

Cómo completar los cuestionarios de investigación

La "investigación" es el proceso del departamento mediante el cual se formulan preguntas sobre una situación con el objetivo de decidir si se pueden pagar o no los beneficios por desempleo. La mayoría de las preguntas de investigación se hacen a través del sistema de reclamos de desempleo, pero es posible que un examinador de los reclamos de Compensación por Desempleo (UC) lo llame o le envíe preguntas de seguimiento por correo electrónico, según sea necesario. Es necesario que responda las preguntas de inmediato para garantizar que su información se tenga en cuenta en el proceso de toma de decisiones.

Si tiene preguntas de investigación por responder, aparecerá un aviso en una ventana emergente cuando inicie sesión en su panel de información. En el siguiente ejemplo, tiene nueve mensajes nuevos o no leídos, pero también un formulario de investigación que debe ver y responder. Este permanecerá en su bandeja de entrada hasta que lo complete. No se enviarán recordatorios adicionales para que lo haga.

Menu Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers Quick Search

Pennsylvania
Unemployment Compensation System

Welcome to My Individual Workspace Fred Davis.
[View your Personal Profile and Contact Information.](#) This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

My Dashboard Directory of Services My Resources

Services Preview

Important information for Davis, Fred close

You have 9 new or unread messages.

You have 1 fact-finding form that you are required to answer.

Close

Find a Great Job Today.
We have found local job listings related to your employment history, desired occupations, and associated job skills

Para acceder a las preguntas de investigación, puede hacer clic directamente en el icono de notificación emergente que le indica que tiene un formulario de investigación. Al hacerlo, pasará a las preguntas de investigación.

Otra opción es acceder desde el "Message Center" (Centro de mensajes). Para ello, desplácese hacia abajo en el menú de navegación de la izquierda hasta "Other Services" (Otros servicios) y haga clic en "Communication Center" (Centro de comunicaciones). Aparecerá un menú en el que puede hacer clic en "Message Center" (Centro de mensajes).

Collapse All Close X

Fred Davis Sign Out

Search menu... 🔍

My Individual Workspace

- My Dashboard
- Directory of Services
- My Resources >

Quick Menu

- My Portfolio >

Services for Individuals

- Career Services >
- Job Seeker Services >
- Education Services >
- Labor Market Services >
- Employer Services >
- Unemployment Services >

Other Services

- Communication Center >
- Appointment Center >
- Assistance Center >
- Customer Satisfaction Survey >

