Geographic Solutions®

GUS Claimant Services Quick Reference Card

Welcome to Virtual OneStop® Geographic Solutions Unemployment System® (GUS).

In This Quick Reference

In this quick reference guide, unemployment insurance claimants will…

Get step-by-step instructions to:

- Setup your account and file your initial claim
- File a weekly claim certification to maintain eligibility
- Upload required documents
- Update banking information
- Withdraw a claim to cancel it
- Repay funds received due to overpayment
- File a wage protest to dispute wages
- File an appeal
- Plus more!

Learn where to go in the system to:

- Check your messages
- Check claim status and payment details
- File a new claim or reopen an established claim
- Get further online assistance for using the system
- Update contact information
- Plus more!

Information You Will Need To File Your Claim

- SSN (Or your Alien Registration number, if you are not a U.S. citizen)
- Name
- Email
- Address
- Contact Numbers
- Previous Employment History
- Direct Deposit Bank Details (If not choosing prepaid debit card or check)
- Citizenship Status
- Identification (e.g., driver’s license, state identification)
- The name and local number of your union hall, if applicable

Creating Account and Filing a New Claim

You will be required to set up login credentials to begin Registration and complete Claim Filing.

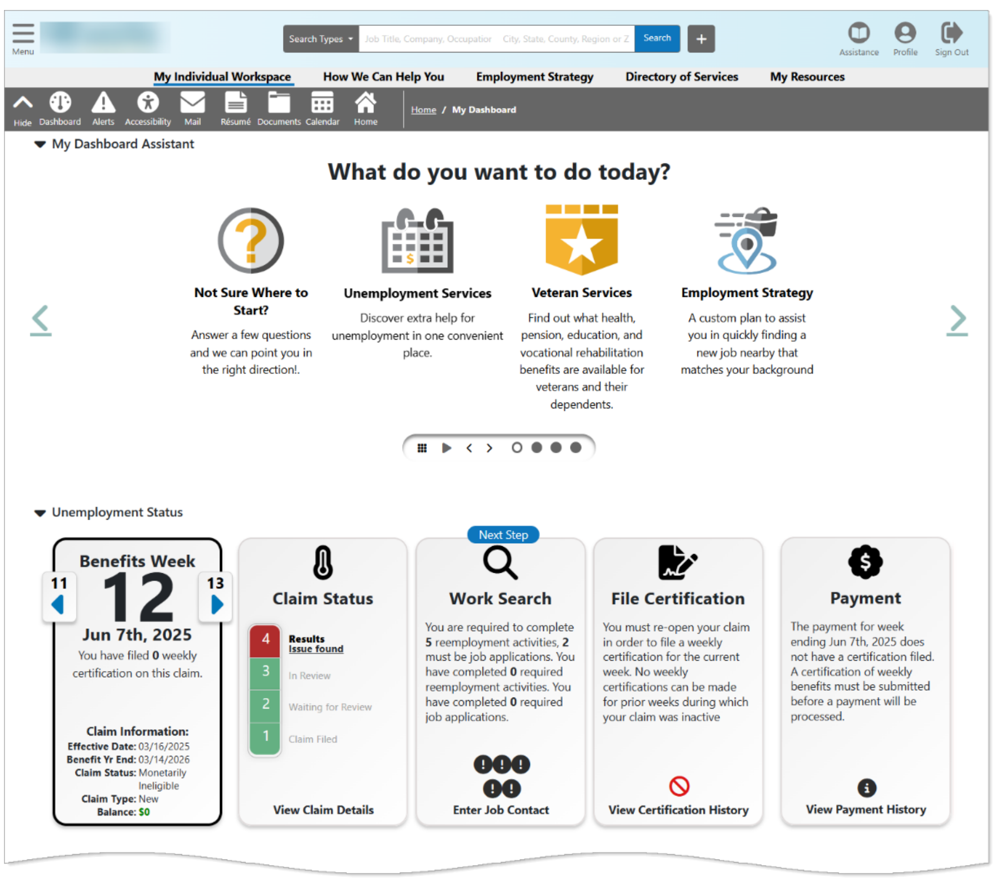
To create an account and file a new claim:

