**WORKFORCE
SERVICES
UNEMPLOYMENT INSURANCE**

Pandemic Unemployment Assistance (PUA)
Claims Process Overview

Step 1: Check to see if you are eligible for regular unemployment insurance online
- Use the "Am I Eligible?" tool at jobs.utah.gov/ui/home/Home/UiEligible to see if you might qualify for a traditional Unemployment claim.
- Due to an unprecedented volume of claims, there are disruptions in the normal service levels including high call and chat wait times. Please do not call or chat to ask if you are eligible.

Step 2: Apply for pandemic unemployment insurance.
- If you are not eligible for traditional unemployment insurance, apply for Pandemic Unemployment Assistance at jobs.utah.gov/jsp/utjobs/pua-login.

Step 3: Log in or set up an account username and password for Utah ID.
- If you already have a job seeker/unemployment account you will need your username and password.
- If you have an account but cannot remember your security questions or do not have your recovery email address any longer, you will need to call 801-517-4701 to reset your account. The staff at this number will not be able to answer any unemployment questions. They can only reset your account.
    - Please do not call other department numbers or use the online chat to obtain this information. They won't be able to help you. For security purposes, only specific staff members have access to reset your account.
- If you do not have an account, you will need to set one up with a valid email address.
    - You will be asked to set up security questions. Please keep the answers to these questions as you will need them if you forget your password.
    - Keep this username and password. You will need it to check the status of your claim and file weekly claims.

Step 4: Create a job seeker profile
- Even though you may not be looking for work, this registration is necessary in order to access the application.
- You will use your valid social security number, name, date of birth and gender to begin setting up the account.
- Please ensure your address is correct as this is the address that will be used to mail you a check if you are eligible.
- You will be asked to upload your resume if you have one. If you do not, you can click next to bypass this step.

- Every mandatory question is identified with an asterisk.
- You can choose to not show your profile to employers if you do not want to be contacted about available jobs.

Step 5: Complete the initial application for Pandemic Unemployment Assistance (PUA)
- You will need the following information to file for PUA, <u>you are not required to supply all of these forms, just one of the following</u>:
    - If you were employed 2019 W-2s for all employers you worked for during that year
    - If you were self-employed, all 2019 Form 1099s; and Schedule C from your 2019 tax return OR one of the following:
        - All 2019 Form 1065s
        - General Ledger
        - Check Register
        - Your highest 2019 Quarter earnings (if you're unable to provide this then you'll need to take your total net (after deductions) earnings for 2019 and divide by 4).
    - Driver's License or Utah Identification card
    - Alien Registration Documentation (if you're not a U.S. citizen but legally authorized to work in the United States)
- An email will be sent to you weekly with an update on the status of your claim. You can also check the status of your claim on your pandemic unemployment page.
- Due to unprecedented workload we do not have a phone number for you to check the status of your claim.
- If we need additional information from you, we will contact you through email or phone.

Step 6: File your PUA weekly claim.
- Unemployment Insurance is not a single application. You are required to file a short weekly claim that includes 4-5 general eligibility questions. This claim is made available each Sunday and can be quickly and easily done in the same place you filed your initial claim online at jobs.utah.gov/jsp/utjobs/seeker/home/pua/pua-intro.
- If you do not file your weekly claim, your weekly benefit will not be paid.
- If you forgot to complete or did not know to complete your weekly claim, do so immediately. Access to weekly filing will be closed due to inactivity if you have not filed a weekly claim within 21 days of the week you are claiming for.

Step 7a: Return to full employment.
- Once you have returned to full employment there is no need to contact the Department of Workforce Services. Simply stop filing your weekly claim and your claim will automatically be closed by the system.
- If you once again become unemployed or your hours are reduced due to the COVID19 pandemic, file to reopen your PUA claim at jobs.utah.gov/jsp/utjobs/pua-login. Please

note: Depending on the date you file and separating circumstances you may not be eligible for a PUA claim if the separation is not due to the COVID19 pandemic.

STEP 7b: Return to part time employment.
- If you return to part time work, depending on the number of hours you work and your earnings during a week, you may still be eligible for partial unemployment benefits.
- If you return to part time work, continue filing your weekly claim. Answer "Yes" to the question, "During the week, did you work?" You will then be asked to report your gross earnings (before taxes/deductions) for the week, regardless of when you get paid. The system will adjust your weekly unemployment benefit payment based on the gross wages you report.
- If you work and earn equal to or more than your weekly unemployment benefit amount for four consecutive weeks, the system will close your claim. If your earnings decrease below your weekly unemployment benefit amount during the fifth week, simply reopen your claim online at jobs.utah.gov/jsp/utjobs/seeker/home/pua/pua-intro.