



**DETERMINATIONS AND
DECISIONS
E-RESPONSE WEB SITE**

USER GUIDE

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1	Introduction.....	1
2	Getting Started	1
2.1	Minimum Requirements, Credentials, and Conventions	1
2.2	Credentials.	1
2.3	Conventions.	2
3	Logging In.....	2
4	Features Included in Multiple Screens.....	4
5	Determinations and Decisions Requests Screen	5
6	Creating a Response.....	6
7	Amending a Submitted Response	14

1 Introduction

SIDES E-Response makes it possible for employers to respond electronically to requests for information from participating State Unemployment Insurance agencies. This guide provides step-by-step guidance for responding to Determinations and Decisions, including samples of the screens that you will see when you log-in to E-Response and enter information related to a specific claim/individual. The E-Response system performs a comprehensive check of the information to ensure that it is complete before it is submitted. When a response is submitted, E-Response provides a confirmation number for your records.

2 Getting Started

2.1 Minimum Requirements, Credentials, and Conventions

Minimum Requirements.

The minimum system requirements to use SIDES E-Response are:

- Internet Explorer version 11.0 or higher.
- Chrome V44 or higher.
- Firefox V37 or higher.
- Javascript must be turned on.
- A minimum screen resolution of 1024 x 768.

2.2 Credentials.

Before logging into SIDES E-Response, you will need the following credentials:

- Federal Employer Identification Number (FEIN)
- State Employer Identification Number (SEIN) if used by requesting State.
- Personal Identification Number (PIN) / Access Code

The State Unemployment Insurance (UI) agency requesting information will provide your PIN either with the notice that requests separation information or through another avenue. Some States may assign a business one PIN for access to all requests sent to it; other states may assign a separate PIN for access to each request. If you have questions regarding credentials for logging in to E-Response, please contact the State UI agency from which you have received a request.

2.3 Conventions.

This guide uses the following conventions:

[Button]: Brackets indicate a button and the button label you will see on the screen.

Hyperlink: All hyperlinks in the screen will be indicated with a bold underline.

“Area of screen”: Double quotes indicate headers or some other specific area of a particular screen.

SMALL CAPS: Screen titles are shown in SMALL CAPS.

3 Logging In

To log-in to SIDES E-Response:

- Launch an Internet Browser (Internet Explorer, version 7.0 or higher required)
- Go to <http://uisides.org>

The screen shown below will appear.

The screenshot shows the SIDES E-Response website. The header is dark blue with the SIDES E-Response logo on the left and the SIDES logo on the right. The main content area is white and contains the following text:

**Welcome to the E-Response Website
for the
Unemployment Insurance State Information Data Exchange System**

Please select the application you want to use:

Notice of UI Claim Filing

- Separation Information
- Wages Reported and Possible Charges
- Determinations and Decisions

Earnings Verification

Benefit Charges

On the left side of the page, there is a sidebar with the following text:

SIDES E-Response supports the following browsers:

- IE 11 and above
- Chrome V44 and higher
- Firefox V37 and higher

At the bottom of the page, there is a dark blue footer with the following text:

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On the WELCOME screen, select Determinations and Decisions, and click the [Select] button. The screen shown below will appear.

SIDES E-Response

Determinations and Decisions

To view/respond to your Determinations and Decisions, please login using the instructions provided by the State Agency.

* indicates a Required Field

* State: ?

* Federal Employer Identification Number: ?

* State Employer Identification Number: ?

* Identification Number/Access Code (PIN): ?

Cancel Login

[Return to the Main E-Response Selection Page](#)

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On the LOGIN screen, do the following:

- Select the appropriate State from the drop-down list;
- Enter your Federal Employer Identification Number (FEIN) without dashes or other punctuation;
- Enter your State Employer Identification Number (SEIN) without dashes or other punctuation;

Note: If a State UI agency does not use a State Employer Identification Number, the SEIN is not required and no SEIN box will be displayed on the Login screen;

- Enter the PIN / Access Code provided to you by the requesting State UI agency, and

Note: PINs are case SenSitive

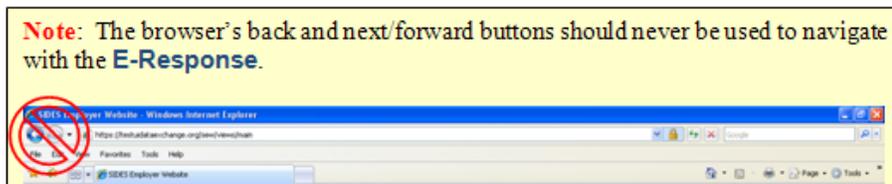
- Click the [Login] button.

