

State Information Data Exchange System (SIDES) – FAQs

What is the State Information Data Exchange System (SIDES)?

SIDES is an initiative funded by US Department of Labor (USDOL) in partnership with the National Association of State Workforce Agencies (NASWA). SIDES is an electronic tool to help employers respond to state unemployment insurance (UI) requests quickly, easily, and accurately.

How do I register for SIDES?

All existing and newly registered employers are automatically enrolled in all SIDES exchanges.

How many days do we have to respond to a SIDES request?

Separation Information – 5 business days

Earnings Verification – 10 business days

Additional Fact Finding – 2 business days

Is SIDES a State of Hawaii online system?

No. Developed through a strategic partnership between the U.S. Department of Labor (USDOL) and NASWA, registered Hawaii employers are able to access SIDES through a single sign-on method through the Hawaii employer web portal.

I am a CPA that submit the quarterly wage and contribution report and make the UI tax payment. Does SIDES change any of this?

No. SIDES will not affect the submission of the quarterly wage and contribution report or tax payment.

Will we be receiving determinations on SIDES as well?

No. Hawaii only participates in the following exchanges: Separation Information, Earnings Verification and Additional Fact-Finding. However, Decisions & Determinations may be a future enhancement.

How many sub users can I add to an employer's web account?

There is no limit. The account administrator may add as many users as needed but will need to grant SIDES access to the sub-users.

Manual forms UC-BP-35 (Request for Separation Information) and UC-BP-60 (Report of Earnings)

The Separation Information exchange replaces form UC-BP-35, and the Earnings Verification exchange replaces form UC-BP-60.

If we have already received emails from SIDES requesting separation information, does this mean we are already enrolled in SIDES?

Yes.

What is the name of the website?

uiclaims.hawaii.gov. Click “Employer Services” and log into your account. Click on “SIDES E-Response” and utilize the single sign-on access.

How can I get access to SIDES?

By logging into the employer web portal and clicking the SIDES E-response link.

Do I need a PIN number to access SIDES E-Response?

No. Our Single Sign-On feature allows employers to access SIDES E-Response through the employer web portal.

If you already have account setup previously for E-Sides, do you have to setup a new account?

No. All existing employer web accounts will be automatically enrolled and provided single sign-on access to SIDES.

Will sub users receive email notification also when claim is filed?

Yes, if they are granted the rights to access SIDES E-Response.

Will form UC-B6 (Quarterly Wage, Contribution and Employment and Training Assessment Report) be affected at all with SIDES?

No. SIDES is a request for information related to a claim filed for unemployment benefits, whereas the UC-B6 is to report quarterly wages and UI tax contributions.

How do I add a new user administrator?

The current administrator would access the employer’s web account and transfer the administrator’s rights to a sub-user. For assistance, call Employer Services at 808-586-8982.

Will we get an email when there is a SIDES request?

Yes, the administrator and sub users with access to SIDES will get email notifications.

How do we find out who our admin is?

Contact Employer Services at 808-586-8982.

How do you switch the account administrator to a sub user?

Contact Employer Services at 808-586-8982.

I clicked on the SIDES link, and nothing happens. What should I do?

Disable the pop-up blocker. If it does not resolve the problem, call us at 808-586-9075.

Does Hawaii have an online portal for third party administrators to act on behalf of multiple employers?

Yes. Follow these instructions below:

1. Go online to uiclaims.hawaii.gov and select "Service Company"
2. Create Online Profile for a Service company
3. Request access to an employer's account (Employer must have their own web account).
4. The employer will receive a notification email and they can approve or deny access. The employer selects the rights or permissions for the service company.
5. Once approved, you can act on behalf of the employer based on the rights given.