MAINE BUC

ReEmployME SYSTEM TRAINING

SELF SERVICE OPTIONS FOR CLAIMANTS
SELF SERVICE OPTIONS FOR CLAIMANTS

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ReEmployME System Navigation Overview

- **Radio Button**
  - Only one Radio Button may be selected per answer (Yes/No)
  - If a Radio Button is selected in error: **Double Click** it to deselect

- **A Red Asterisk** indicates a required Field
  - Not all fields that need to be filled in will have but an error message will appear if a question is missed.

- **Helper Text** buttons, shown as Question Marks, provide additional information about questions asked. An additional window will pop up on the screen with a brief explanation of the question. For example:

  ! To close the Helper Text Window, click on the Red X in the top right hand corner of the window

- **Check Boxes**
  - Multiple Check Boxes may be selected at the same time (“Check all that apply”)

- **Command Buttons** help with basic navigation through the system between screens

- **Hyperlinks** provide additional information if needed

- **Drop-Down Menus** can be expanded to allow the user to select the appropriate option. For example:
Calendar
Clicking on the little square next to date fields brings up a calendar, which makes it easier to select specific dates:

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</table>

! Clicking moves the calendar to a prior month, or following month
! Clicking moves the calendar to a prior year, or following year
Section 1: Claimant sign-up:

Scenario 1a: Claimant – Create New Account

Step 1: Navigate to www.maine.gov/reemployme and click the Claimant Signup link on the home page of the ReEmployME Unemployment filing system:

---

**Image:** ReEmployME Login screen

---
Step 2: Complete the information for New User Sign Up and click the **Next** button:

*Note: A red asterisk (*) indicates a required field*

![New User Sign Up screen](image-url)

**Figure 2: New User Sign Up screen**
Step 3: Click the “I’m not a robot” box, which brings up an image with instructions. Continue to select the required fields until the “I am not a robot” question shows a green checkmark.

The claimant will be returned to the New User Sign Up Screen; click Next to continue.

Note: In this case, the instructions are to “Select all squares with street signs” (instructions vary).
Step 4: Create your username and password, security questions, and enter a valid email address. Click the Submit button.

a. The User ID must be 6-30 characters and must start with a letter. If the email address meets these requirements, it may be a good choice for the User ID because it is easy to remember.

b. The password must be 8-15 characters and must contain 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol.

c. Select and answer a security question; enter a valid email address; confirm the valid email address by entering it again. Click the “submit” button.

Figure 4: Create User ID and Password screen
Step 5: The Successful Registration Confirmation screen is displayed. Click the button to return to the login screen

![Successful Registration Confirmation screen](image)

Figure 5: Successful Registration Confirmation screen

Step 6: At this time, claimants should next check their email account in order to activate it:

1. Claimants will receive an email at the email address provided. This email will come from enotification@maine.gov. The subject line will be: ME DOL Accounts: E-mail Verification. Please allow 15 minutes for this message to arrive in the Inbox. If the email is not received, check the spam folder.

Open and read the email message, which contains a verification code. Write it down. Claimants will need this code to activate the email address within the ReEmployME system. This allows the Maine Bureau of Unemployment Compensation to send them information regarding claims.
2. Return to www.maine.gov/reemployme to log in using the new User ID and password.

Step 7: On the login screen, enter the new User ID and Password. Click Submit.

Figure 6: ReEmployME Login screen

Step 8: On the home screen, look for the tab marked “Benefit Maintenance”. Click on it. Click “Update Claimant Profile,” then select “Verify Email”
Step 9: Enter the Verification Code, received in the email message from enotification@maine.gov, and click Next.
Step 10: Email verification screen will show

Figure 9: Email Verification Screen

Scenario 1b: Set up PIN*

Setting up a PIN is required to do the following:

1. It will allow a claimant to file Weekly Certifications on the IVR
2. It will serve as an identity verification tool when contacting an Unemployment Customer Service Representative by phone

*Claimants who already have a PIN established prior to transitioning to the new system will not need to set up a new PIN. The existing PIN will transfer over to the new system

