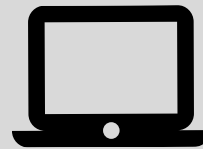




## **Self-Service**

On the IDES website, you can:

- Apply and certify for benefits
- Sign up for direct deposit
- Change your password
- Start your job search
- **...and more!**



*Fastest Option!*

**Visit**  
**ides.illinois.gov**



## **Give Us a Call**

Have a complex question? **Schedule a callback** to get help from an expert.



*Next Best Option*

**Call**  
**(800) 244-5631**



## **Schedule an Appointment**

Limited **in-person** services available for:

- Identity verification
- Employment services
- Using the resource room.



*Busiest Option*

**Call**  
**(217) 558-0401**  
**to schedule**



# ILOGIN

**ILogon**





**Set up multifactor authentication**

You can configure any additional optional factor or click finish

**Enrolled factors**

-  Security Question 

**Additional optional factors**

-  **Okta Verify**  
Use a push notification sent to the mobile app.
-  **Google Authenticator**  
Enter single-use code from the mobile app.
-  **SMS Authentication**  
Enter a single-use code sent to your mobile phone.
-  **Voice Call Authentication**  
Use a phone to authenticate by following voice instructions.

# ILLINOIS

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# ILogin Overview



ILogin is a security tool that protects claimant's identities.

Whether you are a new claimant filing for unemployment insurance (UI) for the first time, or an existing claimant with an active claim on file, every person filing or certifying for UI benefits will have to successfully complete this process.

When you log into your UI account for the first time or register for a UI account on the IDES website, you will be instructed to register for an ILogin account and required to verify your identification.

ILogin adds another layer of security that is directly linked to your UI account. Multi-Factor Authentication (MFA) will be required to access your account.



We hope that ILogin not only provides you with an added layer of security for your identity and benefits, but most importantly, peace of mind.

# Security Features

## Identity Verification

Through multi-factor authentication and other tools, ILogin verifies the identity of anyone logging into your account, to ensure your benefits remain secure.

## Multi-Factor Authentication (MFA)

### *OKTA Verify*

The OKTA app must be downloaded your phone. When using this method, a “push” notification will display on your phone asking if you are attempting to sign in.

### *Google Authenticator*

This app must be downloaded separately on your phone. Once downloaded and set up, when logging in, you will have to go to the Google Authenticator app to retrieve the single-use code (time-sensitive, refreshes periodically) and enter via ILogin.

### *SMS Authentication*

When attempting to log in, an SMS text message will be sent to the phone number you provided. You must enter the single-use code that you receive via text.

### *Voice Call Authentication*

You will receive a phone call and be provided a single-use code to authenticate your identity and log into your account.



# Getting Started

## Steps to Register

*If you are a federal or military employee, please see the back of this booklet before following these steps.*

1. Go to the IDES website: [ides.illinois.gov](https://ides.illinois.gov).
2. Click on **Sign into My Account**.
3. Claimants without an ILogin account should click on the hyperlink stating, "If you have not yet established an ILogin account, click [here](#) to register with the state of Illinois."
4. You will be guided to the screen below to create your ILogin Identity Account.
5. Enter the required information and then click **Next**. (Do not use autofill. Manually type the information).

Please use one of the following supported browsers: Google Chrome, Firefox, Safari, Opera, or Microsoft Edge. X

### Create Your ILogin Identity Account

This process will create a central log-in for State of Illinois accounts (current and future) to streamline and strengthen user security.

#### Profile Information

It is recommended user complete ALL profile fields to ensure secure identification and allow for self-service password resets.

