

Michigan Web Account Manager
MiWAM Toolkit
for Claimants



Michigan Web Account Manager MiWAM Toolkit

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Michigan Web Account Manager

Introducing MiWAM

The Michigan Web Account Manager (MiWAM) is the Talent Investment Agency's (TIA) online system for managing your unemployment account electronically. MiWAM makes doing business with the agency simpler, faster and more efficient.

MiWAM allows you to perform routine transactions such as filing claims, certifying for benefits, viewing correspondence, and updating your unemployment claim information online. The system is accessible 24 hours a day, seven days a week.

What You Can Do With MiWAM

- File a Claim
- Report for benefits
- Change Contact Information and Contact Method
- Respond to Fact-Finding
- Submit protest and appeal
- Make a Restitution Payment
- Request a Waiver for Financial Hardship
- Send Online Inquiries to Virtual Problem Resolution (VIPR) Team
- View all existing and past claims
- Submit Fraud Tips Anonymously

Who to Contact

If you have questions about MiWAM or for help with your unemployment claim, call 1-866-500-0017 to speak to a customer service representative.

Michigan Web Account Manager
MiWAM Logon Instructions
www.michigan.gov/uia

Step 1

If you want to create a MiWAM account, you must have a record with the Agency as a result of filing a claim within the past two years.

To access MiWAM, visit our website at michigan.gov/uia. Click on Michigan Web Account Manager for Claimants and Employers.



After clicking on the MiWAM logo, the home page shown below will appear. You can access your existing account or register as a new user. To register, click on *Sign Up for a Claimant MiWAM Account*.

The screenshot shows the MiWAM home page. At the top left is the UIA logo and text: "Michigan Unemployment Insurance Agency | Department of Talent and Economic Development | Talent Investment Agency". At the top right is the MiWAM logo. Below the header is a navigation bar with "Home". The main content area is divided into sections. On the left is the "LOG IN TO MIWAM" section with fields for "Username" and "Password", both marked as "Required", and a "Sign In" button. On the right, there are three sections: "ONLINE SERVICES FOR EMPLOYERS" with links for "Register A Business", "Sign Up for an Employer / Service Provider MiWAM Account", "Lost/Never Received Authorization Code", "Forgot your Username?", and "Forgot your Password?"; "ONLINE SERVICES FOR CLAIMANTS" with links for "File a New Claim", "Find a Saved Claim", "Sign Up for a Claimant MiWAM Account" (highlighted with a red box and a red arrow pointing to it), and "Having trouble logging in? (Forgot password?)"; and "OTHER ONLINE SERVICES" with a link for "Report Fraud".

Step 2

On the MiWAM Sign-Up screen displayed below, you must enter the three required pieces of information needed to create a web account.

- Telephone number
- Social Security number (must be entered twice)
- Date of Birth (DOB)

After completing the required fields, you must click the *Next Step* button to go to the next screen.

Home » New Claimant Web Logon

1. MiWAM Sign-up 2. Create Your Username 3. Security Agreement

MiWAM Sign-up

CLAIMANT SIGN-UP

Creating a MiWAM account will allow you to exchange information with the Unemployment Insurance Agency (UIA).

In order to create a MiWAM account, you must have filed an unemployment claim with the UIA in the past two years. Creating an account, and accessing functions and services online, will save you postage, time and provide convenient access to your account information. Please complete the following steps.

ENTER YOUR IDENTIFICATION

A social security number, date of birth and telephone number are required to create a MiWAM account. You will not be allowed to continue if the information below is not submitted.

1.1 Email Address

1.2 Phone Country USA

1.3 Phone Type Required

1.4 Phone Required

1.5 Social Security Number Required

1.6 Re-Enter Your SSN Required

1.7 Date of Birth Required

INSTRUCTIONS

- After completing all required fields click the 'Next Step' button at the top of the Page.
- If you would like to cancel this request at anytime click the 'Home' hyperlink in the navigation panel.
- [Click Here To View Field Legend](#)

Cancel Previous Step **Next Step**

Step 3

The next step in the process is to create your username and password to access MiWAM. Make sure your username and password are easy to remember, and make sure to answer the security question. The security question and answer is needed in the event you forget your username or password. You must provide an answer to your secret question to reset your password. There can be no leading or trailing spaces.

Your MiWAM password will expire every 13 months.

Home » New Claimant Web Logon

1. MiWAM Sign-up 2. Create Your Username 3. Security Agreement

Create Your Username

CREATE A USERNAME AND PASSWORD

You will use this username and password to sign into MiWAM.

2.1. User Name

2.2. Password Required

2.3. Confirm Password Required

SECURITY QUESTION

The answer to your selected secret question will be used to help identify you as the owner of this account.

2.4. Secret Question Required

2.5. Secret Answer Required

2.6. Confirm Secret Answer Required

USERNAME RULES

- Must be between 7 and 30 characters long
- Must contain both letters and numbers

PASSWORD RULES

- Must be between 8 and 15 characters long
- Must contain both letters and numbers
- Is case sensitive
- Cannot be the same as your username

Cancel Previous Step **Next Step**

After completing the required fields, you must click the *Next Step* button to go to the next screen.

Step 4

Click Yes to accept the terms of the Security Agreement to be given access to MiWAM.

Home » New Claimant Web Logon

1. MiWAM Sign-up 2. Create Your Username 3. Security Agreement

Security Agreement

ACCEPT THE SECURITY AGREEMENT

Your Responsibilities

All users and their representatives must agree to follow the established criteria for use of any application within the MiWAM web account. Violation of these policies will result in the loss of access privileges.

ALL USERS:

- The Account Owner is the individual who creates the MiWAM web account.
- All information provided during the creation of the MiWAM web account must be complete and accurate. If an account is set up based on erroneous and misleading information, the account privileges will be revoked and no future account will be created.
- The Account Owner assumes all responsibility for use of the Agency's services.
- The username/password cannot be shared. Sharing of a username/password is grounds for revoking account privileges.
- If a user feels the username/password has been compromised, they are responsible for changing their username/password.
- The applications can only be used for the purposes for which they are intended.
- Any use which interferes with the Agency's ability to provide service is prohibited.
- Should the account be used as a part of network attack, the Agency reserves the right to take any necessary actions (including but not limited to, temporary suspension of the account holder's account) required to return the server or network operation to normal.
- The Agency may terminate service to the subscriber at any time, without notice, for violation of this agreement.

By choosing the yes option, you agree with the terms of this policy. Continued use of a MiWAM web account indicates ongoing acceptance of the terms of this policy by the account holder.

By choosing the no option, you understand that you will not be given access to MiWAM.

Do you agree with the Acceptable Use Policy Agreement, stated above? Yes No

All steps have been completed.

When you are ready to continue, click the 'Submit' button.

[Cancel](#) [Previous Step](#)

Once you click the *Submit* button, you will receive confirmation that your account is set up. *Note: This is only when setting up a MiWAM account, not filing a claim.

This MiWAM user account was successfully created. You can now log into MiWAM to access all of your claim related information.

Username: welcome123

Your Confirmation Number is: 1-022-512-000

Thank you for using MiWAM!
Unemployment Insurance Agency

If you have questions regarding your unemployment account call Customer Service at 1-866-600-0017 (between 8am and 4:30pm Monday through Friday). You may also submit an inquiry through your MiWAM account.

Michigan Web Account Manager

Navigating MiWAM

UNDERSTANDING TABS IN MiWAM

Within MiWAM, you will see many tabs.

Tabs are used to organize information on a window. Each tab, in turn, can have multiple hyperlinks. Click a tab to display information corresponding to the tab label.

The screenshot displays the MiWAM user interface. At the top, a dark blue header shows a hamburger menu icon, the text "Claim: C8888888-0", and a "Log Off" button. Below this is a yellow notification bar stating "2016 1099-G will be viewable the first week of February". The main content area is divided into three sections: "UI CLAIM" with a "My Profile" link, "ACCOUNT ALERTS" with two messages (one about reporting dates and one about benefit weeks), and "I WANT TO" with links for "Send Unemployment a Message", "View All Claims", "View the MiWAM Toolkit", and "View 1099-G". A horizontal navigation bar below these sections contains several tabs: "MY ACCOUNT" (highlighted with a red box), "CERTIFICATION", "RECENT ITEMS", "CLAIMANT SERVICES", "DETERMINATION STATUS", "FACT FINDING", and "NAMES AND ADDRESSES". Below the navigation bar is a "CLAIM INFORMATION" section with a table of details.

CLAIM INFORMATION			
Social Security Number	: *** - **	Withhold Taxes	: Yes
Benefit Year Begin	: 26-Aug-2016	Exemptions	: 0
Benefit Year End	: 26-Aug-2017	Dependents	: 0
Weekly Benefit Amount	: \$362.00		
Total Weeks Allowed	: 20.0		
Weeks Remaining	: 1.0		

Michigan Web Account Manager Navigating MiWAM

continued

MY CLAIMS VIEW

Once you are logged into MiWAM, your screen will default to an active claim if you have one. You can see overall activities, notices, tabs and letters. By clicking on a tab, you can see more specific details about each item. Some tabs are only viewable once you've selected the involved claim.

The current claim will have a blue hyperlink. Old claims will be gray.

*Note: Please keep in mind some of your letters or other important information may be on an old claim.

Claim: C 444444-0 » My Claims Log Off

WELCOME! Please select a service or account listed below. User Information: You are signed in as Joappel

[My Profile](#) [ALERTS](#) [I WANT TO](#)

✓ There are no alerts [View the MiWAM Toolkit](#)

CLAIMS [RECENT ITEMS](#) [CLAIMANT SERVICES](#) [NAMES AND ADDRESSES](#) [Hide History](#) [Filter](#)

Claim Id	Claim	Type	Status	Benefit Year Begin	Benefit Year End	Effective Date	Weekly Benefit Amount	Total Weeks
C	UI Claim	New	Allowed	29-Nov-2015	26-Nov-2016		199.00	20.00
C	UI Claim	New	Allowed	30-Nov-2014	28-Nov-2015		209.00	20.00

2 Rows

Michigan Web Account Manager

Find a Saved Claim

If for some reason you are unable to finish filing your claim, MiWAM allows you to save your claim and complete it later during the same calendar week. Just click the *Save and Finish Later* button during the claim filing process. You will receive a claim filing number.

Click the *Find a Saved Claim* link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely. Your claim will be discarded if not completed.



Home

MIWAM
MICHIGAN WEB ACCOUNT MANAGER
UNEMPLOYMENT INSURANCE AGENCY

LOG IN TO MIWAM

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username Required

Password Required

Sign In

ONLINE SERVICES FOR EMPLOYERS

- Register A Business
- Sign Up for an Employer / Service Provider MiWAM Account
- Lost/Never Received Authorization Code
- Forgot your Username?
- Forgot your Password?

ONLINE SERVICES FOR CLAIMANTS

- File a New Claim
- Find a Saved Claim**
- Sign Up for a Claimant MWAM Account
- Having trouble logging in? (Forgot password?)

