

Welcome to New Hampshire's Unemployment Insurance System (NHUIS)

# **NHUIS**

## **AN EMPLOYER'S**

### **GUIDE TO USING THE**

#### **BENEFITS SYSTEM.**

**This system is available on line. To sign in or sign up please go to <https://nhuis.nh.gov/employer/>**

The image shows a web page titled "Login". It features a blue header with the word "Login" in white. Below the header, there are two input fields: "User Name:" and "Password:". A blue button labeled "Login" is positioned below the password field. Underneath the button, there is a link that says "Forgot Password or User Name". A section titled "Not a Registered User?" contains two blue buttons: "Register to create an employer account" and "Register to create a TPA account". At the bottom, there is a paragraph stating "This system is tested to work with the following browsers:" followed by a bulleted list of browser versions and their download links.

## BACKGROUND

Welcome to the **IMPROVED** Employer Home Page! The Employer Home page allows you, the employer and the Third Party Administrator (TPA), to see your important notices right up front with a quick glimpse of pending items and charges that have been accrued since your last monthly statement. The Administrator now has the ability to set preferences on how department requests are sent, via US Mail or electronically with an email alert. You can now respond to E-Response and Employer Wage Intake documents as well as manage WorkShare plans with a single sign-on. There is also easy access to WebTax and New Hire reporting.

The objective of this booklet is to provide you with some instructions on how to navigate through these new screens and functions. We have also installed an on-line Help Text. Should you still need further assistance, please contact the department.

System Problems: Please call 603-223-6100

General questions: email [NHES\\_Employer.Assist@NHES.NH.GOV](mailto:NHES_Employer.Assist@NHES.NH.GOV)

WorkShare: email [NHES\\_WorkShare@NHES.NH.GOV](mailto:NHES_WorkShare@NHES.NH.GOV)

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# LOG-IN PAGE

Welcome to the Login Page. This page provides some basic information about NHUIS and is used to register, log-in and access your employer or TPA account. Even if you choose to continue receiving correspondence via US Mail, you can access your account here. Protecting your NH Employment UI Account is one of our top priorities; this is a secure way to manage activity and notices regarding claims for unemployment benefits.

- If your company has never registered to use NHUIS, please follow the steps on page 5 of this booklet to establish an account Administrator.
- If your company has an existing Administrator, please contact them to log-in and create a General User or Administrator User Name and temporary Password for you.
- If your company's only Administrator is no longer employed, please contact the department for assistance to deactivate the account so that you may establish a new Administrator.
- If you are already registered but cannot remember your Password or your User Name, please refer to pages 8 and 9 for instructions.



## Welcome to New Hampshire's Unemployment Insurance System (NHUIS)

### Login

User Name:

Password:

[Login](#)

[Forgot Password](#) OR [User Name](#)

### Not a Registered User?

[Register to create an employer account](#)

[Register to create a TPA account](#)

**VIEW AND RESPOND TO NOTICES ON LINE** – Why waste time and paper with USMAIL? Register and log-in to set your Preferences to receive an EMAIL NOTICE instead of paper, and view and respond to Notice of Separation and Requests for Information using E-Response. With E-Response you can add attachments and even amend your response. So much more efficient for you and the department. For questions about setting up your preferences or E-Response, call 603-223-6100.

**TPA – Employer Representatives** – You can now consolidate your log-ins such that one log-in will provide access to some or all of your employer accounts, as you choose. Log-in to Maintain User Accounts and take full advantage of new and improved viewing and response options. For questions about consolidation, please call 603-223-6100.

This system is tested to work with the following browsers:

- Internet Explorer 11 (or Higher) [Download](#)
- Firefox 4 (or higher) [Download](#)
- Google Chrome (latest version) [Download](#)

- [Accessibility Policy](#)
- [Data use & Privacy](#)

### Not a Registered User?

To use this system, you must first register your company, using the **registration code** that was sent to you by this department. If you have not received this code or have misplaced it, call 603-223-6100 to request that another be mailed to you.

The person initially setting up the company registration will be designated the **Account Administrator**. In addition to the registration code, they will need:

#### EMPLOYER:

- Company UI Tax Account Number
- Federal Tax ID (FEIN)
- Employing Unit, if applicable

#### EMPLOYER REPRESENTATIVE:

- TPA UI Account Number
- Federal Tax ID (FEIN)

If you are registering as an employer, click on the [Register to create an employer account](#) button.

If you are an employer representative who would like to access your employer accounts online, click the [Register to create a TPA account](#) button.

You will choose your own unique User name and Password for access to the NHUIS Benefit Payment System during the registration process. This log-on can also be used for WEBTAX, to file your quarterly wage and tax reports. (NOTE: If your company administrator registers for you, they may provide you with a User Name and temporary password. You will establish your own password the first time you log on.)

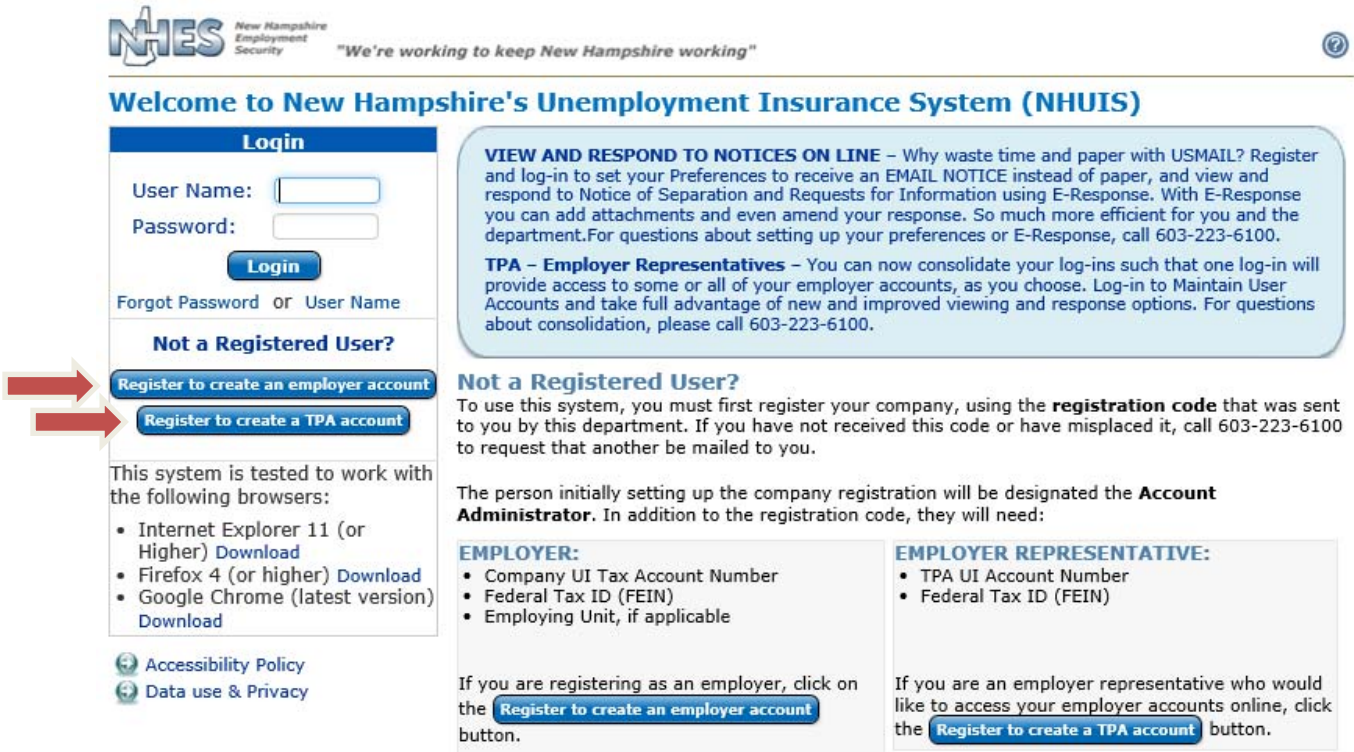
Once registered, the Account Administrator will be able to set up accounts for any other individual that needs online access to this system.