1. On the site home page, select the **Sign In / Register** button in the upper right corner.
2. Select the **Individual Registration** button.
3. Select the **Continue** button on the Privacy Agreement screen.
4. Select **Comprehensive Registration** on the Individual Registration Type screen.
5. For each screen of the registration wizard, complete the fields as presented. The following are some guidelines to help you file your claim:
   - Fill in all required (*) fields on all screens. If left blank, a message will appear at the top of the screen indicating the required data. A red exclamation point next to the data field will help you locate it.
   - Use the **Next**, **Back**, or **Return to Previous Page** buttons to navigate between screens after completing them.
   - Select the Save Progress and Exit link when available, to pause the registration process and return to it later.
   - Use the **Save** button on some of the forms to commit your submission.
   - Use the green progress bar that displays at the top of all registration screens to see where you are in the overall process.
   - Completed sections have checkmarks underneath them. Your current section is displayed in bold and unchecked, and the incomplete sections that remain are displayed in grey.
   - When you complete a section, a checkmark displays in the progress bar and the next section you are currently on is highlighted in bold.
   - Fields will vary depending on your site configuration, and they always include these core stages:
   - Enter your Social Security Number to determine your eligibility to file a UI claim.
   - Enter your contact information and select your preferred notification method.
   - Select your preferred payment method.
   - Enter your work history for the last 18-24 months.
   - Receive confirmation you have filed an unemployment insurance claim.
   - Read and understand your rights and the requirements for filing weekly certifications.
6. Select **Finish** after completing the final registration wizard screen.
7. If you indicated a need to file an Unemployment Insurance claim as part of your registration, when you finish the registration wizard an Unemployment Claim Confirmation page displays stating that your claim and work registration account have been created.
8. Complete claim filing with a final **Next** button selection after certification.
   a. The landing page after claim filing varies depending on your state. It may be Next Steps, your Dashboard, Employment Strategy, Find a Job, Résumés, etc.

9. State staff will soon review your claim and determine your eligibility for benefits.
    a. Keep an eye out for any notifications about your claim status or information requests. These will always be sent to your message center as well as to your preferred contact method, either email, or when available, text alert or postal mail (see the topic *Checking Messages About Your Claim*).
    b. If you are denied benefits due to insufficient wages, you have the right to request a review of your monetary determination (see the topic *Filing a Wage Protest*).
    c. If you are denied benefits for other reasons, you have the right to appeal the specific non-monetary determination (see the topic *Filing an Appeal*).
    d. As early as the coming Sunday, you must file your first weekly certification (see the topic *Filing a Weekly Claim Certification*). The UI Claim Summary Cards are one way to know when you need to file (see next section on dashboard functionality). Once you start, continue to file each week of your claim.

My Dashboard – What do you want to do today?

GUS presents the Dashboard / Individual Workspace every time you sign in and as the landing point when you have completed tasks and actions. GUS offers a variety of access points to tasks, information, and services. You can personalize your dashboard to display only those topic areas of most importance to you.



Accessing Menus from My Dashboard

Types of menu options include:

- **Top Menu Bar and Breadcrumbs** – Icons appear at the top of every page and allow you to easily access tasks you perform frequently, like view new messages and appointments, select a résumé to work with, get assistance, and edit your profile. A red dot on an icon indicates new activity in that area.

  A breadcrumbs feature is newly added to enhance your navigation experience. This feature provides a clear, easy-to-follow path through your journey in the system, helping you stay on track and quickly navigate back to previous pages or sections. The Home and My Dashboard links are always available for quick access to the initial system pages. The path shows up to eight pages. This is like the back button in your browser, with much more versatility and precision, and we think this will really enhance your navigation.
- **My Dashboard Assistant** – Based on your system use, this menu suggests resources and tasks you may wish to pursue, and helps you more easily navigate your daily activity.
- **Benefit Status Cards for Special Programs** – This menu allows you to learn more about, apply to, and track your participation in various special programs in one centralized location.
- **Menu Button** – At the top left of the screen, this "hamburger icon" presents the navigation menu along the left side of the screen. Selecting a menu item or arrow opens additional options and/or the identified service/task.
- **Widgets** – A group of menus organized around common sets of actions, widgets are displayed in the body of the dashboard and require the fewest number of actions to see all available menu selections.
- **UI Claim Summary Cards** – This section of cards at the top of your dashboard provides an at a glance summary of your claim, its status, and any actions you need to take. You can move from week to week of your claim using the handles on the Benefits Week card.

