to work full-time every day from Sunday, 11-15-2015 through Saturday, 11-21-2015? [i](#)

Did you look for work during the week Sunday, 11-15-2015 through Saturday, 11-21-2015? [i](#)

Michigan Web Account Manager Reporting for Benefits

continued

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.

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

[Click here to enter job contacts](#)



[Click here for help filling out Job Contacts](#)

Date Of Contact	Employer Name	Employer Phone Number	Name and Title of Person Contacted
-----------------	---------------	-----------------------	------------------------------------

You will then be directed to enter the job contact information as instructed below.

JOB CONTACTS

Date Of Contact: 00-Dec-2016
Employer Name: ABC warehouse
Employer Address: 1204 Main Street, Detroit MI 48202
Name and Title of Person Contacted: JOE SMITH
Contact Method: IN PERSON
Type of Work Applied For: SALES
Result: INTERVIEW

Michigan Web Account Manager Reporting for Benefits

continued

Continue answering the certification questions and click the **Submit** button.

Did you quit any job between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you refuse any job(s) or offer(s) of work between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Were you fired from any job between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you BEGIN attending school or training classes between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you BEGIN receiving a pension between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you receive vacation pay between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you receive severance pay between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you do any type of work between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you have any earnings between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Did you return to work full time between Sunday, 11-15-2015 and Saturday, 11-21-2015?	<input type="button" value="Yes"/>	<input type="button" value="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 11-15-2015 through 11-21-2015 are true and correct.		<input type="button" value="I Understand"/>



<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>
---------------------------------------	---------------------------------------

Michigan Web Account Manager Reporting for Benefits

continued

The screenshot shows a web form with several questions and a modal dialog box. The questions are:

- Did you receive vacation pay between Sunday, 11-15-2015 and Saturday, 11-21-2015? (Yes/No buttons)
- Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, 11-15-2015 and Saturday, 11-21-2015? (Yes/No buttons)
- Did you receive severance pay between Sunday, 11-15-2015 and Saturday, 11-21-2015? (Yes/No buttons)
- Did you do any type of work between Sunday, 11-15-2015 and Saturday, 11-21-2015? (Yes/No buttons)
- Did you have any earnings between Sunday, 11-15-2015 and Saturday, 11-21-2015? (Yes/No buttons)
- Did you return to work full time between Sunday, 11-15-2015 and Saturday, 11-21-2015? (Yes/No buttons)

The modal dialog box is titled "Please enter your password to confirm certification submission." It contains a "Password" input field with a "Required" label and "Ok" and "Cancel" buttons.

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

Ok Print

CONFIRMATION

Your certification has been accepted for the week-ending 6/22/2013. Your payment will be issued on the next business day. The expected amount of your payment is \$236.

Ok Print

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

Michigan Web Account Manager Submitting Work Search

You can also submit your work search by clicking the *"Submit Job Search Contacts"* link below the Other Services column under the **CLAIMANT SERVICES** tab.

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES LETTERS CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

FILING OPTIONS

- File a claim

OTHER SERVICES

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

JOB CONTACTS

You are able to submit your job contacts below. To begin press "Add Job Contact". 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 Job Contact" again. Once you are done entering your work search information click "Submit". In order to submit your work search you must have at least one completed contact. [Click here for help filling out Job Contacts](#)

Job Contacts List ABC

Job Contact 1 Remove Job Contact Copy row Add Job Contact

JOB CONTACTS

Employer Name: ABC Date Of Contact: 11-Dec-2015

Employer Address: 3024 W Grand Detroit MI Employer Phone Number: (313)500-0000

Name and Title of Person Contacted: BOB TEST Contact Method: IN PERSON

Type of Work Applied For: SALES

Result: INTERVIEW

Remove Job Contact Copy row Add Job Contact

Submit Cancel

Thank you for submitting your Work Search Request.
You can find this request under the **Activities** tab. **Note: Your request will be processed by the next business day.**

OK Printable View

Michigan Web Account Manager

Responding to Fact-Finding

There are two ways to respond to the Agency's request for fact-finding. When you log into your MiWAM account, just click on the link indicating that additional fact finding is required.

The screenshot shows the top navigation bar with the following tabs: MY ACCOUNT, CERTIFICATION, ACTIVITIES, NOTICES⁴, LETTERS¹, CLAIMANT SERVICES, DETERMINATIONS, NAME¹, and ADDRESSES. A red box highlights a notification: "Additional Fact Finding is required for your claim. Click Here to Respond". Below the navigation bar, the "DETERMINATIONS" tab is selected, and the "Fact Finding" sub-tab is highlighted. A table lists fact-finding items:

Fact Finding	Status	Employer	Claim ID
Unaware of Requirements to File	Required		C4203042-0

An "Add" button is visible next to the "Required" status. Red arrows point to the notification, the "Fact Finding" sub-tab, and the "Add" button.

You can also click on the **DETERMINATIONS** Tab, click the Fact Finding sub-tab and then click on the link to add the required fact finding.

