



HOT BREAD KITCHEN'S GUIDE FOR CERTIFYING WEEKLY UNEMPLOYMENT CLAIMS

Important

- Once you have been verified to receive Unemployment Insurance (UI) benefits, you will have to claim those benefits on a weekly basis until you return to work.
- If you are actively looking for work, keep a journal of the places and dates where you applied or interviewed.

Step 1: Go to New York State Department of Labor Website

-Go to <https://www.labor.ny.gov/>, click on "Unemployment Insurance" and select "Claim Weekly Benefits"

The screenshot shows the New York State Department of Labor website. At the top, there is a navigation bar with links for Services, News, Government, and Local. A search bar and a Translate button are also present. Below this is a dark green header with the text "Department of Labor" and a secondary navigation bar with links for Services, Unemployment Insurance, Find a Job, Manage Your Workforce, Laws and Regulations, Government and Research, and Other Information. A sidebar on the left lists various services, with "Claim Weekly Benefits" highlighted by a red arrow. The main content area features a pink notification banner about the improved online filing system, followed by several informational tiles: "Pandemic Unemployment Assistance (PUA)", "CARES Act Information", "COVID-19 UI FAQs", "UI Guidance for Self-Employed", and "Immediate Openings Throughout NYS". The footer includes the slogan "WE ARE YOUR DOL" and the Department of Labor logo.

Step 2: Sign in using your NY.gov ID

-This is the same ID you used when you first applied for UI benefits.

My Drive - Google Drive | MY WORK DOCUMENT - Google Docs | The Official Website of New York State | Online Services For Individuals | Account Creation | Online Services For Individ...

Online Services For Individuals

Please see the CARES Act web page for information about how the CARES Act may affect UI benefits.

If you are filing a new unemployment insurance claim, the day you should apply is based on the first letter of your last name.
A - F file on Monday | G - N file on Tuesday | O - Z file on Wednesday
Missed your day? File on Thurs-Fri-Sat
Any claim you file will be backdated to the date you became unemployed. If you are eligible, you will be paid for all benefits due.

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 ID's only. Your SENPIN will not work on this page.

NY.gov Username

NY.gov Password

Sign In

Forgot your Username or Password
NY.gov - Terms of Service

Create NY.gov Account

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: Your Account Home Page

-After you log in, you will automatically go to your Account Home Page called "My Online Services"
-Scroll down to "Unemployment Insurance" section and click "Unemployment Services"

Department of Labor | Messages | Sign Out | Traducir

Home > My Online Services

My Online Services

Filing a new Unemployment Insurance claim? The day you should file is based on the first letter of your last name. Last names starting with A - F, file on Monday. Last names starting with G - N, file on Tuesday. Last names starting with O - Z, file on Wednesday. If you missed your filing day, file on Thursday, Friday or Saturday. Filing later in the week will not delay your payments or affect the date of your claim; all claims are effective on the Monday of the week in which they are filed.

Messages

A system error has occurred. Please go to your inbox to view your messages.
[Go to My Inbox](#)

Online Forms

NYS Labor Department Forms Available for Filing include:

- Unemployment Insurance Forms
- Labor Standards Forms
- 15-day Child Performer Permit Application

[Go To My Online Forms](#)

Most Recent Postings

Previewing jobs has been temporarily disabled. Please visit [JobZone](#) to view jobs.

- [Work Search Requirements](#)
- [Resources for Families](#)

JobZone

Manage your career, organize your job search, and plan for the future with JobZone.