Configure Your Dashboard Widget Menus

▶ **To configure your dashboard widgets:**

1. At the bottom of the dashboard, select the Configure Dashboard link. A configuration page displays.
2. Check or uncheck the boxes for the widgets you want to appear and select **Save**.
3. To rearrange where the widgets appear, you can:
   a. Follow the on-screen instructions on the configuration page to use the keyboard to move widgets between the three columns, and then select the **Save** button to commit your changes.

      OR…

   b. On the Dashboard page itself, select and hold on a widget, and then drag the widget to the desired new location (look for the grey rectangle in the new position).

Configure the List Menu from the Upper Left Menu Button

▶ **To configure your left navigation menus:**

1. In the footer at the bottom of any page, select **Settings → Page Preferences**.

2. In the pop-up window that opens, under the Navigation Menus heading, select the Configure Navigation Menu link.
3. On the Navigational Menu Configuration page that displays, you can:
   - Specify if you want each menu group to be *Expanded* (show sub-options), *Collapsed* (show heading only with ability to expand options), or *Not Displayed* at all.
   - Rearrange the order of the menu groups by dragging and dropping the menu bars using your mouse.
4. Select the **Save** button to save your changes.

Dashboard Resources

Below are common UI claim related resources, tasks, and actions available to you when you are logged into the system. The navigation method provided uses the top menu bar or menu button at the top left of your screen, but other navigation options may be available.

Accessing Entire Unemployment Services Menu

In the left navigation menu, use **Services for Individuals → Unemployment Services.** Not all states have all options on the flyout menu, so it can be helpful to see this page listing all the Unemployment Services available to you in the system for your state. Each menu option includes a brief description.

Viewing Benefit Rights Information

In some states, use **Services for Individuals → Unemployment Services → Benefit Rights Information** to access the Benefits Rights Information (BRI) document. Alternatively, in some states, select **Unemployment Services → Unemployment Insurance Handbook**. This document explains your rights and responsibilities when filing for and receiving unemployment insurance benefits.

Checking Claim Status

Use **Services for Individuals → Unemployment Services → Claim Summary** from the left navigation menu to view a summary of your unemployment benefits claim, including payments both pending and issued.

Checking Messages About Your Claim

Use the **Mail** button (i.e., envelope icon) from the top menu bar to see all correspondence, notices, fact-finding form requests, questionnaires, and alerts regarding your claim. Select the messages and other buttons to read, reply, delete, move, print, sort, and filter your messages. The currently selected folder is highlighted.

Viewing Employment Strategy

In some states, use **Services for Individuals → Unemployment Services → Employment Strategy** to access a custom reemployment strategy page just for you. This page displays goals and objectives as a roadmap for claimants to reach employment goals.

Filing a New Claim When Registered or Reopening an Existing Claim

Use **Services for Individuals → Unemployment Services → File a Claim** to establish a new claim or reopen an existing claim.

Accessing Online Assistance for Using the System

Use the Assistance button (i.e., open book icon) from the top menu bar to access user guides, videos, tutorials, direct help information, and other information about this website.

Whenever you see the question mark icon on a page, select it to display the related help text in a pop-up window.

Viewing Unemployment Benefit Overview

Use **Services for Individuals → Unemployment Services → Unemployment Benefit Overview** to find summary information about available Unemployment Services and how you qualify for benefits.

Updating Contact Information

Use **Services for Individuals → Unemployment Services → Update Contact Information** to review and update name, address, phone, or e-mail. You may also update your Preferred Notification Method.

Tasks for Claimants

Use these quick and simple steps to perform key tasks. Navigation steps begin from the Menu Button found at the top left of the screen unless otherwise directed. As with all screens, you will receive ample guidance and instructions on what actions should be taken, what documents should be submitted, and all relevant details. Be sure to check your message center to stay informed and aware of next steps.

