

State of North Carolina Unemployment Insurance

Guide to Online Claimant Self Service





Guide to Online Claimant Self Service

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Guide to Online Claimant Self Service

Getting Started

Introduction

Welcome to the State of North Carolina Unemployment Insurance Claimant Self Service (CSS) system. You can use this online system to file an unemployment insurance claim, file your weekly certification, check on the status of an existing claim, and more. This reference guide provides instructions on how to perform these activities.

Filing a claim for Unemployment Benefits involves two steps:

- Registering and applying for benefits (providing information about you, your past employment, your separation from employment, and other information to establish your claim for benefits and to help determine your eligibility).
- Filing a weekly certification to certify your unemployment for the past week and to request a weekly benefit payment. To continue receiving benefits, you will need to file a claim for each week to verify your ongoing eligibility.

For additional information about claim eligibility and the overall process, refer to the Unemployment Insurance Overview listed on our website des.nc.gov.



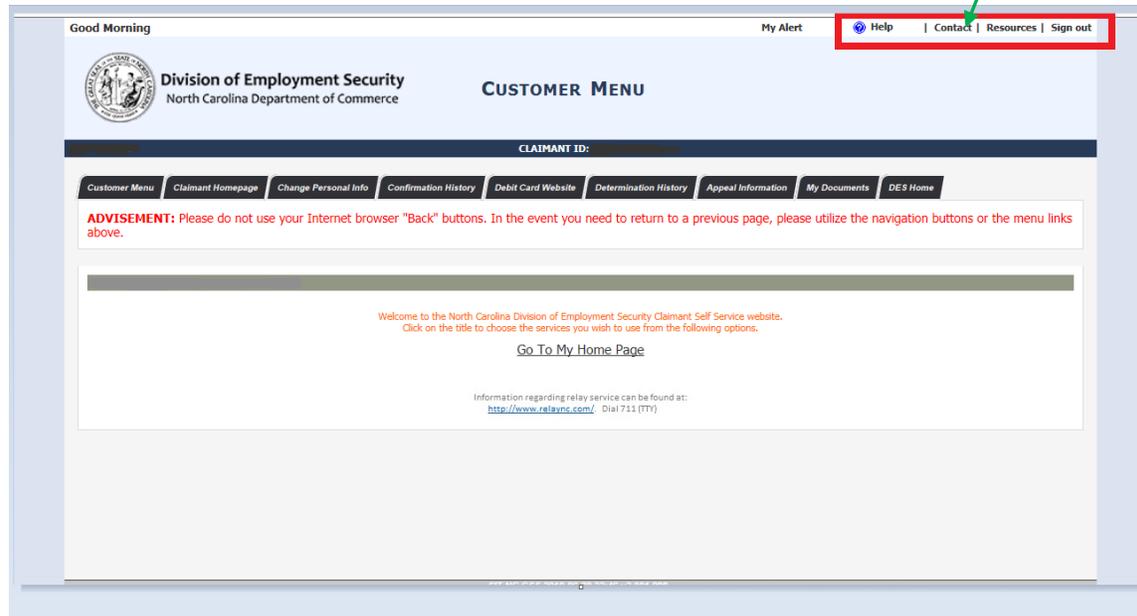
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Basic System Navigation

Many of the system's screens have common features that are described below:

There are links in the upper right corner of most screens that provide you with additional support:

- The [Help](#) link contains links to this reference guide.
- The [Contact](#) link provides our Agency Call Center phone number and hours of operation.
- The [Resources](#) link will redirect customers to the Division of Employment Security website.
- Be sure to click the link Logoff or Sign Out when you are done using the system.



Note that you should not use the Internet browser's **Back** button to navigate through the screens in CSS. Instead, you should use the buttons on the screens (some screens contain a CSS **Back** button) or use the top navigation menu to move between screens.

Note that the screenshots used throughout this guide are meant for illustrative purposes, and not all intended to be readable within this document.

All identifiable information has been removed from screen fields.



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Step 1: Completing Your Claimant Registration

Background

After creating your online IDM account, the next step in the filing process is to complete your online registration information. Doing so involves the following:

- Entering your Personal, Address, Contact, and Demographic Information

Note the following:

- If you have an existing or had a prior claim, some of this information may be pre-populated. In this case, you would update any out-of-date information and provide any missing required information. (In the future, if you are filing a new claim, and have completed your registration in CSS, the system will not require you to complete it a second time. However, you should review and update your personal information as needed.)
- The system saves your responses as you move from screen to screen. If you leave the system without completing your registration or claim, you will be required to complete this process upon logging in.
- If you start the claims filing process and do not complete it, you have seven (7) calendar days to log back in to complete your filing. After seven (7) days of inactivity, the system erases any partially saved claim information and you will have to start over. Be aware that the benefit period is based on the date your claim is completed, and not on the date you started.

Instructions

1. Complete the empty fields on the "Personal Information" screen.
 - Notice the Advisement in orange text at the top of the screen indicating that you should not use the Internet browser **Back** button when navigating through the CSS screens.
 - Some of the fields on the "Personal Information" screen will be pre-populated based on the information you entered when creating your online account.
 - You should complete the **Other Last Name Used** and **Other SSN Used** fields if you have used a different last name or SSN during any part of the previous 24 months.
 - All required fields will be indicated by an orange asterisk in front of the field name and must be completed before advancing to the next screen.
 - After entering information on this screen, click the **Next** button.



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CLAIMANT REGISTRATION: PERSONAL INFORMATION

Personal Information | Address Information | Contact Information | Demographics Info

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

Please provide your Personal information

Fields marked with an asterisk * are required.

*Date of Birth:

*First Name:

Middle Initial:

*Last Name:

Suffix:

Other Last Name Used (1): Note: Only list other last names used in the last 18 months.

Other Last Name Used (2):

Other Last Name Used (3):

Other SSN Used: (999-99-9999)

*Gender:

Mother's Maiden Name:

2. Complete the information on the "Address" screen.

- A "Residential Address" is required. A Post Office Box cannot be a residential address. A Post Office box cannot be a residential address.
- You should enter a "Mailing Address" if your place of residence is different than your Mailing Address.
- If there is additional address information, such as a Post Office box number, suite number, or apartment number, you can enter it into the **Address Line 1** field.
- After selecting North Carolina as your state of residence, the **Closest Employment Services Office** field will display and you must select the NCDES office that is closest or most convenient for you.
- After entering information on this screen, click the **Next** button.

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CLAIMANT REGISTRATION: ADDRESS

Personal Information | **Address Information** | Contact Information | Demographics Info

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

Please provide your Address information

This address is your address of record for the agency. Please make sure your address is correct and remains current. Your debit card and future correspondence will be sent to this address. If you change addresses, please make sure you change this address immediately. Failure to respond to correspondence from this agency due to an incorrect address may result in a delay or denial of benefits.

Fields marked with an asterisk * are required.

