

# Design Concepts for the PA Unemployment Compensation Home and Unemployment Benefits Pages

The purpose of this document is to communicate design concepts for the Home and Unemployment Benefits landing pages. It is intended to be a spring board for internal discussion by the PA UC team as how to best meet the needs of visitors and claimants while achieving their business goals.

The concepts have been designed to:

- try and accommodate the current Sharepoint templates
- reflect the most important tasks of both visitors and claimants
- represent a visual hierarchy of tasks; from the most important to lesser tasks

To simplify navigation, it is suggested that secondary navigation under the current Unemployment Benefits menu be moved to the Unemployment Benefits landing page. This design approach can provide a better overview of what can be achieved when coming to the website.

## **Please note:**

The "blocks" are place holders only for new content and are not necessarily intended as buttons similar to the current web site design. Some of the placeholder blocks would be better served by including copy to help users understand what they might expect when clicking on them.

## HERO



Apply for Benefits



Certify Claim



Check Claim Status



Find Work



New UC System Guide



Report Fraud

## Alerts

Unemployment Benefits

Employers &amp; Tax Services

Pandemic Unemployment  
Assistance (PUA)Applying For Benefit  
Extensions Due To  
COVID-19Instructions for Filing  
Benefits OnlineProtect Yourself  
Against Possible  
Identity TheftFeatured  
Unemployment  
News

## POPULAR ON...

## FOOTER

## PAGE GOAL

To provide:

- Claimants quick access to their most important tasks
- Provide visitors with an overview of the site
- Push people interested in PUA and PUA claimants off to PUA information and login pages

## ANNOTATIONS

- 1 Add "News & Alerts" menu pick for a new "News & Alerts" landing page.
- 2 Add **Login button** to top level navigation for access at anytime.
- 3 On mobile, the first 3 links are displayed before clicking through the carousel. Place the 3 most important tasks first.
- 4 PUA is still one of the most popular searches and is different from regular unemployment benefits. PEUC is an extension of regular unemployment and can also be found when clicking on "Applying For Benefit Extensions Due To COVID". It's also on the POPULAR ON...section.
- 5 When clicking on "Applying for Benefit Extensions Due To Covid", a page providing an overview of the different Federal Cares Act programs should be displayed.

**Please Note:**

The boxes on the page are place holders only and do not reflect the intended visual design.

## HERO

## Unemployment Benefits

Copy

Apply for Benefits

Certify Claim

Login To My Account

New To Unemployment

Applying for Benefits

Managing Your Benefits

Report Fraud

Find Work

File An Appeal

Using The New UC  
SystemsUnemployment  
Compensation  
GuideAnswers To Your  
Unemployment  
Questions

Contact Us

## FOOTER

## PAGE GOAL

To provide:

- Claimants quick access to their most important tasks
- Provide visitors and claimants an understanding of the claims process - what they need to know before applying, how to apply, and how to manage their benefits.

This page concept precludes the need for a secondary navigation under the "Unemployment Benefits" top level navigation.

## ANNOTATIONS

- 1 The three most important tasks are displayed first; helpful for mobile.

**For callouts 2,3 and 4**

Need to determine design implementation for mobile viewport.

- 2 **New to Unemployment** includes links to::

- Where Do I Start?
- Am I eligible?
- Calculate Your Benefits
- Your Payment Options
- What To Expect After Applying
- Your Work Search Requirements

- 3 **Applying for Benefits** includes links to::

- How to Apply for Benefits
- Re-Open A Claim
- Setup Payment Options
- Re-Apply After Benefit Year Ends

- 4 **Managing Benefits** includes links to::

- Certify Claim
- Check Claim Status
- View Benefit Payments
- Troubleshoot Claims Issues
- Manage Overpayments
- View Tax Documents (1099G)

**For Discussion:** Having these links displayed will be evident to claimants who need to perform their tasks and also lets visitors know what's possible when they start receiving benefits. There are only 2 links, Certify Claim and View Benefit payments that will go directly to the Login Page.

**Please Note:**

The boxes on the page are place holders only and do not reflect the intended visual design.