

# FACT SHEET



## STATE INFORMATION DATA EXCHANGE SYSTEM (SIDES)

The State Information Data Exchange System (SIDES) is a secure and timely way for employers and third party administrators (TPAs) to electronically receive and respond to the Employment Development Department's (EDD) *Notice of Unemployment Insurance Claim Filed*, DE 1101CZ.

The system was developed through a strategic partnership between the U.S. Department of Labor (USDOL), the National Association of State Workforce Agencies (NASWA), and state Unemployment Insurance (UI) agencies. In California, SIDES is administered by the EDD.

### Benefits

- Streamlines communication to improve timeliness.
- Transmits confidential information securely through the use of encrypted data.
- Reduces errors common with paper forms.
- Sends notifications faster, allowing more time to gather information.
- Uses a standard industry format for all participating states.
- Allows employers and TPAs to upload supporting documentation.

### Options to Participate in SIDES

- **SIDES E-Response** is designed for employers and TPAs with a lower volume of UI claims and does not require any special programming or software. For more information on subscribing to SIDES E-Response, visit [www.edd.ca.gov/SIDES](http://www.edd.ca.gov/SIDES).
- **SIDES Web Service** is designed for employers and TPAs with a higher volume of UI claims or those who operate in multiple states. This option requires the employer or TPA to coordinate with the EDD and NASWA to implement special programming for a computer-to-computer interface. Visit [www.edd.ca.gov/SIDES](http://www.edd.ca.gov/SIDES) for information on how to participate in SIDES Web Service.

### Who can participate in SIDES?

SIDES is available to all employers and TPAs at no cost. However, employers and TPAs who select the SIDES Web Service option will incur costs to develop software to connect their internal systems to the SIDES Broker.

### How do employers and TPAs subscribe to SIDES?

Visit [www.edd.ca.gov/SIDES](http://www.edd.ca.gov/SIDES) to learn how to subscribe to SIDES.

### Technical Support

Technical support is available for both SIDES E-Response and SIDES Web Service.

- **SIDES E-Response:**

For technical assistance, such as registration, login, and other related issues, call the EDD's SIDES Technical Support Center (TSC) toll-free at 1-855-327-7057. Representatives are available Monday through Friday from 8 a.m. until 5 p.m., Pacific Time, excluding state holidays.

Representatives at the TSC **cannot** assist with questions about other EDD employer services, Unemployment Insurance, Disability Insurance, or Paid Family Leave.

- **SIDES Web Service:**

Contact NASWA at [www.itsc.org/Pages/sidescontact.aspx](http://www.itsc.org/Pages/sidescontact.aspx).

### Security Protection

The EDD, USDOL, and NASWA take the security of information very seriously. There are multiple layers of security that require authentication certificates. All data transmitted and stored is encrypted for further protection against fraud.

### For More Information

Visit [www.edd.ca.gov/SIDES](http://www.edd.ca.gov/SIDES) for more information about SIDES E-Response and SIDES Web Service.

Additional information on SIDES Web Service is available on the national UI SIDES website at [www.itsc.org/Pages/UISIDES.aspx](http://www.itsc.org/Pages/UISIDES.aspx).

The EDD is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities.