

Employer's Unemployment User Guide | JOBS4TN.GOV

A user guide
for employers on
how to
register, utilize,
and benefit from
the Tennessee
Department
of Labor and
Workforce
Development's
Jobs4TN.gov
website.

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Jobs4TN Employer User Guide

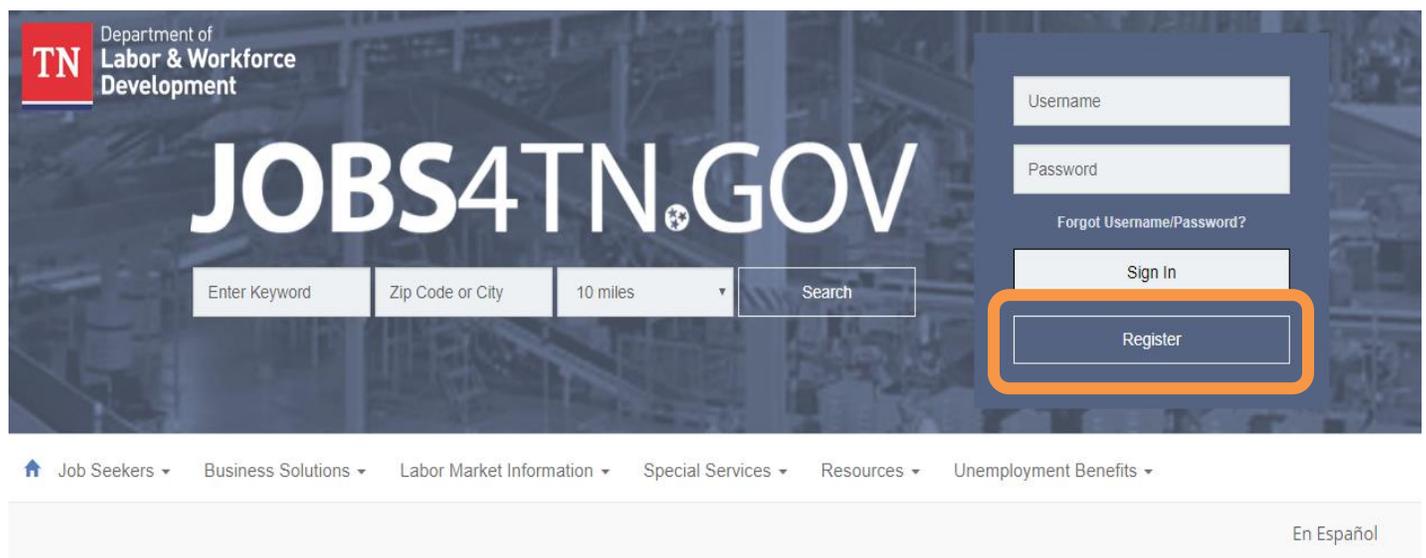
Hello! The Jobs4TN.gov website will not only assist in your recruiting efforts but also assist claimants in filing for unemployment benefits by gathering as much of their information as possible on the front end of the process. Jobs4TN also aids employers who register their business get claim information quickly. This offers the employer the ability to respond to that information in a fraction of the time that it took using the previous system.

By registering, employers have a whole new world opened up to them regarding contact and access to the department and allows them to send and receive information electronically to all of the divisions of Unemployment Insurance depending on what they need.

This guide was created to inform employers how to register and activate their account and explain the benefits of being registered with regards to each division of Unemployment Insurance. So please, take the time to read through this guide and see all of the benefits of registering with Jobs4TN.gov!

Step 1: Getting Started and Registration

Type www.jobs4tn.gov into your internet browser and you will be taken to this homepage. You will see the sign in fields on the top of the page. Those already registered will sign in here; those new to the system will need to click the “Register” button (see below) to get started with the registration process.



The screenshot displays the Jobs4TN.gov homepage. In the top left corner, there is a logo for the Department of Labor & Workforce Development, featuring the letters 'TN' in a red square. The main heading 'JOBS4TN.GOV' is prominently displayed in the center. Below the heading is a search bar with three input fields: 'Enter Keyword', 'Zip Code or City', and a dropdown menu set to '10 miles', followed by a 'Search' button. On the right side of the page, there is a sign-in and registration form. It includes fields for 'Username' and 'Password', a link for 'Forgot Username/Password?', a 'Sign In' button, and a 'Register' button which is highlighted with an orange rectangular border. At the bottom of the page, there is a navigation menu with links for 'Job Seekers', 'Business Solutions', 'Labor Market Information', 'Special Services', 'Resources', and 'Unemployment Benefits'. In the bottom right corner, there is a link for 'En Español'.

After clicking the register button you will see the following page:

If you have not previously registered, please click one of the links under *Create a User Account* to create a new User ID. To view JOBS4TN.GOV with limited access, click the *Guest Access* link.

For help click the question mark icon next to each section.

Option 1 - Already Registered



User Name

Sign In

Password

If you have forgotten your user name and/or password, please click [Retrieve User Name or Password](#).

