

**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**


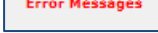



! Only one Radio Button may be selected per answer (Yes/No)

! If a Radio Button is selected in error: **Double Click** it to deselect

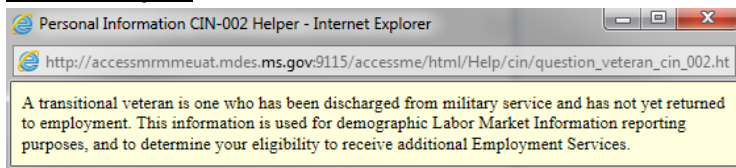
- **A Red Asterisk** indicates a required Field



Not all fields that need to be filled in will have  but an error  message will appear if a question is missed.

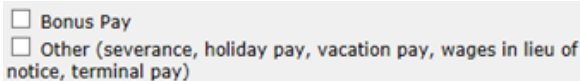
- **Helper Text** buttons, shown as Question Marks , provide additional information about questions asked. An additional window will pop up on the screen with a brief explanation of the question.

For example:



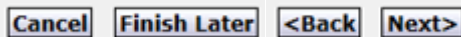
! To close the Helper Text Window, click on the Red X in the top right hand corner of the window

- **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.

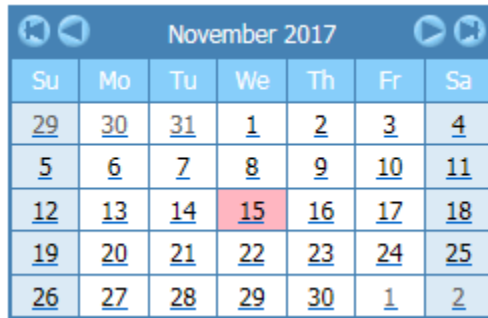
For example:

-Select-  
Asian  
African American  
American Indian/Alaskan Native  
Pacific Islander  
Caucasian

MM / DD / YYYY  ←



- **Calendar**

Clicking on the little square next to date fields brings up a calendar, which makes it easier to select specific dates:



A calendar for November 2017. The days of the week are listed at the top: Su, Mo, Tu, We, Th, Fr, Sa. The dates are arranged in a grid. The date 15 is highlighted in red. Navigation arrows are visible at the top left and top right of the calendar.

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

! 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](http://www.maine.gov/reemployme) and click the Claimant Signup link on the home page of the ReEmployME Unemployment filing system:

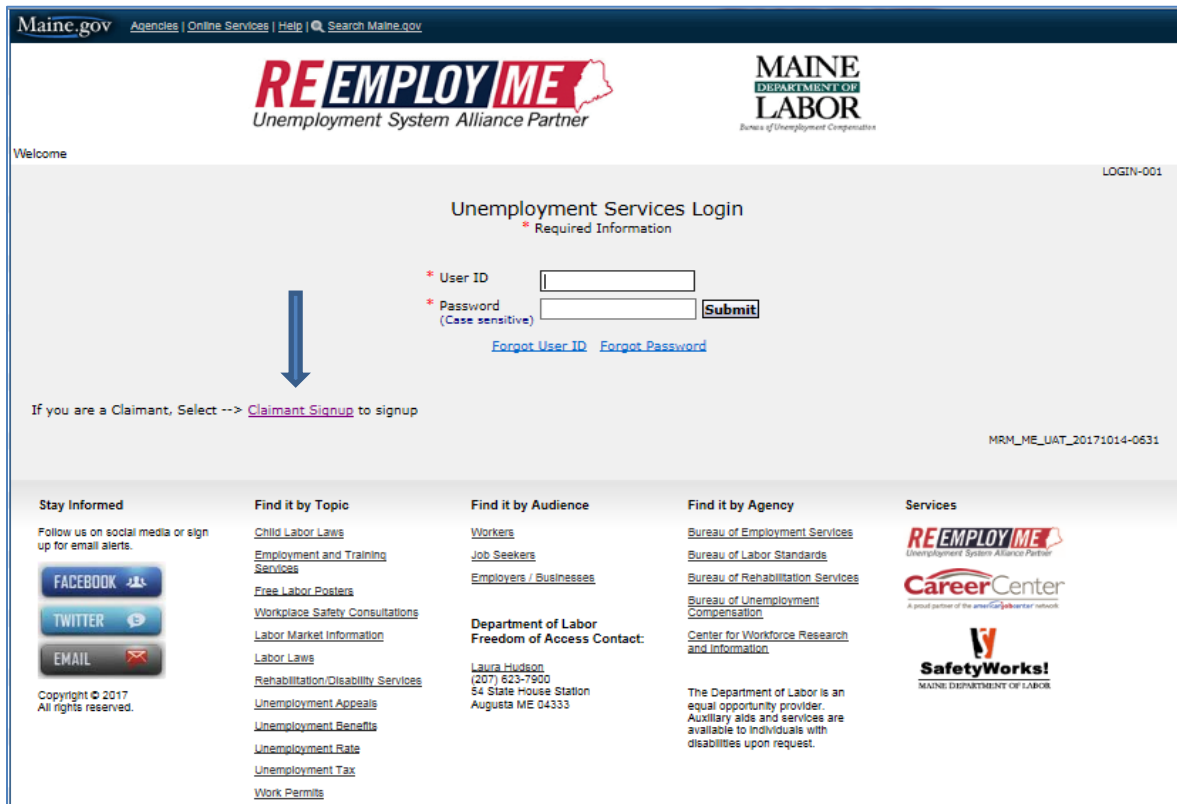


Figure 1: ReEmployME Login screen

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

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

The screenshot shows the 'New User Sign Up' page with the following elements:

- Header: Maine.gov, Agendas | Online Services | Help | Search Maine.gov
- Logos: REEMPLOY ME (Unemployment System Alliance Partner) and MAINE DEPARTMENT OF LABOR (Bureau of Unemployment Compensation)
- Page ID: USR-003
- Section: New User Sign Up (Required Information)
- Fields:
  1. \* SSN (Three input boxes)
  2. \* Confirm SSN (Three input boxes)
  3. \* First Name (Text input)
  4. Middle Initial (Text input)
  5. \* Last Name (Text input)
  6. \* Date of Birth (MM / DD / YYYY)
- Verification:  I'm not a robot (reCAPTCHA)
- Buttons: Cancel, Next>
- Footer: Stay informed (Facebook, Twitter, Email), Find it by Topic, Find it by Audience, Find it by Agency, Services (REEMPLOY ME, CareerCenter, SafetyWorks!)

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)*

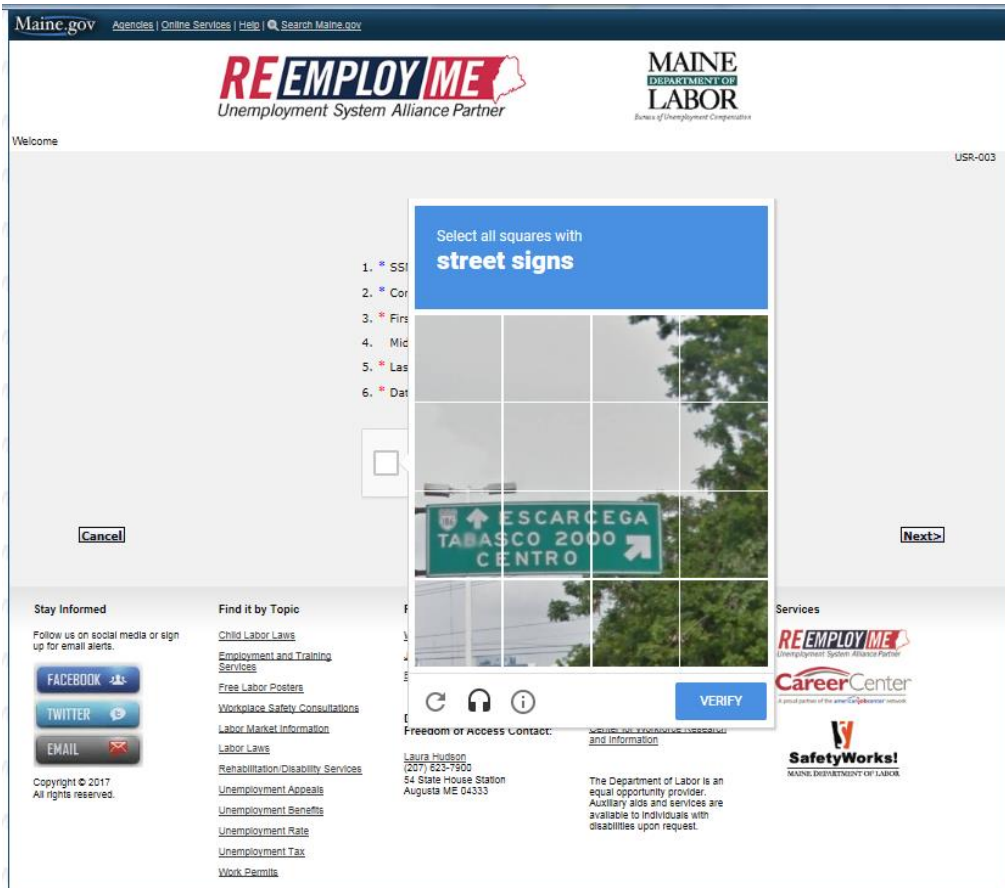
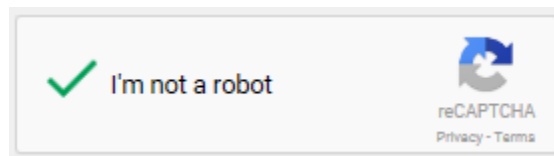


Figure 3: CAPTCHA screen



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

The screenshot shows the 'Create User ID and Password' screen. At the top, there are logos for 'REEMPLOY ME' and 'MAINE DEPARTMENT OF LABOR'. Below the logos, the page title is 'Create User ID and Password' with a sub-note '\* Required Information'. The form consists of seven steps:

- Create User ID**: A text input field with a note: '(Must be 6-30 characters that you can remember and it must begin with a letter.)'
- Create Password**: A text input field with a help icon (?) and a note: '(Case sensitive)'
- Confirm Password**: A text input field with a note: '(Case sensitive)'
- Security Question**: A dropdown menu with '-Select-' and a note: 'The following question will be used to reset your password if you forget it'
- Answer**: A text input field with a note: '(Case sensitive)'
- Enter Email Address**: A text input field
- Confirm Email Address**: A text input field with a note: 'Note: Your e-mail address will not be activated until you have completed the verification process. You will need to access your e-mail account and view the message "ME DOL Accounts: E-mail Verification".'

At the bottom right of the form, there are '<Back' and 'Submit' buttons. A blue arrow points to the 'Submit' button. The footer contains several sections: 'Stay Informed' with social media links (Facebook, Twitter, Email), 'Find it by Topic' with various service links, 'Find it by Audience' with contact information for the Department of Labor, 'Find it by Agency' with links to different bureaus, and 'Services' with logos for REEMPLOY ME, CareerCenter, and SafetyWorks!

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

**Unemployment Services**

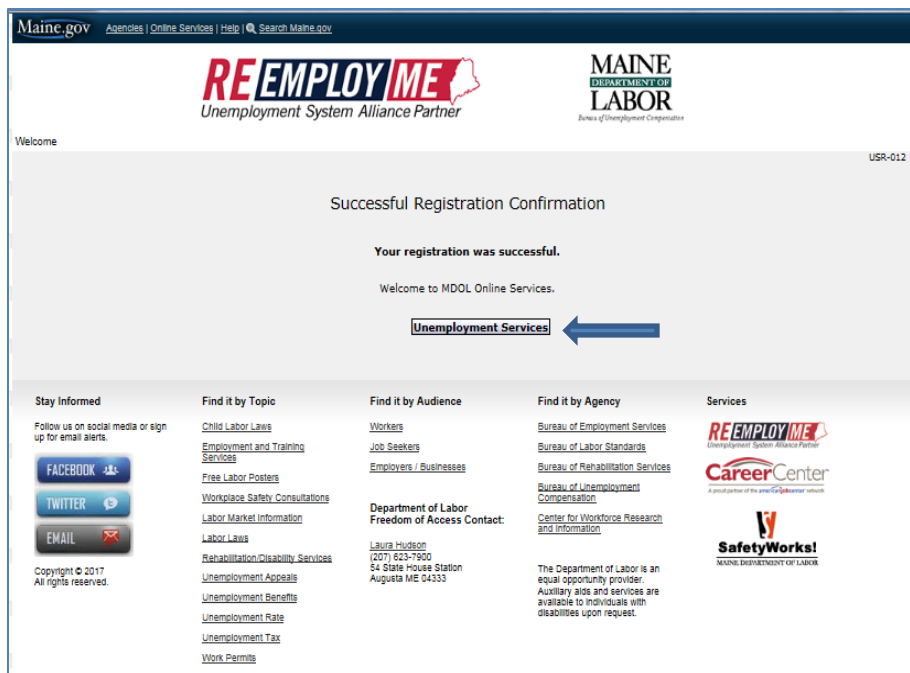


Figure 5: Successful Registration Confirmation screen

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](mailto: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](http://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**