Contacting State Staff for Assistance

▶ **To contact state staff for assistance:**

1. Select the Contact Us link at the bottom of the site home page or while logged in.
2. Use the search tabs available to find the contact details:
   - Help Desk
   - Location Nearest You
   - Location Search
   - Map of Locations
   - All Locations

Filing an Appeal

▶ **To file an appeal:**

1. Use **Services for Individuals → Unemployment Services → Appeals**. Then select the **Determinations** tab if not displayed automatically.
2. Review the determinations and decisions associated with the claim. Select the View Determination or View Decision links to download and review the actual determination or decision document.
3. Select File Appeal or Appeal the Decision next to the determination or decision you would like to appeal. The first page of the Appeal Filing Wizard displays.

   If the determination was to your benefit, you are unable to file an appeal.

⚠️ *If there are currently changes being made that may affect this determination. You must wait one business day to appeal this determination.*

4. Enter an explanation in the **Reason for Filing Appeal** text box and select the **Next** button to advance to the Counsel Contacts page.
5. You may optionally add any Counsel Contacts to the appeal. If a checkmark displays in the Select column, this person is designated counsel for the appeal and may receive notifications about hearings, decisions, and determinations related to the appeal.
   a. To enter a new contact, select the Add New Contact link.
   b. Complete the form and select **Save**.
6. To edit an existing contact, select the Contact Name link.
7. To remove a contact from the list, select the Delete link.
8. Select the **Next** button to advance to the Witness Contacts page.
9. You may optionally add Witness Contacts to the appeal, which functions the same as with Counsel Contacts described in the previous steps. Make sure the Select checkbox shows a checkmark; otherwise, this person is not attached to this appeal.
   a. To enter a new contact, select the Add New Contact link.
   b. Complete the form and select **Save**.
10. Select **Next** to proceed to the Supporting Document Uploads page.
11. You may use the Supporting Document Uploads page to upload one or more documents. Staff append these documents to the case file for the appeal, where they are accessible to hearing officers in charge of conducting the hearing and adjudicators charged with deciding the appeal outcome.
    a. Select the file to upload using one of two methods:
       i. From the Attach document panel, use the drag and drop feature to move the document to the **Drag & Drop File Here** window. The page refreshes and displays the uploaded filename in the Files To Upload field.
       ii. Alternatively, you can select the Browse Files link and then select the file you wish to upload. The page refreshes and displays the uploaded filename in the Files To Upload field.
    b. Select **Upload** to attach the document to the appeal. The document now shows in a new table.
    c. To remove a document from the list, select the Delete link.
12. Select **Next** to proceed to the Interpreter page.
13. If you need an interpreter, select *Yes* and then specify the language. This lists over 150 languages alphabetically, but sometimes the most common languages requested are on top.
14. If available for your state, an assistance question may appear. If you require assistance due to a disability with hearing, speech, or vision, select *Yes* and then select the type of assistance you need. Some options will require further explanation.

15. In some states, you have the option to waive the advance appeal notice, which may result in the hearing scheduled sooner. With the notice requirement in force, the appeal hearing cannot occur any earlier than 14 days from the filing date. This option is only available for single-party appeals; it is not available when the appeal involves an employer.
16. Select **Finish** to file your appeal. The system displays a confirmation page. The File Appeal link selected at the beginning of this procedure on the **Determinations** tab now reads View Appeal.

    Your appeal will be reviewed, validated, and a hearing will be scheduled for initial appeals.
17. Select **Return to My Dashboard** to exit the wizard and continue your other tasks. You will receive a notice when state staff schedule your hearing.

*Use the **Services for Individuals** ▸ **Unemployment Services** ▸ **Appeals** menu option to track the status of your appeal and submit requests, such as changing the hearing location.*

Filing a Wage Protest

▶ **To file a wage protest to dispute in-state wages:**

1. Use **Services for Individuals → Unemployment Services → Request a Redetermination of Your Benefit Amount**. The Wage Protest page displays.

