

# Instructions for Filing your Unemployment Claim

WEBSITE: [WWW.IDES.ILLINOIS.GOV](http://WWW.IDES.ILLINOIS.GOV)

CLAIMANT SERVICES: 1-800-244-5631

TELESERVE: 1-312-338-4337

ILLINOIS JOB LINK HELP DESK: 1-877-342-7533

# IDES - COVID-19 and Unemployment Benefits

Unemployment benefits may be available to some individuals whose unemployment is attributable to COVID-19. IDES recently adopted emergency rules to try to make the unemployment insurance system as responsive to the current situation as possible.

## What is Unemployment Insurance (UI)?

In general, UI provides temporary income maintenance to individuals who have been separated from employment through no fault of their own and who meet all eligibility requirements, including the requirements that they be able and available for work, register with the state employment service and actively seek work. [Click here for more information.](#)

## What determines if I'm able to work?

An individual is considered able to work if he or she is mentally and physically capable of performing a job for which a labor market exists.

## What determines if I'm available for work?

To be considered available for work, an individual cannot impose conditions on the acceptance of work if those conditions essentially leave him or her with no reasonable prospect of work.

## What determines if I'm actively seeking work?

An individual is considered to be actively seeking work if he or she is making an effort that is reasonably calculated to return the individual to work.

## What if I'm temporarily laid off because the place where I work is temporarily closed because of the COVID-19 virus?

An individual temporarily laid off in this situation could qualify for benefits as long as he or she was able and available for and actively seeking work. Under emergency rules IDES recently adopted, the individual would not have to register with the employment service (Illinois Job Link). He or she would be considered to be actively seeking work as long as the individual was prepared to return to his or her job as soon the employer reopened.

## What if I quit my job because I am generally concerned over the COVID-19 virus?

An individual who leaves work voluntarily without a good reason attributable to the employer is generally disqualified from receiving UI. The eligibility of an individual in this situation will depend on whether the facts of his or her case demonstrate the individual had a good reason for quitting and that the reason was attributable to the employer. An individual generally has a duty to make a reasonable effort to work with his or her employer to resolve whatever issues have caused the individual to consider quitting.

## What if I'm confined to my home 1) because a licensed physician has diagnosed me as having COVID-19 or 2) because I must stay home to care for my spouse, parent or child, whom a medical professional has diagnosed as having COVID-19 or 3) because of a government-imposed or government-recommended quarantine?

An individual in any of those situations would be considered to be unemployed through no fault of his or her own. However, to qualify for UI, he or she would still need to meet all other eligibility requirements, including the requirements that the individual be able and available for work, registered with the state employment service and actively seeking work from the

confines of his or her home. The individual would be considered able and available for work if there was some work that he or she could perform from home (e.g., transcribing, data entry, virtual assistant services) and there is a labor market for that work.

## What if I leave work because my child's school has temporarily closed, and I feel I have to stay home with the child?

Ordinarily, an individual who left work to address child care needs would be considered to have left work voluntarily and would generally be disqualified from receiving UI, unless the reason for leaving was attributable to the employer. However, the fact that all schools statewide have temporarily closed in response to the COVID-19 virus presents a unique situation in which it is unlikely a parent whose child cannot stay home alone has a ready alternative to staying home with the child himself/herself. Under the current circumstances, someone who left work to care for the child could be considered as unemployed through no fault of his or her own; in that case, to qualify for UI, the individual would still need to meet all other eligibility requirements, including the requirements that the individual be able and available for work, registered with the state employment service and actively seeking work from the confines of his or her home. The individual would be considered able and available for work if there was some work that he or she could perform from home (e.g., transcribing, data entry, virtual assistant services) and there is a labor market for that work.

## I have exhausted my rights to UI. Will additional benefits be available because of the COVID-19 situation?

At this point, no additional UI is available to individuals who have already received the full 26 weeks' worth of benefits for their current benefit years.

## For Employers:

### If an employee receives unemployment benefits as a result of COVID-19, will the employer's unemployment contribution rate increase?

At this time, no further guidance has been issued. Until such time, normal procedures will be followed. In general, the contribution rate of an experience rated employer is based, in part, on the amount of unemployment benefits paid to the employer's former employees.

### Potential Closure or Layoff

Rapid Response Services are available to employers who are planning or have gone through a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in mass job dislocation. The State Dislocated Worker Unit coordinates with [employers](#) to provide on-site information to workers and employers about employment and retraining services designed to help participants retain employment when feasible, or obtain re-employment as soon as possible. For more information, visit [Rapid Response Services for Businesses](#) or contact your local Illinois workNet Center.

# How to File an Internet Claim

**READ** the Screen!

You will find step by step instructions to filing your claim on the internet. The most important aspect of filing your claim online is **READING** your screen.

<p>Once you have created your user name, password and clicked continue, this screen comes up. Complete all questions with a red asterisk! Read the screen</p>	
<p>Complete all questions with a red asterisk! Click the downward arrow to reveal a choice. If you do not have an email address, leave it blank. Read the screen</p>	
<p>Complete all questions with a red asterisk!</p>	

Complete all questions with a red asterisk!

**Personal Information**

Are you a U.S. citizen? \*  Yes  No

Gender \* --Select--

Race ⓘ  
To select more than one option, hold down the Ctrl key while selecting options from the list.  
\* White  
Black/African American  
American Indian or Alaskan Native  
Asian  
Native Hawaiian or Other Pacific Islander  
Prefer Not to Answer

Ethnic background ⓘ \* --Select--

What language do you prefer? \* English

What is the highest level of education you have completed? \* --Select--

Do you have a disability as defined in Section 7 of the 1973 Rehabilitation Act or the Americans with Disabilities Act of 1990? \* --Select--

Do you believe that you are a Seasonal Farmworker/Migrant after reading the definitions? ⓘ \*  Yes  No

Are you the spouse or other family caregiver of a wounded, ill, or injured service member? \*  Yes  No

Are you a U.S. Armed Services Veteran? ⓘ \*  Yes  No

Are you the spouse of a Veteran? \*  Yes  No  
[Click here for more information on qualifying spouse.](#)

Do you wish to claim dependents? ⓘ  
(Include natural children, step children, legally adopted children, children of whom you have court-ordered custody, and non working spouse.) \*  Yes  No

Click continue to proceed to the next screen.