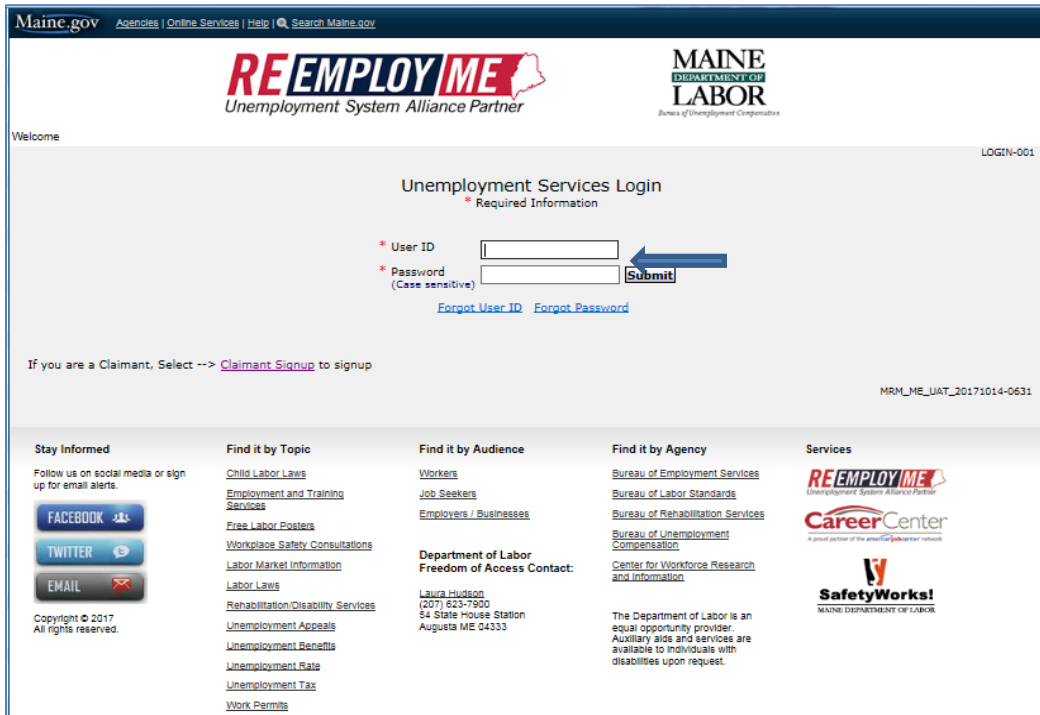


Figure 6: ReEmployME Login screen

Step 8: On the home screen, look for the tab marked “Benefit Maintenance”. Click on it. Click “Update Claimant Profile,” then select “Verify Email”

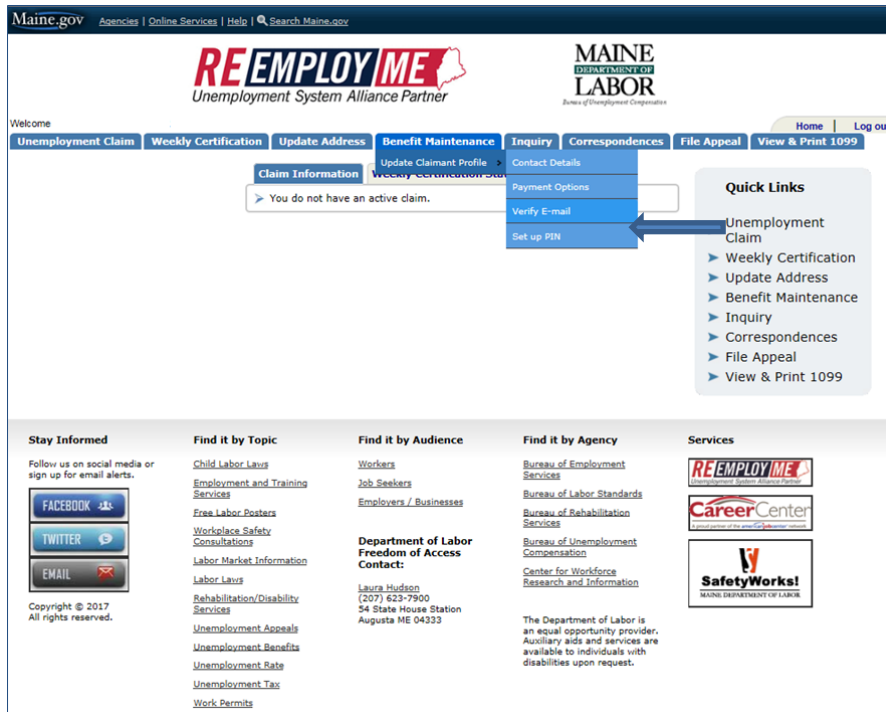


Figure 7: Verify Email path

Step 9: Enter the Verification Code, received in the email message from [enotification@maine.gov](mailto:enotification@maine.gov), and click Next

Figure 8: Email Verification screen

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/reemploye](http://www.maine.gov/reemploye). On the login screen, enter the User ID and Password. Click **Submit**

Maine.gov Agencies | Online Services | Help | Search Maine.gov

**REEMPLOY ME**  
Unemployment System Alliance Partner

MAINE  
DEPARTMENT OF  
LABOR  
Bureau of Unemployment Compensation

Welcome LOGIN-001

Unemployment Services Login  
\* Required Information

\* User ID

\* Password (Case sensitive)  **Submit**

[Forgot User ID](#) [Forgot Password](#)

If you are a Claimant, Select --> [Claimant Signup](#) to signup

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Freedom of Access Contact:**  
Laura Hudson  
(207) 623-7900  
54 State House Station  
Augusta ME 04333

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**CareerCenter**  
A proud partner of the [americanjobcenter](#) network  
**SafetyWorks!**  
MAINE DEPARTMENT OF LABOR

Figure 10: ReEmployME Login Screen



Step 2: From the home screen, navigate to Benefit Maintenance. Click “Update Claimant Profile,” and “Set up PIN”

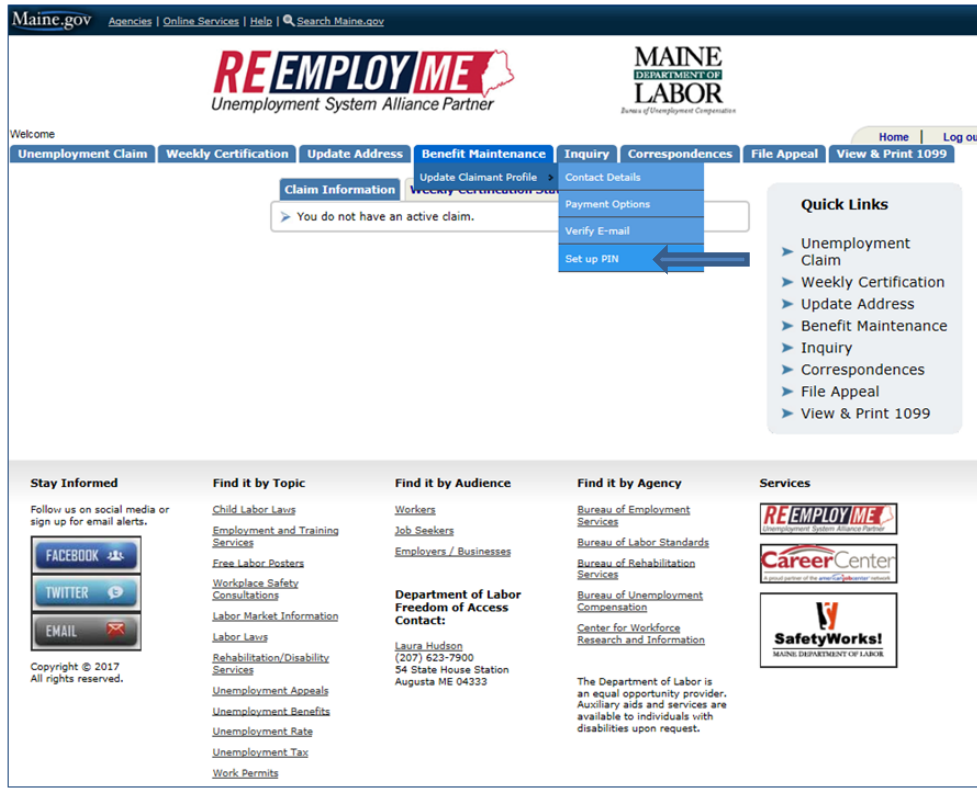


Figure 11: Set up PIN path

Step 3: Enter selected 4-digit PIN. Click Submit to set PIN

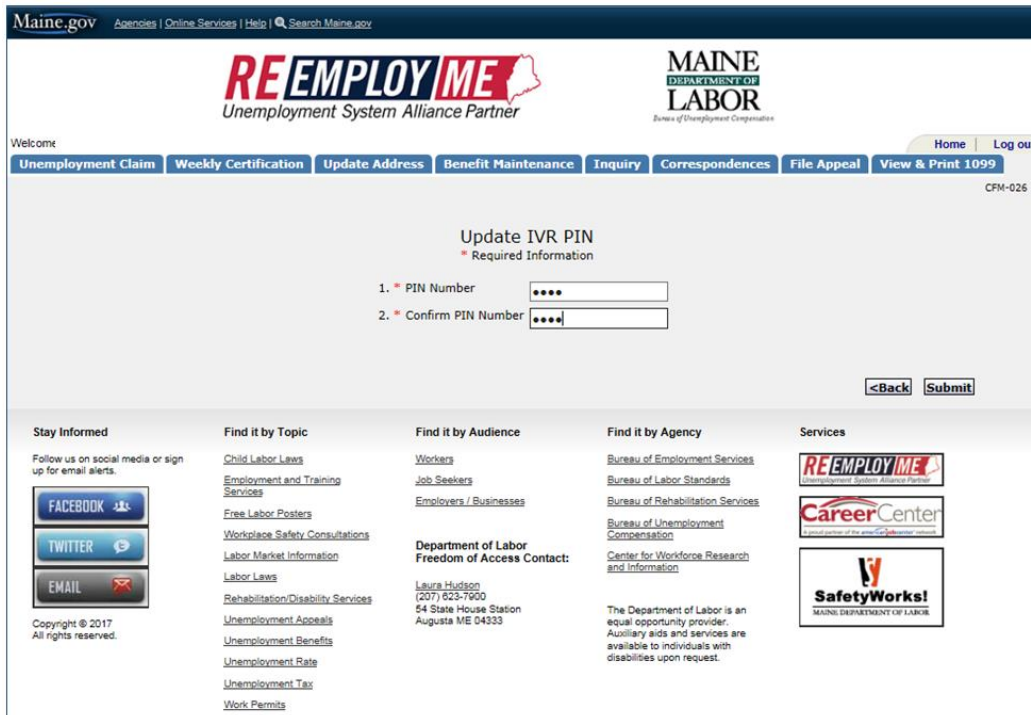


Figure 12: Update IVR PIN screen

**Section 2: Self-Service Options:**

**Scenario 2a: Update Contact Information**

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**

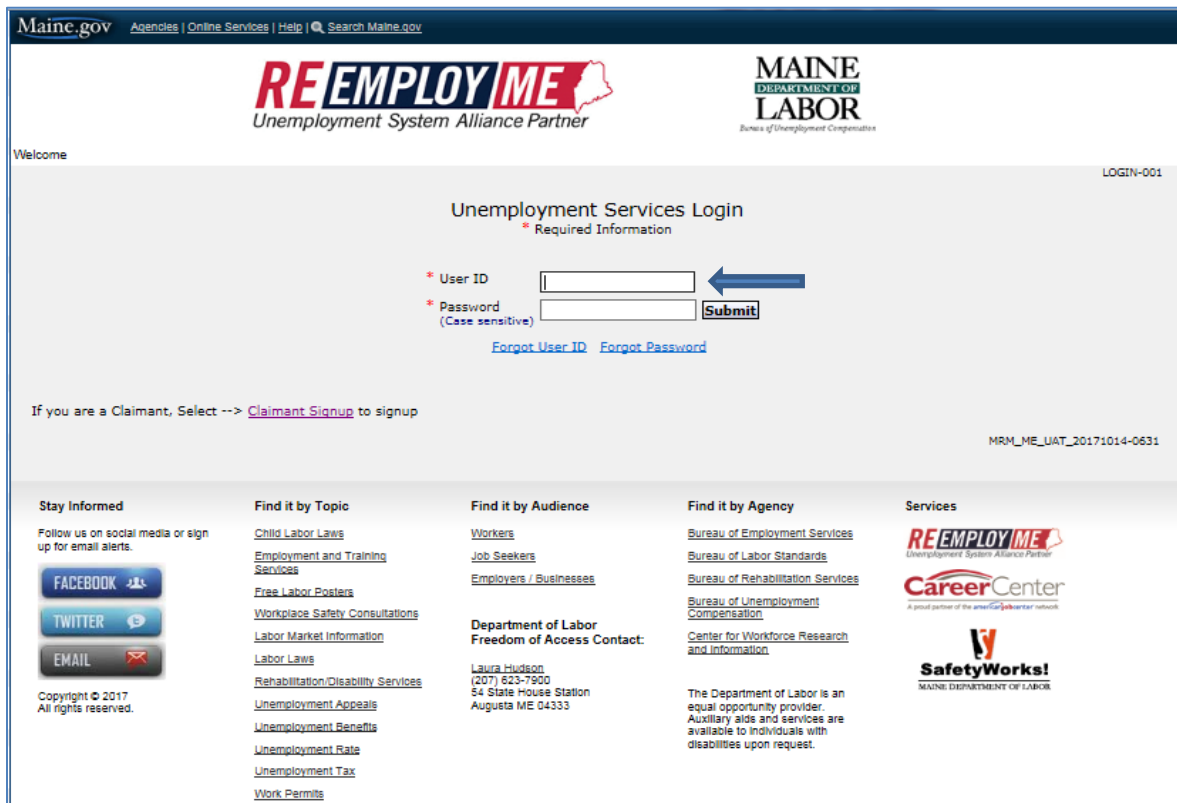


Figure 13: ReEmployME Login screen



Step 2: From the home screen, navigate to Benefit Maintenance. Click “Update Claimant Profile,” and “Contact Details”

The screenshot shows the Maine Department of Labor website interface. At the top, there is a navigation bar with links for 'Maine.gov', 'Agencies', 'Online Services', 'Help', and a search box. Below this is the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. A 'Welcome' message is displayed on the left, and 'Home' and 'Log out' links are on the right. A main navigation menu includes 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The 'Benefit Maintenance' menu is expanded, showing 'Update Claimant Profile' and 'Contact Details' (highlighted with a blue arrow). Below 'Update Claimant Profile' is a 'Claim Information' box with details: 'Your Claim Period: 10/29/2017 to 10/28/2018', 'Maximum Weekly Benefits:', 'Total Amount of Benefits for Your Claim Period:', 'Remaining Balance of Benefits:', and 'Your waiting period has not been served for your current claim period.' To the right of the 'Benefit Maintenance' menu is a 'Quick Links' section with a list of services. At the bottom, there are sections for 'Stay Informed' (social media links), 'Find it by Topic' (various labor-related topics), 'Find it by Audience' (Workers, Job Seekers, Employers / Businesses), 'Find it by Agency' (Bureau of Employment Services, Bureau of Labor Standards, Bureau of Rehabilitation Services, Bureau of Unemployment Compensation, Center for Workforce Research and Information), and 'Services' (REEMPLOY ME, CareerCenter, SafetyWorks!).