The screenshot shows the navigation bar with the "DETERMINATIONS" tab selected. Below it, the "FACT FINDING" sub-tab is highlighted. A table lists fact-finding items:

Fact Finding	Status	Employer	Claim ID
Generic Availability	Required		C0027228-0

An "Add" button is visible next to the "Required" status. Red arrows point to the "DETERMINATIONS" tab, the "FACT FINDING" sub-tab, and the "Add" button.

Complete the required fields and click the submit button. You will be required to enter your UIA Web Password to authorize the submission. You can find this questionnaire under the **Activities** tab.

The screenshot shows a questionnaire titled "UNAWARE OF REQUIREMENTS TO FILE - QUESTIONNAIRE:". It includes the following sections:

- ISSUE DETAIL:** Issue: Registration
- QUESTIONNAIRE:**
 - You were required to register for work with Michigan Works! MiTalent Connect by 12/11/2015.
 - Did you register for work with Michigan Works? (Yes/No buttons)

Buttons for "Submit", "Save and finish later", and "Cancel" are visible at the top and bottom of the form.

Michigan Web Account Manager

Accessing Your 1099-G

MiWAM allows you to view and print your 1099-G. If you received benefits for the previous calendar year, a printable version can be viewed under the Letters Tab; then click "All". Then just click the link of the Letter ID.

01/14/2015

I WANT TO...
[View My Profile](#)
[View the MiWAM Toolkit](#)

CLAIMS⁵ ACTIVITIES NOTICES⁵ **LETTERS⁵** CLAIMANT SERVICES NAMES & ADDRESSES

Unread⁶ Read All UIA Received Correspondence

UNREAD						
Sent	Letter Id	Type	Claim ID	Claim	Week	Requested
22-Jan-2015	L0017463012	UIA 1302 -- (Re)Determination	C3026711-0	UI Claim		22-Jan-2015
21-Jan-2015	L0017206793	UIA 1713 -- Fact Finding	C3026711-0	UI Claim		20-Jan-2015
04-Feb-2014	L0008032517	FED 1099G -- for Claimants				04-Feb-2014
08-Jan-2014	L0008667674	UIA 1575C -- Claimant Mondet	C3388286-0	UI Claim		08-Jan-2014
19-Dec-2013	L0006419627	UIA 1053 -- Status of Benefit	C2680815-0	UI Claim		19-Dec-2013
17-Dec-2013	L0006443076	UIA 1713 -- Fact Finding	C2680815-0	UI Claim		17-Dec-2013

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	1 Unemployment Compensation \$	OMB No. 1545-0120 <div style="font-size: 2em; font-weight: bold; text-align: center;">2015</div> Form 1099-G	Certain Government Payments
PAYER'S Federal Identification Number RECIPIENT'S identification number	3	4 Federal Income Tax Withheld \$	Copy 2
RECIPIENT'S Name Street Address (including apt. no)	5 RTAA Payments \$ 0.00	6	To be filed with recipient's state income tax return, when required.
City or town, state or province, country, and ZIP, or foreign postal code	7	8 <input type="checkbox"/>	
Account Number (See Instructions)	10a State 10b State Identification	11 State Income Tax Withheld \$	

Form 1099-G
www.irs.gov/form1099g
Department of the Treasury -- Internal Revenue Service

To request a correction to your 1099-G or to request a 1099-G for benefits paid prior to the previous calendar year, go to michigan.gov/uia, Click Forms; UIA Worker Forms, and select [Form UIA 1920 - Request for Form 1099-G](#) or contact the UIA at 1-866-500-0017 to speak to a customer service representative.

Michigan Web Account Manager Letters and Correspondence

MiWAM allows you to review, keep track and respond to your notices and letters related to your UI account. Each letter you receive from UIA from this point on 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 claim inquiries to the Agency
- Set your mail preference—select this option if you would like to receive UIA correspondence electronically
- Search for correspondence sent from UIA by the Letter ID
- Check the status of correspondence sent to the Agency
- See the status of your protest or appeal

Here are some samples of what you'll see in MiWAM:

SEARCH BY LETTER ID AND CORRESPONDENCE

All letters sent to you from the Agency will be viewable under the Letters Tab and sub-tab. To see a PDF copy of the letter, you can click on the link of the letter ID.

All correspondence that you send to the Agency will be viewable in your MiWAM account here.



