



Unemployment Insurance Division

REPORTING A REFUSAL OF WORK OR A DECLINED OR MISSED INTERVIEW

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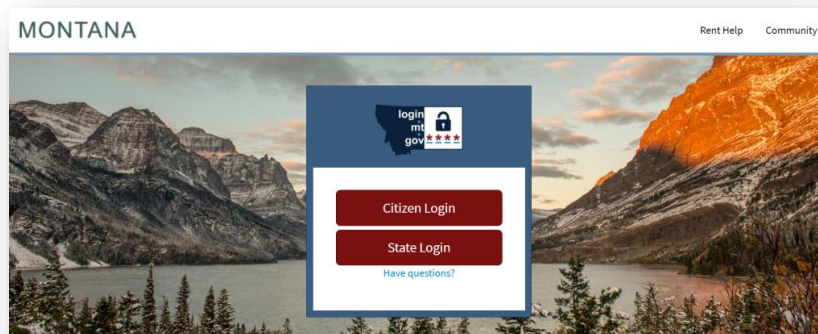
Introduction

The Unemployment Insurance reporting forms for Refusal of Work and Declined/Missed Interview are now on the State of Montana Self-Service Portal. This change will allow you to complete and submit the form in one place. To get started, navigate to the [Work Refusal or Declined/Missed Interview Reporting Forms](#) and sign in. We recommend you add a bookmark to the report form on your web browser for convenience.

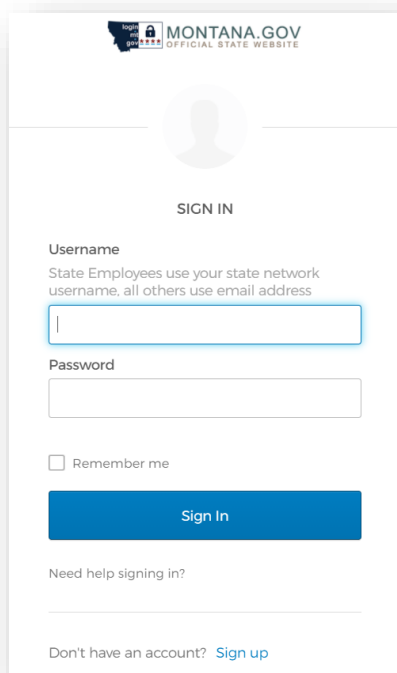
Create an Account

If you don't have an account with the State of Montana Self-Service Portal, you may create one with a few easy steps.

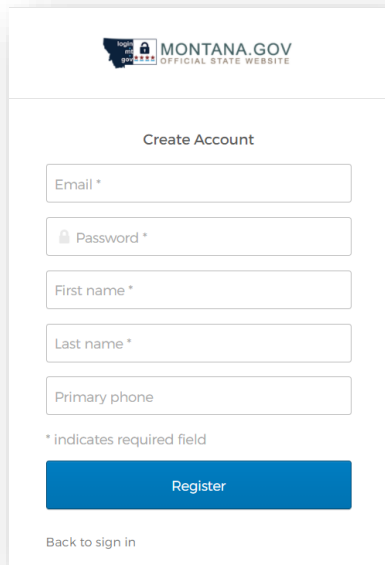
1. On the Login screen, select **Citizen Login**.



2. On the Sign In screen, select **Sign up** at the bottom of the screen.

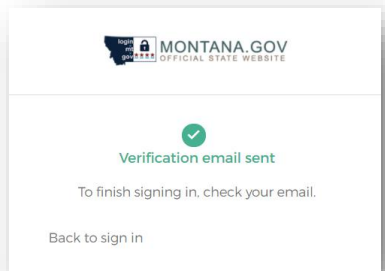
A screenshot of the Montana Self-Service Portal Sign In page. The page has a white background with the Montana logo and "MONTANA.GOV OFFICIAL STATE WEBSITE" at the top. Below the logo is a placeholder for a profile picture and the text "SIGN IN". Underneath, there is a "Username" field with a note: "State Employees use your state network username, all others use email address". Below that is a "Password" field. There is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the fields. At the bottom, there is a link that says "Need help signing in?" and another link that says "Don't have an account? Sign up".

