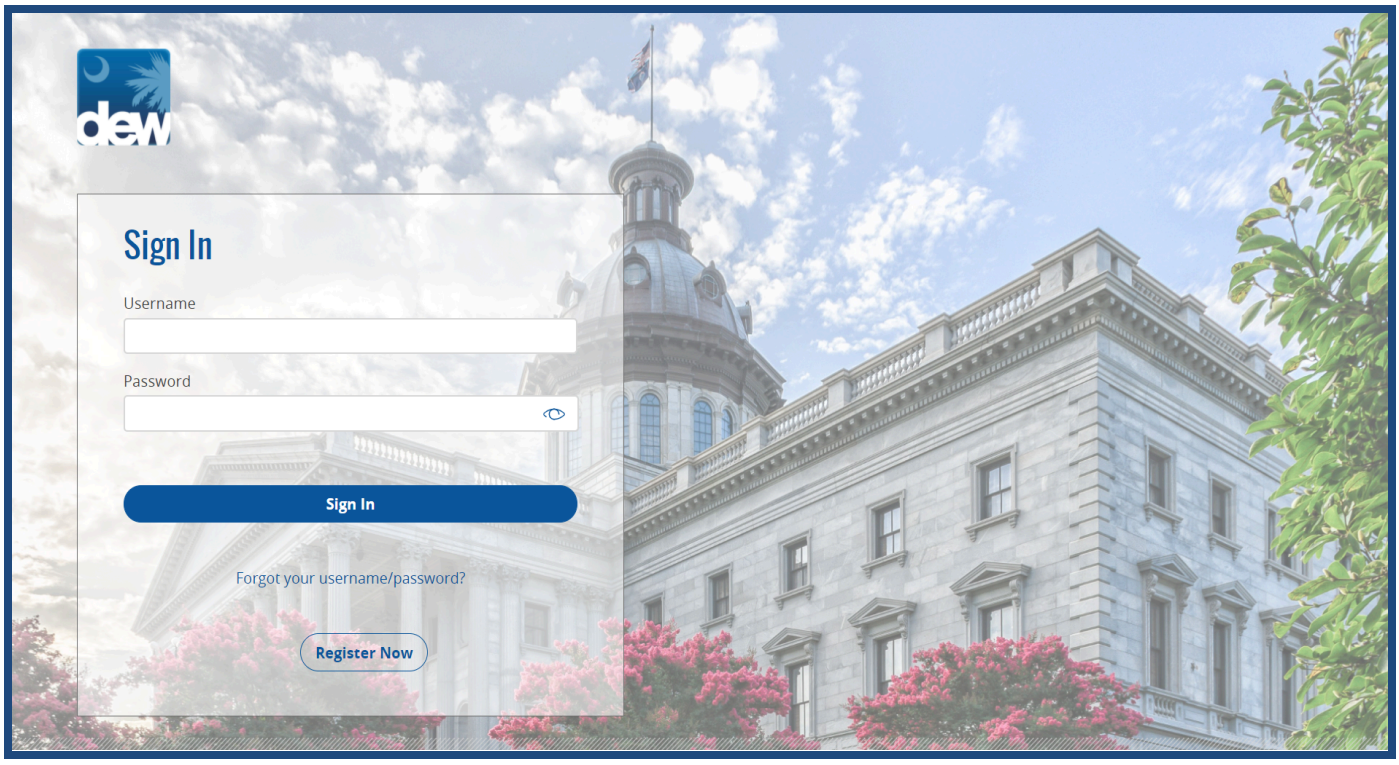
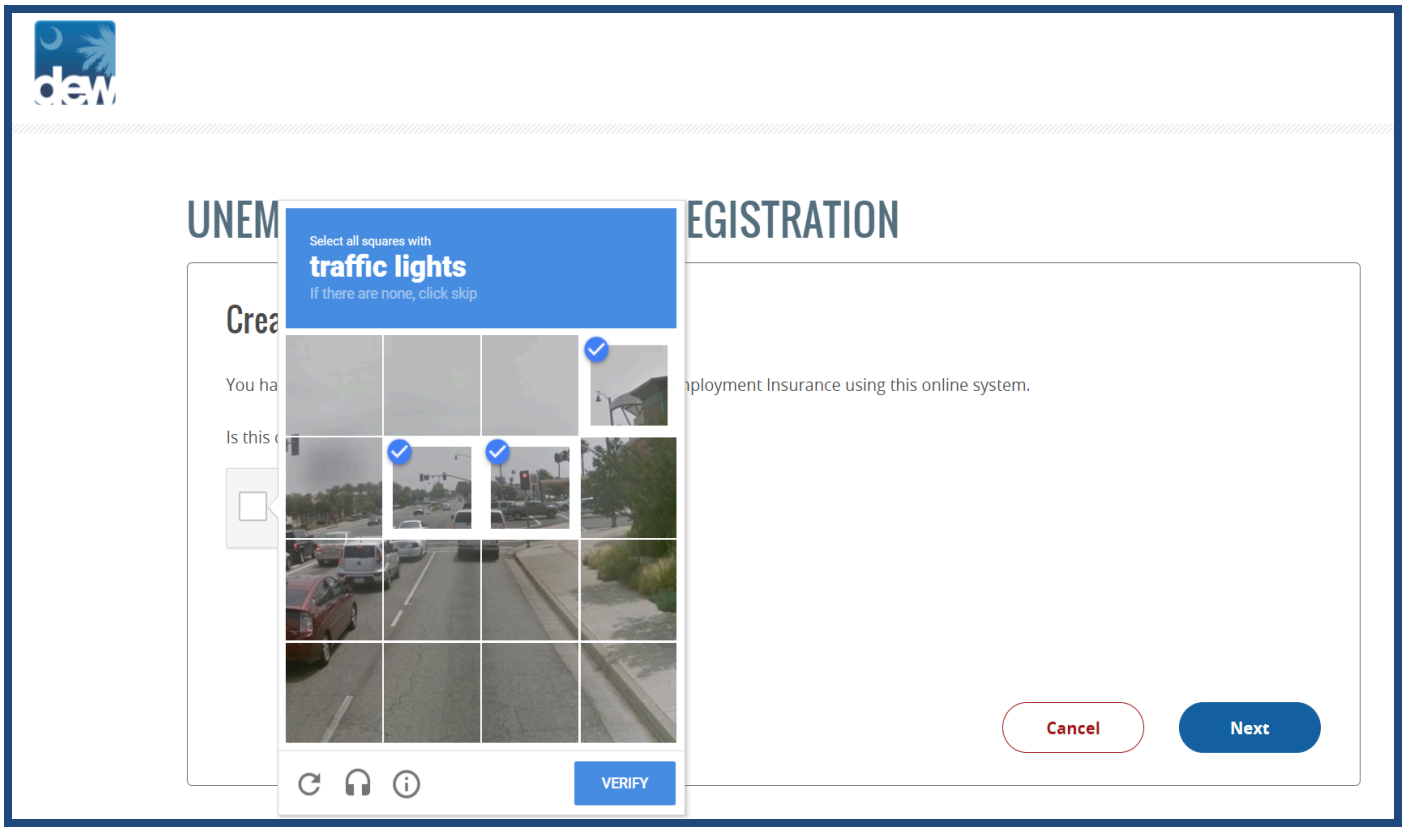
CSS Facelift Portal screens