The screenshot shows the MiWAM interface with the 'LETTERS' tab selected. Below the navigation bar, there is a sub-tab 'Unread' and a filter 'UJA Received Correspondence'. A table titled 'UNREAD' displays the following data:

Sent	Letter Id	Type	Week	Requested
00 Dec 2015	L0025618008	UIA 1713 -- Fact Finding		00 Dec 2015
01 Dec 2015	L0024980267	UIA 1675C -- Claimant Mandet		30 Nov 2015

2 Rows

Michigan Web Account Manager

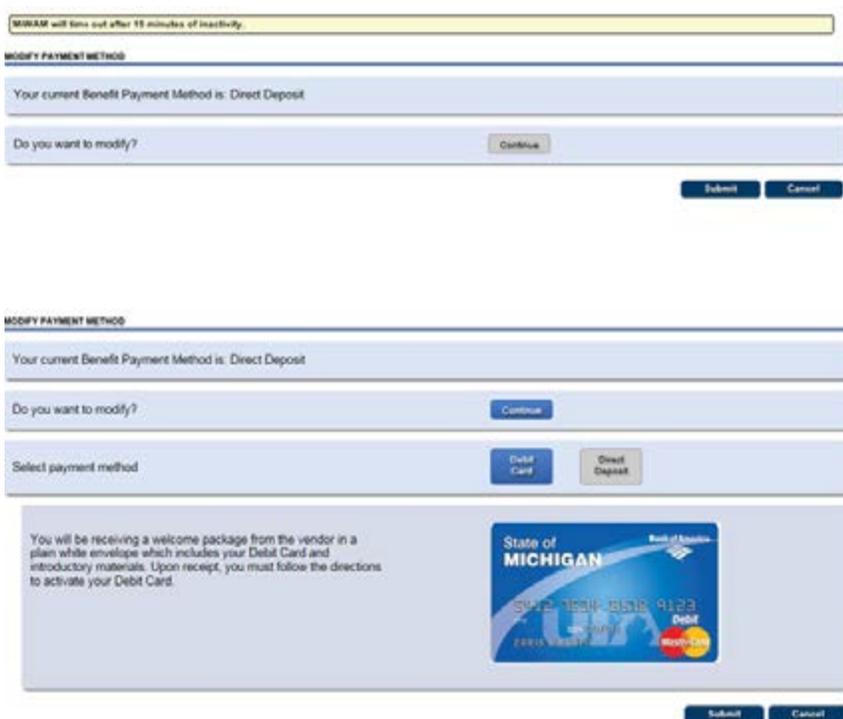
Other MiWAM Services

MODIFY BENEFIT PAYMENT METHOD

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”*.



Make your selections to change your benefit payment method:



Michigan Web Account Manager

Other MiWAM Services

continued

MODIFY PAYMENT METHOD

Your current Benefit Payment Method is: Direct Deposit

Do you want to modify?

Continue

Select payment method

Debit
Card

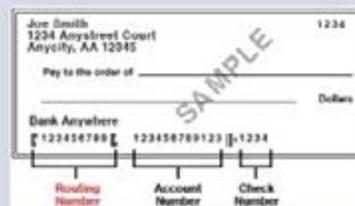
Direct
Deposit

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

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



Submit

Cancel

After you have provided the required information and clicked the **Submit** button, you will receive a confirmation.

Michigan Web Account Manager

Other MiWAM Services

continued

VIEWING AND SENDING ONLINE INQUIRIES

Viewing Notices

Viewing online messages from the Agency is now easier with MiWAM! Just click on the **NOTICES** tab. You can view messages and notices sent from the Agency to your MiWAM account, or messages you've sent to the Agency inquiring about your account.

I WANT TO...
View My Profile
View the MiWAM Toolkit

CLAIMS⁵ ACTIVITIES **NOTICES³** LETTERS⁷ CLAIMANT SERVICES NAMES & ADDRESSES

Unread³ Inbox Outbox

UNREAD

Posted	Subject	Claim Id	Claim Type	Week	Urgent	Attach	Mark As Read	Delete
17-Nov-2015	MiWAM Password Change				<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete
25-Nov-2013	MiWAM Address Update	C1073161-1	Extensions		<input type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete
25-Nov-2013	Welcome to MiWAM				<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark As Read	Delete

3 Rows

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

Send Message Cancel

SEND NOTICE

Message Type: Claim Status/Issue

Claim(s):

Certification Week:

Subject: Where is my claim

How much will I receive?

ATTACHMENTS

Name	Description	Size (Kb)	Sent
------	-------------	-----------	------

Send Message Cancel

Michigan Web Account Manager

Other MiWAM Services

continued

You will be able to view the notices you have sent to the Agency's Virtual Problem Resolution Team under the "Outbox" tab.

MY ACCOUNT	CERTIFICATION	ACTIVITIES	NOTICES ¹	LETTERS ¹²	CLAIMANT SERVICES	DETERMINATIONS	NAMES & ADDRESSES
Unread ¹	Inbox	Outbox					
OUTBOX							
Posted	Read	Subject	Week	Urgent	Attach	Send Message Filter	
10-Nov-2015	<input checked="" type="checkbox"/>	Need a new card		<input type="checkbox"/>	<input type="checkbox"/>	Delete	

Delete Close

WEB NOTICE - DEBIT CARD/DIRECT DEPOSIT

Claim ID

Claim Type

Sent: Tuesday, Nov 10, 2015 9:55:39 AM
Subject: Need a new card

I cannot find my debit card and need a replacement as soon as possible. I just changed to have my claim applied to the debit card and cannot locate it. Can this please be rushed to me.
Thank you

ATTACHMENTS

Name	Description	Size (Kb)	Sent
------	-------------	-----------	------

Delete Close

Michigan Web Account Manager

Other MiWAM Services

continued

You can see responses to your inquiry from the Agency's Virtual Problem Resolution Team in your inbox.