If the login is unsuccessful, first try again, being very careful with your key strokes. If you continue to have a problem, either your credentials are incorrect or there are no Determinations or Decisions pending at this time. Contact the requesting State UI agency if you received a notice that a request is pending and you cannot log into the system to enter your response.

4 Features Included in Multiple Screens

- Identifying Information. Your FEIN and SEIN (if used) will be displayed in the upper right portion of the screens.
- Information Bar. A vertical section on the left side of the screen provides specific instructions to help you navigate specific pages.
- Site Navigation Buttons. At the bottom of most pages you will find the following buttons:
 - [Back]—saves your work and takes you to the previous page.
 - [Cancel]—deletes data from the screen, and you remain on the same page.
 - [Save]—saves data entered and runs validations, but you remain on the same page.
 - [Main Menu]—does not save data entered, and returns you to the Determinations and Decisions page.
 - [Next]—saves data entered and moves to the next page.
 - [Go]—a drop down menu allows you to select and jump to a particular page.

Note: Using the browser navigation button to go back or go forward will **NOT** ensure the proper functioning of the site and could cause you to lose work.



- Sign Out Button. The [Sign Out] button located in the upper far-right portion of each page will log you out of the E-Response website. Be sure you have saved your work before signing out.
- Help Icon.  This symbol indicates help is available for the particular field where it is found. Simply hover over the icon to open a help screen.
- Screen Identification Number. The number in the bottom right corner of each screen identifies it. Should you have questions or problems with a particular screen/page, please refer to this screen number when contacting your State UI agency.

- Standard Web Interface Features. Many pages include navigation and functions that are common on most websites, including clickable radio buttons, check boxes, drop-down menus, and text fields. Remember to use only the navigation features built into the site. Using browser navigation features to go back, forward, or print could cause you to lose your work.

5 Determinations and Decisions Requests Screen

After logging in to E-Response you will see the Determinations and Decisions request or requests that are associated with the PIN that you entered. A sample screen is shown below.





SOUTH CAROLINA
DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 333333333
SEIN: 77777777

[Sign out](#)

Search by SSN: (Omit Dashes)

[Search](#)

[Users Guide](#)

To download a copy of the determination/decision, click the "View/Respond" button and navigate to the Decision Information or Determination Information screen.

Select the "View/Respond" button to select a Notice of Determination and Decision. Complete items as prompted.

Select "Edit Response" to edit information to a response that has not yet been submitted.

Select "Delete Response" to delete a response that has not yet been submitted.

Select "Amend Response" to change information on a Response or Amended Response that has been submitted..

Select "Edit Amendment" to edit information on an amended response that has not yet been submitted.

Select "Delete Amendment" to delete an amended response that has not yet been submitted.

Note: Determinations and Decisions remain on the SIDES E-Response Website for 40 days Determinations, decisions and any responses or requests that are not submitted (including any that are in progress) will be removed from the system 40 days from the determination or decision date.

Announcement from the State: Please be advised you have 10 days to respond to a fact finding request per Regulation 11.3.300.301.

- Each request will have an attachment with additional questions that must be completed.
- New Mexico currently only offers the option to complete separation information at this time.
- Any request for custom additional fact finding must be completed through New Mexico's website.

Announcement: Welcome to UI SIDES E-Response. SIDES E-Response supports the following browsers:

- IE 11 and above
- Chrome V44 and higher
- Firefox V37 and higher

Please Note: The system has regularly scheduled maintenance from 12:00:01 AM ET Sunday - 04:00:00 AM ET Sunday. You should not work on your responses during this window as the system may go down unexpectedly.