This system will allow you to view and respond to requests for information, report a potential claimant eligibility issue, file an appeal, and view various claim information where your company is or may potentially be charged for benefits.

## Registering and Creating an Administrator for the first time

The employer registration is a 4-step process that allows the department to gather contact and authentication information. These 4-steps are for your security. Please do not share your User Name or Password.

Choose the appropriate button - Register to create an employer account or Register to create a TPA account.



**NHES** New Hampshire Employment Security "We're working to keep New Hampshire working"

### Welcome to New Hampshire's Unemployment Insurance System (NHUIS)

**Login**

User Name:

Password:

**Login**

[Forgot Password](#) or [User Name](#)

**Not a Registered User?**

**Register to create an employer account**

**Register to create a TPA account**

This system is tested to work with the following browsers:

- Internet Explorer 11 (or Higher) [Download](#)
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**Not a Registered User?**

To use this system, you must first register your company, using the **registration code** that was sent to you by this department. If you have not received this code or have misplaced it, call 603-223-6100 to request that another be mailed to you.

The person initially setting up the company registration will be designated the **Account Administrator**. In addition to the registration code, they will need:

**EMPLOYER:**

- Company UI Tax Account Number
- Federal Tax ID (FEIN)
- Employing Unit, if applicable

If you are registering as an employer, click on the **Register to create an employer account** button.

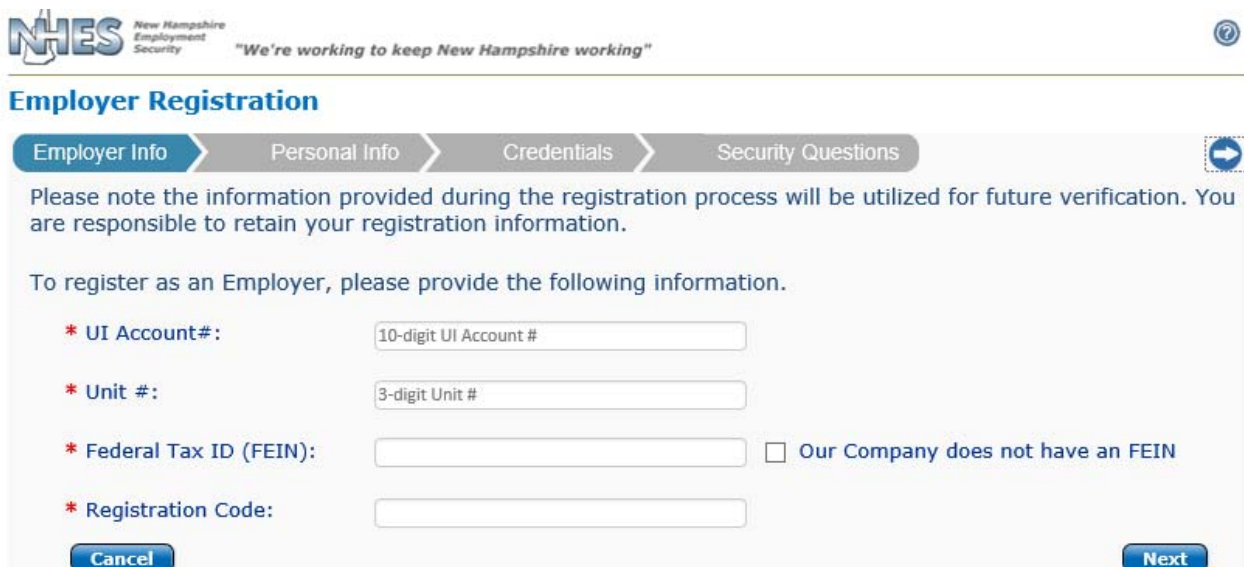
**EMPLOYER REPRESENTATIVE:**

- TPA UI Account Number
- Federal Tax ID (FEIN)

If you are an employer representative who would like to access your employer accounts online, click the **Register to create a TPA account** button.

### Step 1: Company or TPA specific information

The Unit # will default to 000 if your account does not have documented Units. The Registration Code is supplied by NHES. If you do not have a Registration Code, please contact the department at [NHES\\_Employer.Assist@NHES.NH.GOV](mailto:NHES_Employer.Assist@NHES.NH.GOV) or 603-223-6100. Once completed, the Next button or Forward Arrow icon can be used to move to the next page.



**NHES** New Hampshire Employment Security "We're working to keep New Hampshire working"

### Employer Registration

Employer Info | Personal Info | Credentials | Security Questions

Please note the information provided during the registration process will be utilized for future verification. You are responsible to retain your registration information.

To register as an Employer, please provide the following information.

\* UI Account#:  10-digit UI Account #

\* Unit #:  3-digit Unit #

\* Federal Tax ID (FEIN):   Our Company does not have an FEIN

\* Registration Code:

**Cancel** **Next**



## Step 2: Contact information

Once completed, the Next button or Forward Arrow icon can be used to move to the next page.

The screenshot shows the 'Employer Registration' page for NHESS (New Hampshire Employment Security). The page has a header with the NHESS logo and the slogan 'We're working to keep New Hampshire working'. Below the header, there are four tabs: 'Employer Info', 'Personal Info', 'Credentials', and 'Security Questions'. The 'Employer Info' tab is currently selected. The main content area contains the following fields:

- \* First Name:
- Middle Initial:
- \* Last Name:
- \* Contact Phone Number:  -  -  Ext
- \* Job Title:
- \* Email Address:
- \* Re-enter Email Address:

At the bottom of the form, there are two buttons: 'Cancel' on the left and 'Next' on the right. A blue arrow icon is also visible in the top right corner of the form area.

## Step 3: Create a User Name and Password

This section allows you to create a User Name and Password that is unique to you. Once completed, the Next button or Forward Arrow icon can be used to move to the next page.

**NOTE:** If the User Name already exists in our system, you will receive a validation to choose a different name.

The screenshot shows the 'Employer Registration' page for NHESS, now on the 'Credentials' tab. The page header is the same as in Step 2. The 'Credentials' tab is selected. The main content area contains the following instructions and fields:

**User Name:**  
**MUST BE** between 6 to 10 characters long and include letters, numbers and may include the following special characters Hyphen(-) and Underscore(\_).  
**MUST NOT** start with a number.  
**MUST NOT** include a space.

**Password:**  
**MUST BE** 6 to 20 characters long and include letters, numbers, and may include one or more of the following special characters Exclamation(!), At sign(@), Number sign(#), Dollar sign(\$), Percent sign(%), Caret(^), Asterisk(\*), Period(.), Hyphen(-) and Underscore(\_) (case sensitive).  
**MUST NOT** include a space.

Please select a User Name and Password

- \* User Name:
- \* Re-enter User Name:
- \* Password:
- \* Re-enter Password:

At the bottom of the form, there are two buttons: 'Cancel' on the left and 'Next' on the right. A blue arrow icon is also visible in the top right corner of the form area.

## Step 4: Set Security Questions

You will be required to choose and provide responses to five (5) different security questions. These responses are used for authentication and security purposes. Once completed, the Next button or Forward Arrow icon can be used to move to the next page.

The screenshot shows the 'Security Questions' step of the NHES Employer Registration process. The page has a header with the NHES logo and the slogan 'We're working to keep New Hampshire working'. Below the header, there is a progress bar with four steps: 'Employer Info', 'Personal Info', 'Credentials', and 'Security Questions'. The 'Security Questions' step is currently active. The main content area contains the following text: 'Please select five security questions from the options provided and enter the answers. This information will be used to identify you when you request a password reset.' Below this text, there are five sets of questions, each consisting of a dropdown menu for the question and a text input field for the answer. The questions are: 'First Security Question', 'Second Security Question', 'Third Security Question', 'Fourth Security Question', and 'Fifth Security Question'. At the bottom of the form, there are 'Cancel' and 'Submit' buttons.