Residential Address	Mailing Address, if different from residential
*Country: <input type="text"/>	Country: <input type="text"/>
*Address Line 1: <input type="text"/>	Address Line 1: <input type="text"/>
Address Line 2: <input type="text"/>	Address Line 2: <input type="text"/>
*City: <input type="text"/>	City: <input type="text"/>
*State: <input type="text"/>	State: <input type="text"/>
*Zip: <input type="text"/>	Zip: <input type="text"/>
*Closest Employment Services Office: <input type="text"/>	



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- If the address you entered is incomplete or not recognized by the system, the "Address Search Result" screen will appear and provide options to validate your address information.
 - You can choose to accept the address you entered under "User entered Residential address" or instead select a system-suggested address under the "Addresses selected by the system" list (if applicable).
 - After making your address selection, click the **Select** button to populate the address field with the correct address.

ADDRESS SEARCH RESULT

Note: The address you entered has been identified as invalid/incomplete in a cross match with US Postal Service addresses. Invalid/incomplete addresses could be a result of a missing apartment number, an incorrect number on a street, or using street instead of avenue, etc. To proceed with the address entered, mark "User entered address" and press select. To use the address suggested by the system, click on the address you wish to use and press Select; or to change the address completely, press the Cancel button.

User entered Residential address

Address(es) suggested by the system

Suggested Address

- Complete the information on the "Contact" screen.
 - If you choose "E-mail" as your **Preferred Contact Method** for correspondences, you must include an email address in the **Email Address** field and be sure to read the special message regarding email. A valid telephone number is suggested for immediate contact, if necessary.
 - After entering information on this screen, click the **Next** button.

CLAIMANT REGISTRATION: CONTACT

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

Please provide your Contact information

Fields marked with an asterisk * are required.

Preferred Contact Method:

Primary Phone: (xxx-xxx-xxxx) Ext

Alternate Phone: (xxx-xxx-xxxx) Ext

Fax Number: (xxx-xxx-xxxx)

E-mail Address: (xxx@yyy.zzz)

Reenter E-mail Address: (xxx@yyy.zzz)



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5. Complete the information on the "Demographics" screen.
 - If you select "No" for the **U.S. Citizen** option, you will be required to enter your **Alien Registration Number**.
 - If you select "Other" as your **Preferred Language**, you will be required to enter your preferred language in the next field. Otherwise, leave this field blank.
 - After entering information on this screen, click the **Next** button.

The screenshot shows the "Demographics Info" screen with the following fields and options:

- U.S. Citizen:** Radio buttons for Yes (selected) and No.
- Document Type:** A dropdown menu.
- Do you need an interpreter?:** Radio buttons for Yes and No (selected). A note states: "Note: This service is supplied at no cost to you".
- For which language?:** A dropdown menu. A note states: "NOTE: If Other, please enter your language need."
- Education Level:** A dropdown menu.
- Ethnicity:** A dropdown menu.
- Race:** A section with the instruction "(Select all that apply)" and several checkboxes:
 - American Indian/Alaska Native
 - Asian
 - Black Or African American
 - Native Hawaiian Or Pacific Islander
 - White
 - Choose Not To Answer
 - Other
- Disabled:** Radio buttons for Yes, No (selected), and Choose not to answer.
- Veteran:** Radio buttons for Yes, No (selected), and Choose not to answer.

A green "Next" button is located at the bottom center of the form.

6. Read the information text on the "Customer Menu" screen and then select the **Go To My Homepage** hyperlink to access your Claimant Homepage.
7. Or, click the **File a New Unemployment Insurance Claim** hyperlink to continue the claims filing process.

The screenshot shows the "Customer Menu" screen with the following elements:

- Logo of the Division of Employment Security, North Carolina Department of Commerce.
- Navigation tabs: Customer Menu, Claimant Homepage, Change Personal Info, Confirmation History, Debit Card Website, Determination History, Appeal Information, My Documents, DES Home.
- ADVICE:** Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.
- Welcome message: "Welcome to the North Carolina Division of Employment Security Claimant Self Service website. Click on the title to choose the services you wish to use from the following options."
- Two hyperlinks are displayed, both circled in red:
 - [Go To My Home Page](#)
 - [File a New Unemployment Insurance Claim](#)
- Information regarding relay service can be found at: <http://www.relaync.com/> Dial 711 (TTY)
- Footer: SIT NC CSS 2015-06-29 22:46 v2.001.003



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Step 2: Applying for Benefits

Background

After completing your registration, you are ready to apply for benefits (set up your initial claim). Doing so involves the following:

- Providing required eligibility information.
- Providing or verifying up to a 24-month employment history and information about your last employer (and possibly your next-to-last employer).
- Providing information about your separation(s) and your work search.
- Reviewing the information entered and submitting your claim.
- Providing additional information through dynamic fact finding (DFF), if prompted.

Note the following:

- After applying for benefits, you will need to file a weekly certification each week to receive benefits (discussed in the next section).
- This section is specific to setting up an initial claim. If you had a break in your weekly filing process and need to re-open an existing claim, you should refer to the section on *Reactivating a Claim*.

Instructions

1. On the "Customer Menu" screen. Click the **File a New Unemployment Insurance Claim** link.
2. The system displays the "Before You Begin" screen. Be sure to read the important information section so that you will have all the necessary required information prior to filing your claim. Scroll to the bottom of the screen and click the **Next** button to continue.

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BEFORE YOU BEGIN

Before you login, you will need the following information:

1. **ALL INDIVIDUALS:**
 - Your Social Security Number.
 - Your work history for the past 2 years (employer name as it appears on your check stub, employer's payroll and physical addresses, telephone number, employment dates, rate of pay and information about your separation from each employer).
 - Details about separation, vacation or severance pay you received, will receive or are entitled to receive.
 - Details regarding any retirement pay (gross monthly amount of pay along with proof).
 - Your bank routing number and account number if you would like unemployment payments directly deposited into your bank account. If you do not select direct deposit, payment will be placed on a debit card.
2. **NON-CITIZENS:** Your Alien number and expiration date from your Employment Authorization Document.
3. **FORMER FEDERAL EMPLOYEES:** Your SF-50 form, SF-8 form, pay stub(s) or W-2 (if you worked in federal employment within the past two years). If this information is unavailable, you may provide it at a later date. Please proceed in filing your claim.
4. **FORMER MILITARY PERSONNEL:** Your DD214 Member 4. If your DD214 is unavailable, you may provide it at a later date. Please proceed in filing your claim.
5. Individuals applying for **Disaster Unemployment Assistance (DUA):** Your most recently filed income tax return if you are self-employed or a farmer. If this information is unavailable, you may provide it at a later date. Please proceed in filing your claim.

NOTE: If you do not complete and submit your application, your information is deleted after 7 days.

