

Unemployment Portal Site Redesign

Project Overview

Designed by Sally Scott

2020

Project

As a strategist with experience in web design and creative design, I'm always critical of websites and designs. The things I often consider are:

- Is this the best way to convey information to the user?
- Is it easy to navigate and intuitive?
- What challenges might a user have when using this site or software?
- How could this be improved?

Being unemployed for the first time in my career after being furloughed due to COVID-19, I found myself registering on the Missouri State Unemployment site, in the event I'd need assistance. My experience on this site was confusing and frustrating. The navigation menus were unclear and not intuitive of what I should be doing. And while there is some assistance on the site, much of it redirects the user to another page or requires the user to download a PDF.

I knew there were so many opportunities for improvement, so I thought it would be a fun project to re-imagine the unemployment portal with a fresher, more modern look, easier navigation and matching mobile site or application.

In just one day, I was able to redesign 5 pages with 14 corresponding mobile designs. My goal was to make the page easy to understand and navigate with more of a push on finding and applying for jobs.

In this presentation, I will show you the current site followed by my redesign.

Home Page – Original Site

Welcome SALLY ULIANICH

[Skip menu](#) | [Home](#) | [Log out](#)

[Unemployment Claim](#) [Weekly Request for Payment](#) [Update Address](#) [Benefit Maintenance](#) [Overpayments](#) [Make Payment](#)

[Payment Plan](#) [Inquiry](#) [Correspondences](#) [Password](#) [File Appeal](#) [Reemployment Services](#) [View & Print 1099](#) [Pages of Interest](#)

[User Feedback Survey](#)

- ▶ Unemployment Claim
- ▶ Weekly Request for Payment
- ▶ Update Address
- ▶ Benefit Maintenance
- ▶ Overpayments
- ▶ Make Payment
- ▶ Payment Plan
- ▶ Inquiry
- ▶ Correspondences
- ▶ Password
- ▶ File Appeal
- ▶ Reemployment Services
- ▶ View & Print 1099
- ▶ Pages of Interest
- ▶ User Feedback Survey

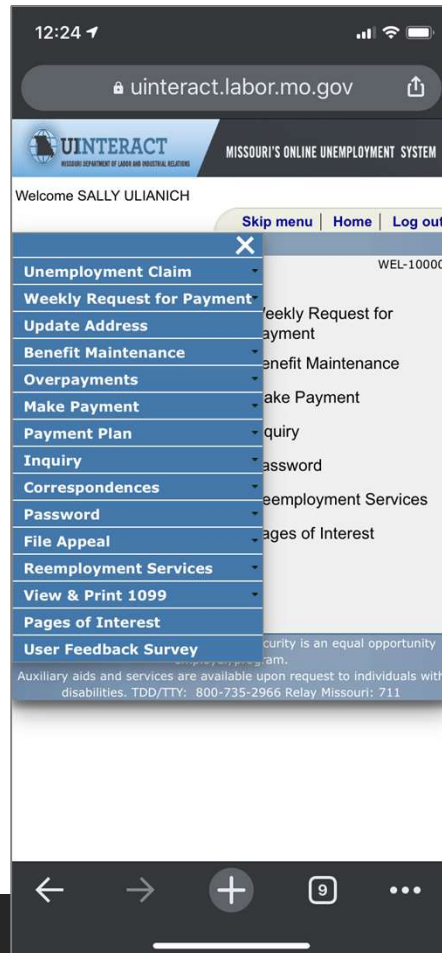
The Missouri Division of Employment Security is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY: 800-735-2966 Relay Missouri: 711

The original site home page leaves much to be desired. There are two navigation menus, which you may notice link to the same pages, just one is tabbed and the other is a list.

The “skip menu” link has no function.

When I first logged in, I was a bit unsure of what I should be doing, what was required and what many of these pages were for. It was a confusing experience that didn't guide me through the process.

Home Page – Original Site (Mobile)



Looking at the mobile site, the duplicate navigation from the desktop site makes more sense.

The tabbed navigation menu that spans the top of the desktop site converts into a mobile menu

The list menu displays in an easy to use (albeit unattractive) list.

The “skip menu” button slides the page down to the page content, hiding the header, which is somewhat helpful.

I really feel this site could have greatly benefitted from having much more helpful information on the home page, rather than confusing navigation.

Home Page – Redesign

**DEPARTMENT OF
LABOR
& INDUSTRIAL RELATIONS**

State Online Unemployment System

Wednesday
April 29, 2020

Welcome, Sally Ulianich

 Messages (2)  Profile  Log Out

To Do List
Week of 4/26/20 - 5/02/20
☒ Enter Work Search Details
☐ Weekly Request for Payment

Home ▶
Job Finder
Enter Work Search Details
File Appeal
Message Center (2)
Payments
Profile
Public Programs & Services
Re-Employment Services
Unemployment Claim
View & Print 1099
Weekly Request for Payment
Help Center

Home
Welcome to the State Online Unemployment System. Here, you will find everything you need to file an unemployment claim, search for new jobs, access public programs and services, request unemployment payments and more.

Job Finder
Search and apply for available jobs or save a job for later. Jobs you apply for will automatically be logged in your work search details.

Enter Work Search Details
You are required to complete at least 3 work search activities each week, unless directed otherwise. Keep your work search activity up to date here.

File Appeal
Appeals can be filed by a claimant, an employer, or a licensed attorney to appeal the determination of ineligibility, disqualification, or the amount of UI benefits awarded.

Message Center
View and reply to messages regarding your unemployment claim, benefits or eligibility.

Payments
If you receive benefits to which you are not entitled, you must repay them, even if someone else made the mistake that caused the incorrect payment. Set up a payment plan and make payments here.

Profile
Update your address, reset your password and manage your profile settings here.

Public Programs & Services
Access links to find food pantries, food banks, school meal programs for students, diaper banks, and more.

Re-Employment Services
Re-employment Services and Eligibility Assessments are designed to assess and randomly refer selected claimants to services that will help them become re-employed. The program will also identify claimants who are not available or actively seeking full time work and prevent erroneous payments to them.

Unemployment Claim
File, manage or view your Unemployment Claim, TRA Claim Application, Pandemic Assistance (PUA), or Disaster Assistance (DUA). Also manage your unemployment benefit payment information here.

View & Print 1099
View and print your 1099-G form for tax purposes.

Weekly Request for Payment
File a weekly request for payment after each week has ended. Unemployment weeks begin on Sunday and end midnight Saturday.

Help Center
Visit the Help Center for assistance using the State Online Unemployment System.