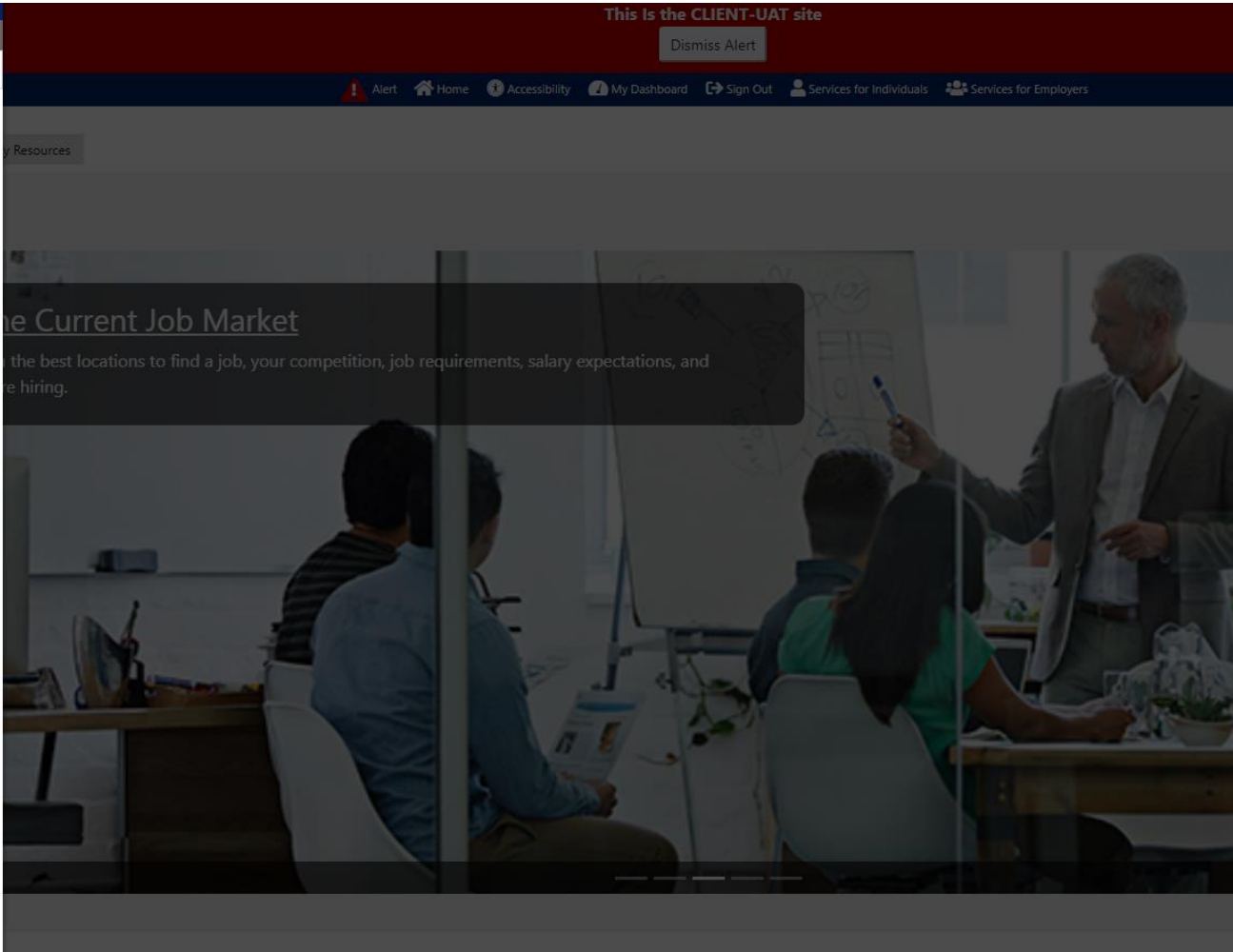
Document Management

- View My Documents
- Upload a Document
- Scan a Document

This is the CLIENT-UAT site

Dismiss Alert

Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers



← **Communication Center**

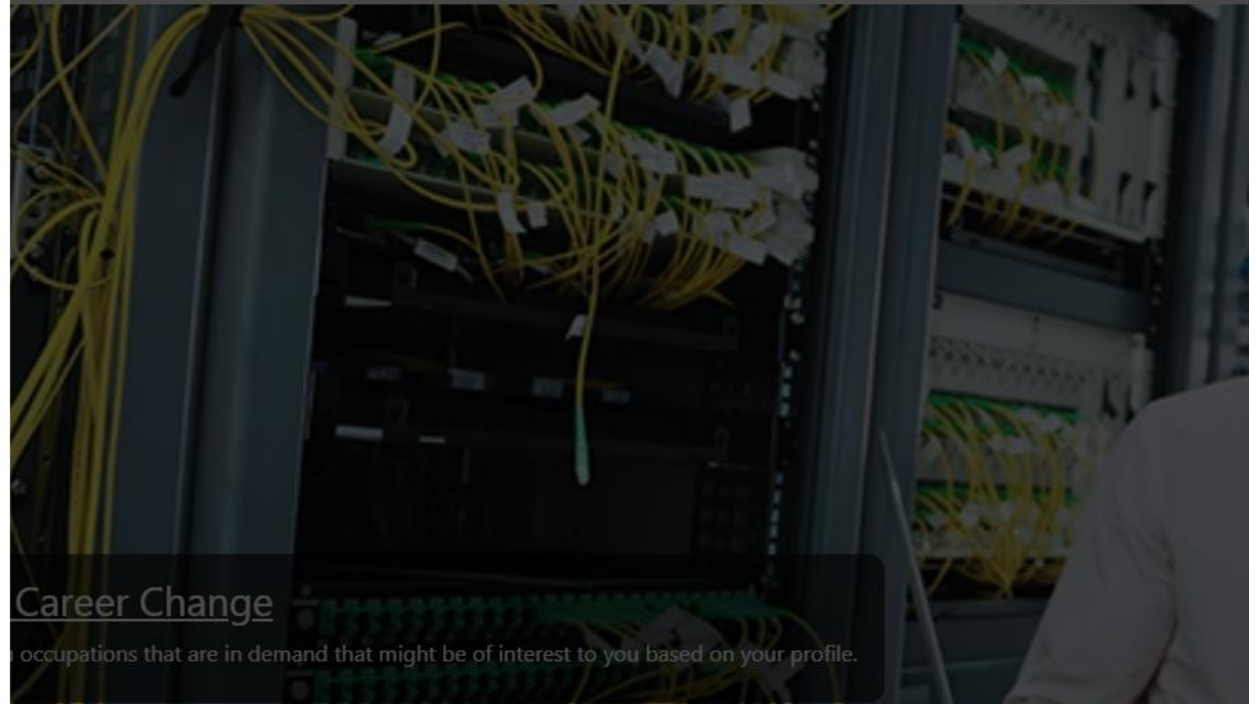
- Message Center
- Career Network
- Subscriptions
- Email Log