Privacy Act Statement

Your Social Security number is used (1) to verify your eligibility for unemployment insurance benefits, (2) to process your claim, (3) for statistical reporting purposes, (4) to report any benefits paid to you to the U.S. Internal Revenue Service and the N.C. Department of Revenue, and (5) to comply with the Privacy Act of 1974 and the Computer Matching & Privacy Protection Act of 1988 (CMPA). Your Social Security number is requested under the authority of the Internal Revenue Code of 1954 (26 U.S.C. 85, 6011(a), 60508, and 6109(a)). Disclosure of your Social Security number is mandatory to establish an unemployment insurance claim. Your Social Security number must be entered on any forms you submit to claim benefits. Your claim cannot be processed if you refuse to disclose your Social Security number.

By clicking on the Next button, I certify that I have read and understand the information above.

Next



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- You will arrive on the “Eligibility” screen. The tabs at the top of the screen indicate the steps that you will go through to apply for benefits.
 - Be sure to read each question carefully and select the correct option.
 - Complete all the questions appropriately and click the **Next** button. Note that on this screen and subsequent screens, you must supply all required responses to advance to the next screen.

The screenshot shows the 'ELIGIBILITY' screen. At the top left is the logo for the Division of Employment Security, North Carolina Department of Commerce. The title 'ELIGIBILITY' is centered at the top. Below the title is a navigation bar with tabs: Customer Menu, Claimant Homepage, Change Personal Info, Confirmation History, Debit Card Website, Determination History, Appeal Information, My Documents, and DES Home. A red advisory message states: 'ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.' The main content area is titled 'Eligibility Questions' and contains two questions: 'Indicate from what location you are filing your claim:' with a dropdown menu, and 'Have you applied for or are you receiving benefits from any state or federal programs?' with radio buttons for 'Yes' and 'No'. A green 'Next' button is centered below the questions. At the bottom, the text 'SIT NC CSS 2018-06-28 22:46 v2.001.088' is visible.

- The next screen contains the “Initial Claims Questions”. Answer each question as appropriate and click the **Next** button.

The screenshot shows the 'APPLY FOR BENEFITS: INITIAL CLAIMS QUESTIONS' screen. At the top left is the logo for the Division of Employment Security, North Carolina Department of Commerce. The title 'APPLY FOR BENEFITS: INITIAL CLAIMS QUESTIONS' is centered at the top. Below the title is a navigation bar with tabs: Initial Filing, Employment, Separation, Other Separation, Work Search, Summary, Submit, and Confirmation. A red advisory message states: 'ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.' Below the advisory message, it says 'Fields marked with an asterisk * are required.' There are five questions, each with radio buttons for 'Yes' and 'No': 'Are you currently self-employed or do you earn income on a commission basis?', 'Are you currently able to look for, accept, and perform full time work for which you have training or experience?', 'Are you currently enrolled in school or in training?', 'Is there any other reason why you cannot seek or accept immediate work (such as child care, transportation, care of a family member, etc.)?', and 'Are you receiving or applying for benefits under a state or federal law based on a total disability?'. A green 'Next' button is centered below the questions. At the bottom, the text 'SIT NC CSS 2018-06-28 22:46 v2.001.088' is visible.



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- 5. The next screen continues the “Employment Questions”. Answer each question as appropriate and click the **Next** button.

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APPLY FOR BENEFITS: EMPLOYMENT HISTORY

INSTRUCTIONS:

1. Make sure every employer you worked for since 01/01/2017 through today is listed.
2. Make sure every Military and Federal Employer you worked for since 24 months through today is listed.
3. If your employer is not listed, use the buttons below to add the employer.
4. If you did not work for an employer that is shown, click "Did not work for this employer."
5. For each employer, enter your dates of employment and the type of work you did (either full time or part time).

Employer Name	Type of Employment	Dates of Employment

3. If your employer is not listed, use the buttons below to add the employer.

Note: An employer must be selected before continuing. Type of Employment and Dates of Employment are required for the selected employer and all Military / Federal employers.

- Review and provide additional information about your work history. Make sure that every employer for which you have worked during the base period (last 18 months) is listed. If any are missing, add them as follows:

To add a North Carolina employer, click the **Add North Carolina Employer** button to open the “Add NC Employer” screen. You can either search for a North Carolina employer or manually add them. It is best to first search for them to see if they are already in the system. If you do not find the desired employer using the search function, you can click the **Manual Entry** button to add them manually. When done, click the **Finished Adding North Carolina Employer. Continue to Next Screen** button.

To add a Federal employer, click the **Add Federal Employer** button to open the “Add Federal Employer” screen. There are two ways to enter a Federal employer. (i) You can select from the **Most Common Federal Employers** dropdown list and then click the **Add Employer** button. (ii) Alternatively you can search for the employer using the search functionality. When done, click the **Finished Adding Federal Employers** button.

To add a Military employer, click the **Add Military Employer** button to open the “Add Military Employer” screen. Select the employer from the dropdown list. Then answer the “Yes/No” question and click the **Add Employer** button. Then click the **Finished Adding Military Employers** button.

To add an out of state employer, click the **Add Out of State Employer** button to open the “Add Out of State Employer” screen. Enter the employer information into the fields provided and click the **Add Employer** button. Then click the **Finished Adding Out of State Employers** button.

- Enter the type of employment and employment dates for your most recent employer, as well as dates for any Federal or Military employers.
- After entering information on this screen, click the **Next** button.



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6. If you had more than one employer listed on the "Employment History" screen, the system will display a "Collect Separation Information" screen listing each of those employers.
 - If you receive this screen, click the **Provide Additional Information** link for the first employer listed and complete the resulting screen (see next step). You will be redirected back to this screen to complete separation information for the next employer. Once you complete the process for each of the employers listed, you will continue through the remainder of the instructions.
 - If you do not receive this screen, you will proceed directly to the next step.

7. Complete the information on the "Separation" screen.
 - For the **Reason employment ended** field, select the separation reason that most accurately describes your reason for separating from employment.
 - After entering information on this screen, click the **Next** button.



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- The "Other Separation" screen asks you for additional information regarding your separation and claim eligibility. Complete the information on this screen appropriately.
 - Click on the [Federal Income Tax](#) and [State Income Tax](#) hyperlinks to see more information helpful for completing those fields.
 - If you choose to receive your benefits via Debit Card the "Benefits Payment Method" screen will display and you will need to agree to the terms of the bank agreement.
 - After entering information on this screen, click the **Next** button.

Fields marked with an asterisk * are required.

- *Are you currently receiving **workers' compensation** for a job related injury or illness? Yes No
- *Are you or will you receive pension or retirement pay (other than Social Security)? Yes No
- * Have you received, are you receiving, or are you entitled to receive separation pay (**vacation** , **severance** , **other**)? Yes No
- *Have you applied for or are you receiving any type of disability pay? Yes No
- *If you are eligible to receive benefits, would you like **Federal Income Tax** withheld from your benefits? Yes No
- * If you are eligible to receive benefits, would you like **State Income Tax** withheld from your benefits? Yes No
- If yes, what percentage of your weekly payment do you want withheld for NC income tax purposes? %
- *Preferred payment Method :

Next

- The next screen asks for information regarding your work search and availability to work. Complete the information as appropriate.
 - After entering information on the screen, click the **Next** button to continue.

