

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

ISSUE	RESOURCE	
File Initial UI Claim	my.unemployment.wisconsin.gov OR jobcenterofwisconsin.com – click on orange UI icon	
File Weekly UI Claim Certification	my.unemployment.wisconsin.gov OR jobcenterofwisconsin.com – click on orange UI icon	
Register with Job Center of Wisconsin <ul style="list-style-type: none"> Create User Name and Password Complete Registration Complete Required Online JCW Orientation and Assessment 	jobcenterofwisconsin.com	
Job Description Language <i>(to assist in writing Professional Summary section of JCW résumé or résumés in general)</i>	ONETonline.org	
Find Job Opportunities	jobcenterofwisconsin.com	
Schedule In-Person Reemployment Services Sessions	jobcenterofwisconsin.com – Job Seeker - My JCW OR 888.258.9966 M-F 8:00am-4:30pm	
Speak with UI Claims Specialist <ul style="list-style-type: none"> English, Spanish or Other Language 	414.435.7069 M-F 7:35am – 3:30pm	
Password Reset for UI or JCW <i>(same one works for both)</i>	888.258.9966 M- F 8:00am- 4:30pm	
Questions about JCW or Reemployment Services <ul style="list-style-type: none"> English, Spanish or Hmong 	888.258.9966 M-F 8:00am – 4:30pm	
Local Job Centers <ul style="list-style-type: none"> foxvalleyjobcenters.com Open M-F 8:00am to 4:30pm – Self Service on Fridays Free Computer/Printer/Copy/Fax Scan Access <i>(must be related to finding employment or filing for UI)</i> 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 Rd Menasha, WI 54952 920.997.3272	Fond du Lac Job Center 349 N. Peters Ave Fond du Lac, WI 54935 920.929.3900
More UI Resources <ul style="list-style-type: none"> UI Handbook UI Videos UI FAQ 	dwd.wisconsin.gov/uiiben	
1099-G Tax Form <i>(printable - available mid-Jan for year prior)</i>	my.unemployment.wisconsin.gov	
WI Labor Market Information - includes Salary Info	wisconomy.com <i>(can link to site via JCW also)</i>	
Find Jobs Matching Transferrable Skills	skillexplorer.wisconsin.gov <i>(can link to site via JCW also)</i>	



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

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