- Online tools to explore occupations
- Create or upload resumes
- Search for jobs using keywords or our SMART resume based matching

Choose the JobZone button to get started!
[JobZone](#)

Unemployment Insurance

Services

- File a Claim
- Claim Weekly Benefits
- View Payment History
- Direct Deposit
- View / Print 1099-Gs
- Change Tax Withholding

[Unemployment Services](#)

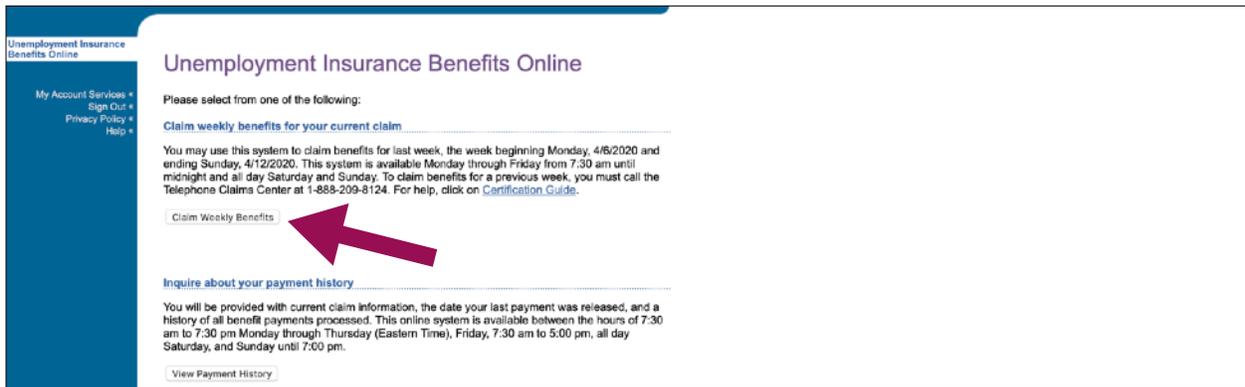
Tools

[Work Search Record](#)

SCROLL DOWN

Step 4: Your Unemployment Insurance Benefits Homepage

-Click "Claim Weekly Benefits"



Unemployment Insurance Benefits Online

My Account Services *
Sign Out *
Privacy Policy *
Help *

Unemployment Insurance Benefits Online

Please select from one of the following:

[Claim weekly benefits for your current claim](#)

You may use this system to claim benefits for last week, the week beginning Monday, 4/6/2020 and ending Sunday, 4/12/2020. This system is available Monday through Friday from 7:30 am until midnight and all day Saturday and Sunday. To claim benefits for a previous week, you must call the Telephone Claims Center at 1-888-209-8124. For help, click on [Certification Guide](#).

[Claim Weekly Benefits](#)

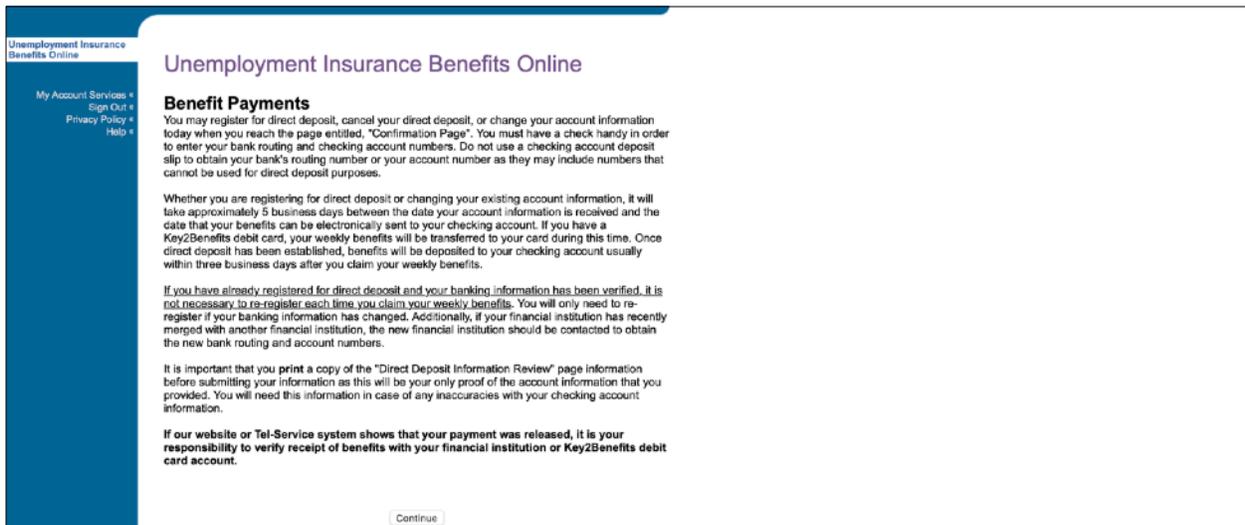
[Inquire about your payment history](#)