Fields marked with an asterisk * are required.

- What is your lowest rate of pay **rate of pay** you will accept for the type of work you are seeking? Hour
- Are you willing to **work any day** of the week customary to the occupation you are seeking? Yes No
- Are you willing to **work any shift** customary to the occupation you are seeking? Yes No
- What round **trip distance** will you travel to seek and accept work? in miles

Next



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10. The "Summary" screen displays the information you entered in the previous screens. Be sure to carefully review this information before proceeding.

- If you need to change **any** information, each section contains an **Edit** button that will navigate you to the appropriate screen to make any necessary changes. You would then click that screen's **Next** button to return to this "Summary" screen.
- Before submitting your claim application, it is recommended that you use the **Print** button at the bottom of the screen to print a copy of your information for your personal records.
- Click the **Next** button at the bottom of the screen when you are ready to continue.

11. Be sure to read the information on the "Submit Claim" screen and select the appropriate options.

- You will need to accept the **Terms and Conditions** in the "Acknowledgements" section at the bottom of the screen by reading and clicking each checkbox.
Click the **Continue** button (scroll to the bottom of the screen).
- If you decide you are not yet ready to continue your claim, you can click the **I Do Not Wish to File** button (scroll to the bottom of the screen). Doing so will save all previously entered claim information for 7 calendar days, during which time you can return to submit your claim.



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APPLY FOR BENEFITS: SUBMIT CLAIM

Initial Filing | Employment | Separation | Other Separation | Work Search | Summary | Submit | Confirmation

Print

Penalties for Falsification

WARNING

Penalties and consequences for providing false information

Unemployment Insurance(UI) fraud is punishable by law and you could face a number of serious penalties and consequences. If you commit UI fraud, you could face penalties, such as:

- Prosecution
- Jail or prison sentence
- Requiring any inappropriately paid benefits
- Penalties and fines for false statements
- Being prevented from receiving benefits in the future

Document(s) we need from you

REMINDER

As you were filing your claim, we requested documentation from you. This is a reminder of the documents that you need to provide before we can process your claim. You can upload these documents by returning to this site at [Customer Self Service Homepage](#) and viewing your Homepage. Click on "My Documents" for a list of pending items and select the link for the document(s) you are providing. Follow the screen instructions to provide these documents. Failure to provide these documents may result in a delay or denial of benefits.

Benefit Rights and Information

BENEFIT RIGHTS INFORMATION AND RESPONSIBILITIES

Your benefit rights and responsibilities are explained in the North Carolina Division of Employment Security [Benefits Rights Handbook](#). You must read the information supplied in the handbook to fully understand your claim filing responsibilities. You may print this handbook or access it at any time.

12. Once you have submitted your claim, you will arrive on the "File Claim Confirmation" screen.

- Be sure to carefully read the information on this screen.
- This screen contains your **Confirmation Number** as well as additional information you will need to begin filing your weekly benefit claims. It is recommended that you use the **Print** button at the bottom of the screen print a copy of this information for your records.
- Now that your initial claim has been filed, DES will determine your eligibility for benefits based on your separation from your employer and UI Law. A Fact Finding for eligibility will be required for any separation other than lay off. You will be notified of the determination.
- You can click the **Claimant Homepage** to access your CSS Homepage.

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FILE CLAIM CONFIRMATION

Reactivate Filing | Other Separation | Work Search | Summary | Submit | Confirmation

Your Claim has been filed. Confirmation # 10600

The North Carolina Division of Employment Security is committed to meeting our Federal and State Requirements to pay benefits when due as efficiently as possible. Please watch your Homepage (after you log into the claimant self service application, click on the

Filing Weekly

If there are issues, they will be identified and listed below and also on your Home page. Until these issues are addressed, your certification will be on hold and payment cannot be made. Please respond to inquiries as soon as possible to avoid a delay in your payment. You can provide the information necessary by responding to our mail correspondence or by clicking on the hyperlinked issue(s) under the **Issues Delaying Payment** section (hyperlinked issues are the ones that appear in blue and are underlined).

- Were able, available, and actively looking for work.
- Did not refuse suitable work.
- Report earnings from work performed during the week, if any.

You may claim your weekly benefits by internet on the Interactive Voice Response(IVR) system.

Work Search Requirements

A weekly work search record must be submitted to the for each week you claim unemployment benefits. Your work search record must show that you made a minimum of five new verifiable job contacts each week. Your work search record is subject to random audit by the at any time. You will be denied benefits for any week(s) you do not meet these requirements, make a false statement, or misrepresent facts. You will be responsible for repaying benefits you received during the denial period.

Reporting Earnings

When filing for unemployment benefits, you must report all forms of income, including weekly earnings, retirement, severance, separation pay,wages in lieu of notice, and workers' compensation. Failure to report income will result in your having to repay any overpayment of benefits.

Employment Services

You must be actively registered for Employment Services to receive UI benefits, unless exempt by law. residents are required to register for Employment Service with the . Interstate claimants must register for Employment Services with the State Workforce Agency in the state where they reside.

Print | Claimant Homepage



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Step 4: Claiming Weekly Benefits

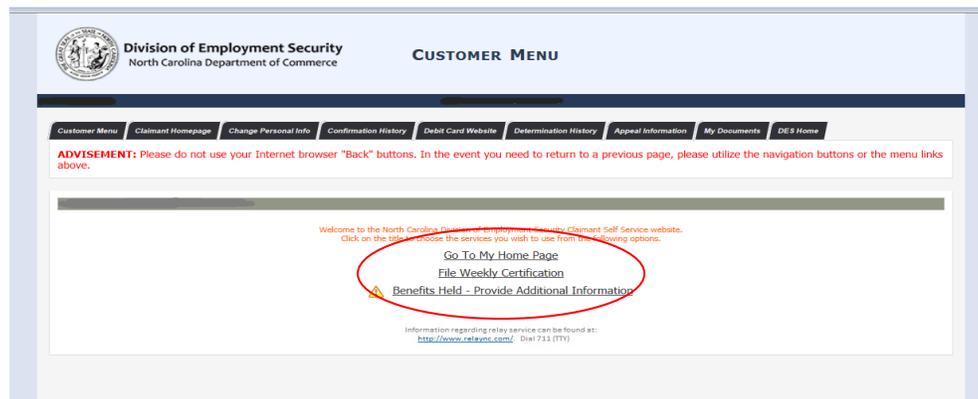
Background

For each week you wish to request a benefit payment, you must file a weekly certification, you must file a weekly certification. The benefit week begins on Sunday-at 12:01 a.m. and ends on the following Saturday at midnight. You may not file a weekly certification until the week has ended.

Note that if you have a break in filing for 15 days or more, your claim is inactive, you should advance to the section of this guide book on *Reactivating a Claim*.

Instructions

1. After logging into your portal via DES website, you will have access to file your weekly certification from the Customer Menu page.
2. Click the **File Weekly Certification** link. (You will only have this link if a weekly certification is available to be filed.)