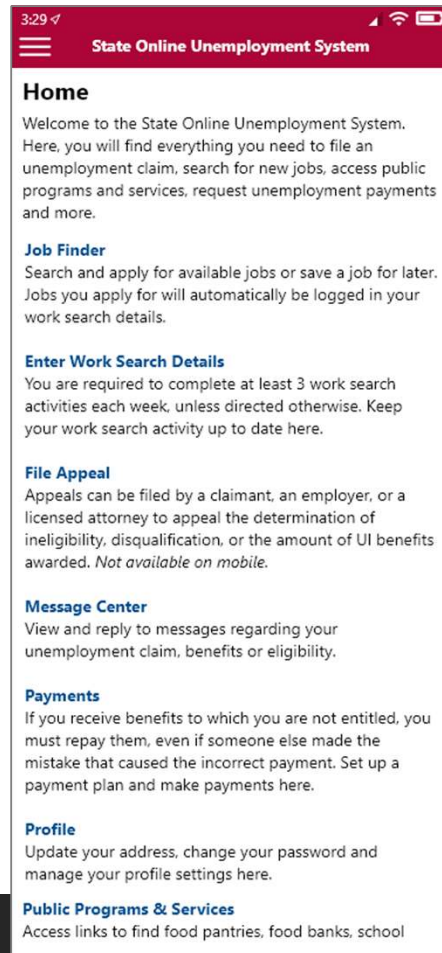
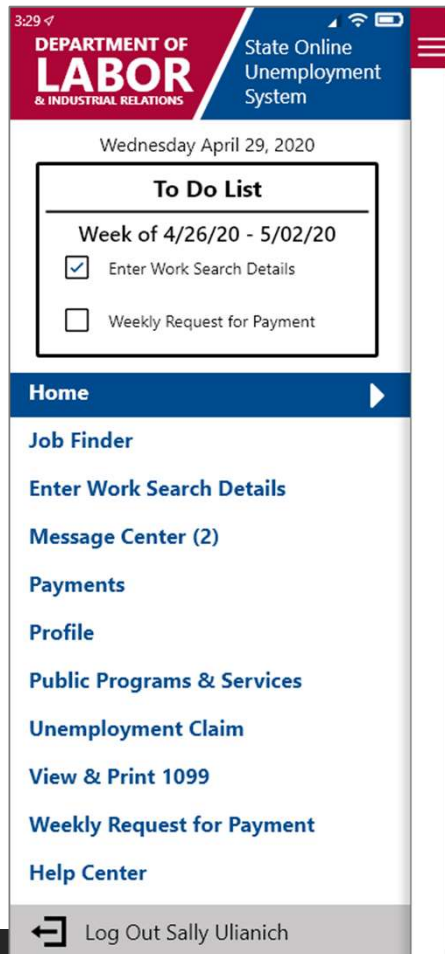
I created a much more welcoming home page that explains the purpose of each section of the site. Users can navigate using the side nav or the blue-linked section headers.

I also added a to-do list to assist users so they know what they need to do and when to do it.

Since time can slip away when you're unemployed, I added a simple calendar to the top.

I also added quick access to messages, with a count of unread messages, user profile and log out.

Home Page – Redesign (Mobile)



My mobile design mirrors much of the desktop redesign. Users can easily navigate through the site through a similar menu. Not all desktop features may be available on mobile.

I included additional desktop functionality, such as today's date and the to-do list.

My goal was to keep the mobile app clean and simple to use while providing a similar experience to the desktop site.

Jobs – Original Site

INFORMATION FOR WORKERS



***What You
Need to Know About
Unemployment Insurance
in Missouri***

After filing your initial claim for unemployment benefits, follow the steps below. **You must:**

1. **File** a weekly request for payment after each week has ended, including the week in which you filed the initial claim. Unemployment weeks begin on Sunday and end midnight Saturday. File your weekly request for payment online anytime using UInteract.
 - When filing your weekly request for payment, have your user name and password ready. **Do not share your password with anyone.**
 - Report your total earnings before taxes for full, part-time and temporary work between Sunday and Saturday including any vacation, holiday, or Worker Adjustment and Retraining Notification (WARN) pay regardless of whether or not you have been paid.
 - If your total earnings do not exceed your weekly benefit amount, you may still be eligible for reduced benefits for the week.
 - The weekly request for payment must be made within 14 days of the week ending date of the week you wish to request or the week will be denied.
 - If you regain full-time work, stop filing. Working and not reporting earnings is fraud and may have legal consequences.
2. **Search** for work. You are required to complete at least three work search activities each week unless directed otherwise. If you are a union member with a hiring or referral hall, contacting your hall for the required number of work search activities is acceptable.
 - Keep your work search activity record up to date. Go to uinteract.labor.mo.gov and select *Weekly Request*

3. **Visit** jobs.mo.gov at least once a month. You will receive a letter if you are required to participate in a Reemployment Services and Eligibility Assessment or to provide proof of identity. To reduce the time you will need to spend completing Reemployment Services and Eligibility Assessment, you can go to app-jobs.mo.gov to pre-register in MoJobs prior to your appointment.

At jobs.mo.gov you can create your resume and begin searching through thousands of jobs posted statewide. Follow [@JobMoGov](https://twitter.com/JobMoGov) on Twitter to see real time job postings.

How to Qualify

- You lose your job through no fault of your own OR quit for a valid reason related to the work or the employer.
- You must earn at least \$2,250 (at least \$1,500 during one of the calendar quarters, and at least \$750 during the remainder of the year) from an insured employer during your base period. See below.
 - ▶ AND your total base period wages must be at least 1.5 times your highest quarter wages.
- OR you must earn at least 1.5 times the taxable wage base during at least two of the four quarters.

Base Periods:

If your claim begins on a Sunday between:	Your base period is the prior twelve month period as shown:
Jan. - March	Oct. - Sept.

Since the primary purpose of unemployment is to support unemployed workers until they find a job, which is hopefully sooner rather than later, the site oddly does not have any obvious links to any job sites.

Those using unemployment benefits are required to perform job search activities, unless otherwise specified, including visiting the Missouri job site. However, this is not clearly stated in an obvious place on the site. To figure this out, I had to open a message in my “correspondence” which had a PDF of a letter stating I needed to read a pamphlet (screen shot below). I did receive this pamphlet by email, but since it’s available in digital format, why not include a link from the unemployment site?

If the sole purpose of unemployment is to get people into new jobs and off of unemployment, why not make that a focal point of the unemployment site? Why not even just include a link?

Next Steps

- ☐ File your weekly requests for payment each week you are unemployed at uinteract.labor.mo.gov.
- ☐ Read the enclosed What You Need to Know About Unemployment Insurance in Missouri pamphlet for further instructions.