CERTIFICATION		NOTICES ²		ACTIVITIES ¹		LETTERS ⁹		ATTRIBUTES		CLAIMANT SERVICES		DETERMINATIONS						
UNREAD ²		INBOX		OUTBOX														
INBOX													Send Message		Mark All As Read		Filter	
Posted	Read	Subject	Claim Id	Claim Type	Week	Urgent	Attach											
23-Aug-2013	<input type="checkbox"/>	RE: Pending Issues	C0027228-0	Claim		<input type="checkbox"/>	<input type="checkbox"/>	Mark As Re: Delete										
23-Jul-2013	<input type="checkbox"/>	Welcome to MiWAM	C0027228-0	Claim		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark As Re: Delete										

Click the link to read the response from the Virtual Problem Resolution Team.

[Reply To Note](#) [Delete](#)

WEB NOTICE - MANUALLY SENT NOTICE

Claim ID:

Claim Type:

From: Unemployment Insurance Agency
To: CANDY BAR (barcandy12)
Date: Friday, Aug 23, 2013 10:12:39 AM
Subject: RE: Pending Issues

One or more (re)Determination(s) regarding your eligibility and/or qualification for unemployment benefits have been resolved.

Please allow 1 day for posting to your MiWAM account or 3-5 days via US Post.

Please continue to certify using your new online MiWAM account or you can still call MARVIN on your scheduled day and time

Thank you for using MiWAM!

From: CANDY BAR (barcandy12)
To: Unemployment Insurance Agency
Date: Monday, Nov 4, 2013 9:27:50 AM
Subject: Pending Issues

When will I receive payment

[Reply To Note](#) [Delete](#)

Michigan Web Account Manager Other MiWAM Services

continued

UPDATE PROFILE INFORMATION

To update your profile information, click on the *“View My Profile”* link from the *“I WANT TO . . .”* section. Then click the *“Update Profile”* link.



The screenshot shows the 'I WANT TO...' menu with three options: 'Update Profile', 'Cancel My Online Access', and 'Change Password'. A red arrow points to the 'Update Profile' option, which is highlighted with a red box.



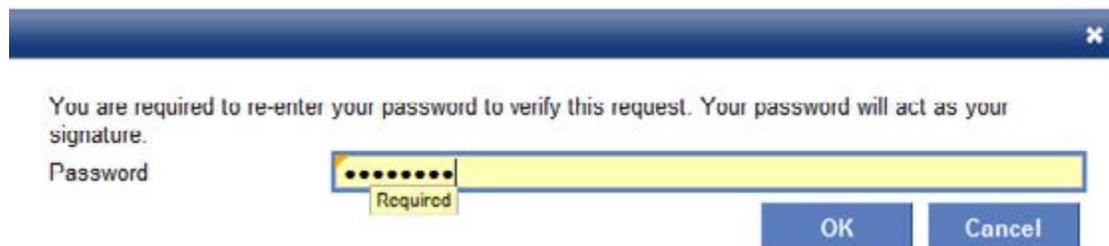
The screenshot shows the 'PAYMENT PROFILE' section with a table titled 'MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS'. The table has columns for Source Name, Account Type, Bank Name, Routing Number, and Account Number. There are 'Add' and 'Filter' buttons in the top right corner.

Click on Update Profile a popup will allow you to update your profile.



The screenshot shows the 'UPDATE PROFILE' popup form. It contains fields for Username (vi), Web Name (M), Email (m), Secret Question (What is your mother's maiden name?), New Question (What is your mother's maiden name?), Answer, and Confirm. There are also fields for Country (USA), Phone 1 ((989)), and Phone 2. The form has 'Save' and 'Cancel' buttons at the bottom right.

Type in your password to verify the request:



The screenshot shows a password verification popup. It contains a text box for the password, a 'Required' label, and 'OK' and 'Cancel' buttons. The text reads: 'You are required to re-enter your password to verify this request. Your password will act as your signature.'