[Cancel My Application](#) [Continue](#)

The system wants you to mark this circle.

Scroll to the bottom and click continue.

**Address Information**

Is your mailing address same as residential? \*  Yes  No

Mailing Address:

The following address meets the postal standard on file with the US Postal Service. You may select the suggested address or the address entered.

Suggested address

All employers that reported earnings under your social in the state of Illinois during the base period will be listed.

Enter your dates, number of days and weeks you worked for every employer. Click continue.

**IDES**  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY

Individual Home | Illinois Job Link | Language: English

My Profile | **Employment** | Occupation | Income & Training | File My Claim

**My Employer Information**

We have identified the following employers as having reported wages for your Social Security Number since 01/01/2018. Failure to provide details for all employers you have worked for may affect your weekly benefit amount.

You will be able to add additional employers upon completing details for the employers below.

Please click on the "+" button and provide your employment details for all employers.

You must click Continue in order to save your information and proceed.

Asterisk (\*) indicates a required field

If an employer you **NEVER** worked for is listed, then click the box, Did Not Work.

Employer Name: COMMUNITY CARE SYSTEMS INC/COMMUNITY CARE SYSTEMS INC Did Not Work

Enter your dates, number of days and weeks you worked for every employer. Click continue.

Complete all questions with a red asterisk!

Click continue.

Employer Name: COMMUNITY CARE SYSTEMS INC/COMMUNITY CARE SYSTEMS INC Did Not Work

Address: 405 N MACARTHUR BLVD SPRINGFIELD, IL 62702-2312 Phone Number: (217) 698-0200

If you worked under another last name since 01/01/2018 for this employer, please provide your LAST NAME.

Most recent start date for this employer (mm/dd/yyyy) \*

Last day worked for this employer (mm/dd/yyyy) \*

Between the most recent start date and the last day worked in this employment period, how many days have you worked for this employer? \*   
This is the number of days that you performed services in employment, whether or not consecutive. Do not include paid holidays, sick days, vacation days or other paid non-working days. Enter 999 if you worked more than 999 days between this employment period.

Typically, how many days in a week did you work for this employer? \*

In how many weeks during this employment period have you earned \$269 or more? \*

Reason of Separation from this employer. \* --Select--

What is your usual occupation for this employer? \* --Select--

[Cancel My Application](#) [Continue](#)

Once all answers are complete, if you have an employer that is **NOT** listed, click **NO** and continue to add the employer.

If all your employers are listed, click yes and continue.

IDES ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY

Individual Home Illinois Job Link Language: English Account

My Profile **Employment** Occupation Income & Training File My Claim

**My Employer Information**

Please provide your employment details for all employers you have worked for.

You must click Continue in order to save your information and proceed.

Asterisk (\*) indicates a required field

+ Employer Name: COMMUNITY CARE SYSTEMS INC/COMMUNITY CARE SYSTEMS INC Did Not Work   
 Period of Employment: 03/01/2006 - 05/17/2019 [Add New Period Of Employment](#)

Are all Employers you worked for since 01/01/2018, listed above? \*  Yes  No

[Cancel My Application](#) [Continue](#)

Complete all questions with a red asterisk!

The screenshot shows the IDES (Illinois Department of Employment Security) website. At the top left is the IDES logo. To its right is the state seal of Illinois. Below the logo and seal are navigation links: "Individual Home", "Illinois Job Link", and "Language English" with a dropdown arrow. A secondary navigation bar contains "My Profile", "Employment", "Occupation" (highlighted with a grey arrow), "Income & Training", and "File My Claim". Below this, a message reads: "You must click Continue in order to save your information and proceed." Below that, it says: "Asterisk (\*) indicates a required field". At the bottom of the page, there is a text box with the instruction: "Please select the one option that best applies to your most recent occupation."

Read the screen carefully. You must choose one.

Complete all questions with a red asterisk!

Click continue.

This screenshot is a zoomed-in view of the "Occupation" selection screen. It features a list of radio button options for the user to select their most recent occupation. The options are: "I am a member of a Union. All my work assignments are made through a hiring hall.", "I am an academic worker (i.e. teacher, professor, administrator) who is seeking work at an educational institution and am currently unemployed because the school(s) where I worked is closed between academic years or terms.", "I am a non-academic worker (i.e. bus driver, cafeteria worker) who is seeking work at an educational institution or at a company that contracts to provide service to an educational institution and am currently unemployed because the school(s) where I worked or serviced is closed between academic years or terms.", "I am a seasonal worker between seasons and I expect to return to my same job (i.e. park, golf course, landscape worker).", "I am a construction worker seeking work in the construction field.", "I am still attached to my regular job, but my hours have been temporarily reduced.", "I am a border state resident.", "I am in school or training.", "I am involved in a labor dispute.", and "None of the Above." Below the list is a question: "Do you have a definite Return to Work date?" with radio buttons for "Yes" and "No". Below that is a text box with a red asterisk and the prompt: "Please describe your most recent job title." At the bottom right, there are two buttons: "Cancel My Application" and "Continue".

Read the screen carefully.