3. Complete each field on the Create Account screen, then select **Register**.

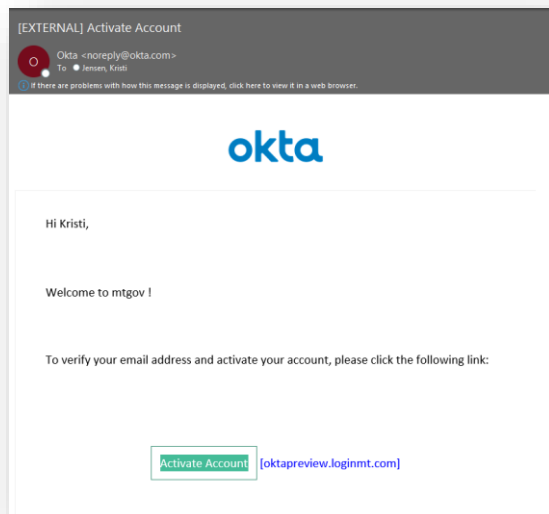


The screenshot shows the 'Create Account' form on the Montana.gov website. At the top, there is the Montana.gov logo and the text 'MONTANA.GOV OFFICIAL STATE WEBSITE'. Below this, the title 'Create Account' is centered. The form contains several input fields: 'Email *', 'Password *', 'First name *', 'Last name *', and 'Primary phone'. A legend below the fields states '* indicates required field'. At the bottom of the form is a blue 'Register' button and a link for 'Back to sign in'.

The screen will notify you a verification email has been sent.



4. Check your email for a new email from Okta. (Okta handles account services for the Self-Service Portal.) Select **Activate Account** in the email to finish your registration.

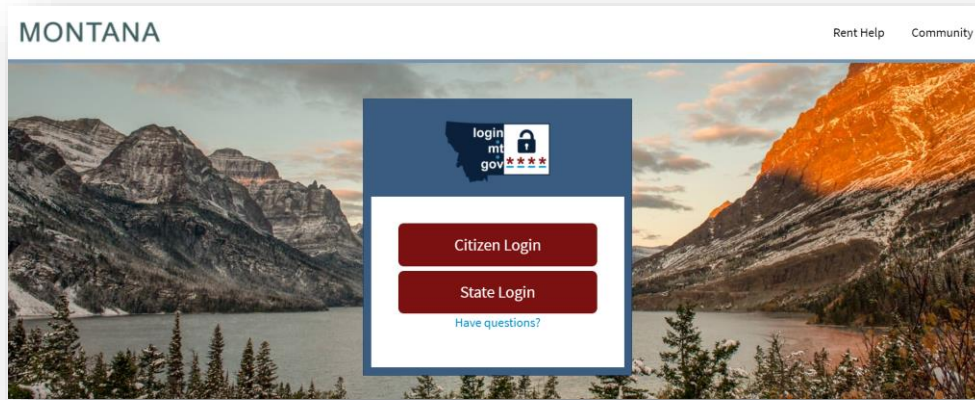


Submit a Report

To report a refusal of work or an interview that was declined or missed with the State of Montana Self-Service Portal, follow these steps:

1. Navigate to the URL below and select **Citizen Login**:

https://montana.servicenowservices.com/citizen?id=sc_cat_item&sys_id=6b540a5d1bed74100b73a8efe54bcbb9

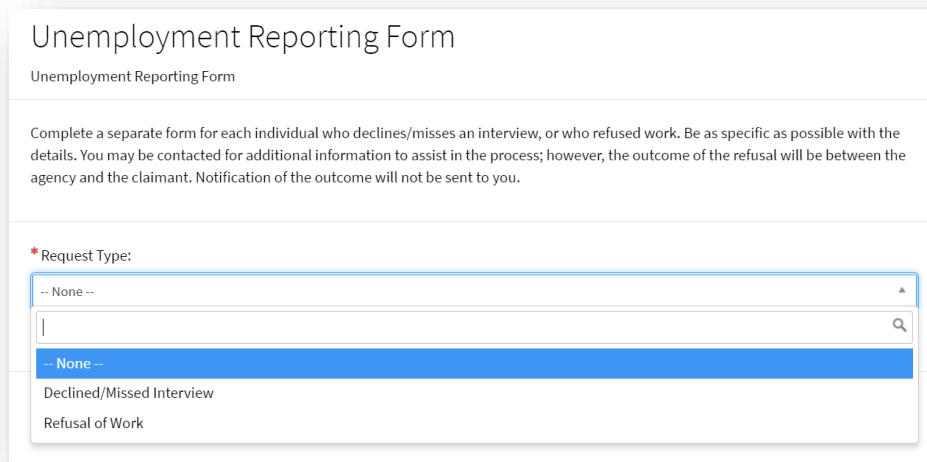


2. Sign in with your email address and password, then select **Sign In**.

A screenshot of the Montana Self-Service Portal sign-in form. The page has a white background with a blue header containing the "login mt gov" logo and the text "MONTANA.GOV OFFICIAL STATE WEBSITE". Below the header is a grey silhouette of a person's head. Underneath is the text "SIGN IN". The form includes a "Username" field with a note: "State Employees use your state network username, all others use email address". Below that is a "Password" field. There is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the fields. At the bottom, there is a link that says "Need help signing in?" and another link that says "Don't have an account? Sign up".

3. When the Unemployment Report Form appears, select what you would like to report on the drop-down menu of the Request Type field. Then complete all required fields.