Determinations and Decisions

You have the following notices based on the PIN entered:

Order by: Due Date Ascending

SSN: 011-01-1111 Name: Doe, Homer Last Date to Appeal: 11:59 PM Eastern on 04/13/2018 Determination: Non-Monetary Separation Determination	Response Status: Not Started View/Respond	View/Print	?
SSN: 011-01-1111 Name: Doe, Homer Last Date to Appeal: 11:59 PM Eastern on 04/13/2018 Determination: Non-Monetary Separation Determination	Response Status: Not Started View/Respond	View/Print	?

You have the following notices based on other PINs:
No notices found for other PINs.

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At the top left is a “Search by SSN” box. If the list of pending requests is lengthy, you can locate a specific request by entering the SSN to which it relates in this box and clicking [Search].

The list shows each claimant’s name, SSN, and the date and time that the determinations and decisions response is due to the requesting state. It is important that each response be submitted by its due date to ensure that the information can be used to determine whether the individual is eligible for unemployment benefits.

Response Status Buttons. The buttons shown for each pending request indicates its status.

- If the response has not yet been started, the button will show [View/Respond]
- If the response is in progress, you can choose the buttons [Edit Response] or [Delete Response]
- If the response has been submitted, the button will show [Create Amendment].

6 Creating a Response

This section takes you step by step in the process of creating and submitting a response. At any point in the process, you can save your work and come back to it later. When you login to work on it later, click the [Edit Response] button which will take you back to the beginning of the response pages. You also have the option of deleting all of the information that you have entered and starting fresh by clicking the [Delete Response] button.

Note: Only a limited character set (numbers and letters) may be keyed into text fields. Use care when cutting and pasting from other applications, such as Microsoft Word. Invisible characters such as a paragraph symbol may be pasted into the text field that will cause an error message to be displayed.

To begin work on a response, click [View/Respond]. You will then see the **STATE, EMPLOYER AND CLAIMANT INFORMATION** page. A sample is shown below.

FEIN: 333333333
SEIN: 333333333
Sign out

[Users Guide](#)

If you are the employer, please hit next after reviewing information. If you are a Third Party Administrator (TPA) and you DO NOT represent the employer on this Non-Monetary Non-Separation Determination, please select the button under "Third Party Administrator Status" to notify the state.

Response for: SSN: 011-32-2222 Date Due: 05/08/2017 Name: Doe, Homer

Non-Monetary Non-Separation Determination State, Employer and Claimant Information

Requesting State

State: ST
Agency: CA UI Claims
Phone:

Employer Information

Employer Name:
State Employer Account Number:
Federal Employer Identification Number:

Information of Record

JC Penney Inc
123456789
123000656

Third Party Administrator Status

Check here ONLY if Third Party Administrator receiving this request does NOT represent this employer ?

Claimant Information

Social Security Number: 011-32-2222
Name: Doe, Homer
Other Last Name Used: Simpson

Claim Information

State Claim Number: 99991111999919
Initial Claim Date: 10/30/2015
Benefit Year Beginning Date: 08/30/2015

Cancel
Save
Main Menu
Next >

Go to Page State, Employer and Claimant Information Go

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This page includes a series of pre-populated fields including “Requesting State” information and “Employer Information.” This information cannot be changed.

Immediately below this section, there is an opportunity to check a box indicating that the request has been sent to you in error if you are a TPA because you do not represent the employer for whom the individual worked. If you check this box, click [Next] which will ask you to fill in the preparer information and then submit the response.

After reviewing the information on the State, Employer and Claimant Information page, click [Next]. This will take you to the **DETERMINATION/DECISION INFORMATION** page. A sample is shown below.



Response for: SSN: 011-01-1111 Date Due: 05/08/2017 Name: Doe, Homer

Non-Monetary Separation Determination

Determination Information

Determination

Determination Date: 02/02/2016
 Outcome: Benefits Allowed/Claimant Eligible
 Employer Account Charged? Y

Please download and read the attached document(s) carefully to understand the reasons for the determination. Your rights, responsibilities and specific requirements will be contained in the attachment(s).