This screenshot shows the "Income & Training" screen on the IDES website. The navigation bar at the top is the same as in the previous screenshot, but "Income & Training" is now highlighted with a grey arrow. Below the navigation bar, the text reads: "My Income and Training Information." Below that, it says: "You must click Continue in order to save your information and proceed." and "Asterisk (\*) indicates a required field". The main content area has a heading "Income and Training" and a table with the following information: "Total Gross Wages earned since 06/16/2019: 0" and "\$0.00". Below the table, there is a note: "If your gross wages are incorrect, please click the Employment tab above to update."



Complete all questions with a red asterisk!

Click continue.

Have you been self-employed or an independent contractor since 05/17/2019?	* <input type="radio"/> Yes <input checked="" type="radio"/> No
Have you refused any offers of work since 05/17/2019?	* <input type="radio"/> Yes <input checked="" type="radio"/> No
Are you currently attending school or enrolled in a training program?	* <input type="radio"/> Yes <input checked="" type="radio"/> No
Are you receiving or have you applied for a pension or any retirement pay?	* <input type="radio"/> Yes <input checked="" type="radio"/> No
Are you receiving or have you applied for Trade Act Benefits?	* <input type="radio"/> Yes <input checked="" type="radio"/> No
Are you receiving or have you applied for Workers' Compensation? *	* <input type="radio"/> Yes <input type="radio"/> No
Are you receiving or will you receive plant shut down pay?	* <input type="radio"/> Yes <input type="radio"/> No
Have you or will you receive holiday pay since 06/16/2019?	* <input type="radio"/> Yes <input type="radio"/> No
Are you receiving or have you applied for Railroad Unemployment?	* <input type="radio"/> Yes <input type="radio"/> No
Have you filed an unemployment insurance claim in another state since 06/20/2019?	* <input type="radio"/> Yes <input type="radio"/> No

Cancel My Application Continue

Complete all questions with a red asterisk!

Individual Home Illinois Job Link Language: English Logout

My Profile Employment Occupation Income & Training **File My Claim**

File My Claim

Once you click File My Claim you cannot make changes or review your application.

**1099G Tax**

**Electronic Correspondence Option \***

Do you wish to receive an e-mail when your 1099G is available? To access, log into your account, select 1099G, open the document and print.

\*  Yes, I want to receive my 1099G electronically.  
 No, I don't want to receive my 1099G electronically.

To review all your information, click on edit to change any previous answers.

Please review your information carefully:  
 Below is the information you provided to IDES for your unemployment insurance application. You may use Edit buttons upon expanding the respective sections to make necessary corrections.

First Name: [REDACTED]	Middle Initial:	Last Name: [REDACTED]
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- + My Profile **Edit**
- + Employment **Edit**
- + Occupation **Edit**
- + Income and Training **Edit**

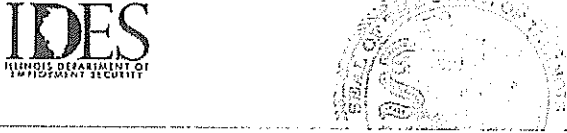

**Potential WBA**

Estimated Weekly Benefit Amount: [REDACTED]	Estimated Dependent Allowance: \$0.00
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Your Potential Weekly Benefit Amount and Dependent Allowance are estimates. The estimates are based on wages reported by Illinois employers for whom you indicated you worked.

If you were instructed during the application process to provide documents to IDES, please do so immediately. Please fax documents to 217-557-4913. Failure to mail or fax documents may delay your benefits.

For Further Information, please contact Claimant Services Center at 800-244-5631

<p>Complete all questions with a red asterisk!</p> <p>Click File my claim.</p>	<p>* <input type="checkbox"/> I hereby file a claim for unemployment insurance benefits. I certify that the information for my benefit claim, including the status of my dependents, is true and correct to the best of my knowledge and belief. I am aware that the law prescribes penalties of fine and imprisonment for making false statements to obtain benefits, including dependent allowance. I understand that the information submitted by me to this Department may be verified through computer matching programs and will be used by other Federal, State, or Local Agencies and that information submitted by me to these agencies will be used by IDES in determining my eligibility and amount of unemployment benefits. I also understand that, pursuant to Section 1900 of the Unemployment Insurance Act, any information that I provide to the Department of Employment Security in connection with this claim may be shared with my former employers or their representatives.</p> <p>* <input type="checkbox"/> I understand that registration for work with the Illinois Employment Service is a requirement to be eligible for Unemployment Insurance Benefits under Section 500A of the Illinois Unemployment Insurance Act; that unemployment insurance benefits will not be paid until I complete my registration; and that registration can be completed by visiting <a href="http://www.illinoisjoblink.com">www.illinoisjoblink.com</a>.</p> <p>IDES will process the information you have provided when you click the File My Claim button. A Confirmation Page will follow.</p> <p><a href="#">Cancel My Application</a> <a href="#">File My Claim</a></p>
<p>You may choose to answer the survey questions or skip to the end and click on submit button.</p>	 <p>Satisfaction Survey</p> <p>We survey people about the internet application process. Your comments will help us improve. Please take two minutes to answer a few questions. If you do not want to take the survey, please click "Submit" to see your Confirmation Page.</p> <p>For each question, please select the one answer that best describes your experience with the new Internet service.</p>
<p>Click the print button (When the dialogue box shows up, Click the print button in the bottom row.)</p> <p>Be sure to read ALL the information on this screen. It is important to you in receiving your information timely.</p>	 <p>Individual Home: Illinois Job Link Language: English</p> <p>Confirmation Page</p> <p><a href="#">Print</a></p> <p>Your confirmation number is [redacted]</p> <p>Your claimant ID is [redacted]</p> <p>You have successfully submitted your claim to IDES on 06/20/2019 at 12:01 CST. The effective date of your claim for unemployment is: 06/16/2019</p> <p>What can I expect now that I have filed my claim? Completing the registration for work with the Illinois Employment Service is a requirement to be eligible for Unemployment Insurance Benefits. You will not be paid benefits until you have completed the registration. To help with your job search, an IllinoisJobLink.com account was created for you when you applied for benefits.</p>
<p>Be sure to complete your registration/resume in Illinois Job Link.</p>	<p>Your IllinoisJobLink.com username is [redacted] and your password is your social security number. Do not enter dashes when entering your social security number as your password.</p> <p>Click <a href="#">Illinois Job Link</a> to login and complete your registration with the Illinois Employment Service. You will be prompted to create a new password as soon as you log in.</p>
<p>Read the information and follow all instructions.</p>	<p>Once you have logged in, follow these steps.</p> <p>Create Resume.</p> <ul style="list-style-type: none"> <li>Click "Continue" in the orange block.</li> <li>Answer all questions on the "New Resume Page".</li> <li>Upload a Microsoft Word resume or create a new resume.</li> <li>Select "Occupation-Work Wanted".</li> </ul> <p>Once you complete your resume, it will remain active for 99 days. IDES operates IllinoisJobLink.com on a secure server. All information will be maintained in a secure and confidential manner as prescribed by State and Federal law. After your claim is filed, IDES will send you a statement called a "UI Finding". The "UI Finding" will provide you information regarding the effective date of your claim, the date you should certify, your base period wages and your weekly benefit amount and dependant allowance, if applicable.</p>

