

CDLE/MyUI+ Action Guide

CBMS | Action Guide | Revised: January 2022

INTERFACE INFORMATION

Colorado Department of Labor and Employment is also referred to as DOLE (Department of Labor and Employment) and is an external interface platform called MyUI+. This interface is accessed by eligibility workers who have been given access through their Eligibility Site. MyUI+ also provides information through the IEVS interface to compare with CBMS information.

Refer to the document IEVS Processing Guide found in CBMS Communities for more information.

MyUI+ should be reviewed for all individuals at each Application, Redetermination (RRR) and when there is a change for all High Level Program Groups.

Information obtained from MyUI+ includes but is not limited to:

- Quarterly Wages
- Unemployment Insurance Benefit (UIB)
- Employer Address and DBA (Doing Business As name)

Follow your eligibility site process on obtaining access and login process to this system.

RESEARCH THE MYUI+ SYSTEM INFORMATION

Search for information in MyUI+ at each Application. RRR, Change or upon IEVS alert:

- Log into MyUI+ using your assigned ID and password
- Use Searches in the left column of the home page to select the appropriate search
- Enter client/member Social Security Number (SSN), Name, etc to navigate to the appropriate search option
- Search for the following items:

- UI Claimant Information (accessed from the Claimant Homepage)
 - This will show if the client/member has a current or pending UI claim
- UIB Payment History (accessed from the Claimant Homepage, navigate to Payment History Screen)
 - This will show all UI Payments pending or paid
- Employment and Wage Detail by SSN (accessed from the main searches menu, using the client's SSN)
 - This will show Quarterly Wages reported by employers for your client/member

IMPORTANT: DO NOT PRINT/SAVE INFORMATION from MyUI+ for any reason. Do not share information from MyUI+ with client/member. (You may document in case comments information found in MyUI+).

Take note of all data found, as this may be entered into the appropriate CBMS pages and/or Case Comments:

- **UIB Payment History** (accessed through Claimant page):
 - Take note of the Claim Program Type (e.g: Standard UI, Extended or Disaster)
 - UI payments may be shown as Weekly Benefit Amounts issued/paid weekly or Weekly Benefit Amounts issued/paid biweekly
 - **IMPORTANT:** Always use the UIB frequency as it is shown in the PAYMENT DATE column of the Payments History Screen in MyUI+ to enter into CBMS
 - You will use the Weekly Benefit Amount (before any deductions) to enter into CBMS (Gross income)
 - **Remember:** you may have to add weekly amounts together to get a biweekly payment to enter into CBMS, if the pay frequency is biweekly
- **Employment and Wage Detail** is sorted by Employer Account Number (also known as Employer Identification Number-EIN), Employer name, Year/Quarter, and Gross Wages reported for the quarter
 - Verification of current wages/employment must be requested or obtained through Collateral Contact

- **TIP:** Employers are required to provide wage information to MyUI+ within 30 days of the end of the quarter the wages were paid
- **TIP:** Quarterly wages are typically available to view in the month following the end of the previous quarter

Refer to MyUI+ training available below for detailed search information.

IMPORTANT: DO NOT USE Quarterly Wages (in full or divided by months) as current income.

RESEARCH THE CASE

- Has the information been reported by the client/member?
- Has this information been previously entered into CBMS?
- Is the Employer listed in CBMS the same as what is showing in MyUI+?
 - **TIP:** The employer may be “Doing Business As” (DBA) another name
 - **Example:** ACME is the employer in CBMS. MyUI+ shows a record for Aspen Industries for the same time period as was reported by the client/member. Is this the same company?
 - Use the Employer Search in MyUI+ to find the name and address of the employer. It will show DBA
 - **TIP:** Updating CBMS employment record to what is being reported to MyUI+ will reduce the number of IEVS hits that may be received later

TAKING ACTION ON THE CASE

1. Update CBMS with current information
2. Run EDBC
3. Authorize
4. Document all actions in Case Comments
5. Clear any open IEVS alerts with the appropriate Disposition Reason (See IEVS Reference Guide for more information).



ADDITIONAL MYUI+ TRAINING

Videos:

- [Searching for Claimants & Claimant Homepage Overview](#)
- [Claimant Demographics & Contact Information](#)
- [Payment History Information](#)
- [Searching for Employers, Employer Homepage & Claimant Wage Search](#)

Guides:

- [Searching for Claimants](#)
- [Claimant Homepage Overview](#)
- [Claimant Demographics & Contact Information](#)
- [Payment History Information](#)
- [Searching for Employers](#)
- [Employer Homepage](#)
- [Claimant Wage Search](#)

ACCESSIBILITY

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