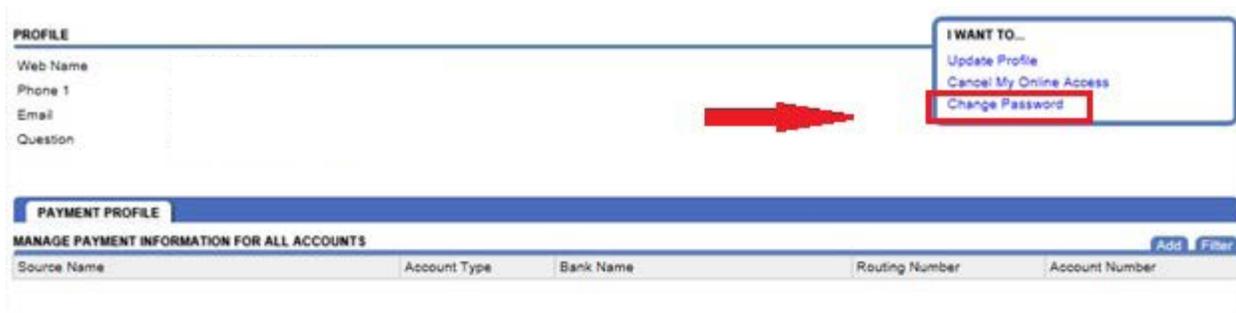
*You will receive a web notice stating that your MiWAM Profile has been updated.

Michigan Web Account Manager

Other MiWAM Services

CHANGING YOUR MIWAM PASSWORD

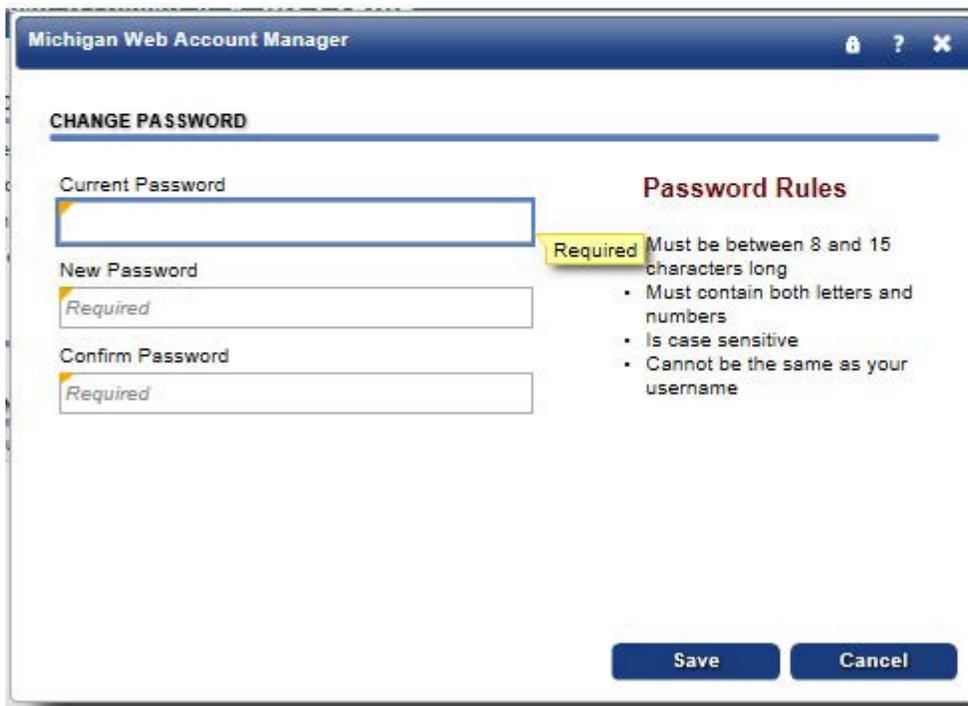
To change your password, click on the [“View My Profile”](#) link in the [“I WANT TO . . .”](#) section. Then click the [“Change Password”](#) link. Note: This is not the process if you have forgotten your password.



The screenshot shows the 'I WANT TO...' menu with three options: 'Update Profile', 'Cancel My Online Access', and 'Change Password'. A red arrow points to the 'Change Password' option, which is also highlighted with a red box. Below the menu is a 'PAYMENT PROFILE' section with a table header for 'MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS'.

Source Name	Account Type	Bank Name	Routing Number	Account Number
-------------	--------------	-----------	----------------	----------------

Click on Change Password to update your password.



The screenshot shows the 'CHANGE PASSWORD' form with three password input fields: 'Current Password', 'New Password', and 'Confirm Password'. The 'New Password' and 'Confirm Password' fields are marked as 'Required'. To the right of the input fields is a 'Password Rules' section with the following requirements:

- Must be between 8 and 15 characters long
- Must contain both letters and numbers
- Is case sensitive
- Cannot be the same as your username

At the bottom of the form are 'Save' and 'Cancel' buttons.

Michigan Web Account Manager

Other MiWAM Services

continued

TAX WITHHOLDING

If you would like to change your tax withholding, log into your MiWAM account and select the **CLAIMANT SERVICES** tab.

The screenshot shows the MiWAM user interface with the 'CLAIMANT SERVICES' tab selected. Under the 'OTHER SERVICES' section, the 'Update Withholding' link is highlighted with a red box, and a red arrow points to it from the right.

Next, click the link to "Update Withholding".
Once you have made your election, you must click the **Submit** button.