Document Name	Document Extension	Size	
Test Request Attachment	RTF	1	Download

* Do you want to protest/appeal this determination? Yes No [?](#)

< Back Cancel Save Main Menu Next >

Go to Page: [Go](#)

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Please download the attachments, review, and complete any that must be returned with your response.

On this page, you may also asked whether or not you want to protest or appeal this claim. If the option exists to appeal or protest, you will be asked further questions on following pages.

After reviewing/completing this page, click [Next]. Depending on the responses to previous questions and the state requirements, you will find yourself on the **APPEAL REASON** page.

Response for: SSN: 011-01-1111 Date Due: 05/08/2017 Name: Doe, Homer

Non-Monetary Separation Determination
Appeal Reason

* Reason for Appeal: 20 = Employer has additional information that was not considered

* In the box below, please describe the facts or specific events which you believe are grounds for denying benefits to the claimant. If you need more space, please provide your statement as an attachment, along with any other documentation supporting your reasons for appealing, in the 'Response Attachments' page. Keep in mind that the information you provide must be sufficiently specific and detailed to permit a response from the claimant at the hearing (up to 2000 characters):

* Do you have any attachments to include with this response? Yes No

Keep in mind it is important to attach documents (separation notice, warning notice(s), employee handbook section, etc.) to support your case as it may not be possible to provide them later.

* Do you have an agent or attorney to represent you at the hearing? 2 = Agent

< Back Cancel Save Main Menu Next >

Go to Page Appeal Reason Go

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Below are the appeal reasons available to you from the “Reason for Appeal” drop-down list. If you know the specific number associated with your reason, you may simply type the number of your choice to jump to that reason in the list.

- 10 = Employer disagrees with findings
- 20 = Employer has additional information that was not considered
- 30 = Employer appeals account charges

After completing all the questions related to the reason for appeal, you are asked whether you have attachments or an agent or attorney.

If you say yes to attachments, you will be brought to the **RESPONSE ATTACHMENT** page when you click [Next].

[Users Guide](#)

> indicates a Required Field on an Attachment

The document description must be entered to save the attachment. Otherwise, you will need to browse for the attachment again.

The following document formats are acceptable: PDF, TIFF, RTF, TXT, or CSV.

It is possible that scanned PDFs and other documents are too large for the system. One option is to include only those sections that are relevant to the appeal. If you have a scanned PDF - by decreasing the dpi size, scanning it in as PDF text or removing some of the extended features of a PDF the size can be greatly reduced. Another option would be to scan it in as a TIFF document instead of a PDF.

Save Microsoft Word documents as either RTF or TXT by using the 'save as' option and selecting RTF or TXT. Save Microsoft Excel documents by using the 'save as' option and selecting CSV (comma delimited).

Browse to add an attachment, enter the attachment description, and click the 'Save to Table' button. The attachment and its description will be saved to the Document table. Attach additional documents if necessary.

To view or edit an Attachment in the table, click the radio button to the left of the Attachment and then click on the View/Edit button. The information will appear in the data entry section above and may be edited. When done editing the attachment, click on the 'Save to Table' button.

To remove an Attachment from the table, click on the radio button to the left of the Attachment and click on the Delete button.

Response for: SSN: 011-01-1111 Date Due: 05/08/2017 Name: Doe, Homer

**Non-Monetary Separation Determination
Response Attachments**

Do you have documents which support your statement regarding the determination? If yes, you can attach up to 5 documents below. The total size of all documents combined cannot exceed 5 megabytes.

WARNING - Scanned PDFs have a possibility of being very large. See the HELP section on the left side of this screen for more information on attaching documents.

You may attach up to 5 documents which support your statement regarding the Determination. (Acceptable file formats are csv, pdf, rtf, tiff, txt).

>Attachment File Name (see WARNING above): Browse... No file selected. ?
>Describe the document being attached (e.g. Warning documents, Notice of Separation): ?

Attach/Save to Table Cancel

Document Description	Attachment Name	Size	Select
No Records Found.			