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3. Be sure to read the reminders on the "Important Information" screen before continuing with the weekly certification process. Then click the **Next** button.

The screenshot shows the 'Important Information' screen for weekly certifications. At the top, it features the Division of Employment Security logo and the text 'WEEKLY CERTIFICATIONS: IMPORTANT INFORMATION'. Below the header is a navigation bar with tabs for 'File Weekly Certification', 'Summary', 'Submit', 'Confirmation', and 'Claimant Homepage'. The main content area contains a message: 'You have selected to certify for weekly benefits.' followed by a 'REMINDERS:' section with a bulleted list of important information. At the bottom, there is a 'Next' button.

REMINDERS:

- In accordance with North Carolina law, any misrepresentation of information provided on this claim is subject to prosecution.
- When you file a weekly certification for benefits, you **MUST** report all work and any earnings from that work including but not limited to :
 - Wages, tips, orientation pay, self employment earnings, and commissions.
 - Failure to provide complete and accurate information or omitting information in order to receive benefits may result in prosecution.
- When filing a weekly certification, you are submitting information about the previous week(s). You should file your certification at the end of each week. Failing to file, or filing late, may affect your payment(s).
- Because the claim week ends at midnight Saturday, June 30, the last day to file would be Saturday, July 14.

If you do not file within fourteen(14) days, your certification may be considered untimely and potentially disqualifying. You will need to reactivate your claim if you have not filed weekly certifications for two weeks.

[Next](#)

4. The "Eligible Weeks" screen lists the week for which you are eligible to file for benefits. Note the following:
 - On the far right, weeks not yet filed are indicated as "Available". Once you file a week, it will remain on this screen with a "Completed" indicator until it is processed. After the week has been processed, it has been processed, it will be removed from this screen.
 - If you have multiple weeks to be filed, you must complete each week individually from start to finish, before filing for the next week. The system will only allow you to file the weeks earliest to latest.
 - For the earliest available week listed, indicate if you wish to file. Then indicate whether you have had a separation from employment during that week.
 - After entering information on this screen, click the **Next** button.

The screenshot shows the 'Eligible Weeks' screen for weekly certifications. At the top, it features the Division of Employment Security logo and the text 'WEEKLY CERTIFICATIONS: ELIGIBLE WEEKS'. Below the header is a navigation bar with tabs for 'File Weekly Certification', 'Summary', 'Submit', 'Confirmation', and 'Claimant Homepage'. The main content area contains a message: 'Our records show that you are eligible to certify for Benefits for the following week(s). You will need to complete each week individually.' followed by a question: 'Did you end a job or complete an on-call/temporary job assignment during the week of 06/10/2018 to 06/16/2018 ?' with radio buttons for 'Yes' and 'No'. Below this, there is a 'Note' section and a 'Next' button.

Note: When answering the Weekly Certification questions, remember your answers should apply to that week only. Often the answers vary from week to week, so pay close attention to the week you are certifying for and answer the questions accordingly.

[Claimant Homepage](#) [Next](#)



Guide to Online Claimant Self Service

- If, on the prior screen, you indicated that you want to file for the selected week, you will be directed to the "Certification" screen. Answer all the questions on this screen and then click the **Next** button.

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WEEKLY CERTIFICATIONS: CERTIFICATION

File Weekly Certification Summary Submit Confirmation **Claimant Homepage**

Reminder: You are certifying for the week of 06/10/2018 to 06/16/2018. Each of your answers should apply to this week only. * indicates a required field. Format for dollar amounts should include decimal. Ex:999.99.

Did you end a job, complete an on-call or temporary job assignment during the week of 06/10/2018 to 06/16/2018? * Yes No

Did you work during the week of 06/10/2018 to 06/16/2018? * Yes No

Did you look for work during the week of 06/10/2018 to 06/16/2018? * Yes No

Were you able to work during the week of 06/10/2018 to 06/16/2018? * Yes No

Were you available to work during the week of 06/10/2018 to 06/16/2018? * Yes No

Did you refuse any job offers or referrals during the week of 06/10/2018 to 06/16/2018? * Yes No

Did you attend school or training during the week of 06/10/2018 to 06/16/2018? * Yes No

Did you receive a pension or retirement payment for the week of 06/10/2018 to 06/16/2018? * Yes No

Did you receive severance, separation or vacation pay for the week of 06/10/2018 to 06/16/2018? * Yes No

Did you receive holiday or bonus pay during the week of 06/10/2018 to 06/16/2018? * Yes No

Did you apply for or begin receiving any of the following during the week of 06/10/2018 to 06/16/2018: disability pay, Worker's Compensation or Unemployment Insurance under the law from any other State or Federal government agency? * Yes No

Back Next

- Review the answers displayed on the "Confirm Answers" screen.
 - If the system identifies responses that could impact your eligibility for benefits, they will be displayed at the bottom of the screen.
 - If you need to correct an answer, click the **I need to correct my answers** button to return to the "Eligible Weeks" screen (scroll to the bottom of the screen). You will then be able to walk through each screen again and make appropriate changes to your answers.
 - Once all your answers are correct, click the **My answers are correct** button (at the bottom of the screen).



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WEEKLY CERTIFICATIONS: CONFIRM ANSWERS

[File Weekly Claim](#) |
 [Summary](#) |
 [Submit](#) |
 [Confirmation](#) |
 [Claimant Homepage](#)

	Responses for Benefit Week 06/10/2018 to 06/16/2018
Did you end a job, complete an on-call or temporary job assignment during the week of 06/10/2018 to 06/16/2018?	NO
Did you work during the week of 06/10/2018 to 06/16/2018?	NO
Did you look for work during the week of 06/10/2018 to 06/16/2018?	YES
Were you able to work during the week of 06/10/2018 to 06/16/2018?	YES
Were you available to work during the week of 06/10/2018 to 06/16/2018?	YES
Did you refuse any job offers or referrals during the week of 06/10/2018 to 06/16/2018?	NO
Did you attend school or training during the week of 06/10/2018 to 06/16/2018?	NO
Did you receive a pension or retirement payment for the week of 06/10/2018 to 06/16/2018?	NO
Did you receive severance, separation or vacation pay for the week of 06/10/2018 to 06/16/2018?	NO
Did you receive holiday or bonus pay during the week of 06/10/2018 to 06/16/2018?	NO
Did you apply for or begin receiving any of the following during the week of 06/10/2018 to 06/16/2018: disability pay, Worker's Compensation or Unemployment Insurance under the law from any other State or Federal government agency?	NO

*** STOP ***
Please Review Your Answers Carefully

If there are any notes in the box below, please pay special attention to what they say.
 If your answers are correct, click "My answers are correct" below.
 If your answers are NOT correct, click "I need to correct my answers" below.

Note: This information is used to help with verification only, and does not indicate that an answer is incorrect.
 All of these answers apply to the week of 06/10/2018 to 06/16/2018.

