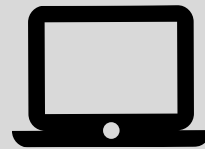


## **1** Self-Service

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**

## **2** Give Us a Call

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



*Next Best Option*

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

## **3** Schedule an Appointment

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

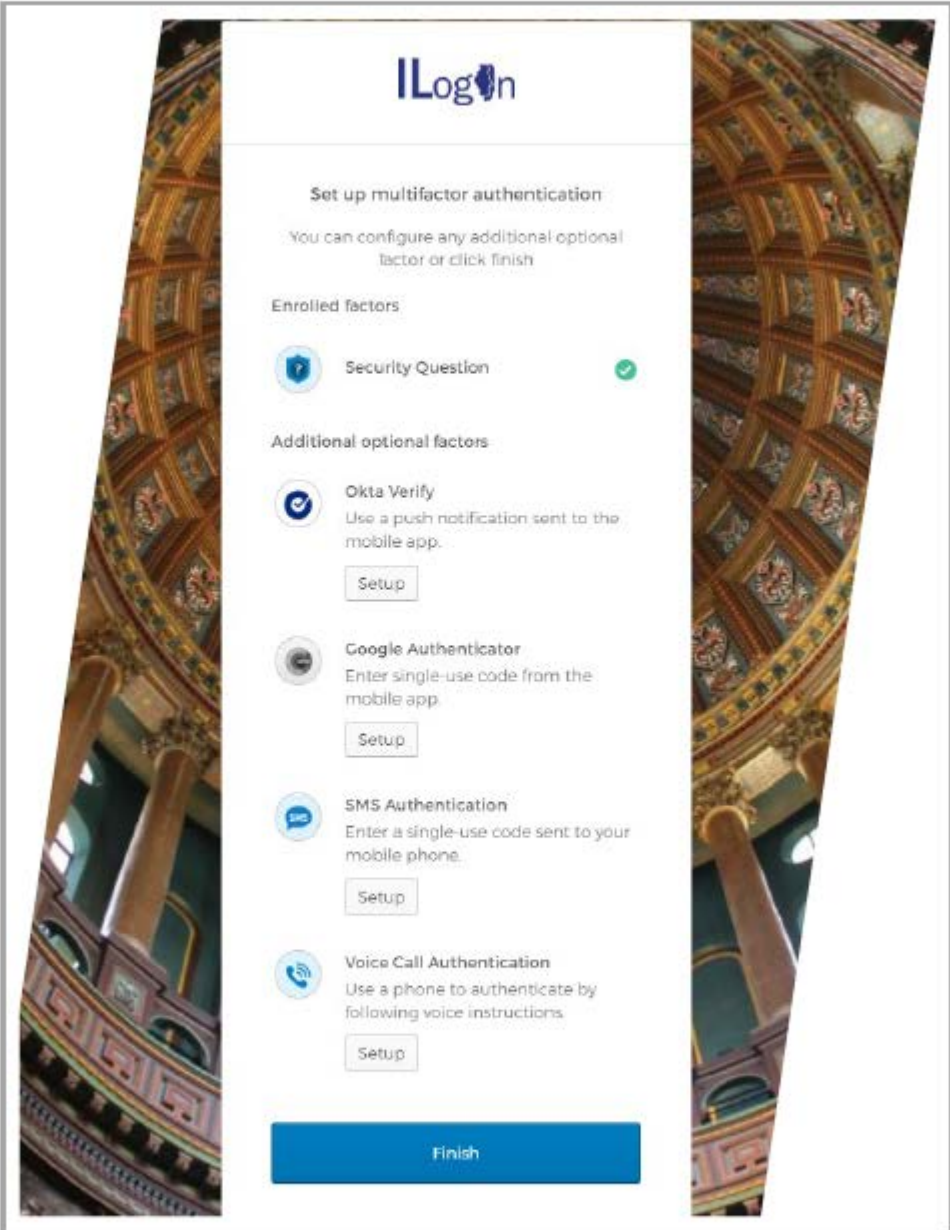
- Identity verification
- Employment services
- Using the resource room.



