



How to Apply for NYS Unemployment Insurance Benefits

When to Apply

If you are filing a new unemployment insurance claim, the day you should file is based on the first letter of your last name.

1. If your last name starts with A - F, file your claim on **Monday**
2. For last names starting with G - N, file your claim on **Tuesday**
3. For last names starting with O - Z, file your claim on **Wednesday**

If you missed your filing day, file your claim on Thursday, Friday or Saturday.

What You Will Need To Apply

- Your Social Security number
- Your driver license or Motor Vehicle ID card number (if you have either one)
- Your complete mailing address and zip code
- A phone number where they can reach you from 8 am – 5 pm, Monday–Friday
- Your Alien Registration card number (if you are not a U.S. Citizen and have a card)
- Names and addresses of all your employers for the last 18 months, including those in other states
- Your first and last date of work
- Employer Registration Number (EIN) or Federal Employer Identification Number (FEIN) of your most recent employer. **You can find the EIN or FEIN number on your W-2 Forms. You may also find it by Googling the company you work for (Example: Amy's Bread EIN number). If you do not have your W-2 or cannot find your EIN or FEIN number online, contact your employer immediately.**
- Access to a computer and some paper and a pen to write things down

Step 1: Go to Unemployment Website

- Go to <https://www.ny.gov/services/get-unemployment-assistance>
- Click on the "Get" button

The screenshot shows the New York State Unemployment Assistance website. At the top, there is an orange banner with the date and time 'April 3, 2020 | 6:15 am' on the left, a central message about Governor Cuomo's PAUSE order, and a 'GET THE FACTS >' link on the right. Below the banner is a navigation bar with the New York State logo, links for 'Services', 'News', 'Government', and 'Local', a search bar, and a 'Translate' link. The main content area features a large image of hands typing on a keyboard. Overlaid on this image is the heading 'Get Unemployment Assistance' and the text 'Apply for unemployment insurance benefits to receive temporary income while you search for a job.' To the right of this text is a box titled 'AVERAGE TIME OF TRANSACTION' showing a clock icon, '60+', and 'MINUTES', with a blue 'GET' button below it.

April 3, 2020 | 6:15 am

Information on Novel Coronavirus

Governor Cuomo has put NY State on PAUSE: All non-essential workers are directed to work from home, and everyone is required to maintain a 6-foot distance from others in public.

[GET THE FACTS >](#)

 [Services](#) [News](#) [Government](#) [Local](#) [Translate](#)

Get Unemployment Assistance

Apply for unemployment insurance benefits to receive temporary income while you search for a job.

AVERAGE TIME OF TRANSACTION

 **60+**

MINUTES

[GET](#)

Step 2: Filing a New Claim

-Click on "File a New Unemployment Insurance Claim Here"

Department of Labor

Traducir

[Home](#) » [Online Services For Individuals](#)

Online Services For Individuals

 **File a new unemployment insurance claim here.** ☐ This is only for new unemployment insurance claims. If you already have a claim, please use the NY.gov sign in below to make weekly certifications or to view your claim information.

 **See the NY Hire Now website** ☐ if you're looking for a job. There are immediate openings in key industries throughout New York State.
The NYS Department of Labor is hiring! ☐ [Read about our current job openings.](#)

 **NY.gov ID**

This page is for NY.gov IDs only.
Your SSN/PIN will not work on this page.

NY.gov Username

NY.gov Password

Sign In

[Forgot your Username or Password](#)

[NY.gov - Terms of Service](#) ☐

Use your NY.gov ID to sign in to your online account with the Department of Labor or create a new account in the NY.gov ID box to the left.

If you are a business user, go to [Employer Online Services sign in](#)

IMPORTANT: Please do NOT use the "BACK" button on your browser when using Online Services.

▶ With an online account, you can...

▶ If you already have an NY.gov ID...

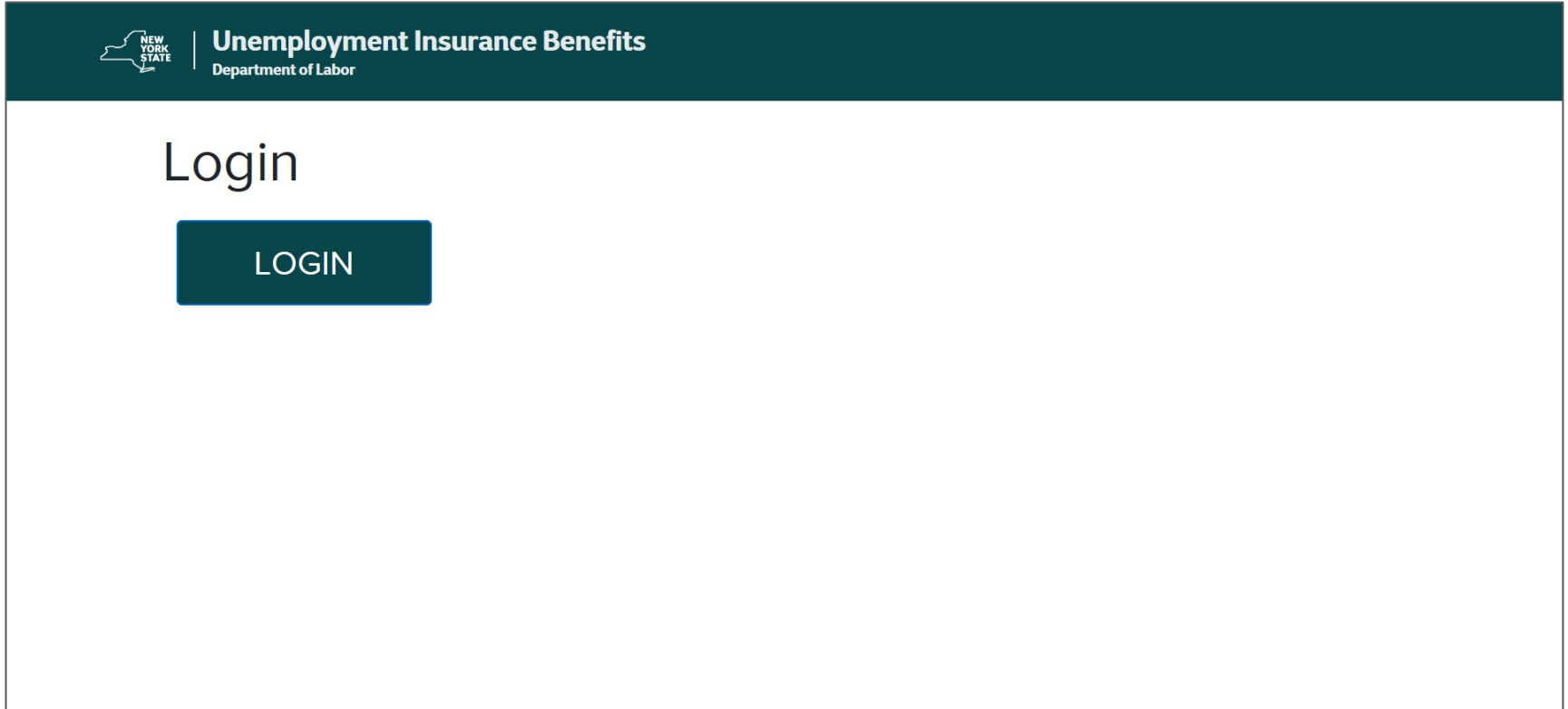
▶ If you do not have an NY.gov ID...

▶ Still need help?

▶ Important Reminders

Step 3: Login Prompt

-Click on "Login"



The screenshot shows the login interface for New York State Unemployment Insurance Benefits. At the top, a dark teal header contains the New York State logo on the left and the text "Unemployment Insurance Benefits" and "Department of Labor" on the right. Below the header, the word "Login" is displayed in a large, dark font. Underneath "Login" is a dark teal rectangular button with the word "LOGIN" in white, uppercase letters.

Step 4: Login Screen

-To create your NY.gov ID, click on “Don’t have an Account?”

-If you already have an account, enter your Username and Password to sign in

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

Login

NY.gov ID

Username:

Password:

Sign In

Forgot your [Username](#) or [Password](#)

[NY.gov ID - Terms of Service](#)

Don't have an Account?

Step 5: Create your NY.gov Account

- Fill in your information and create your Username
- Write your username down on a piece of paper in case you forget
- Click on “I’m not a robot” and complete the task, then click on “Create Account”

The screenshot shows the 'NY.gov ID SELF REGISTRATION' form. The top navigation bar includes links for 'NY.gov ID', 'Online Services', 'FAQs', 'About NY.gov ID', 'Help Desk Information', 'Privacy Policy', and 'Terms of Service'. The form is divided into two main sections: 'User Information' and 'Login Information'. The 'User Information' section contains four input fields: 'First Name*', 'Last Name*', 'Email*', and 'Confirm Email*'. The 'Login Information' section contains a 'Preferred Username*' input field with a 'Check' button next to it. Below the username field is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Create Account' button. A progress bar at the bottom right indicates 'Step 1 of 3'. A link for 'Personal Privacy Protection Law Notice' is located in the top right corner of the form area.

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

NY.gov ID SELF REGISTRATION

[Personal Privacy Protection Law Notice](#)

User Information

First Name*

Last Name*

Email*

Confirm Email*

Login Information

Preferred Username* [Check](#)

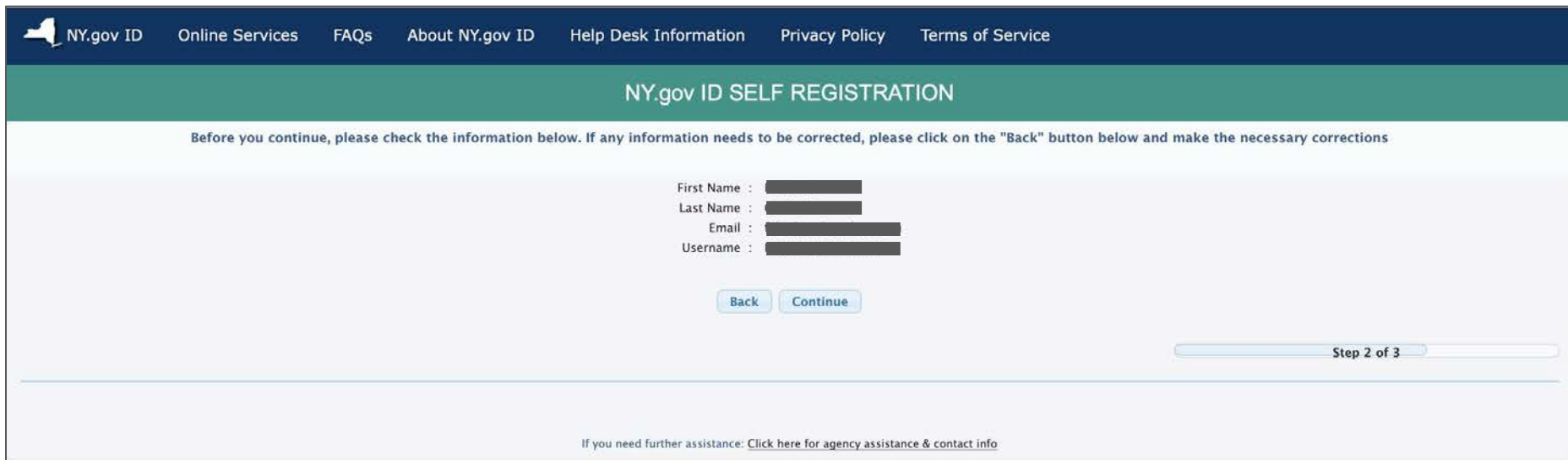
☐ I'm not a robot  [reCAPTCHA](#)
[Privacy - Terms](#)

[Create Account](#)

Step 1 of 3

Step 6: Confirm Account Information

-Review the information and click on "Continue"



The screenshot shows the 'NY.gov ID SELF REGISTRATION' interface. At the top is a dark blue navigation bar with the NY.gov ID logo and links for Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. Below this is a teal header with the title 'NY.gov ID SELF REGISTRATION'. The main content area has a light blue background and contains a message: 'Before you continue, please check the information below. If any information needs to be corrected, please click on the "Back" button below and make the necessary corrections'. Below the message are four labels with corresponding redacted input fields: 'First Name :', 'Last Name :', 'Email :', and 'Username :'. At the bottom of the form are two buttons: 'Back' and 'Continue'. A progress bar on the right side indicates 'Step 2 of 3'. At the very bottom, there is a link: 'If you need further assistance: Click here for agency assistance & contact info'.

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

NY.gov ID SELF REGISTRATION

Before you continue, please check the information below. If any information needs to be corrected, please click on the "Back" button below and make the necessary corrections

First Name :

Last Name :

Email :

Username :

[Back](#) [Continue](#)

Step 2 of 3

If you need further assistance: [Click here for agency assistance & contact info](#)

Step 7: Account Activation Email Message

-Go to your email and find the message from NY.gov to complete the registration



The screenshot displays the 'NY.gov ID SELF REGISTRATION' page. At the top, a dark blue navigation bar contains the NY.gov ID logo and links for Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. Below this is a teal header with the text 'NY.gov ID SELF REGISTRATION'. The main content area has a light blue background and features a message: 'An activation email has been sent to - [redacted]'. Below this, instructions state: 'Please check your email and click on the link inside. Once you have clicked on that link, you will be prompted to set your password, and select 3 security questions & answers.' A follow-up note mentions a 48-hour window for clicking the link. A 'Finish' button is centered at the bottom of the main content area. In the bottom right corner, a progress bar indicates 'Step 3 of 3'.

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

NY.gov ID SELF REGISTRATION

An activation email has been sent to - [redacted]

Please check your email and click on the link inside. Once you have clicked on that link, you will be prompted to set your password, and select 3 security questions & answers.

If you do not click on the link within 48 hours, you will be required to come back to this website and re-register your account. Please check your junk mail filters/folders in case the activation email gets blocked.

[Finish](#)

Step 3 of 3

Step 8: Activation Email Message

- From your email, open the message from noreply@labor.ny.gov
- Click on link to complete the registration
- This will bring you back to the NY.gov website

From: <noreply@labor.ny.gov>

Date: Fri, Apr 3, 2020 at 8:49 AM

Subject: Individual Account Creation for Online Services

To: <[\[REDACTED\]](#)>

*****This is an automated e-mail. Please do not reply to it.*****

Please click on the link below to validate your e-mail address with the Department of Labor and to go back to the registration page.

[Click here to continue with the registration process.](#)



If you are unable to click the above link, please copy and paste the following web address into your browser's address bar

<https://applications.labor.ny.gov/IndividualReg/xhtml/individual/accountInformation.faces?key=zEycXoDgkniyD0nDbCRPmyDxalL9g4hJP6H7IJv%2BC1ZaJy1tIA3ri%2B9ZRu4IM6%2FaD8zYU%2BQwV4eXp2AlyJgWj3ZX9hT9L1udr3luh%2B4wnHbZd4ax5A67IZyIYA3u5Ur1r3O54WO11IKFHWjzYrhTgPn1Plq3KqvXdfE68U78Bt%2F8H%2FdqVdrj2A%3D%3D>

Step 9: Set Up Your Security Questions

- Select 3 questions from the drop-down list and type each answer
- Write down the questions and answers on a piece of paper in case you forget

You are now ready to activate your NY.gov Id.

During this process, you will need to

- Set 3 valid secret questions and answers.
- Set a new password.

Secret Questions

* indicates required field

*Question 1	What was the name of my first pet?	
*Answer		*Confirm Answer
		
*Question 2	What was my first grade teacher's last name?	
*Answer		*Confirm Answer
		
*Question 3	What is your favorite vegetable or fruit?	
*Answer		*Confirm Answer
		

[Continue](#)

Step 10: Set Up Your Password

-Type a new password and click on "Set Password"

[NY.gov ID](#)[Online Services](#)[FAQs](#)[About NY.gov ID](#)[Help Desk Information](#)[Privacy Policy](#)[Terms of Service](#)

Password Change Request

[REDACTED], please change your current password before continuing.

New Password*

Minimum 8 characters with at least 3 letters and 1 number.

Confirm New Password*

Set Password

Clear this form

Step 11: Password Confirmation

-Write your password down on a piece of paper in case you forget



NY.gov ID

[Online Services](#)

[FAQs](#)

[About NY.gov ID](#)

[Help Desk Information](#)

[Privacy Policy](#)

[Terms of Service](#)

Password Change Information

Success your new password has been set.

Use this new password the next time you log into your account.

CONTINUE

Step 12: Account Creation

-Click on "Go to MyNy"



The screenshot shows the NY.gov ID Activation page. At the top is a dark blue navigation bar with the NY.gov ID logo and links for Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. Below this is a teal banner with the text "NY.gov ID ACTIVATION". The main content area is white and contains a confirmation message: "You have successfully activated your NY.gov Id!". Below the message is a light blue button labeled "Go to MyNy" and a "Log out" button in the top right corner. The text "Please click on one of the buttons below." is centered below the message.

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

NY.gov ID ACTIVATION

[Log out](#)

You have successfully activated your NY.gov Id!

Please click on one of the buttons below.

[Go to MyNy](#) A portal to view the NYS applications you have access to.

Step 13: Confirm Your Social Security Number

-Enter your SSN and click on "Next"

 **Unemployment Insurance Benefits**
Department of Labor

Sign Out

Unemployment Insurance Claimant

You might have to enter your Social Security Number (SSN) more than once because when we process your initial application for UI benefits, we also verify that your SSN is correct and really yours. This step ensures your protection from identity theft. Once your application is successfully processed and you sign in with a NY.gov ID, you will not have to enter your SSN again.

Social Security Number

Confirm Social Security Number

[< PREV](#) [NEXT](#)

Step 14: PIN and Security Answer

- Create a 4-digit PIN number and type in your Mother's Maiden Name; then click on "Submit"
- Write down this information on a piece of paper in case you forget

 You are required to create a 4-digit Personal Identification Number (PIN) in order to use this system. Your PIN is a private electronic signature. The use of your mother's maiden name and your PIN is required for security purposes.

The PIN you create is important to remember. You will need it if you call the Telephone Claims Center (TCC). You are responsible for the use of your PIN. **Never share your PIN with anyone.** You could lose up to 20 weeks of benefits if you allow another person to use your PIN.

If you cannot use our system without the help of another person, you must make sure you are present each time that person enters our system for you. This includes entering your Username and Password. You will be responsible for your helper's actions. You may be subject to penalties, including loss of benefits, if you are not present.

UI Claimant

Required Field *

4-Digit PIN *

Show

Confirm PIN *

Show

Mother's Maiden Name *

Show

Confirm Mother's Maiden Name *

Show

 Submit

 Cancel and Return



Privacy - Terms

Step 15: Unemployment Insurance Benefits Homepage

-Click on "File a Claim"

Unemployment Insurance Benefits Online

Please select from one of the following:

File A Claim

You may use this system to file a claim for Unemployment Insurance benefits. If you apply for Unemployment Insurance benefits today, your claim will be effective the Monday of the current week. This online system is available between the hours of 7:30 am to 7:30 pm Monday through Thursday (Eastern Time), Friday, 7:30 am to 5:00 pm, all day Saturday, and Sunday until 7:00 pm.

File A Claim



Get your NYS 1099-G

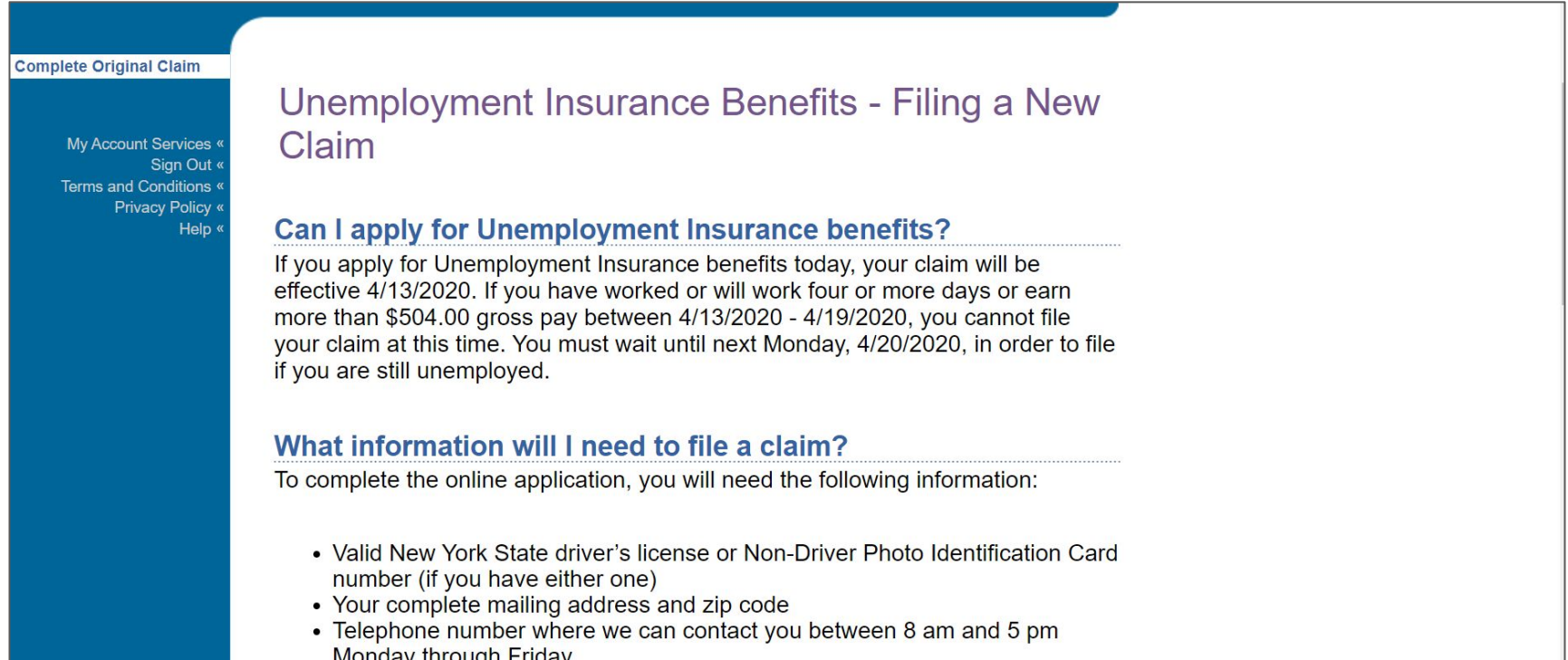
You may use this option to view and print 1099Gs. (Make sure to close document window after viewing/printing.) Each year 1099G information for the prior calendar year will be available after January 9.

2019 ▼

Get Your NYS 1099-G

Step 16: Filing a New Claim

-Review information and click on "Continue"



The screenshot shows a web page for filing a new unemployment claim. On the left is a blue sidebar with white text links: 'Complete Original Claim', 'My Account Services «', 'Sign Out «', 'Terms and Conditions «', 'Privacy Policy «', and 'Help «'. The main content area has a white background. At the top, the title 'Unemployment Insurance Benefits - Filing a New Claim' is displayed in a large purple font. Below this, a blue heading 'Can I apply for Unemployment Insurance benefits?' is followed by a paragraph explaining the effective date of the claim (4/13/2020) and the requirement to wait until Monday, 4/20/2020, to file if currently unemployed. Another blue heading 'What information will I need to file a claim?' is followed by a paragraph stating that the following information is needed: a valid New York State driver's license or Non-Driver Photo Identification Card number, a complete mailing address and zip code, and a telephone number available between 8 am and 5 pm Monday through Friday.

Complete Original Claim

My Account Services «
Sign Out «
Terms and Conditions «
Privacy Policy «
Help «

Unemployment Insurance Benefits - Filing a New Claim

Can I apply for Unemployment Insurance benefits?

If you apply for Unemployment Insurance benefits today, your claim will be effective 4/13/2020. If you have worked or will work four or more days or earn more than \$504.00 gross pay between 4/13/2020 - 4/19/2020, you cannot file your claim at this time. You must wait until next Monday, 4/20/2020, in order to file if you are still unemployed.

What information will I need to file a claim?

To complete the online application, you will need the following information:

- Valid New York State driver's license or Non-Driver Photo Identification Card number (if you have either one)
- Your complete mailing address and zip code
- Telephone number where we can contact you between 8 am and 5 pm Monday through Friday

Step 16: Filing a New Claim (cont'd)

- Complete name, address, zip code and phone number of your most recent employer
- Alien Registration card number (if you are not a U.S. Citizen)
- If you are unable to print, have a pen and paper available to write down important information
- If you choose to have direct deposit of your weekly benefits, you must have a check handy in order to enter your bank routing and checking account numbers

If you currently reside in Canada or your most recent employer has a Canadian address, you must file for unemployment insurance benefits by calling the Telephone Claims Center at 1-888-209-8124.

If you have not worked in New York State in the last 18 months, but worked in one or more states other than NYS, you may be able to establish a claim with one of the states which you worked. If you have not worked in New York State in the last 18 months, but worked in two or more other states, you may be able to establish a combined wage claim with any of the states in which you worked. Your wages will be combined and your benefits will be calculated under the law of the state in which you file your combined wage claim. This may increase your benefit amount. You should know that state unemployment laws, weekly benefit amounts, and eligibility requirements vary between the states. [Click here](#) for information and filing instructions in other states.

Continue

Step 17: Application (Step 1)

-Answer each question and click "Next"

**Unemployment Insurance Benefits**
Department of Labor

Sign Out

SAVE AND CONTINUE LATER

Step 1

1. This week, beginning Monday 4/13/20, how many days have you worked?

0

2. This week, beginning Monday 4/13/20, were your gross earnings more than \$504?

☐ Yes ☒ No

3. What was the last day that you worked?

2020-04-02

4. Was your employment status impacted by COVID-19?

☒ Yes ☐ No

< PREV

NEXT

Step 18: Application (Step 2)

-Answer each question and click "Next"

SAVE AND CONTINUE LATER

Step 2

Your mailing address

1. Did you work in New York State in the last 18 months?

☐ Yes ☒ No

2. Did you only work in New York State, one or more states other than New York, or did you not work?

I only worked in New York

3. Do you currently live in New York State?

☒ Yes ☐ No

4. Were you discharged from the military within the last 18 months?

☐ Yes ☒ No

5. Was your last employment as a federal civilian employee whose last duty station was outside the United States?

☐ Yes ☒ No

< PREV

NEXT

Step 19: Application (Step 3)

-Fill in your information and scroll down

**Unemployment Insurance Benefits**
Department of Labor

Sign Out

SAVE AND CONTINUE LATER

Step 3

Your name

First Name

Middle Initial

Last Name

Any other last name under which you worked during the last 18 months (optional):

Step 19: Application (Step 3, cont'd)

-Fill in your information and click "Next"

Date of Birth

yyyy-mm-dd



Social Security Number

New York State Driver's License or the number of your NYS Non-Driver Photo ID

I don't have a NY Driver's License
or NYS Non-Driver Photo ID Card

☐

How many employers have you worked for in the past 18 months?

< PREV

NEXT

Step 20: Application (Step 4)

-Fill in your information and scroll down

**Unemployment Insurance Benefits**
Department of Labor

Sign Out

SAVE AND CONTINUE LATER

Step 4

Your mailing address

Enter the number and street name or enter "P.O. Box" and the number

City

State

Zip Code

Step 20: Application (Step 4, cont'd)

-Fill in your information and click "Next"

Zip Code

Telephone

Are you a veteran?

☐ Yes ☒ No

Are you a citizen of the U.S.?

☐ Yes ☒ No

Please enter your Alien Registration number (numbers after the letter "A")

< PREV

NEXT

Step 21: Application (Step 5)

-Answer each question and scroll down

6. Do you want 10% of your weekly Unemployment Insurance benefits withheld for Federal taxes?

☒ Yes ☐ No

7. Do you want 2.5% of your weekly Unemployment Insurance benefits withheld for State taxes?

☒ Yes ☐ No

8. Would you like to register to vote or make changes to your current voter registration?

☐ Yes ☒ No

9. Ethnicity

Do not wish to answer



Step 21: Application (Step 5, cont'd)

-Answer each question and click "Next"

10. Race

Do not wish to answer



11. Are you a person with a disability?

No



12. Did you lose all your employment due to lack of work?

☒ Yes ☐ No

< PREV

NEXT

Step 22: Application (Step 6)

-Answer each question and click "Next"

SAVE AND CONTINUE LATER

Earnings

Was all the money you earned in 2019 and up until today in 2020 from running your own business?

☐ Yes ☒ No

Was all the money you earned in 2019 and up until today in 2020 from being self-employed?

☐ Yes ☒ No

Did you earn any money in 2019 and up until today in 2020 from working for someone else?

☐ Yes ☒ No

< PREV

NEXT

Step 23: Application (Step 7)

-Answer each question and click "Next"

Are you unable to reach your place of employment due to an imposed quarantine or because you were advised by a medical provider to self-quarantine because of COVID-19?

☐ Yes ☒ No

Are you the major breadwinner of your household because the head of household died from COVID-19?

☐ Yes ☒ No

Were you diagnosed with COVID-19 or seeking a medical diagnosis as a result of symptoms?

☐ Yes ☒ No

Were you scheduled to begin employment but could not start as a direct result of COVID-19?

☐ Yes ☒ No

< PREV

NEXT

Step 24: Application (Step 8)

-Answer each question and click "Next"

SAVE AND CONTINUE LATER

Availability

Are you only seeking part-time employment?

☐ Yes ☒ No

What was your last day of work, or the date that you became unable to work, as a direct result of COVID-19?

2020-03-06 

Are you unemployed for COVID-19, but otherwise able and available to work?

☒ Yes ☐ No

< PREV

NEXT

Step 25: Application (Step 9)

- Click on the drop down list and select "Direct Deposit" or Key2benefits card
- Fill in your bank information if using Direct Deposit and click "Next"

[SAVE AND CONTINUE LATER](#)

Benefit Payment Details

Do you want to receive your benefits by direct deposit or debit card?

Direct Deposit

9-Digit Bank Routing Number

Checking Account Number

[< PREVIOUS](#)[NEXT >](#)

Step 26: Application (Step 10)

-Fill in your annual net income (this information should be on your tax documents) and click "Next"

SAVE AND CONTINUE LATER

Pandemic Unemployment Assistance

What was your annual net income for your most recently filed tax year?

< PREV

NEXT

Step 27: Information Review

-Review ALL information and scroll down

Review Your Claim

You have completed the Unemployment Insurance Benefits application. Verify that the information you have provided is complete and accurate by reviewing your application.

Personal Circumstance

[Edit](#)

This week, beginning Monday 4/20/20, how many days have you worked 0

This week, beginning Monday 4/20/20, were your gross earnings more than \$504 false

What as the last date that you worked 3/6/2020

Are you filing this claim because your workplace closed, were you isolated or you were quarantined due to COVID-19, also known as the Coronavirus? true

Step 27: Information Review (cont'd)

-Review ALL information and click "Submit"

Personal information

Edit

First Name

Middle Initial

Last Name

Any other last name under which you worked during the last 18 months:

Date of Birth

New York State driver's license or the number of your NYS Non-Driver Photo ID card

I don't have a NY driver's license or NYS Non-Driver Photo ID card

How many employers have you worked for in the past 18 months?

Step 28: Confirmation Page

- Review ALL information and click "Sign Out"
- You may want to save or print out this page for your records

 **Unemployment Insurance Benefits**
Department of Labor

Sign Out



Submission Confirmed

Thank you for submitting your unemployment insurance claim with the New York State Department of Labor.

Step 28: Confirmation Page (cont'd)

To complete your claim, a Department of Labor call center agent will call you within 72 hours. You do not need to contact the Department of Labor -- we will contact you at the number that is listed in your claim. To verify that a caller is from the Department of Labor, they will verify the date you filed your claim.

**** IMPORTANT - READ AND PRINT THIS PAGE ****

Read and print this page for your records. If you cannot print this page, you should write down the information below so that your claim can be processed. Complete All Questionnaires

The information that you have provided on the web application has been saved. However, to complete your claim, you will need to speak with a claims specialist to provide additional information about your claim.

Complete All Questionnaires

Step 28: Confirmation Page (cont'd)

Complete All Questionnaires

You may receive questionnaires in the mail that must be completed and returned. Failure to do so will delay your claim or result in the denial and/or suspension of benefits. The Department of Labor will determine your eligibility for benefits based on the information we receive. Failure to complete forms or questionnaires may affect your eligibility for benefits. If we determine that you are not eligible for benefits, you will receive a Notice of Determination from us in the mail explaining why. If we determine that you are not eligible to receive benefits, you may be required to repay some or all of these benefits. In addition, if we determine that you made willfully false statements to obtain benefits, you may be required to pay additional monetary penalties and forfeit benefits you may claim in the future. Failure to repay any benefits you receive improperly may result in the Department of Labor taking legal action against you.

Step 28: Confirmation Page (cont'd)

Personal Identification Number (PIN)

Remember the PIN you set today. You will use your PIN to identify yourself when you claim your weekly benefits or inquire about your claim on the telephone. NEVER tell anyone your PIN. Claiming Unemployment Insurance fraudulently (or allowing someone else to access your claim using your PIN) is a serious offense and can lead to severe penalties, including criminal prosecution and imprisonment.

IF you are a person with a disability who is unable to access our services without the assistance of another person, you may allow another person to assist provided you are present each time the services are accessed including the entry of the PIN. You will be held accountable for the actions of your agent and may be subject to penalties including forfeiture of benefits if you are not present when your agent accesses our service.

Step 28: Confirmation Page (cont'd)

NEED ASSISTANCE?

If You are Hearing Impaired and:

- use video relay service, you may ask the video relay operator to call the Telephone Claims Center at [1-888-783- 1370](tel:1-888-783-1370)
- use TTY/TDD, fist call a relay operator at [1-800-662-1220](tel:1-800-662-1220), and ask the operator to call the [1-800-662-1220](tel:1-800-662-1220), and ask the operator to call the Telephone Claims Center at [1-888-783-1370](tel:1-888-783-1370)
- are being assisted by another person, you may ask that person to call the Telephone Claims Center at [1-888- 783-1370](tel:1-888-783-1370)

Only hearing impaired individuals will receive service at the numbers.

Callers who have difficulty using the telephone, for any reason, may request that a friend or relative assist them in calling the Telephone Claims Center at [1-888-209-8124](tel:1-888-209-8124). Translation services are also available.

Step 28: Confirmation Page (cont'd)

Only hearing impaired individuals will receive service at the numbers.

Callers who have difficulty using the telephone, for any reason, may request that a friend or relative assist them in calling the Telephone Claims Center at [1-888-209-8124](tel:1-888-209-8124). Translation services are also available.

OTHER NEW YORK STATE PROGRAMS

Find out about other New York State programs and services at [myBenefits](http://www.mybenefits.ny.gov) (www.mybenefits.ny.gov). MyBenefits is an online tool where anyone can quickly and confidently check their eligibility for a range of work supports and other benefits. By answering a simple set of questions, people in New York State can find out if they qualify for benefits such as nutrition assistance, various tax credits and Home Energy Assistance Program.

SIGN OUT

NEXT STEPS

1. If your confirmation page stated that someone from the Department of Labor will call you to finish your claim, then you will need to wait for that call. Even though they say someone will call within 72 hours, it may take longer than that. Please be patient and make sure your voicemail on your phone is not full.
2. If your confirmation page stated that you are approved, then you will need to log onto the NYS Dept of Labor (<https://www.labor.ny.gov/>) EACH WEEK to file your claim. You can also call their Tel Service line at (888) 581-5812 to make the claims by phone, but the online system is strongly recommended.
3. When you are ready to return to work, you will need to terminate your unemployment benefits.



Hot Bread Kitchen's COVID-19 Hotline
(929) 282-4554
M–F 8am–6pm

[More resources for individuals](#)