ADDITIONAL FACT-FINDING E-RESPONSE WEB SITE

USER GUIDE

Version: 1

Date: September 2019

1 Introduction

SIDES E-Response makes it possible for employers to respond electronically to requests for information from participating State Unemployment Insurance (UI) agencies. This guide provides step-by-step guidance for responding to Additional Fact-Finding, including samples of the screens that you will see when you log-in to E-Response and enter information related to a specific claim/individual. The E-Response system performs a check of the information to ensure that it is complete before it is submitted. When a response is submitted, E-Response provides a confirmation number for your records.

2 Getting Started

2.1 Minimum Requirements, Credentials, and Conventions

Minimum Requirements.
The minimum system requirements to use SIDES E-Response are:

- Internet Explorer version 11.0 or higher.
- Chrome V44 or higher.
- Firefox V37 or higher.
- Javascript must be turned on.
- A minimum screen resolution of 1024 x 768.

2.2 Credentials.
Before logging into SIDES E-Response, you will need the following credentials:

- Federal Employer Identification Number (FEIN)
- State Employer Identification Number (SEIN) if used by requesting State.
- Personal Identification Number (PIN) / Access Code

The State Unemployment Insurance (UI) agency posting information for review and necessary action will provide your PIN either with the notice that requests information or through another avenue. Some States may assign a business one PIN for access to all requests sent; other states may assign a separate PIN for access to each request. If you have questions regarding credentials for logging in to E-Response, please contact the State UI agency from which you have received a notice.

2.3 Conventions.

This guide uses the following conventions:

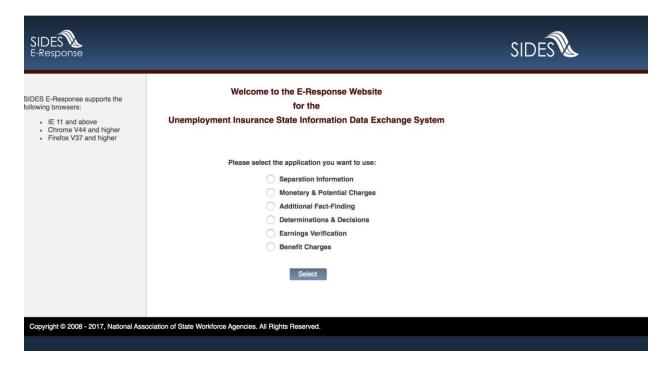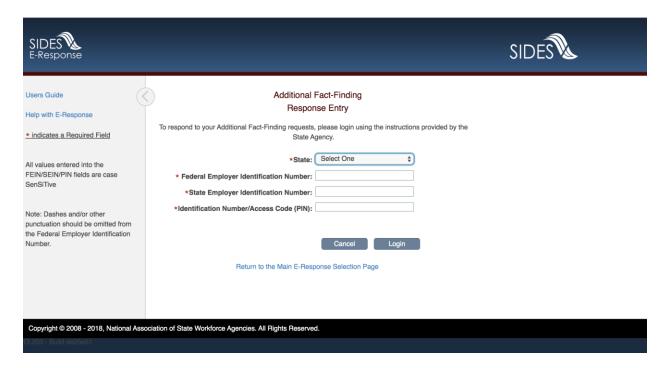|	
[Button]:	Brackets indicate a button and the button label you will see on the screen.
Hyperlink:	All hyperlinks in the screen will be indicated with a bold underline.
"Area of screen":	Double quotes indicate headers or some other specific area of a particular screen.
SMALL CAPS:	Screen titles are shown in SMALL CAPS.

3 Logging In

To log-in to SIDES E-Response:

- Launch an Internet Browser (See Section 2.1, Minimum Requirements, Credentials, and Conventions)

- Go to http://uisides.org

The screen shown below will appear.

On the **WELCOME** screen, select Additional Fact-Finding, and click the [Select] button. The **ADDITIONAL FACT-FINDING RESPONSE ENTRY** screen shown below will appear.

