

Unemployment Tip of the Month



CaseBuilder Application Overview

CaseBuilder serves as the central platform for helping manage and respond to your unemployment claims, questionnaires, and state inquiries from Equifax®. It helps streamline the unemployment claims process, from initial notification to historical tracking.

Key Features and Functionality

Feature	Description
Dashboard	The main navigation screen provides an overview of pending work in four categories: Claims, Decisions, Hearings, and Wage Audits (additional service).
Email Notifications	Alerts (NEW ITEMS, URGENT ITEMS, ITEMS DUE TODAY) are sent to notify users when new work is pending in the application, with a link to log in.
User Settings	Allows users to define urgent item thresholds, customize favorable decision display, and set email notification frequency (e.g., immediate or once daily).
Out of Office Delegation	Enables users to automatically forward pending cases to another CaseBuilder user during their absence.
Claims Section	Houses unemployment claims and inquiries requiring employer information. Users respond by selecting separation reasons, answering specific questions, and uploading supporting documentation.
Decisions Section	Displays unfavorable decisions (initial claim or hearing level) that can be appealed. Users review the decision and select Appeal or No Appeal .

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Hearings Section	Lists scheduled hearing notices, including date, time, and venue. Users can request postponements/venue changes and request Equifax Hearing Representative aid.
Case Management Tools	Features like Case Assignment , Case Activity log , Add A Delegate , Case Notes , and Follow Case help with case handling and collaboration.
Historical Data and Search	Allows searching for cases and maintaining a copy of responses submitted through CaseBuilder for up to four (4) years.
Reporting	Access to reports, mirroring those in the Reports Application, is available directly from the dashboard.

More Training Available!

Check out additional training resources available on our site, [Connections](#). Access our [CaseBuilder Support Guide](#) for more detailed information on CaseBuilder's unique features.

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