*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

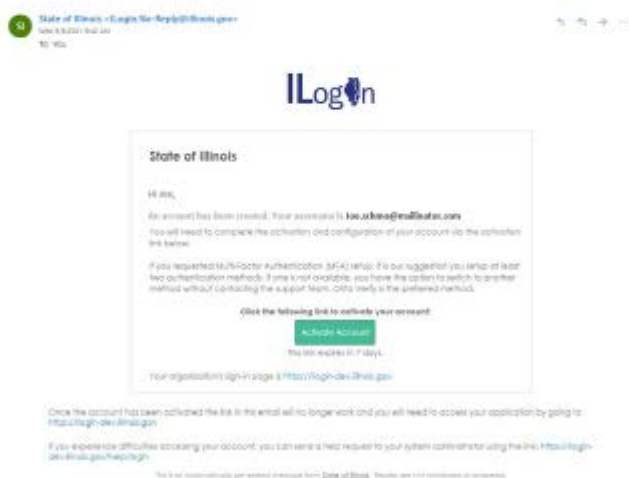
It is recommended user complete ALL profile fields to ensure secure identification and allow for self-service password resets.

<b>*Required</b>			
<b>*First Name</b>	<b>Middle Initial</b>	<b>*Last Name</b>	<b>Suffix</b>
<input type="text" value="Joe"/>	<input type="text"/>	<input type="text" value="Schmo"/>	<input type="text"/>
<b>*Email Address</b>		<b>*Confirm Email Address</b>	
<input type="text" value="joeschmo@mailinator.com"/>		<input type="text" value="joeschmo@mailinator.com"/>	
<a href="#">Don't have an email account? Learn how to get a free email address.</a>			
<b>Street Address</b> (include apt, suite, etc.)	<b>*City</b>	<b>*State</b>	<b>*Zip</b>
<input type="text" value="1 Main St"/>	<input type="text" value="Anywhere"/>	<input type="text" value="OK"/>	<input type="text" value="65262"/>
<b>*Primary Number</b>	<b>Mobile Number</b> (can be same as primary)		
<input type="text" value="1331111111"/>	<input type="text" value="XXX-XXX-XXXX"/>		
MFA (Multi Factor Authentication) will be required for create ILogin account.			
<b>*State ID / Driver's License Number</b>	<b>*Date of Birth</b>		
<input type="text" value="23942482"/>	<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](#).

NEXT RESET

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 62704  
Phone: (800) 244-5631 · TTY: (800) 244-5631  
Fax: (217) 557-4213  
www.ides.illinois.gov

JOE SMITH  
123 MAIN ST  
CHICAGO, IL 12345-6789

Date Mailed: 03/18/2022  
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  
Payment Method: Direct Deposit  
Last Employer:  
Unemployed Reason: Quit

Filing Type: Internet  
Last Day Worked: 01/27/2022

Your bi-weekly certification day is: Monday

Your first certification date is: 02/14/2022

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 8 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 Department of Revenue.

You previously elected to have your unemployment benefit checks payments deposited directly into your checking account. Our records indicate the last four numbers of your checking account are \_\_\_\_\_ at \_\_\_\_\_. Any unemployment benefits made payable will be electronically deposited into this account. If this information is not correct, you can update your bank account number and routing number via the internet at [www.ides.illinois.gov](http://www.ides.illinois.gov) or contact the Agency at the phone number listed above.

Benefit Year Begin Date: 01/30/2022  
Date of Claim: 01/30/2022

Benefit Year End Date: 01/29/2023  
Program Type:

### Qualifying Period Quarters and Wages Paid

Employer Name	Q4/2020 (\$)	Q1/2021 (\$)	Q2/2021 (\$)	Q3/2021 (\$)

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

### UI Monetary Determination

Weekly Benefit Amount: \_\_\_\_\_ Dependent Allowance: \_\_\_\_\_ Benefit Amount Per Week: \_\_\_\_\_

Maximum Benefit Balance (Does not include dependency allowance): \_\_\_\_\_

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

# Certification Requirements

- Certify every two weeks to receive benefits.
  - You may certify online via the IDES website OR by phone using the Tele-Serve system.
- Certify on your assigned certification day: Monday, Tuesday, or Wednesday.
  - If you miss your regular certification day, you may certify on Thursday or Friday of that week.
- Report all gross wages earned during the weeks covered by the certification.
  - Gross wages are the amount you earn before taxes and other deductions are taken from the paycheck.
  - Wages must be reported for the week when they are earned, not the week when you receive payment.
- Even if you have a pending adjudication interview, you should continue to certify as normal.

## Online Certification

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

- The best way to certify for benefits is online at [www.ides.illinois.gov/certify](http://www.ides.illinois.gov/certify).
- Follow the instructions to certify in your unemployment insurance account.

