

**UNEMPLOYMENT  
INSURANCE  
AGENCY**

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# No Line When Filing Online

## *Michigan's Internet service for filing unemployment claims*

Unemployed Michigan workers can file a new claim for unemployment benefits or reopen an established claim by visiting the Unemployment Insurance Agency's (UIA) Internet website.

### **How to file online.**

To use UIA's Internet Filed Claims (IFC) process, unemployed workers must visit the agency's website at [www.michigan.gov/uia](http://www.michigan.gov/uia).

The IFC service is open to take claims continuously from 7:00 a.m. Monday through 7:00 p.m. Saturday. It will take about 30 minutes to file a claim online, depending on the Internet connection speed.

### **Who can file online?**

To apply for unemployment benefits online, jobless workers must meet all of the following requirements:

- They have been employed by, at least, one but no more than 19 Michigan employers during the last 18 months;
- They have worked under only one Social Security number during the past 18 months;
- They have not filed a claim for unemployment benefits against another state during the past 12 months; and
- They have worked for a liable employer within the past 18 months

### **Information needed to file online.**

When preparing to file an unemployment claim online, applicants will need the following information about themselves when responding to questions asked by UIA's online filing process:

- Social Security number;
- MARVIN PIN (personal identification number), if one has been issued in the past;
- Driver's license number; or state identification number;
- Date of birth;
- Complete home address, including zip code, telephone number and county of residence;
- For each employer during the past 18 months
  - Employer's name and address
  - First and last day of work
  - Earnings during the last 18 months
- For those who are **not** U.S. citizens or nationals, an alien registration number and the expiration date for the work authorization are needed

### **Work registration required.**

When applying for unemployment benefits, applicants must register for work by data-entering a resume onto the Michigan Talent Bank (MTB) at a *Michigan Works!* Agency (MWA) service center or online at [www.michworks.org](http://www.michworks.org), unless UIA has waived this requirement. If you register online, you still must report in person to MWA to verify your registration is active in the system. Failure to register for work can result in a delay or loss of your benefits.

Fact Sheet

## Choice of Payment Methods

Those filing for unemployment benefits online will be asked to choose their preferred method to receive their unemployment benefit payments: either direct deposit into your bank or credit union account or by debit card. Benefits will be transferred to your debit card or bank or credit union account within 2-3 business days after reporting using MARVIN either online or by telephone.

## System requirements for filing through the Internet.

To file an unemployment claim online, jobless workers will need a computer with Internet access. In addition, they must have either Explorer 4.x or higher or other supported web browsers. They will also be asked to print various pages during the process, which requires the computer to be connected to a printer.

## How the system works.

UIA's Internet claims taking process uses an interactive application. In other words, the system will prompt users to answer a series of questions about themselves and their recent employment and wage history.

The data that is entered on the Internet screens will be uploaded to UIA's database. For those filing new claims, the agency will mail them an information booklet (*Unemployment Benefits in Michigan*) or it may be reviewed online at [www.michigan.gov/uia](http://www.michigan.gov/uia). After filing a new claim, a monetary determination will be mailed on the next business day. The determination tells workers if they are qualified for benefits based on their wages with employers. It also indicates their possible weekly benefit amount and the number of weeks they could be paid. Those reopening established claims will not receive another copy of the information booklet.

Once the claim is successfully entered online, a confirmation page will appear with a confirmation number. If any issues or problems should arise during the claim filing process, applicants will be advised to file their claims by telephone.

During the application process, an unemployed worker will also be advised about contacting the agency's MARVIN system and will be given an appointment date and time for contacting MARVIN Online or at the toll-free telephone number – **1-866-638-3993**. Workers must contact MARVIN every other week to certify that they meet the necessary eligibility requirements.

## The site is secure.

The UIA has done everything it can do to make its claims taking site as secure as possible to ensure that all information it receives from those applying for unemployment benefits is kept confidential.

## Questions?

Workers who file their claims by Internet or telephone and who have a problem or question about the claim can inquire by calling UIA's telephone-filed claims line at **1-866-500-0017**. The phone line is available to take inquiries on weekdays from 8:00 a.m. to 4:30 p.m., except State of Michigan holidays. Those with an online account can contact UIA's Virtual Problem Resolution unit (ViPR) with questions. Through ViPR claimants can email questions about or problems with their unemployment claim and receive an electronic response. To establish an account, go to [www.michigan.gov/uia](http://www.michigan.gov/uia) and click on "UIA Online Services for Unemployed Workers."



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