\*Required

<small>*First Name</small>	<small>Middle Initial</small>	<small>*Last Name</small>	<small>Suffix</small>
<input type="text" value="Joe"/>	<input type="text"/>	<input type="text" value="Schmo"/>	<input type="text"/>

<small>*Email Address</small>	<small>*Confirm Email Address</small>
<input type="text" value="joeschmo@mailinator.com"/>	<input type="text" value="joeschmo@mailinator.com"/>

Don't have an email account? [Learn how to get a free email address.](#)

<small>Street Address (include apt, suite, etc.)</small>	<small>*City</small>	<small>*State</small>	<small>*Zip</small>
<input type="text" value="1 Main St"/>	<input type="text" value="Anywhere"/>	<input type="text" value="OK"/>	<input type="text" value="65202"/>

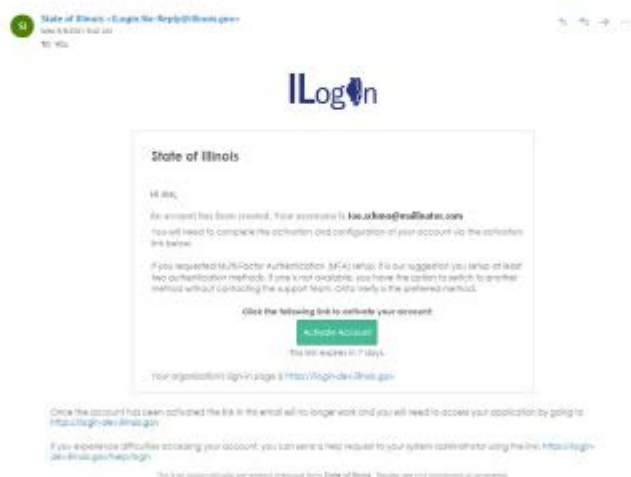
<small>*Primary Number</small>	<small>Mobile Number (can be same as primary)</small>
<input type="text" value="1234567890"/>	<input type="text" value="XXX-XXX-XXXX"/>

MFA (Multi Factor Authentication) will be required for create ILogin account.

<small>*State ID / Driver's License Number</small>	<small>*Date of Birth</small>
<input type="text" value="238432452"/>	<input type="text" value="01/01/1980"/>

NOTE: Multifactor Authentication (MFA) will be a required part of your upcoming ILogin account activation process. To better understand what MFA means click [here](#).

6. After creating your ILogin Account, you will receive a confirmation email.
7. Open the confirmation email and click the link titled Activate Account. This link expires seven days after you receive the email.



8. Once you click on the Activate Account button, you will be directed to a screen to set up a password for your ILogin account, as well as options for resetting your password in the future.
9. Next, you will be required to set up your Multi-Factor Authentication (MFA). You must choose at least one option to set up, but you can also select all MFA options.
10. Once account registration is complete, you will be taken to your ILogin dashboard. Click on the IDES icon.
11. The message below will appear to continue the process.



12. After clicking on the 'Click Here' button, claimants will be directed to the ID Proofing Demographics and KIQ's (Key Identifier Questions). Upon successful completion, they will proceed to the Registration/SOS Validation page.
13. Once ILogin registration and identity validation has been completed successfully, the claimant will be logged into their UI Online Account.

After the completion of these steps, your UI Online Account will be successfully linked to your ILogin account. MFA will be required every time you log in.





## **Military and Federal Claimants**

If you are a military or federal employee filing for unemployment, you must contact Claimant Service Center at 800-244-5631 so that an IDES representative can assist you with filing your claim.

Once the claim is filed, you will be able to complete the ILogin registration process and set up your payment method.

## **Contact Us**

### **Illinois Department of Employment Security**

Phone: 800-244-5631

Web: [ides.illinois.gov](http://ides.illinois.gov)



State of Illinois

Department of Employment Security



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# **I Filed My Claim What Happens Now?**

# UI Finding

Within 7-10 days of filing your claim you will receive a UI Finding in the mail (see sample below). Among other things, the UI Finding shows your base period wages, your weekly benefit amount and your bi-weekly certification day.