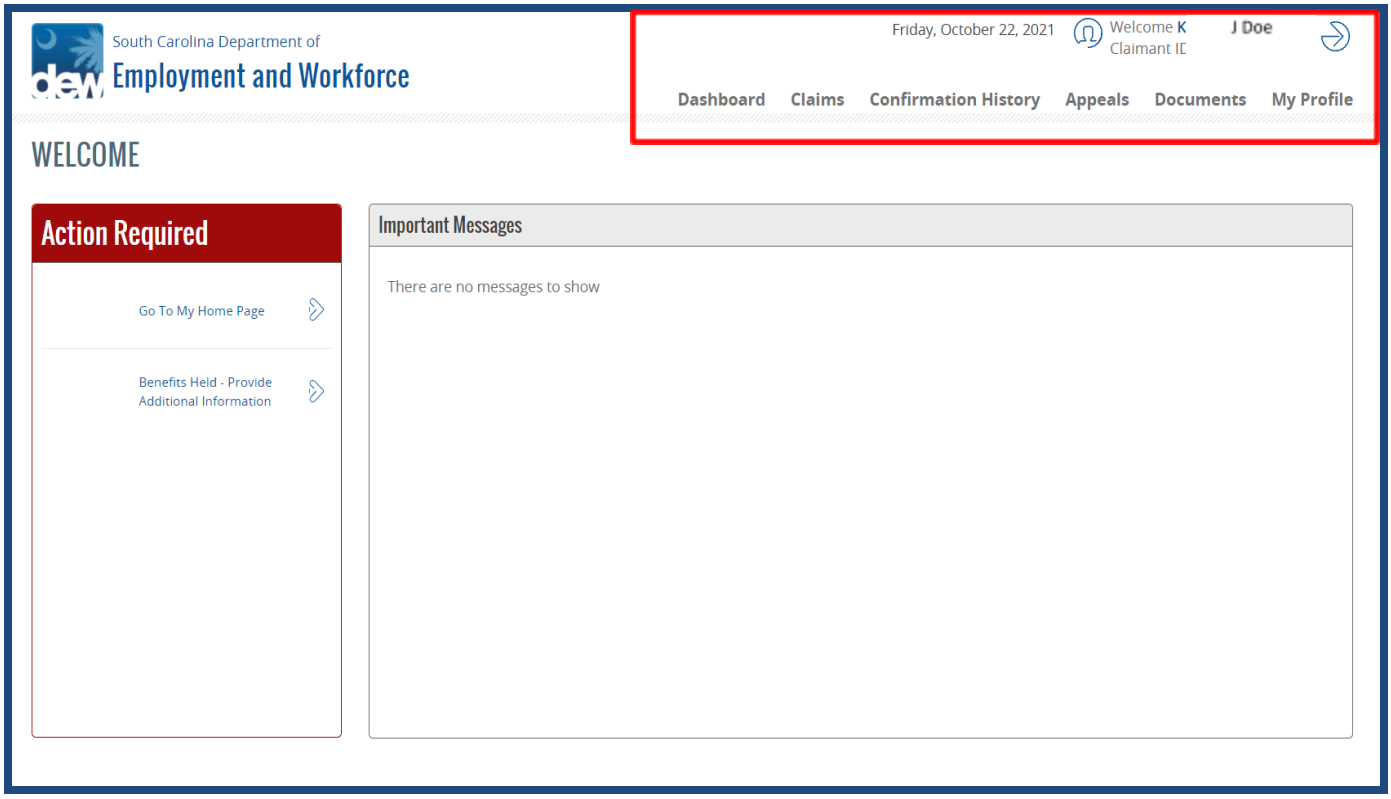
CSS Facelift Portal screens

Once logged in, the portal will display the Welcome screen.

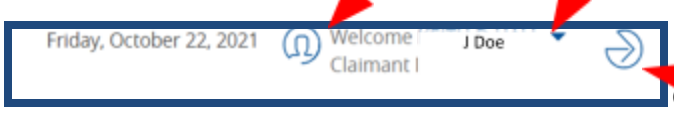
The top of the screen under the Username and Claimant ID will show the customer menu or “Dashboard”, Claims, Confirmation History, Appeals, Documents, My Profile, Actions Required and any Important Messages.