# Certification Questions

When you certify every two weeks, you will be asked the list of questions below. It may help to prepare your answers before you certify. Your answers to the questions will determine your eligibility for benefits. Depending on the program from which you are receiving benefits, you may also 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.
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.
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**

Tele-Serve is an automated phone system that allows you to:

- Certify for unemployment insurance benefits;
- Check the status of your unemployment claim, and more.

The first time you call, you will create a personal identification number (PIN). Keep your PIN safe and secure. You will need your PIN 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.

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.

Tele-Serve Menu:

Press 1: To claim weeks of unemployment (certify)

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 1099-G)

Press 4: Establish or change your PIN

Press 5: Obtain general information

# Additional Information

## **Employment Service Registration Requirement**

You must register with IllinoisJobLink.com to receive unemployment insurance benefits. To register, you should create an account and upload a resume at IllinoisJobLink.com. IllinoisJobLink.com will help you find available jobs and training. IDES will inform you if you fit into one of the narrow exceptions to this legal requirement.

## **Work Search Requirement**

You must be actively seeking employment to claim benefits. If you search for work at IllinoisJobLink.com, your work search efforts will automatically be maintained. Work search conducted outside of IllinoisJobLink.com may also be logged on a Work Search Record form (ADJ034F), which can be found at [ides.illinois.gov](http://ides.illinois.gov).

Keep your work search records. You may be asked to share your work search records from prior weeks. Keep your written work search records for at least one year. If you have a pending appeal, keep your written work search records until the appeal is resolved.

## **Temporary Help Firms**

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

## **Return to Work**

You must report your return to work to IDES immediately. Employers are required to report all new hires to IDES. 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. You can report your return to work when you certify.

## **Waiting Week**

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

## **Partial Benefits**

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

## **Payment Methods**

You can receive benefits via paper check (default method) or direct deposit. You are strongly encouraged to choose direct deposit. You can enroll in direct deposit when you file your claim. After certifying, please allow up to 8 days to receive your payment via check, or 2-3 days for direct deposit.

## **Re-Employment Services**

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. If you do not participate, your benefits may be suspended.

## **Adjudication Interviews**

An adjudication interview may be required to determine your eligibility for benefits. If necessary, you will receive a notice by mail 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.

## **Appeals**

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.

## **Mailing Addresses**

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

## **State and Federal Taxes**

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.

## **Confidentiality**

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.

State of Illinois

Department of Employment Security



Certify for Unemployment Benefits by Phone

**Tele-Serve Hours**  
3:00 a.m. - 7:30 p.m.  
Monday through Friday

**IDES Claimant Services**  
1-800-244-5631  
1-866-322-8357 TTY

**IDES**  
ILLINOIS DEPARTMENT OF  
EMPLOYMENT SECURITY

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**Save time —  
Certify for unemployment  
benefits by phone!**

Once you file for unemployment insurance at a local IDES office or via the Internet, you must then “certify” to your eligibility for benefits. The best way to certify for benefits is the internet. You can certify for benefits online at [www2.illinois.gov/ides/certify](http://www2.illinois.gov/ides/certify).

**Call Tele-Serve: (312) 338-4337**  
Available  
Monday through Friday  
3:00 a.m. to 7:30 p.m.  
TDD/TTY. . . 1-800-662-3943  
Monday through Friday  
8:30 a.m. to 5:00 p.m.

With Tele-Serve, you can:

- certify to your eligibility for unemployment insurance benefits
- reopen a claim for unemployment insurance
- check the status of your unemployment claim
- request federal income tax form 1099G
- obtain other IDES information

**If you do not call in to certify, you will not receive your unemployment insurance benefits.**

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### Three steps to using Tele-Serve

1. File for unemployment benefits in person at a local IDES office or Illinois workNet Center or on the Internet at <https://www2.illinois.gov/ides>.
2. IDES will mail you a letter with your assigned call-in day. If you do not receive this information within two weeks from the date you filed your claim, contact your local IDES office.
3. Call Tele-Serve on the scheduled day every two weeks.
  - The first time you call, you will create a personal identification number (PIN). Save this, you'll need it every time you call
  - Enter your PIN and answer the automated questions using a touch-tone phone.



---

When you call, have the following information available:

- Your Social Security number and your PIN
- Any gross wages you earned (before taxes and holiday pay) during this certification period
- Paper and pencil to record any information given to you during your call



---

If you cannot certify via telephone because you do not speak or read either English or Spanish, or you do not have access to a touch-tone phone, contact your local IDES office within one week after filing your claim to arrange for special accommodations.

Eligible claimants will receive their benefit payments via a debit card or, if elected, through direct deposit usually three days after they certify.