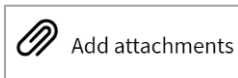
Tip: Once a report is submitted, you cannot change it. Be sure that everything you want to report is included and correct before you click Submit.



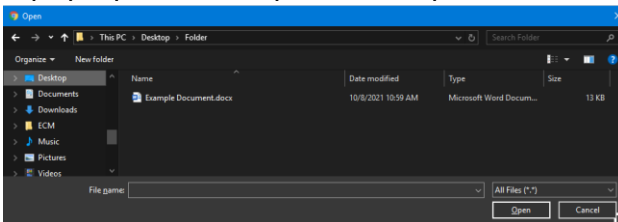
The screenshot shows the 'Unemployment Reporting Form' interface. At the top, it says 'Unemployment Reporting Form' and 'Unemployment Reporting Form'. Below that is a paragraph of instructions: 'Complete a separate form for each individual who declines/misses an interview, or who refused work. Be as specific as possible with the details. You may be contacted for additional information to assist in the process; however, the outcome of the refusal will be between the agency and the claimant. Notification of the outcome will not be sent to you.' Below the instructions is a field labeled '* Request Type:' with a dropdown menu. The dropdown menu is open, showing options: '-- None --', 'Declined/Missed Interview', and 'Refusal of Work'. The '-- None --' option is currently selected.

4. If you have supporting evidence, such as email or text correspondence, follow these steps to add it to the report:

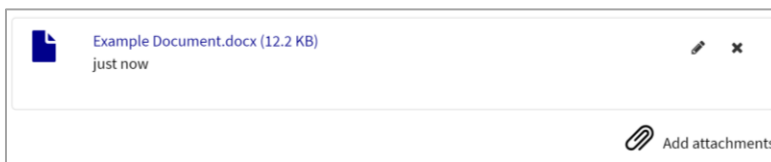
- a. Select **Add Attachments** (located at the bottom of the form).



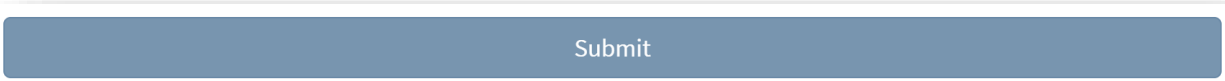
- b. A pop-up box will open File Explorer. Select the file you want to add.



- c. Select **Open** to add it to the report. The pop-up will disappear, and you will see the file name at the bottom of the form. If you would like to change the name of the document, select the pencil icon. If you need to remove the file, select the X. Select **Add attachments** to add another file.



5. Once the report is complete, select **Submit**.




Submit Another Report

Once a report has been submitted, you may start another by selecting the **Submit Another Form** from the pop-up at the top of your screen. If that pop-up is no longer present, you may navigate back to

https://montana.servicenowservices.com/citizen?id=sc_cat_item&sys_id=6b540a5d1bed74100b73a8efe54bcbb9

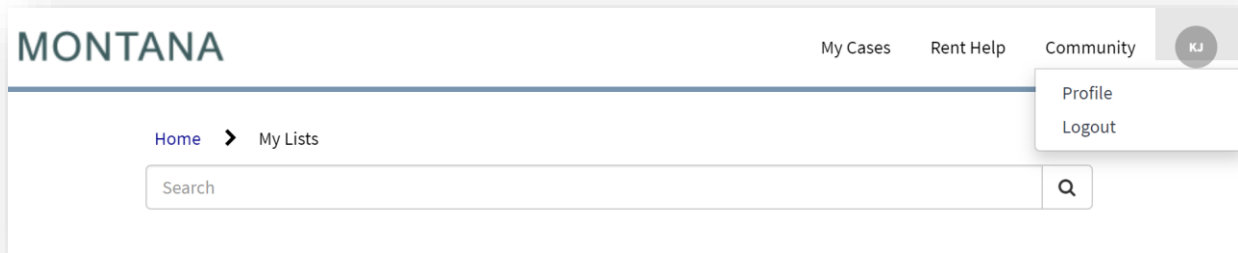
Tip: We recommend you bookmark that URL in your web browser for convenience.

A rectangular button with rounded corners, a light green background, and a thin green border. The text "Submit Another Form" is centered in a dark blue font.

