**Resource Guide – Unemployment Insurance (UI) and Job Center of Wisconsin (JCW)**

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| **ISSUE** | **RESOURCE** |
| File Initial UI Claim | [my.unemployment.wisconsin.gov](https://my.unemployment.wisconsin.gov/) **OR**[jobcenterofwisconsin.com](https://jobcenterofwisconsin.com/) – click on orange UI icon |
| File Weekly UI Claim Certification | [my.unemployment.wisconsin.gov](https://my.unemployment.wisconsin.gov/) **OR**[jobcenterofwisconsin.com](https://jobcenterofwisconsin.com/) – click on orange UI icon |
| Register with Job Center of Wisconsin* Create User Name and Password
* Complete Registration
* Complete Required Online JCW Orientation and Assessment
 | [jobcenterofwisconsin.com](https://jobcenterofwisconsin.com/) |
| Job Description Language *(to assist in writing Professional Summary section of JCW résumé or résumés in general)* | [ONETonline.org](https://www.onetonline.org/) |
| Find Job Opportunities | [jobcenterofwisconsin.com](https://jobcenterofwisconsin.com/) |
| Schedule In-Person Reemployment Services Sessions | [jobcenterofwisconsin.com – Job Seeker - My JCW](https://jobcenterofwisconsin.com/Login.aspx?ReturnUrl=%2fPresentation%2fJobSeekers%2fMyJCW.aspx)  **OR** 888.258.9966 M-F 8:00am-4:30pm |
| Speak with UI Claims Specialist * English, Spanish or Other Language
 | 414.435.7069 M-F 7:35am – 3:30pm |
| Password Reset for UI or JCW *(same one works for both)* | 888.258.9966 M- F 8:00am- 4:30pm |
| Questions about JCW or Reemployment Services * English, Spanish or Hmong
 | 888.258.9966 M-F 8:00am – 4:30pm |
| Local Job Centers* [foxvalleyjobcenters.com](https://foxvalleyjobcenters.com/)
* Open M-F 8:00am to 4:30pm – Self Service on Fridays
* Free Computer/Printer/Copy/Fax Scan Access *(must be related to finding employment or filing for UI)*
* Help with JCW Account/Filing for UI
* Employment and Training Assistance
* DVR and Veteran Services
* On-Site Employer Recruitments
* Career Counseling
* Résumé and Interview Help
* State Typing Test
* Reemployment Services Sessions
 | **Menasha Job Center**1802 Appleton RdMenasha, WI 54952920.997.3272 | **Fond du Lac Job Center**349 N. Peters AveFond du Lac, WI 54935920.929.3900 |
| More UI Resources* UI Handbook
* UI Videos
* UI FAQ
 | [dwd.wisconsin.gov/uiben](https://dwd.wisconsin.gov/uiben/)  |
| 1099-G Tax Form *(printable - available mid-Jan for year prior)* | [my.unemployment.wisconsin.gov](https://my.unemployment.wisconsin.gov/Claimant/Account/TermsAndConditions)  |
| WI Labor Market Information - includes Salary Info | [wisconomy.com](https://www.jobcenterofwisconsin.com/wisconomy/) *(can link to site via JCW also)* |
| Find Jobs Matching Transferrable Skills  | [skillexplorer.wisconsin.gov](http://skillexplorer.wisconsin.gov/Search.aspx) *(can link to site via JCW also)* |

**Menasha Fond du Lac**



 ***The Fox Valley Job Centers and Local Workforce Partners are Equal Opportunity Employers and Service Providers***

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**UI/JCW Computer Activities**

**These activities are** **performed online and** **therefore may occur on** **library computers:**

* File Initial UI Claim
* Read UI Handbook
* Watch UI Informational Videos
* File Weekly UI Claim Certifications/Work Search Logs
* Create JCW Account – Username/Password/Registration/Résumé
* Use JCW (and other online job boards) to Apply for jobs
* Upload Other Résumés to JCW or Other Job Boards
* Schedule In-Person Reemployment Services Sessions *(held at local Job Centers - mandatory for some UI Participants)*
* Watch JCW Online Workshops *(mandatory for some UI Participants)*
* Print 1099-G Tax Form *(is not mailed)*

**Other Available Resources on JCW**

* Link to UI
* Skill Explorer
* Wisconomy
* Job Fairs (Workforce Events)
* Apprenticeships
* Veteran Services
* Division of Vocational Rehabilitation
* More Resources for Job Seekers and Employers
* Online Workshops – Résumés and Applications, Job Seeking with Technology, Interviewing, Networking, Your Workplace Skills

**Our Best Advice**

**There is no expectation that you are highly trained or experts – your help is greatly appreciated!**

*"I don't know how to type or use a computer."*

* Avoid typing UI claim information for a customer

*"I need a résumé* *…and a job."*

* Job Center of Wisconsin.com has a Résumé Builder and over 95,000 jobs on the site

*"I need help to find a job."*

* Advise them to call or visit their local Job Center – we can make referrals

"*Should I file a UI claim?"*

* File and UI will make the determination on their case based on law and facts

*"But the last time I filed a UI claim…"*

* Laws, procedures and requirements change with frequency – they should read the UI Handbook and/or call a UI Claims Specialist

Any general questions about UI or their UI claim

* "Have you read your UI Handbook?" (It is required reading and available online)
* Advise them to call a UI Claims Specialist

Having your own JCW account might be helpful as you help others navigate the site