Jobs – Redesign

**DEPARTMENT OF
LABOR
& INDUSTRIAL RELATIONS**

State Online Unemployment System

Wednesday
April 29, 2020

Welcome, Sally Ulianich

Messages (2)ProfileLog Out

To Do List
Week of 4/26/20 - 5/02/20
☒ Enter Work Search Details
☐ Weekly Request for Payment

Home
Job Finder
Enter Work Search Details
File Appeal
Message Center (2)
Payments
Profile
Public Programs & Services
Re-Employment Services
Unemployment Claim
View & Print 1099
Weekly Request for Payment
Help Center

Job Finder
Search and apply for available jobs or save a job for later. Jobs you apply for will automatically be logged in your work search details.
SEARCHResumes (2)Saved Jobs (4)Jobs I've Applied To (7)Manage Job Alerts (3)

Clinical Dietician
Truman Medical Centers - Lakewood
Lee's Summit, MO
Shift Supervisor Management Trainee
CVS Health
Blue Springs, MO
Maintenance
McDonald's
Pleasant Hill, MO
Center Director
KinderCare Education LLC
Lee's Summit, MO
Area Supervisor
Ross Stores, Inc.
Grandview, MO
Sales Supervisor
Office Depot
Raymore, MO
Laboratory Assistant
Eurofins
Lee's Summit, MO
Branch Manager
Rollins
Lee's Summit, MO

COMPANY LOGO
Shift Supervisor Management Trainee
CVS Health
Blue Springs, MO
APPLY**SAVE****SHARE**
Job Description
The Shift Supervisor Trainee role is an entry-level, short-term role that prepares an employee to perform a higher-level supervisory role, such as Operations Supervisor or Shift Supervisor. The Shift Supervisor Trainee performs work as directed in order to prepare for future supervisory responsibilities, completes basic operations and management skills training, and also learns about key aspects of the business (e.g., building customer loyalty through exceptional service) and CVS/pharmacy culture.
Upon successful completion of the training program, Shift Supervisor Trainees are eligible to be considered for promotion to open Operations Supervisor or Shift Supervisor positions. These key leadership roles support the CVS Store Management team in driving store execution and performance while building consumer loyalty to CVS/pharmacy through a focus on excellent customer service. When there is no manager onsite, the Operations Supervisor or Shift Supervisor leads the store staff, ensures that store operations run smoothly, and is responsible for ensuring the completion of all opening and closing procedures.
Essential Functions:
1. Management
• Work effectively with store management and store crews
• Supervise the store's crew through assigning, directing and following up of all activities
• Effectively communicate information both to and from store management and crews
2. Customer Service
• Assist customers with their questions, problems and complaints
• Promote CVS customer service culture. (Greet, offer help, and thank)
• Handle all customer relations issues in accordance with company policy and promote a positive shopping experience for all CVS customers

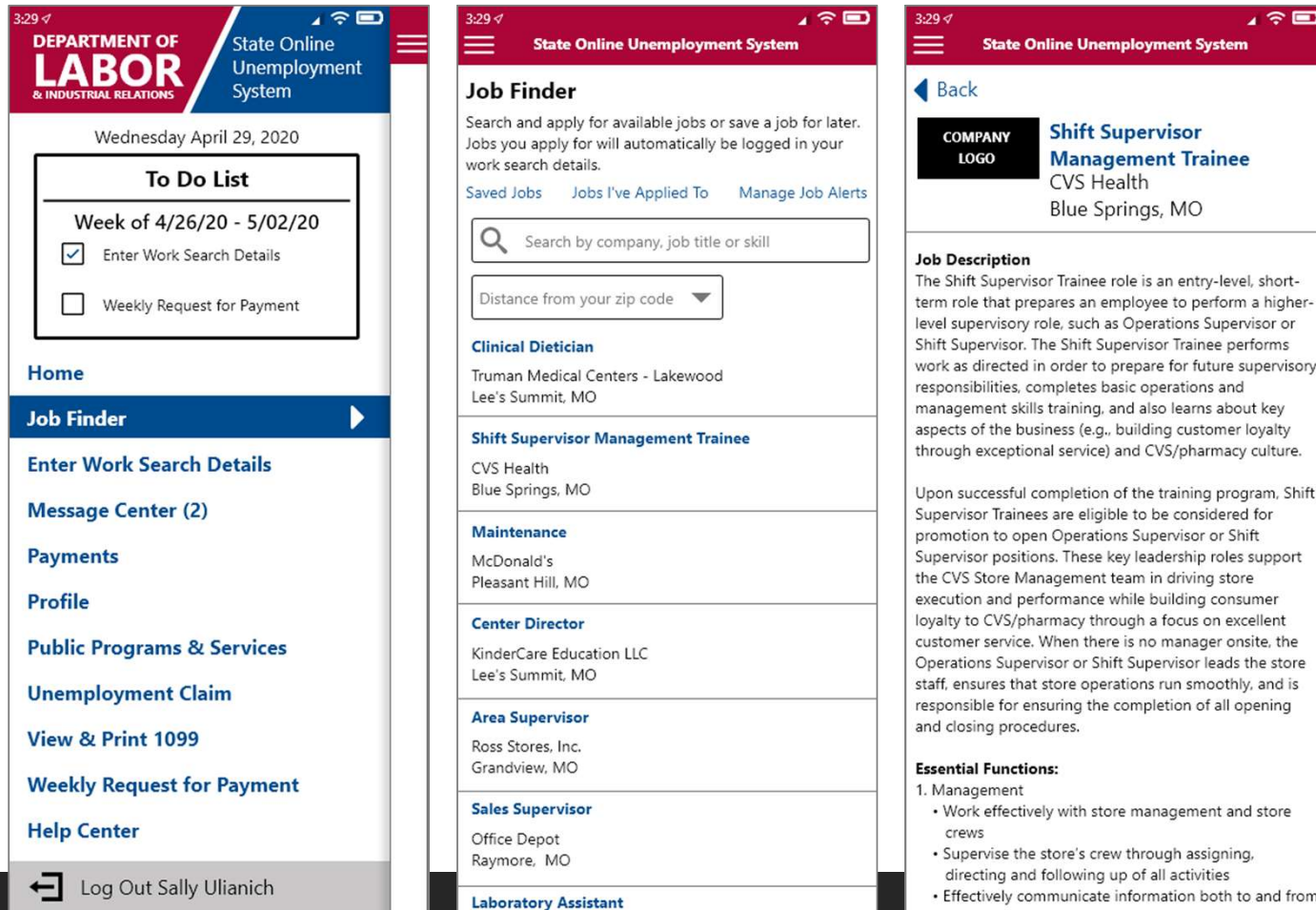
Since finding jobs should be a priority for everyone receiving unemployment benefits, I created a job finder built into the site.

Users can store resumes, save jobs, apply for jobs and set up job alerts.

Additionally, when a user applies for a job, this would auto-log it to their work search details as a completed activity.

I listed Job Finder second on the navigation menu because of its importance, and the rest in alphabetical order for easy navigation. Help is typically at the bottom of menus so I placed it there for familiarity.

Jobs – Redesign (Mobile)



The mobile design would look and function very similarly to the desktop site. I've omitted the ability to upload/edit resumes since that is more of a desktop activity, but that is a functionality that could be added to the mobile app.

Users could easily browse and apply for jobs from their phones, making job searching a bit more convenient.