Illinois Department of Employment Security  
P.O. Box 19509  
Springfield, IL 62794  
Phone: (800) 244-5631 • TTY: (866) 488-4016  
Fax (217) 557-4913  
www.ides.illinois.gov

JOE SMITH  
123 MAIN ST  
CHICAGO, IL 12345-6789

Date Mailed: 07/10/2015  
Claimant ID: 1234564

## UI Finding

(Este es un documento importante. Si usted necesita un intérprete, póngase en contacto con el Centro de Servicio al Reclamante al (800) 244-5631)

Dependent Type: None

Filing Type: Internet

Payment Method: Pending Debit Card

Last Employer: INDUSTRY, INC

Last Day Worked: 06/30/2015

Unemployed Reason: Laid-Off (Lack of Work)

Your bi-weekly certification day is: Tuesday

Your first certification date is: 07/21/2015

The best way to certify for benefits is the internet. You can certify for benefits online at [www.ides.illinois.gov/certify](http://www.ides.illinois.gov/certify). You also can certify by telephone by calling (312) 338-4337. These services are available Monday - Friday from 3 a.m. to 7:30 p.m.

You elected to have federal income tax deducted from your unemployment benefits: 10.00% will be withheld and sent to the Internal Revenue Service.

You elected to have state income tax deducted from your unemployment benefits, 4.95% will be withheld and sent to the Illinois Revenue Department.

You have the option of depositing your UI benefit payments directly into your checking account or directly applied to a debit card. To begin the process, visit the IDES website at [www.ides.illinois.gov](http://www.ides.illinois.gov) and look for payment options or contact the Agency at the phone number listed above.

Your current payment status is pending debit card. A debit card will be issued to you within the next 7 days. This card must be activated by calling (866) 728-2167 to receive your benefits, please activate as soon as you receive the debit card.

Benefit Year Begin Date: 07/05/2015  
Date of Claim: 07/05/2015

Benefit Year End Date: 07/04/2016  
Program Type: Regular

### Qualifying Period Quarters and Wages Paid

Employer Name	Q2/2014 (\$)	Q3/2014 (\$)	Q4/2014 (\$)	Q1/2015 (\$)
INDUSTRY, INC.	31,629.20	5,271.54	37,669.54	31,457.95

\*If any of the wages shown above are not yours, or if there are no wages shown above, contact the Agency at the phone number listed above.

### UI Monetary Determination

Weekly Benefit Amount: 426.00

Dependent Allowance: 0.00

Benefit Amount Per Week: \$426.00

Maximum Benefit Balance (Does not include dependency allowance): \$11,076.00

If you think this information is incorrect or require additional information, contact the Agency at the phone number listed above.

## Certification Requirements

- Certify for your eligibility every two weeks.
  - You may certify online via the IDES website OR by phone using the Tele-Serve system.
- Report all gross wages earned during the weeks covered by the certification.
  - Wages must be reported for the week in which they are earned, not the week in which you receive payment.
- Certify on your certification day regardless of any pending adjudication interview.
  - If you miss your regular certification day, you may certify on Thursday or Friday of that week.
- Late certifications will not be accepted.
  - Failure to certify on your assigned day (or Thursday or Friday in the same week) could cause denial of benefits or a delay in processing your benefits.

## Online Certification

**Monday through Friday 3:00 a.m. to 7:30 p.m.**

- The best way to certify for benefits is via the Internet.
- Go to **[www2.illinois.gov/ides/certify](http://www2.illinois.gov/ides/certify)**
- Review the information on the page, including **Common Mistakes Made by UI Claimants**;
- Click on **Certify for Benefits**. This will take you to the log in page.

## Certification Questions

Below is a list of questions asked during the certification process. Review and prepare the answers before certifying to ensure quick, accurate certification. Your answers to the questions will determine your eligibility for benefits. Also, depending on the program from which you are receiving benefits, you may be asked additional questions.