View/Edit Delete

< Back

Cancel

Save

Main Menu

Next >

Go to Page Go

If you have attachments that support the determination or decision you may enter them here. The following file types can be attached to the Response:

Type	Description	Programs to Use to Access
RTF	A rich text format document	Most word processing applications
PDF	An Adobe PDF	Adobe PDF Reader or Adobe PDF
TXT	A text file	All word processing applications and all text editors (Notepad, vi, etc...)
TIFF	A tiff image file	Graphical tools and picture tools

Type	Description	Programs to Use to Access
CSV	A comma-separated values file	Most spreadsheet programs and database management systems

When you have attached the desired attachments to the response, click [Next]. You may be brought to a **SUPPLEMENTAL INFORMATION** page. This page will appear if you have selected an agent or attorney on the **APPEAL REASON** page, or if the state has permitted you to provide further information on the worksite address, unavailable date/times for a hearing, interpreter languages required or any other special needs.




SOUTH CAROLINA
 DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 33333333
 SEIN: 33333333

[Sign out](#)

Users Guide

* indicates a Required Field

Response for: SSN: 011-01-1111 Date Due: 05/08/2017 Name: Doe, Homer

Non-Monetary Separation Determination
Supplemental Information

Employee Worksite

Address 1: ?

Address 2: ?

City: ?

State: ?

Zip: ?

Telephone: ?

Agent

* Agent Name: ?

* Address 1: ?

Address 2: ?

* City: ?

* State: ?

* Zip: ?

* Telephone: ?

Please list Date(s) and/or Times when you are unavailable to participate in a hearing (up to 500 characters): ?

If an interpreter is required, please list the language(s) needed (up to 100 characters): ?

Please list any special needs accommodations requested (up to 500 characters): ?

[< Back](#)

[Cancel](#)

[Save](#)

[Main Menu](#)

[Next >](#)

Go to Page [Go](#)

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After entering the information from the screen above, you will be directed to enter the Preparer Information.

The screenshot shows the 'Preparer Information' form within the SIDES E-Response system. The header includes the SIDES E-Response logo, the South Carolina Department of Employment and Workforce logo, and user information: FEIN: 333333333 and SEIN: 333333333. A 'Sign out' button is in the top right. The page title is 'Non-Monetary Separation Determination' and the sub-title is 'Preparer Information'. The response details are: Response for: SSN: 011-01-1111 Date Due: 05/08/2017 Name: Doe, Homer. The form contains several required fields marked with an asterisk: 'Who is providing this response?' (with radio buttons for Employer and TPA), 'Name of the person preparing this response:', 'Job title of the person preparing this response:', 'Preparer's telephone number plus extension: (Only digits, omit parenthesis, dashes or spaces)', 'Preparer's e-mail address:', and 'Preparer's Fax number: (Only digits, omit parenthesis, dashes or spaces)'. Each field has a help icon. Navigation buttons include '< Back', 'Cancel', 'Save', 'Main Menu', and 'Next >'. A 'Go to Page' dropdown is set to 'Preparer Information' with a 'Go' button. The footer contains copyright information: 'Copyright © 2008 - 2014, National Association of State Workforce Agencies. All Rights Reserved.' and the version number '10.0'.

After filling in this information, click [Next] to go to the **SUBMISSION** page. A sample is shown below.

The screenshot shows the 'Submission' page within the SIDES E-Response system. The header is identical to the previous page. The page title is 'Submission'. A 'View/Print' button is visible. The left sidebar contains instructions: 'Please view your Determination protest/appeal. If correct, click on the Submit button to send the Determination to the State Unemployment Insurance office. You will receive a confirmation number on successful submission.' and 'If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.' Navigation buttons include '< Back', 'Main Menu', and 'Submit to State'. The footer contains the same copyright information and version number '11.0'.

The [Submit to State] button will be grayed out until the system has determined that the Determination and Decisions Response is fully compliant with the data input validation and business rules.

If there are errors with the business or validation rules, you will see links on this screen displaying the screen and field name in question. See SUBMISSION screen with errors below.

Simply click on the link in order to be directed to the screen and error.