Work Search Activity Details – Original Site



MISSOURI'S ONLINE UNEMPLOYMENT SYSTEM

Welcome SALLY ULIANICH

Skip menu | Home | Log out

Unemployment Claim | Weekly Request for Payment | Update Address | Benefit Maintenance | Overpayments | Make Payment | Payment Plan | Inquiry | Correspondences | Password | File Appeal | Reemployment Services | View & Print 1099 | Pages of Interest | User Feedback Survey

WC-122

Work Search Activity Details

Required Information

SSN Name SALLY ULIANICH

Provide the following information about your job search during the week of :
Sunday, April 26, 2020 through Saturday, May 02, 2020.

a. Date of Activity

MM / DD / YYYY

b. Employer Contact Details / Work Activity Performed

c. Person with whom you spoke

d. Type of Work

e. Type of Activity

-Select-

f. Results

Save

Work Search Activity Details

Date of Activity	Employer Contact Details / Work Activity Performed	Person with whom you spoke	Type of Work	Type of Activity	Results	Action
04/28/2020	Networked		UX design, product manager, researcher	Online	Had a video call with to discuss open positions at Need to determine what would be a best fit for my skills and apply for a position.	Delete
04/29/2020	Updated resume		Updated resume for technical writer, UX design or strategist position	Online	Resume is now updated so I can apply for jobs	Delete

Help<Back

Entering work search activity details was possibly one of the most frustrating parts of using the unemployment site. As a new user, just finding the page was a major pain point because it is not in an intuitive location – it’s nested under “Weekly Request for Payment.”

The page itself is a bit confusing to use as well, especially since they’ve grouped dissimilar activities into a singular form, so depending on what type of work search activity you’ve performed, some fields may be irrelevant or not make sense.

The saving grace on this page is the help button. This opens a modal explaining the form and is quite helpful. But it would have been helpful to include information on the form so the user doesn’t have to keep opening the help modal while completing the form.

Once saved, work search activity is not editable, so if there’s an error in your entry, your only option is to delete it and re-enter as a new entry.

Work Search Activity Details – Original Site (Mobile)

12:25 uinteract.labor.mo.gov

UINTERACT MISSOURI'S ONLINE UNEMPLOYMENT SYSTEM
MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

Welcome SALLY ULIANICH [Skip menu](#) [Home](#) [Log out](#)

WC-122

Work Search Activity Details

* Required Information

SSN
-**-*

Name
SALLY ULIANICH

Provide the following information about your job search during the week of : **Sunday, April 26, 2020** through **Saturday, May 02, 2020.**

a. Date of Activity
MM / DD / YYYY

b. Employer Contact Details / Work Activity Performed

c. Person with whom you spoke

d. Type of Work

e. Type of Activity
-Select-

f. Results

12:26 uinteract.labor.mo.gov

e. Type of Activity
-Select- [Save](#)

f. Results

Work Search Activity Details

Date of Activity	Employer Contact Details / Work Activity Performed	Person with whom you spoke	Type of Work	Type of Activity
04/28/2020	Networked	Lead UX Designer	UX design, product manager, researcher	C
04/29/2020	Updated resume		Updated resume for technical writer, UX design or	C

12:25 uinteract.labor.mo.gov

[Save](#)

Work Search Activity Details

Date of Activity	Employer Contact Details / Work Activity Performed	Person with whom you spoke	Type of Work	Type of Activity
04/28/2020	Networked	Lead UX Designer	UX design, product manager, researcher	C
04/29/2020	Updated resume			

[Help](#)

The Missouri Division of Employment Security provides a variety of services to help you find a job. Auxiliary aids and services are available upon request to individuals with disabilities. TDD: 800-735-6992

The mobile site is functional, however, when it comes to viewing logged work search activity details, the mobile site fails.

The mobile site not only cuts off the table so users cannot view the details, it also keeps them from accessing the delete button.

The good news is users can turn their phones sideways to view and/or delete activities. However, the page should be designed to prevent this from happening.

Date of Activity	Employer Contact Details / Work Activity Performed	Person with whom you spoke	Type of Work	Type of Activity	Results	Action
04/28/2020	Networked	Lead UX Designer	UX design, product manager, researcher	Online	Had a video call with [redacted] to discuss open positions at [redacted]. Need to determine what would be a best fit for my skills and apply for a position.	Delete
04/29/2020	Updated resume		Updated resume for technical writer, UX design or strategist position	Online	Resume is now updated so I can apply for jobs	Delete

Date of Activity	Employer Contact Details / Work Activity Performed	Person with whom you spoke	Type of Work	Type of Activity	Results	Action
04/28/2020	Networked	Lead UX Designer	UX design, product manager, researcher	Online	Had a video call with [redacted] to discuss open positions at [redacted]. Need to determine what would be a best fit for my skills and apply for a position.	Delete
04/29/2020	Updated resume		Updated resume for technical writer, UX design or strategist position	Online	Resume is now updated so I can apply for jobs	Delete

Work Search Activity Details – Redesign

Although I think it would be wise to have separate forms for the different types of activities, I also understand changing the form data could cause significant problems for reporting.

What I did change is I included the help text with each question to clarify what the user should be entering in each field without having to open the help modal.

I also consolidated the logged activities by activity performed and provided an edit option.

**DEPARTMENT OF
LABOR
& INDUSTRIAL RELATIONS**

State Online Unemployment System

Wednesday
April 29, 2020

Welcome, Sally Ulianich

 Messages (2)  Profile  Log Out

To Do List

Week of 4/26/20 - 5/02/20

☒ Enter Work Search Details

☐ Weekly Request for Payment

Home

Job Finder

Enter Work Search Details

File Appeal

Message Center (2)

Payments

Profile

Public Programs & Services

Re-Employment Services

Unemployment Claim

View & Print 1099

Weekly Request for Payment

Help Center

Enter Work Search Details

You are required to complete at least 3 work search activities each week, unless directed otherwise. Examples of work search activities include attending workshops at an Office of Workforce Development (OWD) Job Center, attending a job interview, attending a job fair or submitting a job application online. If you are a union member with a hiring or referral hall, contacting your hall for the required number of work search activities is acceptable. Keep your work search activity up to date here.

Provide the following information about your job search during the week of:
Sunday, April 26, 2020 - Saturday, May 02, 2020

Date of Activity

Enter the date the work search activity was performed. 

Employer Contact Details or Work Search Activity Performed

Enter the employer name, address, and telephone number OR details of work search activity (i.e. "Updated Resume" or "Applied for a job on LinkedIn")

Contact Person

Enter the name of the person you spoke with regarding the work search activity (If applicable).

Type of Work

Enter the type of work the position requires.

Type of Activity

Select the type of contact from the drop-down list.

Results

Enter the results of the claimant contacting the employer or performing the search activity.

