

I Can't Log In To the E-Response Website

Which Form Or Letter Are You Attempting To Respond To?

There are currently three (3) types of UI information requests that contain E-Response Login Credential fields in the upper left hand corner. The first step in troubleshooting your login issue is to identify which request form or letter you're attempting to respond to. The request is identified by name in the letterhead at the top of the first page and also by a form number located in the bottom left corner of each page.

- **Time Sensitive Notice of Claim Filed**
Form Number: LB-0502
- **Time Sensitive Request for Wage Audit Information**
Form Number: LB-0518
- **Time Sensitive Request for Separation Information**
Form Number: There are 39 separation information request forms covering various reasons for separation and each has its own form number. The form you receive will depend on the cause for the separation given by the claimant at the time they filed their claim.

If You Received a Time Sensitive NOTICE OF CLAIM FILED (LB-0502) or Time Sensitive REQUEST FOR WAGE AUDIT INFORMATION (LB-0518)

The E-Response applications you'll use to submit non-charge requests and quarterly wage audit information are not yet live for use, although an implementation plan for phasing in employer participation is being developed. Once these applications are available, your login credentials will be provided on both agency request forms.

To Submit Your Current Non-Charge Request

Complete the form (LB-0502-A) on the reverse side of the notice and submit by mail to the Benefit Charge Unit. Your request will be considered timely if postmarked by the response date.

Tennessee Department of Labor and Workforce Development
Division of Employment Security
Benefit Charge Unit
P.O. Box 24827
Nashville, TN 37202-4827

To Submit Requested Quarterly Wage Audit Information

Complete the form (LB-0518) and return by mail to the Benefit Payment Control Unit. Your request will be considered timely if received within two weeks of the date you received the request.

Tennessee Department of Labor and Workforce Development
Division of Employment Security
Benefit Payment Control
220 French Landing Drive
Nashville, TN 37243-2606

- **NOTE: PLEASE DO NOT SUBMIT NON-CHARGE REQUESTS OR QUARTERLY WAGE AUDIT INFORMATION TO THE SIDES HELPDESK.**

If You Received a Time Sensitive REQUEST FOR SEPARATION INFORMATION

Your login credentials for the E-Response website are the FEIN, SEIN, and 4-digit identification number/access code. These fields are located in the upper left hand corner of the first page of TDLWD Time Sensitive Requests for Separation Information.

- **Login Error: Your Login is Unsuccessful Using Your FEIN, SEIN, and Identification/Access Code**

Look closely at the numbers printed in the FEIN and SEIN fields on your request form. The FEIN is used in both the FEIN and SEIN fields on separation information requests sent to non-governmental employers with an established Tennessee UI account.

 - ❖ Enter the FEIN and SEIN just as they are printed on your request form.
 - ❖ If your FEIN is printed in both fields on the request, enter the FEIN in both fields on the E-Response login page.
- **The Login Credential Fields on Your Request Form are blank**

The absence of the FEIN, SEIN, and 4-digit identification number/access code in these fields lets you know that a request for separation information was not generated in E-Response.

 - ❖ You must submit your response by fax or email using the fax number and email address located in the upper right hand portion of the request. You may also submit your response by mail to:

Tennessee Department of Labor and Workforce Development
Division of Employment Security
Claims Operations
220 French Landing Drive
Nashville, TN 37243-1002

- **There Are No Login Credential Fields On Your Request Form**
 - ❖ The following six (6) Requests for Separation Information forms will not contain E-Response login credential fields and the request will not be posted on the E-Response website. You must respond to these requests by fax, email or mail.

1. EAV 28 – Severance Pay/Wages in Lieu of Notice
2. EDS 27 - Fair Labor Standards
3. ELW41 - Most Recent Work
4. ERW30 - Refusal of Work
5. EAV20 - Pension base period
6. EAV21 – Training

- **The Identification Number/Access Code Field is Blank on Your Request Form**

The absence of the 4-digit Access Code lets you know that a request for separation information was not generated in E-Response.

- ❖ You must submit your response by fax or email using the fax number and email address located in the upper right hand portion of the request. You may also submit your response by mail to:

Tennessee Department of Labor and Workforce Development
Division of Employment Security
Claims Operations
220 French Landing Drive
Nashville, TN 37243-1002

➤ **NOTE: PLEASE DO NOT SUBMIT SEPARATION INFORMATION TO THE SIDES HELPDESK.**