## Same Account Number with Multiple Units?

If your account has multiple units associated to your UI account number, you can register each account with a different Administrator using the individual Registration Codes provided by NHES, and/or connect one or more units to the same User Name. You will only be presented with this screen if your company has multiple unit locations documented with NHES. If one or more units has an established Administrator, "Already Registered" will be displayed. Once completed, click Submit.

The screenshot shows the 'Select Units' step of the NHES Employer Registration process. The page has the same header as the previous screenshot. Below the header, there is a progress bar with five steps: 'Employer Info', 'Personal Info', 'Credentials', 'Security Questions', and 'Select Units'. The 'Select Units' step is currently active. The main content area contains the following text: 'If you would like to link your account with any of your company's other Plants/Units, please select the entry and enter the corresponding Registration code.' Below this text, there is a table with three columns: 'Unit #', 'Unit Name', and 'Registration Code'. The table contains three rows of data, each with a checkbox in the 'Unit #' column. The rows are: '001 Dunk More, Bow location', '002 Dunk More, Concord location', and '003 Dunk More, Bedford location'. At the bottom of the form, there are 'Cancel' and 'Submit' buttons.

| Unit #                       | Unit Name                   | Registration Code    |
|------------------------------|-----------------------------|----------------------|
| <input type="checkbox"/> 001 | Dunk More, Bow location     | <input type="text"/> |
| <input type="checkbox"/> 002 | Dunk More, Concord location | <input type="text"/> |
| <input type="checkbox"/> 003 | Dunk More, Bedford location | <input type="text"/> |

Once you have completed the registration process, you will be able to sign in anytime to view and respond to notices about claims filed that involve your company or review charges accrued.

# Cannot Remember your Credentials?

## Password Assistance:

**SCAM ALERT:** Please be aware that the only email that we will send you is one that tells you that you have correspondence that can be viewed through this system. For your safety, our emails **do not** include the link to this system.

This website cannot be accessed using multiple open browsers or tabs at the same time. If you attempt to enter data or access information using multiple browsers or tabs, you will automatically be logged out from all sessions. You may also receive an error message explanation on some of the browser tabs where this website is open.

If you cannot remember your Password but can remember your User name, simply enter your User Name and click “Forgot Password”. Enter your company specific information and click “Next” or the Forward Arrow icon.

Please provide the following identifying information.

\* UI Account# / TPA Account#: 10-digit UI Account #

\* Federal Tax ID (FEIN):  Our Company does not have an FEIN

You must enter the information in the Personal Info section exactly as you originally provided to the department when you registered or last updated it. If you need assistance, please contact the department. Choose “Next” or the Forward Arrow icon to move forward. Once this screen has passed authentication, you will be randomly presented with 3 of the 5 security questions you previously established. If answered correctly, you will be presented with a temporary password. After logging in with the temporary password, you will be required to choose a new password.

Please provide the following identifying information.

\*First Name:

\*Last Name:

\*Email Address:

NOTE: The temporary password is only good for the day it is issued.



## Creating a New Password:

When you need to create a new password, the system will require specific characters be a part of the password. Below is a picture of the helpful hints that can be found on the create a password page in the system.

Password:

**MUST BE 6 to 20 characters long and include letters, numbers, and may include one or more of the following special characters Exclamation(!), At sign(@), Number sign(#), Dollar sign(\$), Percent sign(%), Caret(^), Asterisk(\*), Period(.), Hyphen(-) and Underscore(\_) (case sensitive).**

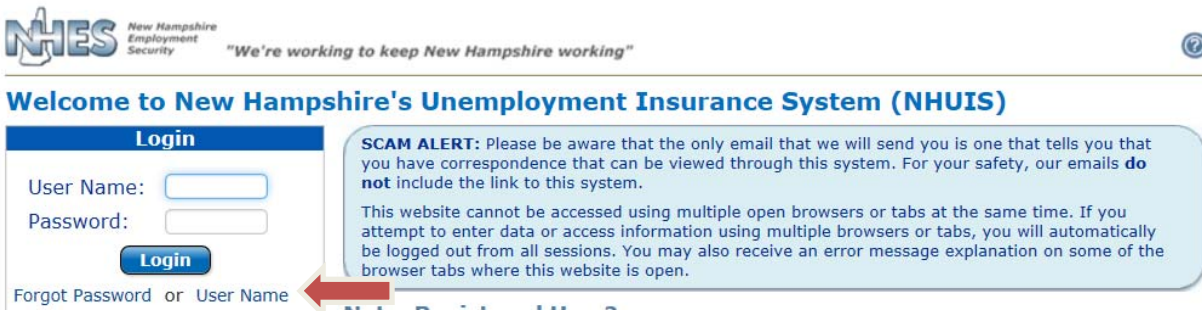
**MUST NOT include a space.**

## For Security Reasons:

Passwords will expire every 90 days and will need to be changed. To change your password, click on the “Forgot Password” link and follow the prompts.

**Passwords expire every 90 days.  
3 failed attempts will lock out the sign-on  
and require call to 603-223-6100 to reset password.**

## User Name Assistance:

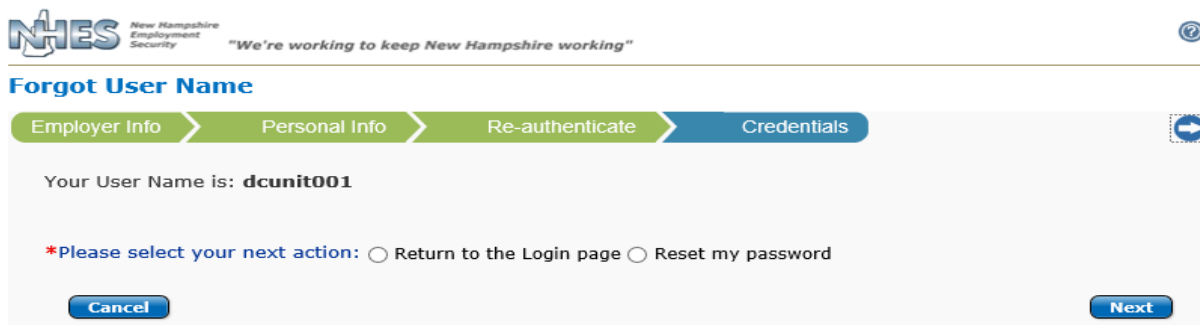


The screenshot shows the NHES login page. At the top left is the NHES logo with the text "New Hampshire Employment Security" and the slogan "We're working to keep New Hampshire working". Below the logo is the heading "Welcome to New Hampshire's Unemployment Insurance System (NHUIS)". The main content area has a "Login" section with input fields for "User Name:" and "Password:", and a "Login" button. Below these fields are links for "Forgot Password" and "User Name". A red arrow points from the "User Name" link to the right. To the right of the login fields is a "SCAM ALERT" box with the following text: "SCAM ALERT: Please be aware that the only email that we will send you is one that tells you that you have correspondence that can be viewed through this system. For your safety, our emails do not include the link to this system. This website cannot be accessed using multiple open browsers or tabs at the same time. If you attempt to enter data or access information using multiple browsers or tabs, you will automatically be logged out from all sessions. You may also receive an error message explanation on some of the browser tabs where this website is open."

If you cannot remember your User Name, simply click on “User Name”. Enter your company specific information and click “Next” or the Forward Arrow icon.

SEE Password Assistance instruction on previous page – the initial steps for retrieving your User Name are the same as resetting your Password. You will need to enter your NH UI Account # or TPA Account # and Federal FEIN, then your Personal Information, and then answer 3 of your 5 established Security Questions.

If authenticated, you will be presented with your User Name and the choice to Return to the Login Page or also Reset My Password.



