



# **NEWS RELEASE**

## **STATE EMERGENCY OPERATIONS CENTER**

**FOR IMMEDIATE RELEASE**  
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## **New Resources to Help Unemployed Workers Resolve Technical Issues with Their Accounts**

**LANSING, MICH.** To better serve Unemployment Insurance Agency (UIA) claimants experiencing MILogin and Michigan Web Account Manager (MiWAM) technical difficulties when applying for benefits, the Dept. of Labor and Economic Opportunity (LEO) has implemented new online tools to help users report and resolve technical issues. MILogin is the state's single-sign-on portal to access state services, while MiWAM acts as the UIA's system for filing your unemployment insurance claim and managing UIA accounts online.

"We've built online prompts and other resources into the systems to help unemployed workers resolve technical issues when trying to login to submit their claim," said LEO Director Jeff Donofrio. "While we estimate that around 95 percent of claimants have accessed our systems without any problems, we do understand some individuals have had technical difficulties. These tools are developed to connect users to our tech team who will contact claimants directly to resolve issues such as incorrect passwords, locked accounts or errors with authentication codes."

Claimants who previously experienced technical problems that are not yet resolved are encouraged to go back into the system to report the issues to the technical team so that the issue will be expedited for resolution.

The fastest and easiest way to file an unemployment claim is online at [Michigan.gov/UIA](https://Michigan.gov/UIA) where the application process takes around 25 minutes. Between 90-95 percent of all claims are filed online.

Claimants experiencing MILogin and MiWAM issues will be able to submit their online technical support request to a member of the technical team, comprised of Department of Technology, Management and Budget and UIA staff. Within a week, it's expected that the equivalent of around 100 full-time employees will be dedicated to this effort.

### **All eligible workers will receive benefits**

The UIA assures that every eligible worker in Michigan who applies for unemployment benefits will receive them. The UIA will be accepting claims and benefit applications back-dated to reflect the date on which the claimant was laid-off due to COVID-19, beyond the previously established 28-day period (\$600 federal payment is only retroactive back to March 28).

### **Historical demand**

The latest U.S. Dept of Labor report shows that since March 15, more than 800,000 Michigan workers filed for unemployment, a more than 5,000 percent increase. Michigan has seen a record number of claims each of the last three weeks.

### **Online filing schedule at Michigan.gov/UIA**

Customers are encouraged to use off-peak times 8 p.m. – 8 a.m.

- Last names beginning with letters A-L: file claims on Mondays, Wednesday, Fridays.
- Last names beginning with letters M-Z: file claims on Sundays, Tuesdays, or Thursdays.
- Saturdays will be available for anyone to accommodate those who could not file during their allotted window.

Customers who have access to a computer or mobile device are encouraged to only use the phone line for issues they are unable to complete online.

### **Call center filing schedule (866-500-0017)**

- Last names beginning with letters A-L: call on Mondays and Wednesdays between 8 a.m. – 6 p.m.
- Last names beginning with letters M-Z: call on Tuesdays and Thursdays between 8 a.m. – 6 p.m.
- Fridays between 8 a.m. – 6 p.m. and Saturdays between 7 a.m. – 2 p.m. are open for anyone who could not file during their allotted days.

Information around this outbreak is changing rapidly. The latest information is available at [Michigan.gov/Coronavirus](https://Michigan.gov/Coronavirus) and [CDC.gov/Coronavirus](https://CDC.gov/Coronavirus).

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