OTHER ONLINE SERVICES

- Report Fraud

Home » New Claimant

FIND SAVED CLAIM

To find a saved claim, enter your Claim Filing Number and your Social Security Number.

Claim Filing Number Required

Social Security Number Required Format: 9-999-999-999

Re-Enter Your SSN Required

Search

Cancel

Enter the required information to find your saved claim.

Michigan Web Account Manager

Filing a New Claim

From the Unemployment Insurance website, michigan.gov/uia, click on the MiWAM logo to access MiWAM. You do not need a MiWAM account to file your new claim online.

Under Online Services for Claimants, click on *File a New Claim*.



The screenshot shows the Michigan Unemployment Insurance Agency (UIA) website. At the top left is the UIA logo with the text "Michigan Unemployment Insurance Agency" and "Department of Talent and Economic Development | Talent Investment Agency". At the top right is the MiWAM logo. Below the header is a dark blue navigation bar with a "Home" link. The main content area is divided into three sections: "ONLINE SERVICES FOR EMPLOYERS", "ONLINE SERVICES FOR CLAIMANTS", and "OTHER ONLINE SERVICES".

ONLINE SERVICES FOR EMPLOYERS

- Register A Business
- Sign Up for Employer Online Services
- Lost/Never Received Authorization Code
- Forgot your Username?
- Forgot your Password?

ONLINE SERVICES FOR CLAIMANTS

- File a New Claim** (highlighted with a red box and a red arrow pointing to it)
- Find a Saved Claim
- Sign Up for Claimant Online Services
- Having trouble logging in? (Forgot password?)

OTHER ONLINE SERVICES

- Report Fraud

On the left side of the page, there is a "LOG IN TO MIWAM" section. It includes a login form with fields for "Username" and "Password", both marked as "Required". A "Sign In" button is located below the form. The text above the form reads: "Please provide the username and password for your web account with the Unemployment Insurance Agency".

*Note: If you would like to file a claim and have already established a MiWAM account, just log in and click on the Claimant Services tab. Under Filing Options, click File a Claim.

Michigan Web Account Manager Filing a New Claim

continued

Click the link for *Step 1-Provide Identification Information* to begin filing your claim.

There are 7 steps in the claims filing process. You **must** complete all 7 steps.

Clicking the blue hyperlink after each step, allows you to edit the information before you submit.

Home » New Claimant Filing

Attachments Add

This application allows you to file a claim for unemployment benefits online. A claim cannot be filed early. Filing today means your claim will begin this week unless you request previous weeks.

You will be asked a series of questions. Based on your responses, you may be asked to answer additional questions to complete your application. Click on the blue text to complete each step. You can return to completed steps to correct or change information. Benefits will not be allowed on an incomplete application.

Give complete and honest answers. The law provides severe penalties of fines, imprisonment, damages, and/or community service for anyone who intentionally gives incorrect information or hides information to obtain or increase benefits. If you are using an interpreter or someone is helping you, that person should enter only your response to a question. You are responsible for responses given, the person helping you cannot be held liable.

There are 7 steps to the application that must be completed. If you do not get a confirmation number, your claim has not been completed.

LEGEND

- Click to view more information
- The Step is Complete
- The Step Contains Errors

Required Required Required fields designated by:

- A triangle in the top left corner
- A tooltip that says required

Required fields, left blank, will block the availability of future steps.

✓ Step 1: **Provide Identification Information**

Name: TESTER TEST

✓ Step 2: **Demographic Information**
Physical Address: 3024 W GRAND BLVD DETROIT MI 48202-6024

✓ Step 3: **Additional Information**
Additional questions have been answered

✓ Step 4: **Identify Employers**

EMPLOYMENT INFORMATION Show History

Employer Legal Name	Business Name	Worked	Last Employer
---------------------	---------------	--------	---------------

✓ Step 5: **Payment Method**
You have chosen debit card as the payment method.

✓ Step 6: **Set Up MIWAM Account**
You have completed your MIWAM account information.

✓ Step 7: **Benefit Rights**
You have reviewed your benefit rights.

Submit **Save and finish later** **Cancel**

Once you complete **all** 7 steps you will see the following screen. The *Submit* button will only appear after **all** 7 steps have been completed. You must click the *Submit* button to receive a confirmation number. A red **X** displayed next to a step will indicate an error that needs to be corrected or the step has not been completed.

Michigan Web Account Manager

Filing a New Claim

continued

Begin filing your claim at Step 1-Provide Identification Information.

Step 1: Provide Identification Information << START HERE

The screenshot shows the 'New Claimant Filing' page. At the top, there is a navigation bar with 'Home » New Claimant Filing' and an 'Attachments' section with an 'Add' button. Below this is the 'IDENTIFICATION INFORMATION' section. A note states: 'Yellow boxes indicate information is required. A green box indicates optional information. Federal and state laws require that certain types of information be provided upon request for statistical and Unemployment Insurance program purposes. The information you provide to the Unemployment Insurance Agency concerning your claim for unemployment benefits is confidential and will be used only by public officials performing their duties.'

Social Security Number ⓘ

Social Security Number. Enter numbers only. Do not use hyphens or dashes.

Confirm Social Security Number. Enter numbers only. Do not use hyphens or dashes. Required

Have you worked under more than one Social Security Number? Yes No

Name Information

Last Name Required

First Name Middle Name Suffix Required

Additional Last Name ⓘ

Driver License / State ID

Driver's license or state identification number Document ID

Issuing state of your driver's license or state ID Issuing State

Return to Summary Go to Step 2: Demographics Save and finish later Cancel

At the bottom of each page, the *Return to Summary* button is displayed. This button allows you to return to any step within the process at any time prior to submitting the claim. The completed steps are identified by the green checkmarks as indicated in the example on the previous page.

Michigan Web Account Manager

Filing a New Claim

continued

ENTERING YOUR OCCUPATION CODE

Next, you will enter your occupation code. Occupation code is a title that best categorizes the type of work you did for your employers.

The screenshot shows the 'Employer Information' form. Under the 'OTHER EMPLOYMENT' section, there is a question: 'Did you work for SENTECH EMPLOYMENT SERVICES INC?' with 'Yes' and 'No' buttons and a link 'Click here to Search for your Employer'. Below this, under 'QUESTIONS: SENTECH EMPLOYMENT SERVICES INC', there are three input fields: 'How many hours did you work per week?' with the value '40', 'What was your rate of pay with this employer?' with the value '15.00' and a unit dropdown set to 'Per Hour', and 'Occupation Code' which is currently empty. A red box highlights the 'Search Occupational Codes' button next to the Occupation Code field. A yellow 'Required' label is visible at the bottom right of the form.

To search for the occupation code, type a key word or words that describe your position (i.e., truck driver, teacher or waitress). A list of choices will appear.

The screenshot shows the 'Request' window with a search interface. The 'SEARCH' section has a text input field containing 'sales' and a 'Search' button. The 'RESULTS' section shows a list of 49 occupation codes. A red box highlights the search input field, and another red box highlights the 'Search' button. A red arrow points to the first result, '11-2020 Sales Managers'. The list includes the following entries:

Code	Description
11-2000	Advertising, Marketing, Promotions, Public Relations, and Sales Managers
11-2020	Marketing and Sales Managers
11-2020	Sales Managers
13-1020	Wholesale and Retail Buyers, Except Farm Products
13-1161	Market Research Analysts and Marketing Specialists
19-3032	Industrial-Organizational Psychologists
25-9021	Farm and Home Management Advisors
35-3041	Food Servers, Nonrestaurant
41-0000	Sales and Related Occupations
41-1000	Supervisors of Sales Workers

At the bottom of the results list, it says 'NO CODE SELECTED'. There are 'OK' and 'Cancel' buttons at the bottom right.

If you cannot find an exact match, choose the occupation code that best fits. Make your choice by clicking the link next to your selection*. Your occupation will show on the employer information page as seen below.

The screenshot shows the 'Occupation Code' field from the previous form. The field now contains the text 'Advertising, Marketing, Promotions, Public Relations, and Sales Managers'. A red box highlights the 'Search Occupational Codes' button next to the field.

*You can also find these instructions when filing a claim by clicking the information icon  in the Occupation Code field.

Michigan Web Account Manager

Filing a New Claim

continued

After you have completed all of the required information, you will see a confirmation page. If you do not get a confirmation number, your claim has not been completed. Your confirmation will look like the image below:

The screenshot shows a confirmation page with a dark blue header containing a navigation menu: Home » New Claimant » New Claimant Filing » Confirmation. Below the header is a 'CONFIRMATION' section with a document icon. The main content area contains the following text: 'Your internet application for unemployment benefits has been accepted. Your internet claim confirmation number is :0123456789'. It also displays the current date as 'Wednesday 19-Oct-2016' and the claimant's name as 'TESTER TEST'. A 'First MARVIN appointment' is scheduled for 'Tuesday, 1-Nov-2016 from 6:00 PM to 7:00 PM', with a toll-free number '1-866-638-3993'. A note states that if unable to call, one may call on Thursday or Friday between 8:00 AM and 7:00 PM, or certify with the MIWAM account. A bolded instruction reads: 'You must register for work to be eligible for unemployment benefits. To register, you must create your profile on MiTalent Connect no later than three business days before your first contact with MARVIN.' Further instructions state that even if registered online, one must report in person to a Michigan Works! Agency (MWA) service center, with a link to michiganworks.org or a toll-free number 1-800-285-9675. A list of methods for reporting work search is provided: 'Submit information on MIWAM', 'Submit Form UIA 1583, Monthly Record of Work Search, via mail or fax', and 'Appear at Michigan Works Agency location to file a work search form'. At the bottom, a note says: 'If you have questions about your claim, you may send an inquiry through your MIWAM account. You may also contact UIA customer service at 1-866-500-0017 and press option 6.' Two buttons are visible: 'OK' and 'Printable View'.

Click OK to proceed.

Michigan Web Account Manager Certifying for Benefits

Certification questions in MiWAM are presented for single weeks. Account Alerts will notify you if there are weeks for which you have not yet been paid and need to report. Click on the link to certify.

The screenshot shows the MiWAM interface with a navigation bar at the top containing 'UI CLAIM', 'My Profile', 'ACCOUNT ALERTS', and 'I WANT TO'. Under 'ACCOUNT ALERTS', there are three messages: a blue information icon with the text 'To report timely, you must report between 31-Oct-2016 and 05-Nov-2016', a red warning icon with the text 'You have benefit weeks that have not been certified - Click Here to Certify', and another red warning icon with the text 'Outstanding Balance: \$2,425.24'. A red arrow points to the second message. Below the alerts is a navigation bar with 'MY ACCOUNT', 'CERTIFICATION', 'RECENT ITEMS', 'CLAIMANT SERVICES', 'DETERMINATION STATUS', 'FACT FINDING', and 'NAMES AND ADDRESSES'. The 'CERTIFICATION' section is active, showing a table of 'PREVIOUSLY CERTIFIED' weeks. The table has columns for Week, Weekly Benefit, Deductions, Withheld, Benefit Payment, and Status. The data rows show weekly payments from May 2016 to October 2016, with some weeks marked as waived.