The screenshot shows the "Forgot User Name" page. At the top left is the NHES logo with the text "New Hampshire Employment Security" and the slogan "We're working to keep New Hampshire working". Below the logo is the heading "Forgot User Name". A progress bar at the top shows four steps: "Employer Info", "Personal Info", "Re-authenticate", and "Credentials", with "Credentials" being the current step. Below the progress bar, the text reads "Your User Name is: **dcunit001**". Below this is a radio button selection: "\*Please select your next action:  Return to the Login page  Reset my password". At the bottom are "Cancel" and "Next" buttons.

## Home Page

Welcome to the **NEW** Home Page (aka Main Menu). It has many new features and things have been moved around based on feedback we have received. This booklet will breakdown each section by the numbered sections below.

The screenshot shows the NIES Home Page interface. At the top left is the NIES logo with the tagline "We've working to keep New Hampshire working". At the top right is a "Logout" button. Below the header, there are fields for "USERS FIRST NAME" and "EMPLOYER NAME".

**Section 1:** A summary box showing "1 notices are pending your response" with a "View all" link, "2 unread notices" with a "View all" link, and "1 notices are within appeal period" with a "View all" link. It also displays "Your year-to-date charges (as of the last monthly statement) are: \$1,248.00" with a "View details" link.

**Section 2:** "Notices pending response (5 most recent)". It includes a table with columns: Type of Notice, Claimant, and Respond By. The first row shows "Request for Quarterly Wage Infor" for claimant "CLMT NAME" with a response deadline of "06/14/2018".

| Type of Notice                   | Claimant  | Respond By |
|----------------------------------|-----------|------------|
| Request for Quarterly Wage Infor | CLMT NAME | 06/14/2018 |

**Section 3:** "Other unread notices (5 most recent)". It includes a table with columns: Type of Notice, Claimant, Mailed On, and Response Deadline. The first row shows "NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER" for claimant "CLMT NAME" with a mailed date of "06/11/2018".

| Type of Notice                                  | Claimant  | Mailed On  | Response Deadline |
|---|-----------|------------|-------------------|
| NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER | CLMT NAME | 06/11/2018 |                   |

**Section 4:** "Account Review and Maintenance" with options: Maintain Users, Change Preferences, Change Password, and Change Security Questions.

**Section 5:** "Charges and Notices" with options: View Charges by Claimant and Charge Period, Notices Pending Response, Prior Responses, and All Notices.

**Section 6:** "Record Potential Claimant Eligibility Issue" with option: Submit a detailed statement regarding a claimant's eligibility for unemployment benefits.

**Section 7:** "WorkShare Reporting" with option: Manage WorkShare Plans and File WorkShare Claims.

**Section 8:** "Web Tax/New Hire Reporting" with option: File quarterly tax reports, submit tax payments, view tax rates and/or file New Hire report.

Sections 1, 2, and 3 are a quick glimpse of pending and unread correspondences as well as year-to-date charges as of the last monthly statement.

Section 4 allows the Administrator to maintain all User accounts and change the employer's preference of how they would like to receive documents from the department.

Section 5 provides an opportunity to view more details about charges or credits to your account and access all notices – read or unread, pending or completed, archived or not.

Section 6 allows you to report potential eligibility issues to the department regarding a specific individual that may be filing for benefits.

Section 7 is allows you to submit a new WorkShare Plan or maintain an existing Plan.

Section 8 allows you to connect to WebTax and report quarterly taxes and new hires.

## Reviewing Charges

There are 4 different options available for viewing charges and credits to your account. Choose View Details link in Section 1 or View Charges by Claimant and Charge Period link in Section 5 to access the page with the 4 option links.

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Logout Home Help

**Employer Charges** EMPLOYER NAME USER'S NAME

Please click below links to review your charges

- ◆ View Year-to-Date Charge Summary by Month
- ◆ View Monthly Charge Statements
- ◆ View Charge Details by Claimant Benefit Year
- ◆ View Charge Details by Week

### View Year-to-Date Charge Summary by Month

**NHES** New Hampshire Employment Security "We're working to keep New Hampshire working"

Logout Home Help

**Year-to-Date Monthly Charge Summary** Employer: EMPLOYER NAME User: USER NAME

Charges for Employer: UI Account #:

| Month ▲       | Total Charges |  |
|---------------|---------------|--|
| January 2018  | \$8,096.00    | <a href="#">View Monthly Statement</a> |
| February 2018 | \$4,764.00    | <a href="#">View Monthly Statement</a> |
| March 2018    | \$9,276.00    | <a href="#">View Monthly Statement</a> |
|               |               |  |

Done

To review the charge statement, click on View Monthly Statement link for the appropriate Month to be presented with a PDF of the statement. Only the current year statements are offered on this page.

### View Monthly Charge Statements

You will be presented with the ALL NOTICES page, sorted by Notice Type: Monthly Charge Statements, where you can access any Monthly Statement for which there exists a charge or credit to your account. See page 21 of this booklet for details about using the All Notices page.

## View Charge Details by Claimant Benefit Year

Enter the specific claimant's SSN and click List Benefit Years button. Choose the Benefit Year you would like to view charges for (if more than one year is offered). Click View Charges button and details will be presented.

**Charge Details by Claimant Benefit Year**      Employer: EMPLOYER NAME      User: USER NAME

Charges for Employer:      UI Account #:

Lookup Claimant Benefit Year

\*Step1. Enter Claimant's SSN:  → **List Benefit Years**

\*Step2. Select Benefit Year End Date:  **View Charges**

---

Claimant: Jane Doe      Claim Effective Date: 5/14/2017      Weekly Benefit Amount: \$427.00  
 Total Potential Charges: \$ 5,551.00      Total Charges to-date: \$827.00

**Weekly Payment and Charge History**

| Week Ending Date | Status          | Date Paid  | Gross Amount Payable | Amount Paid | Amount Charged | Amount Credited | Net Amount Charged |
|------------------|-----------------|------------|----------------------|-------------|----------------|-----------------|--------------------|
| 05/20/2017       | Denied          |            | \$0.00               | \$0.00      | \$0.00         | \$0.00          | \$0.00             |
| 05/27/2017       | Denied          |            | \$0.00               | \$0.00      | \$0.00         | \$0.00          | \$0.00             |
| 06/03/2017       | Denied          |            | \$0.00               | \$0.00      | \$0.00         | \$0.00          | \$0.00             |
| 10/04/2017       | Waiting Week    |            | \$0.00               | \$0.00      | \$0.00         | \$0.00          | \$0.00             |
| 10/21/2017       | Paid            | 10/26/2017 | \$427.00             | \$427.00    | \$427.00       | \$0.00          | \$427.00           |
| 10/28/2017       | Paid            | 11/03/2017 | \$427.00             | \$400.00    | \$400.00       | \$0.00          | \$400.00           |
| 11/04/2017       | Denies/Overpaid | 11/13/2017 | \$427.00             | \$427.00    | \$427.00       | \$427.00        | \$0.00             |

**Done**

## View Charge Details by Week (for the current month only)

The dropdown will be defaulted to the last completed calendar week of the current month. Only weeks that have not yet been included on a Monthly Charge Statement will be presented.

Back to Employer Charges Page

Lookup Weekly Charge Details

Weekly Charge Details for the week of  **Search**

**Net Weekly Charges : \$5,124.00**

**Net Charges for the Week : :**

| SSN           | Name | BYE        | Week Ending | Payment Amt | Amt Charged |
|---------------|------|------------|-------------|-------------|-------------|
| CLAIMANT NAME |      | 04/06/2019 | 06/02/2018  | \$427.00    | \$427.00    |
| CLAIMANT NAME |      | 04/06/2019 | 06/02/2018  | \$427.00    | \$427.00    |



# Notices – Correspondence from this Department

The Home Page offers a high-level summary of notices that might require your attention as well as links to respond to pending notices and access all read or unread, pending or completed correspondence, whether archived or active.