Option 2 - Try Us Out



If you would like to view JOBS4TN.GOV as a visitor to see what services are available, please click [Guest Access](#).

English Español

Option 3 - Create a User Account



If you would like to become a fully registered user with JOBS4TN.GOV and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the system, learn more about the benefits of registering on page: [Why Register?](#)

[Individual](#) - Register as this account type if you are an individual and wish to search for the latest job openings, post a résumé online, find career guidance, search for training and education programs, find information on local employers, etc.

[Employer](#) - If you are looking for industry information, labor market information, job applicants for your business, or want to post job openings online.

[Analyst](#) - Register as this account type if you are a labor market information or economic development professional looking to analyze area, occupation, and industry data over different geographical regions and time periods. Analyst accounts require administration approval before being allowed to access suppressed data.

[Provider](#) - Register as this account type if you are a training provider who wishes to enter or update your available courses for use in the system. Once a new account request is approved, you will be able to enter information about your courses, such as costs, schedules, credentials, etc. Providers can also request WIOA approval for specific courses.

In the box labeled “Option 3- Create User Account” you will click on the “Employer” link.

Clicking on that link will take you to this page:



Select the representative type that best describes your company. You may only select one of these options. If you select Direct Representative, you may then select the functionality you need.

Representative Type

Please specify what type of user that you are:



- Direct Representative of your Organization
This includes employees, principals and owners of the organization that is registering



- Third Party Agents (TPA)
This includes companies that represent one or more registered organizations and will perform activities on their behalf.



- Professional Employer Organization (PEO)
This includes companies that have responsibility for managing payroll for one or more registered organizations and will perform activities on their behalf. A PEO is the employer of record for tax purposes and insurance purposes.

[Return to Home](#)

Here, you will click on the button beside which type of user you are. If you are the employer or an employee of the business, then you would click on the top button as a direct representative of your organization. If you use the services of a Third Party Administrator or a Professional Employer Organization and they will be responding on your behalf, then they will need to register and choose one of the other two options.

Once you click on this button you will be taken to the following page:



Select the functionality you are interested in accessing by either checking the box or clicking the functionality name. If you want to register for multiple types, check the appropriate boxes, and click the Continue Registration button below.

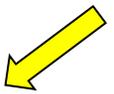
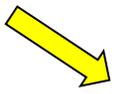
Please specify the functionality that you wish to access.

	<input type="checkbox"/> Recruiting Services 
	Perform labor exchange functions such as recruiting talent, posting jobs, online résumé search, applicant tracking and researching the local labor market.
	<input type="checkbox"/> Unemployment Benefits Services 
	Submit separation notices, view and respond to statements of potential charges, file and manage appeals, view and protest benefit charges, and submit requested documentation regarding unemployment claims made by former workers.

Here you can select what type of functionality you want to have within the system.

There are two types of functionality and you can choose either or both when you register, they are:

1. Recruiting Services- This allows you to perform labor exchange functions, post jobs, recruit new employees, track applicants and research the local job market or,
2. Unemployment Benefits Services- This function will allow you to submit separation notices, view and respond to statements of potential charges, file appeals, and submit documentation when a former worker files an unemployment claim. Clicking on this box will show and acknowledgement statement that you must agree to before continuing (see below).



I acknowledge that by requesting access to Unemployment Services, I will be responsible for responding timely to requests for information made by the Tennessee Department of Labor & Workforce Development in accordance with Tennessee Employment Security Law.

If you just want to be able to respond to unemployment claims then you can only click on the Unemployment Benefits Services button. You can always register for the Recruiting Services function at a later time.

After clicking the acknowledgement statement and the Continue Registration button you are taken to a page to identify you as an employer. You will need to have one of the following: your company's Federal Employer ID Number, Federal Tax ID Number or your social security number. You can choose which of these you want to furnish and enter it in the fields. You will also need your UI Employer Account Number (which is required). If you don't know your UI Employer Account Number you can find it on the quarterly Premium and Wage Report sent by the agency or you can call the Employer Services Unit at 615-741-2486 for assistance.



Please enter your Company Identification information below

* Indicates required fields.

For help click the question mark icon next to each section.

Employer Identification ?

Type of Identification: Federal Employer Identification Number
 Social Security Number

Federal Employer ID Number (EIN) / Federal Tax ID (FEID) or Social Security Number:
Do not enter dashes. Example 999001111

Confirm Federal ID Number:

* UI Employer Account Number:
Enter first 7 digits of your 8 digit account number.
Do not enter dashes.
For example Acct # 0123-456 7 should be entered as 0123456

* Confirm UI Employer Account Number:

Cancel

Continue

Enter the information above, select Continue, and you will be taken to the Login Information page. Here you will create a User Name, Password, Security Question and response (see below).



Please enter the following login information and click the Save button when you are finished. Be sure to remember your User Name and Password. You will need them to access this system again.

* Indicates required fields.

For help click the question mark icon next to each section.

Login Information

* User Name: Enter Username (8 - 256 characters, and must include characters, letters or numbers. Allowable characters are + @ . _

* Password: Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ \$ % ^ . ! * _ +).