On the **ADDITIONAL FACT-FINDING RESPONSE ENTRY** (Log-In) screen, do the following:

- Select the appropriate State from the drop-down list;

- Enter your Federal Employer Identification Number (FEIN) without dashes or other punctuation;

- Enter your State Employer Identification Number (SEIN) without dashes or other punctuation;

- Enter the PIN / Access Code provided to you by the requesting State UI agency, and

  Note: PINs are case SenSiTive

- Click the [Login] button.
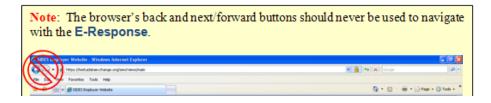
If the login is unsuccessful, first try again, being very careful with your keystrokes. If you continue to have a problem, either your credentials are incorrect or there are no Additional Fact-Finding Request pending at this time. Contact the requesting State UI agency if you received correspondence that a notice is pending, and you cannot log into the system to enter your response.

4 Features Included in Multiple Screens

- Identifying Information. Your FEIN and SEIN will be displayed in the upper right portion of the screens.

- Information Bar. A vertical section on the left side of the screen provides specific instructions to help you navigate specific pages.

- Site Navigation Buttons. At the bottom of most pages you will find the following buttons:

    o [Back]—saves your work and takes you to the previous page.

    o [Cancel]—deletes unsaved data from the screen, and you remain on the same page.

    o [Save]—saves data entered and runs validations, but you remain on the same page.

    o [Main Menu]—does not save data entered and returns you to the ADDITIONAL FACT-FINDING page.

    o [Next]—saves data entered and moves to the next page.

    o [Go]—a drop down menu allows you to select and jump to a particular page.

    Note: Using the browser navigation button to go back or go forward will **NOT** ensure the proper functioning of the site and could cause you to lose work.
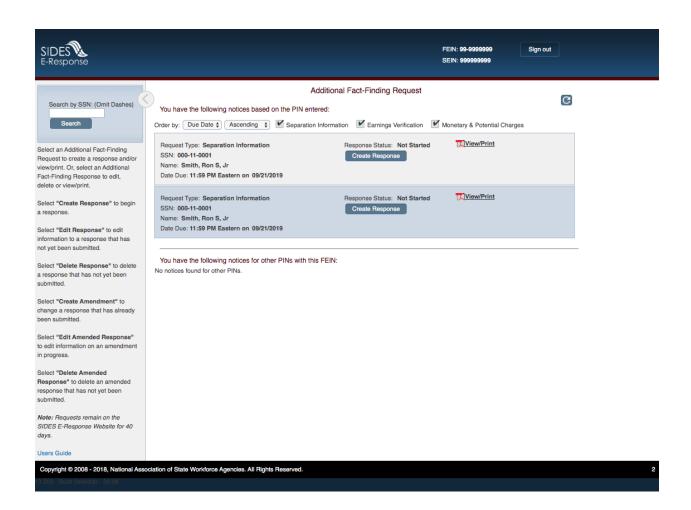

- Sign Out Button. The [Sign Out] button located in the upper far-right portion of each page will log you out of the E-Response website. Be sure you have saved your work before signing out.

- Help Icon. ❷ This symbol indicates help is available for the particular field where it is found. Simply hover over the icon to open a help screen.

- **Screen Identification Number.** The number in the bottom right corner of each screen identifies it. Should you have questions or problems with a screen/page, please refer to this screen number when contacting your State UI agency.

- **Standard Web Interface Features.** Many pages include navigation and functions that are common on most websites, including clickable radio buttons, check boxes, drop-down menus, and text fields. Remember to use only the navigation features built into the site. Using browser navigation features to go back, forward, or print could cause you to lose your work.

5   Additional Fact-Finding Requests

After logging in to E-Response you will see the Additional Fact-Finding request or requests that are associated with the PIN that you entered. A sample screen is shown below.

At the top left is a "Search by SSN" box. If the list of pending requests is lengthy, you can locate a specific request by entering the SSN to which it relates in this box and clicking [Search].

The list shows Additional Fact-Finding requests with each requests' request type, SSN, name and the date due to the requesting state. It is important that each response be submitted by its due date to ensure that the information is returned in time for the state UI agency to accept your response. Always submit your additional fact-finding inquiries, even if late because a UI agency may still act on it.

Response Status Buttons. The buttons shown for each pending request indicates its status.
- If the response has not yet been started, the button will show [Create Response]
- If the response is in progress, you can choose the buttons [Edit Response] or [Delete Response]
- If the response has been submitted, the button will show [Create Amendment].

6   Creating a Response

This section takes you step-by-step through the process of creating and submitting a response. As you navigate the web pages, required fields on each page must be completed before you are permitted to move to the next page. Any required field left blank will produce an error message. At any point in the process, you can save your work and come back to it later. When you login to work on it later, click the [Edit Response] button which will take you back to the last page you completed. You also have the option of deleting all the information that you have entered and starting fresh by clicking the [Delete Response] button.