### **If You Miss your Call Day**

If you miss your regular call day (Monday, Tuesday or Wednesday), you may still call on Thursday or Friday of that same week. You may also call on your regular call day in the following week (or Thursday or Friday of that week). Payment of benefits will be based on certifying for benefits in a timely manner and meeting the eligibility requirements of the Illinois Unemployment Insurance Act.

### **Keep your PIN!**

- Write down and keep your PIN. You will need it every time you call in. Your PIN is valid for your entire benefit year.
- The PIN Maintenance option on Tele-Serve allows you to change your PIN if you feel it is no longer secure.
- If you forget your PIN, contact your local IDES office to have your PIN reset.

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**Note:** Your PIN has the same legal effect as your signature has on a paper document. DO NOT give your PIN to anyone. If you believe someone knows your PIN or if you forget your PIN, call your local IDES office immediately. The existing PIN will be reset so that you can establish a new PIN by phone. Do not reveal your PIN to anyone. IDES personnel do not have access to your PIN; they can only reset it. It is your responsibility to ensure that your PIN is not misused.

**Quick Guide  
Menu Options  
(312) 338-4337**

**Press**

- ① To claim weeks of unemployment
- ② To reopen your claim
- ③ Check the status of your claim (also benefits reported to the IRS)
- ④ Establish or change your PIN
- ⑤ IDES general information

**Certification Questions**

- Have you received or will you receive holiday pay during the period of Sunday [week 1 beginning date] through Saturday [week 2 ending date]? (Have holiday pay amount available.)
- Did you work during the period of Sunday [week 1 beginning date] through Saturday [week 2 ending date]? (Have earnings before taxes available.)

- 
- Has your dependency status changed during this certification period?
  - Were you able and available to work each week?
  - Did you actively look for work for the week of Sunday [week 1 beginning date] through Saturday [week 2 ending date]?
  - Are you receiving or have you applied for Social Security benefits?
  - Other than Social Security, are you receiving or have you applied for a retirement or disability pension?
  - Did you attend school or receive training?
  - Do you have a current workers' compensation claim or do you expect to receive workers' compensation for a temporary disability?
  - Has your phone number changed?
  - Has your mailing address or name changed? (*Note: Extended Benefit claimants will be asked additional questions.*)

If you earned in excess of your amount in any week you must reopen your claim. Tele-Serve will reopen your claim automatically as long as you meet certain requirements.

### **Address and Name Changes**

- Postal service will not forward IDES mail.
- Call your local office during business hours.
- Tele-Serve will tell you the number to call.



### **Important!**

- Do not hang up until Tele-Serve tells you your claim has been accepted.
- Guard your PIN. You are responsible for all activity on your claim.
- Record your work search efforts each week on the form provided by IDES.

### **Nondiscrimination**

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 TTY (telephone line for people who are deaf) (888) 340-1007.

*Note: The information contained in this brochure is subject to change at any time. For the latest information, visit the IDES website at [www2.illinois.gov/ides/](http://www2.illinois.gov/ides/)*

State of Illinois  
Illinois Department of Employment Security  
33 S. State Street, FI 9  
Chicago, IL 60603-2901  
1-888-367-4382, TTY 1-888-340-1007  
[www2.illinois.gov/ides/](http://www2.illinois.gov/ides/)

Printed by authority of the State of Illinois  
Stock #4312 Rev. 04-2020



**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: \_\_\_\_\_

**Week Ending** \_\_\_\_\_

Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results

**Week Ending** \_\_\_\_\_

Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results

**Week Ending** \_\_\_\_\_

Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results

**Week Ending** \_\_\_\_\_

Contact Date	Name & Address of Contact	Person Contacted	Method of Contact	Type of Work Sought	Results

# 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 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

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 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

# Illinois JobLink

## For Job Seekers

Illinois JobLink (IJL) is a free online job board that connects jobs seekers in Illinois with local employers.

Use IJL to explore thousands of trusted employers and fulfill work search requirements for unemployment insurance benefits.