* Confirm Password:

* Security Question: The response to the security question will be required if you forget your user name or password.

* Security Question Response: Use Letters and numbers. Special characters are not allowed.

After creating the user name and password scroll down to enter the contact information. All fields marked with * are required. Once all information is entered click on the Save button.

Contact Information

* Job Title:

* First Name:

Middle Initial:

* Last Name:

* Primary Phone: - - Ext

Alternative Phone: - -

Contact Text Message Phone Number: - -

Fax: - -

* Primary Contact Email Address:

* Confirm Contact Email Address:

[Read Our Email Security Policy](#)

* Please select a method in which you prefer to receive your notifications:

Company Website: e.g. (http://www.companywebsite.com)

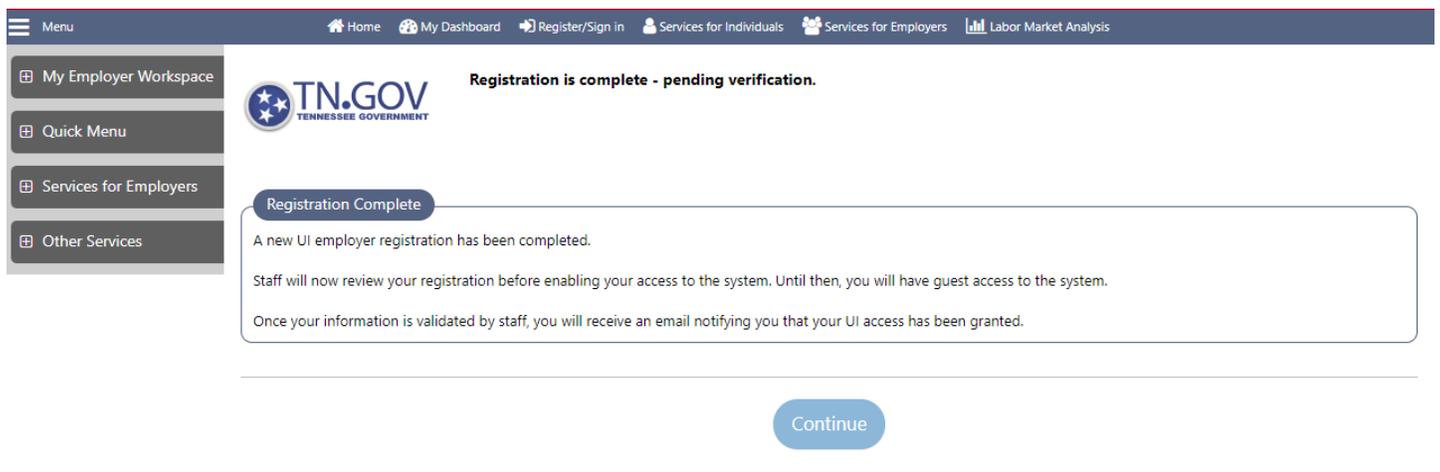
You will see the question “Please select a method in which you prefer to receive your notifications:” you will have a drop-down box with several choices. The choices are:

1. Internal Message
2. E-mail
3. Postal Mail
4. Fax
5. Internal Message with E-mail Notification

If you choose Internal Message, all correspondence from the agency will show up in your Dashboard. By choosing this option you will need to log into the system which will take you to the Dashboard and look under the Messages section. If you choose e-mail then all correspondence from the agency will be sent to the e-mail address you registered. Postal mail and fax are self-explanatory (ALERT: postal mail and fax are slower than internal message and e-mail). By choosing internal message, e-mail, or internal message with e-mail notification you will receive correspondence much faster, usually the day a claim is filed by a former employee, and can respond sooner than having to wait for postal mail or a fax.

Once you have entered all the contact information and click “Save” the next page lets you know that the registration has been completed and that your registration will need to be verified and validated by staff. This normally takes four (4) business hours to complete and until that time you will only have guest access to the system. By clicking “Continue” you will be taken to the home page as a guest and you can look around but will not have any authorization to use any functions until the verification occurs.

You will receive a notification e-mail to the address you gave when registering when the verification has been completed and approved. After you receive this notification you will then be able to access the system.



The screenshot shows a web interface for the Tennessee Government (TN.GOV). At the top, there is a navigation bar with links for Home, My Dashboard, Register/Sign in, Services for Individuals, Services for Employers, and Labor Market Analysis. On the left, there is a sidebar menu with options: My Employer Workspace, Quick Menu, Services for Employers, and Other Services. The main content area features the TN.GOV logo and a message: "Registration is complete - pending verification." Below this, a blue box with the heading "Registration Complete" contains the following text: "A new UI employer registration has been completed. Staff will now review your registration before enabling your access to the system. Until then, you will have guest access to the system. Once your information is validated by staff, you will receive an email notifying you that your UI access has been granted." At the bottom center, there is a blue "Continue" button.