This is the CLIENT-UAT site

Dismiss Alert

- Alert
- Home
- Accessibility
- My Dashboard
- Sign Out
- Services for Individuals

y Resources



Career Change

occupations that are in demand that might be of interest to you based on your profile.

Aparecerá la siguiente pantalla. Para acceder a las preguntas de investigación, haga clic en el sobre en “Viewed Status” (Estado visualizado) o en el enlace “UI Fact Finding” (Investigación de UI) en la columna “Subject” (Asunto).

Menu Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers Quick Search

Pennsylvania
Unemployment Compensation System

Listed below are your message center messages.
Messages that have an image of a closed envelope have not been read; messages that have an image of an open envelope have been previously viewed. You may review current message and/or compose new message from this page.
You can set up custom folders under My Folders on the left navigation menu. You can move messages from the folders to your custom folders by either dragging and dropping them in the custom folders or by using the Move to Folder link.
WARNING: Always be on the lookout for job scams! [Learn more](#)

[[Individual Portfolio](#)]

My Individual Profiles My Individual Plans

Messages Subscriptions Email Log

For help click the information icon

Show Filter

Show Filter

Shortcut Keys: Access Message Folders with Alt and/or Shift + O then arrow up or down.
Access Messages with Alt and/or Shift + M.
Access My Folders with Alt and Shift + F.

- Folders
- Inbox (9)
- Deleted
- Junk

| Viewed Status | Attachments | From | Subject | Msg Date | Select |
|---------------|-------------|------------|--|------------------------|--------------------------|
| | | [REDACTED] | UI Fact Finding: Quit- Safety Concern(s) | 11/20/2020 08:21 AM | <input type="checkbox"/> |
| | | POSTMASTER | DEDUCTIBLE INCOME | 10/30/2020 09:20 AM | <input type="checkbox"/> |

Tanto si es **reclamante** como si es **empleador o representante del empleador**, verá quién envió el mensaje (**FROM:** [DE:]), quién lo creó (**CREATED BY:** [CREADO POR:]), la fecha en que se envió (**SENT:** [ENVIADO EL:]), su nombre en la sección "**TO:**" (PARA:) y el asunto del mensaje (**SUBJECT:** [ASUNTO:]). Haga clic en el enlace azul para que aparezcan las preguntas de investigación que debe responder.

Menu Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers Quick Search

Pennsylvania
Unemployment Compensation System

You are viewing your selected message.
You may print by clicking *Print*, or you may reply to the sender by clicking *Reply*.

This message was sent via Internal Message and Email.

Fred Davis

FROM: Sonja Shomper
CREATED BY: Sonja Shomper
SENT: Friday, November 20, 2020 8:21:00 AM

TO: Fred Davis
SUBJECT: UI Fact Finding: Quit- Safety Concern(s)
Fred Davis,

Please complete the following Fact Finding Form:

[UI Fact Finding: Quit- Safety Concern\(s\)](#)

Haga clic en el enlace para acceder a las preguntas de investigación.

Menu Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers Quick Search

Pennsylvania
Unemployment Compensation System

You are viewing your selected message.
You may print by clicking *Print*, or you may reply to the sender by clicking *Reply*.

This message was sent via Internal Message and Email.