Week	Weekly Benefit	Deductions	Withheld	Benefit Payment	Status
01-Oct-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 10/05/2016
24-Sep-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 10/05/2016
17-Sep-2016	282.00	0.00	0.00	0.00	Certification for this week was waived
10-Sep-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 09/21/2016
03-Sep-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 09/07/2016
27-Aug-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 09/07/2016
20-Aug-2016	282.00	0.00	0.00	0.00	Certification for this week was waived
13-Aug-2016	282.00	0.00	0.00	0.00	Certification for this week was waived
06-Aug-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 08/12/2016
30-Jul-2016	282.00	0.00	0.00	0.00	Certification for this week was waived
23-Jul-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 07/27/2016
16-Jul-2016	282.00	0.00	141.00	141.00	Payment for \$141.00 issued 07/27/2016
11-Jun-2016	282.00	0.00	0.00	0.00	Certification for this week was waived
04-Jun-2016	282.00	0.00	0.00	282.00	Payment for \$282.00 issued 06/20/2016
28-May-2016	282.00	0.00	0.00	282.00	Payment for \$282.00 issued 06/20/2016
21-May-2016	282.00	0.00	0.00	282.00	Payment for \$282.00 issued 06/20/2016

A list of certification questions to be answered will display.

MiWAM will time out after 15 minutes of inactivity.

CERTIFICATION CERT DATA (DEVELOPER ONLY)

CERTIFICATION QUESTIONS

Has your address changed since your last certification?

Are you claiming the week beginning Sunday, 10-02-2016 through Saturday, 10-08-2016?

Were you available to accept full-time work every day between Sunday, 10-02-2016 and Saturday, 10-08-2016?

Were you able to work full-time every day from Sunday, 10-02-2016 through Saturday, 10-08-2016?

Did you look for work during the week Sunday, 10-02-2016 through Saturday, 10-08-2016?

Michigan Web Account Manager Certifying for Benefits

continued

If you indicate that you looked for work during the specified week, you can also enter your work search information while completing your certification in MiWAM.

Click the link below to enter jobs you applied for, or employers contacted while looking for work.

[Click here to enter job contacts](#) [Click here for help filling out Job Contacts](#)

Date Of Contact	Employer Name	Yes	No
10-08-2016?		<input type="button" value="Yes"/>	<input type="button" value="No"/>
02 2016 and Saturday, 10-08-2016?		<input type="button" value="Yes"/>	<input type="button" value="No"/>
Saturday, 10-08-2016?		<input type="button" value="Yes"/>	<input type="button" value="No"/>

Job Contacts List

You will then be directed to enter the job contact information as instructed below (you are required to report two job contacts per week).

Job Contacts List

Job Contact 1

JOB CONTACTS

Date Of Contact: 03-Oct-2016

Employer Name: Mickey

Employer Phone Number: (313)458-2000

Employer Address: 3024 W Grand

Name and Title of Person Contacted: Manager

Type of Work Applied For: Sales Rep

Contact Method: email

Result: Interview

Date Of Contact	Employer Name	Yes	No
10-08-2016?		<input type="button" value="Yes"/>	<input type="button" value="No"/>
h Saturday, 10-08-2016?		<input type="button" value="Yes"/>	<input type="button" value="No"/>
unday, 10-02-2016 and Saturday, 10-		<input type="button" value="Yes"/>	<input type="button" value="No"/>
16 through Saturday, 10-00-2016?		<input type="button" value="Yes"/>	<input type="button" value="No"/>
gh Saturday, 10-08-2016?		<input type="button" value="Yes"/>	<input type="button" value="No"/>

Michigan Web Account Manager Certifying for Benefits

continued

Continue answering the certification questions. You must enter your MiWAM password to confirm your certification.

The screenshot shows a series of certification questions with 'Yes' and 'No' buttons. A modal dialog box is overlaid on the form, titled 'Please enter your password to confirm certification submission.' It contains a 'Password' input field with a 'Required' tooltip, and 'Ok' and 'Cancel' buttons.

Did you refuse any job(s) or offer(s) of work between Sunday, 10-02-2016 and Saturday, 10-08-2016? Yes No

Were you fired from any job between Sunday, 10-02-2016 and Saturday, 10-08-2016? Yes No

Did you BEGIN attending school or training classes between Sunday, 10-02-2016 and Saturday, 10-08-2016? Yes No

Did you BEGIN receiving a pension between Sunday, 10-02-2016 and Saturday, 10-08-2016? Yes No

Did you receive vacation pay between Sunday, 10-02-2016 and Saturday, 10-08-2016? Yes No

Did you receive, or will you receive holiday pay for the week ending 6/22/2013 between Sunday, 10-02-2016 and Saturday, 10-08-2016? Yes No

Did you receive severance or bonus pay between Sunday, 10-02-2016 and Saturday, 10-08-2016? Yes No

You will receive a confirmation message indicating that your certification has been accepted

Ok Print

CONFIRMATION

Your certification has been accepted for the week-ending 6/22/2013. Your payment will be issued on the next business day. The expected amount of your payment is \$236.

To continue with additional certification weeks, click OK.

Ok Print

***NOTE:** You will be required to certify for each week individually in MiWAM. Your responses will be registered for one week at a time.

Michigan Web Account Manager

Submitting Your Work Search

You can submit your work search by clicking the *Submit Job Search Contacts* link below the Other Services column under the *Claimant Services* tab. You are required to report two job contacts per week.



Enter your job contacts as instructed. For each record, you must enter all of the requested information. Click *Add Job Contact* to enter another job contact. Once you are done entering records, click *Submit*.

The screenshot shows the 'Job Contacts List' form. At the top, there are tabs for 'Job Contacts List' and 'New Contact'. Below the tabs, there are buttons for 'Remove Job Contact', 'Copy row', and 'Add Job Contact' (highlighted with a red box). The form is titled 'JOB CONTACTS' and contains several input fields, each with a 'Required' label: 'Employer Name', 'Employer Address', 'Name and Title of Person Contacted', 'Type of Work Applied For', 'Result', 'Date Of Contact', 'Employer Phone Number', and 'Contact Method'. At the bottom of the form, there are buttons for 'Remove Job Contact', 'Copy row', 'Add Job Contact', 'Submit' (highlighted with a red box), and 'Cancel'.

Michigan Web Account Manager Responding to Fact Finding

There are two ways to respond to requests for information. When you log into your MiWAM account, check the Account Alerts. Just click on the link indicating that additional fact finding is required.

The screenshot shows the MiWAM interface. At the top, there are navigation tabs: "UI CLAIM", "My Profile", "ACCOUNT ALERTS", and "I WANT TO". Under "ACCOUNT ALERTS", there is a red arrow pointing to a warning icon and the text: "Additional Fact Finding is required for your claim - Click Here to Respond". Below this is a navigation bar with tabs: "MY ACCOUNT", "CERTIFICATION", "RECENT ITEMS", "CLAIMANT SERVICES", "DETERMINATION STATUS", "FACT FINDING", and "NAMES AND ADDRESSES". The "FACT FINDING" tab is highlighted. Below the navigation bar is a "CLAIM INFORMATION" section with a table of details:

CLAIM INFORMATION			
Social Security Number	: *** - ** - 2441	Withhold Taxes	: No
Benefit Year Begin	: 09-Oct-2016	Exemptions	: 0
Benefit Year End	: 07-Oct-2017	Dependents	: 0
Weekly Benefit Amount	: \$362.00		
Total Weeks Allowed	: 20.0		
Weeks Remaining	: 20.0		

You can also click on the *Fact Finding* tab and then click on the link to add the required fact finding.

The screenshot shows the "CHILD CARE - QUESTIONNAIRE" form. It has an "ISSUE DETAIL" section with "Issue" set to "Availability" and "Fact Finding" set to "Child Care". Below this is a "QUESTIONNAIRE:" section with three questions:

- Did you limit your availability due to child care? (Buttons: Yes, No)
- Enter the date your child care problems began. (Required field)
- During the period of time you had child care problems, were you available for full time work at all the hours, days, and shifts of your customary job. (Buttons: Yes, No)

At the bottom right, there are three buttons: "Submit", "Save and finish later", and "Cancel". The "Submit" button is highlighted with a red box.

Complete the required fields and click the *Submit* button. You will be required to enter your password to authorize the submission. You will receive a confirmation number after you enter your password.

The screenshot shows a certification dialog box with the following text:

YOUR CERTIFICATION: I declare that I have examined this fact finding questionnaire, and to the best of my knowledge and belief, it is true, correct and complete.

Please enter your **UIA Web Password** in the box below and click the **OK** button to authorize this submission.

Password Required

Buttons: Ok, Cancel

At the bottom, there are links for: Accessibility Policy | Privacy Policy | Link Policy | Security Policy

Michigan Web Account Manager Letters and Correspondence

MiWAM allows you to review, keep track and respond to your notices and letters related to your UI account. Each letter you receive will have a unique letter ID number, making it easier to search for correspondence related to a specific topic. With MiWAM you can:

- View Web Notices;
- Send inquiries about your claim;
- Set your mail preference. Select this option if you would like to receive; correspondence electronically;
- Search for correspondence sent from UI by the Letter ID;
- Check the status of correspondence sent to UI;
- See the status of your protest or appeal.

SEARCH BY LETTER ID AND CORRESPONDENCE

All letters sent to you from Unemployment Insurance will be viewable under the *Recent Items* tab. To see a copy of the letter, you can click on the letter you would like to view.

All correspondence that you send will be viewable in your MiWAM account by clicking the *More* button.

Claim: C4444444-0 Log Off

Form 1099-G is available by clicking the 'View All Claims' under the I WANT TO... box, click the Recent Items tab, next to Unread Letters, click 'More', then click the 'All' tab

UI CLAIM My Profile ACCOUNT ALERTS I WANT TO

ACCOUNT ALERTS

- To report timely, you must report between 02-Jan-2017 and 07-Jan-2017
- You have benefit weeks that have not been certified - Click Here to Certify
- Outstanding Balance: \$288.00

MY ACCOUNT CERTIFICATION **RECENT ITEMS** CLAIMANT SERVICES DETERMINATION STATUS FACT FINDING NAMES AND ADDRESSES

OPEN REQUESTS More... UNREAD LETTERS More... UNREAD NOTICES More...