### Visit [IllinoisJobLink.com](http://IllinoisJobLink.com) to:



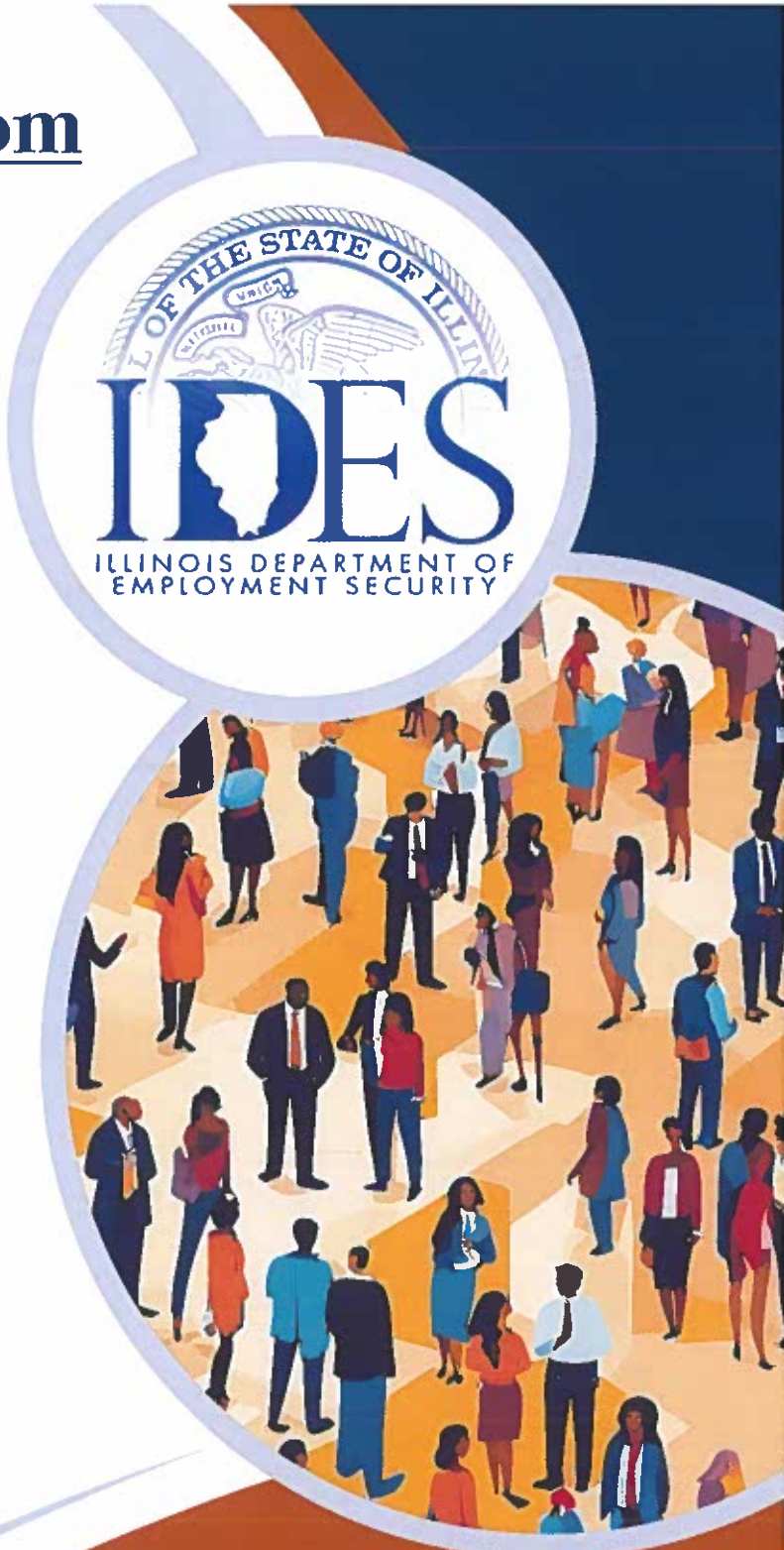
**Build a standout  
resume**



**Find and apply to  
jobs**



**Get job alerts that  
match your skills**



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 to you or the IDES Equal Opportunity Offices at (312) 793-9290 or TTY: (888) 340-1007.

Note: The information in this brochure is subject to change anytime. For the latest information, visit the IDES website at [www.ides.illinois.gov](http://www.ides.illinois.gov).

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Scan to Visit



[www.IllinoisJobLink.com](http://www.IllinoisJobLink.com)

# Illinois JobLink

## Para los solicitantes de empleo

Illinois JobLink (IJL) es una bolsa de trabajo en línea gratuita que conecta a quienes buscan empleo en Illinois con empleadores locales.

Utilice IJL para explorar miles de empleadores confiables y además cumplir con los requisitos de búsqueda de empleo para obtener beneficios del seguro de desempleo.