[REDACTED]

FROM: [REDACTED]
CREATED BY: [REDACTED]
SENT: Friday, November 20, 2020 8:21:00 AM

TO: [REDACTED]
SUBJECT: UI Fact Finding: Quit- Safety Concern(s)
Fred Davis,

Please complete the following Fact Finding Form:

[UI Fact Finding: Quit- Safety Concern\(s\)](#)

Si usted es **reclamante**, el cuerpo del correo electrónico se verá similar al siguiente ejemplo. Mostrará con claridad la **fecha límite** antes de la cual el departamento solicita que responda y algunas pautas para completar las preguntas de investigación. También se indican las consecuencias de no completar y enviar la información a tiempo.

[Redacted]

FROM: [Redacted]
CREATED BY: [Redacted]
SENT: Sunday, September 20, 2020 7:08:00 PM

TO: [Redacted]
SUBJECT: UI Fact Finding: Quit- Safety Concern(s)
[Redacted]

Please complete the following Fact Finding Form:

[UI Fact Finding: Quit- Safety Concern\(s\)](#)

The department is requesting information from you relating to your claim for unemployment compensation (UC) benefits.

THIS INFORMATION IS DUE ON 09/25/2020.

Fecha límite

When completing the questionnaire(s), be sure that:

- All questions are answered completely and accurately
- All information is stated clearly and written legibly
- Any supporting documentation is returned with the form(s)
- You include any other information pertaining to eligibility

NOTE: Failure to complete and return the attached form(s) in a timely manner may delay your UC benefits. If you do not respond, the department will determine your eligibility based on information already in its possession, which may include information supplied by your employer if applicable.

If you have any questions regarding this letter or the enclosed form(s), please contact a UC representative at 888-313-7284. Videophone Service: Wednesday from noon to 4 p.m. at 717-704-8474.

Si usted es **empleador** o **representante del empleador**, el cuerpo del correo electrónico será algo diferente de la versión del reclamante como se muestra a continuación. Mostrará con claridad la **fecha límite** antes de la cual el departamento solicita que responda y algunas pautas para completar las preguntas de investigación. También se indican las consecuencias de no completar y enviar la información a tiempo.

The department is requesting information from you to determine the eligibility for unemployment compensation (UC) benefits of [Claimant name].

THIS INFORMATION IS DUE ON 09/25/2020.

Fecha limite



When completing the questionnaire(s), be sure that:

- All questions are answered completely and accurately
- All information is stated clearly and written legibly
- Any supporting documentation is returned with the form(s)
- You include any other information pertaining to eligibility
- You sign and date the form(s), if printing and returning by mail/fax

RESPOND TIMELY AND ADEQUATELY TO AVOID CHARGES TO YOUR EMPLOYER ACCOUNT

Under section 302(a)(2) of Pennsylvania UC Law (Law), if an individual is overpaid UC benefits because the employer or agent of the employer failed to respond in a timely or adequate manner to a request by the department for information regarding the individual's eligibility for compensation, the employer's account will no longer be credited when the overpayment is established. The employer's account will be charged with the UC benefits overpaid to the separated employee.

- Untimely Response – A response is untimely if it is filed more than 14 days after the department's request for information is mailed or transmitted electronically to the employer or agent.


- Inadequate Response – A response is inadequate if it misrepresents or omits facts that, if represented accurately or disclosed, would have been a basis for the department to disqualify the individual from receiving compensation.

NOTE: Please respond by the date provided above. Although the Law allows for a 14-day deadline to prevent loss of credit to your account in certain circumstances, there is a shorter deadline for employers to respond to department requests for information concerning a claimant's separation in order for the department to determine eligibility for UC benefits on a claim in a timely manner. Failure to respond by the due date provided may result in a determination being made on available information and result in unnecessary charges to your account.

If you have any questions regarding this letter message or the enclosed attached form(s), please contact a UC representative at 833-728-2367. Videophone Service: Wednesday from noon to 4 p.m. at 717-704-8474.

Una vez que se muestren las preguntas de investigación, respóndalas todas de la manera más precisa y completa posible. Si hay un cuadro de texto al lado de una pregunta, asegúrese de brindar la mayor cantidad de detalles posibles. A medida que responda las preguntas obligatorias que están marcadas con un asterisco rojo (*), es posible que aparezcan otras preguntas, según la manera en la que se respondan las preguntas anteriores.