There are no open requests

UNREAD LETTERS

20-Nov-2016	UIA 1302 -- (Re)Determination
20-Nov-2016	UIA 1301 -- Restitution
09-Nov-2016	UIA 1713 -- Fact Finding
09-Nov-2016	UIA 1707 -- Fact Finding Rebut
14-May-2016	UIA 1575G -- Claimant Mondet

There are no unread notices

Claim: C4444444-0 Letters Log Off

UNREAD⁵ READ ALL UIA RECEIVED CORRESPONDENCE

UNREAD Mark All As Read View Multiple

Filter

Sent	Type	Letter Id	Week
20-Nov-2016	UIA 1302 -- (Re)Determination	L	
20-Nov-2016	UIA 1301 -- Restitution	L	
09-Nov-2016	UIA 1707 -- Fact Finding Rebut	L	
09-Nov-2016	UIA 1713 -- Fact Finding	L	
14-May-2016	UIA 1575G -- Claimant Mondet	L	

0 Rows

Michigan Web Account Manager

Other MiWAM Services

VIEWING AND SENDING ONLINE INQUIRIES

You can also view messages and notices sent from the Agency to your MiWAM account, or messages you've sent to the Agency inquiring about your account by clicking the *More* button.



To send a message or inquiry, click *Send Message*.



Once you have provided the required information, click *Send Message*.

The screenshot shows the 'SEND MESSAGE' form. It includes fields for Message Type (Claim Status/Issue), Claim(s), Certification Week, Subject (Where is my claim), and a Message text area (How many more weeks will I have in benefits?). Below the form is the ATTACHMENTS section, which has a table with columns: Name, Description, Size (Kb), and Sent. A 'Send Message' button (highlighted with a red box) and a 'Cancel' button are at the bottom right.

You may attach other documents by clicking the Attachments link.

Michigan Web Account Manager

Other MiWAM Services

continued

You can also send a message from the "I Want To" section.

The screenshot shows the Michigan Web Account Manager interface. At the top, there is a dark blue header with a hamburger menu icon, the text "Claim: C88888888-0", and a "Log Off" button. Below the header is a yellow notification bar that says "2016 1099-G will be viewable the first week of February". The main content area is divided into three sections: "UI CLAIM" with a "My Profile" link, "ACCOUNT ALERTS" with two alerts (one about reporting dates and one about benefit weeks), and "I WANT TO" with three links: "Send Unemployment a Message" (highlighted with a red box and a red arrow), "View All Claims", and "View the MiWAM Toolkit". Below these sections is a navigation bar with tabs: "MY ACCOUNT", "CERTIFICATION", "RECENT ITEMS", "CLAIMANT SERVICES", "DETERMINATION STATUS", "FACT FINDING", and "NAMES AND ADDRESSES".

You will be able to view the notices you have sent to the Agency's Virtual Problem Resolution Team under the *Outbox* tab.

The screenshot shows the Michigan Web Account Manager interface with the "OUTBOX" tab selected. The "OUTBOX" section has a "Send Message" button and a "Filter" input field. Below the filter is a table with columns "Posted", "Subject", "Week", and "Delete". The table contains two rows of messages:

Posted	Subject	Week	Delete
27-Oct-2016	Where is my claim		Delete
26-Sep-2016	TRA program benefit extension		Delete

Below the table, it says "2 Rows".

Below the "OUTBOX" section is the "GENERAL INFORMATION" section, which includes fields for "Account Id", "Account Type" (set to "TRA"), "Sent" (Monday, Sep 26, 2016 8:32:53 AM), and "Subject" (TRA program benefit extension). There is a "Delete" button next to this section.

Below the "GENERAL INFORMATION" section is the "ATTACHMENTS" section, which has a table with columns "Name", "Description", "Size (Kb)", and "Sent". There is a "Close" button at the bottom right of this section.

Michigan Web Account Manager Other MiWAM Services

continued

To see responses to your inquiry from the Agency's Virtual Problem Resolution Team in your inbox.
Click "MORE".

MY ACCOUNT CERTIFICATION²⁰ RECENT ITEMS CLAIMANT SERVICES DETERMINATION STATUS FACT FINDING NAMES AND ADDRESSES

OPEN REQUESTS More... UNREAD LETTERS More... UNREAD NOTICES More...

There are no open requests There are no unread letters 27-Oct-2016 RE: Where is my claim

Click the link to read the response from the Virtual Problem Resolution Team.

Claim: C8888888-0 » Notices Log Off

INDEX OUTBOX

INBOX Send Message Mark All As Read

Posted	Read	Subject	Week	Delete
01-Dec-2016	<input checked="" type="checkbox"/>	New Correspondence from UIA		Delete

Claim: C8888888-0 » Notices » Notice Log Off

EMAIL NOTIFICATION Delete

Account Id :
Account Type : TRA
Received: Thursday, Dec 1, 2016 12:56:44 AM
Subject: New Correspondence from UIA

Dear

URGENT. Claim activity has occurred which may impact your eligibility for unemployment benefits or may obligate you to repay benefits previously issued. In order to protect and assert your rights, you will need to log into your MiWAM account and take appropriate action in as soon as 10 days (for a response to fact finding) or as long as 30 days to protest or appeal an agency (re)determination.

Once you have logged in to your MiWAM account, all Unemployment Insurance Agency correspondence can be found on the tab labeled, Letters.

You may login into your account by going to: <https://miwam.unemployment.state.mi.us/mip/webdoc/>

Thank you for using MiWAM!
Unemployment Insurance Agency

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

If you have questions regarding your unemployment account or have reason to believe this submission was made by someone other than yourself or an unauthorized person, immediately call Customer Service at 1-866-500-0017 (between 8:00 am and 4:30 pm Monday through Friday). You may also submit an inquiry through your MiWAM account.

Close

Michigan Web Account Manager

Other MiWAM Services

continued

UPDATE PROFILE INFORMATION

To update your profile information, click on *My Profile*.

The screenshot shows the Michigan Web Account Manager dashboard for a claimant. At the top, there is a navigation bar with a menu icon, the text 'Claim: C4444444-0', and a 'Log Off' button. Below this is a yellow banner with instructions: 'Form 1099-G is available by clicking the "View All Claims" under the I WANT TO... box, click the Recent Items tab, next to Unread Letters, click "More", then click the "All" tab'. The main content area is divided into three sections: 'UI CLAIM' on the left, 'ACCOUNT ALERTS' in the center, and 'I WANT TO' on the right. The 'My Profile' link in the 'UI CLAIM' section is highlighted with a red box. The 'ACCOUNT ALERTS' section contains three items: a blue information icon with text 'To report timely, you must report between 02-Jan-2017 and 07-Jan-2017', a yellow warning icon with text 'You have benefit weeks that have not been certified - Click Here to Certify', and another yellow warning icon with text 'Outstanding Balance: \$288.00'. The 'I WANT TO' section contains two links: 'View All Claims' and 'View the MiWAM Toolkit'.

Then click *Edit*.

The screenshot shows the 'My Profile' page in the Michigan Web Account Manager. The navigation bar at the top shows 'Claim: C88888888-0 » My Profile' and a 'Log Off' button. The page is divided into three main sections: 'PROFILE', 'ALERTS', and 'I WANT TO'. The 'PROFILE' section on the left contains a list of fields: 'Access Type : Claimant', 'Logon :', 'Name :', 'Phone 1 :', and 'Email :'. An 'Edit' button is highlighted with a red box. The 'ALERTS' section in the center shows a checkmark and the text 'There are no alerts'. The 'I WANT TO' section on the right contains three options: 'Manage payment profile', 'Cancel online access', and 'Change password'. Below these sections are two more sections: 'STATUS' and 'E-SERVICES ACTIVITY'. The 'STATUS' section shows 'Last Logged On : 23-Jan-2017 08:04:25' and 'Current As Of : 30-Jan-2017 10:39:09'. The 'E-SERVICES ACTIVITY' section shows 'Last Log On', 'Password Changed', 'Certification', 'Certification', and 'Current Log On'. A 'More...' link is visible at the bottom right of the 'E-SERVICES ACTIVITY' section.

Complete the requested information to update your profile information.

The screenshot shows the 'Michigan Web Account Manager' profile update form. The form is titled 'PROFILE' and contains several input fields. The 'Username' field is highlighted with a blue border and has a small 'X' icon. The 'Name' field is empty. The 'Email' field is marked as 'Required' and is empty. The 'Secret Question' field contains the text 'What is your pet's name?' and has a 'Change Secret Question' link below it. The 'PRIMARY PHONE NUMBER' section contains three fields: 'Country' (USA), 'Type' (Cell), and 'Phone Number' ((313)). The 'SECONDARY PHONE NUMBER' section contains two fields: 'Country' (USA) and 'Type'. At the bottom right, there are 'Save' and 'Cancel' buttons.

You will receive a web notice stating that your MiWAM Profile has been updated.

Michigan Web Account Manager

Other MiWAM Services

continued

MODIFY BENEFIT PAYMENT METHOD

If you would like to change the method of how you receive your benefit payments, click the *Claimant Services* tab and then select the link to *Modify Benefit Payment Method*.



Your current payment method is displayed. Click *Continue* to change your payment method.

The screenshot shows the 'MODIFY PAYMENT METHOD' form. At the top, a yellow warning bar states 'MIWAM will time out after 15 minutes of inactivity.' Below this, the form displays 'Your current Benefit Payment Method is: Debit Card'. A question 'Do you want to modify?' is followed by a 'Continue' button, which is highlighted with a red box. At the bottom right of the form are 'Submit' and 'Cancel' buttons.

Michigan Web Account Manager

Other MiWAM Services

continued

Provide the required information, verify for accuracy, then click the *Submit* button.

MODIFY PAYMENT METHOD

Your current Benefit Payment Method is: Debit Card

Do you want to modify?

Continue

How would you like to receive your benefits? You may receive your benefits by either debit card or direct deposit. You will receive benefit payments by debit card unless you enter your Direct Deposit information.

Debit Card

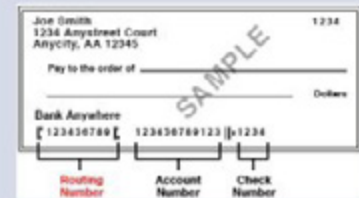
Direct Deposit

I am granting the Unemployment Insurance Agency permission to credit my account.

Agree

Disagree

If you do not have a check to look at, look at your monthly bank statement or contact your financial institution.



U.S. Financial Institution Routing Transit Number

Required

Reenter the U.S. Financial Institution Routing Transit Number

Required

U.S. Financial Institution Account Number

Required

Reenter the U.S. Financial Institution Account Number

Required

Account Type

Required

Submit

Cancel

You will receive a confirmation.



CONFIRMATION

Your "Modify Benefit Payment Method" request has been submitted and will be processed in the order that it was received. Please click **OK** to return to the previous screen. You may also print this page for your records.

Your confirmation number is

OK

Printable View

Michigan Web Account Manager

Other MiWAM Services

continued

CHANGING YOUR MIWAM PASSWORD

To change your password, in the My Claims view, click on *My Profile*. Under I Want To, click the *Change Password* link. **Note:** This is not the process if you have forgotten your password.