> **Note**: Only a limited character set (numbers and letters) may be keyed into text fields. Use care when cutting and pasting from other applications, such as Microsoft Word. Invisible characters such as a paragraph symbol may be pasted into the text field that will cause an error message to be displayed.

To begin work on a response, click [Create a Response]. You will then see the **CLAIMANT AND EMPLOYER INFORMATION** page. A sample is shown below.

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Please review Claimant and
Employer Identification
information.

Response for: SSN: 000-11-0001   Request Date: 09/27/2019   Date Due: 09/29/2019   Name: Smith, Ron S, Jr

Information is needed to determine an issue - failure to respond by September 29, 2019 will result in a decision based on the information on file.

Claimant and Employer Information

Requesting State

		Claimant Information	
State:	CA	SSN:	000-11-0001
Agency:	BU1	Name:	Smith, Ron S, Jr
Phone:	(555) 324-7787	Other Last Name	M
Fax:	(555) 324-7787	Used by Claimant:	

Adjudicator Information

Adjudicator Indentifier:	ADJ101
Adjudicator Name:	Linda Hoffman
Adjudicator Phone:	5553247787
Adjudicator Email:	lindh@nomail.com

Employer Information

	Information of Record	**Corrected Employer Information:**
Employer Name:	Pennies Inc	
Federal Employer Identification Number:	10-0000001	
State Employer Account Number:	179424876	

☐ Check here if employer Information is incorrect
☐ Check here if the claimant worked under any other SSN or Name

Employer Status

☐ Check here if claimant did NOT work for this employer
☐ Check here if TPA receiving this request does NOT represent this employer

Request Type:	SI
State Claim Number:	11231
Benefit Year Beginning Date:	09/28/2016

Evidenciary Attachment			
Document Name	Document Extension	Size	
TypeofDocument1	TXT	1	Download

Cancel   Save   Main Menu   Next >

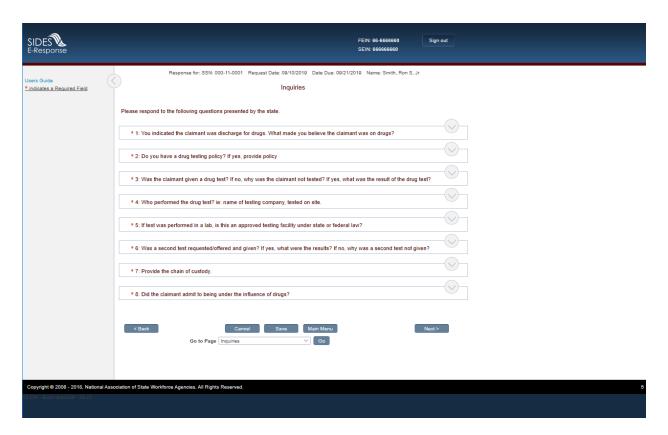Go to Page   Claimant and Employer Information ⇕   Go

This page includes a series of pre-populated fields including "Requesting State" information, "Adjudicator Information" and "Employer Information". This information cannot be changed.

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The Employer Status section provides an opportunity to check a box indicating that the request has been sent to you in error if you are an employer with whom the claimant never worked or a TPA because you do not represent the employer for whom the individual worked. If you check either of these boxes, clicking [Next] this will take you to the **PREPARER INFORMATION** page to complete and then submit the response.

To continue with your submission, if there are attachments from the state, download the attachments, review, and complete all that must be returned with your response.
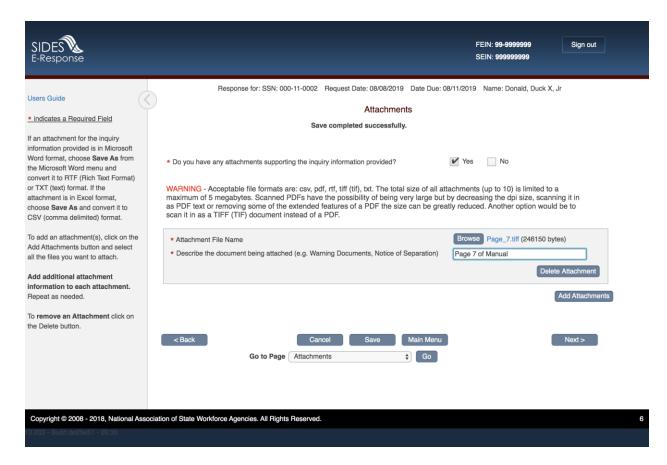
After reviewing the information on the **CLAIMANT AND EMPLOYER INFORMATION** page and making any corrects if applicable, click [Next]. This will take you to the **INQUIRIES** page. A sample is shown below.

