Unemployment Insurance Division

REPORTING A REFUSAL OF WORK
OR A DECLINED OR MISSED INTERVIEW
Contents

Introduction ..........................................................................................................................3
Create an Account ................................................................................................................3
Submit a Report ....................................................................................................................5
Submit Another Report .......................................................................................................7
Log Out ...............................................................................................................................7
View Submitted Forms ........................................................................................................8
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.
3. Complete each field on the Create Account screen, then select **Register**.

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=6b540a5d1bed74100b73a8efe54bcb9

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

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.

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 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**.

   ![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

   ![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.

   ![a list of reports you have submitted will display. You can select the report to open it and view the summary]