Read the information and follow all instructions.

**Certifying for Benefits**

To obtain benefits you must certify for them on a biweekly basis. Your "UI Finding" will inform you of your first date to certify.

You will not receive Unemployment Insurance benefits if you fail to certify. If you do not certify in a timely manner, your benefits may be denied or delayed. For more information regarding certifying for benefits, please return to the website and select the Individuals tab. Then select the link "Forms and Publications for Individuals" and select "UI Benefits Handbook".

**Payment Options**

**Debit Card** - A debit card will be mailed to you if you do not already have one or if you have not enrolled in direct deposit. Benefits for which you are determined eligible will be deposited to this card after you certify.

**Direct Deposit** - Your benefit payments can be deposited into your bank account automatically with Direct Deposit.

Read the information and follow all instructions.

- + My Profile
- + Employment
- + Occupation
- + Income and Training

<b>Potential WBA</b>	
Estimated Weekly Benefit Amount : ██████████	Estimated Dependent Allowance \$0.00
Your Potential Weekly Benefit Amount and Dependent Allowance are estimates. The estimates are based on wages reported by Illinois employers for whom you indicated you worked.	

Read the information and follow all instructions.

If you have not printed your claim, do so now.

If you don't receive the UI Finding within two weeks from the date you filed this claim, please contact Claimant Services Center at (800)244-5631.

If you were instructed during the application process to mail or fax documents to IDES, please do so immediately. Fax documents to (217) 557-4913. Failure to mail or fax documents may delay your benefits.

For DD-214's only, fax to (630) 645-3723.

For further information, please contact Claimant Services Center at (800)244-5631.

**TDD/TTY Assistance**

If you are hearing impaired and need additional assistance you may contact IDES. Agents are equipped with ReliTalk software. To contact the agency, please call Claimant Services Center at (866) 488-4016 between 8:30 am and 5:00 pm, Monday through Friday, excluding state holidays.



If you have any questions or concerns, please contact:  
**Claimant Services:**  
**1-800-244-5631**  
or  
**IJL Help Desk**  
**1-877-342-7533**

Or go into your local office.

Make it a good day!





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# What Every Worker Should Know About Unemployment Insurance

## Notice to Employers

When workers are laid off for a period of seven days or more or are separated from the payroll for any reason, employers are required to provide them with a copy of this publication. If it is not practical to provide copies at the work site, the publication should be mailed to employees' last known address within five calendar days of separation. Enter the firm's name and address in the space below:

The Illinois Department of Employment Security (IDES) administers the unemployment insurance program for the State of Illinois. You are entitled to unemployment insurance benefits while you are unemployed if you meet the legal requirements. Benefits are financed by employer payroll taxes – not by any deductions from your wages.

### Who Qualifies for Unemployment Insurance?

1. To qualify, you must have earned at least \$1,600 during a recent 12-month period (known as the base period) and you must have earned at least \$440 outside of the base period quarter in which your earnings were the highest. If you do not qualify under the standard base period, IDES may use the most recent four completed quarters as an alternate base period.

<i>If your Benefit Year begins:</i>	<i>Your Base Period will be:</i>	<i>Your Alternate Base Period will be:</i>
<i>This Year Between: Jan. 1 and March 31</i>	<i>Last Year Between: Jan. 1 and Sept. 30 and the year before between Oct. 1 and Dec. 31</i>	<i>Last year between: Jan. 1 and Dec. 31</i>
<i>This Year Between: April 1 and June 30</i>	<i>Last Year Between: Jan. 1 and Dec. 31</i>	<i>Last year between: April 1 and Dec. 31 and this year between Jan. 1 and Mar. 31</i>
<i>This Year Between: July 1 and Sept. 30</i>	<i>Last Year Between: April 1 and Dec. 31 and this year between Jan. 1 and March 31</i>	<i>Last year between: July 1 and Dec. 31 and this year between Jan. 1 and June 30</i>
<i>This Year Between: Oct. 1 and Dec. 31</i>	<i>Last Year Between: July 1 and Dec. 31 and this year between Jan. 1 and June 30</i>	<i>Last year between: Oct. 1 and Dec. 31 and this year between Jan. 1 and Sept. 30</i>

*If you have been awarded temporary total disability benefits under a workers' compensation act or other similar acts, or if you only have worked within the last few months, your base period may be determined differently.*

2. Your employer must be subject to the State's unemployment insurance law. Among the types of work not covered are certain agricultural, domestic, railroad and government work, and certain work done for one's family and on commission.
3. You must either be entirely out of work or be working less than full-time because full time work is not available. Your earnings must fall below a certain threshold determined at the time you file your claim.
4. Your unemployment must be involuntary. You may be disqualified if you:
  - a. quit your job voluntarily without good cause attributable to your employer;
  - b. were discharged for misconduct in connection with your work;
  - c. were discharged for a felony or theft in connection with your work; or
  - d. are out of work because of a labor dispute.

