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 a Red Asterisk, 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:

  ![Helper Text Example](image)
  - ! 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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! 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:

![ReEmployME Login screen](image)

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
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.
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](image)

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](image)
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Bureau of Unemployment Compensation

Training & Support Unit

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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.
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.

![Figure 10: ReEmployME Login Screen](image)
Step 2: From the home screen, navigate to Benefit Maintenance. Click “Update Claimant Profile,” and “Set up 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.

![ReEmployME Login screen](image)
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.

![Figure 16: Update Contact Information - Address Verification screen](image)

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

![Figure 17: Update Contact Confirmation screen](image)
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 date, the Weekly Benefit Amount and Balance, any Pending or Processed Weekly Certifications.
Scenario 2c: View and Print History Record for LIHEAP, etc.

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**.

![ReEmployME Login screen](image)
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 hyperlink Unemployment Verification.
Step 4: Review Maine Department of Labor Unemployment Verification screen. Click the **Print** hyperlink to print 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.

Figure 25: ReEmployME Login screen
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.

![Update payment Information screen](image1)

**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.

![Update Payment Information Confirmation screen](image2)

**Figure 28: Update Payment Information Confirmation screen**

![Update Payment Information Confirmation Screen](image3)

**Figure 29: 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 30: ReEmployME Login screen](image-url)
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.

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.

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”
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.

![Claimant Correspondences screen](image)

**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](image-url)
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.

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 button to move to the next screen.

Figure 42: Contact Details screen
Step 6: Verify Contact Details. Click the Next button to move to the next screen.

![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.

![Security Confirmation screen]
Step 8: Complete the File Claim screen by answering all required questions, which are marked with a red asterisk (*). Click the button to move to the next screen.

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.

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.
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.

![Figure 48: Primary Job Title/Description Search screen](image-url)
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 49: Job Title Summary screen](image-url)
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 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.

![Employment Summary screen](image)

**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.

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.

![Important Weekly Certification Filing Instructions](image)

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.

![Estimated Monetary Determination](image)

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.

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.

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.
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.

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.
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.

![Work Search Summary screen](image1)

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.

![Work Search Record Acknowledgement screen](image2)

Figure 64: Work Search Record Acknowledgement screen
Step 7: Click the **File Weekly Certification** button to move continue filing the Weekly Certification.
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.
Step 9: Verify the Weekly Certification Responses. Click the Next button to move to the next screen.

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.

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

Login with username and password, and click Submit.

Step 1: Select 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
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 76: 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.

![Work Search Summary Screen](image)

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 button to move to the next screen.

Step 7: Confirmation screen will appear, Select Home.