1. Have you received or will you receive holiday pay during the period of Sunday through Saturday (week 1 beginning date through week 2 ending date)?
  - If yes, enter the gross amount of your holiday pay (before deductions) for each week.
  - **Tip: Have your holiday pay amount available.**
2. Did you work during the period of Sunday (week 1 beginning date) through Saturday (week 2 ending date)?
  - If yes, enter the total amount of earnings (before deductions) for each week.
  - **Tip: Have your gross earnings before taxes and other deductions available.**
3. Has your dependency status changed during this certification period?
4. Were you able and available to work each day during your normal work week?
  - If no, enter the number of days you were unavailable for work in each of the weeks.
5. Did you actively look for work for the week of Sunday (week 1 beginning date) through Saturday (week 2 ending date)?
6. Other than Social Security, are you receiving or have you applied for a retirement or disability pension?
  - If yes, has the amount changed?
7. Did you attend school or receive training?
  - If yes, did you attend all scheduled training courses?
  - If no, enter the number of days that you did not attend class.
8. Do you have a current workers' compensation claim or do you expect to receive workers' compensation for a temporary disability?
9. Has your phone number changed?
  - If yes, enter your new ten-digit telephone number.
10. Has your mailing address changed?



## Tele-Serve

**Monday through Friday 3:00 a.m. to 7:30 p.m.  
(312) 338-IDES / (312) 338-4337**

**Illinois Relay: (800) 526-0844 TTY or 711**

**Illinois Relay: (800) 526-0857 Voice or 711**

You may certify for benefits via Tele-Serve. Tele-Serve also allows you to get information about your benefits whether you certify by Internet or by phone. Payment information will be available one business day after certifying.

The first time you call, you will create a personal identification number (PIN). Write it down and keep it in a safe place. Do not share your PIN with anyone else. You'll need it every time you call. When you call, have the following information available:

1. Your Social Security number and your PIN;
2. Any gross wages you earned (before taxes and other deductions) during the certification period;
3. Paper and pencil to record any information given to you during your call.

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

→ Week 1: Sunday through Saturday

→ Week 2: Sunday through Saturday

Press 1: To claim weeks of unemployment

Press 2: To file an additional claim or to reopen a claim for unemployment insurance benefits

Press 3: To check the status of your claim (also to request Federal Income Tax form 1099G)

Press 4: Establish or change your PIN

Press 5: Obtain general information

After dialing Tele-Serve, enter your PIN and answer the automated questions. Do not hang up until Tele-Serve tells you your claim has been accepted.

## Additional Information

**You must complete your registration with Illinois Employment Services before unemployment insurance benefits can be paid.** Registration for work is a legal requirement for individuals who have applied for benefits. Unless deferred, Illinois claimants must register with **[www.IllinoisJobLink.com](http://www.IllinoisJobLink.com)**. Registering for work will help connect you with available jobs.

### **You must be Actively Seeking Employment.**

If you search for work at **[www.IllinoisJobLink.com](http://www.IllinoisJobLink.com)** your work search efforts will automatically be maintained. Work search conducted outside of **[www.IllinoisJobLink.com](http://www.IllinoisJobLink.com)** may also be logged on a **Work Search Record** form (ADJ034F), which can be found at **[www2.illinois.gov/ides/](http://www2.illinois.gov/ides/)**.

### **Keep Your Work Search Records.**

An initial determination that you were actively seeking work during a week for which you claimed benefits may be subject to later reconsideration. (The determination may be reconsidered even though you have been paid benefits or have since returned to work.)

To preserve evidence that you were actively seeking work, do not discard your written work search record for any week being claimed until one year has passed from the end of that week. Further, if there is an appeal pending regarding your active work search for a week, keep your written work search until there has been a final resolution of the matter.

**If you were last employed by a temporary help firm**, be sure to contact that firm each week in order to maintain your eligibility for benefits.

**Report your return to work to IDES immediately.** Employers are required to report all new hires to this agency. These reports are used to identify individuals who are collecting Unemployment Insurance benefits after they have returned to work. Failure to report your return to work or all gross wages earned during weeks covered by your certification will result in an overpayment of benefits and possibly a determination of fraud. If fraud is determined, consequences could include the imposition of penalty weeks, and prosecution for State benefit fraud.

The first eligible week of a new benefit year claim is a waiting week. **No benefits are paid for the waiting week.**

If your gross wages in any week are less than your weekly benefit amount, you may still be eligible to receive **partial benefits**.

You should receive the benefit payment approximately three days after you certify. Or, if your eligibility is in question, you will receive a response by mail within 10 business days after you certify.