Step 2: Navigating the Website

Now that you are registered and have logged back into the system, the page that you are sent is called the Dashboard. This is the home screen and where you can begin navigating the system. It looks like this:

Menu Home My Dashboard Sign Out Services for Individuals Services for Employers Labor Market Analysis

My Employer Workspace
My Employer Dashboard
Directory of Services

Quick Menu
Employer Resources
Employer Portfolio

Services for Employers
Unemployment Services

Other Services
Communication Center
Appointment Center
Assistance Center

My Employer Dashboard Directory of Services

Welcome to My Employer Workspace Joe Registrar.
This page introduces you to features available in the system, lets you customize the content you are interested in, and offers suggestions to you. Please make a selection from the items below.

My Messages
0 Unread Messages
0 Read Messages
Enter the Message Center

My Correspondence
0 Letters
0 Correspondence Templates
Enter the Correspondence Center

My Calendar
April 2018
S M T W T F S
25 26 27 28 29 30 31
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 1 2 3 4 5
0 New Appointments
228 Upcoming Events
Enter the Appointment Center

Unemployment Services
Claimant Separation Form
The Statement of Potential Charges and Separation Request can be completed and submitted here.
View & Protest Employer Charges
You can see the most recent benefit charges to your account. The charges will be arranged by employee.
Separation Notice Alleging Disqualification
This should be completed for all employment separations that are not Lack of Work.
More Unemployment Services

Configure Dashboard Widgets

Help

The Dashboard is comprised of two main sections:

1. Navigation Column (red box)
2. Widgets (green box)

The left side of the page is called the Navigation Column (red box above). This contains menus that will allow you to do different things within the site. If you notice, the menu topics have little arrows out beside them. When you hover the cursor over these menus another “fly out” menu appears giving you more choices within that menu.

The main section of the page is the Widget area. Widgets are small windows that contain information or links you can click to do certain tasks within the site. In the example Dashboard you see the four (4) widgets (these will be explained below). You can move these around how you like on the page and if you notice at the bottom of the page you see a link “Configure Dashboard Widgets”, if you click on that link you can remove any widget you don’t need and click *save*. If you click on the “X” on the widget itself it will remove the widget but it will return when you log in again. By using the link and clicking “save” your changes will be saved until you decide to make more changes.

The four widgets on the page are:

1. My Messages- This widget shows if there are any messages in the inbox, both read and unread messages. Clicking on the number will take you to the Message Center where you can view and manage these messages. If you chose Internal Message as your preferred method of contact this is where those messages come (if you chose Internal Message with E-mail backup, you would get an e-mail to the address you gave when registering).
2. My Correspondence- This widget shows if any form letters or any Correspondence Templates were sent from the agency to you. Clicking on the number will take you to the Correspondence Center where you can view and manage these letters and/or create your own.
3. My Calendar- This one is self-explanatory but the calendar can be used by you to enter appointments or set reminders on anything that you need to do. You can also use it to remind yourself when an agency letter is due.
4. Unemployment Services- This widget contains helpful links to correspond with the agency or request information. There are 3 links showing on the widget itself but by clicking the More Unemployment Services link there are 6 links that are separate specific Unemployment Services. The 6 unemployment services are:
 - 1) Notice of Separation
 - 2) Appeals
 - 3) SIDES E-Response
 - 4) Separation Notice Alleging Disqualification
 - 5) Mass Layoff
 - 6) View Past Employer Charges

Unemployment Insurance (UI) is more than just claimants filing claims. There are many functions within UI before, during, and after claims are filed. Because of this, UI is comprised of divisions. These divisions all have a specific function and do different tasks within UI.

This guide will introduce and explain all of these divisions and how registering on the Jobs4TN website can benefit you and make communication much easier for you, the claimant, and the agency. The UI divisions are listed below and will be explained in greater detail in the pages that follow:

- 1. Claims Operations Division**
- 2. Appeals Division**
- 3. Employer Accounts Division**
- 4. Administrative Division**

Claims Operations Division

This division of UI is the largest division and is responsible for processing unemployment claims from start to finish when they are filed by your former employees. Once a claim is filed the process starts with the agency contacting you, the employer, to find out why that employee is now a *former* employee. It is then your responsibility to return the correspondence so the claim can be either approved or denied. Below are the benefits of being registered with Jobs4TN in regards to the Claims Operations division.

- Employers who are registered in Jobs4TN will receive documents when claims are filed almost instantly. These notices are e-mailed or sent to their message center avoiding delays in mailing.
 - Notice of separation letters are sent electronically the same day a claim is filed
 - Notice of Potential Charge letters are also sent electronically the same day a claim is filed
 - Determinations are sent electronically the same day they are made

Remember the message center widget? When a former employee files a claim and completes a questionnaire telling us why they are no longer employed, the system will send you 2 forms; a form notifying you a claim has been filed and a form for you to complete about the employee's separation. You will be able to find that form in the message center. By clicking on the number in the My Messages widget you will be taken to your messages which look like this:

The screenshot displays the 'My Messages' widget in the Jobs4TN system. At the top, there are navigation tabs: 'Messages', 'Correspondence', 'Communication Templates', 'Subscriptions', and 'Email Log'. Below these is a help icon with the text 'For help click the question mark icon.' The main area is titled 'My Messages' and includes a 'Show Filter' link. On the left, a 'Folders' sidebar shows 'Inbox (6)', 'Deleted', 'Drafts', 'Junk', 'Sent', and 'My Folders'. The central part of the interface is a table of messages:

		From	Subject	Msg Date	Select
<input type="checkbox"/>	<input type="checkbox"/>	POSTMASTER	Employer Registration Validated	04/03/2018 11:33 AM	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	POSTMASTER	Welcome to JOBS4TN.GOV	04/02/2018 10:35 AM	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	POSTMASTER	Statement of Potential Charges	09/21/2016 11:38 AM	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	POSTMASTER	Notice of Separation and Wage Request	09/21/2016 11:34 AM	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	POSTMASTER	Statement of Potential Charges	09/19/2016 08:25 AM	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	POSTMASTER	Notice of Separation and Wage Request	09/19/2016 08:21 AM	<input type="checkbox"/>

Below the table, there are navigation controls: a page number '1', a 'Page size: 10' dropdown, and the text '6 items in 1 pages'. At the bottom, there are links: '[[Mark As Read](#) | [Delete Selected Item\(s\)](#) | [Mark As Unread](#) | [Move To Folder](#)]'. A 'Create New Message' button is located at the bottom center.

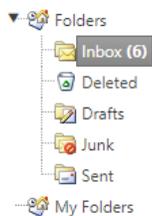
- Registered employers can receive 48 hour requests or rebuttal requests the same day they are made from staff through the message center

If the agency needs additional information about a separation that has occurred, an agent or adjudicator sends a request for the information giving you 48 business hours to respond. These requests can be found in the message center also but under the Correspondence tab (see red box below).



For help click the question mark icon.

[Show Filter](#)



	From	Subject	Msg Date	Select
	POSTMASTER	Employer Registration Validated	04/03/2018 11:33 AM	<input type="checkbox"/>
	POSTMASTER	Welcome to JOBS4TN.GOV	04/02/2018 10:35 AM	<input type="checkbox"/>
	POSTMASTER	Statement of Potential Charges	09/21/2016 11:38 AM	<input type="checkbox"/>
	POSTMASTER	Notice of Separation and Wage Request	09/21/2016 11:34 AM	<input type="checkbox"/>
	POSTMASTER	Statement of Potential Charges	09/19/2016 08:25 AM	<input type="checkbox"/>
	POSTMASTER	Notice of Separation and Wage Request	09/19/2016 08:21 AM	<input type="checkbox"/>

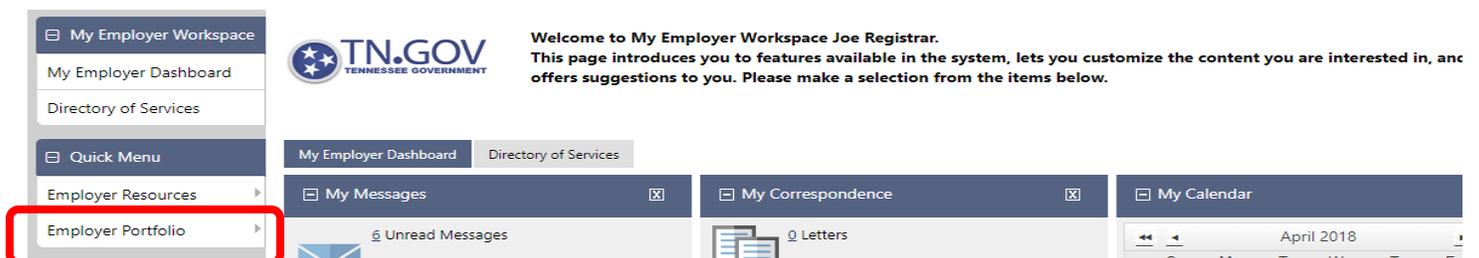
Page size: 10 | 6 items in 1 pages

[[Mark As Read](#) | [Delete Selected Item\(s\)](#) | [Mark As Unread](#) | [Move To Folder](#)]

Create New Message

- Once employers register their account, they can update their profile and their contact information at will.

Anytime you want to update your contact information or add another person to your contact list, simply go to the Employer Portfolio choose Employer Profiles, then choose either Corporate Profile or Communications Profile (see below).



- Documents that are needed for adjudication can be uploaded directly into the individual claims and claims can process faster by avoiding mailing delays.

Instead mailing documents that may take several days to arrive, or faxing documents that may be illegible, you can upload documents from your computer or use forms in the system which, when finished, will be attached to the claim in question. This is also done through the Message Center, by clicking on the Create New Message button and fill in the fields, then at the bottom of the page click the Show Attachment Options link and you can attach up to 4 separate files to the message with all the documentation you have (see below).