You will be provided with current claim information, the date your last payment was released, and a history of all benefit payments processed. 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.

[View Payment History](#)

Step 5: Review Benefit Payments

-Review the information about your benefits payments and click "Continue"



Unemployment Insurance Benefits Online

My Account Services *
Sign Out *
Privacy Policy *
Help *

Unemployment Insurance Benefits Online

Benefit Payments

You may register for direct deposit, cancel your direct deposit, or change your account information today when you reach the page entitled, "Confirmation Page". You must have a check handy in order to enter your bank routing and checking account numbers. Do not use a checking account deposit slip to obtain your bank's routing number or your account number as they may include numbers that cannot be used for direct deposit purposes.

Whether you are registering for direct deposit or changing your existing account information, it will take approximately 5 business days between the date your account information is received and the date that your benefits can be electronically sent to your checking account. If you have a Key2Benefits debit card, your weekly benefits will be transferred to your card during this time. Once direct deposit has been established, benefits will be deposited to your checking account usually within three business days after you claim your weekly benefits.

If you have already registered for direct deposit and your banking information has been verified, it is not necessary to re-register each time you claim your weekly benefits. You will only need to re-register if your banking information has changed. Additionally, if your financial institution has recently merged with another financial institution, the new financial institution should be contacted to obtain the new bank routing and account numbers.

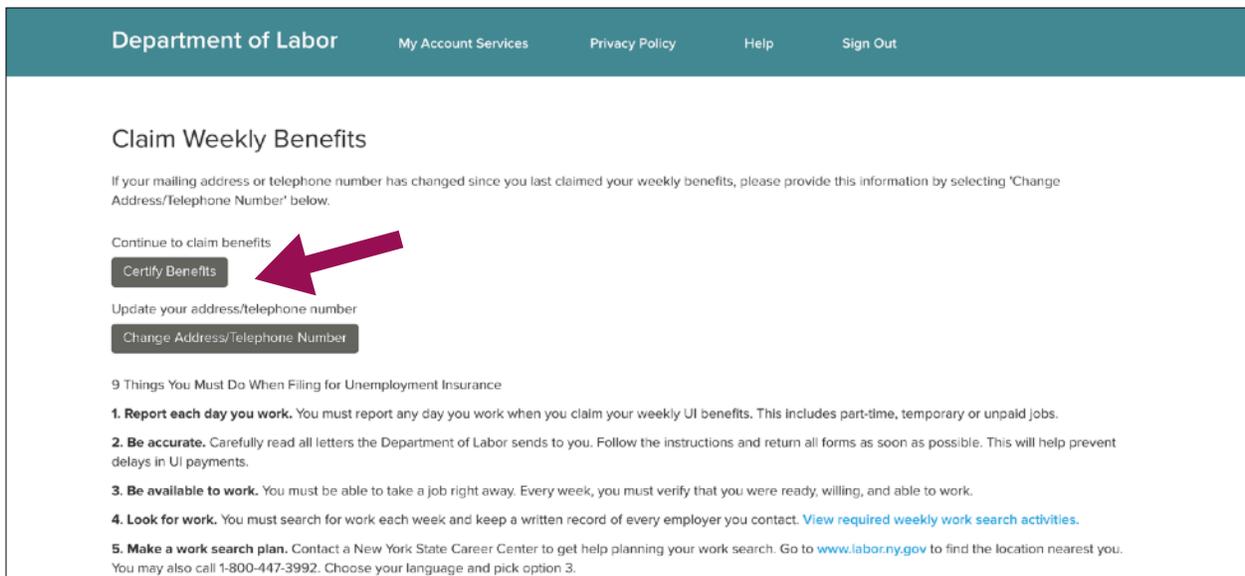
It is important that you print a copy of the "Direct Deposit Information Review" page information before submitting your information as this will be your only proof of the account information that you provided. You will need this information in case of any inaccuracies with your checking account information.