Logged Work Search Details

4/28/2020 - Updated resume

Edit Delete

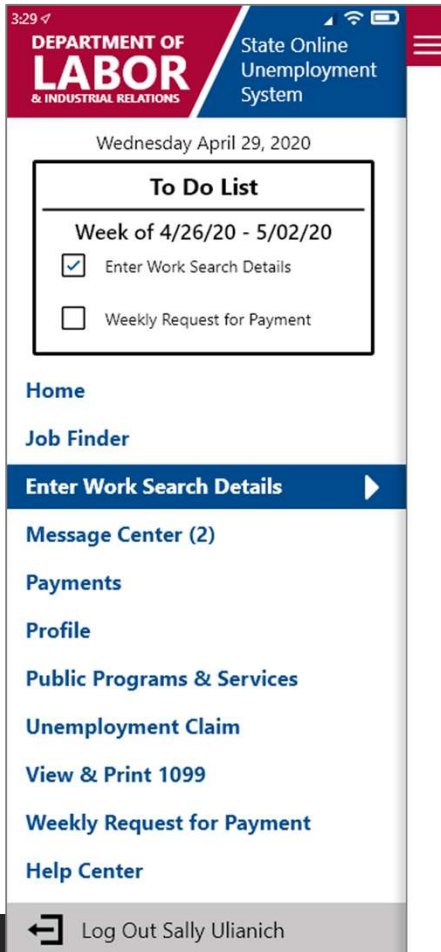
4/29/2020 - Applied for job on LinkedIn

Edit Delete

4/29/2020 - CVS Health

Edit Delete

Work Search Activity Details – Redesign (Mobile)



3:29

DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS

State Online Unemployment System

Wednesday April 29, 2020

To Do List

Week of 4/26/20 - 5/02/20

- ☒ Enter Work Search Details
- ☐ Weekly Request for Payment

Home

Job Finder

Enter Work Search Details

Message Center (2)

Payments

Profile

Public Programs & Services

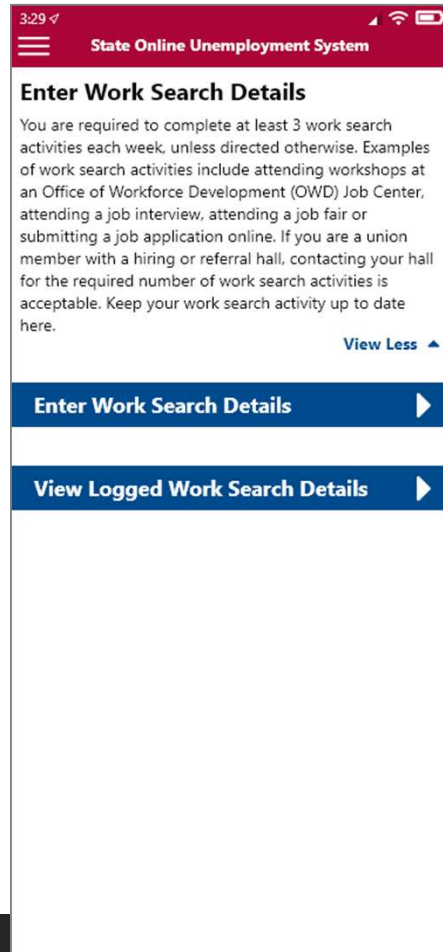
Unemployment Claim

View & Print 1099

Weekly Request for Payment

Help Center

Log Out Sally Ulianich



3:29

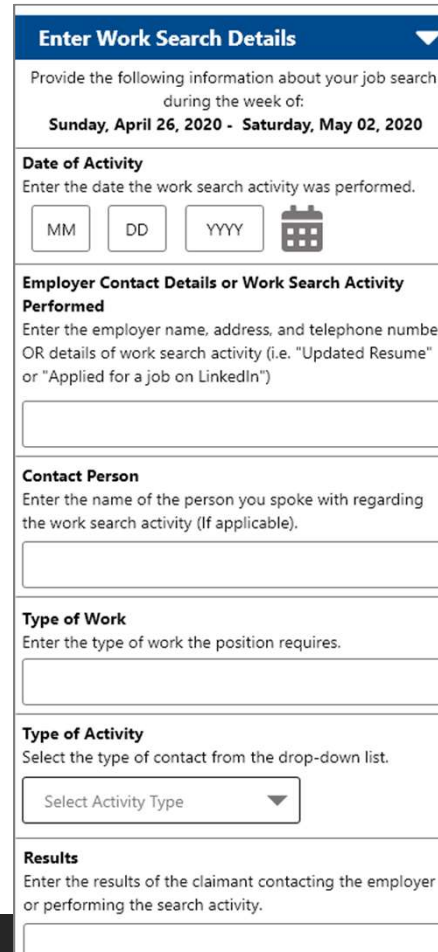
State Online Unemployment System

Enter Work Search Details

You are required to complete at least 3 work search activities each week, unless directed otherwise. Examples of work search activities include attending workshops at an Office of Workforce Development (OWD) Job Center, attending a job interview, attending a job fair or submitting a job application online. If you are a union member with a hiring or referral hall, contacting your hall for the required number of work search activities is acceptable. Keep your work search activity up to date here.

Enter Work Search Details

View Logged Work Search Details



Enter Work Search Details

Provide the following information about your job search during the week of:
Sunday, April 26, 2020 - Saturday, May 02, 2020

Date of Activity
Enter the date the work search activity was performed.

MM DD YYYY

Employer Contact Details or Work Search Activity Performed
Enter the employer name, address, and telephone number OR details of work search activity (i.e. "Updated Resume" or "Applied for a job on LinkedIn")

Contact Person
Enter the name of the person you spoke with regarding the work search activity (If applicable).

Type of Work
Enter the type of work the position requires.

Type of Activity
Select the type of contact from the drop-down list.

Select Activity Type

Results
Enter the results of the claimant contacting the employer or performing the search activity.

For the mobile design, I grouped the work search details and logged work search details sections so the user can easily expand the section they want to view.

This enables the user to easily log details on their mobile device wherever they are.

More on next slide...

Work Search Activity Details – Redesign (Mobile)

3:29 State Online Unemployment System

Enter Work Search Details

You are required to complete at least 3 work search activities each week, unless directed otherwise. Examples

[View More](#)

Enter Work Search Details

Provide the following information about your job search during the week of:

Sunday, April 26, 2020 - Saturday, May 02, 2020

Date of Activity
Enter the date the work search activity was performed.

MM DD YYYY

Employer Contact Details or Work Search Activity Performed
Enter the employer name, address, and telephone number OR details of work search activity (i.e. "Updated Resume" or "Applied for a job on LinkedIn")

Contact Person
Enter the name of the person you spoke with regarding the work search activity (if applicable).

Type of Work
Enter the type of work the position requires.

Type of Activity
Select the type of contact from the drop-down list.

Select Activity Type

Results
Enter the results of the claimant contacting the employer or performing the search activity.

CANCEL **SAVE**

View Logged Work Search Details

3:29 State Online Unemployment System

Enter Work Search Details

You are required to complete at least 3 work search activities each week, unless directed otherwise. Examples of work search activities include attending workshops at an Office of Workforce Development (OWD) Job Center, attending a job interview, attending a job fair or submitting a job application online. If you are a union member with a hiring or referral hall, contacting your hall for the required number of work search activities is acceptable. Keep your work search activity up to date here.

[View Less](#)

Enter Work Search Details

View Logged Work Search Details

4/28/2020 - Updated resume

DELETE **EDIT**

4/29/2020 - Applied for job on LinkedIn

DELETE **EDIT**

4/29/2020 - CVS Health

DELETE **EDIT**

The screenshot on the left shows the full scrolled page for entering work search details.

