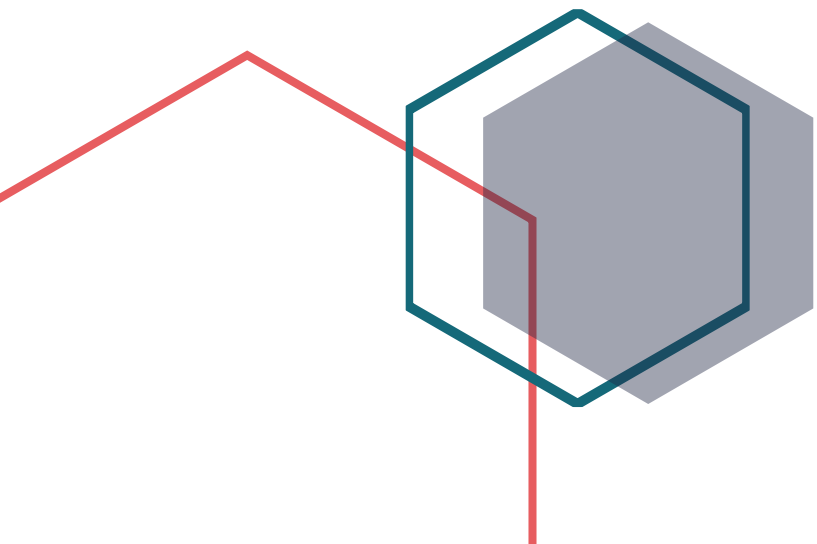


Additional Fact-Finding E-Response Users Guide



What is SIDES?

SIDES stands for the State Information Data Exchange System. It's a software tool that empowers states, employers, Third Party Administrators (TPAs) and Professional Employer Organizations (PEOs) to quickly, accurately, and securely respond to unemployment insurance requests.

How it Works

SIDES E-Response is a free website where employers and their representatives submit UI responses directly to state unemployment agencies.

When you receive a request, use the provided PIN to access and complete responses. Once completed, a confirmation number and downloadable PDF will immediately be available for your records.

Benefits

- Lost responses are a thing of the past. With direct online communication, feel confident knowing information was transmitted correctly and securely.
- Nationally consistent format for any size business. Eliminate submission errors with SIDES' consistent and intuitive format.
- Handles details so employers can focus on business. The innovative digital process reduces personnel time and effort.
- Enhances the integrity of the UI system. SIDES reduces UI tax rates and waste in the system.

How to Register

Contact your State Workforce Agency.

SIDES E-Response



SIDES E-Response is an online tool for employers to quickly, accurately, and securely respond to state unemployment insurance requests. Built specifically for ease of use, employers can log into the website and submit responses easily anytime, anywhere.

Requirements



SIDES E-Response only requires an internet connection. There is no cost to use SIDES E-Response.



Additional Fact-Finding Exchange

Allows the state to electronically submit unique questions to the employer/TPA while investigating a claim. The employer/TPA will respond electronically providing the additional information.

Preparing to Respond to an Additional Fact-Finding Request

Gather detailed, pertinent information about the claimant's separation and payments made after the separation.

- Employer contact information
- Dates of employment
- Details of separation
- Payroll information
- Supporting documentation

Supported Browsers

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

Access the SIDES Additional Fact-Finding Exchange

Log into uisides.org using the credentials provided by the state workforce agency. Some states provide a direct link in their employer portal.

The screenshot shows the SIDES E-Response login interface. It features a dark blue header with the SIDES E-Response logo. The main content area is white and contains the following elements:

- State:** A dropdown menu with the text "Select One" and a downward arrow.
- Exchange:** A dropdown menu with a downward arrow.
- Federal Employer Identification Number:** A text input field.
- State Employer Identification Number:** A text input field.
- Pin/Access Code:** A text input field.
- Log In:** A button with the text "Log In".
- Log In Assistance:** A link with the text "Log In Assistance".
- Supported Browsers:** A link with the text "Supported Browsers".



Select a Claim

The list of requests for information will be displayed. This list can be sorted by any column by selecting the up or down arrow next to the column header.

Select the claim you want.



State: ST
 FEIN: 987654321
 SEIN: 987654321

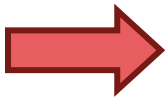
Log Out

State Request

Separation Information Monetary & Potential Charges Earnings Verification

Hide submitted records

	NAME	SSN	DUE DATE	STATUS	EXCHANGE
<input type="checkbox"/>	Allen, Bob		08/15/2022	In Progress	Monetary & Potential Charges
<input type="checkbox"/>	Smith, John		08/15/2022	Submitted	Separation Information
<input type="checkbox"/>	Johnson, Alice Q		08/15/2022	Not Started	Earnings Verification



R2

INTEGRITY TIP: Respond timely to every request for additional information!



Review Claim Details

This screen provides information related to the claim.

 State: ST
FEIN: 987654321
SEIN: 987654321 [Log Out](#)

Failure to respond by the due date will result in a determination being made based on available information

Claim Details

Name	Smith, John	Claim Type	New Initial Claim
SSN		Request	07/25/2022
Claim Number	29231	Due	08/15/2022
Claim Effective	03/06/2022	Response Status	Not Started
Benefit Year Begin	03/06/2019	View	Request - 07/25/2022

[Back](#) [Enter Response](#)

Tip: If you fail to download your response after submitting, you can return to this screen to download your response.