Step 1: Navigate to www.maine.gov/reemployme. On the login screen, enter the User ID and Password. Click [Submit]
Step 2: From the home screen, navigate to Benefit Maintenance. Click “Update Claimant Profile,” and “Set up PIN”
Step 3: Enter selected 4-digit PIN. Click Submit to set PIN

Section 2: Self-Service Options:
Scenario 2a: Update Contact Information

Step 1: Navigate to www.maine.gov/reemployme. On the login screen, enter the User ID and Password. Click Submit.
Step 2: From the home screen, navigate to Benefit Maintenance. Click “Update Claimant Profile,” and “Contact Details”
Step 3: Complete the Update Contact Information screen and make any necessary changes. Click the **Submit** button to confirm.
If the email address associated with the account was previously activated, changing the email address will require activation of the new email address. Click here for further instructions.

Step 4: Confirm the changes made on the Update Contact Information – Address Verification screen. Click the Next button to move to the next screen. Click the Back button go back to the prior screen if changes are needed.

Step 5: Review Update Contact Information screen. Click Home to return to the main home page.
Scenario 2b: Check Claim Status

Step 1: Navigate to www.maine.gov/reemployme. On the login screen, enter the User ID and Password. Click **Submit**.

![ReEmployME Login screen](image-url)
Step 2: From the home screen, navigate to Inquiry. Click “Benefits,” and “Claimant / Claim Inquiry”
Step 3: Review Claim Summary screen, which will show the benefit year start and date, the Weekly Benefit Amount and Balance, any Pending or Processed Weekly Certifications.

Figure 20: Claim Summary screen
Scenario 2c: View and Print History Record for LIHEAP, etc.

Step 1: Navigate to www.maine.gov/reemployme. On the login screen, enter the User ID and Password. Click Submit.
Step 2: From the home screen, navigate to Inquiry. Click “Benefits,” and “Claimant / Claim Inquiry”
Step 3: From the Claim Summary screen, click on the Unemployment Verification hyperlink.

Figure 23: Claim Summary screen
Step 4: Review Maine Department of Labor Unemployment Verification screen. Click the Print hyperlink to print screen.

Figure 24: Maine Department of Labor Unemployment Verification screen
Scenario 2d: Change Payment Method

Step 1: Navigate to www.maine.gov/reemployme. On the login screen, enter the User ID and Password. Click Submit.
Step 2: From the home screen, navigate to Benefit Maintenance. Click “Update Claimant Profile,” and “Payment Options”
Step 3: Update Federal/State Tax withholding status, or payment method. If Direct Deposit is selected, complete the required fields. Click the Submit button to confirm
Step 4: The Update payment Information Confirmation screen will show. Click \textit{Home} to return to the main home page

\textbf{Figure 27: Update payment Information screen}

\textbf{Figure 28: Update Payment Information Confirmation screen}
Scenario 2e: File an Appeal

Step 1: Navigate to www.maine.gov/reemployme. On the login screen, enter the User ID and Password. Click Submit.

Figure 29: ReEmployME Login screen
Step 2: From the home screen, navigate to File Appeal. Click “File Appeal”
Step 3: Select the Radio Button for the decision to be appealed. Click the Next button to move to the next screen.

A decision with “Appeal Status”: Appealed, cannot be Appealed again until the current Appeal is resolved.
Step 4: Complete the required fields on the File Appeal Information screen. Click the [Submit] button to complete the appeal filing process.

![File Appeal Information screen](image)

**Figure 32: File Appeal Information screen**

Step 5: Review File Appeal Confirmation screen. Take note of the docket number provided, which may be requested when contacting the Bureau of Unemployment Compensation regarding the appeal.
**Scenario 2f: View/print outgoing system correspondence**

Step 1: Navigate to [www.maine.gov/reemployme](http://www.maine.gov/reemployme). On the login screen, enter the User ID and Password. Click **Submit**.
Step 2: From the home screen, navigate to Correspondences. Click “Claimant Correspondence”, and “Benefits”
Figure 35: Correspondence path
Step 3: Select the year for which to view Correspondence sent from the system, and . Click on any of the document hyperlinks to load the corresponding PFD. Print as needed.
Section 3: File Initial Claim / Weekly Certifications from claimant perspective

Scenario 3a: Instructions to file an Initial Claim

Step 1: Go to www.maine.gov/reemployme Login with username and password.