Por ejemplo, si selecciona "Temporary" (Temporal) como respuesta en el siguiente ejemplo, se le preguntará "What date was the job scheduled to end?" (¿En qué fecha estaba programada la finalización del trabajo?).



*** Was this job permanent or temporary?** Permanent Temporary

*** What date was the job scheduled to end?**

*** Was this job full time or part time?** Full time Part time

*** What were the average number of hours worked in a calendar week?**

*** What was the rate of pay per hour?**
Currency (Example xxxxx.xx)

*** Is this separation a voluntary quit or leave of absence?** Voluntary Quit Leave of Absence

*** Leave of absence begin date:**

A continuación, se muestra un ejemplo de un formulario de investigación que puede recibir. Si la respuesta es solo una fecha, puede escribirla en el formato MM/DD/AAAA o hacer clic en el calendario para elegirla.

Safety Concern(s)

The department is requesting information, regarding a safety issue(s), to determine eligibility for Unemployment Compensation (UC) benefits.

• Was this job permanent or temporary? Permanent Temporary

• Was this job full time or part time? Full time Part time

• Is this separation a voluntary quit or leave of absence? Voluntary Quit Leave of Absence

• What was the date of hire?

• What was the last actual date worked?

• Did you/the employee earn at least \$3,432 with this employer during this period of employment? Yes No

Al hacer clic aquí, aparecerá un calendario para elegir una fecha.

REASON FOR SEPARATION

• Did the separation occur due to a safety issue(s)? Yes No

CONDITIONS OF EMPLOYMENT

• Was the reason for the separation work-related? Yes No

• Please explain what the conditions of employment were at the time of hire. (Include hours, rate of pay, job duties, etc.).

• Did the conditions of employment change prior to the separation? Yes No

STEPS TAKEN TO MAINTAIN EMPLOYMENT

* Were any steps taken to maintain employment prior to the separation? Yes No

* Was the safety issue brought to the employer's attention? Yes No

* Was continuing work available had you/the employee not voluntarily quit? Yes No

Please provide any additional information that you feel may affect the eligibility for unemployment compensation including any supporting documentation that may support your answers.

Debe completar todas las preguntas obligatorias o no podrá guardar sus respuestas. Si la página no se cierra después de presionar el botón "SAVE" (Guardar), no respondió una o más preguntas. Desplácese hasta la parte superior del formulario para ver si hay algún mensaje de error en rojo. Estos le indicarán qué preguntas debe responder antes de que pueda guardar sus respuestas. Ejemplo:

- What was the date of hire? is a required field.
- What was the last actual date worked? is a required field.

Asegúrese de leer las siguientes declaraciones sobre el área de la firma y escriba su nombre, la fecha en la que completa el formulario, su número de teléfono y su **1. I acknowledge that false statements in this document are punishable pursuant to 18 Pa. C.S. § 4904, relating to unsworn falsification to authorities.** al campo "Completed by" (Completado por).

2. All information provided is true, correct and complete to the best of my knowledge and belief.

3. FOR EMPLOYEES: I acknowledge that a person who makes a false statement or representation knowing it to be false, or knowingly fails to disclose a material fact to obtain or increase any UC benefits commits a criminal offense under Section 801(a) of the UC Law, 43 P.S. § 871(a), and may be subject to a fine, imprisonment and restitution.

4. FOR EMPLOYERS: I acknowledge that an employer or any officer or agent of such employer who makes a false statement or representation knowing it to be false or who fails to disclose a material fact to prevent or reduce the payment of UC benefits to any employee commits a criminal offense under Section 802(a)(1) of the UC Law, 43 P.S. § 872(a)(1).

• Name:

• Date:

Title (if employer):

• Telephone Number:

• Completed by:

Numbers only

- None Selected
- Claimant/Claimant Representative
- Employer/Employer Representative
- UC Representative

You must provide a copy of all documentation the Department requested. Failure to provide all requested documents could result in a loss of benefits. These documents or any additional documents you would like to provide, can be done from your claimant and employer dashboards, using the Provide Additional Documentation link.

Haga clic en "SAVE" (Guardar) en la parte inferior de la página.

