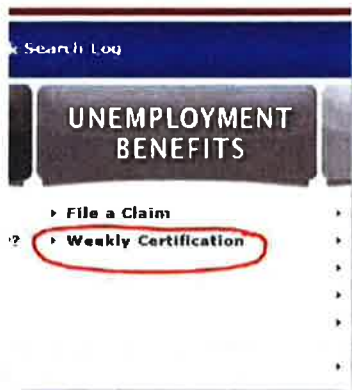


How to Complete Weekly Certifications

Weekly Certifications should be completed **EVERY SUNDAY**.

- Log onto jobs4TN.gov. On your dashboard select “**Weekly Claim Certification**”.



OR

- Next, select **Submit Weekly Certification**.
- You will see a screen titled “Explanation of Weekly Certification Process”, read this page and watch the short video (video optional) then click “Next”.
- The next screen is “Know the Rules- Avoid Overpayments and Don’t Commit Fraud”, read this page carefully and check the box stating you understand. Click the “Next” button.
- Next you will see a screen for “Reemployment Program”. If you are temporarily laid off and have a return to work date, check the box and move on. If you are permanently laid off and do not have a return to work date read the screen carefully BEFORE checking the box and clicking the “Next” button.
- You will be taken to a “Contact Information” page where you verify we have the right contact information for you: Name, Address, Phone number and e-mail address. If all the information is correct click the “Next” button. If not, click the “Update Contact Information” link to change it before moving forward.
- Answer the following questions how they apply to you. You will see a sentence above the first question giving you the dates of which you are certifying. Answer these questions paying special attention to the “Were you able and available to work each day?” question. This question pertains to your ability and availability to work. Even if you have a definite return to work date answer the question “YES”, if you answer no because you are going back to work in a few days it will create an issue that will have to be resolved by the agency and could delay benefits.

- Input three (3) job searches for the week that you are certifying for (you are always certifying for the week that just ended). Those employees who are returning to work and have a definite return to work date are exempt from the work search. If you are permanently laid off the work searches are required.
 - Note: If you are required to do work searches, the questions you need to always answer **yes** are:
 - **“Did you apply for jobs or contact other employers during this week?”**
 - **“Did you contact this employer?”**
- Once you have successfully inputted your weekly job searches into the system. You will see three green check marks this will indicate you have completed your weekly certifications correctly.

1	Sales Account Manager	TJ Maxx	Brentwood, TN 37027	Other	Applied on 1/12/2017	✓
2	Account Manager	Suntrust Bank	Chattanooga, TN 37402	Other	Applied on 1/10/2017	✓
3	Account Specialist	US Bank	Clarksville, TN 37040	Other	Applied on 1/13/2017	✓

- You can now answer **no** to the following question “Did you apply for jobs or contact other employers during this week?” —this can be found under additional job contacts.

Claim Assistance

If you have any questions pertaining to your claim, please contact the help line at **(877) 813-0950**.

Website Assistance lwdsupport.tn.gov

This link will allow you to create an email request ticket, to correspond with an agent regarding any inquiries that you may have. An agent will respond within 48-72 hours of the ticket being submitted.