Figure 14: Contact Details path

Step 3: Complete the Update Contact Information screen and make any necessary changes. Click the **Submit** button to confirm

The screenshot shows the 'Update Contact Information' screen on the Maine.gov website. The page header includes 'Maine.gov' and 'REEMPLOY ME' logo. The navigation bar contains links like 'Unemployment Claim', 'Weekly Certification', 'Update Address', etc. The main content area is titled 'Update Contact Information' with a sub-header '\* Required Information'. The form consists of several numbered sections: 1. Claimant SSN; 2. Gender (Male/Female); 3. First Name; 4. Middle Initial; 5. Last Name; 6. Mailing Address (with sub-fields for Address Line 1, Address Line 2, City, State/Province, ZIP Code, Country); 7. Residential Address (with a radio button for 'Same as Mailing Address'); 8. Residential Address (with sub-fields for Address Line 1, Address Line 2, City, State/Province, ZIP Code, Country); 9. Telephone Number(s) (with sub-fields for Primary and Secondary numbers); 10. How may we contact you? (with a dropdown for 'USPS Mail' and a 'TERMS AND CONDITIONS' section); 11. E-mail Address; 12. Confirm E-mail Address. At the bottom right, there are '<Back' and 'Submit' buttons, with a blue arrow pointing to the 'Submit' button.

Figure 15: Update Contact Information screen

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



Figure 16: Update Contact Information - Address Verification screen

Step 5: Review Update Contact Information screen. Click **Home** to return to the main home page

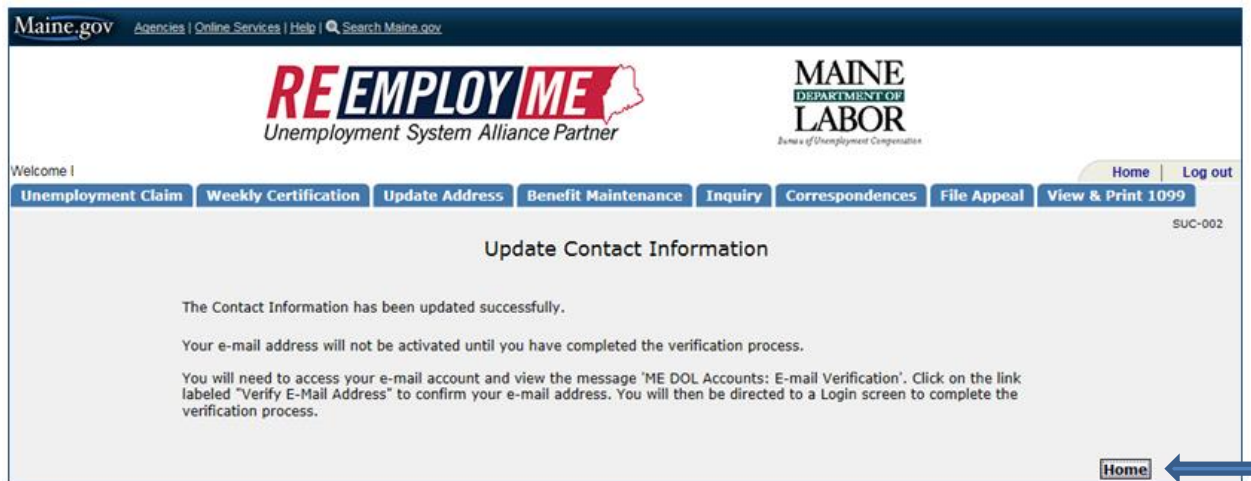


Figure 17: Update Contact Confirmation screen

## Scenario 2b: Check Claim Status

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**

Maine.gov Agencies | Online Services | Help | Search Maine.gov

**REEMPLOY ME**  
Unemployment System Alliance Partner

MAINE  
DEPARTMENT OF  
LABOR  
Bureau of Unemployment Compensation

Welcome LOGIN-001

### Unemployment Services Login

\* Required Information

\* User ID

\* Password (Case sensitive)  **Submit**

[Forgot User ID](#) [Forgot Password](#)

If you are a Claimant, Select --> [Claimant Signup](#) to signup

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Figure 18: ReEmployME Login screen

Step 2: From the home screen, navigate to Inquiry. Click “Benefits,” and “Claimant / Claim Inquiry”

The screenshot shows the Maine Department of Labor website interface. At the top, there is a navigation bar with tabs for 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The 'Inquiry' tab is selected, and a dropdown menu is open, showing 'Benefits' and 'Claimant / Claim Inquiry'. The 'Claimant / Claim Inquiry' option is highlighted with a blue arrow. Below the navigation bar, the 'Claim Information' dropdown menu is expanded, displaying the following details:

- > Your Claim Period: **10/29/2017 to 10/28/2018**
- > Maximum Weekly Benefits:
- > Total Amount of Benefits for Your Claim Period: **\$10868.00**
- > Remaining Balance of Benefits:
- > Your waiting period has not been served for your current claim period.

To the right of the dropdown menu is a 'Quick Links' sidebar with the following links:

- > Unemployment Claim
- > Weekly Certification
- > Update Address
- > Benefit Maintenance
- > Inquiry
- > Correspondences
- > File Appeal
- > View & Print 1099

At the bottom of the page, there are several sections: 'Stay Informed' with social media links for Facebook, Twitter, and Email; 'Find it by Topic' with links to various labor-related topics; 'Find it by Audience' with links for Workers, Job Seekers, and Employers/Businesses; 'Find it by Agency' with links to various bureaus; and 'Services' with a 'REEMPLOY ME' logo and a disclaimer: 'The Department of Labor is an equal opportunity provider. Auxiliary aids and services are available to individuals with disabilities upon request.'

Figure 19: Claimant / Claim Inquiry path

Step 3: Review Claim Summary screen, which will show the benefit year start and date date, the Weekly Benefit Amount and Balance, any Pending or Processed Weekly Certifications

The screenshot shows the 'REEMPLOY ME' website interface. At the top, there are navigation links for 'Maine.gov', 'Agencies', 'Online Services', 'Help', and 'Search Maine.gov'. The main header features the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. Below the header is a navigation menu with options: 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. A 'Welcome' message and 'Home | Log out' links are also present.

The main content area is titled 'Claim Summary' and displays the following information:

Claimant SSN		Claimant Name	
		Claimant Id	
<b>Claimant Details</b>			
Mailing Address	1 NEW ADDRESS AUGUSTA ME 04330	Telephone Number	111-111-1111
Residential Address	1 NEW ADDRESS AUGUSTA ME 04330	Date of Birth	
		Gender	Female
		Report Location	N/A
		Residence County	
<b>Claim Details</b>			
Type	Regular -UI Only	Status	Active
Claim Start Date	10/29/2017	Base Period	Jul-Sep 2016
Claim End Date	10/28/2018		Oct-Dec 2016
Weekly Amount	\$ 418.00		Jan-Mar 2017
Maximum Amount	\$ 10,868.00		Apr-Jun 2017
Balance	\$ 10,868.00		
Pension	N/A		
Adjusted Weekly Amount	N/A		
Pending Weekly Certification(s) No pending weekly certifications.			
Processed Weekly Certification(s) No Processed Weekly Certifications			

At the bottom of the screen, there is a link for 'Unemployment Verification' and a '<Back' button.

Figure 20: Claim Summary screen

### Scenario 2c: View and Print History Record for LIHEAP, etc.

Step 1: Navigate to [www.maine.gov/reemploye](http://www.maine.gov/reemploye). On the login screen, enter the User ID and Password. Click **Submit**

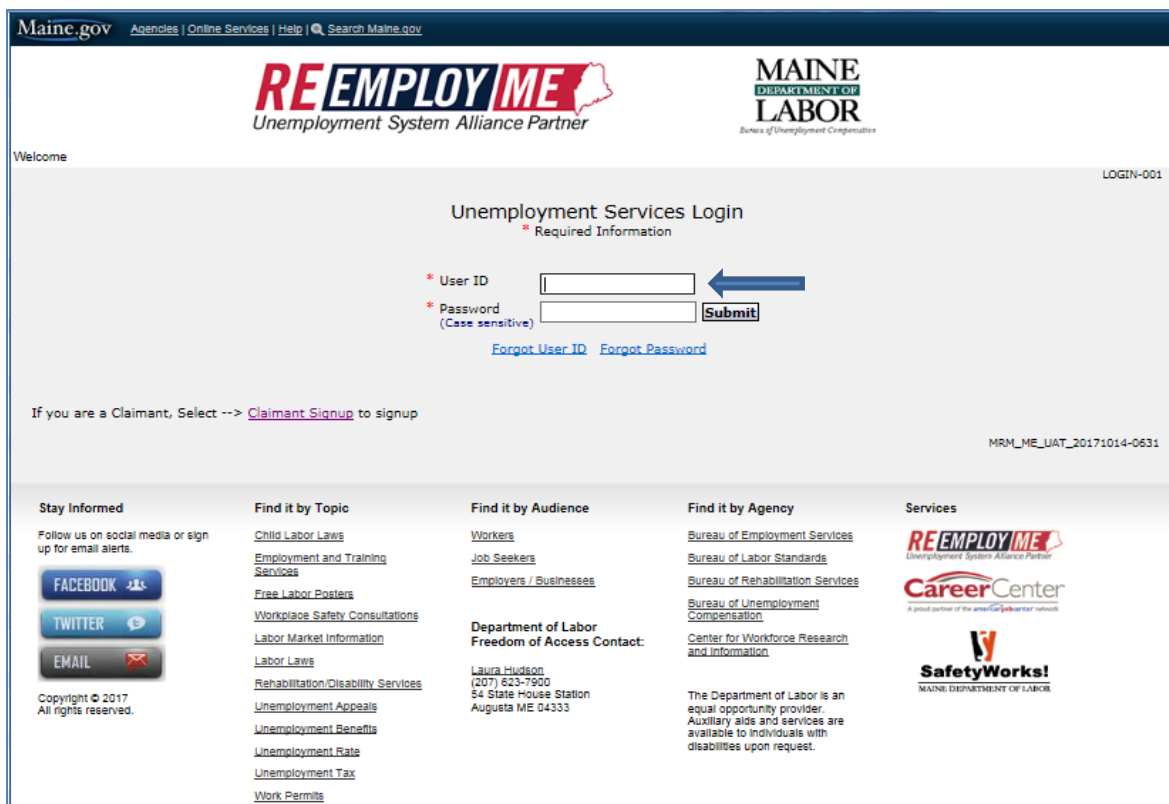


Figure 21: ReEmployME Login screen



Step 2: From the home screen, navigate to Inquiry. Click “Benefits,” and “Claimant / Claim Inquiry”

The screenshot displays the Maine Department of Labor website interface. At the top, there is a navigation bar with links for 'Maine.gov', 'Agencies', 'Online Services', 'Help', and a search function. The main header features the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. Below the header, a horizontal menu contains several options: 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The 'Inquiry' menu is expanded, showing sub-options: 'Benefits', 'Claimant / Claim Inquiry', and 'Work Search'. The 'Claimant / Claim Inquiry' option is highlighted with a blue arrow. A dropdown menu for 'Claimant / Claim Inquiry' is visible, listing claim details: 'Your Claim Period: 10/29/2017 to 10/28/2018', 'Maximum Weekly Benefits:', 'Total Amount of Benefits for Your Claim Period: \$10868.00', 'Remaining Balance of Benefits:', and 'Your waiting period has not been served for your current claim period.' To the right of the dropdown is a 'Quick Links' section with a list of services: 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The footer area is divided into five columns: 'Stay Informed' (with social media links for Facebook, Twitter, and Email), 'Find it by Topic' (with links for Child Labor Laws, Employment and Training Services, Free Labor Posters, Workplace Safety Consultations, Labor Market Information, Labor Laws, Rehabilitation/Disability Services, Unemployment Appeals, Unemployment Benefits, Unemployment Rate, Unemployment Tax, and Work Permits), 'Find it by Audience' (with links for Workers, Job Seekers, and Employers / Businesses, plus contact information for the Department of Labor Freedom of Access Contact: Laura Hudson, (207) 623-7900, 54 State House Station, Augusta ME 04333), 'Find it by Agency' (with links for Bureau of Employment Services, Bureau of Labor Standards, Bureau of Rehabilitation Services, Bureau of Unemployment Compensation, and Center for Workforce Research and Information), and 'Services' (with the REEMPLOY ME logo and two empty boxes). A copyright notice for 2017 is also present in the footer.