The screenshot shows the 'My Profile' page in the Michigan Web Account Manager. The breadcrumb navigation at the top reads 'Claim: » My Claims » My Profile', with 'My Profile' highlighted in a red box. Below the breadcrumb, there are three main sections: 'PROFILE', 'ALERTS', and 'I WANT TO'. The 'PROFILE' section includes fields for Access Type, Logon, Name, Phone 1, and Email (testing1234@gmail.com). The 'ALERTS' section shows 'There are no alerts'. The 'I WANT TO' section contains three links: 'Manage payment profile', 'Cancel online access', and 'Change password'. The 'Change password' link is highlighted with a red box, and a red arrow points to it from the right. Below these sections are 'STATUS' and 'E-SERVICES ACTIVITY' sections.

Click Save to save your changes.

The screenshot shows the 'CHANGE PASSWORD' form. It has three input fields: 'Current Password', 'New Password', and 'Confirm Password'. The 'New Password' field is marked as 'Required'. To the right, there is a 'PASSWORD HELP' section with instructions: 'Passwords cannot be reused', 'Minimum 8 characters', and 'Passwords must contain both letters and numbers'. At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.

Michigan Web Account Manager

Other MiWAM Services

continued

RESETTING YOUR MiWAM PASSWORD

If you forgot your password, and need to reset it, from the MiWAM home screen, click *Having Trouble Logging In?*

Home

MiWAM
MICHIGAN WEB ACCOUNT MANAGER
UNEMPLOYMENT INSURANCE AGENCY

LOG IN TO MIWAM

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username
Required

Password
Required

Sign In

ONLINE SERVICES FOR EMPLOYERS

- Register A Business
- Sign Up for an Employer / Service Provider MiWAM Account
- Lost/Never Received Authorization Code
- Forgot your Username?
- Forgot your Password?

ONLINE SERVICES FOR CLAIMANTS

- File a New Claim
- Find a Saved Claim
- Sign Up for a Claimant MiWAM Account
- Having trouble logging in? (Forgot password?)

OTHER ONLINE SERVICES

- Report Fraud

Your social security number and date of birth are required to retrieve your username. Once you have been identified you will be allowed to reset your password.

Home » Trouble Logging In

1. Identification 2. Reset Your Password? 3. Confirmation

Identification

FORGOT YOUR PASSWORD? FORGOT YOUR USERNAME?

A social security number and date of birth are required to retrieve your username. You will not be allowed to continue if the information is not provided. Once you have been identified you will be allowed to reset your password.

Do not include dashes (-) in the social security number

Social Security Number Required

Confirm Your SSN Required

Date of Birth Required

Cancel Previous Step Next Step

Michigan Web Account Manager

Other MiWAM Services

continued

The screenshot shows the 'Reset Your Password?' step of a three-step process. The breadcrumb trail is 'Home » Trouble Logging In'. The progress bar shows '1. Identification' as completed, '2. Reset Your Password?' as the current step, and '3. Confirmation' as pending. The user is identified as 'HELLO Joe Smith' with a username of 'joesmith'. A question asks 'Would you like to reset your password?' with 'Yes' and 'No' buttons. At the bottom, there are 'Cancel', '< Previous Step', and 'Next Step >' buttons.

You will be asked to provide the answer to your security question which you selected when you first applied for benefits.

This screenshot shows the 'Reset Your Password?' step with additional fields. The breadcrumb trail and progress bar are the same as in the previous screenshot. The user is identified as 'HELLO Joe Smith' with a username of 'joesmith'. The 'Would you like to reset your password?' question has 'Yes' and 'No' buttons. Below this are three input fields: 'Where were you born?' (with a 'Required' label), 'New Password:', and 'Confirm Password:'. A 'PASSWORD RULES' section lists requirements: 'Must be between 8 and 15 characters long', 'Must contain both letters and numbers', 'Is case sensitive', and 'Cannot be the same as your username'. At the bottom, there are 'Cancel', '< Previous Step', and 'Next Step >' buttons.

Follow the steps to reset your password. You will see a confirmation telling you that your password has been changed.

Michigan Web Account Manager

Other MiWAM Services

continued

TAX WITHHOLDING

If you would like to change your tax withholding, log into your MiWAM account and select the *Claimant Services* tab. Click on the *Update Withholding* link.

The screenshot shows the top navigation bar with tabs: MY ACCOUNT, CERTIFICATION²⁰, RECENT ITEMS, CLAIMANT SERVICES (highlighted with a red box), DETERMINATION STATUS, FACT FINDING, and NAMES AND ADDRESSES. Below this, there are two main sections: 'FILING OPTIONS' with a link 'File a claim' and 'OTHER SERVICES' with a 'Filter' button. The 'OTHER SERVICES' list includes: Modify Benefit Payment Method, Contact Method, Submit Job Search Contacts, Request Restitution Waiver for Financial Hardship, Update Withholding (highlighted with a red box and a red arrow pointing to it), and Request Form 1099-G.

Enter the number of exemptions.

The form is titled 'TAX WITHHOLDING/TAX EXEMPTION'. It contains a question: 'Do you want state and federal taxes withheld from your weekly benefits?' with 'Yes' and 'No' buttons. Below this is a field for 'Number of Exemptions' with a text input box and a 'Required' label. At the bottom right of the form are 'Submit' and 'Cancel' buttons.

Then, enter your password to certify the request and click OK.

The dialog box contains the text: 'I certify that the statements made on this Form are true and correct to the best of my knowledge and belief.' Below this is a 'Password' label and a text input box. To the right of the input box is a 'Required' label. At the bottom are 'Ok' and 'Cancel' buttons, with the 'Ok' button highlighted by a red box.

You will receive a confirmation number indicating your request has been submitted.

The confirmation page is titled 'CONFIRMATION'. It contains the text: 'Your "Tax Withholding and Tax Exemption" request has been submitted and will be processed in the order that it was received. Please click OK to return to the previous screen. You may also print this page for your records.' Below this is the text: 'Your confirmation number is 0123456789'. At the bottom are two buttons: 'OK' and 'Printable View'.

Michigan Web Account Manager

Accessing Your 1099-G

MiWAM allows you to view and print your 1099-G. If you received benefits for the previous calendar year, a printable version is available by clicking the *Recent Items* tab. You'll find your 1099-G under *Unread Letters*.

CLAIMS	RECENT ITEMS	CLAIMANT SERVICES	NAMES AND ADDRESSES
OPEN REQUESTS	More...	UNREAD LETTERS	More...
Pending		30-Jan-2015	FED 1099G -- for Claimants
Tax Withholding and Tax Exemption		04-Feb-2014	FED 1099G -- for Claimants
		17-Dec-2013	UIA 1725 -- Not to Elig Unemp
		10-Dec-2013	UIA 1575FC -- C EUC Mondet
		15-Oct-2013	UIA 1575FC -- C EUC Mondet
		07-Oct-2013	UIA 4085 -- Debit Correction
		03-Oct-2013	UIA 1913 -- EUC Potential Elig
		22-Mar-2014	MIWAM Password Change
		10-Mar-2014	MIWAM Password Change
		18-Feb-2014	MIWAM Password Change
		11-Feb-2014	MIWAM Password Change

If the 1099-G is not displayed in Unread Letters, click *More*. Then click the *All* tab to view more letters.

Sent	Type	Letter Id	Claim	Claim ID	Week
29-Nov-2016	UIA 1301 -- Restitution	L0033062886	UI Claim	C	
29-Nov-2016	UIA 1302 -- (Re)Determination	L0033062884	UI Claim	C	
29-Nov-2016	UIA 1302 -- (Re)Determination	L0033062882	UI Claim	C	
09-Nov-2016	UIA 1713 -- Fact Finding	L0032740397	UI Claim	C	
09-Nov-2016	UIA 1707 -- Fact Finding Rebut	L0032726999	UI Claim	C	
14-May-2016	UIA 1575C -- Claimant Mondet	L0029689232	UI Claim	C	
29-Apr-2016	UIA 1204 -- Withhold Fed Incom	L0029450121			
27-Apr-2016	UIA 1008 -- Monthly Statement	L0029399174			
05-Apr-2016	UIA 1302 -- (Re)Determination	L0028828952	UI Claim	C	
17-Mar-2016	UIA 1302 -- (Re)Determination	L0028406438	UI Claim	C	
17-Mar-2016	UIA 1302 -- (Re)Determination	L0028405436	UI Claim	C	
17-Mar-2016	UIA 1713 -- Fact Finding	L0028300868	UI Claim	C	
17-Mar-2016	UIA 1301 -- Restitution	L0028406440	UI Claim	C	
17-Mar-2016	UIA 1713 -- Fact Finding	L0028214277	UI Claim	C	
03-Mar-2016	UIA 1713 -- Fact Finding	L0028159546	UI Claim	C	
02-Mar-2016	UIA 1713 -- Fact Finding	L0028178102	UI Claim	C	
12-Jan-2016	FED 1099G -- for Claimants	L0026478796			
20-Nov-2015	UIA 1308 -- Ack of Protest	L0025089042	UI Claim	C	

Michigan Web Account Manager Accessing Your 1099-G

continued

PAYEE'S name, street address, city or town, state or province, country, ZIP, or foreign postal code, and telephone no. State of Michigan TALENT INVESTMENT AGENCY Unemployment Insurance Agency 9023 Joseph Campan Hamtramck, MI 48212 1-866-500-0017	1 Unemp./social compensation \$	OMB No. 1545-0120 2016 Form 1099-G	Certain Government Payments
	2		
PAYER'S federal identification number RECIPIENT'S identification number 38-0000000	3	4 Federal income tax withheld \$	Copy 2 To be filed with recipient's state income tax return, when required.
RECIPIENT'S name Street address (including apt. no.) City or town, state or province, country, and ZIP, or foreign postal code	5 KIAA payment \$	6	
	7	8 <input type="checkbox"/>	
	9		
Account number (see instructions)	10a State	10b State identification	11 State income tax withheld \$ \$

Form 1099-G

www.irs.gov/Form1099g

Department of the Treasury Internal Revenue Service

Michigan Web Account Manager Accessing Your 1099-G

continued

To request a copy or corrected copy of your 1099-G, click the *Claimant Services* tab, then click the link to *Request Form 1099-G* under Other Services.

Claim: » My Claims Log Off

WELCOME! Please select a service or account listed below. User Information: You are signed in as lagana77

My Profile ALERTS I WANT TO

There are no alerts View the MIWAM Toolkit

CLAIMS³ RECENT ITEMS **CLAIMANT SERVICES** NAMES AND ADDRESSES

FILING OPTIONS OTHER SERVICES Filter

File a claim Contact Method **Request Form 1099-G**

Claim: » My Claims » **Request for Form 1099-G** Log Off

MIWAM will time out after 15 minutes of inactivity.

REQUEST

Form 1099-G reports the total taxable unemployment compensation you received for the calendar year. To request a duplicate copy prior to the 2013 tax year, select the 'Duplicate' button and complete the fields below.