5. You must be able and available to work. Benefits are not paid for any period in which you are on vacation, when your principle occupation is that of a student (you may be eligible if you are attending a training course approved by the IDES Director) or while you engage in any other activity that makes you unavailable for work. Benefits are not paid for any day or days on which you are unable to work because of illness, disability, family responsibilities, lack of transportation, etc.
6. You must be actively seeking work and willing to accept any suitable job offered. You must keep a log of your job search activities in every week for which you claim benefits. If your eligibility is challenged, you may be required to produce that document.

### **Illinois Employment Service Registration Requirement:**

You must complete registration with Illinois Employment Services at [IllinoisJobLink.com](http://IllinoisJobLink.com) before unemployment insurance benefits can be paid. Once completing your registration at [IllinoisJobLink.com](http://IllinoisJobLink.com), you can create a resume and search for work.

### **Information Needed to File for Benefits:**

- Your Social Security Number and Name as it appears on your Social Security card;
- Your Driver License / State ID (this will provide your weight, which is required when filing);
- If claiming your spouse or child as a dependent, the Social Security Number, date of birth and name(s) of dependent(s);
- Name, mailing address, phone number, employment dates, and separation reason for all the employers you worked for in the last 18 months;
  - Wage records (W-2 form, check stubs, etc.) from these employers may be necessary.
- If you worked since Sunday of this week, the gross wages earned this week;
  - You must report all gross wages for any work performed, full or part-time;
  - Gross means the total amount earned before deductions, not “take home pay”, including wages in the form of lodging, meals, merchandise or any other form;
  - Gross wages must be reported the week in which they are earned, not the week in which you receive the wages;
  - If your gross wages earned in any week are less than your weekly benefit amount, you still may be eligible to receive a full or partial benefit payment);
- Records of any pension payments you are receiving (not including Social Security);
- If you are not a United States citizen, your Alien Registration Information;
- If you are a recently separated veteran, the Member 4 Copy of the DD form 214 / 215;
  - Other copies of the DD Form 214 / 215 are acceptable, but the Member 4 copy is the most commonly available.
- If you are separated from work as a civilian employee of the federal government, copies of your Standard Form 8 and Personnel Action Form 50.

## **When and Where to File:**

File your claim for unemployment insurance benefits during the first week after you have become unemployed. We recommend filing for benefits online at [ides.illinois.gov](http://ides.illinois.gov), or you may file in person at a local IDES office. Check our website for office locations.

Please review the **Unemployment Insurance Benefits Handbook** for additional requirements and more detailed information. This and other publications are available online at [ides.illinois.gov](http://ides.illinois.gov).

If you have additional questions, please call **IDES Claimant Services** at **(800) 244-5631** or **TTY: (866) 488-4016**.

*The law provides jail sentences and fines if you attempt to obtain benefits fraudulently by withholding pertinent information or by making false statements with your claim.*

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

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



## **Federal Stimulus Package Unemployment Benefits**

March 31, 2020

The federal government recently enacted legislation to address the dramatic economic crisis brought on by COVID-19, including an unemployment benefits expansion. While this will financially help unemployed Illinoisans in the months to come, not everyone will be eligible for all the benefits contained in the package, and some benefits will not begin immediately.

Please do not call to inquire about these new federal programs. Our employees are processing applications for current benefits. Further details about the new federal programs and how to apply will be made available once they have been finalized.

### **How will this affect Illinois unemployment benefits?**

Once the stimulus package has been implemented in Illinois, individuals receiving unemployment benefits will receive an additional \$600 each week above what they would receive in regular unemployment benefits until July 31, 2020. This will not be retroactively applied to unemployment benefits received in the past. In many cases, individuals will also be eligible for more weeks of unemployment above the 26 weeks provided under regular unemployment rules. Both of these benefits will be applied automatically if you qualify.

### **What do I do if I have already received my maximum benefits?**

Some individuals who have received their entire 26 weeks of regular unemployment benefits may be eligible for more weeks of benefits under the stimulus package. If you have exhausted your benefits, or you are close to exhausting your benefits, we are finalizing the process to continue benefits under the stimulus package. Details will be available as soon as we have received further guidance from the US Department of Labor.

### **I am self-employed. Do I qualify under the new federal unemployment program?**

Under regular unemployment rules, the incomes of self-employed workers, freelancers, and independent contractors are not subject to unemployment taxes and so typically these individuals are not eligible for unemployment benefits. The stimulus package creates a new, temporary program to help people who lose this type of work as a direct result of the current public health emergency. IDES will provide information about how to apply for this benefit as soon as it is finalized. Please do not apply at this time.

Thank you for waiting to apply until further details are available. This will allow our employees to address the large volume of claims for those individuals who are eligible under current benefit programs.

# Information needed to file an Internet Claim - Online

- Your Social Security Number and Name as it appears on your Social Security card;
- Your Driver License / State ID (this will provide your weight, which is required);
- If claiming your spouse or child as a dependent, the Social Security Number, date of birth and name(s) of dependent(s);
- Name, mailing address, phone number, employment dates, and separation reason for all the employers you worked for in the last 18 months;
  - Wage records (W-2 form, check stubs, etc.) from these employers may be necessary.
- If you worked since Sunday of this week, the gross wages earned this week;
  - You must report all gross wages for any work performed, full or part-time;
  - Gross means the total amount earned before deductions, not "take home pay", including wages in the form of lodging, meals, merchandise or any other form;
  - Gross wages must be reported the week in which they are earned, not the week in which you receive the wages;
  - If your gross wages earned in any week are less than your weekly benefit amount, you still may be eligible to receive a full or partial benefit payment);
- Records of any pension payments you are receiving (not including Social Security);
- If you are not a United States citizen, your Alien Registration Information;
- If you are a recently separated veteran, the Member 4 Copy of the DD form 214 / 215;
  - Other copies of the DD Form 214 / 215 are acceptable, but the Member 4 copy is the most commonly available.
- If you are separated from work as a civilian employee of the federal government, copies of your Standard Form 8 and Personnel Action Form 50.