Figure 22: Claimant / Claim Inquiry path



Step 3: From the Claim Summary screen, click on the [Unemployment Verification](#) hyperlink

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Welcome | Home | Log out

[Unemployment Claim](#) [Weekly Certification](#) [Update Address](#) [Benefit Maintenance](#) [Inquiry](#) [Correspondences](#) [File Appeal](#) [View & Print 1099](#)

INQ-001

### Claim Summary

Claimant SSN: \_\_\_\_\_ Claimant Name: \_\_\_\_\_  
Claimant Id: \_\_\_\_\_

**Claimant Details**

Mailing Address	1 NEW ADDRESS AUGUSTA ME 04330	Telephone Number	111-111-1111
Residential Address	1 NEW ADDRESS AUGUSTA ME 04330	Date of Birth	
		Gender	Female
		Report Location	N/A
		Residence County	

**Claim Details**

Type	Regular -UI Only	Status	Active
Claim Start Date	10/29/2017	Base Period	Jul-Sep 2016
Claim End Date	10/28/2018		Oct-Dec 2016
Weekly Amount	\$ 418.00		Jan-Mar 2017
Maximum Amount	\$ 10,868.00		Apr-Jun 2017
Balance	\$ 10,868.00		
Pension	N/A		
Adjusted Weekly Amount	N/A		

Pending Weekly Certification(s)  
No pending weekly certifications.

Processed Weekly Certification(s)  
No Processed Weekly Certifications

[Unemployment Verification](#) ←

[Back](#)

Figure 23: Claim Summary screen

Step 4: Review Maine Department of Labor Unemployment Verification screen. Click the [Print](#) hyperlink to print screen

The screenshot displays the 'Maine Department of Labor Unemployment Verification' screen. At the top, there are logos for 'REEMPLOY ME' and 'MAINE DEPARTMENT OF LABOR'. A navigation bar includes links for 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The main content area shows the date '11/16/2017' and the following information:

Claimant Name		Claimant SSN
Mailing Address	1 NEW ADDRESS AUGUSTA ME 04330	

**Monetary Information**

Benefit Year From 10/29/2017 To 10/28/2018

1. Weekly Benefit Amount	\$418.00
2. Maximum Benefit Amount	\$10,868.00
3. Balance of Benefits for Benefit Year	\$10,868.00
4. Date Most Recent Weekly Certification Filed	

**Reason Claimant is not receiving benefits**

1. Insufficient Wages	No
2. Disqualified	N/A
3. Issue Pending	Yes

Processed Weekly Certification(s)  
No Processed Weekly Certifications

At the bottom, there is a [Print](#) link with a blue arrow pointing to it, and a [<Back](#) button.

Figure 24: Maine Department of Labor Unemployment Verification screen

## Scenario 2d: Change Payment Method

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**

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Welcome LOGIN-001

### Unemployment Services Login

\* Required Information

\* User ID

\* Password (Case sensitive)  **Submit**

[Forgot User ID](#) [Forgot Password](#)

If you are a Claimant, Select --> [Claimant Signup](#) to signup

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Figure 25: ReEmployME Login screen

Step 2: From the home screen, navigate to Benefit Maintenance. Click “Update Claimant Profile,” and “Payment Options”

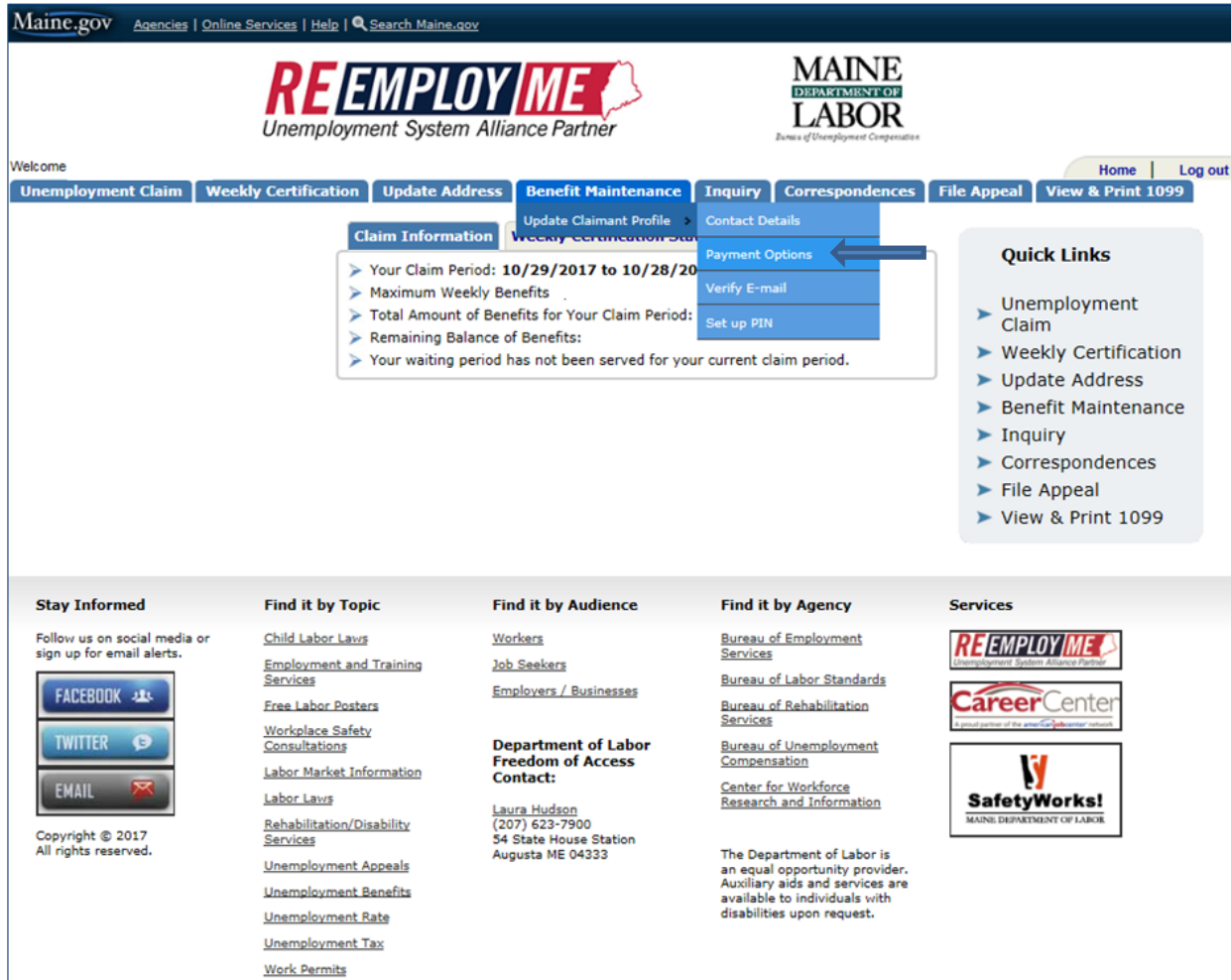


Figure 26: Payment Options path

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

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Unemployment Claim Weekly Certification Update Address Benefit Maintenance Inquiry Correspondences File Appeal View & Print 1099

CFM-004

### Update Payment Information

Required Information

1. Claimant SSN
2. Date of Birth
3. First Name
4. Middle Initial
5. Last Name
6. Federal Tax Withheld  No  Yes
7. State Tax Withheld  No  Yes
8. Select your preferred method of receiving benefit payments  Direct Deposit  Debit Card

If you selected Direct Deposit, enter the following information:

- a. Name on Bank Account
- b. Account Type
- c. Bank Account Number
- d. Confirm Bank Account Number
- e. Bank Routing Number
- f. Confirm Bank Routing Number

<Back Submit

Figure 27: Update payment Information screen

Step 4: The Update payment Information Confirmation screen will show. Click **Home** to return to the main home page

Figure 28: Update Payment Information Confirmation screen

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Unemployment Claim Weekly Certification Update Address Benefit Maintenance Inquiry Correspondences File Appeal View & Print 1099

SUC-002

### Update Payment Information Confirmation

The Payment Information has been updated successfully.

Home

Figure 29: Update Payment Information Confirmation Screen

## Scenario 2e: File an Appeal

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**

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Welcome LOGIN-001

### Unemployment Services Login

\* Required Information

\* User ID

\* Password (Case sensitive)  **Submit**

[Forgot User ID](#) [Forgot Password](#)

If you are a Claimant, Select --> [Claimant Signup](#) to signup

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Figure 30: ReEmployME Login screen

Step 2: From the home screen, navigate to File Appeal. Click “File Appeal”

The screenshot displays the Maine Department of Labor website interface. At the top, there is a navigation bar with links for 'Maine.gov', 'Agencies', 'Online Services', 'Help', and a search function. The main header features the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. Below the header, a 'Welcome' message is followed by a series of navigation tabs: 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The 'File Appeal' tab is currently selected. Underneath, there are three sub-tabs: 'Claim Information', 'Weekly Certification Status', and 'Work Search'. The 'Claim Information' sub-tab is active, showing a list of claim details: 'Your Claim Period: 08/27/2017 to 08/26/2018', 'Maximum Weekly Benefits', 'Total Amount of Benefits for Your Claim Period: \$10868.00', 'Remaining Balance of Benefits:', and 'Your weekly certification for 09/09/2017 was used as your waiting period for the current claim period and will not be paid.' To the right of the claim information is a 'Quick Links' section with a list of navigation options: 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. At the bottom of the page, there are five columns of content: 'Stay Informed' with social media links for Facebook, Twitter, and Email; 'Find it by Topic' with a list of topic links; 'Find it by Audience' with links for Workers, Job Seekers, and Employers/Businesses; 'Find it by Agency' with links for various bureaus and centers; and 'Services' with logos for REEMPLOY ME, CareerCenter, and SafetyWorks!.

Figure 31: File Appeal path

Step 3: Select the Radio Button for the decision to be appealed. Click the **Next>** button to move to the next screen

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Welcome Home Log out

Unemployment Claim Weekly Certification Update Address Benefit Maintenance Inquiry Correspondences File Appeal View & Print 1099

List of Decisions  
\* Required Information

APP-003

Claimant SSN Claimant Name

Claims Adjudicator Decision(s)

Select *	Decision	Issue Description - Issue Details	Employer Name	Decision Mail Date	Appeal Status
<input type="radio"/>	Denied	Discharge - Misconduct -	TARGET CORPORATION	11/13/2017	Appealed
<input type="radio"/>	Denied	Remuneration - REM - Only One Partial Week	MCCAIN FOODS USA INC	11/13/2017	Not Appealed

Next>

Figure 32: List of Decisions 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

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APP-011

### File Appeal Information

\* Required Information

Claimant SSN MDOL SEIN	Claimant Name Employer Name MCCAIN FOODS USA INC
Issue Description Issue Details	Remuneration REM - Only One Partial Week
	Decision Mail Date 11/13/2017
	Decision Detail Denied

1. \* Appeal Filed Date: 11 / 16 / 2017

2. \* Reason for Appeal (Must not exceed 1000 characters): [Text Area]

3. \* Interpreter Required:  Yes  No

a. If Yes, Select the Language: -Select-

i. If Other, enter language: [Text Area]

<Back Submit

Figure 33: 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

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APP-013

### File Appeal Confirmation

Claimant SSN MDOL SEIN	Claimant Name Employer Name MCCAIN FOODS USA INC
---------------------------	--

The docket number for this appeal is **92397**.

The appeal has been submitted and will be scheduled for a hearing with an Administrative Hearing Officer. A notification with the date and time of the hearing will be mailed to you at the following address:

To modify this address, go to the Maintenance menu and select Update Contact Details.

If you remain unemployed, you should continue to file your weekly certification until you receive a decision on your appeal.

To print and save this screen for your records, select [Print](#).

Home

Figure 34: File Appeal Confirmation screen

## 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**

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Welcome LOGIN-001

### Unemployment Services Login

\* Required Information

\* User ID  ←

\* Password (Case sensitive)  **Submit**

[Forgot User ID](#) [Forgot Password](#)

If you are a Claimant, Select --> [Claimant Signup](#) to signup

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Figure 35: ReEmployME Login screen

Step 2: From the home screen, navigate to Correspondences. Click “Claimant Correspondence”, and “Benefits”

The screenshot shows the Maine Department of Labor website interface. At the top, there is a navigation bar with links for 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The 'Correspondences' menu is expanded, showing 'Claimant Correspondences' and 'Benefits'. A blue arrow points to the 'Benefits' option. Below the navigation bar, there is a 'Claim Information' box with details about the claim period (08/27/2017 to 08/26/2018), maximum weekly benefits, total amount of benefits (\$10868.00), and remaining balance. To the right of the 'Benefits' menu is a 'Quick Links' section with a list of services including 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. At the bottom of the page, there are sections for 'Stay Informed' (social media links for Facebook, Twitter, and Email), 'Find it by Topic' (links to various labor laws and services), 'Find it by Audience' (links for Workers, Job Seekers, and Employers/Businesses), 'Find it by Agency' (links to various bureaus and centers), and 'Services' (logos for REEMPLOY ME, CareerCenter, and SafetyWorks!).