A **debit card** is automatically issued for every new claim for Unemployment Insurance (UI) benefits. However, claimants may elect to receive benefits via **direct deposit** to their checking or savings account. **Direct deposit** is safe and efficient—you won't have to worry about losing your debit card and you won't need a PIN to access your funds, and there is no additional banking fee associated with direct deposit. **Direct deposits** can be established online at [www.ides.illinois.gov](http://www.ides.illinois.gov)

Under Federal guidelines, you may be identified as eligible for **Re-Employment Services** offered by various state and local organizations. If you are referred by IDES to any of these reemployment services, you are **required to participate** in those services, or your benefits may be suspended.

An **adjudication interview** may be required to determine your eligibility for benefits. If necessary, you will receive a notice by mail providing you with the date and time of a telephone interview. Failure to be available for the interview may affect your eligibility for benefits. If you cannot be available at the date and time of the scheduled interview, it is your responsibility to contact IDES using the change of interview form included with the notice.

**You have the right to appeal** any decision denying your benefits. If you have any questions about your appeal rights, contact IDES. If you filed an appeal, **continue to certify** for your weeks of unemployment even though you may not receive benefits until the appeal is decided.

The U.S. Postal Service will not forward IDES mail. You may **change your address, name or other information online at [www2.illinois.gov/ides/](http://www2.illinois.gov/ides/)** or you may call IDES Claimant Services at (800) 244-5631.

**Unemployment Insurance is subject to State and Federal income taxes.** You may voluntarily elect to have either or both State and Federal income taxes deducted and withheld from your benefit payments. Withholding is pre-set at 10% for Federal and 4.95% for State of Illinois.

**Your claim information is confidential** under the law. We cannot give claim information to your spouse or other family members. However, pursuant to Section 1900 of the Unemployment Insurance Act, any information that you provide to the Department of Employment Security in connection with your claim may be shared with your former employers or their representatives.

**Claimant Services: (800) 244-5631**

**TTY: (866) 488-4016**

# Important Notices

## **WHY IDES COLLECTS AND USES SOCIAL SECURITY NUMBERS**

The Illinois Department of Employment Security collects and uses social security numbers (SSNs) in the administration of the unemployment insurance and employment service programs. State and federal law require the Department to use SSNs for the purpose of verifying the identity of unemployment benefit claimants. SSNs are used in the administration of the employment service program to verify that unemployment benefit claimants have registered for work with the employment service, as required by law. The Department also uses SSNs in the development of aggregate statistics. The aggregate statistics do not identify individuals or disclose any SSNs. The Department complies with the strict requirements set forth in federal and state law for maintaining the confidentiality of SSNs and protecting against their unauthorized disclosure.

## **TRA ASSISTANCE BENEFITS**

Workers who lose their jobs or who experience reduced work hours and wages as a result of increased imports or the shifting of their jobs to other countries may qualify for additional benefits under the federal Trade Act of 1974 and its amendments (Trade Act of 2002 or Trade and Globalization Adjustment Assistance Act 2009 or Trade Adjustment Assistance Extension Act of 2011 or Trade Adjustment Assistance Reauthorization Act of 2015.) The worker group must be certified as eligible by the United States Department of Labor. The benefits administered by IDES include income support, the Health Coverage Tax Credit and reemployment wage supplement for older workers.

## **EQUAL OPPORTUNITY IS THE LAW**

The Illinois Department of Employment Security (IDES) administers programs authorized under the Wagner-Peyser Act (Employment Service) and Unemployment Insurance programs authorized under Title III of the Social Security Act. It is against the law for the Illinois Department of Employment Security (IDES), a recipient of federal financial assistance, to discriminate on the following bases: Against any individual in the United States, on the basis of race, age, color, religion, sex, national origin, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

### **IDES Must Not Discriminate in Any of the Following Areas:**

Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

### **What To Do If You Believe You Have Experienced Discrimination:**

If you think that you have been subjected to discrimination under the "Employment Service" or "Unemployment Insurance" programs or activity, you may file a complaint within 180 days from the date of the alleged violation with either: The IDES Equal Opportunity Officer, Office of Equal Employment Opportunity/Affirmative Action, 33 S. State Street, Chicago, Illinois 60603- 2803 or: The Director of the Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

If you file your complaint with IDES, you must either wait until IDES issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If IDES does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for IDES to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90- day deadline (in other words, within 120 days after the day on which you filed your complaint with IDES).