Actions Required may include:

- Go to Homepage
- File a claim for Unemployment
- Reactivate Claim
- Benefits Held – Provide Additional Information



The claimant can click on these the icon or the drop-down list beside their name to update personal information or use



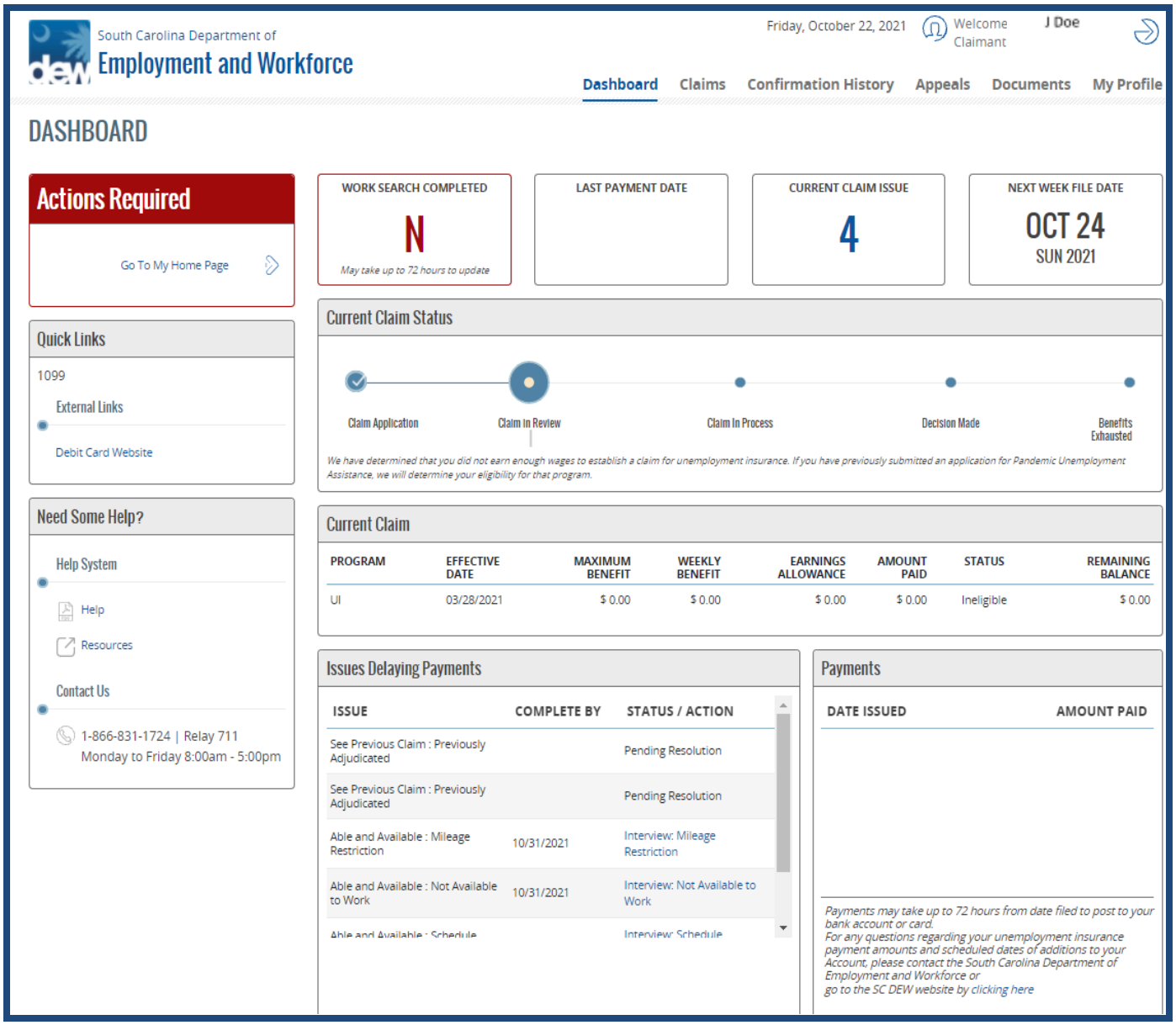
Click this icon to sign out.