If you believe the amounts shown on your 1099-G are incorrect, select the 'Corrected' button and complete the fields below. If you do not know the 'total unemployment compensation', it can be skipped.

If you have paid restitution for improperly paid unemployment benefits or for court-ordered deductions, those monies are still included in total compensation. These amounts cannot be removed from total compensation reported. Contact the Internal Revenue Service (IRS) to get specific instructions on how these amounts affect your taxes and how to report them.

Are you requesting a duplicate copy or a corrected copy of a 1099-G? Duplicate Corrected

For which year are you requesting this 1099-G?

Duplicate copies of Form 1099-G for benefit years 2013 and forward can be printed from your MiWAM account under the letters tab.

Submit Cancel

Michigan Web Account Manager

Name and Address Changes

NAME CHANGE

You can submit a request to change your name in MiWAM. Once you log in to your account and select the current Claim ID. Click on the *Names and Addresses* tab.

Claim: C8888888-0 Log Off

2016 1099-G will be viewable the first week of February

TRA My Profile ACCOUNT ALERTS I WANT TO

To report timely, you must report between 06-Feb-2017 and 11-Feb-2017

Send Unemployment a Message
View All Claims
View the MiWAM Toolkit
View 1099-G

MY ACCOUNT CERTIFICATION RECENT ITEMS CLAIMANT SERVICES DETERMINATION STATUS FACT FINDING **NAMES AND ADDRESSES**

NAMES ADDRESSES

Legal Name Physical Address

Click the hyperlink for your name or address. Fill in the information that has changed. Your name will not be changed unless you provide the Agency with supporting documentation. If your documentation is saved on your computer, you can attach a copy by clicking the *Add* link.

Claim: C4444444-0 Change Name Log Off

Attachments Add

MiWAM will time out after 15 minutes of inactivity.

NAME CHANGE

Name Information

Last Name Required

First Name Required Middle Name Suffix Required

To change your name, you must include supporting documentation in your request. Your name will not be changed until the Agency receives proof that your name has been legally changed. You can attach a copy of your documentation (for example, a marriage license or probate court document) by clicking the "Add" link from the attachment panel on the left.

Attachment Instructions:
To add the attachment please click the "Add" link at the top of the page.
To remove an unwanted attachment, click the red "X" to the far right of the item in the attachment panel.
Once all attachments have been added, please click the "Submit" button located to the upper or lower right.

Submit Cancel

Michigan Web Account Manager

Name and Address Changes

continued

Click the *Browse* button to select the appropriate file from your saved documents that you want to attach as supporting documentation. Then click the *Save* button.

Select a file to attach

Type: Name Change Document

Description: [Empty field]

[Browse...]

[Save] [Cancel]

Required

Name information

Once you click *Save*, a confirmation number will be displayed. The name change will not be final until legal documentation is verified by our office.

Claim: C4444444-0 > Change Name > Confirmation

Log Off

CONFIRMATION

Your "Name Update" request has been submitted and will be processed in the order that it was received. Please click **Ok** to return to the previous screen. You may also print this page for your records.

Your confirmation number is: **0 000 000 000**

OK

Printable View

Michigan Web Account Manager Protests and Appeals

MiWAM allows you to protest determinations and appeal decisions that are associated to your account. Log in to your MiWAM account, click on the *Determinations Status* tab.

You will see a list of determinations and decisions associated with your account. To see a PDF copy of the letter, click on the link for the letter ID. To file your protest or appeal, click on *File Appeal* or *File Protest*.

Sent	Letter ID	Issue/Decision Type	Employer (if applicable)	Status	Claim ID	Action
11/30/2016	L	Reporting (Certifying) - Untimely Work Search		Protest - Add Additional Docs?	C	In Progress
11/30/2016	L	Misrepresentation - Misrepresentation		Protest - Add Additional Docs?	C	In Progress
06/14/2016	L	Monetary (Re)Determination		Determination Issued	C	File Protest
04/08/2016	L	Remuneration - Earned Income		Issue Closed, Level 2	C	Not Adversely Affected
03/18/2016	L	Remuneration - Earned Income		Issue Closed, Level 2	C	File Appeal
03/18/2016	L	Misrepresentation - Misrepresentation		Issue Closed, Level 2	C	Not Adversely Affected

Explain why you disagree with the determination, then click *Submit*.

Claim: C 8888888 » Mon/Non-Mon Deter. Protest Log Off

Attachments Add

Workshare Info web buttons-03.jpg
no X

MIWAM will time out after 15 minutes of inactivity.

File Monetary Protest/Appeal

Attachment instructions:
To add the attachment please click the 'Add' link at the top of the page.
To remove an unwanted attachment, click the red 'X' to the far right of the item in the attachment panel.
Once all attachments have been added, please click the 'Submit' button located to the upper or lower right.

Letter ID L
Letter Sent 03/22/2016

I wish to protest or appeal the (re)determination for the following reason(s). If you wish to attach supporting documentation, please see the instructions above.

I was timely.

Submit Cancel

Michigan Web Account Manager Protests and Appeals

continued

Fill in the required information. You can also provide the Agency with supporting documentation. If your document is saved on your computer, you can attach a copy by clicking the *Add* link. Then, click the *Submit* button.

Claim: C8888888 > Mon/Non-Mon Deter. Protest Log Off

Attachments Add

MIWAM will time out after 15 minutes of inactivity.

File Monetary Protest/Appeal

Attachment Instructions:
To add the attachment please click the 'Add' link at the top of the page.
To remove an unwanted attachment, click the red 'X' to the far right of the item in the attachment panel.
Once all attachments have been added, please click the 'Submit' button located to the upper or lower right.

Letter ID L
Letter Sent 03/22/2016

I wish to protest or appeal the (re)determination of the claimant's eligibility for benefits. See the instructions above.

Required

Select a file to attach

Type: Claimant Determination Protest

Description: Browse...

Save Cancel

Submit Cancel

You will receive a confirmation indicating your request has been submitted.

Claim: C0000000-0 Mon/Non-Mon Deter. Protest > Confirmation Log Off

CONFIRMATION

Your "Claimant Determination Protest/Appeal" request has been submitted and will be processed in the order that it was received. After overnight processing, you may view the status of your request by visiting the **Determination Status** subtab under the **Determinations** tab. You may also print this page for your records.

Your confirmation number is 2-081-915-200

OK

Printable View

Michigan Web Account Manager

How to Make a Payment

SETTING UP A PAYMENT PROFILE

If you have an overpayment with the Agency and would like to make your payments online, you can set up a payment profile in MiWAM and identify your financial institution. Click *Manage Payment Profile* under the *I Want To* section. *NOTE: This is not the process to change your method of receiving unemployment benefit payments (see page 21-Modify Benefit Payment Method).

The screenshot shows the user interface with several sections: PROFILE, ALERTS, I WANT TO, STATUS, and E-SERVICES ACTIVITY. The 'I WANT TO' section is highlighted with a red box, and a red arrow points to the 'Manage payment profile' option. Other options in this section include 'Cancel online access' and 'Change password'. The 'PROFILE' section shows fields for Access Type (Claimant), Logon, Name, Phone 1, and Email. The 'ALERTS' section shows 'There are no alerts'. The 'STATUS' section shows 'Last Logged On' and 'Current As Of' dates. The 'E-SERVICES ACTIVITY' section shows 'Last Log On', 'Password Changed', and 'Current Log On' events.

Then click *Add*.

The screenshot shows the 'PAYMENT PROFILE' page. The 'Add' button is highlighted with a red box. The page contains the following information:

- PAYMENT PROFILE** (with an 'Add' button)
- If you have an overpayment with the Agency and would like to make your payments online, click the Add button to add a payment profile.
- Note:** This is not the process to change your benefit payment method.
- Claim: C999999999 » My Profile » Payment Profile » **Payment Profile** (with a 'Log Off' button)
- Payment Profile** (with an information icon)
- PAY TO THE ORDER OF:** Unemployment Insurance Agency
- PNC BANK, OHIO**
- Account Holder First Name: JOE
- Account Holder Last Name: SMITH
- Bank Account Type: Checking - Personal
- Routing Number: 041000124
- Routing Number Verify: 041000124
- Account Number: 99985000123
- Confirm Account Number: 99985000123
- Buttons: Save, Cancel

Michigan Web Account Manager

How to Make a Payment

continued

You must complete all of the required fields before you can save your information. The routing number that you enter will display the name of the financial institution. Verify for accuracy and then click the Save button.

The screenshot shows the 'Payment Profile' form in the Michigan Web Account Manager. The breadcrumb trail at the top reads 'Claim: » My Profile » Payment Profile » Payment Profile'. The form title is 'Payment Profile'. The 'PAY TO THE ORDER OF' field is filled with 'Unemployment Insurance Agency'. Below this are fields for 'Account Holder First Name' and 'Account Holder Last Name', both marked as 'Required'. The 'Bank Account Type' is a dropdown menu. The 'Routing Number' field is marked as 'Required' and has a yellow highlight. The 'Routing Number Verify' field is also marked as 'Required'. The 'Account Number' and 'Confirm Account Number' fields are both marked as 'Required'. At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.

Now you can view the Payment Profile information for your financial institution.

Michigan Web Account Manager How to Make a Payment

continued

To look at your payment info, go to My Profile. Then click *Manage Payment Profile*. Click on the hyperlink with your name.

The screenshot shows the 'My Profile' page with several sections: PROFILE, ALERTS, I WANT TO, STATUS, and E-SERVICES ACTIVITY. The 'I WANT TO' section contains three options: 'Manage payment profile' (highlighted with a red box and a red arrow), 'Cancel online access', and 'Change password'. The 'PAYMENT PROFILE' section at the bottom shows 'JOE|SMITH' (highlighted with a red box and a red arrow), 'Direct Debit - US Bank', and 'PNC BANK, OHIO - *0123'.

Change your payment profile information, then click Save.

The screenshot shows the 'Payment Profile' form. At the top, there is a navigation bar with 'Claim: C999999999 » My Profile » Payment Profile » Payment Profile' and a 'Log Off' button. The form is titled 'Payment Profile' and contains the following fields:

- PAY TO THE ORDER OF:** Unemployment Insurance Agency
- PNC BANK, OHIO:**
 - Account Holder First Name: JOE
 - Account Holder Last Name: SMITH
 - Bank Account Type: Checking - Personal
 - Routing Number: 041000124
 - Routing Number Verify: 041000124
 - Account Number: 99905000123
 - Confirm Account Number: 99905000123

At the bottom right, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

Michigan Web Account Manager

How to Make a Payment

continued

MAKING A PAYMENT

If you have an overpayment, you can make payments through your MiWAM account. After you log into MiWAM, you will be able to see your overpayment balance and pending payments. By clicking the link *Outstanding Balance* you will be able to make a payment on the balance owed.