Figure 36: Correspondence path

Step 3: Select the year for which to view Correspondence sent from the system, and [Search](#). Click on any of the document hyperlinks to load the corresponding PFD. Print as needed

51 items found, displaying 1 to 25. 1, 2, 3 [≥] [≥>]

Correspondence Type	Correspondence Date
<a href="#">MONETARY DETERMINATION</a>	11/16/2017
<a href="#">Notice of appointment to Claimant</a>	11/16/2017
<a href="#">TARGET CORPORATION</a>	11/15/2017
<a href="#">TARGET CORPORATION</a>	11/15/2017
<a href="#">Declaration Of Dependency</a>	11/15/2017
<a href="#">Non-mon Decision Letter</a>	11/14/2017
<a href="#">Non-mon Decision Letter</a>	11/14/2017
<a href="#">Non-mon Decision Letter</a>	11/14/2017
<a href="#">TARGET CORPORATION</a>	11/13/2017
<a href="#">MCCAIN FOODS USA INC</a>	11/13/2017
<a href="#">TARGET CORPORATION</a>	11/13/2017
<a href="#">Non-mon Decision Letter</a>	11/13/2017
<a href="#">BUD'S SHOP N SAVE</a>	11/13/2017
<a href="#">Non-mon Decision Letter</a>	11/13/2017
<a href="#">BUD'S SHOP N SAVE</a>	11/13/2017
<a href="#">MCCAIN FOODS USA INC</a>	11/13/2017
<a href="#">RITE AID OF MAINE INC</a>	11/08/2017
<a href="#">Non-mon Decision Letter</a>	11/08/2017
<a href="#">RITE AID OF MAINE INC</a>	11/08/2017
<a href="#">POULIN &amp; TODD MCCOLLAR, JIM</a>	11/08/2017
<a href="#">POULIN &amp; TODD MCCOLLAR, JIM</a>	11/08/2017
<a href="#">Demand for Payment Notice</a>	11/03/2017
<a href="#">Address Change Notice</a>	11/03/2017

51 items found, displaying 1 to 25. 1, 2, 3 [≥] [≥>]

[Home](#)

Figure 37: Claimant Correspondences screen

**Section 3: File Initial Claim / Weekly Certifications from claimant perspective**

**Eligibility for Unemployment Due to COVID-19 :**

1. Eligibility - An individual is deemed to have met the eligibility requirements under section 1192, subsections 2 and 3 as long as the individual remains able and available to work for, and maintains contact with, the relevant employer and the individual is:
  - a. Under a temporary medical quarantine or isolation restriction to ensure that the individual has not been affected by the subject condition of the state of emergency and is expected to return to work; or
  - b. Temporarily laid off due to a partial or full closure of the individual's place of employment as a result of the state of emergency and is expected to return to work once the emergency closure is lifted.
2. Waiting period waived. The waiting period requirement under section 1192, subsection 4-A is waived for an individual who is dislocated or temporarily laid off as a result of the state of emergency.
3. Temporary leave of absence due to COVID-19. Notwithstanding section 1193, subsection 1, during the state of emergency, an individual who is on a temporary leave of absence due to a medical quarantine or isolation restriction, a demonstrated risk of exposure or infection or a need to care for a dependent family member as a result of COVID-19 is not disqualified from receiving benefits during this absence as long as the individual continues to remain able and available to work for, and maintains contact with, the relevant employer.

### Scenario 3a: Instructions to file an Initial Claim

Step 1: Go to [www.maine.gov/reemployme](http://www.maine.gov/reemployme) Login with username and password .

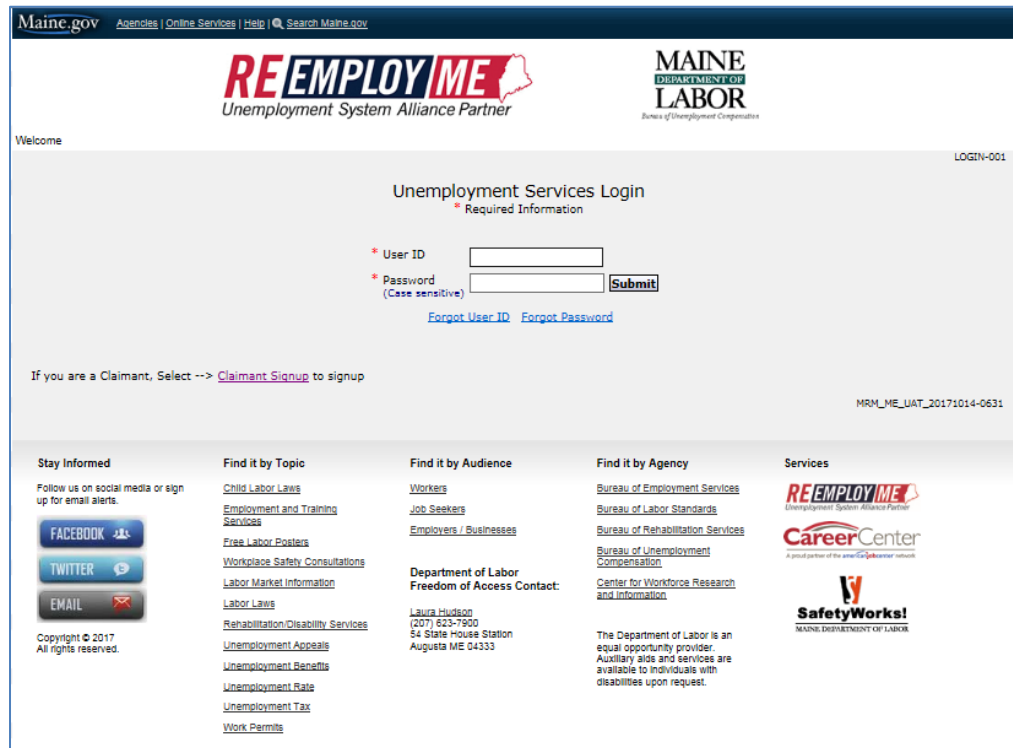


Figure 38: ReEmployME Login screen

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

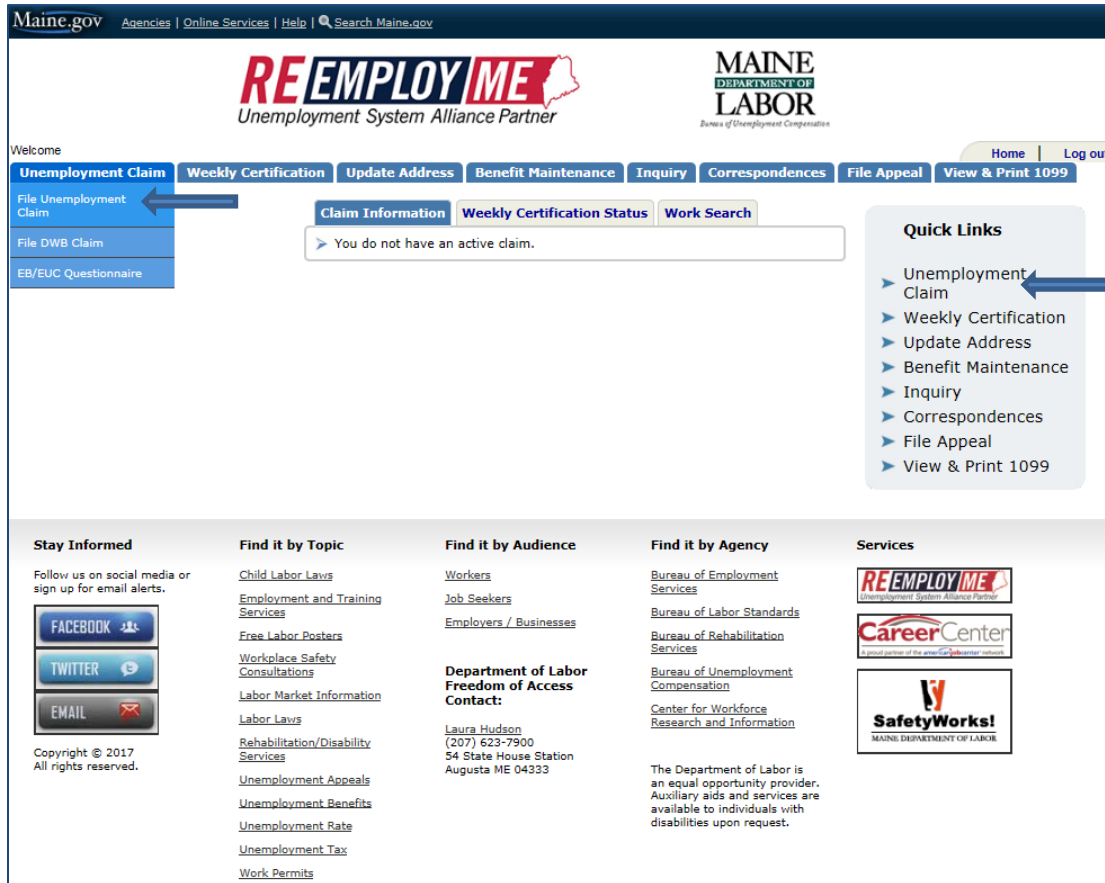


Figure 39: File Unemployment Claim path



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

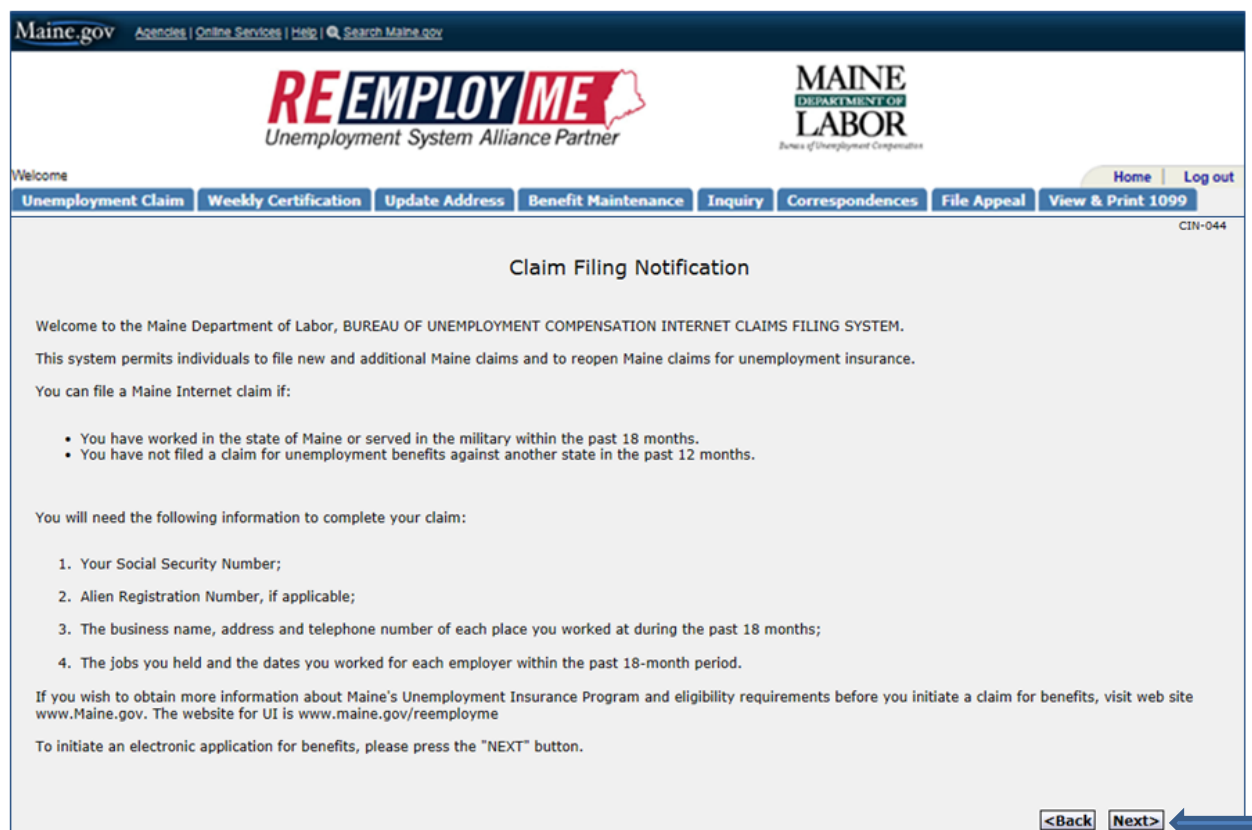


Figure 40: Claim Filing Notification screen



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

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Unemployment Claim Weekly Certification Update Address Benefit Maintenance Inquiry Correspondences File Appeal View & Print 1099

CIN-002

### Personal Information

\* Required Information

1. SSN
2. \* First Name
3. Middle Initial
4. \* Last Name
5. Other last name worked under since 07/01/2016
6. \* Date of Birth  /  /
7. \* Gender  Male  Female
8. \* Race  ?
9. \* Ethnicity  Not Hispanic / Latino  Hispanic / Latino
10. \* Are you a U.S. citizen?  
If No, provide following information  
a. Alien Document Type   
b. Alien Number   
c. Expiration Date  /  /
11. Do you have a disability?  Yes  No ?  
a. If Yes, select type of disability
12. \* Are you a military veteran, transitional veteran or spouse of a military veteran?  Yes  No ?
13. \* Select the highest grade completed in school
14. \* Do you have a language preference?  Yes  No  
a. If Yes, select the language
15. \* If you are the primary support of dependent children, do you wish to file for a dependency allowance?  
a. If yes, Do you have dependent details?  Yes  No

Figure 41: Personal Information 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

The screenshot displays the 'Contact Details' screen on the Maine.gov website. The page header includes 'Maine.gov' and navigation links like 'Agencies', 'Online Services', and 'Help'. The main header features the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. A navigation bar contains links for 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The 'Contact Details' section is titled 'Contact Details' with a red asterisk indicating required information. The form is organized into two columns: 'Claimant SSN' and 'Claimant Name'. The form includes the following sections:

- 1. \* Mailing Address:** Fields for Address Line 1, Address Line 2, City, State/Province (dropdown), ZIP Code, and Country (dropdown).
- 2. \* Residential Address:** Radio buttons for 'Same as Mailing Address' and 'Different'.
- 3. \* If Different, provide details below:** Fields for Address Line 1, Address Line 2, City, State/Province (dropdown), ZIP Code, and Country (dropdown).
- 4. If Maine resident, select town:** A dropdown menu.
- 5. Telephone Number(s):** Fields for 'a. Primary Number' and 'b. Secondary Number'.
- 6. \* How may we contact you?:** A dropdown menu and a section for 'a. Email Acknowledgment' containing terms and conditions and an 'I AGREE' checkbox.
- 7. \* Email Address:** A text input field.
- 8. \* Confirm Email Address:** A text input field.