If IDES does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the IDES Notice of Final Action.

IDES is an equal opportunity employer and complies with all state and federal nondiscrimination laws in the administration of its programs. Auxiliary aids and services are available upon request to individuals with disabilities. Contact the Office Manager of the IDES office nearest you or the IDES Equal Opportunity Officer at (312) 793-9290 or TDD (888) 340-1007.

### Work Search Record

**Claimant Information:**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
ID or SSN: \_\_\_\_\_

**(Este es un documento importante. Si usted necesita un intérprete, póngase en contacto con su oficina local.)**

**Instructions:** Please use this form to keep a record of the work search efforts you made. Be sure that all requested information is provided. Failure to do so may result in a denial of benefits. If you need additional pages, contact your local office or duplicate this form.

**Important Notice: Keep Your Work Search Records**

A determination that you were actively seeking work during a week being claimed is subject to reconsideration despite the fact that you have been paid benefits or returned to work. In order to preserve evidence that you were actively seeking work, do not discard your written work search record for any week being claimed until 53 weeks have passed from the end of that week. Further, if there is an appeal pending regarding your active work search for a week, keep your written work search record until there has been a final resolution of the matter.

<b>Week Ending</b> _____					
Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results

<b>Week Ending</b> _____					
Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results



ID/SSN: \_\_\_\_\_

Name: \_\_\_\_\_

<b>Week Ending</b> _____					
Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results

<b>Week Ending</b> _____					
Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results

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Against any individual in the United States, on the basis of race, age, color, religion, sex, national origin, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity.

## **IDES Must Not Discriminate in Any of the Following Areas:**

Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

## **What To Do If You Believe You Have Experienced Discrimination:**

If you think that you have been subjected to discrimination under the "Employment Service" or "Unemployment Insurance" programs or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The IDES Equal Opportunity Officer, Office of Equal Employment Opportunity/Affirmative Action, 33 S. State Street, 10th Floor, Chicago, Illinois 60603-2803 or: The Director of the Civil Rights Center (CRC) U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

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If IDES does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30-days of the date on which you received the Notice of Final Action.

*IDES is an equal opportunity employer and complies with all state and federal nondiscrimination laws in the administration of its programs. Auxiliary aids and services are available upon request to individuals with disabilities. Contact the Office Manager of the IDES office nearest you or the IDES Equal Opportunity Office (312) 793-9290 or TTY (888) 340-1007.*

## Benefit Rights Information

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**(Este es un documento importante. Si usted necesita un intérprete, póngase en contacto con el Centro de Servicios al Reclamante al (800) 244-5631.)**

### ESSENTIAL INFORMATION ABOUT UNEMPLOYMENT INSURANCE BENEFITS

**Your claim information is confidential** under the law. We cannot give claim or benefit payment information to your spouse or other family members. However, pursuant to Section 1900 of the Unemployment Insurance Act, any information that you provide to the Department of Employment Security in connection with your claim may be shared with your former employers or their representatives.

If notified to report to the office, you should bring **documents establishing your identity**. We will provide information on your claim only if you can sufficiently identify yourself. Also bring the most recent notification received from IDES, as well as your current work-search requirements.

**You must serve a waiting week** on each benefit year. This is usually the first eligible week of your claim. No benefits are paid for the waiting week. To receive waiting week credit, you must file a claim for the week and be otherwise eligible for benefits for the week.

**Unemployment Insurance is subject to state and federal income taxes.** You may voluntarily elect to have either or both state and federal income taxes withheld from your benefit payments. Withholding is at pre-set levels: 10 % for federal and 4.95% for state of Illinois.

**If you were last employed by a temporary help firm**, be sure to contact that firm each week. Failure to do so may affect your eligibility for benefits.