   Alternatively, use **Services for Individuals → Unemployment Services → File a Wage Protest**.
2. If the deadline has passed for filing the protest, and a File an Appeal link is present, you may choose to use that link to begin filing an appeal (see the topic *Filing an Appeal*).
3. In some states, select a Claim Type from the drop-down (In-State, UCX - Military, UCFE - Federal, or CWC - Out of State). In other states skip to the next step.
   a. Furthermore, in some states on the same screen, select a Protest Level (*Credit Weeks Only* or *Wages with or without Credit Weeks*).
4. To begin filing a Wage Protest (Monetary Redetermination), select the Wage Adjustments link next to the Employer Name of the employer whose wages you wish to modify.
   a. Alternatively, in the Add Missing Employer panel, select the Employer's Name link to add or correct wages for that employer. If the employer is not listed, select the Add Employer or Add Employment History Record link and complete the form. This is the same form you encountered when adding your Work History during Registration.
5. Complete the first section of the Wage Adjustments form.
   a. Enter the Type of Work, Name of Immediate Supervisor, Physical Location of Job, and Number You Use to Call in Sick. In some states, select *Yes* or *No* whether you worked remotely for an employer in another state.
6. Select *Yes* or *No* for the following questions.
   a. Did your employer deduct taxes from your check?
   b. Did your employer consider you to be self-employed?
7. Enter or select the First and Last date you worked for this employer.
8. In some states, select *Yes* or *No* for the following questions.

   a. Were you issued a W-2?
   b. Were you issued a 1099?
   c. Were you paid in cash?
   d. Did you receive check stubs?

9. Enter your Quarterly Wages for the last 6 Quarters.
   a. In some states, enter the Credit Weeks beside each quarter's wages.

   Note: *Your credit week count is equal to the count of weeks in a quarter during which you worked and earned a minimum wage (e.g., $116). You can have a max of 14 credit weeks in a single quarter.*

10. If you have documentation to support your wage claim, select the type from the Documentation drop-down (e.g., *1099*, *W-2*, *Pay Statement/Stubs*, and *Other*) and follow the upload steps below. Staff may later ask for documents if none are given, which could delay your request.
    a. Select the file to upload using one of two methods:
       i. From the Attach document panel, use the drag and drop feature to move the document to the **Drag & Drop File Here** window. The page refreshes and displays the uploaded filename in the Files To Upload field.
       ii. Alternatively, you can select the Browse Files link and then select the file you wish to upload. The page refreshes and displays the uploaded filename in the Files To Upload field.
    b. To remove the file, select the **X** button.
11. You have the option to enter any Claimant Comments and Clarifications into the provided text box.
12. Select the Benefit Redetermination Fraud checkbox to certify that you acknowledge the information you have supplied is true and correct to the best of your knowledge.
13. Select the **Save** button to submit the Wage Protest. Otherwise, select **Cancel**.
    a. Upon submission, you can revisit this page to confirm the employer listed under the Employers Being Reconsidered for Missing Wages panel.

    Note: *After submitting a Wage Protest for an employer, you must await the outcome. If you try to resubmit another Wage Protest for the same employer before staff has investigated and concluded the outcome, you will get the message, "This employer is already being reviewed. Please select a different employer."*

Filing a Weekly Claim Certification

▶ **To file a weekly UI certification:**

1. On your dashboard select the Weekly Claim Certification or File for Weekly Benefits link.

   Alternatively, use **Services for Individuals → Unemployment Services → Weekly Claim Certification**.
2. Select the **File Your Weekly Certification to Continue Your Claim** button.

3. For each page of the wizard, complete the fields as presented. The following are some guidelines to help you file your weekly benefit certification:
   - Fill in all required (*) fields on all pages. If you do not enter any information, a message will appear at the top of the screen indicating which data is missing. A red exclamation point next to the data field will help you locate it.
   - Use the **Next** and **Back** buttons to navigate between pages after completing them.
   - Use the **Save** button in some of the forms to commit your submission.
   - Use the green progress bar that displays at the top of all certification screens to see where you are in the overall process.
   - When you complete a section, a checkmark displays in the progress bar and the next section you are currently on is highlighted.
   - Fields will vary depending on your site configuration, and they always include these core stages:
   - Read about the Weekly Certification Process and Requirements
   - Verify your Contact Information
   - Answer all Eligibility Review Questions (either all together on one screen or on separate screens.)
   - Complete any fact-finding forms triggered by your responses.
   - Verify or update your Job Contacts (rules will vary by site, and some states may require you to keep paper records.)
   - Review all your entries on the Certification Summary screen before submission (with links to return to each section and make changes.)
   - Read the confirmation and review your claim status after filing.
4. Upon filing your week, if you have more weeks available to file, a **Continue** or **Stop** button displays. If you wish to file the following week, select **Continue** and repeat the procedure, or select **Stop**.
5. When you finish the wizard, a Claim Status page displays stating payment type, amount, etc.
6. To exit the benefit certification area, select the **Continue** or **Exit Weekly Certification** button.