## Visite [IllinoisJobLink.com](http://IllinoisJobLink.com) para:



**Crear un currículum vitae sobresaliente**



**Buscar y aplicar a trabajos**



**Recibir alertas de empleo que coincidan con sus habilidades**



IDES es un empleador que ofrece igualdad de oportunidades y cumple con todas las leyes estatales y federales contra la discriminación en la administración de sus programas. Hay ayudas y servicios auxiliares disponibles para personas con discapacidad, previa solicitud. Comuníquese con el gerente de la oficina de IDES más cercana a usted o con las Oficinas de Igualdad de Oportunidades de IDES al (312) 793-9290 TTY: (888) 340-1007.

Nota: La información en este folleto está sujeta a cambios en cualquier momento. Para obtenerla información más reciente, visite el sitio web de IDES en [www.ides.illinois.gov](http://www.ides.illinois.gov).

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para visitar



[www.IllinoisJobLink.com](http://www.IllinoisJobLink.com)

### Key Points

- Beginning August 1<sup>st</sup>, all claimants filing a **new** claim are required to register at [IllinoisJobLink.com](https://IllinoisJobLink.com)
- All claimants are encouraged to use the free resources at [IllinoisJobLink.com](https://IllinoisJobLink.com) to search for work

### New Claimants

Starting on August 1, 2021 all unemployment insurance claimants filing a *new* claim will be required to complete their registration at [IllinoisJobLink.com](https://IllinoisJobLink.com) by creating or uploading a resume. Additional information can be found at the [Frequently Asked Questions on the IDES website](#).

### Existing Claimants

All claimants can get a head start on reemployment and work search with [IllinoisJobLink.com](https://IllinoisJobLink.com):

- *Be proactive:* Claimants on regular UI should register and upload a resume now to avoid a possible disruption in future benefits.
- *Keep track of your search:* Claimants can use their IllinoisJobLink.com account to track their search and fulfill work search requirements.
- *Complete your registration:* All existing claimants already have an IllinoisJobLink.com account! See the next page for instructions on finding your account information and uploading a resume.

In September, **all claimants** will be required to register with [IllinoisJobLink.com](https://IllinoisJobLink.com) and upload a resume. More information can be found [on the IDES website](#).

**Don't Forget:** Beginning September 4, 2021 federal unemployment programs will end, meaning current claimants will stop receiving unemployment benefits from these programs:

- **Pandemic Unemployment Assistance:** PUA is typically for independent contractors and gig workers
- **Pandemic Emergency Unemployment Compensation:** PEUC is for claimants who exhausted their initial 26 weeks of regular benefits
- **Federal Pandemic Unemployment Compensation:** FPUC is the automatic \$300 supplement for all claimants

[IllinoisJobLink.com](https://IllinoisJobLink.com) is free & provides access to 100,000+ job postings in Illinois.

## **What is IllinoisJobLink.com?**

IllinoisJobLink.com is an employment website, run by IDES. IllinoisJobLink.com has 100,000+ job postings for jobseekers to search for their next career opportunity, as well as training and education resources.

Registering for IllinoisJobLink.com fulfills the employment service registration requirement for unemployment insurance.

## **How do I create an IllinoisJobLink.com account?**

IllinoisJobLink.com is completely free, and anyone can easily [create a job seeker account](#) online.

**IDES claimants already have a username and password** at IllinoisJobLink.com. When first applying for benefits, all claimants are sent an email with their IllinoisJobLink.com account information. If you can't find this email, or if you have forgotten your username and password, both can be reset by following these [instructions](#).

## **How do I complete my registration in IllinoisJobLink.com?**

After logging into your account, **you must create or upload a resume to complete the registration requirement**. You will receive a notice prompting you to complete a resume. You may create a new resume using the [IllinoisJobLink.com Resume Builder](#) or upload your own via Microsoft Word. If you have already created or uploaded a resume, you may need to extend the date to make sure it becomes active.

## **How do I look for work and keep track of my job search?**

The [job search tool](#) makes it easy to look for your next job on IllinoisJobLink.com. If your work search history is requested by IDES, you can use your IllinoisJobLink.com history to prove your work search activities.

## **Additional Resources**

In addition to IllinoisJobLink.com, job seekers can find training, education, and career building resources at [Illinois workNet](#) and [Get Hired Illinois](#). IDES also offers [employment service special programs](#) for populations such as veterans, young adults, and ex-offenders. However, please note that these resources will not fulfill the requirement to register for IllinoisJobLink.com.

**IllinoisJobLink.com Help Desk: 877-342-7533**

*We appreciate your patience, as callbacks are completed as quickly as possible*