Records are only displayed for 35 days from the request date.

R2



Verify Employer Information

Make any necessary corrections to the employer information.



State: ST
FEIN: 987654321
SEIN: 987654321

Log Out
Requests

[Help](#)

Name: Smith, John

SSN:

Due Date: 08/15/2022

Employer

Claimant

Questions

Documentation

Preparer

Review Response

Employer

Corrected

Employer Name EYZ Holdings

FEIN 987654321

SEIN 987654321

Check if applicable.

TPA/Employer Representative receiving this request DOES NOT represent this employer.

Save

Close

Next

1


Tip: Navigate your response using the buttons on the bottom of the screen.

Close will send you back to the claim list.



Verify Claimant Information

Make any necessary corrections to the claimant information.

 **Tip:** Need to return to a screen? Any white tab is a click away.

State: ST Log Out
 FEIN: 987654321 Requests
 SEIN: 987654321

[Help](#)

Name: Smith, John

SSN:

Due Date: 08/15/2022

- Employer
- Claimant**
- Questions
- Documentation
- Preparer
- Review Response

Claimant

Corrected

SSN

Claimant Name Smith, John

Check if applicable.

Claimant did NOT work for this employer

- Back
- Save
- Close
- Next



Additional Fact-Finding Questions

Respond to additional questions from the state.

 State: ST [Log Out](#)
FEIN: 987654321 [Requests](#)
SEIN: 987654321

[Help](#)

Name: Smith, John

SSN:

Due Date: 08/15/2022

- [Employer](#)
- [Claimant](#)
- [Questions](#)**
- [Documentation](#)
- [Preparer](#)
- [Review Response](#)

[View Claim Evidence](#)
[State Contact](#)

Please respond to the following questions presented by the state.

- * 01: State question pertaining to the request.
- * 02: State question pertaining to the request.
- * 03: State question pertaining to the request.
- * 04: State question pertaining to the request.

Tip: Click to view state attachments and state contact information.

- [Back](#)
- [Save](#)
- [Close](#)
- [Next](#)



INTEGRITY TIP: Provide detailed information to prevent improper payments!



Refuse to Provide


Select cancel to return to the question and provide information.

Refuse to Provide: Information requested is not available or cannot be presented. I understand and agree that the state will proceed in making a determination based on the information on file.

YOU HAVE SELECTED AN INQUIRY RESPONSE: "REFUSE TO PROVIDE"

By selecting REFUSE TO PROVIDE, I acknowledge that I have not provided the requested information either because it is not available, or I am unwilling or cannot present the information requested. I understand and agree that the state will proceed in making a determination based on the information on file. Failure to provide the information requested may have an adverse effect on my account.

[Cancel](#) [Continue](#)

* 04: State question pertaining to the request. 

INTEGRITY TIP: Refusing to provide information will result in a decision being made on the information on record. Provide detailed information to prevent improper payment and potential charges to your account!



Support Your Responses

Upload documents that support your response.

 State: ST
FEIN: 987654321
SEIN: 987654321

[Help](#)

Name: John Smith

SSN:

Due Date: 08/15/2022

Documentation

* Do you have any documents supporting your response?

Yes No

Allowable file formats are csv, pdf, rtf, tiff (tif), txt. The total size of all attachments is limited to 5 megabytes. Scanned PDFs may be too large. For information on how to reduce the size of a PDF click [here](#).

Tip: Reduce the size of your attachments. The response cannot be more than 5 MB.

Tip: Keep attachments relevant. For example, there is no need to attach your entire employee handbook. Send the related section.



Tell Us About You

Provide the information for the person who completed the response.

 State: ST Log Out
FEIN: 987654321 Requests
SEIN: 987654321

[Help](#)

Name: Smith, John

SSN:

Due Date: 08/15/2022

Employer Claimant Questions Documentation **Preparer** Review Response

Preparer

* Info Prepared By

Employer TPA

* Name

* Job Title

* Phone

* Email

Fax

Back Save Close Next

5

Tip: Verify this information carefully. Follow-up requests will be directed here.



Review the Response for Accuracy

Click 'View Response' to see a copy of the PDF before it is sent to the state workforce agency.

SIDES E-Response

State: ST
FEIN: 987654321
SEIN: 987654321

Log Out
Requests

Help

Name: Smith, John

SSN:

Due Date: 08/15/2022

Employer Claimant Questions Documentation Preparer **Review Response**

Review Response

Review your response before submitting:

View Response

Back Close Submit

7

Tip: The response is not submitted until you select the Submit button.



Save the Confirmation

Records are only saved on the website for 35 days after the request is sent. Save your confirmation number and download a copy of your response. **An emailed copy will NOT be sent.**

 State: ST
FEIN: 987654321
SEIN: 987654321

[Log Out](#)
[Requests](#)

[Help](#)

Name: Smith, John

SSN:

Due Date: 08/15/2022

Confirmation

Your response has been accepted. Your confirmation number is 1390-07a0-52ca-4639-b1df-743f-a927-a97008.

Print or download a copy for your records.

[Response](#)

[Survey](#)

[Close](#)

Tip: Print or download a copy of your response for your records.

8