Pending notices in Sections 1 and 2 are those which require a response and have a deadline attached. In Section 2, you can respond to the notice using the pencil icon next to the Respond By date. You can view the document using the magnifying glass icon. **NOTE:** Pending notices are time sensitive and require a prompt response to allow the department to properly determine benefit eligibility and charging. Once the deadline has passed, these documents are no longer available as Pending. See next page for details about responding to various notices.

Unread notices in Section 1 are those other than Pending.

Notices within appeal period in Section 1 are Determinations of Eligibility or Appeal Decisions for which the appeal deadline has not passed.

Access the detailed All Notices page for a list of documents and access to view or respond to them by using the various “View” links in Sections 1, 3 or 5. See page 21 of this booklet for additional details about the All Notices page.

The screenshot shows the NHBES user interface. At the top, there is a logo for NHBES (New Hampshire Employment Security) with the tagline "We're working to keep New Hampshire working". A "Logout" button is in the top right corner. Below the header, the user is greeted with "Good Afternoon, USER'S FIRST NAME" and "EMPLOYER NAME".

Section 1: A summary box containing:

- 1 notices are pending your response (with a "View all" link)
- 2 unread notices
- 1 notices are within appeal period
- Your year-to-date charges (as of the last monthly statement) are: **\$1,248.00** (with a "View details" link)

Red arrows point to the "View all" links for pending notices and the "View details" link for charges.

Section 2: "Notices pending response (5 most recent)". It includes a table with columns: Type of Notice, Claimant, and Respond By. The first row shows "Request for Quarterly Wage Infor" for claimant "CLMT NAME" with a response deadline of "06/14/2018". A red arrow points to the "Respond By" date.

Section 3: "Other unread notices (5 most recent)". It includes a table with columns: Type of Notice, Claimant, Mailed On, and Response Deadline. The first row shows "NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER" for claimant "CLMT NAME" with a mailed date of "06/11/2018". A red arrow points to the "Response Deadline" column.

Section 4: "Account Review and Maintenance" with links for "Maintain Users", "Change Password", "Change Preferences", and "Change Security Questions".

Section 5: "Charges and Notices" with links for "View Charges by Claimant and Charge Period", "Notices Pending Response", "Prior Responses", and "All Notices". A red arrow points to the "All Notices" link.

## Responding to Pending Notices

Depending on the type of request you are responding to, you will be presented with various screens. You can also access all notices pending a response by using the “View” links in Section 1, 2 or 5.



If you utilize the pencil icon on the Home Page, you will be taken directly to input screens.

If you utilize the “View” links, you will be presented with the Responses Due page, where a list is presented and you can choose to view the PDF (using the magnifying glass icon), respond to the notice, add or amend information for certain notices, and upload PDF documents to the department. (See details of using Responses Due page on the next page of this booklet.)

If you choose to respond to the notice from the Responses Due page, you will be presented with the same input screens as you would have using the pencil icon on the Home Page.

The screenshot displays the NHEC (New Hampshire Employment Security) user interface. At the top, the logo and tagline "We're working to keep New Hampshire working" are visible, along with a "Logout" button. The user is greeted with "Good Afternoon, USER'S FIRST NAME" and "EMPLOYER NAME".

Section 1: A notification bar indicates "1 notices are pending your response" with a "View all" link. A red arrow points to this link. To the right, it shows "2 unread notices" and "1 notices are within appeal period", both with "View all" links.

Section 2: A table titled "Notices pending response (5 most recent)" is shown. The table has columns for "Type of Notice", "Claimant", and "Respond By". The first row shows "Request for Quarterly Wage Infor" for claimant "CLMT NAME" with a response due date of "06/14/2018". A red arrow points to a "View all notices that are pending response" link below the table.

Section 4: A box titled "Account Review and Maintenance" contains links for "Maintain Users", "Change Password", "Change Preferences", and "Change Security Questions".

Section 5: A box titled "Charges and Notices" contains links for "View Charges by Claimant and Charge Period", "Notices Pending Response" (with a red arrow pointing to it), and "All Notices".

## Responses Due Page

**Responses Due** **Employer:** EMPLOYER NAME **User:** USER'S NAME

All responses MUST be timely. Only notices that can still be responded to will be listed. [View prior responses](#)

Lookup criteria to narrow down the list of notices

- By Claimant: Enter SSN
- By Notice Type: Select one
- By Reference #, if any:
- By Status: Select one
- By Employing Unit: EMPLOYER NAME
- By Response Due between: and
- By Notice Issued between: and

[Refresh List](#) [Reset Criteria](#)

Your notices will be listed in the order of: Notice Issue Date (latest first), Notice Type, Employer or Employing Unit, Claimant. To change the sort order click on [Change Sort Order](#) **1**

| Notice Title<br>Details  | Employer<br>UI Account #: Unit # | Claimant (**SSN)<br>Reference # | Response Due<br>Notice Issued | Status |
|--|----------------------------------|---------------------------------|-------------------------------|--------|
| <input type="radio"/> NOTICE OF CLAIM AND VERIFICATION REQUEST | EMPLOYER NAME                    | Renee Test (**0001)             | 07/13/2018<br>07/06/2018      | Unread |
| <input type="radio"/> REQUEST FOR INFORMATION                  | EMPLOYER NAME                    | Renee Test (**0001)             | 07/13/2018<br>07/06/2018      | Unread |

2 Notices 1

[Respond](#) [Add to RFI](#) [Amend NOC](#) [Upload Documents](#) [Print List](#)

**2** **3** **4** **5** **6**

### 1. Change Sort Order Pop-Up

If you would like to change the sort order of this page based on display, simply click on the Change Sort Order Button and complete the follow screen. Once you have completed this process, click "OK".

**Change Sorting order**

Please select the order in which you would like notices to be presented on this page:

Sort by (first): Notice Issue Date Then by (second): Notice Type

Then by (third): Employing Unit Then by (fourth): Claimant

I would like to make this my new sort order preference for all pages

[OK](#) [Cancel](#)

### 2. Respond

To respond to the request, radio button the document that you want to complete and click Respond button. You will be taken to the input screen(s) specific to the request.

### 3. Add to RFI (Request for Information)

If you have already responded to a RFI document, you can add more information as long as the deadline has not passed. If the deadline has passed and you would like to review what you have submitted, you can go to View Prior Responses or All Notices to search for the specific notice.

#### 4. Amend NOC (Notice of Claim & Verification Request)

If you have already responded to an NOC via E-Response and the deadline has not passed, you can amend the document if you need to change anything that you previously provided.

NOTE: You can only amend an NOC that was submitted via E-Response. If you are not currently responding via E-Response, please go to the Change Preferences link on your Home Page and select the radio button for “I would like to use E-Response” under the Corporate Preferences for Response to Request for Separation Information section at the bottom of the page.

Please contact the department for additional questions or assistance.

#### 5. Upload Documents

When responding to any of the documents listed on the Responses Due page, you can also upload documents to support your response. NHUIS only accepts PDF documents. Example of things to upload:

- Check Stubs, Payroll Records or Time Cards
- Company Policies, Warnings, Reports

See page 20 of this booklet for details on uploading documents.

#### 6. Print List

If you need to print the list of documents that are pending for your records, click on the Print List button and it will print a Word Document of the information that is listed on the page at the time it is printed.

## RESPONSE INPUT SCREENS

### Responding to the Notice of Claim & Verification Request (known as NOC or Request for Separation Information)

In most cases, you will be redirected to SIDES E-Response screens for collection of separation information including dates of employment, reason and details about separation and separation pay. If you have answered questions via E-Response about separation and separation pay, you do not need to separately answer same or similar questions via a Request for Information document. \

You are about to be redirected x

---

i You will now be redirected to the SIDES E-Response page.  
Both this page and the E-Response page will time out after 20 minutes of inactivity.

---

Yes No

**NOTE:** When you click Yes button, you should receive a page that has the following header.



If you are not redirected to SIDES E-Response, you will be required to separately respond to the NOC and any other Requests for Information that reference the separation or separation pay.

