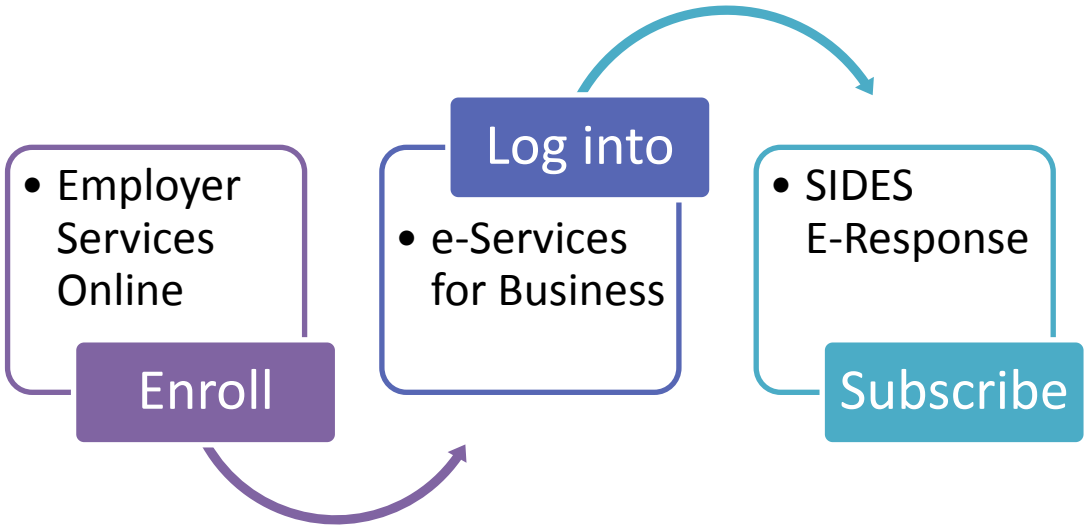
State Information Data Exchange System (SIDES) E-Response

Supplemental User Guide



Prepared by
California Employment Development Department

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I. Introduction

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).

SIDES 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 to streamline communication between employers/TPAs and the EDD, reduce errors that are common with paper forms, and provide employers with a standardized format to ensure that the required information is communicated to the EDD.

California only participates in the exchange of separation information. Employers and TPAs will be able to respond electronically to the DE 1101CZ. Other exchanges, including earnings verification and monetary and potential charges, may become available in the future.

SIDES does not eliminate the paper *Notice of Unemployment Insurance Claim Filed* (DE 1101CZ and DE 1101ER) notices. If new or reopened claims are processed through ways that are not connected to the SIDES database, a paper DE 1101CZ or DE 1101ER form will be mailed out. This request will not be available in SIDES E-Response. You will need to complete and mail the paper form within 10 days from the mail date.

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. To learn more about SIDES, visit the SIDES homepage on the EDD website.

Note: This guide provides information specific to the EDD's single-sign-on process and is considered a supplement to the SIDES E-Response guide that is on the National UI SIDES Website at http://info.uisides.org/pubdocs/E-Response_User_Guide_Sep_Info.pdf.

II. How to Subscribe to SIDES E-Response

Step 1: Enroll in Employer Services Online

Before you can use SIDES E-Response, you must be enrolled in Employer Services Online. To enroll, you will need your first and last name, the last 4 digits of your Social Security number, an email address, and a phone number. For more information, visit the Employer Services Online Enrollment page.

If you are already enrolled, skip to step 2.

Step 2: Log into e-Services for Business

Next, you must log into e-Services for Business with your Employer Services Online username and password and establish your relationship to an employer payroll tax account number. For more information, visit e-Services for Business.

Note: After logging into e-Services for Business the first time, you must wait 24 hours before subscribing to SIDES E-Response.

If you currently use e-Services for Business, skip to step 3.

Step 3: Subscribe to SIDES E-Response

Log into SIDES E-Response with your Employer Services Online username and password.

If you have never subscribed to SIDES E-Response, you will be directed to the Subscription page.

1. Review your information on the page.
2. Read the terms and conditions.
3. Agree to the terms and conditions.
4. Select “Subscribe” for a single business or “Subscribe All” for multiple businesses.

If you have previously subscribed to SIDES E-Response, you will be directed to the SIDES E-Response homepage.

1. Select the “SIDES Subscription” link in the notifications section.
2. Review your information on the page.
3. Read the terms and conditions.
4. Agree to the terms and conditions.

Select “Subscribe” for a single business or “Subscribe All” for multiple businesses.

III. Receive Email Notification

You will receive an email from the EDD notifying you if you have a request. The EDD only sends one daily email notification when you have one or multiple requests. This is sent to the email address on file in Employer Services Online.