The screenshot on the right shows the logged work search details. The edit and delete buttons are a nice, large size and on opposite sides to reduce the chance of a user deleting in error.

Tapping on the activity or edit would open that activity in the enter work search details form so users can view and/or edit the information. Save would update the details and cancel would leave it as-is and return the user to the enter work search details main page.

Correspondences – Original Site

The unemployment site refers to messages as correspondences, which is an accurate word for this section, but could be confusing to users.

The page emphasizes the correspondence type, which bears little to no meaning for users. Clicking on the correspondence type opens the PDF message, which can be helpful for users keeping a file of their unemployment information.

The screenshot shows the UINTERACT website for the Missouri Department of Labor and Industrial Relations. The header includes the logo and the title "MISSOURI'S ONLINE UNEMPLOYMENT SYSTEM". A navigation bar contains links for "Skip menu", "Home", and "Log out". Below this is a menu with various options: "Unemployment Claim", "Weekly Request for Payment", "Update Address", "Benefit Maintenance", "Overpayments", "Make Payment", "Payment Plan", "Inquiry", "Correspondences", "Password", "File Appeal", "Reemployment Services", "View & Print 1099", and "Pages of Interest". A "User Feedback Survey" link is also present. The "Correspondences" menu is expanded, showing "Claimant Correspondences", "Respond to Correspondence", and "Upload Benefits Document". The main content area is titled "Claimant Correspondences" with the identifier "NMON-504". It displays a list of 2 items, showing the first two: "MODES-4347" and "MODES-B-9I". Each item has a "Correspondence Type", a "Correspondence Description", and a "Correspondence Date".

Welcome SALLY ULIANICH

[Skip menu](#) | [Home](#) | [Log out](#)

[Unemployment Claim](#) | [Weekly Request for Payment](#) | [Update Address](#) | [Benefit Maintenance](#) | [Overpayments](#) | [Make Payment](#) | [Payment Plan](#) | [Inquiry](#) | [Correspondences](#) | [Password](#) | [File Appeal](#) | [Reemployment Services](#) | [View & Print 1099](#) | [Pages of Interest](#) | [User Feedback Survey](#)

[Claimant Correspondences](#) | [Respond to Correspondence](#) | [Upload Benefits Document](#)

2 items found, displaying 1

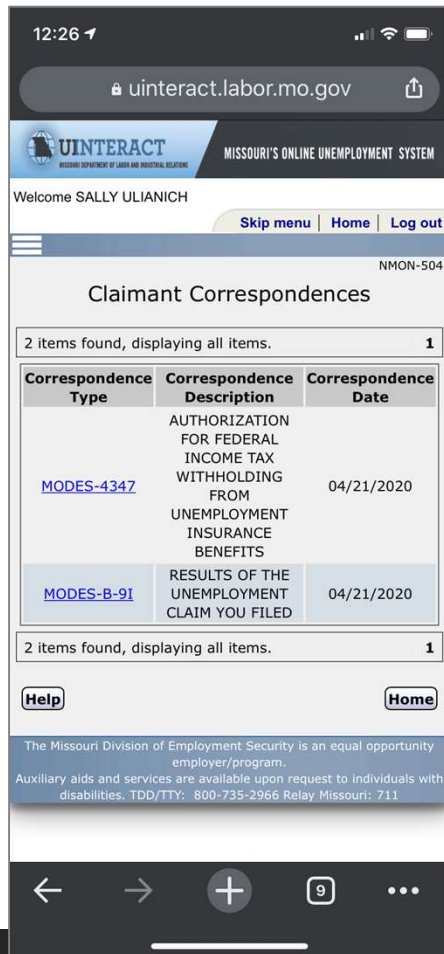
Correspondence Type	Correspondence Description	Correspondence Date
MODES-4347	AUTHORIZATION FOR FEDERAL INCOME TAX WITHHOLDING FROM UNEMPLOYMENT INSURANCE BENEFITS	04/21/2020
MODES-B-9I	RESULTS OF THE UNEMPLOYMENT CLAIM YOU FILED	04/21/2020

2 items found, displaying all items.

[Help](#) | [Home](#)

The Missouri Division of Employment Security is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY: 800-735-2966 Relay Missouri: 711

Correspondences – Original Site (Mobile)



The correspondences page displays well on mobile, with the table resizing appropriately.

Tapping on the correspondence type opens the PDF message in a new mobile browser tab. Navigating back to the unemployment site could be confusing for users depending on which mobile browser they are using, but I do like the option of saving the document to my device for my records.

Message Center – Redesign

**DEPARTMENT OF
LABOR
& INDUSTRIAL RELATIONS**

State Online Unemployment System

Wednesday
April 29, 2020

Welcome, Sally Ulianich

 Messages (2)  Profile  Log Out

To Do List
Week of 4/26/20 - 5/02/20
☒ Enter Work Search Details
☐ Weekly Request for Payment

Home
Job Finder
Enter Work Search Details
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Unemployment Claim
View & Print 1099
Weekly Request for Payment
Help Center

Message Center
View and reply to messages regarding your unemployment claim, benefits or eligibility.

Date	Description	Type
04/21/2020	AUTHORIZATION FOR FEDERAL INCOME TAX WITHHOLDING FROM UNEMPLOYMENT INSURANCE BENEFITS	MODES-4347
04/21/2020	RESULTS OF THE UNEMPLOYMENT CLAIM YOU FILED	MODES-B-9I

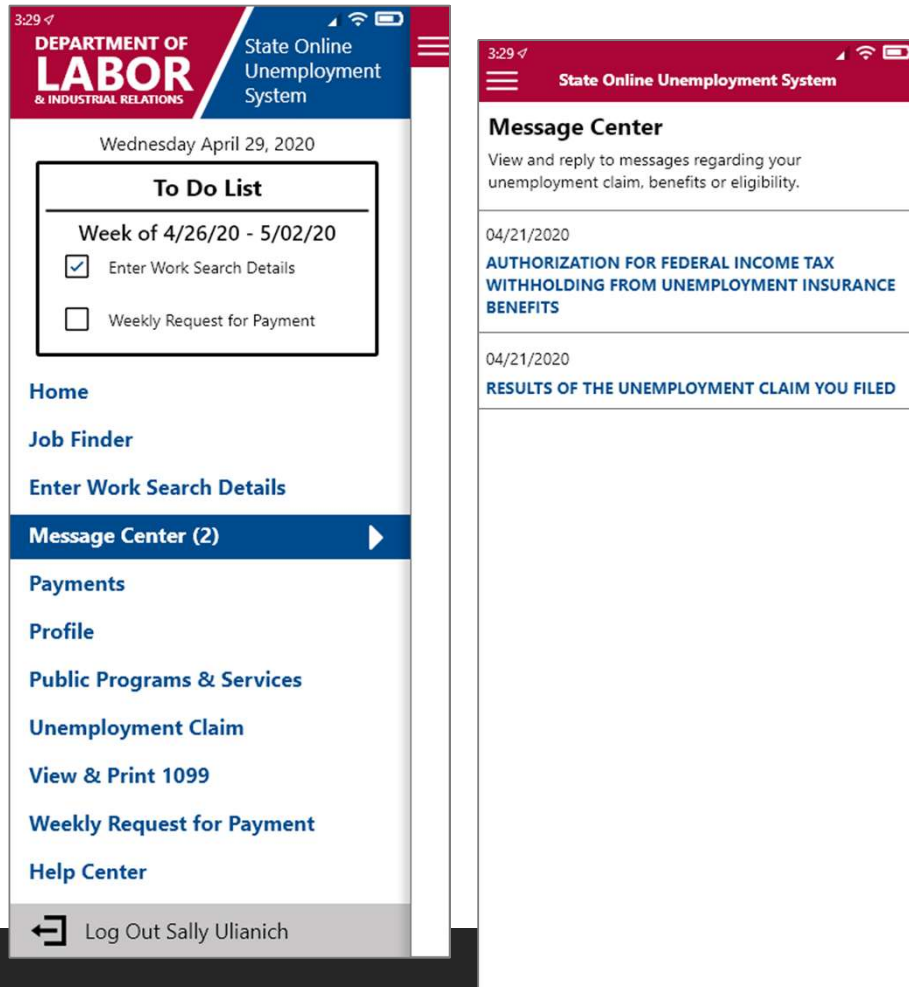
In my design, users can access their messages via the link in the gray top navigation bar or the left navigation menu.