**NHES** New Hampshire Employment Security "We're working to keep New Hampshire working"

### Notice Of Claim & Verification Request

**Employer:** EMPLOYER NAME  
**UI Account Number :** UI ACCOUNT#  
**BYE** 09/09/2017

**Form Id Number :** 5514274  
**Claimant Name :** INDIVIDUAL'S NAME      **SSN :** INDIVIDUAL'S SSN

---

1. Is the address and/or account number reported for you above correct?  Yes  No  
 If the address is incorrect, please contact the Contributions Unit at 603-228-4142 to request an update to your address.  
 If the account number is incorrect or blank, please provide your NH unemployment tax liability account number.  
 (This is a Ten Digit number. Fill in leading zeroes. Example 45214 should be entered as 0000045214. )

2. Did this individual work for you?  Yes  No

3. First date worked provided by claimant is 06/27/2016. If not correct, please enter the correct date.

4. Last date worked provided by claimant is 09/14/2016. If not correct, please enter the correct date.

5. Claimant's stated reason for separation was:  
 \* Do you agree with the reason for separation the claimant provided?  Yes  No  
 If you do not agree, please choose one reason from the following list that most closely matches why the claimant was separated.  
 Reason:   
 Sub-Reason:

6. If you have paid or will pay this claimant monies other than for hours actually worked due to this separation, please complete all applicable fields in the following table. This includes, but is not limited to, severance, separation pay, wages-in-lieu of notice, vacation, holiday, sick, PTO (personal time off), pension, or retirement, and bonus pay.

|                         | Hours                | Gross \$\$ Amount       |                                      |
|-------------------------|----------------------|-------------------------|--------------------------------------|
| SEVERANCE/WAGES-IN-LIEU | <input type="text"/> | \$ <input type="text"/> |                                      |
| VACATION                | <input type="text"/> | \$ <input type="text"/> |                                      |
| SICK                    | <input type="text"/> | \$ <input type="text"/> |                                      |
| PTO (Personal Time Off) | <input type="text"/> | \$ <input type="text"/> |                                      |
| 1 <sup>st</sup> HOLIDAY | <input type="text"/> | \$ <input type="text"/> | Date of Holiday <input type="text"/> |

If you are not redirected to SIDES E-Response, please go to the Change Preferences link on your Home Page and select the radio button for "I would like to use E-Response" under the Corporate Preferences for Response to Request for Separation Information section at the bottom of the page.

Please contact the department for additional questions or assistance.



## Responding to Request for Information (known as RFI)

| Type of Issue   | Action needed by Notice Issue Date | Status                 |
|---|------------------------------------|------------------------|
| <input type="radio"/> Fired - No reason given               | 1/18/2018<br>1/03/2018             | Pending                |
| <input type="radio"/> Availability - Vacation               | 1/18/2018<br>1/03/2018             | Addl Info by J Smith   |
| <input type="radio"/> Deductible Income - Deductible income | 1/23/2018<br>1/10/2018             | In progress by A Brown |
| <input type="radio"/> Availability - Vacation               | 1/26/2018<br>1/11/2018             | Certified by J Smith   |

The Request for Information, also known as the RFI or Fact-Finding, contains specific questions that the department needs answered to assist in determining an individual's eligibility. Choose the radio button in front of each Type of Issue and choose the Respond button to be presented with the questions specific to that issue.

If you have already responded to the Request for Information and wish to add more information to the certified response, click "Add to Response". This is only accessible if the due date has not yet passed.

Please answer all questions presented as thoroughly as possible, which may eliminate the need for the adjudicator to contact you directly.

**Note:** If you see a duplicate item listed, this may be because the individual has listed this item more than once on their application. You only have to respond to one of the duplicate requests.

The Questions screen allows the user to certify their responses as complete or save and certify at a later date. You must certify your answers on or before the deadline.

**IMPORTANT:** If you do not certify your answers by the deadline, all information will be discarded. The department is not provided with uncertified responses.

\* 5. Was this individual aware that they were in jeopardy of losing their job? If yes, how and when?

I certify that my answers above are true and complete to the best of my knowledge. I understand that I will be able to provide additional informations and recertify this response at any time until the Response Due Date.

I do not have all the information necessary to certify this response at this time. Please save the information I have provided so far. I UNDERSTAND THAT I AM REQUIRED TO CERTIFY MY RESPONSE AT MY EARLIEST AND NO LATER THAN THE RESPONSE DUE DATE. I ALSO UNDERSTAND THAT ANY UNCERTIFIED RESPONSES WILL NOT BE CONSIDERED.

## Responding the Wage Requests

There are 4 types of Wage Requests that you may receive. There are specific input screens for each request.

### Request for Quarterly Wage Information

| Notice Title<br><i>Details</i>  | Employer<br><i>UI Account #; Unit #</i> | Claimant (**SSN)<br><i>Reference #</i> | Response Due<br><i>Notice Issued</i> | Status                    |
|---|---|--|--------------------------------------|---------------------------|
| Request for Quarterly Wage Information<br><i>Quarterly Wages for Q1/2017 to Q1/2018</i> | EMPLOYER NAME                           | CLAIMANT NAME                          | 06/25/2018<br>06/18/2018             | To be initiated by r carb |

2 Notices 1

[Respond](#)
[Add to RFI](#)
[Amend NOC](#)
[Upload Documents](#)
[Print List](#)

These types of requests are sent to either verify quarterly wages reported or because the claim is potentially missing quarterly wages based on the dates of employment provided by the claimant. It is important to have correct wage information to determine monetary eligibility. All other non-monetary eligibility criteria must be met before any payment is made to the claimant.

### Request for Gross Wages for Recent Qualifying Weeks Response

These types of requests are sent to verify the claimant's gross weekly earnings. These are generally sent because the claimant has a potential disqualification and may requalify due to your employment. Completing this request does not automatically make you a chargeable employer or determine eligibility for benefits.

| Notice Title<br><i>Details</i>  | Employer<br><i>UI Account #; Unit #</i> | Claimant (**SSN)<br><i>Reference #</i> | Response Due on<br><i>Notice Issue Date</i> | Status          |
|---|---|--|---|-----------------|
| Request for Gross Wages for Recent Qualifying Weeks<br><i>Gross Wages for recent qualifying weeks</i> | EMPLOYER NAME                           | CLAIMANT NAME                          | 11/17/2017<br>10/19/2017                    | To be Initiated |

[Respond](#)
[Add to RFI](#)
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[Respond](#)
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### Responding to the Request for Concurrent Weekly Work & Earnings Information and/or Weekly Work & Earnings Request (W & E)

These types of requests may ask for any number of weeks of hours worked and wages earned information. If a "Concurrent" request, the information is used to determine if your account should or should not be charged based on concurrent employment with another employer. If the request is not "Concurrent", it is from our Benefit Payment Control unit and is being requested to ensure that benefits were not paid to an individual while they were also working.

Your response to these requests protects your tax rate and the Trust Fund.

| Notice Title<br><i>Details</i>  | Employer<br><i>UI Account #; Unit #</i> | Claimant (**SSN)<br><i>Reference #</i> | Response Due<br><i>Notice Issued</i> | Status |
|---|---|--|--------------------------------------|--------|
| Request for Concurrent Weekly Work & Earnings<br><i>Information</i><br><i>W &amp; E for the period Mar 18, 2018 to Apr 28, 2018</i> | EMPLOYER NAME                           | CLAIMANT NAME                          | 06/25/2018<br>06/18/2018             | Unread |

[Respond](#)
[Add to RFI](#)
[Amend NOC](#)
[Upload Documents](#)
[Print List](#)

## Uploading Documents

Documents for upload could be items such as check stubs, payroll records, warnings or any supporting documents you feel that the department needs to properly determine eligibility for benefits. The department only accepts PDF documents.