Responding to Document Requests

▶ **To respond to a document request:**

1. Use **Services for Individuals → Unemployment Services → Unemployment Claim Document Requests**. The Document Requests page displays.

   Alternatively, in some states, select **Unemployment Services → Provide Specific Documents**.
2. To attach a document, select the Attach link associated with the document request, then review the information in the Document Association screen.
3. Select the file to upload using one of two methods:
   a. From the Attach document panel, use the drag and drop feature to move the document to the **Drag & Drop File Here** window. The page refreshes and displays the uploaded filename in the Files To Upload field.

   b. Alternatively, you can select the Browse Files link and then select the file you wish to upload. The page refreshes and displays the uploaded filename in the Files To Upload field.

4. Select the **Save** button to attach the document to the request. The system will return you to the previous Document Request page and the Document Attached field will now read *Yes*.

   a. If you make a mistake and wish to remove the document selected for upload, select the **Remove** button, and then restart the procedure from step number three.

   Note: *You may only attach one document – selecting another document will only replace the document you see displayed.*

5. To confirm the uploaded document is correct select the View link (which replaces the earlier Attach link after successful document upload).

6. In some states, you can use the Document Request page to upload documents to your claim without responding to a specific document request.

Repaying an Overpayment

Depending on your state there are two different approaches to repay an overpayment:

▶ **Approach 1: To make a one-time overpayment repayment:**

1. Use **Services for Individuals → Unemployment Services → Repayment of Benefit Overpayment**. The Claim Summary page will display.

   Alternatively, in some states, select **Unemployment Services → Overpayment of Benefits**.

2. Scroll down to the Overpayment section which displays when you have an active overpayment on your account. Then review the details of your Overpayment balance.

3. Use the Click HERE to make a Payment link to commence a one-time repayment.

4. In some states, select the **Pay Online** button after reviewing the Overpayment Summary again.

5. Select *Total Balance* to pay off the entire overpayment. Otherwise, select *Enter Other Amount* and specify the amount you wish to pay.

6. Depending on the state, select **Make Payment** or **OK** to navigate to the outside payment portal.

7. Enter your payment account details and complete the payment. Some states accept credit cards and ACH (i.e., Electronic Bank Transfer or Electronic Check), and others currently only accept credit card payments.

8. After processing your payment, you will receive a notification confirming your repayment, which may function as a receipt for your records.

▶ **Approach 2: To request a repayment plan:**

1. Use **Services for Individuals → Unemployment Services →** Request **Repayment Plan**. The Repayment Agreement page displays.

2. Review your Total Overpayment amount, which includes penalties and fees.

3. Review your suggested Recurring Payment Amount you are responsible for each month.

   a. You may accept the payment amount or enter a higher dollar amount.

You may not enter a lower amount than the suggested minimum payment. The system will not accept the agreement if you enter a lower amount.

4. Accept the terms of the agreement by selecting the checkbox that says, *"I agree to make these payments over each 30-day period."*
5. Select the **Save** button to establish the agreement and exit the page.
6. You will receive a notification with payment instructions to send a check or money order to the state via mail. After each repayment is processed, the received amount displays in the Payment History panel.

   You can return to this page to check your Repayment Agreement Status shows *Pending* (in some states, staff must approve the agreement first), *Compliant*, *Non-Compliant*, or *Completed*.

Requesting Check Cancellation or Replacement

▶ **To request check cancellation or replacement:**

1. In some states, use **Services for Individuals → Unemployment Services → Check Cancellation / Replacement**.
2. The Request Payment Replacement grid displays a transaction record for each check payment that has not yet cleared. Checks that have previously been requested for replacement will not display.
3. Select Request Replacement in the action column next to the desired check.
4. Select an option for the reason you are requesting a replacement check.
5. Select the Claimant Certification checkboxes to agree to the conditions outlined.
6. Select the **Submit** button to file your request.
7. You will receive a notification requesting additional information. You must respond to the notification to complete the request.
8. The state treasury department will investigate your request and reissue the check when warranted.