At the bottom of the form, there are buttons for 'Cancel', 'Finish Later', '<Back', and 'Next>'. A blue arrow points to the 'Next>' button.

Figure 42: Contact Details screen

Step 6: Verify Contact Details. Click the **Next>** button to move to the next screen

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CIN-999

### Verify Contact Details

Claimant SSN Claimant Name

Verify the mailing address you have created. To modify the address, select **Back**.

**Claimant Mailing Address:**

Address Line 1  
Address Line 2  
City  
State  
ZIP Code  
Country

<Back Next>

Figure 43: 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

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CIN-046

### Security Confirmation

\* Required Information

Claimant SSN Claimant Name

The Maine Department of Labor will validate identity information you provide with other state and federal agencies. Please enter your first name and last name as it appears on your Social Security Card and review the information to insure that it is correct before clicking "next".

1. SSN (If your Social Security Number is incorrect, you must contact the MDOL Call Center at 1-800-593-7660. A Customer Service Representative is available to assist you Monday through Friday from 8:00 AM to 12:30 PM.)

2. \* First Name on SSN Card

3. \* Last Name on SSN Card

4. \* Date of Birth  /  /

Cancel Finish Later

<Back Next>

Figure 44: Security Confirmation 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

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### File Claim

\* Required Information

Claimant SSN Claimant Name

- \* From which location are you filing your claim?
- \* Were you employed with the Federal government performing Federal civilian service after July 1, 2016?  
a. If Yes, where did you work?
- \* Were you discharged from the U.S. Military after July 1, 2016?  Yes  No
- \* Have you worked for any employer since July 1, 2016?  Yes  No
- Select all the states where you worked after July 1, 2016 excluding Federal (Outside of USA) or Military employment. (?)
 

<input type="checkbox"/> Alabama	<input type="checkbox"/> Guam	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> New York	<input type="checkbox"/> Tennessee
<input type="checkbox"/> Alaska	<input type="checkbox"/> Hawaii	<input type="checkbox"/> Michigan	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Texas
<input type="checkbox"/> Arizona	<input type="checkbox"/> Idaho	<input type="checkbox"/> Minnesota	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Utah
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Illinois	<input type="checkbox"/> Mississippi	<input type="checkbox"/> Ohio	<input type="checkbox"/> Vermont
<input type="checkbox"/> California	<input type="checkbox"/> Indiana	<input type="checkbox"/> Missouri	<input type="checkbox"/> Oklahoma	<input type="checkbox"/> Virgin Islands
<input type="checkbox"/> Colorado	<input type="checkbox"/> Iowa	<input type="checkbox"/> Montana	<input type="checkbox"/> Oregon	<input type="checkbox"/> Virginia
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Kansas	<input type="checkbox"/> Nebraska	<input type="checkbox"/> Pennsylvania	<input type="checkbox"/> Washington
<input type="checkbox"/> Delaware	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Nevada	<input type="checkbox"/> Puerto Rico	<input type="checkbox"/> West Virginia
<input type="checkbox"/> District Of Columbia	<input type="checkbox"/> Louisiana	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> Rhode Island	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Florida	<input checked="" type="checkbox"/> <b>Maine</b>	<input type="checkbox"/> New Jersey	<input type="checkbox"/> South Carolina	<input type="checkbox"/> Wyoming
<input type="checkbox"/> Georgia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New Mexico	<input type="checkbox"/> South Dakota	
- \* Do you have a definite date to return to work with your most recent employer?  
a. If Yes, indicate the date you expect to return to work  /  / 
 Yes  No
- \* Have you applied for Unemployment Insurance benefits in any state other than Maine in the last 12 months?  Yes  No
- \* Are you currently receiving or have you received Short Term Disability since July 1, 2016 ?  Yes  No
- \* Are you currently receiving or have you received Workers Comp. since July 1, 2016 ?  Yes  No

Figure 45: File Claim 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

**Due to COVID-19 the following has been added:**

- A new question will only appear on the File Claim Screen (CIN-051):

10. \* Are you currently unemployed due to the novel coronavirus outbreak (also known as COVID-19)?  Yes  No

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

The screenshot shows the 'Employment History' screen. At the top, there is a navigation bar with 'Maine.gov' and links for 'Agencies', 'Online Services', 'Help', and 'Search Maine.gov'. Below this is the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. A 'Welcome' message is followed by a menu of options: 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The user ID 'CIN-071' is displayed in the top right. The main heading is 'Employment History'. Below it, there are fields for 'Claimant SSN' and 'Claimant Name'. A message states: 'The following screens will ask you to provide details of your employment history during the past 18 months.' At the bottom, there are buttons for 'Cancel', 'Finish Later', '<Back', and 'Next>'. A blue arrow points to the 'Next>' button.

Figure 46: 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

The screenshot shows the 'Primary Job Title/Description Search' screen. It features the same navigation bar and logos as Figure 46. The user ID is now 'CIN-075'. The main heading is 'Primary Job Title/Description Search' with a red asterisk indicating 'Required Information'. Below the heading are fields for 'Claimant SSN' and 'Claimant Name'. A message reads: 'Enter a Job Title which reflects your skills, job history and interest. This will help our system classify the types of jobs that may meet your qualifications and interest.' There is a list item '1. \* Job Title' followed by a text input field and a question mark icon. A 'Search' button is located below the input field. At the bottom, there are buttons for 'Cancel', 'Finish Later', '<Back', and 'Next>'. A blue arrow points to the 'Search' button, and another blue arrow points to the 'Next>' button.

Figure 47: 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  
\* Required Information

Claimant SSN      Claimant Name

Enter a Job Title which reflects your skills, job history and interest. This will help our system classify the types of jobs that may meet your qualifications and interest.

1. \* Job Title           

*Select	Job Title	Job Description
<input type="radio"/>	Cooks, Institution and Cafeteria	Prepare and cook large quantities of food for institutions, such as schools, hospitals, or cafeterias.
<input type="radio"/>	Cooks, Fast Food	Prepare and cook food in a fast food restaurant with a limited menu. Duties of these cooks are limited to preparation of a few basic items and normally involve operating large-volume single-purpose cooking equipment.
<input type="radio"/>	Cooks, Restaurant	Prepare, season, and cook dishes such as soups, meats, vegetables, or desserts in restaurants. May order supplies, keep records and accounts, price items on menu, or plan menu.
<input type="radio"/>	Cooks, Short Order	Prepare and cook to order a variety of foods that require only a short preparation time. May take orders from customers and serve patrons at counters or tables.
<input type="radio"/>	Chefs and Head Cooks	Direct and may participate in the preparation, seasoning, and cooking of salads, soups, fish, meats, vegetables, desserts, or other foods. May plan and price menu items, order supplies, and keep records and accounts.
<input type="radio"/>	Cooks, All Other	All cooks not listed separately.

Figure 48: 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

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CIN-076

### Job Title Summary

\* Required Information

Claimant SSN : Claimant Name :

Job Title Summary

Job Description	Work Experience ?	Last Job Skill ?	
Cooks, Restaurant	Year(s) Month(s)	<input checked="" type="radio"/>	Delete

1. \* Do you want to add another skill, job history or interest?  
(You can add up to five (5) skills, job history or interest.)  Yes  No

Cancel Finish Later <Back Next>

Figure 49: 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

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CIN-072

### Employment Details

Claimant SSN \_\_\_\_\_ Claimant Name \_\_\_\_\_

Employer Name **EMPLOYER NAME** [More Information](#)

1. \* Did you work for this employer?  Yes  No

If Yes, provide the following information

a. Employment Start Date MM / DD / YYYY

b. Employment End Date MM / DD / YYYY

c. Job Title/Description \_\_\_\_\_

d. What was your rate of pay? \_\_\_\_\_ / -Select-

e. Reason you are no longer working with this employer  
i. If Voluntary Quit, select reason -Select-

f. Have you applied for, or are you receiving, a pension from this employer?  
(Do not include severance pay or Social Security benefits.)  Yes  No

g. Employer Telephone Number \_\_\_\_\_

h. Are you being paid by this employer during the time you are off work?  Yes  No

i. Are you receiving or have you received any short-term disability benefits from this employer since July 1, 2016?  Yes  No

j. During your current period of unemployment, have you received or will you receive any remuneration pay from this employer?  
i. If Yes, select all the remuneration type that you are receiving  
 Bonus Pay  
 Other (severance, holiday pay, vacation pay, wages in lieu of notice, terminal pay)

**Cancel** **Finish Later** **<Back** **Next>**

Figure 50: 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

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CIN-005

### Employment Summary

\* Required Information

Claimant SSN Claimant Name

Employer Name	Employment Start Date	Employment End Date	Reason You Left	Action
	07/01/2016	09/30/2017	Lack of work / Laid off	Edit

1. \* Have you worked for any other employer since July 1, 2016 ?  Yes  No

a. If Yes, select type of employer

Cancel Finish Later <Back Next>

Figure 51: 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

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CSN-004

### Able and Available Details

\* Required Information

Claimant SSN Claimant Name

- \* Are you currently self-employed?  Yes  No
- \* Are you a corporate officer?  Yes  No
- \* Are you currently working on commission basis?  Yes  No
- \* Are you a professional athlete?  Yes  No
- \* Have you refused an offer of work since your last day of employment?  Yes  No
- \* Are you currently attending school or training?  Yes  No
- \* Do you have a medical condition, disability or illness that will limit your ability to perform your normal work?  Yes  No
- \* Can you accept full-time work?
  - If No, select all the reasons that apply:
    - Child Care
    - Illness of immediate Family
    - Out of Area
    - Transportation
    - Other
- \* Are you a member of a union?
  - If Yes, do you obtain job placement through the union hall?  
Note: If you obtain job placement through a union hall, weekly check-ins with your union business agent may satisfy your work search requirements for the first six weeks that you are unemployed. You must provide a copy of union card showing current membership and dues paid to date. You must record your contacts with your union hall on your work search log you received in the mail.
- \* Does your regular occupation require shift work?
  - If Yes, are you available to work in all shifts required by that occupation?
    - If No, which shifts are you unable to work?
      - If Third Shift, select the reason:
        - If Other, explain (Must not exceed 1000 characters)

- \* How many hours per week did you normally work during last 18 months?
- \* How many hours per week are you currently able and available to work?

Figure 52: 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 53: 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 54: Benefits Rights Information screen

Step 18: Review the Important Weekly Certification Filing Instructions. Click the **Next>** button to move to the next screen

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CIN-039

### Important Weekly Certification Filing Instructions

**File Weekly Certifications**

Please read the following information to certify that you understand this unemployment insurance claim process and what is expected of the claimant. If you accept it, then press the "Next" button to receive your confirmation number; otherwise, please close your internet browser. I understand that to be eligible for unemployment benefits:

1. I must file a weekly claim as instructed.
2. I must be able and available for work and actively seeking work.
3. I must report all periods of employment of any type and report any wages earned including tips or cash value provided for such employment.
4. I must report any offer of work that I refuse or any referrals made to work by the Maine CareerCenter or Maine JobLink that I refuse.
5. I must report any dismissal wages, wages in lieu of notice, termination pay, vacation pay, holiday pay, retroactive payments, bonuses, sickness and disability benefits, worker's compensation, retirement or pension payments excluding Social Security which are paid or payable to me for this period.
6. I certify that I am not seeking unemployment benefits under any other State or Federal unemployment insurance system for any part of this period.
7. I certify that my answers to the questions on this Internet application are true knowing that it is a criminal offense to make false statements to obtain benefits. Unemployment fraud is a Class D crime. If you are prosecuted in court and convicted, you are subject to a fine of not more than \$2000 and/or a jail term of not more than 364 days for each false statement or representation, or failure to disclose a material fact when filing your initial and weekly claims.

I have read and understand the above statements and wish to continue with the Internet unemployment claim filing process.

**Next>**

Figure 55: Important Weekly Certification Filing Instructions screen

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

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CIN-015

### Estimated Monetary Determination

Claimant SSN: \_\_\_\_\_ Claimant Name: \_\_\_\_\_

Weekly Benefit Amount	_____
Maximum Benefit Amount	_____
Claim Effective Date	11/12/2017
Benefit Year End Date	11/11/2018

For information on the above table, select [?](#)

**\*This is an estimate only and not a guarantee of Unemployment Insurance benefits. You will be mailed a Notice of Monetary Determination as your official notification of monetary eligibility within 5 business days.**

**Next>**

Figure 56: 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



Figure 57: Claim Confirmation 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](http://www.maine.gov/reemployme)

Login with username and password and click Submit.