\* Illinois Job Link account must be completed

State of Illinois

Department of Employment Security



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# I Filed My Claim What Happens Now?

# UI Finding

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

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

JOE SMITH  
123 MAIN ST  
CHICAGO, IL 12345-6789

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

## UI Finding

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

Dependent Type: None  
Payment Method: Pending Debit Card  
Last Employer: INDUSTRY, INC  
Unemployed Reason: Laid-Off (Lack of Work)

Filing Type: Internet  
Last Day Worked: 06/30/2015

Your bi-weekly certification day is: Tuesday

Your first certification date is: 07/12/2015

The best way to certify for benefits is the internet. You can certify for benefits online at [www.ides.illinois.gov/certify](http://www.ides.illinois.gov/certify). You also can certify by telephone by calling (312) 338-4337. These services are available Monday - Friday from 5 a.m. to 7:30 p.m.

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

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

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

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

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

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

### Qualifying Period Quarters and Wages Paid

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

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

### UI Monetary Determination

Weekly Benefit Amount: 426.00      Dependent Allowance: 0.00      Benefit Amount Per Week: \$426.00

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

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

## Certification Requirements

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

## Online Certification

**Monday through Friday 5:00 a.m. to 7:30 p.m.**

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

## Certification Questions

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

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

# Tele-Serve

**Monday through Friday 5:00 a.m. to 7:30 p.m.  
(312) 338-IDES / (312) 338-4337**

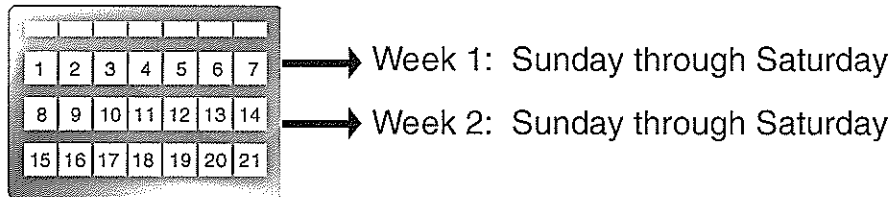
**Illinois Relay: (800) 526-0844 TTY or 711**

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

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

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

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



Press 1: To claim weeks of unemployment

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

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

Press 4: Establish or change your PIN

Press 5: Obtain general information

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

## Additional Information

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# Important Notices

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

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

## **TRA ASSISTANCE BENEFITS**

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

## **EQUAL OPPORTUNITY IS THE LAW**

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

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

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

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

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

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

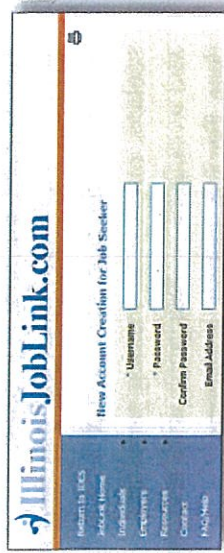
If IDES does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for IDES to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90- day deadline (in other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

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

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

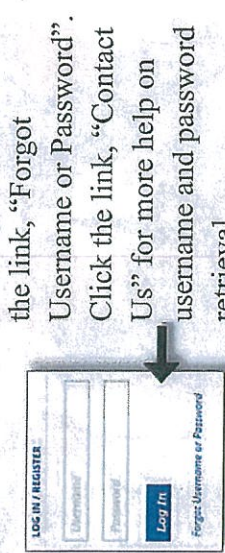
## How do I create an account?

- Go to [www.IllinoisJobLink.com](http://www.IllinoisJobLink.com).
- Click on the tab, "Job Seekers" and click "Create a Job Seeker Account".
- Answer all questions on the "New Account Creation Page."

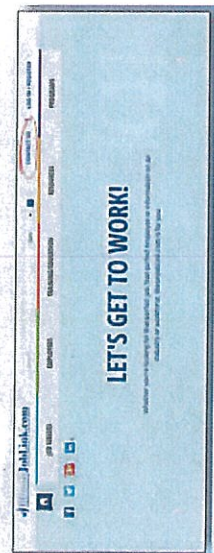


## What if I already have an account?

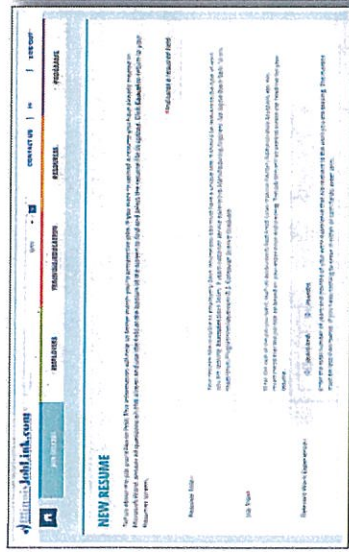
Do not create a new account. Enter your username and password in the log in section of [www.IllinoisJobLink.com](http://www.IllinoisJobLink.com). If you cannot remember your username or password, click



the link, "Forgot Username or Password". Click the link, "Contact Us" for more help on username and password retrieval.



## Create/Upload Resume



■ Answer all questions on the "New Resume" page.

■ Create a resume or upload your existing resume.

The file must be a Microsoft Word, Microsoft WordPad or LibreOffice Writer document. A PDF cannot be uploaded.