Save Cancel

Tome nota de la información que aparece al final de la página. Si al ingresar las respuestas de investigación se le indicó que envíe información al departamento o si tiene información adicional que desea que el departamento vea o utilice para decidir si reúne los requisitos, puede cargarla mediante el enlace "Provide Additional Documentation" (Aportar documentación adicional) en el panel de información. Consulte la página siguiente para obtener instrucciones sobre cómo cargar documentos.

Services Portfolio Site Map Site Search Page Preferences Feedback Assistance

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Home Sign Out

Una vez que haga clic en el botón **"SAVE"** (Guardar), se notifica al representante de UC que se completó la investigación y que ahora se puede visualizar.

Si, mientras respondía las preguntas de investigación, se le pidió que aportara copias de la documentación O si desea brindar información adicional para respaldar sus respuestas, haga clic para volver a **"My Dashboard"** (Mi panel de información).

En el panel de información, busque el enlace **"Provide Additional Documentation"** (Aportar documentación adicional) en la sección **"Unemployment Services"** (Servicios por desempleo).

The screenshot displays a user dashboard with three main sections:

- Career Services:** Includes links for [Career Explorer](#) (Learn what career or type of job best suits you.) and [Career Informer](#) (Highlight a specific occupation and display detailed information about it.). A [More Career Services](#) button is also present.
- Community Services And Benefits:** Includes a link for [Programs and Services](#) (Select this option to explore information about the various community services and benefit programs that are currently available to you.).
- My Messages:** Shows 8 Unread Messages and 2 Read Messages. A [Enter the Message Center](#) button is located at the bottom.
- Unemployment Services:** This section is highlighted and contains several links:
 - [PA CareerLink®](#): Complete mandatory work registration requirements, search for work, or schedule an RESEA session.
 - [Provide Additional Documentation](#): Upload documents that were requested during claim intake or fact finding. (This link is the target of the instructions.)
 - [Unemployment Benefit Overview](#): Information about the Unemployment Benefit program.
 - [Start an Unemployment Claim](#): File an initial claim or re-open an existing claim.
 - [PEUC Program Information](#): Information about the Pandemic Emergency Unemployment Compensation (PEUC) Program.
 - [File for Weekly Benefits](#): File a weekly claim and certify eligibility.
 - [Claim Summary](#): View a summary of your unemployment benefits claim.
 - [TAA Handbook](#): Review your rights and responsibilities when filing for and receiving TAA benefits.A [More Unemployment Services](#) button is located at the bottom of this section.
- My Personal Profile:** Includes links for [Update Contact Information](#) (Review and update name, address, phone or e-mail.) and [Update Banking Information](#) (Change your Unemployment Insurance payment method.). A [View your Personal Profile and Contact Information](#) button is also present.
- My Benefits Plan:** Shows 1 Unemployment Insurance Claims - Regular Active and Open Issues: 6. A [View Your Benefit Plan](#) button is located at the bottom.
- Education Services:** Includes links for [Training Providers and Schools](#) (Locate information on specific training providers and schools.) and [Training and Education Programs](#) (Locate a training or educational program.). A [More Education Services](#) button is located at the bottom.

Cuando haga clic en el enlace "Provide Additional Documentation" (Aportar documentación adicional), se lo dirigirá a esta página.



This tab contains information on documents you have scanned and stored for use in applications done by staff.

[[Individual Portfolio](#)]

[My Individual Profiles](#)

[My Individual Plans](#)

[General Information](#)

[Background](#)

[Paths](#)

[Memo](#)

Documents

[Show Filter Options \(Results are being filtered\)](#)

No records found

Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with _ when saving the document in our system.

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[My Dashboard](#)

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Haga clic en el enlace "Upload a Document" (Cargar un documento) para comenzar.

Cuando haga clic en el enlace "Upload a Document" (Cargar un documento), se lo dirigirá a esta página.



Please follow the instructions listed below to add a document into the system.

• Indicates required fields.

 For help click the information icon.

Document Information

If you are providing documents requested during claim intake, select Fact Finding Documentation from the Document Description dropdown.

Document Description:

*** Document Tags:** Do not enter Personal Identifiable Information (PII) into this field.
Keywords that will be indexed with this attachment.

Attach Document

[Supported File Format](#)

Multiple documents can be uploaded simultaneously, but must be selected one-by-one.