My Messages
Show Filter

Folders

- Inbox (6)
- Deleted
- Drafts
- Junk
- Sent
- My Folders

		From	Subject	Msg Date	Select
✉		POSTMASTER	Employer Registration Validated	04/03/2018 11:33 AM	<input type="checkbox"/>
✉		POSTMASTER	Welcome to JOBS4TN.GOV	04/02/2018 10:35 AM	<input type="checkbox"/>
✉	📎	POSTMASTER	Statement of Potential Charges	09/21/2016 11:38 AM	<input type="checkbox"/>
✉	📎	POSTMASTER	Notice of Separation and Wage Request	09/21/2016 11:34 AM	<input type="checkbox"/>
✉	📎	POSTMASTER	Statement of Potential Charges	09/19/2016 08:25 AM	<input type="checkbox"/>
✉	📎	POSTMASTER	Notice of Separation and Wage Request	09/19/2016 08:21 AM	<input type="checkbox"/>

1
Page size: 10
6 items in 1 pages

[[Mark As Read](#) | [Delete Selected Item\(s\)](#) | [Mark As Unread](#) | [Move To Folder](#)]

Create New Message

Shortcut Keys: Access Message Folders with Alt and/or Shift + O then arrow up or down.
 Access Messages with Alt and/or Shift + M.

[Hide Attachment Options](#)

Attachments

Attach File(s):

No file chosen

No file chosen

No file chosen

No file chosen

Appeals Division

The Appeals division is set for employers (and claimants) who disagree with the decisions made on claims. There are two levels of administrative appeal, followed by appeals to the Courts. A request for appeal has to be made within 15 *calendar* days of the mail date of the decision. For those employers not registered they would need to e-mail the appeal to AT@newappeals@tn.gov, fax the appeal to 615-741-8933 or mail an appeal request via postal mail.

Benefits for employers who register on Jobs4TN website:

- Employers who are registered have the ability to file an appeal on the website instead of having to e-mail it, fax it or mail it.
 - The ability to request a continuance, withdrawal or re-open a missed hearing online.
 - Employers can request a reinstatement for an appeal hearing withdrawn in error.

If you choose to file an appeal on a decision in which you do not agree, you can do this by clicking the More Unemployment Services link on the Unemployment Services widget and then clicking the Appeals link. Once there, you choose the decision you want to appeal and follow the instructions.



Please select from the Unemployment Services for Employers options listed below.



[Notice of Separation](#) - The Statement of Potential Charges and Separation Request can be completed and submitted here.



[Separation Notice Alleging Disqualification](#) - This should be completed for all employment separations that are not Lack of Work.



[Appeals](#) - You can file an appeal of a determination you feel is incorrect, respond to a Notice of Appeal, request to have an appeal withdrawn or reopened, or view any appeal you have filed or to which you are a party.



[Mass Layoff](#) - Select this option to check Mass Layoff.



[SIDES E-Response](#) - Select this option for SIDES E-Response



[View Past Employer Charges](#) - Select this option to view & protest employer charges.

- Employers would have the ability to upload documents directly into the system to the claim that is being appealed.
 - If not registered, employers now have to e-mail or fax documents, which can take longer to process.
- A registered employer can update their address and contact information at any time without having to make a phone call or e-mail, which saves time for both you and the agency.
- A registered employer has the ability to appeal the Lower Authority decision to the Office of Administrative Review (OAR, See below).

Office of Administrative Review:

The Office of Administrative Review (OAR) is the second level of the appeal process. This unit hears the appeal of the first level Appeal Unit decision. The benefits of registering with the Jobs4TN website are:

- A registered employer can check the status of pending cases and claimant appeals.
- Can file online appeals directly to OAR, which are processed faster than appeals received by mail or fax.
- Registered employers can receive OAR documents (the acknowledgement of appeal, notice of hearing, reopening correspondence and decision) in a more timely manner by utilizing e-mail or the internal message center instead of waiting for documents to arrive in the mail.
- Employers who are registered can upload documents directly to the case file instead of mailing or faxing documents.
- They can request a continuance, subpoena, or reopening more easily and quickly when a hearing is scheduled.
- Registered employers can quickly update contact or counsel information so the correspondence goes directly to the Employer's responsible representative.
- Employers who are registered can notify the OAR about potential witnesses if the hearing is scheduled.
- Registered employers can request records easily.

Employer Accounts Division

Unemployment insurance is a joint federal-state program. State laws must conform to certain standards in the Federal Unemployment Tax Act (FUTA) which is administered by the U.S. Department of Labor. Each state is able to establish laws and regulations within federal guidelines, which meet the state's own employment and unemployment needs.

All state premiums go into the Tennessee Unemployment Compensation Trust Fund. The Trust Fund is funded entirely by the state premiums and is used solely to pay unemployment benefits to unemployed workers who have worked in Tennessee and lost their jobs through no fault of their own. The division which manages, monitors, and processes the reports of employers is the Employer Accounts division. The unit within Employer Accounts responsible for determining whether or not an employer is charged for benefits paid to a former employee is the Benefit Charge Unit.