IMPORTANT:

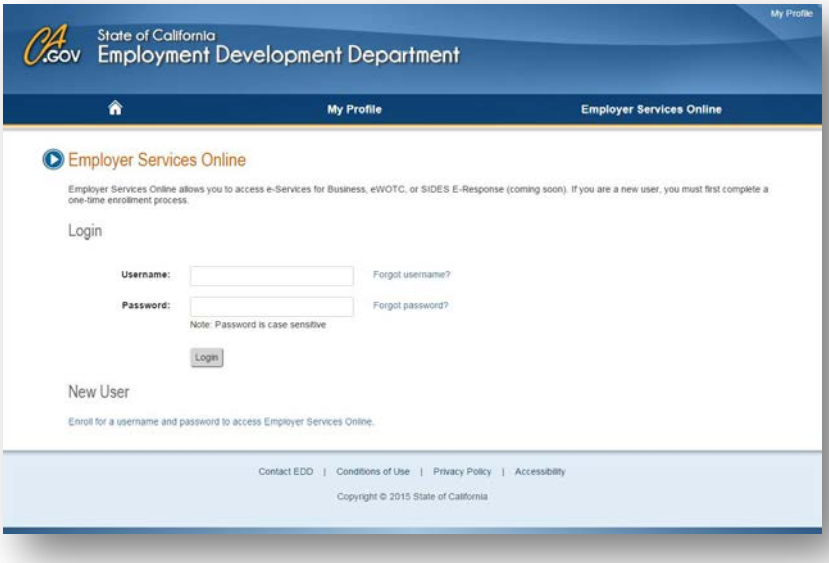
- Add SidesSupport@edd.ca.gov to your email address book to avoid the request notifications going to the spam folder.
- Keep email address updated in Employer Services Online.
- Keep Your Client List Up-to-Date
  If you have multiple businesses, it is your responsibility to keep your client list up-to-date with the EDD to continue receiving the benefits of SIDES E-Response. If the EDD cannot determine your relationship with the client, the client will receive a paper Notice of Unemployment Insurance Claim Filed (DE 1101CZ).

IV. Respond to Request(s)

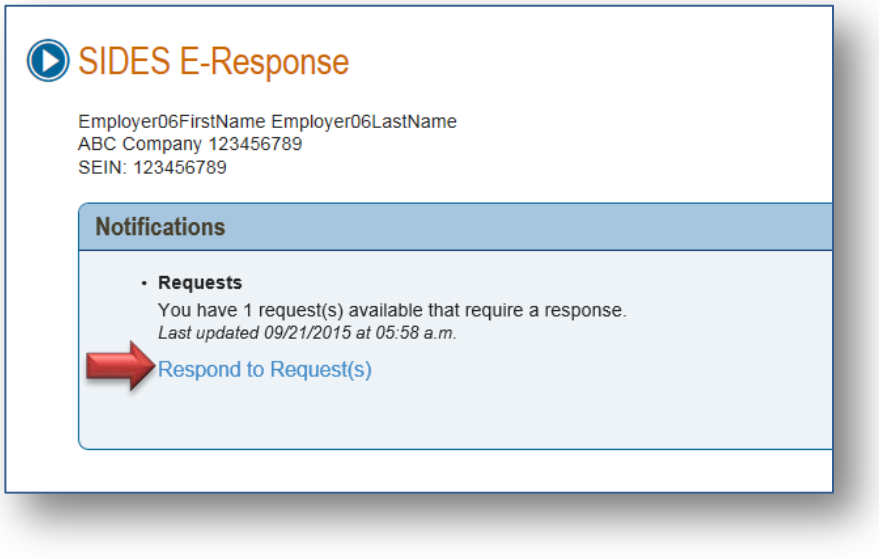
Employers and TPAs have **10 calendar days** from the notice request date to electronically respond to the Employment Development Department's (EDD) *Notice of Unemployment Insurance Claim Filed.*

To begin responding to request(s), follow the steps below:

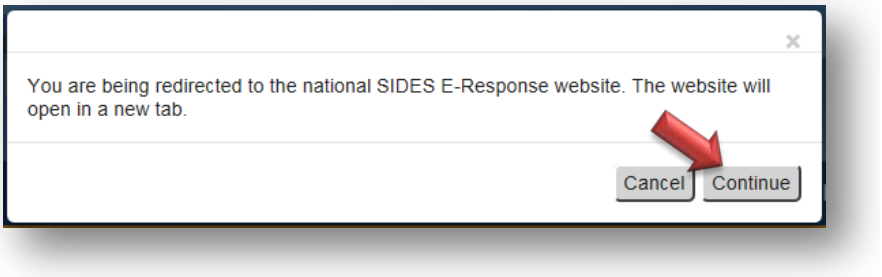
1. Log into Employer Services Online.