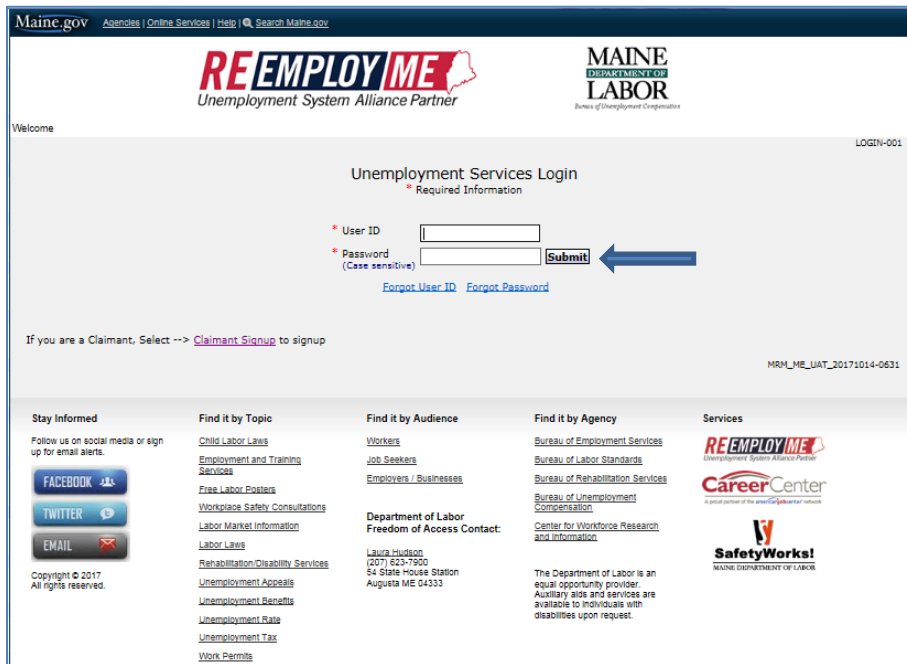


Figure 58: ReEmployME Login screen

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.

The screenshot shows the Maine Department of Labor website interface. At the top, there are navigation links for 'Agencies', 'Online Services', and 'Help', along with a search bar. The main header features the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. Below the header, a navigation bar contains several tabs: 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The 'Weekly Certification' tab is currently selected, and a dropdown menu is open, showing 'File Weekly Certification' as the selected option. Below the navigation bar, there is a 'Welcome' message and a 'Home | Log out' link. A 'Quick Links' sidebar on the right side of the page lists various services, with 'Weekly Certification' highlighted by a blue arrow. The main content area displays 'Claim Information' and 'Weekly Certification Status' tabs, along with a 'Work Search' button. A box shows the 'Your Claim Period: 10/29/2017 to 10/28/2018' and a list of benefits: 'Maximum Weekly Benefits', 'Total Amount of Benefits for Your Claim Period', 'Remaining Balance of Benefits', and 'Your waiting period has not been served for your current claim period.' At the bottom of the page, there are sections for 'Stay Informed' (with social media links for Facebook, Twitter, and Email), 'Find it by Topic' (listing various labor-related topics), 'Find it by Audience' (listing 'Workers', 'Job Seekers', and 'Employers / Businesses'), 'Find it by Agency' (listing various bureaus and centers), and 'Services' (listing 'REEMPLOY ME', 'CareerCenter', and 'SafetyWorks!').

Figure 59: 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 **Next>** button to move to the next screen

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### Work Search Questionnaire

\* Required Information

Claimant SSN Claimant Name


Address

Answer the following questions for the week of:  
**Sunday, October 29, 2017 - Saturday, November 04, 2017.**

Providing false information is punishable by law.

- \* Did you look for work during the week claimed?  Yes  No
- \* Did you participate in any scheduled CareerCenter reemployment services or related workshops during the week claimed or attend a Job Fair hosted by the Maine Department of Labor, or a Job Fair at which the Maine Department of Labor participated?  
a. If yes, please select from the following:
- If you answered No to both Question 1 and Question 2, explain why you did not look for work.  
(Must not exceed 1000 characters)

**Failure to actively look for work as directed by MDOL may result in the denial of benefits for the week claimed.**

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Next>**

Figure 60: Work Search Questionnaire screen

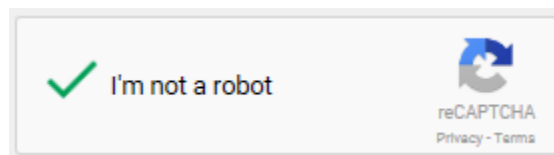


Figure 61: I'm not a robot confirmation



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

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### Work Search Record Details

\* Required Information

Claimant SSN Claimant Name

Input your work search details for the week of:  
**Sunday, October 29, 2017 - Saturday, November 04, 2017.**

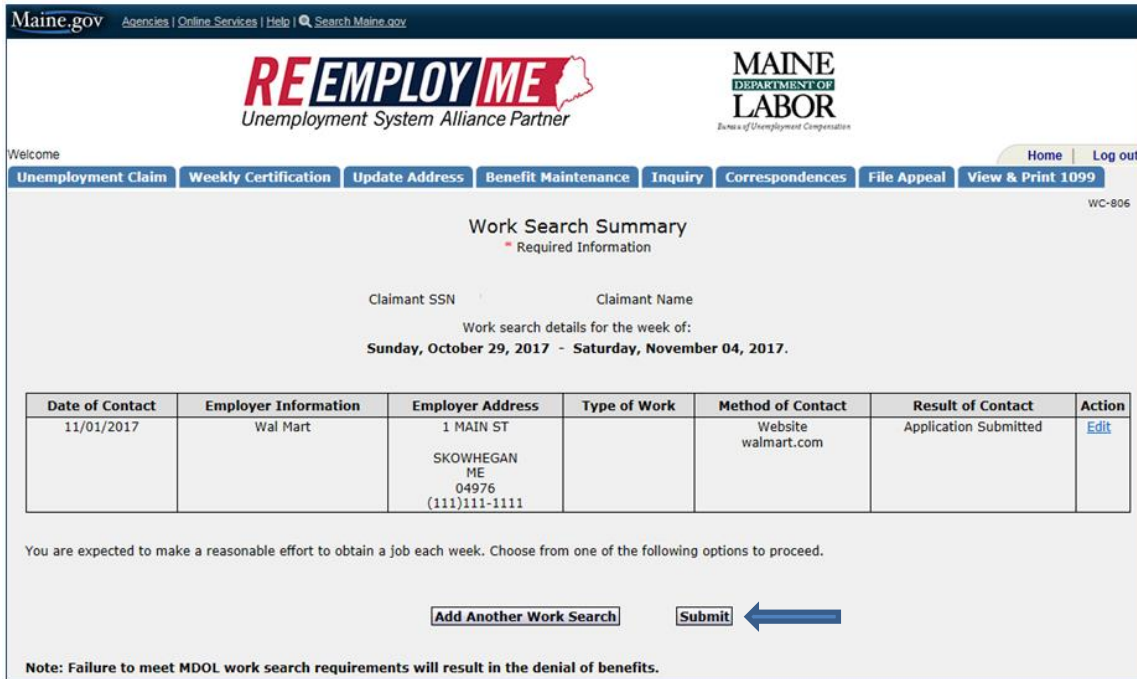
The date(s) of your work search contacts must fall within the week shown.  
Providing false information is punishable by law.

- \* Date of Work Search
- \* Employer Name
- \* Employer Address  
Address Line 1   
Address Line 2   
City   
State   
ZIP Code
- Telephone Number
- \* Type of Work
- \* Method Of Contact 
  - If In Person, please enter Contact Name
  - If In Person, please enter Contact Title
  - If Telephone, please enter Telephone Number
  - If E-Mail, please enter E-mail Address
  - If Online, please enter Website Address
  - If Fax, please enter Fax Number
- \* Result

<Back Next>

Figure 62: Work Search Record Details screen

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



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Work Search Summary  
Required Information

Claimant SSN Claimant Name

Work search details for the week of:  
Sunday, October 29, 2017 - Saturday, November 04, 2017.

Date of Contact	Employer Information	Employer Address	Type of Work	Method of Contact	Result of Contact	Action
11/01/2017	Wal Mart	1 MAIN ST SKOWHEGAN ME 04976 (111)111-1111		Website walmart.com	Application Submitted	<a href="#">Edit</a>

You are expected to make a reasonable effort to obtain a job each week. Choose from one of the following options to proceed.

**Add Another Work Search** **Submit** ←

Note: Failure to meet MDOL work search requirements will result in the denial of benefits.

Figure 63: Work Search Summary 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



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Work Search Record Acknowledgement  
Required Information

Claimant SSN Claimant Name

MDOL audits the information you provided to verify its accuracy. Failure to comply with MDOL work search requirements may result in an overpayment, garnishment of future wages, and/or prosecution in Federal and/or State courts.

**Acknowledgement**

I certify the work search for the week beginning **Sunday, October 29, 2017** and ending **Saturday, November 04, 2017** is true and correct. This certification is made with my full knowledge that the law provides penalties for making false statements or concealing material facts to obtain or increase benefits.

\* Enter the last four (4) digits of your SSN as your electronic signature verifying that you have read and understood the Acknowledgement statement above.

<Back **Next>** ←

Figure 64: Work Search Record Acknowledgement screen

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

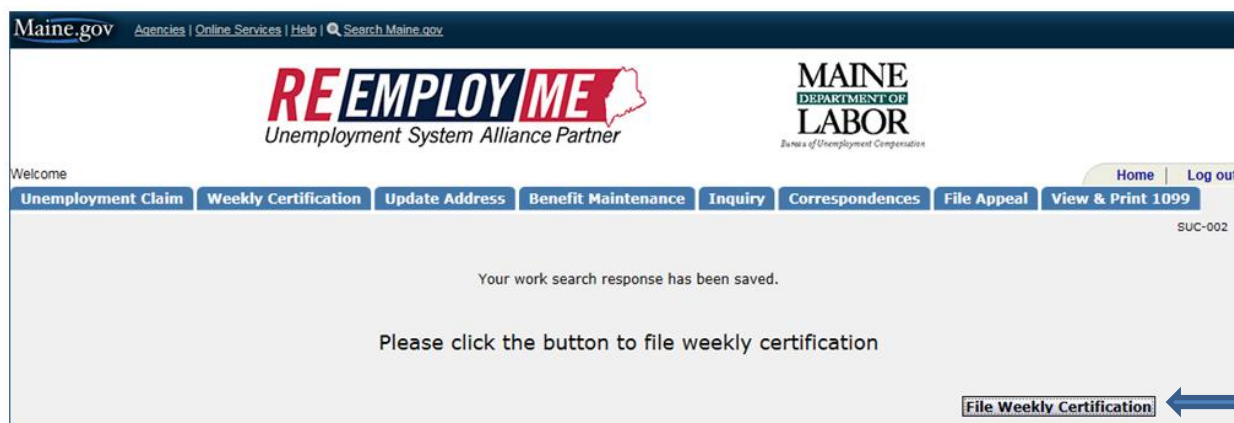


Figure 65: File Weekly Certification screen

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

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### Weekly Certification Details

\* Required Information

Claimant SSN: \_\_\_\_\_ Claimant Name: \_\_\_\_\_

Address: \_\_\_\_\_

Answer the following questions for the week of:  
**Sunday, October 29, 2017 - Saturday, November 04, 2017.**

Providing false information is punishable by law.

- \* If work had been available to you, would you have been physically able to work each day during the week?  Yes  No
- \* If work had been offered to you, would you have been available to work each day during the week?  Yes  No
- \* Did you refuse any work during the week?  Yes  No
- \* Did you refuse any job referral from the Job bank during the week?  Yes  No
- \* Did you work or perform any services during the week?  Yes  No
- \* Did you have any earnings through an odd job for the week?  Yes  No
  - If Yes, Enter the amount earned from the odd job.  
\$
- \* Do you have a definite date to return to full time employment?  Yes  No
  - If Yes, please enter the date you will return to full time employment.  
MM / DD / YYYY
  - If Yes, please select the Employer type.  
-Select-
- \* Did you attend jury selection or serve as a member of a jury during the week?  Yes  No
  - If Yes, Enter the amount of the stipend excluding mileage reimbursement.  
\$  ?
- \* Did you receive holiday pay, vacation pay, bonus pay, dismissal wages, wages in lieu of notice, or severance pay from any employer for the week?  Yes  No
  - If Yes, select atleast one type and enter the amount.

Select	Type	Amount(\$)
<input type="checkbox"/>	Holiday pay	\$ <input type="text"/>
<input type="checkbox"/>	Bonus pay	\$ <input type="text"/>
<input type="checkbox"/>	Vacation pay	\$ <input type="text"/>
<input type="checkbox"/>	Wages in lieu of notice	\$ <input type="text"/>
<input type="checkbox"/>	Dismissal Wages or Severance or Terminal Pay	\$ <input type="text"/>
- \* Did you begin receiving a pension other than social security or did a previously reported pension change?  Yes  No
- \* Do you wish to change the number of dependents from the prior claim week?  Yes  No
  - If yes, do you have the details of the dependent?  Yes  No

**<Back** **Next>**

Figure 66: Weekly Certification Details screen

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

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WC-006

### Verify Weekly Certification Responses

Claimant SSN                      Claimant Name

Verify your responses for the week of:  
**Sunday, October 29, 2017 - Saturday, November 04, 2017.**

1. If work had been available to you, would you have been physically able to work each day during the week? Yes
2. If work had been offered to you, would you have been available to work each day during the week? Yes
3. Did you refuse any work during the week? No
4. Did you refuse any job referral from the Job bank during the week? No
5. Did you work or perform any services during the week? No
6. Did you have any earnings through an odd job for the week? No
  - a. If Yes, Enter the amount earned from the odd job. \$0.00
7. Do you have a definite date to return to full time employment? No
8. Did you attend jury selection or serve as a member of a jury during the week? No
  - a. If Yes, Enter the amount of the stipend excluding mileage reimbursement. \$0.00
9. Did you receive holiday pay, vacation pay, bonus pay, dismissal wages, wages in lieu of notice, or severance pay from any employer for the week? No
  - a. If Yes, select at least one type and enter the amount.