![ReEmployME Login screen](image)
Step 2: Select Unemployment Claim, then File Unemployment Claim from the first tab or from the Quick Links menu on the right side of the screen, and select File Unemployment Claim.

Figure 38: File Unemployment Claim path
Step 3: The Claim Filing Notification screen displays what information is needed to complete the initial claim. Click the Next button to begin filing the Initial Claim.

![Claim Filing Notification screen](image)

Figure 39: Claim Filing Notification screen
Step 4: Complete the Personal Information screen by answering all required questions, which are marked with a red asterisk (*). Click the Next button to move to the next screen.
Step 5: Complete the Contact Details screen by answering all required questions, which are marked with a red asterisk (*). Make sure to enter a valid email address on questions 7 and 8. Click the Next button to move to the next screen.

Figure 41: Contact Details screen
Step 6: Verify Contact Details. Click the Next button to move to the next screen.

![Verify Contact Details screen](image)

Figure 42: Verify Contact Details screen

Step 7: Enter First and Last Name, and Date of Birth **exactly** as they appear on the Social Security Card. A mismatch may result in a delay of benefits. Click the Next button to move to the next screen.
Step 8: Complete the File Claim screen by answering all required questions, which are marked with a red asterisk (*). Click the Next button to move to the next screen.
Certain types of claimants require the assistance of a Bureau of Unemployment Compensation Customer Service Representative to complete. If the claim type falls into that category, the claimant will be directed to the toll-free number to speak to a representative.
Step 9: The next few sections to be completed will ask about the claimant’s Employment History. Click the Next button to move to the next screen.

![Employment History screen](image1)

Figure 45: Employment History screen

Step 10: Enter the Job Title which reflects the claimant’s skills, job history, and interest. Click the Search button to show job titles that match the job description provided.

![Primary Job Title/Description Search screen](image2)

Figure 46: Primary Job Title/Description Search screen
Step 11: Select the Job Description that most closely matches the claimant’s skills, job history, and interest. Click the Next button to move to the next screen.

![Primary Job Title/Description Search screen](image)

Figure 47: Primary Job Title/Description Search screen
Step 12: Confirm the Job Description that most closely matches the claimant’s skills, job history, and interest. Add additional job skills as desired (up to five). Click the Next button to move to the next screen.

Figure 48: Job Title Summary screen
Step 13: The system will review all wages reported by all employers for the claimant in the past 18 months, and will ask the claimant to provide Employment Details for each one. Complete the Employment Detail screen(s) by answering all required questions, which are marked with a red asterisk (*). Click the Next button to move to the next screen.

Figure 49: Employment Details screen
Step 14: Verify Employment Summary, which will list all employers in the last 18 months. Select to add additional employers if any are missing (for example a recent employer who has not yet reported any quarterly wages). Click the "Next" button to move to the next screen.

![Employment Summary Screen](image_url)

Figure 50: Employment Summary screen
Step 15: Complete the Able and Available Details screen by answering all required questions, which are marked with a red asterisk (*). Click the Next button to move to the next screen.
Figure 51: Able and Available Details screen
Step 16: Unemployment Insurance Benefits are subject to both State and Federal Tax withholding. Select whether the claimant wishes to have taxes withheld before payment is made. Click the [Next] button to move to the next screen.

Figure 52: Tax Withholding and Payment Option screen

Step 17: Review the Benefits Right Information fully. Enter the last four digits of the Social Security Number. Click the [Next] button to move to the next screen.
Figure 53: Benefits Rights Information screen

Step 18: Review the Important Weekly Certification Filing Instructions. Click the button to move to the next screen.
Figure 54: Important Weekly Certification Filing Instructions screen

Step 19: Review the Estimated Monetary Determination. Click the Next button to move to the next screen.