To respond to each question, click on the question or expand the question area with the down arrow on the top right side of each question outline ( ) to enter the requested information.

After responding to all questions click [Next] this take you to the **ATTACHMENT** page. See below.
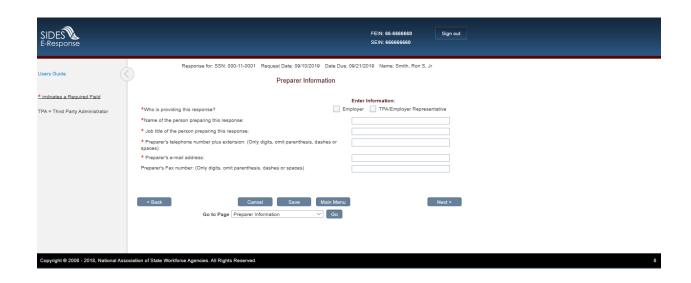
You have the option to include attachments to support your responses. The following file types can be attached to the Response:
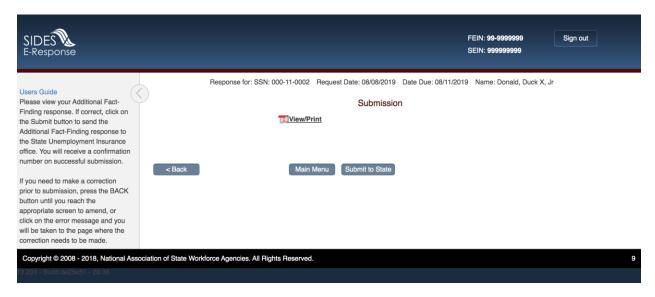
Type	Description	Programs to Use to Access
RTF	A rich text format document	Most word processing applications
PDF	An Adobe PDF	Adobe PDF Reader or Adobe PDF
TXT	A text file	All word processing applications and all text editors (Notepad, vi, etc…)
TIFF	A tiff image file	Graphical tools and picture tools
CSV	A comma-separated values file	Most spreadsheet programs and database management systems

When you have completed this page and added the attachments if applicable, click [Next]. The **PREPARER INFORMATION** page will be displayed. See below:

After completing this information, click [Next] and you will be directed to the **SUBMISSION** page. A sample is shown below.
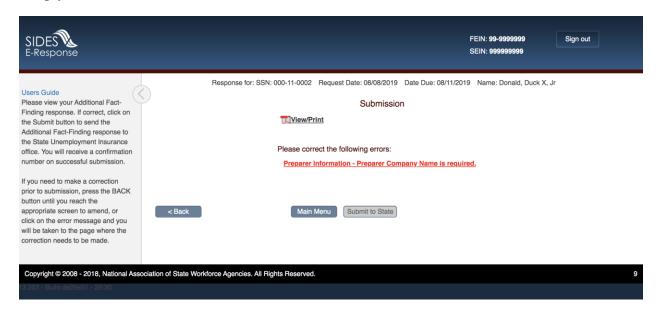

You may print the Response at any time by clicking the <u>View/Print</u> link. It will display in Adobe PDF format and can be printed from an Adobe Acrobat reader. You will be able to see all information you entered up to the time of printing as well as the information on the Request. You will have another opportunity to print this information with your confirmation number when you submit you record.

If there are errors with the business or validation rules, you will see links on this screen displaying the screen and field name in error. See **SUBMISSION** page with errors below.
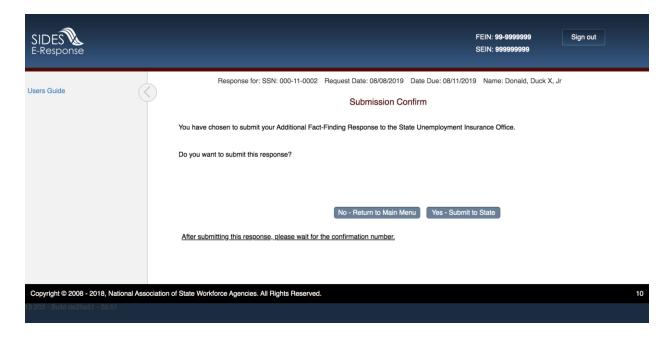
The [Submit to State] button will be grayed out until the system has determined that the Additional Fact-Finding Response required questions are completed.