The screenshot shows the SIDES E-Response interface for the South Carolina Department of Employment and Workforce. The header includes the SIDES logo, the department name, and FEIN/SEIN numbers. A 'Sign out' button is in the top right. The main content area displays 'Response for: SSN: 011-01-1111 Date Due: 02/06/2016 Name: Consolver, Greg' and 'Non-Monetary Separation Determination Submission'. A 'View/Print' link is present. Below this, a red heading reads 'Please correct the following errors:' followed by a list of red error messages: 'Appeal Reason - Reason for Appeal field is required.', 'Appeal Reason - Reason for Appeal Description field is required.', 'Late Appeal - Employer Reason for Late Appeal is required.', 'Amended Response - Amendment Comments is required.', 'Preparer Information - Preparer Type Code field is required.', 'Preparer Information - Name of the person preparing this response' field is required.', 'Preparer Information - Job Title of the person preparing this response' field is required.', 'Preparer Information - Preparer's telephone number with extension' field is required.', and 'Preparer Information - Email Address of the person preparing this response' field is required.'. Navigation buttons for '< Back', 'Main Menu', and 'Submit to State' are at the bottom. A footer contains copyright information for the National Association of State Workforce Agencies.

When the Response has been successfully validated, you can submit it to the State UI agency.

You may print the Response at any time by clicking the View/Print link. It will display in Adobe PDF format and can be printed from an Adobe Acrobat reader. You will be able to see all information you entered up to the time of printing as well as the information on the Request.

As with other important steps in the editing of a Response, a warning screen will appear to make sure you are fully prepared to submit to the State.

After you click [Submit] you will see a **CONFIRMATION** page, sample below, which provides your confirmation number. Keep this confirmation number in your files. The confirmation number will also appear at the top of the PDF under the View/Print link. We strongly recommend you print a copy of your submission for your records or save an electronic copy of the PDF document.

The screenshot shows the SIDES E-Response website interface. At the top, there is a dark blue header with the SIDES E-Response logo on the left, the South Carolina Department of Employment and Workforce (dew) logo in the center, and user information (FEIN: 33333333, SEIN: 33333333) and a 'Sign out' button on the right. Below the header, a light blue sidebar contains a 'Users Guide' link and a note: '* indicates a Required Field'. The main content area is white and displays the following information: 'Response for: SSN: 011-01-1111 Date Due: 05/08/2017 Name: Doe, Homer', a 'Confirmation' heading, and the message: 'Your response has been accepted. Your confirmation number is: 911F 6B6E 5A86 F3A1 283E 4B52 6AEC F6D9'. Below this, there is a link: 'Please print or download this pdf and keep with your records.' and a 'View/Print' button. At the bottom of the main content area is a 'Main Menu' button. The footer of the page contains the copyright notice: 'Copyright © 2008 - 2014, National Association of State Workforce Agencies. All Rights Reserved.' and the version number '13.0'.

7 Amending a Submitted Response

After you submit a response, it remains on the SIDES E-Response website for 40 days from the date of the request; during that period you can correct the response or add additional information. **However, any changes made to the response after the due date for submission to the requesting state agency may or may not be used in determining the individual's eligibility for unemployment benefits depending on state policy.**

To amend a response, log-in to E-Response using the appropriate PIN (either a permanent PIN issued by the state to which the response was submitted or a one-time PIN linked to the request for which the response was submitted.) Identify the case on the REQUESTS page and click [Create Amendment]. You will then see the same series of screens that were presented when you created your submitted response. Make whatever changes are needed on those screens. Before submitting the Amended Response, you will be asked to explain why you are amending your previous submission and what has changed. See sample AMENDED RESPONSE page below.

[Users Guide](#)

* indicates a Required Field

Enter all applicable information in the space provided.

Response for: SSN: 011-12-2121 Date Due: 05/08/2017 Name: Doe, Homer

**Non-Monetary Non-Separation Redetermination
Amended Response**

Amended Response Number: 2

* Please describe why you are making this amendment: (2000 characters) ?

< Back

Cancel

Save

Main Menu

Next >

Go to Page Amended Response Go