7. Be sure to read the "Weekly Certification" information on the "Agreement" screen.
 - If you are ready to submit your weekly certification, click the **I Wish to Certify** button.
 - If you click the **I Do Not Wish To Certify At This Time** button, you will be returned to the "Claimant Homepage" screen and the weekly certification will not be filed. You can then complete the weekly certification within 14 days of the week ending date.



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WEEKLY CERTIFICATIONS: AGREEMENT

[File Weekly Certification](#) |
 [Summary](#) |
 [Submit](#) |
 [Confirmation](#) |
 [Claimant Homepage](#)

You have reached your **1st** weekly certification.

WEEKLY CERTIFICATION

- I hereby certify that I registered for work with a state employment agency.
- I certify that I have reported any and all work, earnings, and self-employment activity for this week, even though I may not have yet been paid.
- I certify that I have reported all circumstances that may interfere with my ability to seek and accept suitable work.
- I certify that all answers and information given in this application for benefits are true and accurate.
- I am aware that if I knowingly make false statements, fail to disclose a material fact, or misrepresent material facts to obtain or increase unemployment benefits, I may lose my benefits, be required to repay benefits received improperly with interest and penalty, and may be subject to civil and criminal prosecution.
- I acknowledge that if I do not wish to certify at this time, my certification will not be processed.

Back
I Wish to Certify
I Do Not Wish To Certify At This Time



Guide to Online Claimant Self Service

8. You will arrive on the "Confirmation" screen.
 - Be sure to read the information on this screen, including your **Confirmation Number** and the section explaining your weekly job search activities.
 - Use the **Print** button at the bottom of the screen to print the information (including your **Confirmation Number**) for your records.
 - Note that although there were no issues detected on the weekly certification, there may be other issues delaying payment on your claim. These issues are listed at the bottom of the screen. All weekly certifications will be held until determinations on these issues have been made.
 - If there are additional weeks for which you can claim benefits, you can click the **Weekly Certification** button (scroll to the bottom of the screen). Doing so will return you to the "Eligible Weeks" screen where you can complete your next weekly certification.
 - If there are no additional weeks to file you, can choose to return to your "Claimant Homepage" to view your information if desired or click the **Logoff** button.

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WEEKLY CERTIFICATIONS: CONFIRMATION

[File Weekly Certification](#) [Summary](#) [Submit](#) [Confirmation](#) [Claimant Homepage](#)

The North Carolina Division of Employment Security is committed to meeting our Federal and State Requirements to pay benefits when due as efficiently as possible. Please watch your Homepage (after you log into the claimant self service application, click on the link) for the current status of your claim. If it has been less than 21 days since you filed your claim, we ask you to please allow the process to be completed and not call or visit our offices to inquire about the claim status. Your homepage allows you to check on the status of your weekly payments.

If there are issues, they will be identified and listed below and also on your Home page. Until these issues are addressed, your certification will be on hold and payment cannot be made. Please respond to inquiries as soon as possible to avoid a delay in your payment. You can provide the information necessary by responding to our mail correspondence or by clicking on the hyperlinked issue(s) under the "Issues Delaying Payment" section (hyperlinked issues are the ones that appear in blue and are underlined).

You have successfully certified for your weekly benefits for the week ending:
06/16/2018

The confirmation number provided is for tracking purposes. You may print this page for your records.
Confirmation Number: 10593

Issues Delaying Payment (This Week)		
Issue	Complete By	Note
Personal Reasons Not Related To Work	06/21/2018	

Issues Delaying Payment (All)		
Issue	Complete By	Note
Personal Reasons Not Related To Work	06/21/2018	



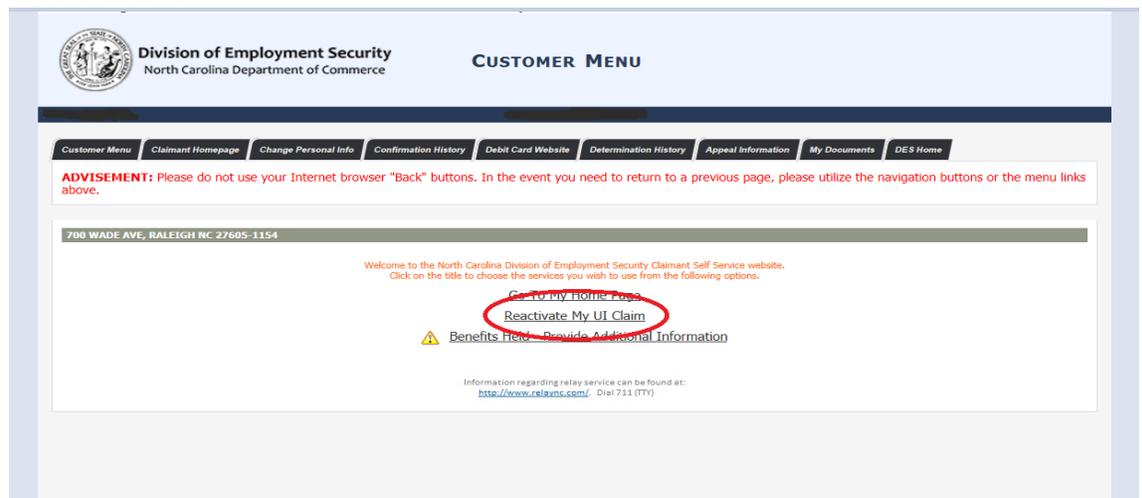
Guide to Online Claimant Self Service

Step 5: Reactivating a Claim

Background

If you have a break in filing for 15 days or more due to other employment or other reasons due to other employment or other reasons, your claim will automatically become inactive. However, you will be able to reactivate your claim if the benefit year has not yet expired and if you have not yet exhausted the benefits.