CSS Facelift Portal screens

Dashboard (formerly Claimant Homepage)

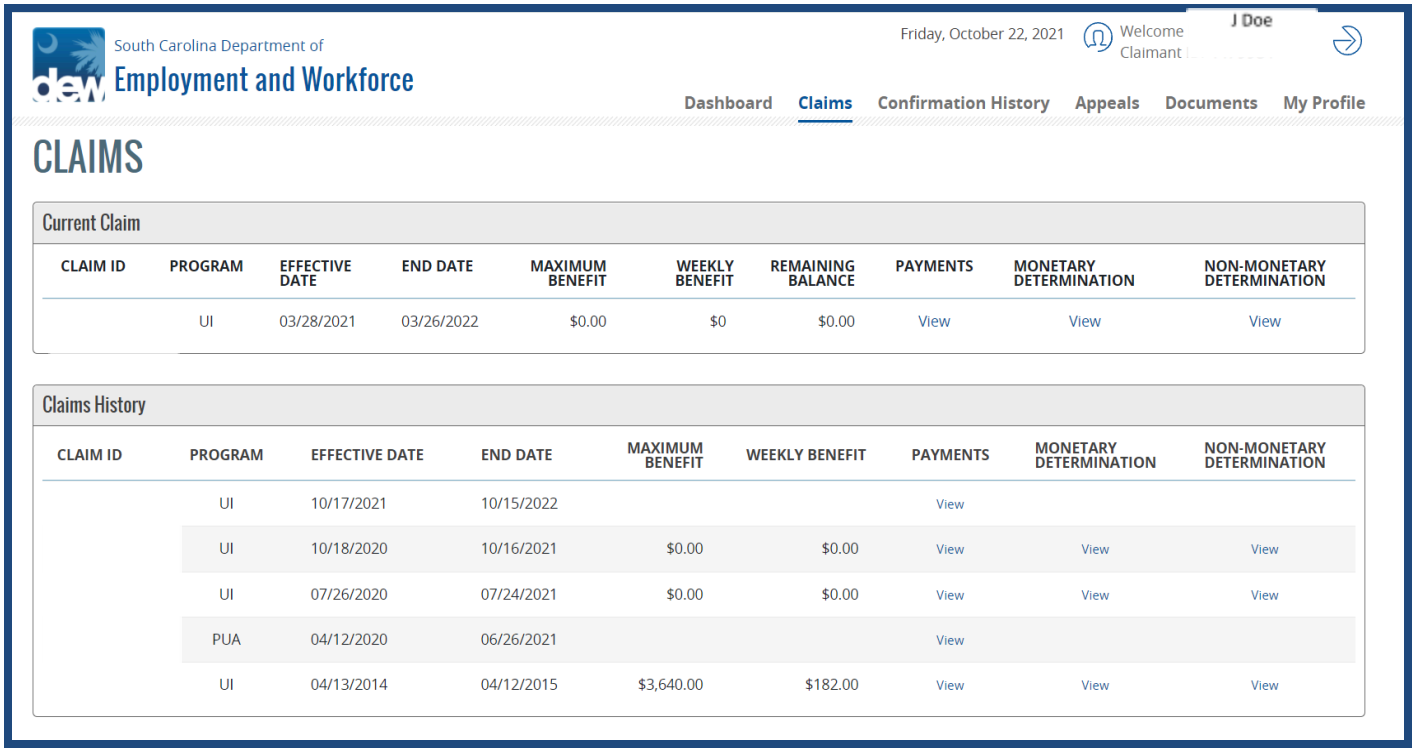
- actions required,
- the work search indicator,
- past payment date,
- current claim issue,
- next week filed date.
- Quick Links to dispute 1099G, view Debit Card Website

- Need Some Help? Such as resources and contact information
- Current Claim Status progression bar
- Current Claim information
- Issues Delaying Payment
- Payment history