The screenshot shows the MiWAM interface. At the top, there are navigation tabs: 'UI CLAIM', 'My Profile', 'ACCOUNT ALERTS', and 'I WANT TO'. Under 'ACCOUNT ALERTS', there are three alerts: a blue information icon with text 'To report timely, you must report between 31-Oct-2016 and 05-Nov-2016', a yellow warning icon with text 'You have benefit weeks that have not been certified - Click Here to Certify', and a red warning icon with text 'Outstanding Balance: \$2,425.24'. A red arrow points to the 'Outstanding Balance' alert. Below the alerts is a navigation bar with tabs: 'MY ACCOUNT', 'CERTIFICATION', 'RECENT ITEMS', 'CLAIMANT SERVICES', 'DETERMINATION STATUS', 'FACT FINDING', and 'NAMES AND ADDRESSES'. The 'CLAIM INFORMATION' section is active, showing a table of claim details. To the right of this section are links for 'Overpayment Detail' and 'Payments'. Below the claim information is a 'WAIVER DETAIL' section with a table.

CLAIM INFORMATION			
Social Security Number	:	Withhold Taxes	: No
Benefit Year Begin	: 15-May-2016	Exemptions	: 0
Benefit Year End	: 13-May-2017	Dependents	: 4
Weekly Benefit Amount	: \$202.00	Balance	: \$2,425.24
Total Weeks Allowed	: 18.6	Pending Payments	: \$0.00
Weeks Remaining	: 7.5	Pending Balance	: \$2,425.24

WAIVER DETAIL			
Type	Begin Date	End Date	Associated Employer
Union Member in Good Standing	27-Feb-2016		

Enter the amount you wish to pay.

Payments scheduled more than 90 days in the future are not allowed and will result in a rejected payment.

Benefit - Elective Payment

UI Claim: [Redacted] Payment Date: 27-Oct-2016

PAY TO THE ORDER OF: Unemployment Insurance Agency

Amount: 2,425.24

Check Type: Personal

JPMORGAN CHASE

MEMO: This payment will be applied to the outstanding balance on your claim account.

Source Name: TEST|TESTY Bank Account Type: Checking Routing Number: 072000326 Account Number: ****6789

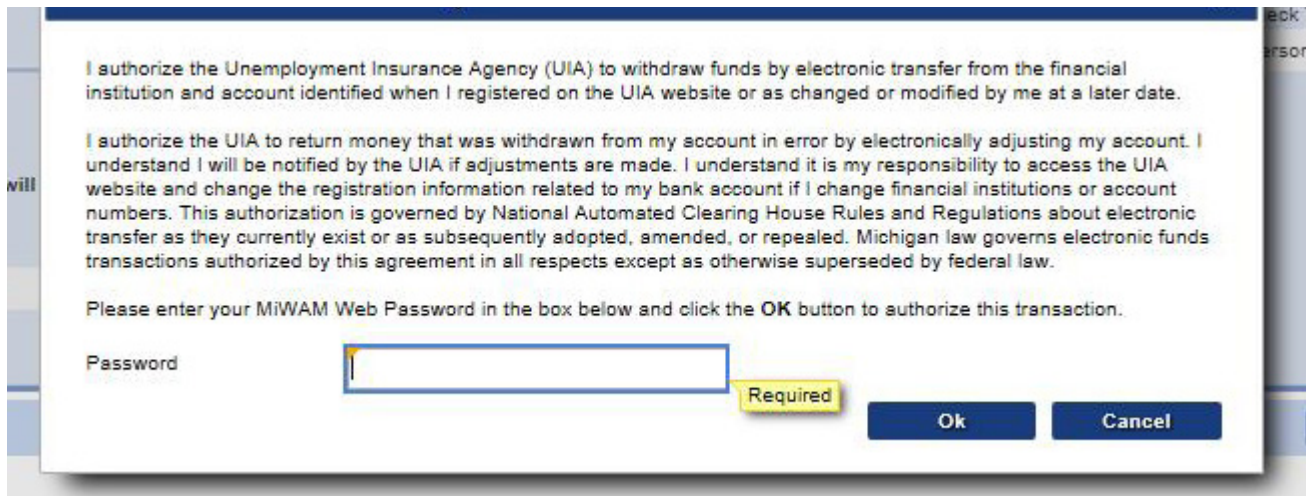
Submit Cancel

Michigan Web Account Manager

How to Make a Payment

continued

You must enter your MiWAM Password to authorize the transaction.



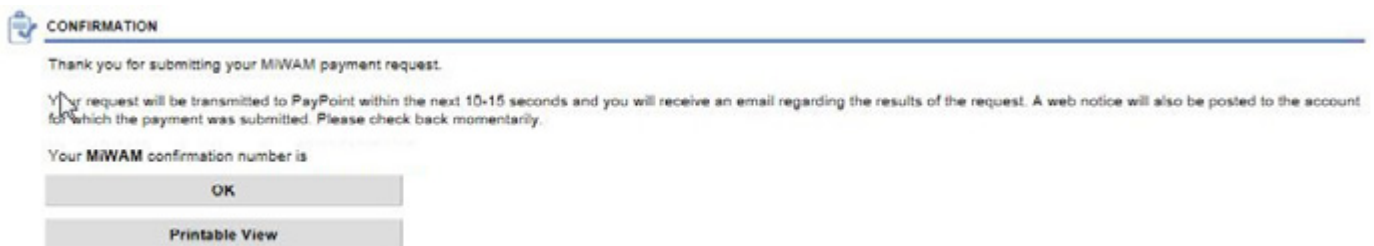
I authorize the Unemployment Insurance Agency (UIA) to withdraw funds by electronic transfer from the financial institution and account identified when I registered on the UIA website or as changed or modified by me at a later date.

I authorize the UIA to return money that was withdrawn from my account in error by electronically adjusting my account. I understand I will be notified by the UIA if adjustments are made. I understand it is my responsibility to access the UIA website and change the registration information related to my bank account if I change financial institutions or account numbers. This authorization is governed by National Automated Clearing House Rules and Regulations about electronic transfer as they currently exist or as subsequently adopted, amended, or repealed. Michigan law governs electronic funds transactions authorized by this agreement in all respects except as otherwise superseded by federal law.

Please enter your MiWAM Web Password in the box below and click the **OK** button to authorize this transaction.

Password **Required** **Ok** **Cancel**

Once you have authorized the transaction, you will receive a confirmation number regarding your payment request.



CONFIRMATION

Thank you for submitting your MiWAM payment request.

Your request will be transmitted to PayPoint within the next 10-15 seconds and you will receive an email regarding the results of the request. A web notice will also be posted to the account for which the payment was submitted. Please check back momentarily.

Your **MiWAM** confirmation number is

OK

Printable View

Michigan Web Account Manager How to Make a Payment

continued

ADD A REOCCURRING PAYMENT

After you set up your payment profile, you can also schedule monthly payments to be deducted from your bank account in MiWAM. Once you log into your account, click the *Claimant Services* tab. Under the column labeled *Other Services*, click *Add Recurring Payment*.

The screenshot shows the Michigan Web Account Manager interface. At the top, there is a navigation bar with tabs: MY ACCOUNT, CERTIFICATION, RECENT ITEMS, CLAIMANT SERVICES (highlighted with a red box), DETERMINATION STATUS, FACT FINDING, and NAMES AND ADDRESSES. Below the navigation bar, there are two main sections: FILING OPTIONS and OTHER SERVICES. Under FILING OPTIONS, there is a link for 'File a claim'. Under OTHER SERVICES, there are several links: 'Modify Benefit Payment Method', 'Contact Method', 'Submit Job Search Contacts', 'Request Restitution Waiver for Financial Hardship', 'Update Withholding', 'Add Recurring Payment' (highlighted with a red box and a red arrow pointing to it), and 'Request Form 1099-G'. A 'Filter' button is located at the top right of the OTHER SERVICES section.

Reoccurring Payment

The Unemployment Insurance Agency allows you the ability to schedule reoccurring payments. A reoccurring payment is a scheduled payment processed monthly toward a Debt.

Payments can be stopped up to one business day before your monthly payment date. Once you stop a payment you will need to schedule a new reoccurring monthly payment plan if you would like monthly payments to resume.

Choose the date that you would like your payment processed. Payment processing will happen on the same date each month and will be based on the date of your first payment.

Date of First Payment:

04 Nov 2018

In order to prevent your account from entering a delinquent status, your monthly payment should be equal to or greater than your minimum monthly payment due as listed on your most recent Monthly Statement notice.

Monthly Payment Amount:

100.00

Select whether you would like to choose the number of payments to be made or continue withdrawal until your balance is zero

- Choose number of payments
 Withdraw until balance is zero

Michigan Web Account Manager

How to Make a Payment

continued

Once you have completed the required information, click *Submit*.

Benefit - Elective Payment

UI Claim Payment Date: 04-Nov-2016

PAY TO THE ORDER OF Unemployment Insurance Agency 100.00

JPMORGAN CHASE Check Type: Personal

MEMO: This payment will be applied to the outstanding balance on your claim account.

Source Name: TEST|TESTY Bank Account Type: Checking Routing Number: 072000326 Account Number: ****6789

Enter your MiWAM password to authorize payment.


I authorize the Unemployment Insurance Agency (UIA) to withdraw funds by electronic transfer from the financial institution and account identified when I registered on the UIA website or as changed or modified by me at a later date.

I authorize the UIA to return money that was withdrawn from my account in error by electronically adjusting my account. I understand I will be notified by the UIA if adjustments are made. I understand it is my responsibility to access the UIA website and change the registration information related to my bank account if I change financial institutions or account numbers. This authorization is governed by National Automated Clearing House Rules and Regulations about electronic transfer as they currently exist or as subsequently adopted, amended, or repealed. Michigan law governs electronic funds transactions authorized by this agreement in all respects except as otherwise superseded by federal law.

Please enter your MiWAM Web Password in the box below and click the OK button to authorize this transaction.

Password Required

You will receive a confirmation.

 **CONFIRMATION**

Thank you for submitting your MiWAM recurring payment request.

A confirmation web notice will be posted to your MiWAM account momentarily.

Michigan Web Account Manager

How to Make a Payment

continued

STOP A REOCCURRING PAYMENT

Reoccurring payments can be stopped up to one business day before your monthly payment date. Just click the *Claimant Services* tab. Under the column labeled *Other Services*, click the link to *Stop Reoccurring Payment*. Once you stop a payment, you will need to schedule a new reoccurring monthly payment if you want monthly payments to resume.

The screenshot shows the Michigan Web Account Manager interface. The top navigation bar includes tabs: MY ACCOUNT, CERTIFICATION, RECENT ITEMS, CLAIMANT SERVICES (highlighted with a red box), DETERMINATION STATUS, FACT FINDING, and NAMES AND ADDRESSES. Below the navigation bar, there are two main sections: FILING OPTIONS and OTHER SERVICES. The OTHER SERVICES section contains several links: Modify Benefit Payment Method, Contact Method, Submit Job Search Contacts, Request Restitution Waiver for Financial Hardship, Update Withholding, Stop Reoccurring Payment (highlighted with a red box and a red arrow pointing to it), and Request Form 1099-G. A Filter button is located at the top right of the OTHER SERVICES section.