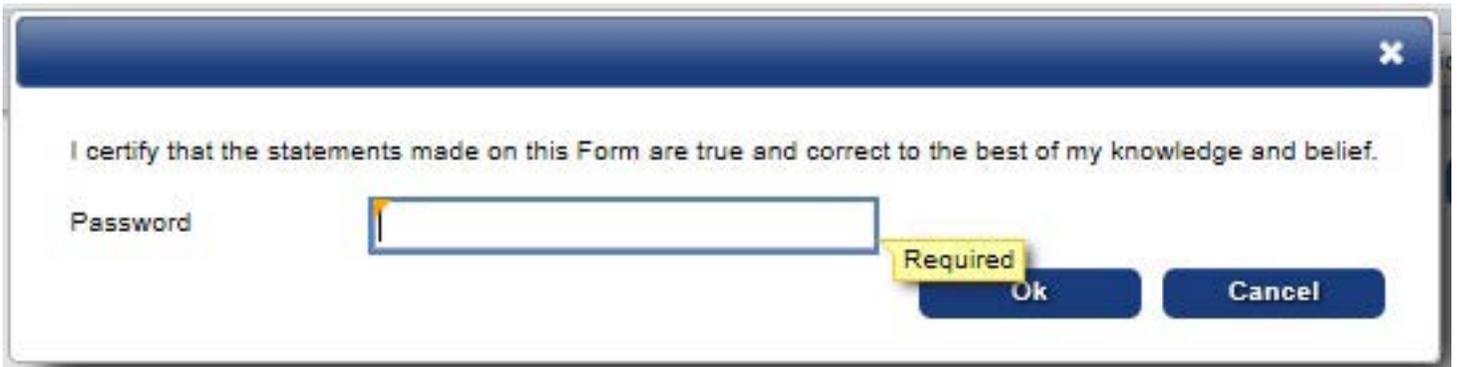
The screenshot shows the 'TAX WITHHOLDING/TAX EXEMPTION' form. A yellow warning bar at the top states 'MiWAM will time out after 15 minutes of inactivity.' Below the form title, the question 'Do you want state and federal taxes withheld from your weekly benefits?' is displayed. The 'Yes' radio button is selected, and the 'No Required' radio button is also visible. A red arrow points to the 'Submit' button, which is also highlighted with a red box.

Michigan Web Account Manager

Other MiWAM Services

continued

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



I certify that the statements made on this Form are true and correct to the best of my knowledge and belief.

Password

Required

Ok Cancel

You will receive a confirmation number indicating your request has been submitted.

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

Your confirmation number is 1-928-481-864.

OK

Printable View

Michigan Web Account Manager

Name and Address Changes

in MiWAM

NAME CHANGE

You can submit a request to change your name in MiWAM. Once you log in to your account and select the current Claim ID, you will see Names and Addresses in the upper right panel of the screen.

The screenshot shows the top navigation bar with the following tabs: MY ACCOUNT, CERTIFICATION, ACTIVITIES, NOTICES⁰, LETTERS¹, CLAIMANT SERVICES, DETERMINATIONS, and NAMES & ADDRESSES (highlighted with a red box). Below the navigation bar, the user's information is displayed: Legal Name: M, Physical Address: 5018 CASEVILLE MI.

Click on your name hyperlink. 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 above the panel on the right side of your screen.

The screenshot shows the "NAME CHANGE" form. At the top right, there is an "Add" link highlighted with a red box. Below the navigation bar, there are "Submit" and "Cancel" buttons. A yellow warning bar states: "MiWAM will time out after 15 minutes of inactivity." The form is titled "NAME CHANGE" and has a section for "Name Information" with the following fields: Last Name (Required), First Name (Required), Middle Name, and Suffix (Required). Below the form, there is a note: "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 on the left." At the bottom, there are "Attachment Instructions" and "Submit" and "Cancel" buttons.

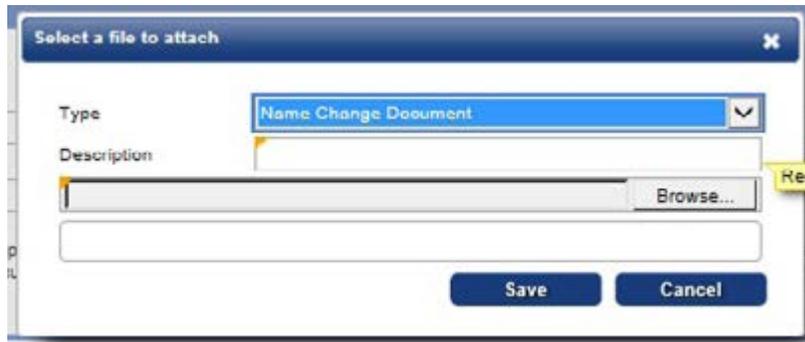
Michigan Web Account Manager

Name and Address Changes

in MiWAM

continued

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



You will receive a confirmation message once you have finished the process and clicked the **Submit** button.

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

Your confirmation number is 1-525-828-480.