Benefits for employers who are registered with Jobs4TN website:

- Allows employers to file their non-charge requests online instead of faxing, e-mailing or mailing them to the Benefit Charge Unit.
 - This saves the employer time from finding the correct fax number, e-mail address or mailing address in order to respond to the notice.
 - Online responses save the department time from sorting through multiple fax transmissions, e-mails and pieces of mail.
 - When a registered employer files a non-charge request online, the system creates a Work Item for the unit that is tracked and worked in date order. This ensures the requests are received timely and are processed accordingly. Be aware that employers have 15 days to respond. Any requests that are not received timely are automatically denied.

To view charges to your account, protest a charge, or file a non-charge request, go to the Unemployment Services widget and click on the “View & Protest Employer Charges” link (see below).

Unemployment Services
✕

[Claimant Separation Form](#)
The Statement of Potential Charges and Separation Request can be completed and submitted here.

[View & Protest Employer Charges](#)

You can see the most recent benefit charges to your account. The charges will be arranged by employee.

[Separation Notice Alleging Disqualification](#)
This should be completed for all employment separations that are not Lack of Work.

[More Unemployment Services](#)

Once you click the link, you are taken to the Employer Charges Summary page. Here you can choose which quarters you want to view (see bracket) and they are displayed at the bottom of the page. From there you can file a non-charge request (protest) by clicking on the link in that claimant’s row (see below).

Potential Charges
Claimants
Determinations
Appeals
Mass Layoffs

Employer Charges Summary

To view prior quarters, select prior quarter from dropdown menu then click “Filter” to see charges for selected quarter. Within a quarter, you may filter by claimant name and social security number.

Please select filter method: Quarterly Monthly

View Prior Quarters: Qtr 1 2018

Claimant SSN (Last 4):

First Name:

Last Name:

[Filter | Reset Filter(s)]

The displayed data may not include all recent and/or pending claim related activities.

Quarter: **03/31/2018**
 Number of claimants: **2**
 Grand total net charged amount: **\$1,848.00**

Qtr	Claimant	SSN	Employer Type	Employer Liability Percentage	Benefit Paid Amount	Charged Amount	Credited Amount	Net Charged Amount	Action
Qtr 1 2018	Inman, William	3004	Contributory	100%	\$630.0000	\$630.0000	\$0.0000	\$630.0000	File Protest
Qtr 1 2018	Bowers, Craig	8812	Contributory	100%	\$1,218.0000	\$1,218.0000	\$0.0000	\$1,218.0000	File Protest

⏪ ⏩ Page 1 of 1 ⏪ ⏩

Rows: 10

*Note: Charged amounts will be rounded to the nearest cent on your quarterly billing statement.

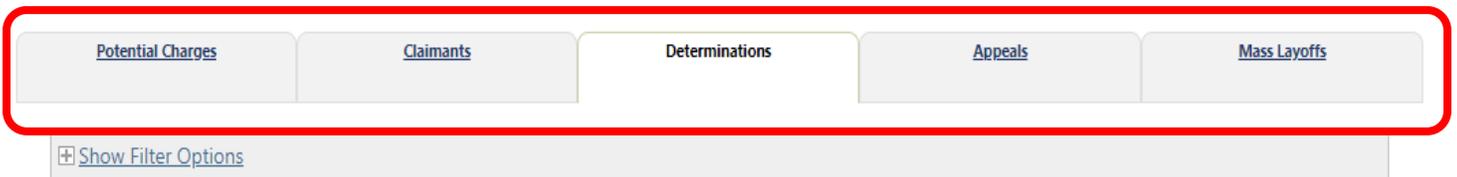
Print
Help

More Benefit Charge advantages of being registered with Jobs4TN:

- Instructions for completing a non-charge request are provided on the page.
 - This avoids delays in communication

- Employers receive their quarterly charge statements.
 - Employers who are not registered on Jobs4TN.gov cannot see their statements and are left without the ability to see when they were charged. Keeping track of your quarterly charge statements will allow you to know who has been charged against your account and this will correspond to the annual benefits charged that will appear on your Notice of Premium Rate. You are not allowed to appeal benefits charged on that Notice of Premium Rate. You must do it when the charge or potential charge occurs.

If you notice, there are tabs at the top of the page. These tabs correlate with the Unemployment Service widget. It is a quick way to move around the Unemployment Services area without having to go back to the Navigation column or back to the widget. The tabs are Claimants, Determinations, Appeals, and Mass Layoffs (see below).



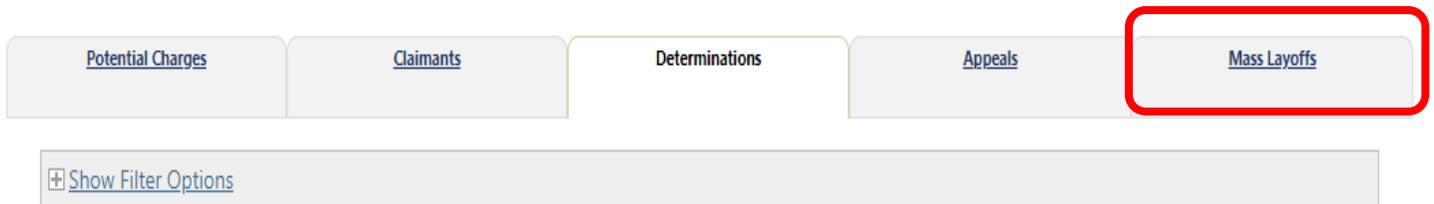
Administrative Division

This division includes the TRAC Unit (Training Research and Compliance). They are responsible for supporting the other divisions within the entire UI Division.

