

# Unemployment Insurance State Information Data Exchange System (SIDES)

## What is SIDES?

SIDES, the Unemployment Insurance State Information Data Exchange System, is a web-based system that allows the Department of Labor and employers to communicate directly and efficiently when an individual files a new Unemployment Insurance claim. The system transmits questions from the Labor Department regarding new Unemployment Insurance claims by former employees directly to you, so that you can respond quickly and we can process claims promptly while protecting against fraud in the system. Created in partnership with the National Association of State Workforce Agencies, SIDES will help you or your representative (for example, a third-party administrator) respond to questions about claims easily, accurately and in a timely manner.

## There are two aspects of SIDES:

SIDES E-Response for Business:

- For employers with small numbers of employees and no representative (for example, a payroll agent), the SIDES E-Response system provides an easy way for you to electronically respond to our questions and requests.
- SIDES for Third-Party Administrators and Large Employers: For larger employers, SIDES provides a more automated and efficient data-sharing and file-tracking interface between you, your Third-Party Administrators, and state agency networks than current systems. Because the

computer systems are “speaking” to each other, SIDES provides the most reliable and efficient way to deal with your large volume of Unemployment Insurance information transactions.

## How does SIDES help me?

When a worker becomes unemployed and applies for Unemployment Insurance benefits, the Department of Labor contacts former employers to find out why the worker left or lost his or her job. We rely on employers to give us this information so we can use it, along with information provided by the worker, to determine if the worker is entitled to benefits.

One of the main causes of improper Unemployment Insurance payments to workers is a lack of accurate information about why a worker left or lost his or her job. In order to prevent improper benefit payments, we need employers to respond to our requests accurately, completely and in a timely manner. When you do this, you help us protect your business and prevent possible fraud.

SIDES has many other benefits for you:

- It is FREE to use.
- It offers one nationally standardized format for information requests.
- Data checks ensure the exchange of complete and valid information.
- You receive requests for information faster, which means you can respond faster.



- You receive a receipt as proof that your timely reply was processed.
- It offers a single point of contact for questions and answers.
- Fewer follow-up phone calls and less correspondence are needed.
- It lowers your postage costs and generates less paper.
- It improves fraud detection.

In short, SIDES helps you respond to our questions about your former employees' separation quickly and completely. This prevents payments from going to people who do not deserve them, while preserving the integrity of the Unemployment Insurance trust fund and your employer account. Preventing fraud ultimately saves employers money.

### **How do I sign up for SIDES E-Response for Business?**

Signing up for SIDES E-Response is easy. There are just two steps:

1. If you do not have an Unemployment Insurance Online Services account, go to <http://labor.ny.gov/ui/Authentication/index.shtm>.

If you have an existing Department of Taxation and Finance Online Services account, you can upgrade that account by following the directions on our website at <http://labor.ny.gov/ui/Authentication/index.shtm> on how to use that account for Unemployment Insurance Online Services. Note that our Online Services account gives you other benefits, including access to your Unemployment Insurance account information, the ability to file quarterly returns online, a secure way to communicate with the Department of Labor and more.

2. Call 1-888-899-8810 and choose Option 1, then Option 4. A representative will review your account and sign you up for SIDES.

### **How will SIDES E-Response for Business notify me of a request? How do I respond?**

Whenever a former employee applies for Unemployment Insurance benefits, you will receive an electronic SIDES message through your Unemployment Insurance Online Services account. A separate e-mail will be sent to your e-mail account to let you know that you have an urgent message waiting.

Log into your account and check your message.

The message will contain a link, a PIN and instructions on how and when to respond to the request. Click on the link, sign into the SIDES system and respond appropriately.

### **How do I sign up for SIDES for Third-Party Administrators and Large Employers?**

Large Employers and Third-Party Administrators may get additional information about developing a SIDES interface and signing up by contacting:

Chris Peretto, SIDES Director  
E-mail: [cperetto@naswa.org](mailto:cperetto@naswa.org)  
Phone: (202) 744-9182

**or**

Jerry Pectol, SIDES Operations Director  
E-mail: [jpectol@naswa.org](mailto:jpectol@naswa.org)  
Phone: (918) 213-0029

For more information about SIDES E-Response for Business and SIDES for Third-Party Administrators and Large Employers, visit our website at: [www.labor.ny.gov/go/SIDES](http://www.labor.ny.gov/go/SIDES).