

Division of Employment Security's (DES) New Unemployment Insurance (UI) Benefits Computer System  
Frequently Asked Questions (FAQs).

**Employer Information and FAQs**

**1. What are Dynamic Fact Findings?**

- a. It is a tool that DES is using to gather separation information from employers who are not using SIDES (State Information Data Exchange System).
- b. You may cut/paste information into the answers.
- c. You can upload documents at the completion of the DFF. Examples of documents that can be upload: the specific policy that was violated, acknowledgment of receiving employee handbook, written warnings or letter of resignation. We can also accept video and audio files.
- d. You may save information and exit the DFF prior to final submission.
- e. Currently, you have 14 days to respond to Notice of Separation Information.
- f. Each response box is limited to 800 characters.

**2. SIDES vs. New UI Benefits Computer System**

- a. DES does not have any preference as which platform you decide to use to respond to Request for Separation Information. You will not use both to respond to Request for Separation Information.

**3. Do I have to switch from SIDES to New UI Benefits Computer System?**

- a. No. If you are currently an employer who uses SIDES, you will continue to use the SIDES program. There are links on the Employer Self Service portal what will allow you to maintain your SIDES account.

**4. Will DES send email notifications to the employer?**

- a. No. The new UI benefits computer system will continue to send paper correspondences. However, the new system gives you the ability to respond electronically.

**5. Will I continue to receive a paper Notice of Separation Information 500AB?**

- a. No. You will receive a letter informing you that you must log into the des.gov site to respond. All responses to the Notice of Separation Information must be completed electronically.

**6. Can an employer file an Attached Claim in the new Unemployment Insurance Benefits Computer System?**

- a. If you need to file a claim on the behalf of your employee, you must contact the Employer Call Center at 866-278-3822 for assistance.

**7. Will this new affect the tax process?**

- a. No. The tax department is not affected by the SCUBI modernization.

**8. How far back will benefit charging history show in the new UI Benefits Computer System?**

- a. Benefit charging history will be from 2014 to present.

**9. Will I be able to see correspondence sent by DES?**

- a. Correspondence that has been sent by DES and received by the employer will be viewable in the new UI Benefits Computer System.

**10. How do I upload documents?**

- a. At the end of a DFF, an upload button will be displayed for you to upload documents.
- b. From the Menu Bar, click on "Benefits Information- View Correspondence". The system will navigate to the Employer Correspondence page. There is an "Upload Document" button on the bottom right hand corner.
- c. Please limit the size of all uploads to 6 megabytes. If your file is bigger than 6 megabytes, please divide the file and send it in separate documents.
- d. Please include a cover page with the claimant's full name and last 4 digits of their Social Security Number.
- e. You cannot see documents uploaded by the claimant. You can only view documents sent and received from the agency.

**11. Can I protest Potential Charges to my account?**

- a. Yes. You will be able to view potential charges and there will be a link provided to "Request Non-Charging."

**12. I have high volume of claims-if I won't receive electronic notification, how will I know when I need to access the employer portal?**

- a. DES will mail you all pertinent documents. Except for the Notice of Separation Information, you are not required to respond to mailed correspondence electronically.
- b. DES recommends that you make it a business practice to log in to the DES website on a weekly basis to keep up to date with your account.

**Claimant information and FAQs**

**1. If I've previously filed a claim, will my information be up to date?**

- a. If you filed a claim after 2014, your personal information has been uploaded into our new system. You will be prompted to complete your personal information when you first access the system.

**2. What actions can I perform in the DES website?**

- a. You can register as a claimant, file a claim for benefits, file weekly certifications, view correspondence including determinations and file appeals.

**3. How do I upload documents?**

- a. At the end of a Dynamic Fact Finding, an upload button will be displayed for you to upload documents.

- b. From the Menu Bar, click on “My Documents”. The system will navigate to the “My Documents” page. There is an “Upload Document” button on the bottom right hand corner.
  - c. Please limit the size of all uploads to 6 megabytes. If you file is bigger than 6 megabytes, please divide the file and send it in separate documents.
  - d. You cannot see documents uploaded by the employer. You can on view documents sent or received to the agency.
- 4. Will I be able to review correspondence sent and received by DES?**
- a. Correspondence that is sent and received by DES is viewable under the “My Documents” tab.
- 5. May a claimant elect to receive electronic notification instead of paper?**
- a. Yes. Upon claimant registration, you may elect to receive information via email. DES will send you an email alerting you to login to the des website for your latest alert.

## **Appeals FAQ**

- 1. Can I file an appeal via the DES website?**
- a. Yes. If you are the aggrieved party, the “appeal request” link will appear next to the issue that you chose to appeal. You will be navigated to the Appeal Request screen. Fill out the required information and click submit. You may attach documentation to your appeal request at the time of submission.
- 2. What if I don’t upload documents at the time that I file an appeal?**
- a. You may submit them via the DES portal, mail or fax. You should submit the documents at least 24 hours before your scheduled hearing. You are required to submit the documents to the other party. The opposing party cannot view documents that you upload into the DES website.