Save

Cancel

Elija la descripción del documento correspondiente de la lista desplegable, haciendo clic en la flecha hacia abajo junto a "None Selected" (Ninguna seleccionada).

Si es **reclamante**, estas son todas las opciones. Elija **"Fact Finding Documentation"** (Documentación de investigación) del menú desplegable en "Document Description" (Descripción del documento).

Document Description: None Selected

*** Document Tags:** Keywords that will be indexed with this attachment.

Attach Document

Document 1:

Document 2: **Fact Finding Documentation**

Document Description: None Selected

*** Document Tags:** Keywords that will be indexed with this attachment.

Document Description: None Selected

*** Document Tags:** Keywords that will be indexed with this attachment.

Si es **empleador** o **representante del empleador**, estas son las opciones. Elija **"Fact Finding Documentation"** (Documentación de investigación) del menú desplegable en "Document Description" (Descripción del documento).

Pennsylvania
Unemployment Compensation System

Please follow the instructions listed below to add a document into the system.

• Indicates required fields.

Document Information


If you are providing documents requested during claim intake, select Fact Finding Documentation from the Document Description dropdown.

Document Description: None Selected

*** Document Tags:** Keywords that will be indexed with this attachment.

Para los **reclamantes** y los **empleadores/representantes de los empleadores**, agregue una etiqueta del documento en el cuadro "Document Tag".

*** Document Tags:** Do not enter Personal Identifiable Information (PII) into this field.
Keywords that will be indexed with this attachment.



Tenga en cuenta que no debe ingresar información de identificación personal (PII) en este campo, como su número de seguridad social, su nombre, etc. Cuando llegue a esta área, elija un archivo de su dispositivo para adjuntar su documento.

Cuando llegue a esta área, elija un archivo de su dispositivo para adjuntar su documento.

Attach Document

Select File
Multiple documents can be uploaded simultaneously, but must be selected one-by-one.

Save **Cancel**

[Supported File Format](#)

Una vez que haya cargado todos los documentos, haga clic en el botón **"SAVE"** (Guardar).

Haga clic en el enlace "Supported File Format" (Formatos de archivos compatibles) para ver los tipos de archivos que puede cargar. Estos incluyen: .pdf, .gif, .tiff, .bmp, .jpeg, .jpg, .png y .doc.

Se lo redirigirá a la siguiente página. Todos los elementos que haya cargado se mostrarán en la tabla como se observa a continuación. Si desea cargar otros documentos, haga clic en **“Upload a Document”** (Cargar un documento) y repita estos pasos.

[General Information](#) | [Background](#) | [Paths](#) | [Memo](#) | **Documents**

[Show Filter Options \(Results are being filtered\)](#)

Click a column title to sort.

| Name | Tags | Class | Create Date | Expiration Date | Action |
|----------------------------------|--------------|----------------------------|-------------|-----------------|--|
| PUA_Eligibility_Issues_Guide.pdf | award letter | Agency Award Letter | 10/16/2020 | | View Delete Meta Data |
| | 'lk;lk | Fact Finding Documentation | 11/20/2020 | | View Delete Meta Data |

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Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with _ when saving the document in our system.

[Upload a Document](#) [Scan a Document](#)

[My Dashboard](#)

Asegúrese de que solo se adjunte la documentación pertinente que aborde el tema particular abordado en el formulario de investigación. Además, si desea hacer referencia a la información de un manual del empleado, por ejemplo, solo adjunte las páginas que abordan el asunto en lugar de cargar el manual completo.

Haga clic en **“My Dashboard”** (Mi panel de información) para volver a su panel de información.

Si ha terminado, haga clic en “Sign Out” (Cerrar sesión).

Menu Alert Home Accessibility My Dashboard Sign Out Services for Individuals Services for Employers Quick Search

Welcome to My Individual Workspace Fred Davis.
[View your Personal Profile and Contact Information.](#) This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

My Dashboard Directory of Services My Resources

▼ Services Preview

Get Recruited by Top Employers
We can guide you through the process of creating a professional résumé, setting up automated job searches, and contacting potential employers in your desired field.

IMPORTANTE: El proceso de investigación es su oportunidad para brindar información sobre el asunto del reclamo. Si no completa y envía el formulario, el departamento resolverá únicamente sobre la base de la información que tenga disponible.