I thought it would be less confusing to rename the correspondence section of the site to “Message Center.” This is a more familiar term for users.

I also added an unread message count to alert users when they have new messages.

Finally, I put more emphasis on the message description, rather than type. Clicking on the description would still open the PDF message in a new tab.

Message Center – Redesign(Mobile)



The mobile message center has a simple and familiar layout, mirroring mobile email apps.

Tapping on a message would open the PDF within the app so the user can view or save the document to their device.

Update Address – Original Site

Much of the typical profile/account information can be found under “Update Address,” which is a bit confusing since the page contains more than just the user’s address. And while this page mentions that you can reset your password, that setting is on another page. The layout is functional, but not very appealing to look at. The terms and conditions are short, make sense and the window resizes well.

The screenshot shows the 'Reset User Profile' page in the UINTERACT system. The header includes the UINTERACT logo and navigation links. The main content area is titled 'Reset User Profile' and lists user information: User ID (SALLY), First Name (SALLY), Middle Initial (E), and Last Name (ULIANICH). Below this, there are checkboxes for 'Change Password' and 'Change Security Questions'. A 'Cancel' button is on the left and a 'Next>' button is on the right. The footer contains a disclaimer about the Missouri Division of Employment Security being an equal opportunity employer/program.

Welcome SALLY ULIANICH

[Unemployment Claim](#) [Weekly Request for Payment](#) [Update Address](#) [Benefit Maintenance](#) [Overpayments](#) [Make Payment](#)

[Payment Plan](#) [Inquiry](#) [Correspondences](#) [Password](#) [File Appeal](#) [Reemployment Services](#) [View & Print 1099](#) [Pages of Interest](#)

[User Feedback Survey](#)

CFM-005

Reset User Profile

* Required Information

1. User ID
2. First Name SALLY
3. Middle Initial E
4. Last Name ULIANICH
5. * Select an action ☐ Change Password ☐ Change Security Questions

[Cancel](#) [Next>](#)

The Missouri Division of Employment Security is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY: 800-735-2966 Relay Missouri: 711

The screenshot shows the 'Update Contact Information' page in the UINTERACT system. The header includes the UINTERACT logo and navigation links. The main content area is titled 'Update Contact Information' and lists various fields for updating user information. The fields include Claimant SSN, Gender, Date of Birth, First Name, Middle Initial, Last Name, Suffix, Mailing Address (Address Line 1, Address Line 2, City, State/Province, ZIP Code, Country), Residential Address (Address Line 1, Address Line 2, City, State/Province, ZIP Code, Country), Telephone Number(s) (Cell Phone Number, Other Phone Number), and E-mail Address. There are also checkboxes for 'Same as Mailing Address' and 'I AGREE to the Terms and Conditions of DES regarding electronic notifications'. A 'Help' button is on the left and 'Back' and 'Submit' buttons are on the right. The footer contains a disclaimer about the Missouri Division of Employment Security being an equal opportunity employer/program.

Welcome SALLY ULIANICH

[Unemployment Claim](#) [Weekly Request for Payment](#) [Update Address](#) [Benefit Maintenance](#) [Overpayments](#) [Make Payment](#)

[Payment Plan](#) [Inquiry](#) [Correspondences](#) [Password](#) [File Appeal](#) [Reemployment Services](#) [View & Print 1099](#) [Pages of Interest](#)

[User Feedback Survey](#)

CFM-002

Update Contact Information

* Required Information

1. Claimant SSN XXX-XX-XXXX
2. * Gender ☐ Male ☐ Female
3. * Date of Birth
4. * First Name SALLY
5. * Middle Initial E
6. * Last Name ULIANICH
7. * Suffix -Select-
8. * Mailing Address
Address Line 1
Address Line 2
City
State/Province Missouri
ZIP Code
Country United States
9. * Residential Address is ☒ Same as Mailing Address ☐ Different
10. * Residential Address
Address Line 1
Address Line 2
City
State/Province Missouri
ZIP Code
Country United States
11. If Missouri resident, select county
12. Telephone Number(s)
a. Cell Phone Number
b. Other Phone Number
13. * How would you like to receive correspondence?
12.a. If E-mail was selected, you must read the acknowledgement and click 'I AGREE'
14. E-mail Address
15. Confirm E-mail Address
16. Reset IVR PIN
17. Do you want to sign up for alerts and reminders? ☒ Yes ☐ No

[Help](#) [Back](#) [Submit](#)

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Profile – Redesign

**DEPARTMENT OF
LABOR
& INDUSTRIAL RELATIONS**

State Online Unemployment System

Wednesday
April 29, 2020

Welcome, Sally Ulianich

Messages (2) Profile Log Out

To Do List
Week of 4/26/20 - 5/02/20
☒ Enter Work Search Details
☐ Weekly Request for Payment

Profile
Update your address, reset your password and manage your profile settings here. Please note, some content cannot be changed once registered.

Claimant Information
Claimant SSN: XXX-XX-1234 Gender: Female Date of Birth: 01 01 1975
First Name: SALLY Middle Initial: E Last Name: ULIANICH Suffix: Select

Mailing Address
Address Line 1: 1234 N MAIN ST
Address Line 2:
City: KANSAS CITY
State: MISSOURI Zip: 64105
Country: UNITED STATES

Residential Address ☒ Same as mailing address
Address Line 1: 1234 N MAIN ST
Address Line 2:
City: KANSAS CITY
State: MISSOURI Zip: 64105
Country: UNITED STATES
If Missouri resident, select county:
County: JACKSON

Telephone Number
Cell Phone: 816 555 1234
Other Phone: 816 555 4321

Email Address
Email Address: email@emailaddress.com
Confirm Email: email@emailaddress.com
By providing your E-mail address you can receive important information faster and more efficiently. You can also reset your password using our convenient automated system by clicking the reset password button below.
Do you want to sign up for email alerts and reminders? YES
RESET PASSWORD

How would you like to receive correspondence? EMAIL ☒ I AGREE to the [Terms and Conditions](#) regarding electronic notifications.