One of the purposes of the TRAC Unit is to assist employers in completing Partial Claims spreadsheets. This occurs when an employer experiences a temporary layoff and wishes to maintain their valued and experienced workforce, thus eliminating the need for employees to conduct job searches by system filed claims using the Partial Claims spreadsheet.

Another purpose of the TRAC Unit is to assist employers in the process of completing the Mass Layoff Claims spreadsheets. These are required when the employer has a layoff of multiple employees, permanent or temporary, and claims are automatically approved when filed by the claimants without the need of the agency having to contact the employer each time a claim is filed by one of the affected employees.

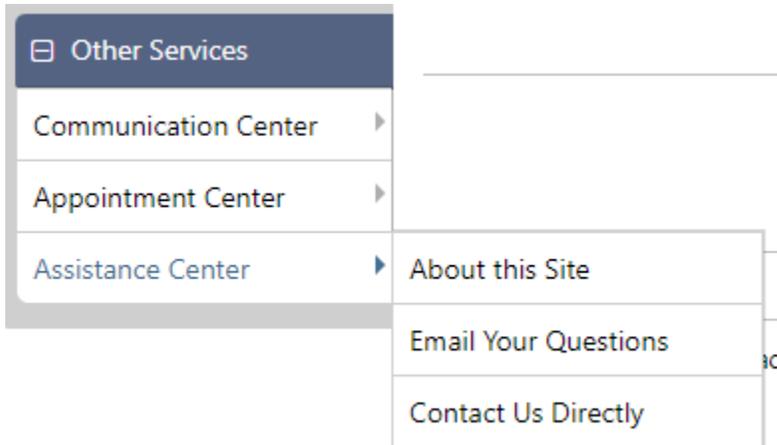
The Mass Layoff tab on the Unemployment Services screen can assist you if you need to complete a Mass Layoff spreadsheet, but before starting, it is best to contact the TRAC Unit directly. For more information on Partial Claims or Mass Layoff Claims, contact the TRAC Unit by e-mail at employer.helpdesk@tn.gov, Mass.Layoff@tn.gov, Partial.claims@tn.gov, sides.helpdesk@tn.gov



Assistance Center

On the left navigation column under the **Other Services** heading there is a menu titled **Assistance Center**. If you place the cursor over this menu, a fly out menu appears with three options for help (see screenshot below). These options are:

1. **About this Site**
2. **E-Mail Your Questions**
3. **Contact Us Directly**



About this Site- This is a condensed version of this guide. It shows you the benefits to you, the employer, and claimants alike.

E-Mail Your Questions- This link takes you to a page that you can complete to ask a question and puts it in the department's ticketing system and will be answered by one of our customer success agents or forwarded to the appropriate division to be answered.

Contact Us Directly- This gives you the link to our Help Desk and will also give you the address to the nearest American Job Center to you according to the address on record. The Help Desk link will send you to the page mentioned above that is sent to our ticketing system.

Benefits for employers who register on the Jobs4TN website:

- Employers who are registered can designate an e-mail address as the preferred method of contact and any notice that has a mandated USPS mailing requirement will also be sent to that e-mail address promoting better communication and quicker response opportunities, particularly pertaining to time-sensitive notices. Employers can respond to notices via Jobs4TN.
- Once employers become familiar with the Jobs4TN interface, they are able to help employees navigate the system to research questions or issues that may arise after a claim is filed.
- Registered employers can establish primary and secondary contacts and can designate multiple personnel to engage in dialogue with TDLWD on various or specific topics.
- Employers have links that pertain to correspondence, documents, appeals, help desks, potential charges, account summaries and many other sources of general information.
- Employers can use the Dashboard feature to provide quick review of read and unread messages.
- Once registered to the Unemployment side of Jobs4TN, employers have access to unemployment services not quickly available to unregistered employers, allowing electronic response to notices, viewing of protests regarding non-charge (see Benefit Charge Unit) and providing for filing a protest pertaining to claims filed against them.
- Employers can also register to the Recruiting side of Jobs4TN to help them find new potential employees.

So, as you can see, there are many benefits to you, the employer, by registering on the Jobs4TN website. We hope you choose to take advantage of using our system. It only takes a few minutes to register and you will begin seeing the benefits almost instantaneously. It will definitely save you time, and can save you money by not having to mail documents to the agency or by missing a deadline which could result in unnecessary charges to your account. Registering is a win-win situation for both you and the agency!



The Tennessee Department of Labor and Workforce Development is committed to principles of equal opportunity, equal access, and affirmative action. Auxiliary aids and services are available upon request to individuals with disabilities.

Tennessee Department of Labor and Workforce Development; Authorization #337585; 1,000 copies; April 2018; This public document was promulgated at a cost of \$2.15 per copy.