■ At the bottom of the "New Resume" page, click "Create Resume".

If you have uploaded a resume you will be asked to select talents, tools and technologies, and work activities for your work wanted. After doing so, your resume will be complete.

If you do not have a resume to upload, click "Create Resume" after completing the "New Resume" page and use the Resume Builder to complete steps 1-11.

When you get to Step 11 "Review/Edit Selections", select whether you want to display the "Objective Statement" or "Summary of Qualifications" on your resume. You may edit the objective statement or summary of qualifications. Be sure to edit the sample text placeholders and remove the [ ] brackets before finishing your resume.

\* Sharp and creative engineering with expert knowledge of the principles involved in the production of precision technical plans, blueprints, drawings, and models

Select the check boxes next to the information you would like to include on this resume. When you are finished, click Save and Continue at the bottom of the page to proceed to the Resume Suggestions page. After doing so, your resume will be complete.

Once your resume is complete, it will be active and viewable by employers.

▶ Resume Preview

STEP 1

▶ Resume Overview  
▶ Select Occupation -  
Work Wanted

STEP 2

▶ Address Book

STEP 3

▶ Work Experience

STEP 4

▶ Education

STEP 5

▶ Honors and Awards

STEP 6

▶ Licenses and  
Certifications

STEP 7

▶ Other Information

STEP 8

▶ Military Service

STEP 9

▶ Commercial Driver's  
License

STEP 10

▶ References

STEP 11

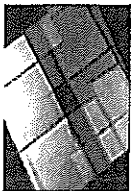
▶ Review/Edit Selections

### MY RESUMES

- ▶ You can view and manage your resumes at all times. To view a resume, click on the resume title.
- ▶ You can delete a resume at any time. To delete a resume, click on the delete icon.
- ▶ You can create a new resume at any time. To create a new resume, click on the create icon.
- ▶ You can edit a resume at any time. To edit a resume, click on the edit icon.
- ▶ You can upload a resume at any time. To upload a resume, click on the upload icon.
- ▶ You can download a resume at any time. To download a resume, click on the download icon.
- ▶ You can print a resume at any time. To print a resume, click on the print icon.
- ▶ You can share a resume at any time. To share a resume, click on the share icon.
- ▶ You can favorite a resume at any time. To favorite a resume, click on the favorite icon.
- ▶ You can block a resume at any time. To block a resume, click on the block icon.
- ▶ You can unblock a resume at any time. To unblock a resume, click on the unblock icon.
- ▶ You can archive a resume at any time. To archive a resume, click on the archive icon.
- ▶ You can unarchive a resume at any time. To unarchive a resume, click on the unarchive icon.
- ▶ You can delete a resume at any time. To delete a resume, click on the delete icon.
- ▶ You can create a new resume at any time. To create a new resume, click on the create icon.
- ▶ You can edit a resume at any time. To edit a resume, click on the edit icon.
- ▶ You can upload a resume at any time. To upload a resume, click on the upload icon.
- ▶ You can download a resume at any time. To download a resume, click on the download icon.
- ▶ You can print a resume at any time. To print a resume, click on the print icon.
- ▶ You can share a resume at any time. To share a resume, click on the share icon.
- ▶ You can favorite a resume at any time. To favorite a resume, click on the favorite icon.
- ▶ You can block a resume at any time. To block a resume, click on the block icon.
- ▶ You can unblock a resume at any time. To unblock a resume, click on the unblock icon.
- ▶ You can archive a resume at any time. To archive a resume, click on the archive icon.
- ▶ You can unarchive a resume at any time. To unarchive a resume, click on the unarchive icon.

▶ [New Option](#)

[Create a new resume](#)



## Job Search

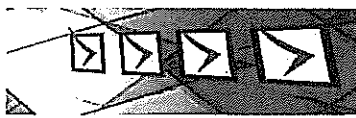
The screenshot shows the Illinois JobLink.com website. At the top, there are navigation links for 'HOME', 'ABOUT US', 'CONTACT US', 'FAQ', 'HELP', 'SITEMAP', and 'LOGIN'. Below this is a search bar with the text 'JOB SEARCH'. There are several filter options: 'WHAT', 'WHERE', 'WITHIN', 'WHAT SEARCH', and 'REFINE SEARCH'. The 'WHAT' filter is currently selected. Below the search bar, there is a list of job results, each with a job title, location, and a brief description. The page also includes a sidebar with 'ADVANCED SEARCH' and 'OTHER SERVICES'.

- In the "What" field, type the job title, keywords, or job posting number;
- In the "Where" field, enter City and State or Zip Code;
- In the "Within" field, enter the number of miles around the location entered in the "Where" field;
- Use the "Refine Search" on the left-side of the page to filter search results. The numbers next to each filter indicates the number of results currently in the system using that filter, plus your current search criteria;
- Filters can be removed by selecting the link you want to remove in the "Filtered By" section;
- Searches can be saved by entering a unique name in the "Label" field and selecting the "Save Search.As" button;
- To search outside of IllinoisJobLink.com, click "Search Other Job Banks" link.

## How do I prevent my resume from expiring?

From your "My Home Page,"

- Click the link, "My Resumes,"
- Click the date link next to "Expires," and
- Enter the number of days for your resume to remain active (the maximum number of days you can select is 99) and click "Update Resume."



## Check the Benefits

- No cost to users.
- Internet based access available 24/7.
- Robust search engine for better job matches.
- Email notifications of job matching, hiring fairs, workshops, seminars and webinars.