Figure 55: Estimated Monetary Determination screen
Step 20: Claim Confirmation. Click the **Print** hyperlink to print a copy. Click the **Home** button to return to the home screen.

Any adverse answers on the claim may require that the claimant completes additional questionnaires providing additional information on the issue detected.
Scenario 3b: Instructions to file a Weekly Certification

Step 1: Go to www.maine.gov/reemployme

Login with username and password, and click Submit.
Step 2: Select File Weekly Certification from the tabs at the top of the screen, or from the Quick Links on the right side of the screen.

Figure 58: File Weekly Certification path
Step 3: Complete the Work Search Questionnaire screen by answering all required questions, which are marked with a red asterisk (*). Click on the “I am not a robot” question until it shows a green checkmark ✓. Click the button to move to the next screen.

Figure 59: Work Search Questionnaire screen
Step 4: Complete the Work Search Record Details screen by answering all required questions, which are marked with a red asterisk (*). Click the [Next] button to move to the next screen. The [Search] function may be used to locate a specific employer in the Bureau’s database, but it is not required to use this function.
Step 5: Review the Work Search Summary Screen. Click **Add Another Work Search** to add additional work search efforts during the week claimed. Click the **Submit** button to move to the next screen.
Step 6: Acknowledge the Work Search Record entered by entering the last four digits of the Social Security Number in the box on the screen. Click the **Next** button to move to the next screen.

Step 7: Click the **File Weekly Certification** button to move continue filing the Weekly Certification.
Welcome

Unemployment Claim  Weekly Certification  Update Address  Benefit Maintenance  Inquiry  Correspondences  File Appeal  View & Print 1999

SUC-002

Your work search response has been saved.

Please click the button to file weekly certification

Figure 64: File Weekly Certification screen
Step 8: Complete the Weekly Certification Details screen by answering all required questions, which are marked with a red asterisk (*). Click the **Next** button to move to the next screen.

![Weekly Certification Details screen](image_url)

Figure 65: Weekly Certification Details screen
Step 9: Verify the Weekly Certification Responses. Click the **Next** button to move to the next screen.

Figure 66: Verify Weekly Certification Responses screen
Step 10: Acknowledge the Weekly Certification entered by entering the last four digits of the Social Security Number in the box on the screen. Click the [Submit] button to move to the next screen.

*Figure 67: Weekly Certification Acknowledgement screen*

Step 11: Weekly Certification Confirmation screen. Click the [Home] button to return to the home screen.
Any adverse answers on the claim may require that the claimant completes additional questionnaires providing additional information on the issue detected.

**Scenario 3c: Instructions to File Work Search Efforts on Weekly Certification Filed on the Automated Phone Filing System**

Step 1: Go to [www.maine.gov/reemploime](http://www.maine.gov/reemploime)

Login with username and password, and click Submit.
Figure 69: ReEmployME Login screen

Step 1: Select Weekly Certification

Figure 70-Weekly Certification
Step 2: Select IVR Work Search Filing

Step 3: Enter the claim week ending date and select next
Step 4: Answer questions accurately, Select I’m not a robot, and select Next.

Figure 73: Work Search Questionnaire

Figure 74: I’m not a robot confirmation
Step 4: Complete the Work Search Record Details screen by answering all required questions, which are marked with a red asterisk (*). Click the Next button to move to the next screen. The Search function may be used to locate a specific employer in the Bureau's database, but it is not required to use this function.

Figure 75: Work Search Record Details screen
Step 5: Review the Work Search Summary Screen. Click Add Another Work Search to enter additional work search efforts during the week claimed. Click the Submit button to move to the next screen.
Step 6: Acknowledge the Work Search Record entered by entering the last four digits of the Social Security Number in the box on the screen. Click the Next button to move to the next screen.

![Image](image_url)

**Figure 77: Work Search Acknowledgement screen**

Step 7: Confirmation screen will appear, Select Home.