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.
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
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.
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.

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