

Creating a DUA EMT Claims Assistance Event

Create the Event in your Career Center

The screenshot shows a software window titled "Event Creation (176186)". It has two tabs: "Event Details" (selected) and "Funding".

Event Information

- Event Name: DUA/EMT Appointment
- Event Category: Individual Appointment
- Career Center: Lawrence Career Center
- Duration: 2.0
- Fee Based: ☐
- Prerequisite Required: ☐
- Career Center Lock: ☒
- Web-Based: ☐
- Funding Restriction: ☐
- Event Description: Help with your claim
File a new claim or reopen a claim
Come in to drop off documents connected to your claim. You can turn in paperwork related to your claims

Service Type

Associated Services

Selected Services

Service	Hours
UI Claim Assistance	5

Buttons: >> <<

Inactivate Event: ☐ Yes ☒ No

Buttons: OK Cancel

NOTES: To ensure your customers book within your local area, LOCK the event for your Career Center (CAREER CENTER LOCK should be checked)

Copy and paste the service menu below into the Event Description:

SAMPLE DESCRIPTION:

Please note that only the services below are available during these designated hours. You must register for services. Be sure to check our schedule or contact us for additional details.

Help with claim

- File a new claim or reopen a claim
- Come in to drop off documents connected to your claim. Turn in paperwork related to your claims.
- Print paperwork for unemployment benefits
- Certify work search every week after claim is filed
- Complete questionnaires
- Understand paperwork sent about claim
- Understand overpayments connected to claim

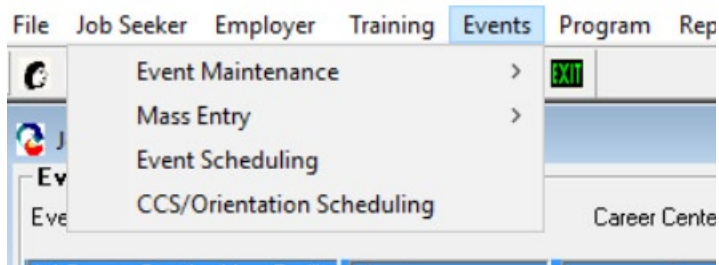
Help with Unemployment Benefits account

- Reset password
- Reset PIN
- Update personal information. Change bank and family information. Change email address and mailing address.

Schedule the Event:

Each Center is required to offer 15 slots per day that your DUA rep is onsite. It is suggested to schedule in blocks of time to accommodate 15 slots and control customer flow, example provided below.

1. Go to the Event tab – select Event Scheduling



2. Select Add Event Schedules at the bottom

Job Seeker Scheduled Events

Event Schedule

Event Name	Location	Career Center	Schedule Date	Schedule Time	Participants/ Openings
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July 2025

S	M	T	W	T	F	S
			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	31	

Search Criteria

Job Seeker/Employer:
☒ Job Seeker ☐ Employer

Career Center:
Lawrence Career Center

Events:

Selected Date

Show Selected Week

Show Selected Month

Participants Edit **Add Event Schedules** Delete Close

3. Add the event details (see below)

New

Event Information

▶ Event Name:

Event Description:

▶ Career Center: ▶ Facilitator:

Location: Co-Facilitator 1:

▶ Other Location: Co-Facilitator 2:

WebEx URL:

▶ Openings: Calendar: ☐ ☒ Do not display on Internet

▶ Date: ▶ Time:

Recurring: Instances: ▶ ☒ In Person ☐ Virtual

OK Cancel

July 2025

S	M	T	W	T	F	S
		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
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Search Criteria

Job Seeker/Employer:
☒ Job Seeker ☐ Employer

Career Center:

Events:

Selected Date

Show Selected Week

Show Selected Month

Participants Edit Add Event Schedules Delete Close

IMPORTANT!! Ensure the “Do not display on Internet” box is checked (if not checked, the event will appear in MJQ and customers will schedule themselves as INETSELF).

1. NOTES:

Recommend short block times i.e. 2 hours for better control of customer flow – ensure your scheduling person informs customers that they will be seen first come, first served in their time block. The above example shows a 2-hour block for 4 claimants.

Recommend multiple events with short (2-hour or 1.5-hour blocks) with progressive times throughout the day to accommodate 15 claimants (this will vary by your career center’s operation hours and lunch closure, etc.).

Example 8:30-10:30 (4 slots), 10:30-12:00 (3 slots), 12:30-2:30 (4 slots) 2:30-4:30 (4 slots) = 15

- Create the events in MOSES through September 26th.
- Each Career center should have a sign-in sheet to have claimants sign-in upon arrival (it is strongly suggested to ensure space is available for Claimant ID)
- Reception area should print the MOSES participant list to confirm the customer has an appointment and provide to DUA rep upon arrival.

5. If the customer does not have a MOSES ID, search by Claimant ID. If there is no Claimant ID or MassHire Job Seeker ID, register the customer as a non-MOSES applicant, ensure you enter the phone number.
6. Ensure DUA Representative hands-off sign-in list at the end of the day (if they did not have a Claimant ID, have DUA Rep add them to the sign-in list)
7. Ensure the attendance at the event is completed in MOSES