Instructions

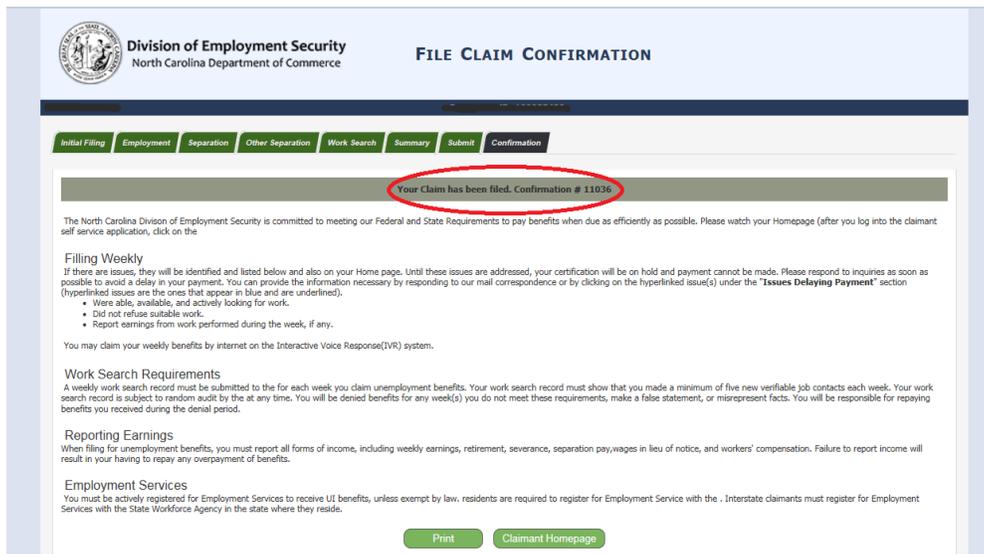


1. Log into the CSS system using your CSS account **Username** and **Password**.
2. Click the **Reactivate My UI Claim** link. (Note that you will see this link if you have had a break in filing for 15 days or more.)
3. This series of screens contain the same questions as those you answered when you filed your initial claim. Answer the questions on these screens as appropriate and click the **Next** button on each screen to continue. Please refer to page 14 through 22 for review.
4. Review the "Summary" screen in the same manner as when you filed your initial claim and use the **Edit** buttons if you need to make any corrections.
 - It is recommended that you print this screen for your records.
 - Click the **Next** button
5. Review and complete the "Submit Claim" screen in the same manner as when you filed your initial claim.
 - You will need to accept the **Terms and Conditions** by clicking each of the checkboxes in the "Acknowledgements" section (scroll to the bottom of the screen).
 - As when you filed your initial claim, you should print this information if you would like a copy for your records.



Guide to Online Claimant Self Service

- Click the button at the bottom of the screen.
6. You will arrive on the "File Claim Confirmation" screen and receive a confirmation number.
- a. After filing your claim, if desired, you can view information about your reactivate request by clicking the **Claimant Homepage** link at the bottom of the screen and clicking the **View** link in the "View Reactivate History" column related to your claim. Doing so will open the "Reactivate History" screen.



7. You will arrive on the "File Claim Confirmation" screen and receive a confirmation number.
- a. After filing your claim, if desired, you can view information about your reactivate request by clicking the **Claimant Homepage** link at the bottom of the screen and clicking the **View** link in the "View Reactivate History" column related to your claim. Doing so will open the "Reactivate History" screen.



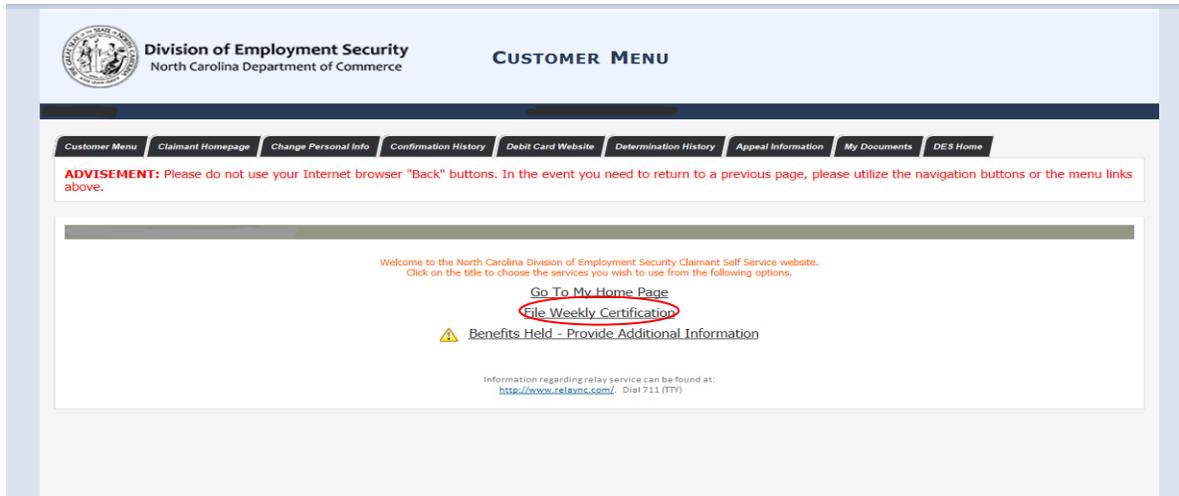
Guide to Online Claimant Self Service

Step 6. Additional CSS Functionality

Background

This section provides an overview of the functions and various types of information available in CSS using the options on the top menu.

The Customer Menu



Each time you log into CSS, you arrive on the "Customer Menu" screen (you can also get back to this screen by clicking the **Customer Menu** option on the top menu). Depending on the status of your claim, you may see one or more of the following links:

- Go to My Home Page
- File Weekly Certification
- Resume My UI Claim
- Reactivate My UI Claim
- Benefits Held – Provide Additional Information (If you see this link, you should click on it and answer any questions the system may ask to prevent a possible delay in the processing of your claim.)
- From time to time, NCDES may also display messages on this screen such as hours of operation or special holiday schedules.



Guide to Online Claimant Self Service

The Claimant Homepage

The “Claimant Homepage” is your “dashboard” that provides an overview of your claim history, payment history, messages, any outstanding fact finding (unresolved questions needed to help determine your eligibility), and other information. From this screen you can navigate to other detail pages and update your registration information.

- You can click the **Change Personal Info** link if you need to update your name, address, or email information.
- The "Claims" section displays an overview of your claim filing history. It contains links to the summary of your initial claim answers, as well as any additional or reactivated claims that have been filed.
- If you have an overpayment, the amount you owe will be listed to the right of the "Claims" header line with a **Make Payment** link.
- Clicking on a claim’s date under the **View Claim History End Date** column opens the "Claim History" screen. That screen displays specific information for the claim selected, including the amount you were paid, your remaining balance, and any overpayment balance you may have on your claim. It also contains "View Claim Answers" links where you can view the answers you provided when you filed the weekly certification for each week.
- The "Payments" section contains a list of your payment history. For any payments listed, you can click the link to see additional information.
- The "Issues Delaying Payment" section lists any outstanding issues on your claim. Those having a blue, underlined "hyperlink" indicate outstanding fact-finding questions you need to resolve by the **Complete By** date listed.
- Depending on the status of your claim, the "Smart Links" section may contain links to reactivate a claim, file special program claims, file a weekly certification, view your 1099-G, etc.



Guide to Online Claimant Self Service

Changing Your Personal Information

Division of Employment Security
North Carolina Department of Commerce

CHANGE PERSONAL INFORMATION

Customer Menu | Claimant Homepage | **Change Personal Info** | Confirmation History | Debit Card Website | Determination History | Appeal Information | My Documents | DES Home

ADVISEMENT: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

Please select the link for the information you wish to modify.

- » Change Personal Information
- » Change Contact Information
- » Change Payment Method Information
- » Change Address Information
- » Change Demographic Information
- » Change Tax Withholding Information

Claimant Homepage

The "Change Personal Information" screen contains links that allow you to access the screens you originally completed during your registration process, in the event you need to update any of your registration information.