Under Federal Guidelines, you may be identified as eligible for **Re-Employment Services** offered by various state and local organizations. If you are referred by IDES to any of these re-employment services, you are **required to participate** in those services, or your benefits may be suspended.

### INTERVIEW PROCESS

It may be necessary for you to be interviewed regarding your eligibility for benefits. In these cases, you will receive a notice by mail providing you with this information. Most interviews will be conducted by telephone. Failure to be available for the interview may affect your eligibility for benefits. **If you cannot be available at the date and time of your scheduled interview, it is your responsibility to send a Request for Change of Interview Date to the agency.**

### CERTIFICATION PROCESS

You must certify every two weeks on your assigned day (Monday, Tuesday or Wednesday) or on open call days (Thursday or Friday). The best way to certify for benefits is via the Internet at [www.ides.illinois.gov](http://www.ides.illinois.gov). You may also certify using Tele-Serve by calling (312) 338-4337. Failure to certify in a timely manner could cause denial of benefits or a delay in processing your benefits.

**You must report all gross wages earned** during the weeks covered by the certification. These wages must be reported for the week in which they are earned, not the week in which you receive the payment. If your gross wages in any week are less than your weekly benefit amount, you may still be eligible to receive part of your benefit payment.

**You should receive payment and / or other response within 10 working days** after filing your certification. Tele-Serve and Internet certification allow you to get information about your benefits. When inquiring about payment information, allow one business day after filing before inquiring. Please inquire via Tele-Serve or the Internet, if possible, before you contact IDES Claimant Services (800) 244-5631.

### WORK SEARCH REQUIREMENT

As a recipient of unemployment insurance benefits, **you are required to actively seek employment. You are also required to register with the Illinois Employment Service systems. Both requirements can be fulfilled by completing your registration in IllinoisJobLink.com**, creating a resume, and searching for work. Your work preferences and skills will be matched to available job openings and your work search will be recorded. Staff is available at IDES offices to assist with your job search.

You may also maintain your work search on the Work Search Form (ADJ034F) available at [www.ides.illinois.gov](http://www.ides.illinois.gov). You must look for work during each of the weeks for which you claimed benefits. **It is your responsibility to provide your work search upon request. Failure to do so may result in a denial of benefits.** The law provides penalties for giving false answers to obtain benefits.

**Keep Your Work Search Records.** An initial determination that you were actively seeking work during a week for which you claimed benefits may be subject to later reconsideration. (The determination may be reconsidered even though you have been paid benefits or have since returned to work.) To preserve evidence that you were actively seeking work, do not discard your written work search record for any week being claimed until one year has passed from the end of that week. Further, if there is an appeal pending regarding your active work search for a week, keep your work search until there has been a final resolution of the matter.

**REMINDER:** If you searched for work using [IllinoisJobLink.com](http://IllinoisJobLink.com), your work search records are automatically retained

**Report your return to work to IDES immediately!** Employers are required to report all new hires to this agency immediately. These reports are used to identify individuals who are collecting U.I. Benefits after they have returned to work. Failure to report your return to work or all gross wages earned during weeks covered by your certification, will result in an overpayment of benefits and could result in a determination of fraud which incurs penalty weeks, comptroller's offset of state payments (such as state income tax and lottery winnings) and prosecution for state benefits fraud.

#### **APPEAL RIGHTS**

You have the right to appeal any decision denying your benefits. If you file an appeal, **continue to certify** for your weeks of unemployment even though you may not receive benefits until the appeal is decided. Review the document "**Preparing for Your Appeal Hearing**", which is available online at [IDES.Illinois.gov](http://IDES.Illinois.gov). You may also call Claimant Services for information about the appeal process.

Read the [UI Benefits Handbook](#) for more detailed information regarding your rights and responsibilities while receiving unemployment insurance benefits and IDES Employment Services.

**Claimant Services:** (800) 244-5631  
**Tele-Serve:** (312) 338-4337

**TDD/TTY:** (866) 488-4016

**Illinois Relay Service:**  
**TTY:** (800) 526-0844 or 711  
**Voice:** (800) 526-0857 or 711