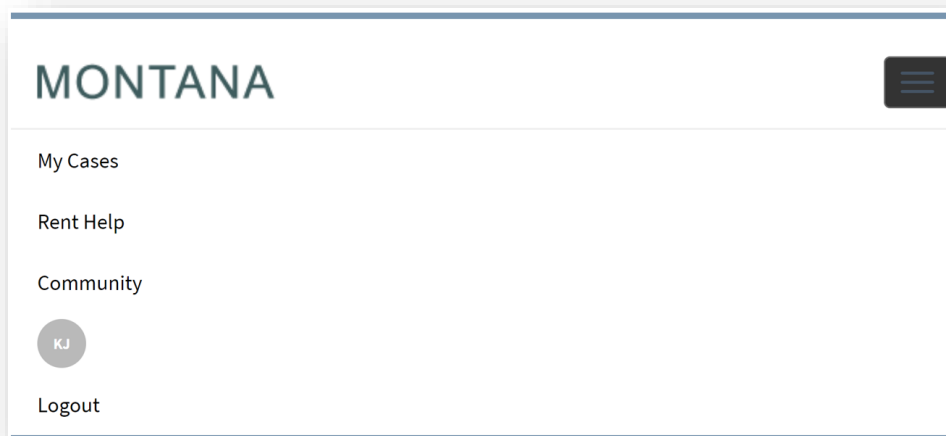
Log Out

To protect your account, please log out when your business is complete in the Self-Service Portal.

On a computer, select the circle with your initials at the top right corner of the screen. Then select **Logout**.



On a mobile device, open the menu (three lines on top right of screen), then select **Logout**.



View Submitted Forms

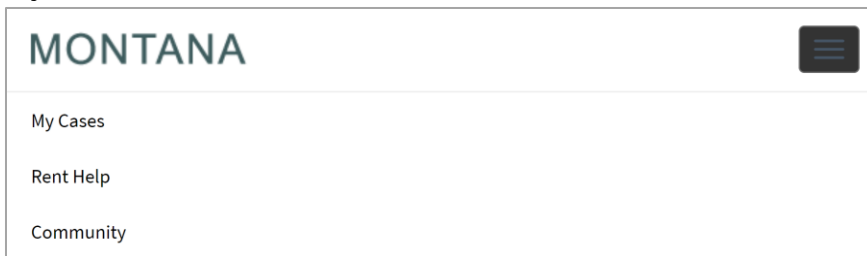
Once a form is submitted, it will provide the Case Number and the Summary of your submission. If you need to review any cases submitted previously, follow these steps for a list of submitted reports:

1. Navigate to My Cases.

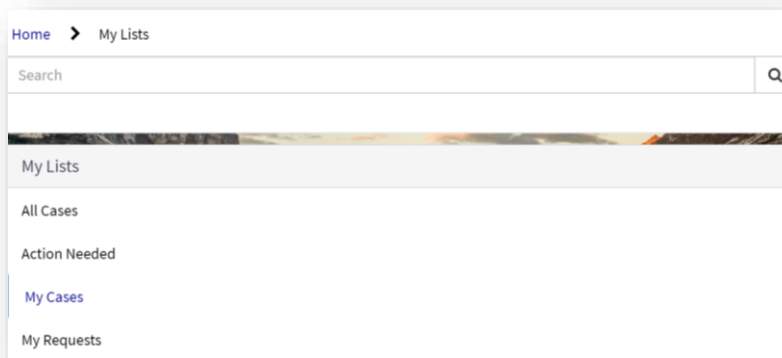
On a computer, select **My Cases** from the options in the top right of the screen.



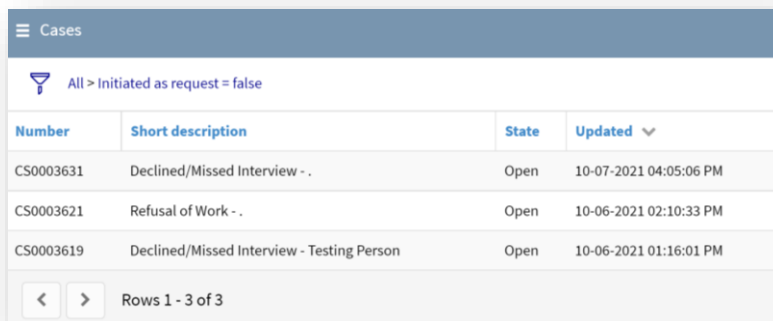
On a mobile device, open the menu (three lines on top right of screen), then select **My Cases**.



2. Select **My Cases** from the My Lists



3. A list of reports you have submitted will display. You can select the report to open it and view the summary.



The screenshot shows the "Cases" screen in the mobile app. At the top left is a menu icon and the word "Cases". Below this is a filter icon and the text "All > Initiated as request = false". Below the filter is a table with the following columns: "Number", "Short description", "State", and "Updated". The table contains three rows of data. At the bottom of the table is a pagination bar with left and right arrows and the text "Rows 1 - 3 of 3".

Number	Short description	State	Updated
CS0003631	Declined/Missed Interview - .	Open	10-07-2021 04:05:06 PM
CS0003621	Refusal of Work - .	Open	10-06-2021 02:10:33 PM
CS0003619	Declined/Missed Interview - Testing Person	Open	10-06-2021 01:16:01 PM