Viewing Your Confirmation History

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CLAIMANT CONFIRMATION HISTORY

Customer Menu | Claimant Homepage | Change Personal Info | **Confirmation History** | Debit Card Website | Determination History | Appeal Information | My Documents | DES Home

ADVISEMENT: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

Confirmation #	Date	Time	Business Event
8376	06/12/2018	10:03 AM	Initial Claim

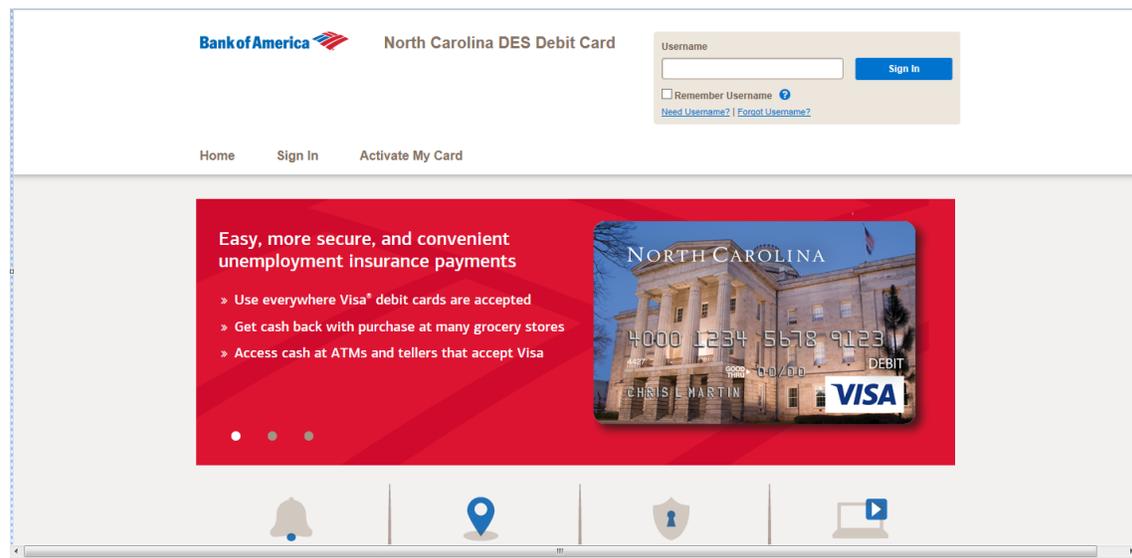
Claimant Homepage

The "Claimant Confirmation History" screen lists any actions performed on your claim, along with the date and time they occurred, and the confirmation number associated with the action. This is a useful screen when you have a question about whether an action has been successfully completed on your claim.



Guide to Online Claimant Self Service

Accessing the Debit Card Website



Clicking the **Debit Card Website** link from the menu opens the "Bank of America" website in a new window. You will need to follow instructions on this website to activate your card or set up a Username.

Viewing Your Determination History

Date Issued (Link to notice)	Program	Weekly Benefit Amount	Maximum Benefit Amount	Earnings Allowance	Remaining Benefit Amount	Duration	Base Period Starts	Base Period Ends	Total Base Period Wages
06/18/2018	UI	250	3,000	50	3,000	12	01/01/2017	12/31/2017	13,633.13
06/18/2018	UI	0	0	0	0		01/01/2017	12/31/2017	0.00

Employer Name	Employer Trade Name	Quarter	Year	Reported Wages	Removed Wages	Reason Removed
		2	2017	590.51	0.00	
		3	2017	5,665.36	0.00	
		4	2017	7,377.26	0.00	

The "Determination History" screen displays a list of all determinations that have been made on your claim.

- You have ten days to appeal the Wage Transcript and Monetary Determination.
- You can select to view an image of a determination notice by clicking on its link.



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- If there is a determination on your claim that is not in your favor a **Request Appeal** button will be displayed on the screen. You can click that button to file an appeal for the determination.
- There are buttons available to print your list of determinations and access your homepage.

Appeals Information

The screenshot shows the 'APPEAL INFORMATION' page for the Division of Employment Security, North Carolina Department of Commerce. The page features a navigation menu with 'Appeal Information' highlighted. Below the menu is an advisory message: 'ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.' The main content area is divided into four sections: 'Appeals History', 'Hearing History', 'Schedule Details', and 'Hearing Issues'. Each section contains a table with relevant data.

Appeals History						
Appeal ID	Appeal Date	Claimant	Employer	Status	Level	
151802	07/30/2018	Jane Smith	Sample USA	Scheduled	Appellate	

Hearing History						
Hearing ID	Docket#	Hearing Method	Location	Hearing Date	Hearing Time	Hearing Official
		Telephone	NCWorks Career Center- Moore County	08/30/2018	08:30 AM	---

Schedule Details		
Hearing Method : Telephone	Hearing Location : NCWorks Career Center- Moore County	Hearing Official : J. Jones
Hearing Date : 08/30/2018	Scheduled Start Time : 08:30 AM	

Hearing Issues		
Issues	Status	Appellant
Discharge - No Misconduct - CONV	Scheduled	Employer

The Appeals Information screen allows you to view information regarding any appeal scheduled for hearing.

- “Appeals History” provides information about the Appeal Date, Appeal ID, and Status of the Appeal (e.g. requested, scheduled, rescheduled, decision pending or closed).
- “Hearing History” provides the Docket Number associated with the appeal, Hearing Method of contact for the scheduled hearing, Location, Date and Time, and Hearing Official.
- “Schedule Details” provides Hearing Method, Date and Time, and Hearing Location.
- “Hearing Issues” lists the Issues considered for the scheduled hearing and the Appellant of such appeal.



Guide to Online Claimant Self Service

Viewing My Documents

Division of Employment Security
North Carolina Department of Commerce

MY DOCUMENTS

Customer Menu | Claimant Homepage | Change Personal Info | Confirmation History | Debit Card Website | Determination History | Appeal Information | **My Documents** | DES Home

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

Change Personal Info

This screen contains a complete list of all correspondence sent from NCDES to you, as well as copies of all correspondence you returned to NCDES. Clicking on the link will display a scanned image of that correspondence.

Sent by NCDES

Date Issued	Category	Correspondence
07/07/2018	Payments	Wage Transcript and Monetary Determination
06/19/2018	Adjudication	Determination Template
06/19/2018	Payments	Work Search Record
06/19/2018	Payments	Wage Transcript and Monetary Determination

Received at NCDES

Date Received	Category	Correspondence
07/07/2018		Dynamic Fact Finding - Interview
07/07/2018		Dynamic Fact Finding - Interview

The "My Documents" screen contains a list of documents related to your claim.

- The "Sent by NCDES" and "Received by NCDES" sections contain copies of correspondences sent to you from the agency and that the agency has received from you.
- The "Fact Finding" section contains copies of the fact-finding summary screens from any dynamic fact finding you completed.
- You can click on a correspondence hyperlink to view or print an image of a document.
- At the bottom of this page, you have the option to upload additional documents for your claim or appeal.



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**For additional information contact the Customer
Call Center at 1-888-737-0259**