Lookup criteria to narrow down the list of notices

By Client List/Employer:  Current Client List  My Priority Client List  All Clients  UI Account #

By Claimant:  Enter SSN  By Employing Unit:

By Notice Type:

By Reference #, if any:

By Status:

By Response Due between:  and

By Notice Issued between:  and

Your notices will be listed in the order of: Notice Issue Date (latest first), Notice Type, Employing Unit, and Claimant.  
To change the sort order click on

| Notice Title<br>Details   | Employer<br>UI Account # : Unit #    | Claimant (**SSN)<br>Reference # | Response Due on<br>Notice Issue Date | Status                    |
|---|--------------------------------------|---------------------------------|--------------------------------------|---------------------------|
| <input type="radio"/> Request for Gross Wages for Recent Qualifying Weeks<br>Gross Wages for recent qualifying weeks          | ABC Company<br>000002134; Unit #:003 | Peter Gordon (**1200)<br>12356  | 11/17/2017<br>10/19/2017             | To be<br>Initiated        |
| <input checked="" type="radio"/> Weekly Work & Earnings Requests (W & E)<br>W & E for the period Jun 26, 2016 to Aug 13, 2016 | ABC Company<br>000002134; Unit #:000 | Mary Snow (**1245)<br>45673     | 11/17/2017<br>10/19/2017             | In Progress<br>by J Smith |

To upload an Adobe PDF document, choose the radio button for the Notice Type that the document is for, click on the “Upload Documents” button and follow the prompts.

Request For Information to

Click on Choose file button to select a pdf document to upload

**IMPORTANT:** Any document uploaded will NOT be available to NHES staff nor in your list of uploaded documents until the document is certified to be free of any virus. If successfully passed virus check, the document name will be in your list of uploaded documents the day after you have uploaded it.

## Accessing ALL Notices

All Notices, read or unread, pending or completed, archived or not, can be accessed using the “View” links in Section 3 or 5 of the Home Page.

**3** Other unread notices (5 most recent) Click on: ⓘ to download statement; 👁 to view notice

| Type of Notice                                  | Claimant | Mailed On  | Response Deadline |
|---|----------|------------|-------------------|
| NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER | ⓘ        | 06/11/2018 | 👁                 |

[Click here to view all notices](#)

**4** Account Review and Maintenance

- ◆ Maintain Users
- ◆ Change Password
- ◆ Change Preferences
- ◆ Change Security Questions

**5** Charges and Notices

- ◆ View Charges by Claimant and Charge Period
- ◆ Notices Pending Response
- ◆ Prior Responses
- ◆ All Notices

The All Notices page offers a wide variety of options to filter and sort the presentation of documents.

**All Notices** Logout

EMPLOYER NAME  
USER NAME

Lookup criteria to narrow down the list of notices

By Claimant: Enter SSN  
 By Status: Unread  
 By Ref. #, if any:  
 By Notice Type: Select one  
 Include Archived items (as of prior business day)

By Employing Unit: EMPLOYER NAME  
 By Notice Issued between: and  
 By Response Due between: and  
 Currently eligible for Appeal  
 ONLY Archived items (as of prior business day)

[Refresh List](#) [Reset Criteria](#)

Your notices will be listed in the order of: Notice Issue Date (latest first), Notice Type, Employer or Employing Unit, Claimant. To change the sort order click on [Change Sort Order](#)

| Notice Title   | Employer              | Claimant (**SSN) | Response Due On   |
|--|-----------------------|------------------|-------------------|
| Details  | UI Account # - Unit # | Reference #      | Notice Issue Date |
| <input type="checkbox"/> UI INITIAL ALLOWED  | EMPLOYER              | CLAIMANT         | 07/10/2018        |
| <input type="checkbox"/> UI INITIAL DISALLOWED - MONETARILY INELIGIBLE                                 | NAME                  | NAME             | 06/26/2018        |
| <input type="checkbox"/> NOTICE OF CLAIM AND VERIFICATION REQUEST                                      |                       |                  | 07/10/2018        |
| <input type="checkbox"/> DETERMINATION OF ELIGIBILITY  |                       |                  | 06/26/2018        |
| <input type="checkbox"/> Request for Quarterly Wage Information Quarterly Wages for Q1/2017 to Q1/2018 |                       |                  | 06/19/2018        |
| <input type="checkbox"/> Request for Quarterly Wage Information Quarterly Wages for Q1/2017 to Q1/2018 |                       |                  | 07/02/2018        |
| <input type="checkbox"/> NOTICE OF CLAIM AND VERIFICATION REQUEST                                      |                       |                  | 06/18/2018        |
|  |                       |                  | 06/25/2018        |
|  |                       |                  | 06/18/2018        |
|  |                       |                  | 06/25/2018        |
|  |                       |                  | 06/18/2018        |
|  |                       |                  | 05/22/2018        |
|  |                       |                  | 05/15/2018        |

7 Responses 1

Select All

[Archive](#) [Restore from Archive](#) [Print List](#)



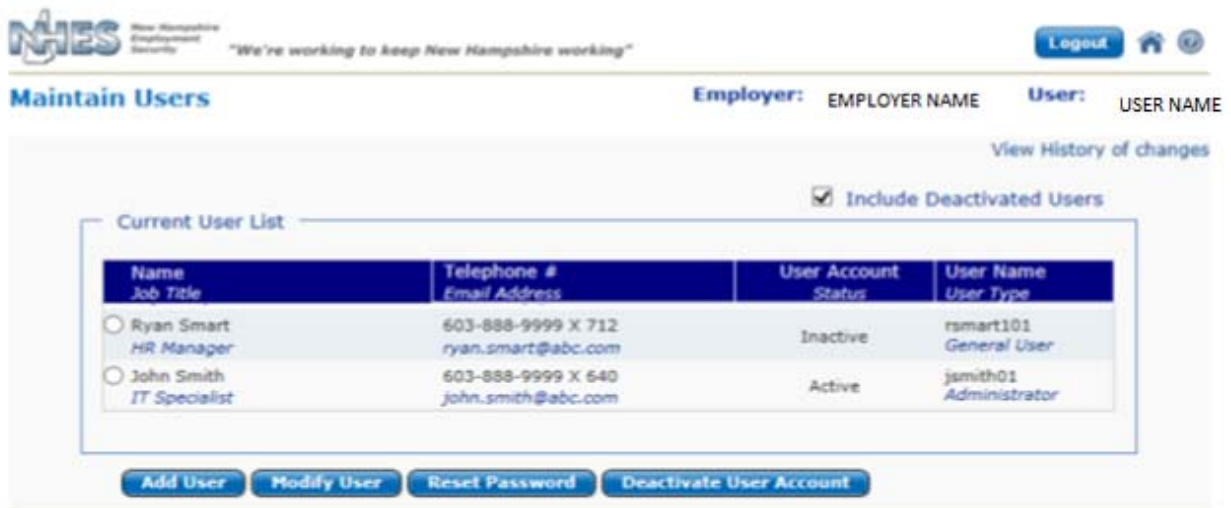
## Account Review and Maintenance

In Section 4 of the Home Page, your NHUIS account Administrator can manage the employers account as well as their own individual account. If a General User, Section 4 will not offer the Maintain Users functions.



### Maintain Users

Only Administrators are permitted to use this section. This allows the Administrator to add, modify or deactivate users.



**Add User** – Using this function allows you to create a new user and to identify this individual as an Administrator or a General User.

**Modify User** – Change the Personal Information of the User or their status to/from Administrator to General User. (Note: the User Name cannot be modified)

**Reset Password** – Reset the specific User's password to a new temporary password (good for that day only).

**Deactivate User Account** – Deactivate the User account.

**Please note:** There is no reactivation function. If a User is deactivated, that individual can be added again as a new user, but they cannot be reactivated.

You can also view the history of changes made on the employer's account, including staff changes made based on the employer's request.



## Change Preferences

The Preferences page allows authorized Users to view and alter the employer's/employing unit's/TPA's, preferred methods to receive different types of notifications and set the preference for responding to requests for separation info.