For questions email

[DES.IJLSysAdmTech@illinois.gov](mailto:DES.IJLSysAdmTech@illinois.gov)



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

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

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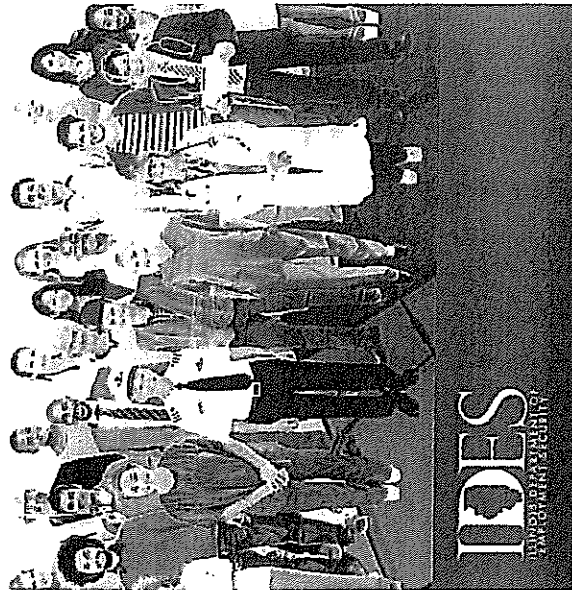
State of Illinois  
Department of Employment Security



# IllinoisJobLink.com For Job Seekers

## What is IllinoisJobLink.com?

IllinoisJobLink.com is a robust, dynamic and comprehensive, web-based workforce development system for job seekers, employers, training providers and workforce professionals with realtime data. For job seekers, it features job matching, resume creation and career management tools and resources.



**IDES**  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY

# Frequently Asked Questions - IllinoisJobLink.com

- **How can I retrieve my password to access IllinoisJobLink.com?**

From the [IllinoisJobLink.com](http://IllinoisJobLink.com) "Home" page and at the top right, click "*Log In/Registration*," click the link "*Forgot Username or Password*," enter your username in the textbox and click "*Continue*." If you successfully answer your security question, you will be prompted to enter a new password.

A security question that asks for your date of birth must be answered in the **same format** used when the security question was created or updated. **Here are a few examples: 01-30-1999, 01/30/1999, or 01301999.**

If your question is not on this FAQ list or you require additional assistance, please send an email to [DES.IJLSysAdmTech@illinois.gov](mailto:DES.IJLSysAdmTech@illinois.gov) or call 877-342-7533 and select option 1 for job seekers.

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- **How can I retrieve my password to access IllinoisJobLink.com when I cannot answer my security question?**

From the [IllinoisJobLink.com](http://IllinoisJobLink.com) "Home" page and at the top right, click "*Log In/Registration*," click the link "*Forgot Username or Password*," enter your username in the textbox, click "*Continue*," click the "*Email Password Reset*" link at the top of the page, enter your "*Username*" and click *Continue*. A link with password reset instructions will be sent to the email address that is listed in your registration profile. **From your email, click the link and follow the prompts to reset password.**

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- **How do I retrieve my username to access IllinoisJoblink.com?**

From the [Illinois JobLink.com](http://Illinois JobLink.com) "Home" page and at the top right, click "*Log In/Registration*," click the link "*Forgot Username or Password*," enter your SSN and click "*Continue*." Enter the answer to your security question and click "*Continue*." If you successfully answer your security question, your username will come into context and you will be directed to the log in page.

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- **What does it mean when I see an orange box that states, "your resume is not complete?"**

If you are newly registered, it means that you need to create a new resume using the IllinoisJobLink.com Resume Builder or upload one you have created in Microsoft Word. If you have already created or uploaded a resume, you may need to extend the date on an expired resume.


To extend your resume date on an existing resume, click "*My Home Page*," click "*My Resume*" click the link showing the resume title needing to be extended, click "*Expires*" date link and enter the number of days you wish it to remain active and click "*Update Resume*."

---

- **How do I create or upload my resume in IllinoisJobLink.com?**

Click "*Continue*" that appears in the orange block notice or click the link, "*Create a resume*" at the bottom of the page. Your "*My Home Page*" will not be visible until you complete a resume.

Your resume is considered complete when you have answered all the questions on the "New Resume Page," uploaded a word document of your resume or used IllinoisJobLink.com Resume Builder to create a new resume, selected "Occupation-Work Wanted" and identified relevant "Talents" and "Tool/Technologies". Once you complete your resume, it will remain active for 90 days.

For help with creating a resume, click here:  [Creating a Resume.pdf](#)

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- **How do I know if my Resume was successfully uploaded?**

From your "My Home Page", click "My Resume" click the link showing the resume title you created and click the "Resume Preview" link on the top left of the page. Your resume will come into context.

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- **Where can I make changes to my IllinoisJobLink.com account information?**

The "My Profile" link that can be found on your "My Home Page" will direct you to other links where you can change your **Username, Password, Security Question & Answer**, update your **Contact, Personal, Military/Service, Layoff Information, Job Goals** and review **Notifications** sent to you.

Be sure to enter a security question answer, so that you can use the "forgot password and username" function without needing to email or call the IllinoisJobLink.com Help Desk.

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- **Why is my email address needed in my IllinoisJobLink.com account?**

Your email address is needed to receive email alerts about job matches, hiring fairs, workshops, seminars and webinars.

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- **How do I know when my registration is complete?**

From your "My Home Page," you must update your personal information. Click "My Profile," "Personal Information," and "Edit Personal Information" to complete any unanswered question in a field indicated by a blue asterisk\*. You will be navigated through all the unanswered questions. Your registration is complete after you have entered the type of job that you are looking for, selected or updated your "Occupation Work Wanted" and clicked "Finished".

Now, you can begin to look for jobs by clicking the "Job Search" link from your "My Home Page."

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- **Where can I find the record of the job searches that I have conducted?**

From your "My Home Page," click the link "Work Search Record." The Work Search Record will come into context and you can view your activity conducted in IllinoisJobLink.com and records that you have created for job searches occurring outside of IllinoisJobLink.com