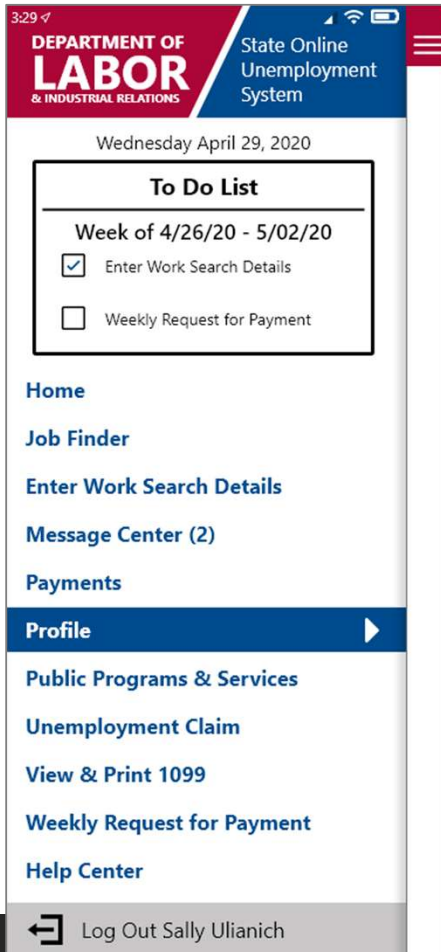
CANCEL SAVE

In my redesign, I call this section “Profile” since that’s what users are familiar with.

I included navigation on the top gray navigation panel (where users typically look) as well on the left side navigation.

I also consolidated the profile and password pages into one clean, page.

Profile – Redesign (Mobile)



3:29

DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS

State Online Unemployment System

Wednesday April 29, 2020

To Do List

Week of 4/26/20 - 5/02/20

☒ Enter Work Search Details

☐ Weekly Request for Payment

Home

Job Finder

Enter Work Search Details

Message Center (2)

Payments

Profile

Public Programs & Services

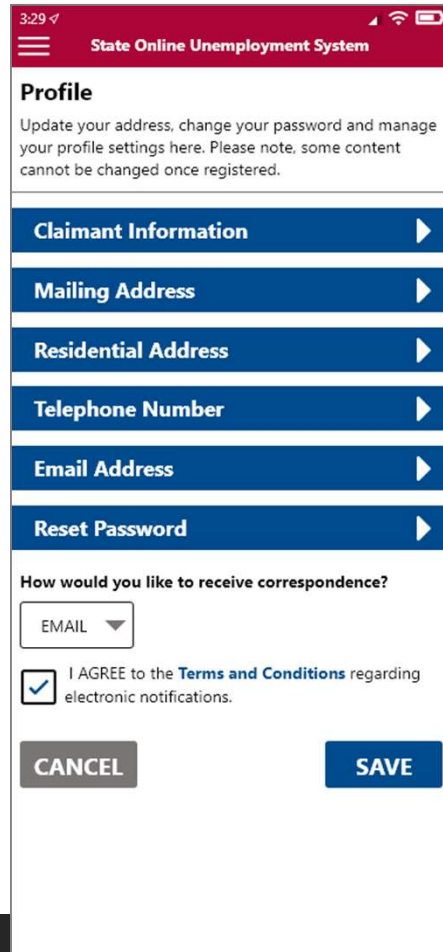
Unemployment Claim

View & Print 1099

Weekly Request for Payment

Help Center

Log Out Sally Ulianich



3:29

State Online Unemployment System

Profile

Update your address, change your password and manage your profile settings here. Please note, some content cannot be changed once registered.

Claimant Information

Mailing Address

Residential Address

Telephone Number

Email Address

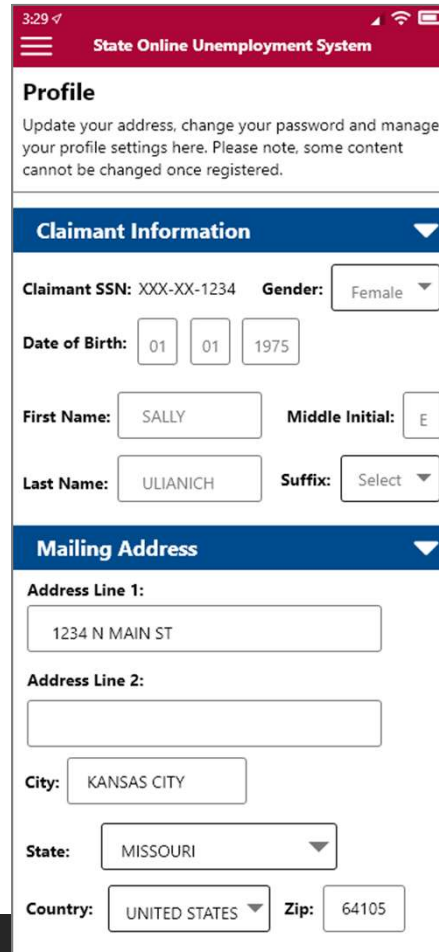
Reset Password

How would you like to receive correspondence?

EMAIL

☒ I AGREE to the [Terms and Conditions](#) regarding electronic notifications.

CANCEL SAVE



3:29

State Online Unemployment System

Profile

Update your address, change your password and manage your profile settings here. Please note, some content cannot be changed once registered.

Claimant Information

Claimant SSN: XXX-XX-1234 Gender: Female

Date of Birth: 01 01 1975

First Name: SALLY Middle Initial: E

Last Name: ULIANICH Suffix: Select

Mailing Address

Address Line 1: 1234 N MAIN ST

Address Line 2:

City: KANSAS CITY

State: MISSOURI

Country: UNITED STATES Zip: 64105

In my mobile design, I grouped the sections to make it easy for the user to see everything on one screen and navigate to the section they want to edit.

Tapping on the blue navigation bar expands that section on the page.

The save and cancel buttons could float above the bottom to reduce the chance of a user forgetting to save their changes and I would include a save message if the user tried to leave the page without saving their changes.

Reflection

While it was frustrating to navigate and use the unemployment portal, it did provide me with an opportunity for a fun project. I enjoyed translating the content on the unemployment site into my own designs, featuring a more modern appearance and simple navigation.

I think it's important to continually evaluate software and websites to ensure everything is logical and intuitive and to make changes if something doesn't make sense.

While an unemployment site is not as exciting as a shopping site, it's vital to consider the end user and provide them with a positive experience. People using an unemployment site may feel defeated, anxious and depressed; having a challenging experience when your future is at stake is not a positive experience. But even just a few layout changes can make a big difference.