Note: if you want to modify this page, a corporate email address must be entered. If your company does not have a general email address, please enter your email address.

View History of changes

You are associated with multiple employing units.  
Please select the unit to which the Notification and Response preferences apply:  1

---

**Corporate Address:**       **Mailing Address:**       **Employer Representative(TPA):**

**\* Corporate Email Address:**       **\* Reenter Corporate Email Address:**

Please select the preferred method to receive notifications from the Agency. Any 'Preference' changes that you make will take effect for all future notifications until/unless they are modified subsequently

| Type of Notice   | Notification Preference  |
|--|--|
| <span style="border: 1px solid red; padding: 2px;">2</span> Monthly Benefit Charge Statement   | Address to: <input checked="" type="radio"/> Corporate Address <input type="radio"/> Mailing Address<br>Send Via: <input checked="" type="radio"/> US Mail <input type="radio"/> Email - to: <input type="text" value="Select One"/> cc: <input type="text" value="Select One"/> |
| <span style="border: 1px solid red; padding: 2px;">3</span> Request for Separation Information | Address to: <input checked="" type="radio"/> Corporate Address <input type="radio"/> Mailing Address<br>Send Via: <input checked="" type="radio"/> US Mail <input type="radio"/> Email - to: <input type="text" value="Select One"/> cc: <input type="text" value="Select One"/> |
| <span style="border: 1px solid red; padding: 2px;">4</span> Request for Information            | Address to: <input checked="" type="radio"/> Corporate Address <input type="radio"/> Mailing Address<br>Send Via: <input checked="" type="radio"/> US Mail <input type="radio"/> Email - to: <input type="text" value="Select One"/> cc: <input type="text" value="Select One"/> |
| <span style="border: 1px solid red; padding: 2px;">5</span> Request for Wages                  | Address to: <input checked="" type="radio"/> Corporate Address <input type="radio"/> Mailing Address<br>Send Via: <input checked="" type="radio"/> US Mail <input type="radio"/> Email - to: <input type="text" value="Select One"/> cc: <input type="text" value="Select One"/> |
| <span style="border: 1px solid red; padding: 2px;">6</span> Determination Notices              | Address to: <input checked="" type="radio"/> Corporate Address <input type="radio"/> Mailing Address<br>Send Via: <input checked="" type="radio"/> US Mail <input type="radio"/> Email - to: <input type="text" value="Select One"/> cc: <input type="text" value="Select One"/> |
| <span style="border: 1px solid red; padding: 2px;">7</span> Appeals-related                    | Address to: <input checked="" type="radio"/> Corporate Address <input type="radio"/> Mailing Address<br>Send Via: <input checked="" type="radio"/> US Mail <input type="radio"/> Email - to: <input type="text" value="Select One"/> cc: <input type="text" value="Select One"/> |
| <span style="border: 1px solid red; padding: 2px;">8</span> Other Notices                      | Address to: <input checked="" type="radio"/> Corporate Address <input type="radio"/> Mailing Address<br>Send Via: <input checked="" type="radio"/> US Mail <input type="radio"/> Email - to: <input type="text" value="Select One"/> cc: <input type="text" value="Select One"/> |

---

9 **Corporate Preference for Response to Request for Separation Information**  
E-Response allows you to view and respond to the Notice of Claim & Verification Request as well as specific fact-finding questions regarding separation from employment, in one place. E-Response also allows you to attach documentation and, if within the response due period, add or send additional information even after you have provided an initial response. E-Response also allows you to easily view and print your responses.  
Thank you for using E-Response.

---

**User Preferences**  
Please select the preferred order in which you would like notices to be presented:

Sort by (first):       Then by (second):   
Then by (third):       Then by (forth):

Please enter your preference for the number of notices that should be listed on each page:

1. If you have multiple units associated with your sign-on, a special dropdown will be presented so that you can change the preferences for each of those unit locations separately.

You can choose to have different documents sent to your company in different ways – US Mail or Email notification to one or more email addresses; using the corporate, mailing or TPA address. We encourage electronic communication. The categories of documents you might receive from NHES are as follows:

2. Monthly Charge Statements are the documents that are generated on the first Friday of the month, if you have accrued any charges or credits during the prior calendar month.
3. Request for Separation Information also known as a Notice of Claim & Verification Request (NOC), is the notification that a specific individual has filed a claim and indicated that they worked for you. The department must verify dates of employment, employment status and separation reason, and if the individual will receive any monies due to this separation. For more information on how to respond to the NOC, see page 16 of this booklet.
4. Request for Information (RFI) also known as fact-finding are sent because the department is in need of more information to determine eligibility. Completing these documents in a complete and timely fashion may help protect your tax rate.
5. Request for Wages is sent because the claim is missing wage information or there is a need for verification of hours worked and wages earned for specific weeks.
6. Determination Notices are sent to Interested Parties on a claim, such as the chargeable employer or the employer associated to the decision. These notices contain information about monetary and/or non-monetary eligibility for benefits.
7. Appeal Related Notices are correspondence sent to all Interested Parties to notify them when an appeal is filed, what has been appealed, who has appealed it, when it will be scheduled for a hearing and the outcome of the appeal hearings.
8. Other Notices are any notices that do not fit into another category. This could be the Registration Code Letter or a notice relative to the establishment or severance of a relationship between an employer and a TPA.
9. Corporate Preference for Response to Separation Information. The majority of employers use SIDES E-Response (see page 16 of this booklet for details). If your company does not use E-Response, we encourage you to do so. If your company is represented by a TPA, this section will not be displayed.
10. User Preferences is where the signed in User can change how they want their notices presented to them on the All Notice page (see page 21 of this booklet for details).

### **Change Password and Change Security Questions**

The individual User logged on may utilize these options to change their Password, change their Security Questions or Answers.

## **Reporting a Potential Eligibility Issue**

Section 6 allows employers to report potential misrepresentation or issues to the department. To protect your tax rate and help protect the Trust Fund, we ask that you notify the department as soon as you become aware of a new issue or new information that may impact an individual's eligibility.

**6**      **Record Potential Claimant Eligibility Issue**

◆ Submit a detailed statement regarding a claimant's eligibility for unemployment benefits

You will be asked a series of questions that will alert the department to start an investigation or to question the individual filing for benefits. You are one of our best defenses against fraud.

## **WorkShare**

Section 7 provides access to the WorkShare application. An employer can file a new WorkShare plan or manage an existing Plan. If you do not have an existing plan with the department and want to know more, please contact the WorkShare department via email at [WorkShare@NHES.NH.GOV](mailto:WorkShare@NHES.NH.GOV).

**WorkShare Reporting**      **7**

◆ Manage WorkShare Plans and File WorkShare Claims

## **Web Tax and New Hire Reporting**

Section 8 provides access to the WebTax application. An employer can file their quarterly taxes and report New Hires electronically to the department.

**8**      **Web Tax/New Hire Reporting**

◆ File quarterly tax reports, submit tax payments, view tax rates and/or file New Hire report

## Creating a Priority Client List – TPA's only



You can create a set list of your priority clients or assign specific clients to specific Users to help your company assign work. Each User can create their own list and, once created, it can be easily Viewed or Altered, saved for future use or only for the current work session.

After you have clicked on Create a Priority Client List you will be presented with the following screen. You can filter this list and choose all or some of the clients. This will then allow the authorized user to maintain these assigned clients.

Using the radio button options and the SEARCH button, you can present the entire list of companies you represent, check those you wish to make part of your My Priority Client list and click DONE to save.

The "Alter Client List" form contains the following elements:

- Three radio buttons: "All Clients" (selected), "My priority clients", and "Client with UI Account #:" followed by an empty text input field.
- A checkbox labeled "Filter the above selection to only include client who were issued notices:".
- Three radio buttons under the filter checkbox: "This Week", "This Month", and "This quarter".
- Two buttons at the bottom: "Search" and "Cancel".

If you want to change your established Priority Client list, choose "Alter List" as indicated below on your Home Page.