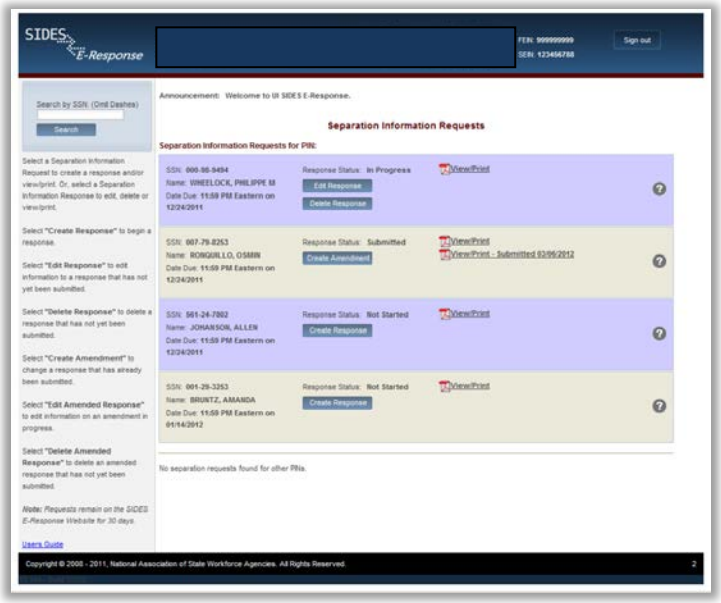
2. **Select the "Respond to Request(s)" link.**



3. **Select "Continue"**



4. **Select "Create Response" to begin responding.**



For assistance on completing a response, refer to the UI SIDES Separation Information User Guide: http://info.uisides.org/pubdocs/E-Response_User_Guide_Sep_Info.pdf

V. Technical Support

SIDES technical support provides customers with assistance such as registration, login, and other related technical issues.

SIDES technical support staff **cannot** assist with questions about other EDD employer services, unemployment insurance, disability insurance, or Paid Family Leave.

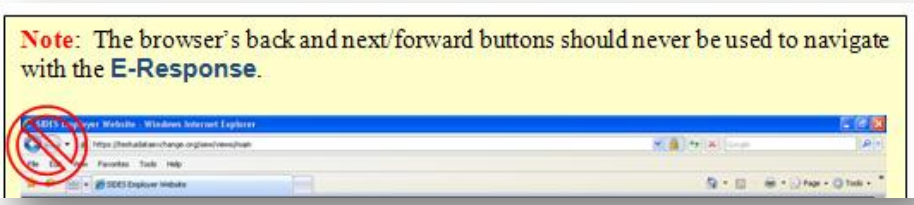
For SIDES E-Response technical assistance, call the EDD toll-free at 1-855-327-7057 to speak to a representative Monday through Friday from 8 a.m. until 5 p.m., excluding state holidays.

VI. Help Features

The Separation Information Request screens contain the following features:

- Identifying Information. Your FEIN and SEIN (if used) will be displayed in the upper right portion of the screens.
- Information Bar. A vertical section on the left side of the screen provides specific instructions to help you navigate specific pages.
- Site Navigation Buttons. At the bottom of most pages you will find the following buttons:
  - [Back]—saves your work and takes you to the previous page.
  - [Cancel]—deletes data from the screen, and you remain on the same page.
  - [Save]—saves data entered and runs validations, but you remain on the same page.
  - [Main Menu]—does not save data entered, and returns you to the Separation Information Requests page.
  - [Next]—saves data entered and moves to the next page.
  - [Go]—a drop down menu allows you to select and jump to a particular page.

  NOTE: Using the browser navigation button to go back or go forward will **NOT** ensure the proper functioning of the site and could cause you to lose work.



- Sign Out Button. The [Sign Out] button located in the upper far-right portion of each page will log you out of the E-Response website. Be sure you have saved your work before signing out.

- Help Icon. This symbol indicates help is available for the particular field where it is found. Simply mouse over the icon to see the help text.

- Screen Identification Number. The number in the bottom right corner of each screen identifies it. Should you have questions or problems with a particular screen/page, please refer to this screen number when contacting your State UI agency.

- Standard Web Interface Features. Many pages include navigation and functions that are common on most websites, including clickable radio buttons, check boxes, drop-down menus, and text fields. Remember to use only the navigation features built into the site. Using browser navigation features to go back, forward, or print could cause you to lose your work.