



APPEAL TRIBUNAL DECISION

Docket number: 26 0330 **Hearing date:** June 17, 2026

CLAIMANT:

MICHELE CHRISTIANSEN
[REDACTED]

CLAIMANT APPEARANCES:

Michele Christiansen

DETS APPEARANCES:

None

CASE HISTORY

The claimant timely appealed a June 6, 2026, redetermination which denied benefits under AS 23.20.378 and 8 AAC 85.350-351. The issue is whether the claimant met the registration requirements to be considered available for full-time work.

FINDINGS OF FACT

In November 2025, the claimant established a claim for unemployment benefits. She was advised of the requirement to post a résumé on the Division's website within seven days, and she attempted to do so right away. The claimant found that when she logged in to the website using her personal identifying information, her profile was set to the profile of a former employer, from the claimant's past work for that employer. The claimant was unable to post a résumé using that profile. The claimant sent a message using a link listed on the AlaskaJobs website to request help. The claimant did not follow up on the résumé requirement at that time because she was unavailable for work for a period of time and she did not claim benefits.

On May 13, 2026, the claimant reopened her claim effective May 10, 2026. The claimant again attempted to post her resume right away but found that her profile was still set to the employer account, and she was still unable to post a résumé. The claimant sent another email requesting help through the link on the website. The claimant then began calling the Division for assistance. The claimant spoke with several representatives, but they were unable to assist her. On June 2, 2026, the claimant went in person to the job center, where she was assisted by a staff member who could help her. The claimant's profile was

fixed, and the claimant was able to post her résumé on the website on either June 3 or 5, 2026.

PROVISIONS OF LAW

AS 23.20.378 provides, in part:

- (a) An insured worker is entitled to receive waiting-week credit or benefits for a week of unemployment if for that week the insured worker is able to work and available for suitable work....

8 AAC 85.350 provides, in part:

- (b) A claimant is considered available for suitable work for a week if the claimant
 - (1) registers for work as required under 8 AAC 85.351;
 - (2) makes independent efforts to find work as directed under 8 AAC 85.352 and 8 AAC 85.355;
 - (3) meets the requirements of 8 AAC 85.353 during periods of travel;
 - (4) meets the requirements of 8 AAC 85.356 while in training;
 - (5) is willing to accept and perform suitable work which the claimant does not have good cause to refuse;
 - (6) is available, for at least five working days in the week to respond promptly to an offer of suitable work; and
 - (7) is available for a substantial amount of full-time employment.

8 AAC 85.351 provides:

- (a) a claimant who files a claim for benefits in a state that acts as agent in taking claims for benefits held by this state shall register for work in accordance with the statutes, regulations, and procedures of the state in which the claim is filed.
- (b) a claimant who files for benefits in this state shall register for work as required by AS 23.20 and this section. An active placement registration for work in this state means the claimant has registered with the labor exchange system operated by the division and has posted an online resume that is available for employers and division staff to match with available jobs. A claimant shall register for work
 - (1) in person or by mail at the employment service office of the division that is nearest the claimant's residence;
 - (3) by telephone, if permitted by the director; or
 - (4) by electronic means at the department's website.
- (c) The director shall find that a claimant is not available for work for any week ending before completion of a placement registration for

work. To be considered available for work from the date of the initial claim, a claimant must complete a placement registration within seven days after filing the initial claim. If the placement registration is not completed within seven days, the claimant is considered available for work the week the placement registration is completed.

- (g) The director may defer registration for work for a claimant who is
 - (1) temporarily unemployed with a definite date to return to full-time work within 45 days after the date the claimant files the initial claim;
 - (2) unemployed due to a labor dispute;
 - (3) traveling immediately following the filing of the initial claim, for the purpose of relocating outside of this state; upon arrival in the new area of residence, the claimant shall register for work as required in (a) of this section;
 - (5) normally hired through a trade union, if the union furnishes information when requested by the director to verify the claimant's current membership and eligibility for dispatch;
 - (8) under an approved waiver of availability under AS 23.20.378 or AS 23.20.382.
- (i) If the director does not require the claimant to have a placement registration, the director shall inform the claimant that the placement registration requirement has been deferred and advise the claimant of available employment services.

CONCLUSION

Alaska Statute 23.20.378 states that to be eligible for unemployment insurance benefits a claimant must be able and available for work. Regulation 8 AAC 85.351 states that to be considered available for work, a claimant must register and post a résumé on the Division's labor exchange system (AlaskaJobs) website to be matched with available jobs. If the résumé is not posted online within seven days, the claimant is considered available for work the week the résumé is posted online.

The claimant's testimony was straightforward and credible. The claimant attempted unsuccessfully to post a résumé on the Division's AlaskaJobs website within seven days of the date her claim was re-opened. The claimant promptly attempted to get assistance to fix her profile, but her messages were not responded to and staff contacted by phone could not help. The claimant was assisted to fix her profile, and she promptly posted her résumé in the week ending June 6, 2026.

In Ward Com. Dec. No. 06 1433, September 27, 2006:

The Commissioner held a credible claimant complied with ALEXsys registration requirements and was allowed benefits where "The claimant could

not recall if, when he created his first résumé, the program advised him that the résumé had been saved to ALEXsys. His testimony during the hearing was straightforward and confident. We believe that he did in fact prepare his résumé as instructed and for some unknown reason it was not saved properly to ALEXsys."

In Ward, the Commissioner refers to the Division's work registration website as ALEXsys, however the Division currently uses a website referred to as "AlaskaJobs" to meet the registration requirements of regulation 8 AAC 85.351.

The Appeal Tribunal holds the claimant in this case met registration requirements as soon as could reasonably be expected. The claimant was available for work during the period under review.

DECISION

The determination issued on June 6, 2026, is **REVERSED**. Benefits are **ALLOWED** for the weeks ending May 16, 2026, through May 30, 2026, if the claimant is otherwise eligible.

APPEAL RIGHTS

This decision is final unless an appeal is filed in writing to the Commissioner of Labor and Workforce Development **within 30 days** after the decision is mailed to each party. The appeal period may be extended only if the appeal is delayed for circumstances beyond the party's control. A statement of rights and procedures is enclosed.

Dated and mailed on June 22, 2026.

A solid black rectangular box used to redact the signature of the Appeals Officer.

Rhonda Buness, Appeals Officer