CSS Facelift Portal screens

Claims

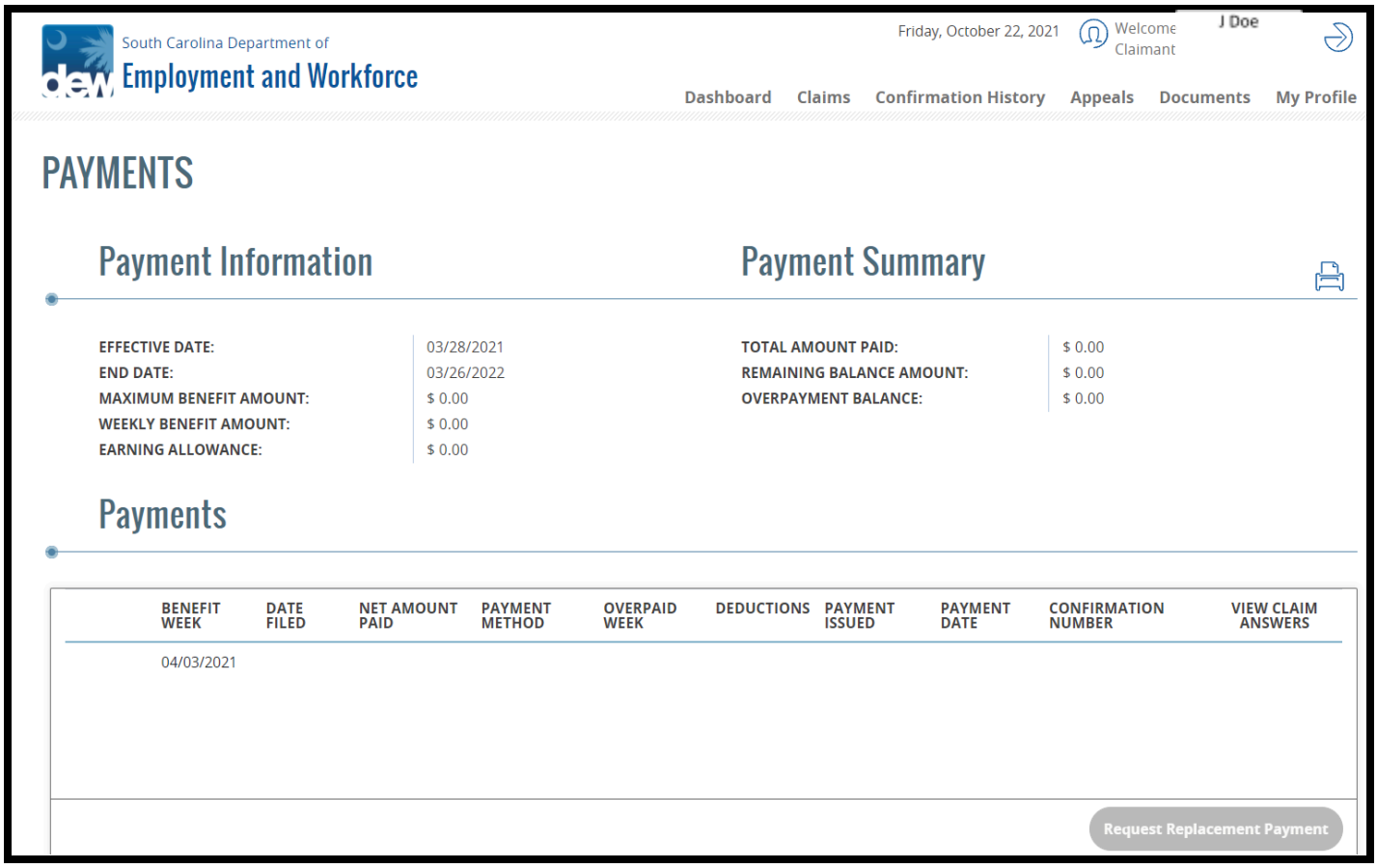


Current Claim and Claims History

- Program Type
- Effective Date of the claim
- End Date of the claim, which is the Benefit Year End Date
- Maximum Benefit Amount
- Weekly Benefit Amount
- Remailing Balance (for current claim only)
- Hyperlinks to view Payments, Monetary Determination, and Non-Monetary Determination