OK

Printable View

Michigan Web Account Manager

Name and Address Changes

in MiWAM

continued

ADDRESS CHANGE

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS¹ CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

Legal Name

Physical Address

Click on your address hyperlink. Enter the changed information in the appropriate fields. You must click the button to validate your address before you click **Submit**.

Submit Cancel

MIWAM will time out after 15 minutes of inactivity.

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	3024 W GRAND BLVD				
Address Line 2					
Unit Type		Unit		City	DETROIT
State / Province	MICHIGAN	ZIP	48202-9733	Country	HURON
Attention					

Enter the address, then click here to validate the address

Required

Submit Cancel

Michigan Web Account Manager

Protests and Appeals

in MiWAM

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** tab.

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS³ CLAIMANT SERVICES **DETERMINATIONS** NAMES & ADDRESSES

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

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS³ CLAIMANT SERVICES **DETERMINATIONS** NAMES & ADDRESSES

Determination Status: Fact Finding

Determinations and Decisions that are associated to your account are listed below. If you wish to file a protest or appeal, please click the applicable link under Action. Note that once a protest or appeal is filed, a new determination must be issued before the issue can be acted upon again.

Date	Letter ID	Issue/Decision Type	Employer (if applicable)	Status	Claim ID	Action
		Ability - Ability		Pending Fact Finding - Add Additional Docs?	C4108067-0	In Progress
12/11/2016	L0026608106	Monetary (Re)Determination		Determination Issued	C4109067-0	File Protest

Michigan Web Account Manager

Protests and Appeals

in MiWAM

continued

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 from the attachment panel on the left of your screen. Then, click the **Submit** button.

Attachments

Add

Submit Cancel

MIWAM will time out after 15 minutes of inactivity.

File Monetary Protest/Appeal

Attachment Instructions:
To add the attachment please click the 'Add' link at the top of the page.
To remove an unwanted attachment, click the red 'X' next to the item in the attachment panel on the left.
Once all attachments have been added, please click the 'Submit' button located to the upper or lower right.

Letter ID: L0025606195
Letter Sent: 12/11/2015

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

Submit Cancel

You will receive a confirmation indicating your request has been submitted.

Your "Claimant Determination Protest/Appeal" request has been submitted and will be processed in the order that it was received. After overnight processing, you may view the status of your request by visiting the **Determination Status** subtab under the **Determinations** tab. You may also print this page for your records.

Your confirmation number is 0-988-957-568

OK

Printable View

Michigan Web Account Manager

How to Make a Payment

in MiWAM

Setting up a Payment Profile

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 the link to *“View My Profile”* under the *“I WANT TO...”* section. ***NOTE: This is not the process to change your payment method of receiving unemployment benefit payments (see page 21-Modify Benefit Payment Method).**

The screenshot shows the 'UI CLAIM C' page with a navigation bar and a 'CLAIM INFORMATION' section. A red box highlights the 'View My Profile' button in the 'I WANT TO...' section.

CLAIM INFORMATION			
Social Security Number	:		Withhold Taxes : Yes
Benefit Year Begin	:	12-Jul-2015	Exemptions : 3
Benefit Year End	:	09-Jul-2018	Dependents : 2
Weekly Benefit Amount	:	\$350.00	Balance : \$320.68
Total Weeks Allowed	:	20.0	Pending Payments : \$0.00
Weeks Remaining	:	15.0	Pending Balance : \$320.68

Click the Payment Profile tab. Then click Add to add your banking information.

The screenshot shows the 'PAYMENT PROFILE' management page. A red arrow points to the 'Add' button. Below is a table with the following columns:

Source Name	Account Type	Bank Name	Routing Number	Account Number

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

You must complete all of the fields, as they are required before you can save your information. The routing number that you enter will display the name of the financial institution. Click the **Save** button.

Payment Profile

PAY TO THE ORDER OF Unemployment Insurance Agency

JPMORGAN CHASE BANK, NA

Account Holder First Name	Account Holder Last Name	Check Type
TEST	TESTY	Personal
Bank Account Type	Routing Number	Routing Number Verify
Checking	072000326	072000326
	Account Number	Confirm Account Number
	*****	*****

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

Now you can view the Payment Profile information for your financial institution. You will only be able to see the last four digits of your account number.

PAYMENT PROFILE				
MANAGE PAYMENT INFORMATION FOR ALL ACCOUNTS				
Source Name	Account Type	Bank Name	Routing Number	Account Number
TEST TESTY	CP	JPMORGAN CHASE BANK, NA	072000326	****9123

If you would like to change or delete the payment information you have saved in MiWAM, click on the link "View My Profile" under the "I WANT TO..." section. Then click on the link of the source name to manage the payment profile information. Click the button to change or delete the payment profile information. If you change financial institutions, your online payment information must be updated within MiWAM.