Simply click on the link in order to be directed to the screen and error.
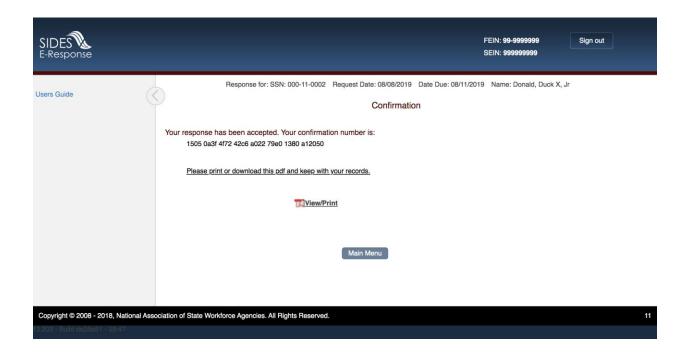

When the Response has been successfully completed, click [Submit to State]. You will be directed to the **SUBMISSION CONFIRM** page.

After you click [Submit] the **CONFIRMATION** page will display. See sample below.
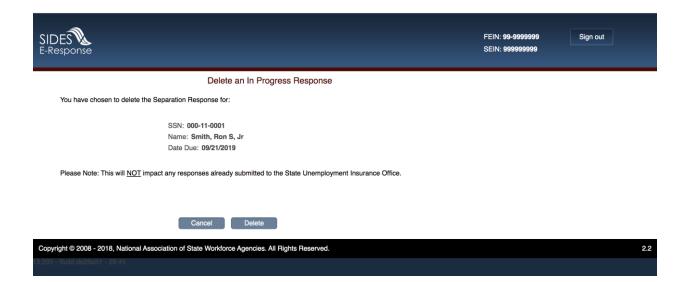
The **CONFIRMATION** page provides your confirmation number. Keep this confirmation number in your files. The confirmation number will also appear at the top of the PDF under the View/Print link. We strongly recommend you print a copy of your submission for your records or save an electronic copy of the PDF document.   If you do not get to the **CONFIRMATION** page with the confirmation number, your response has not been completed.

7   Deleting a Response

Should you find that a response is erroneous before you have submitted it to the state agency, you can delete the un-submitted response and start over. Go to the **ADDITIONAL FACT-FINDING REQUEST** page and click [Delete Response]. Before the response is deleted, you will see the **DELETE AN IN PROGRESS RESPONSE** page shown below. If you click the [Delete] button, this action will delete all the data you entered for this individual request, and it is not possible to retrieve the data; the screens will be reset as if no data had been entered for that request.

You have chosen to delete the Separation Response for:

SSN: **000-11-0001**
Name: **Smith, Ron S, Jr**
Date Due: **09/21/2019**

Please Note: This will <u>NOT</u> impact any responses already submitted to the State Unemployment Insurance Office.

Cancel   Delete

8 Amending a Submitted Response

After you submit a response, it remains on the SIDES E-Response website for 35 days from the date of the request; during that period, you can correct the response or add additional information. **However, any changes made to the response <u>after the due date for submission</u> to the requesting state agency may or may not be used in the determination of benefits.**

To amend a response, log-in to E-Response using the appropriate PIN (either a permanent PIN issued by the state to which the response was submitted, or a one-time PIN linked to the request for which the response was submitted.) Identify the record on the **ADDITIONAL FACT-FINDING REQUEST** page and click [Create Amendment]. You will then see the same series of screens that were presented when you created your submitted response. Make whatever changes are needed on those screens. Before submitting the Amended Response, you will be asked to explain why you are amending your previous submission and what has changed. You will be limited to nine (9) amendments. See sample **AMENDED RESPONSE** page below.

Response for: SSN: 000-11-0002   Request Date: 08/08/2019   Date Due: 08/11/2019   Name: Donald, Duck X, Jr

Amended Response

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* indicates a Required Field

Enter all applicable information in the space provided.

Amended Response Number: 1

* Please describe why you are making this amendment: (2000 characters)

< Back   Cancel   Save   Main Menu   Next >

Go to Page   Amended Response   Go

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