CSS Facelift Portal screens

Payments



Payment Information

Effective Date of the claim

End Date, which is the Benefit Year End Date

Maximum Benefit Amount

Weekly Benefit Amount

Earnings Allowance

Payment Summary

Total Amount Paid

Remaining Balance Amount

Overpayment Balance

- **Payments highlighted are hyperlinks to view data**

Benefit Week

Date Filed

Payment Method

Overpaid Week

Deductions

Payment Issued

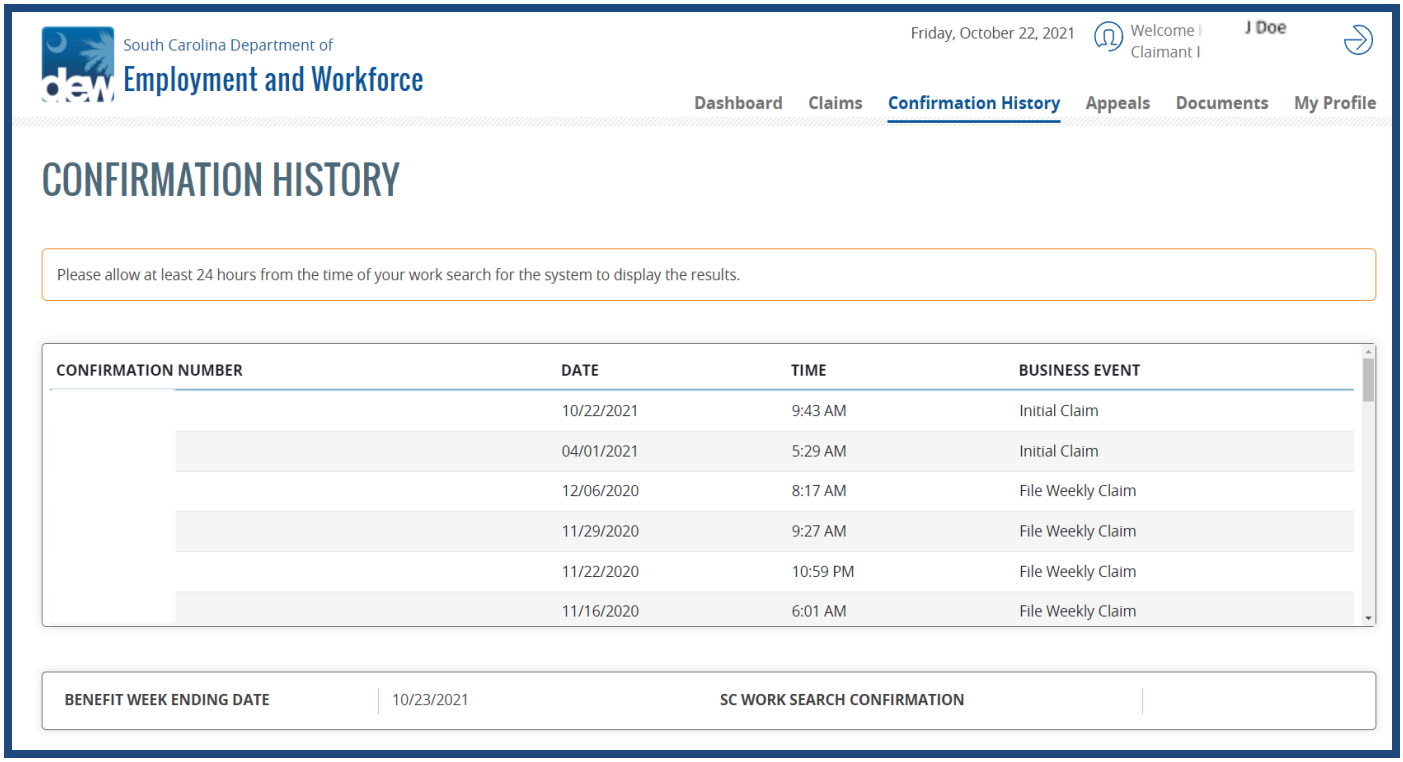
Payment Date

Confirmation Number

View Claims Answers

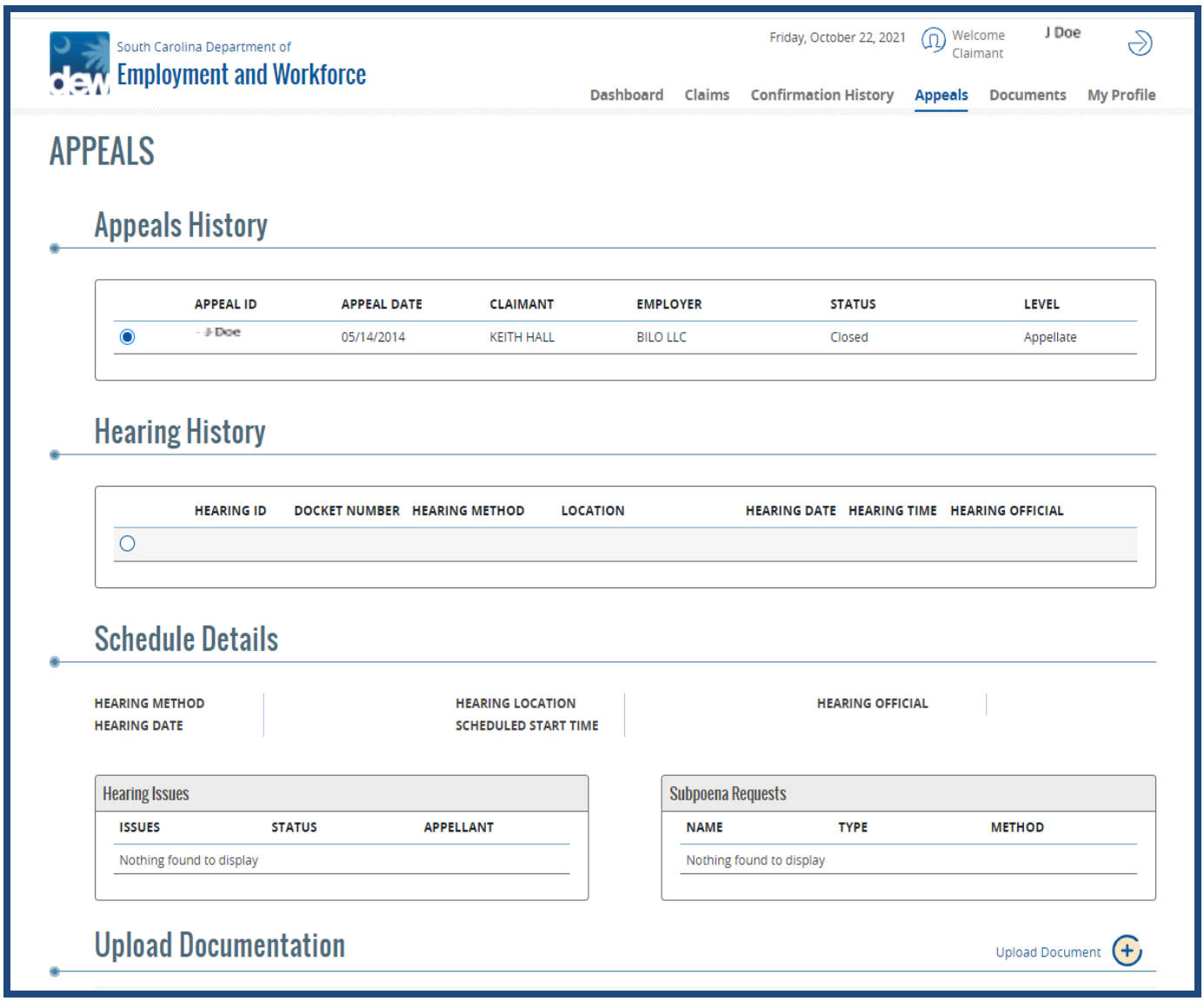
Net Amount Paid

Confirmation History



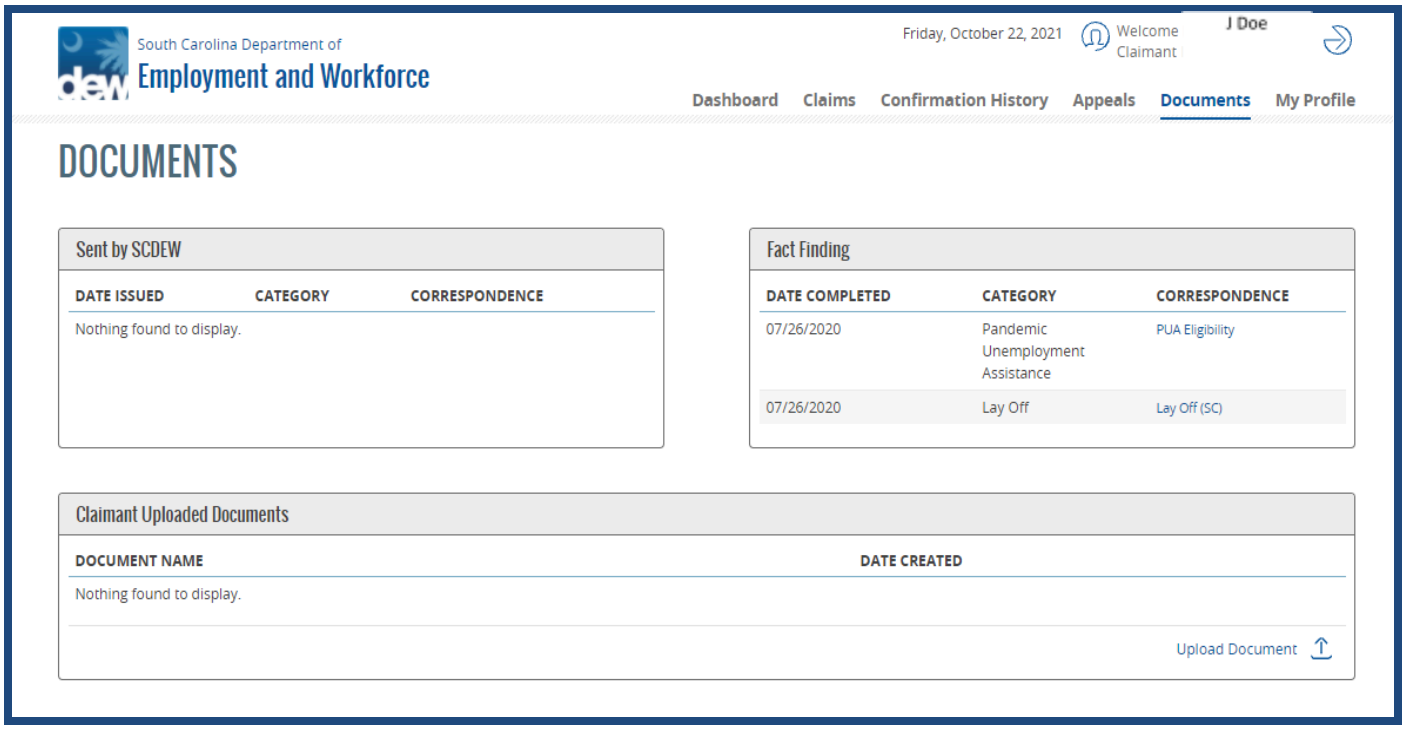
- Confirmation Number
- Date and time confirmation occurred
- Business Event, type of claim filed (Type of Initial/ File Weekly Cert)
- Work Search Confirmation