Change Delete Cancel

Payment Profile

All Accounts

PAY TO THE ORDER OF Unemployment Insurance Agency

JPMORGAN CHASE BANK, NA

Account Holder First Name	Account Holder Last Name	Check Type
TEST	TESTY	Personal
Bank Account Type	Routing Number	Account Number
Checking	072000326	****9123

ACCOUNTS USING THIS PAYMENT PROFILE

Name	Account Id	Account Type
TEST TESTY	C3559003-0	UI Claim

Change Delete Cancel

Michigan Web Account Manager

How to Make a Payment

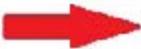
in MiWAM

continued

Making a Payment

If you have an overpayment with the Unemployment Insurance Agency, 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 to “make a payment” you will be able to make a payment on the balance owed to the Agency.

UI CLAIM C4141196-0

 [Outstanding balance: \\$362.00. Click Here to Make a Payment](#)

I WANT TO...

- [View My Profile](#)
- [View All Claims](#)
- [View the MiWAM Toolkit](#)

MY ACCOUNT CERTIFICATION ACTIVITIES NOTICES⁰ LETTERS⁰ CLAIMANT SERVICES DETERMINATIONS NAMES & ADDRESSES

FILING OPTIONS OTHER SERVICES [Filter](#)

File a claim

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

Submit Cancel

Payments scheduled more than 90 days in the future are not allowed and will result in a rejected payment.

Benefit - Elective

.JOHN BLACK Payment Date: 05-Jul-2013

UI Claim

PAY TO THE Unemployment Insurance Agency 50.00

Check Type Personal

JPMORGAN CHASE BANK, NA

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

Bank Account Type Routing Number: Account Number:

Checking 072000326 ****9123

 Submit Cancel

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

You must enter your MiWAM Password to authorize the transaction.



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



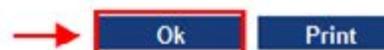
Once you have authorized the transaction, you will receive a confirmation number regarding your payment request.



Thank you for submitting your MiWAM payment request.

Your request will be transmitted to PayPoint within the next 10-15 seconds and you will receive an email regarding the results of the request. A web notice will also be posted to the account for which the payment was submitted. Please check back momentarily.

Your **MIWAM** confirmation number is **1-825-161-216**



Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

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", then click the link to "*Add Reoccurring Payment*".

The screenshot displays the navigation menu of the Michigan Web Account Manager (MiWAM). The menu includes the following tabs: MY ACCOUNT, CERTIFICATION, ACTIVITIES, NOTICES⁰, LETTERS⁵, CLAIMANT SERVICES (which is the active tab), DETERMINATIONS, and NAMES & ADDRESSES. Below the navigation menu, there are two main sections: 'FILING OPTIONS' and 'OTHER SERVICES'. Under 'FILING OPTIONS', there is a link for 'File a claim'. Under 'OTHER SERVICES', there are several links: 'Add Reoccurring Payment' (highlighted with a red box), 'Contact Method', 'Modify Benefit Payment Method', 'Request Restitution Waiver for Financial Hardship', 'Submit Job Search Contacts', and 'Update Withholding'.

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

Once you have completed the required information, click the **Submit** button.

Submit **Cancel**

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:

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:

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

Benefit - Elective Payment

TEST	TESTY		
UI Claim		Payment Date:	16-Dec-2016
PAY TO THE ORDER OF	Unemployment Insurance Agency		50.00
		Check Type	Personal
JPMORGAN CHASE BANK, NA			
MEMO: This payment will be applied to the outstanding balance on your claim account.			
Bank Account Type	Routing Number:	Account Number:	
Checking	072000320	****8623	

 **Submit** **Cancel**

Michigan Web Account Manager

How to Make a Payment

in MiWAM

continued

You must enter your MiWAM Password to authorize the transaction.



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



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



Thank you for submitting your MiWAM reoccurring payment request.

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



Michigan Web Account Manager How to Make a Payment

continued

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", then 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.

MY ACCOUNT **CERTIFICATION** **ACTIVITIES** **NOTICES⁹** **LETTERS¹⁸** **CLAIMANT SERVICES** **DETERMINATIONS** **NAMES & ADDRESSES**

FILING OPTIONS **OTHER SERVICES**

File a claim  **Stop Reoccurring Payment**
Contact Method

Confirm **Cancel**

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: 21-Dec-2015

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: 50.00

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

Benefit - Elective Payment

UI Claim: _____ Payment Date: 21-Dec-2015

PAY TO THE ORDER OF: Unemployment Insurance Agency 50.00

Check Type: Personal

JPMORGAN CHASE BANK, NA

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

Bank Account Type: Checking Routing Number: 072000326 Account Number: ****8369

Confirm **Cancel**

Your MiWAM reoccurring payment has been ceased successfully.
A confirmation web notice will be posted to your MiWAM account momentarily.

OK **Printable View**

Michigan Web Account Manager

Frequently Asked Questions

in MiWAM

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.

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?” A 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.

Q: How do I enter the Occupational 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 occupational 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.



*Rick Snyder, Governor
State of Michigan*



Stephanie Comai, Director



Sharon Moffett-Massey, Director

www.michigan.gov/uia

The Unemployment Insurance Agency is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.