Creating a DUA EMT Claims Assistance Event

Create the Event in your Career Center

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
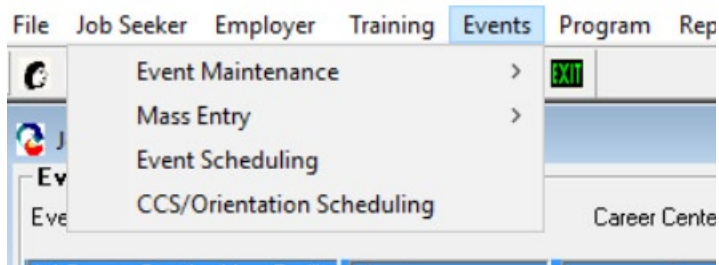- Understand overpayments connected to claim

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

3. Add the event details (see below)

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
2. Create the events in MOSES through September 26th.
3. 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)
4. 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