Appeals



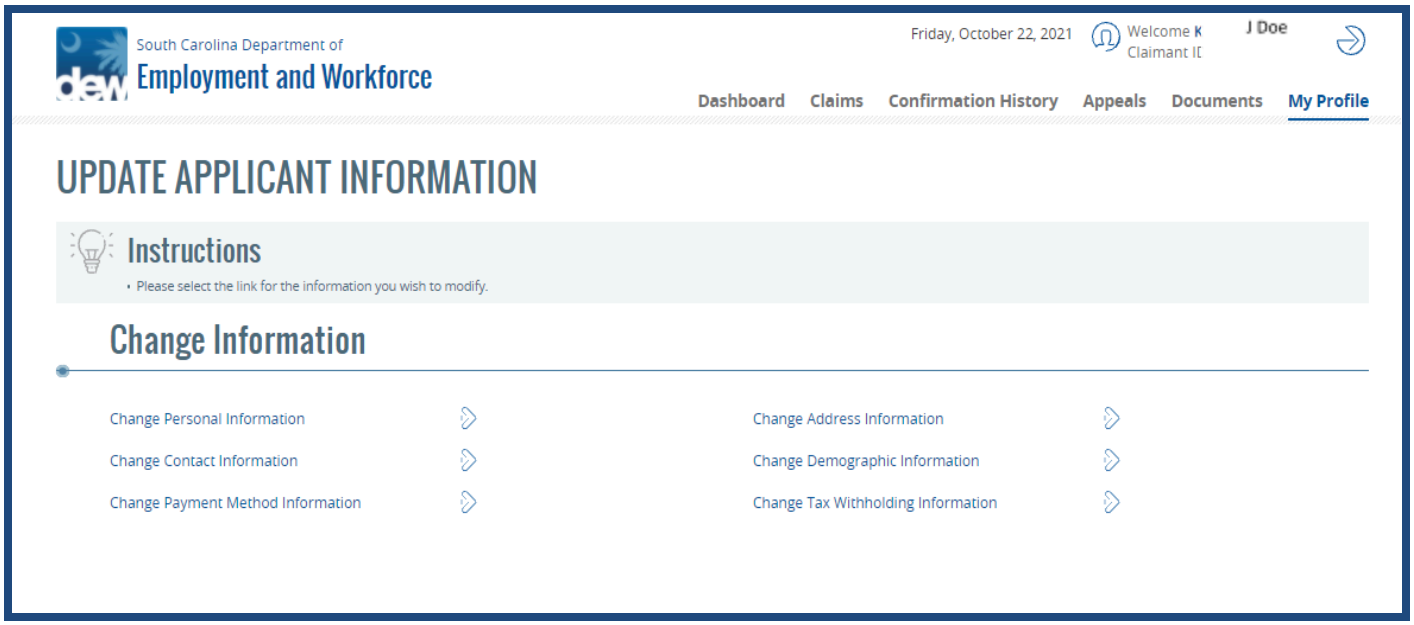
- Appeals History
  - Appeal ID, Appeal Date, Claimant, Employer, Status, Level
- Hearing History
  - Hearing ID, Docket #, Hearing Method, Location, Hearing Date and Time, Hearing Official
- Schedule Details (details are based on the Appeal ID/Hearing ID selected)
  - Hearing Method, Hearing Location, Hearing Official, Hearing Date, Scheduled Start Time
- Upload Documentation

Documents



- Sent By Dew
- Fact Finding
- Claimant Uploaded Documents

My Profile



The My Profile page is where the claimant will update the Personal, Contact, Address, Demography, Payment, Tax Withholding election, and complete the Identity Verification.