Type	Amount(\$)
Holiday pay	\$0.00
Bonus pay	\$0.00
Vacation pay	\$0.00
Wages in lieu of notice	\$0.00
Dismissal Wages or Severance or Terminal Pay	\$0.00
10. Did you begin receiving a pension other than social security or did a previously reported pension change? No
11. Do you wish to change the number of dependents from the prior claim week? No

If you worked during the week claimed, Sunday through Saturday, you must report any earnings even if you do not get paid until later. Failure to report work and earnings may result in a fraud disqualification that will stop your benefits and result in an overpayment to the state of Maine. To change or enter any additional employment details select **Back**.  
 To receive Unemployment Insurance benefits, Maine law requires that you be able and available for work. To change any of your answers for Questions 1-11, select **Back**.

[<Back](#) [Next>](#)

Figure 67: 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 68: Weekly Certification Acknowledgement screen

Step 11: Weekly Certification Confirmation screen. Click the **Home** button to return to the home screen

Figure 69: Weekly Certification Confirmation 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/reemployme](http://www.maine.gov/reemployme)

Login with username and password, and click Submit.

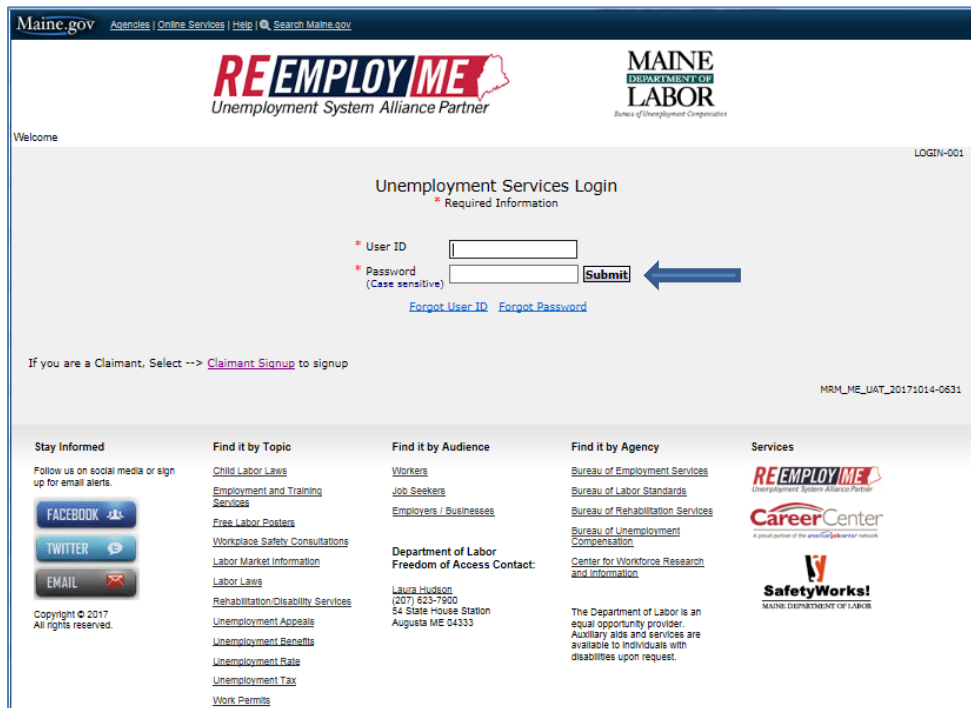


Figure 70: ReEmployME Login screen

Step 1: Select Weekly Certification

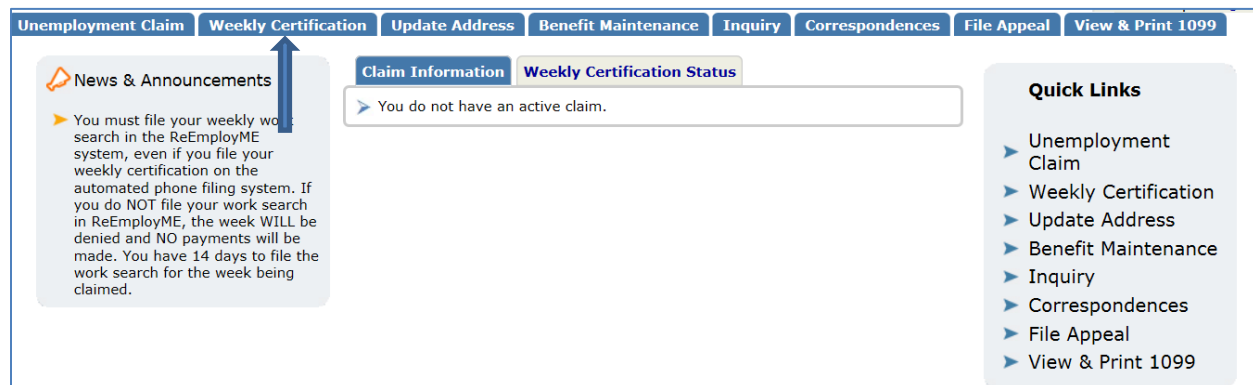


Figure 71-Weekly Certification

### Step 2: Select IVR Work Search Filing

Unemployment Claim Weekly Certification Update Address Benefit Maintenance Inquiry Correspondences File Appeal View & Print 1099

News & Announcements

Claim Information Weekly Certification Status

You do not have an active claim.

- File Weekly Certification
- Backdate Wkly Certification
- IVR Work Search Filing

<Back Home

Figure 72-IVR Work Search Filing

### Step 3: Enter the claim week ending date and select next

Unemployment Claim Weekly Certification Update Address Benefit Maintenance Inquiry Correspondences File Appeal View & Print 1099

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Enter Work Search Record

\* Required Information

1. \* Claim Week Ending Date MM / DD / YYYY

<Back Next>

Figure 73-Enter Work Search Record



Step 4: Answer questions accurately, Select I'm not a robot, and select Next

Work Search Questionnaire  
\* Required Information

Claimant SSN      Claimant Name  
Address

Answer the following questions for the week of:  
**Sunday, February 25, 2018 - Saturday, March 03, 2018.**  
Providing false information is punishable by law.

1. \* Did you look for work during the week claimed?       Yes  No  
2. \* Did you participate in any scheduled CareerCenter reemployment services or related workshops during the week claimed or attend a Job Fair hosted by the Maine Department of Labor, or a Job Fair at which the Maine Department of Labor participated?       Yes  No  
    a. If yes, please select from the following:        
3. If you answered No to both Question 1 and Question 2, explain why you did not look for work. (Must not exceed 1000 characters)     

**Failure to actively look for work as directed by MDOL may result in the denial of benefits for the week claimed.**

Please enter the letters and numbers as they appear in the picture.

I'm not a robot      reCAPTCHA Privacy - Terms

Figure 74- Work Search Questionnaire

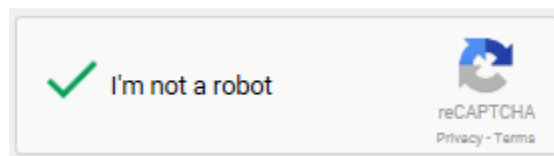


Figure 75: I'm not a robot confirmation

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

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### Work Search Record Details

\* Required Information

Claimant SSN Claimant Name

Input your work search details for the week of:  
**Sunday, October 29, 2017 - Saturday, November 04, 2017.**

The date(s) of your work search contacts must fall within the week shown.  
Providing false information is punishable by law.

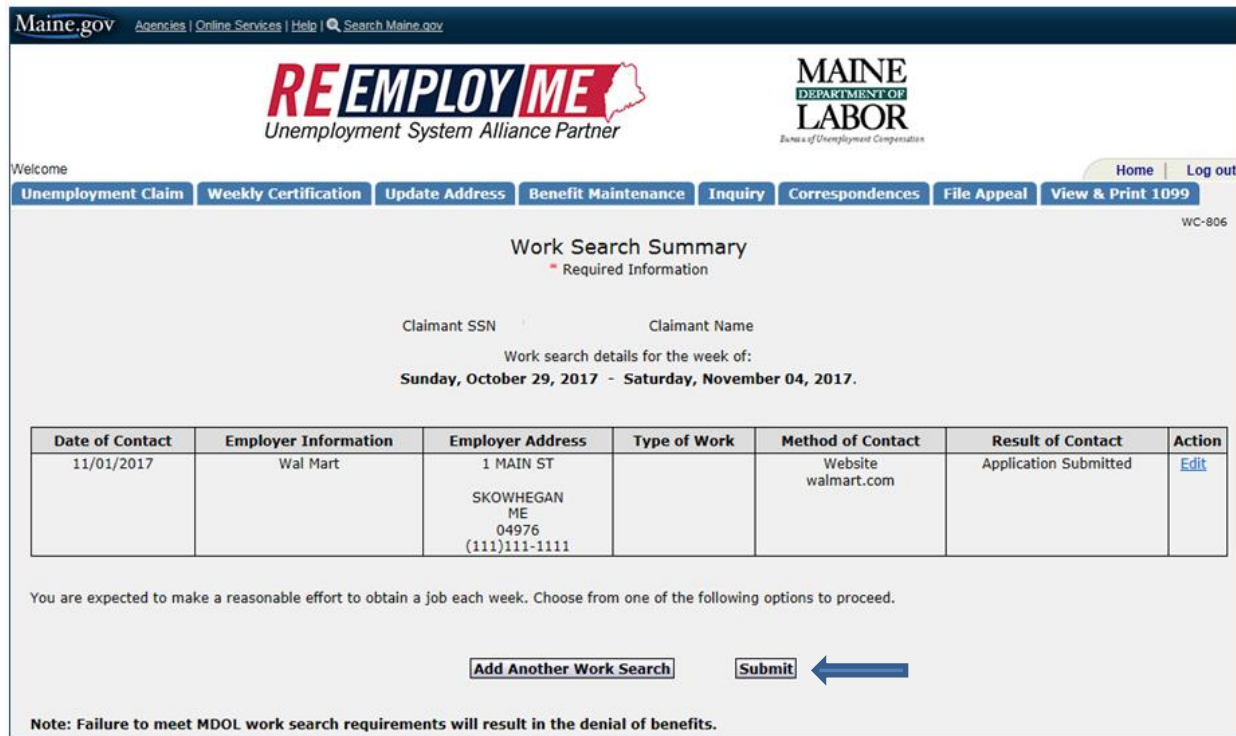
- \* Date of Work Search  /  /
- \* Employer Name **Search**
- \* Employer Address  
Address Line 1   
Address Line 2   
City   
State   
ZIP Code
- Telephone Number --
- \* Type of Work
- \* Method Of Contact 
  - If In Person, please enter Contact Name
  - If In Person, please enter Contact Title
  - If Telephone, please enter Telephone Number --
  - If E-Mail, please enter E-mail Address
  - If Online, please enter Website Address
  - If Fax, please enter Fax Number --
- \* Result

**<Back Next>**

Figure 76: Work Search Record Details screen

Step 5: Review the Work Search Summary Screen. Click Add Another Work Search

**Add Another Work Search** to enter additional work search efforts during the week claimed. Click the Submit **Submit** button to move to the next screen.



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### Work Search Summary

Required Information

Claimant SSN Claimant Name

Work search details for the week of:  
**Sunday, October 29, 2017 - Saturday, November 04, 2017.**

Date of Contact	Employer Information	Employer Address	Type of Work	Method of Contact	Result of Contact	Action
11/01/2017	Wal Mart	1 MAIN ST SKOWHEGAN ME 04976 (111)111-1111		Website walmart.com	Application Submitted	<a href="#">Edit</a>

You are expected to make a reasonable effort to obtain a job each week. Choose from one of the following options to proceed.

**Add Another Work Search** **Submit** ←

**Note: Failure to meet MDOL work search requirements will result in the denial of benefits.**

Figure 77: Work Search Summary 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 **Next>** button to move to the next screen.

The screenshot shows the 'Work Search Record Acknowledgement' screen on the Maine.gov website. The page header includes 'Maine.gov' and navigation links for 'Agencies', 'Online Services', 'Help', and 'Search Maine.gov'. The main header features the 'REEMPLOY ME' logo and the 'MAINE DEPARTMENT OF LABOR' logo. A navigation bar contains links for 'Unemployment Claim', 'Weekly Certification', 'Update Address', 'Benefit Maintenance', 'Inquiry', 'Correspondences', 'File Appeal', and 'View & Print 1099'. The page title is 'Work Search Record Acknowledgement' with a red asterisk indicating 'Required Information'. Below the title, there are fields for 'Claimant SSN' and 'Claimant Name'. A paragraph of text states: 'MDOL audits the information you provided to verify its accuracy. Failure to comply with MDOL work search requirements may result in an overpayment, garnishment of future wages, and/or prosecution in Federal and/or State courts.' This is followed by an 'Acknowledgement' section with a certification statement: 'I certify the work search for the week beginning Sunday, October 29, 2017 and ending Saturday, November 04, 2017 is true and correct. This certification is made with my full knowledge that the law provides penalties for making false statements or concealing material facts to obtain or increase benefits.' Below this, a red asterisk indicates a required field: 'Enter the last four (4) digits of your SSN as your electronic signature verifying that you have read and understood the Acknowledgement statement above.' To the right of this text is an empty input box with a blue arrow pointing to it. At the bottom right, there are '<Back' and 'Next>' buttons. The page number 'WC-804' is visible in the top right corner.

Figure 78: Work Search Acknowledgement screen

Step 7: Confirmation screen will appear, Select Home.