Reoccurring Payment

Clicking 'Confirm' will cease this Reoccurring Payment. UIA will no longer automatically withdraw a monthly payment from your bank account. If you do not want to cease your Reoccurring Payment, please click 'Cancel'.

Choose the date that you would like your payment processed. Payment processing will happen on the same date each month and will be based on the date of your first payment.

Date of First Payment:

04-Nov-2016

In order to prevent your account from entering a delinquent status, your monthly payment should be equal to or greater than your minimum monthly payment due as listed on your most recent Monthly Statement notice.

Monthly Payment Amount:

100.00

Select whether you would like to choose the number of payments to be made or continue withdrawal until your balance is zero:

- Choose number of payments
 Withdraw until balance is zero

CONFIRMATION

Your MIWAM reoccurring payment has been ceased successfully.

A confirmation web notice will be posted to your MIWAM account momentarily.

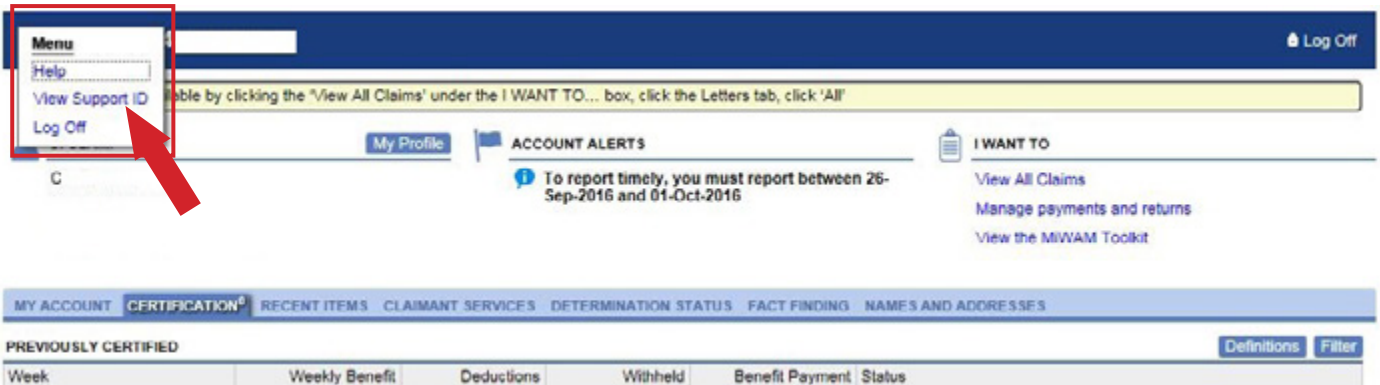
OK

Printable View

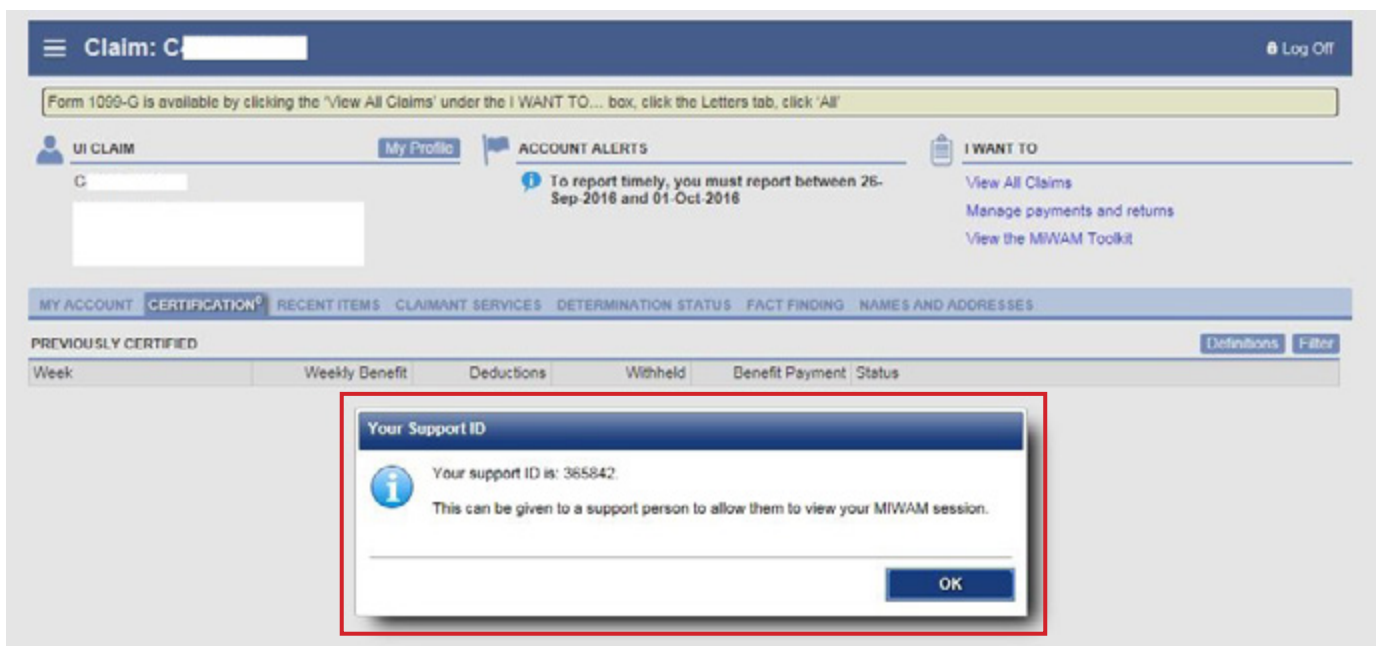
Michigan Web Account Manager

View Support ID

View Support ID provides a number which can be given to a customer service agent for help with MiWAM screens. With the Support ID number, the agent will be able to remotely view your MiWAM session. Click *Menu*, *View Support ID*.



A Support ID number will be provided, which you can give to the customer service agent.



Michigan Web Account Manager Report Fraud

Whenever a claimant or employer conceals or misrepresents any eligibility information that can affect benefits paid, you have potential fraud. If you suspect unemployment insurance fraud, you may report it through your MiWAM account.

From the MiWAM home screen, click on the *Report Fraud* link.

UIA Michigan Unemployment Insurance Agency
Department of Talent and Economic Development | Talent Investment Agency

MiWAM
MICHIGAN WEB ACCOUNT MANAGER
UNEMPLOYMENT INSURANCE AGENCY

Home

ONLINE SERVICES FOR EMPLOYERS

- [Register A Business](#)
- [Sign Up for an Employer / Service Provider MiWAM Account](#)
- [Lost/Never Received Authorization Code](#)
- [Forgot your Username?](#)
- [Forgot your Password?](#)

ONLINE SERVICES FOR CLAIMANTS

- [File a New Claim](#)
- [Find a Saved Claim](#)
- [Sign Up for a Claimant MiWAM Account](#)
- [Having trouble logging in? \(Forgot password?\)](#)

OTHER ONLINE SERVICES

- [Report Fraud](#)

LOG IN TO MIWAM

Please provide the username and password for your web account with the Unemployment Insurance Agency

Username Required

Password Required

Sign In

Michigan.gov Home | TED Home | Contacts | UIA Home
Accessibility Policy | Privacy Policy | Link Policy | Security Policy

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Michigan Web Account Manager

Report Fraud

continued

Include as much information as possible, then click *Submit*.

Home » **Fraud Referral**

attachments Add

Unemployment Insurance Agency Fraud Reporting Form

Your information is important to us. All allegations of Unemployment Insurance (UI) fraud are taken seriously. Please take a moment to report suspected fraud involving Michigan's UI system. You may remain anonymous if you prefer.

Please include as much of the following information as possible.

Please provide the name and address of the person you suspect of fraud:

Suspect Name	<input type="text" value="Required"/>	Country	USA
Address Line 1	<input type="text" value="Required"/>		
Address Line 2	<input type="text"/>		
Unit Type	<input type="text"/>	Unit	<input type="text"/>
State / Province	MICHIGAN	ZIP	<input type="text"/>
Attention	<input type="text"/>	County	<input type="text"/>

When did the potential fraud occur?

Please provide the type of potential fraud:

Please describe below what the accused is doing, or has done, that you believe constitutes fraud:

Is the potential fraud still occurring? Yes No Unknown

Please provide the name and address of employer(s) this claimant is performing services for: [Add Employer](#)

Do you wish to remain anonymous? Yes No

Do you want to add an attachment? Yes No

You may also report your information by calling our toll free fraud hotline at 1-855-UI-CRIME (842-7463)

Privacy:

State law prohibits the Unemployment Insurance Agency from disclosing information in its files regarding a claim for benefits, an employer's tax account, or information from an informant unless authorized or required by law.

For these reasons we will be unable to update you as to the outcome or progress of any referral received by this office.

Thank you for your assistance!

Michigan Web Account Manager

Frequently Asked Questions

Q: What happens when I register for MiWAM?

A: When you register for MiWAM you will be granted unlimited access to your MiWAM account immediately. You can access your account 24 hours a day, seven days a week.

Q: Does my password expire?

A: Yes, your password expires every 13 months. As a result, you will be required to change it after one year.


Q: What should I do if I forget my username or need to reset my password?

A: Click on the link for “Having trouble logging in?” Your social security number and date of birth are required to retrieve your username. You will not be allowed to continue if this information is not provided. Once you have been identified you will be allowed to reset your password.

Q: Can I come back to finish a claim that I began filing and finish it later?

A: MiWAM allows you to save your claim and complete it later during the same calendar week, by clicking the Save and finish later button. You will receive a confirmation number and a claim filing number. Click the “Find a Saved Claim” link to complete the claims filing process before 11:59 PM on Saturday so your claim will be considered timely. Any incomplete claim will be discarded after this deadline.

Q: How do I enter the Occupation code when filing a claim through MiWAM?

A: Click on the Search Code and type a key word or words that describe your position (i.e., truck driver, teacher or waitress). Press the enter key from your keyboard and a list of choices will appear. If you cannot find an exact match, choose the occupation code that best fits. Make your choice by clicking the blue link next to your selection. You can find these instructions when filing a claim by clicking the information icon  in the Occupation Code field.

Q: Can I protest a determination or respond to Agency correspondence using MiWAM?

A: Yes. Access the Determinations tab to either protest a determination or appeal a redetermination. Responding to any open fact-finding issues can be done by clicking on the Fact Finding sub-tab to see pending questionnaires.

Q: Who do I contact if I need help?

A: If you have questions about MiWAM or need help with your unemployment claim, call 1-866-500-0017 to speak with a customer service representative.



www.michigan.gov/uia

**State of Michigan • Department of Talent and Economic Development
Talent Investment Agency • Unemployment Insurance**

TIA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

May 2017