⚠ *In some states, this menu option will open a request form outside of the system in a new browser tab. Simply complete the form and select* ***Submit****.*

Requesting a Claim Withdrawal

▶ **To retrieve the claim withdrawal form:**

1. In some states, use **Services for Individuals → Unemployment Services → Request Withdraw of Claim**.
2. Select the Download Claim Withdrawal Request Form link. The form will open in a new window.
3. Print out and complete the form before mailing it to the specified address.

   As noted on the form, all payments you have received will be considered overpayments. The form will display the total amount received according to current benefit records. You must indicate how the state will recover these overpaid amounts. On the other hand, if you have not received any unemployment benefits, there will only be a checkbox to certify you have not received any unemployment benefits.

Resuming a Previously Started Incomplete Claim

▶ **To resume claim filing:**

1. Sign in and from your dashboard Unemployment Services widget select File or Manage a Claim.

   Alternatively, from your dashboard Unemployment Services widget select More Unemployment Services.
2. Select the File a Claim link.
3. To start over at the beginning, with most data saved from your previous entries, select the **Next** button.
4. Complete your claim following the provided wizard.

Reviewing Past Benefit Certifications

▶ **To review past benefit certifications:**

1. On your dashboard select the Weekly Claim Certification or File for Weekly Benefits link. The Weekly Certifications Review page displays.

   Alternatively, use **Services for Individuals → Unemployment Services → Weekly Claim Certification**.
2. To review a week's entries as a summary, select the Week Ending Date link (e.g., 07/23/2024).
3. To see payment details, select the Payment Amount link (e.g., $103.00).

Signing Into Your Account

▶ **To sign into your account:**

1. On the site home page, select the **Sign In / Register** button in the upper right corner.
2. Enter your Username and Password.
3. Select the **Sign In** button. Your dashboard displays.

If you forgot your username and/or password, select the Retrieve Username or Password link, and then select your desired retrieval option.

Updating Banking Information

▶ **To update banking information:**

1. Use **Services for Individuals → Unemployment Services → Update Banking Information**. The Payment Information page displays with your current payment preference indicated.

   Alternatively, use **Services for Individuals → Unemployment Services → Change Payment Method**.
2. To change your payment method, use the radio button options for *Direct Deposit*, *Debit Card,* and in some states *Paper Check*.

   a. If you change to *Direct Deposit* enter your Routing Transit Number, Account Type, and Account Number. In some states, optionally enter the Financial Institution Phone Number. By selecting the *Direct Deposit* option, you ensure greater security and the immediate delivery of benefits to your bank account.

   b. If you change to *Debit Card,* select the checkbox to agree to the conditions outlined regarding any applicable fees and select **OK**. If you previously received direct deposit payments, you may have to enter your old bank account number and password.

   c. If available in your state, you may choose *Paper Check* as your payment method. You will receive your benefits via a paper check mailed, using the U.S. Postal Service, to the address on file in the system. This will cause several days of delay in receiving benefits.

3. In some states, indicate whether you would like to have paper weekly certification forms sent to you. You are free to file online using the same system you are on now.

4. In some states, you must verify through an external identity verification service before you are allowed to save your change.

5. Select the **Save** button once you have entered your new preference to commit the change.

   The Change History populates in a table with the details at the bottom of the page.

Updating Federal Tax Withholding

▶ **To update federal tax deductions information:**

1. Use **Services for Individuals → Unemployment Services → Federal Tax Deduction**. The Payment Deductions page displays.

2. You may update your federal withholding preference using the options for *Yes* or *No*.

3. In some states, you have the option to withhold state taxes from your benefit payments. You may update your state withholding preference using the options for *Yes* or *No*.

4. In some states, you must indicate whether you have an outstanding overpayment on SNAP (Supplemental Nutritional Assistance Program). You may update your selection using the options for *Yes* or *No.*

5. Select the **Save** button to commit your selection(s). Your withholding status updates immediately and applies to your next payment.