If our website or Tel-Service system shows that your payment was released, it is your responsibility to verify receipt of benefits with your financial institution or Key2Benefits debit card account.

[Continue](#)

Step 6: Claim Weekly Benefits

-Click "Certify Benefits"



Department of Labor

My Account Services Privacy Policy Help Sign Out

Claim Weekly Benefits

If your mailing address or telephone number has changed since you last claimed your weekly benefits, please provide this information by selecting 'Change Address/Telephone Number' below.

Continue to claim benefits

[Certify Benefits](#)

Update your address/telephone number

[Change Address/Telephone Number](#)

9 Things You Must Do When Filing for Unemployment Insurance

- 1. Report each day you work.** You must report any day you work when you claim your weekly UI benefits. This includes part-time, temporary or unpaid jobs.
- 2. Be accurate.** Carefully read all letters the Department of Labor sends to you. Follow the instructions and return all forms as soon as possible. This will help prevent delays in UI payments.
- 3. Be available to work.** You must be able to take a job right away. Every week, you must verify that you were ready, willing, and able to work.
- 4. Look for work.** You must search for work each week and keep a written record of every employer you contact. [View required weekly work search activities.](#)
- 5. Make a work search plan.** Contact a New York State Career Center to get help planning your work search. Go to www.labor.ny.gov to find the location nearest you. You may also call 1-800-447-3992. Choose your language and pick option 3.

Step 7: Fill out Weekly Claims Questionnaire

-Answer all the questions (see suggested answers below) and click "Continue"

Department of Labor My Account Services Privacy Policy Help Sign Out

Work and Earning Status

Complete the information below. When you have finished, select 'Continue'.

Click on any underlined term or phrase for more information. You will be able to return to this screen. Please note that this information is only a guide, and you are required to read the Claimant Handbook.

1. During the week ending 4/12/2020, did you refuse any job offer or referral?
 Yes No

2. How many days did you work, including self-employment, during the week ending 4/12/2020?
0

2a. Excluding earnings from self-employment, did you earn more than \$504?
 Yes No NA

3. How many days were you NOT ready, willing, and able to work?
0

4. How many days were you owed vacation pay or did you receive vacation pay?
0

5. How many days were you owed holiday pay or did you receive holiday pay?
0

6. Have you returned to work?
 Yes No

If you worked during the week, please indicate how many hours you worked and if your earnings were over \$504. (Your benefits may be reduced if you worked during the week).

Select "No" to continue claiming unemployment benefits next week. Only select "Yes" if you have been permanently hired and can no longer claim benefits.

Step 8: Review Your Responses

-Review your responses and click "Certify Claim"

-If you need to change any of your responses, click "Edit" in the relevant section

Review of Responses

Please review the information you have provided. If you need to change a response, select 'Edit'. When you have finished, select 'Certify Claim'.

Change of Address

- My address or phone number has not changed since the last time I claimed benefits.

Break In Claim

- I have not claimed benefits since 3/29/2020 for a reason other than work.

Last Week Info

- During the week ending 4/12/2020, I did not refuse any job offer or job referral.
- Including self-employment, I did not work during the week ending 4/12/2020.
- Excluding earnings from self-employment, I did not earn more than \$504.00.
- I was ready, willing and able to work every day last week.
- I was not owed vacation pay and I did not receive vacation pay.
- I was not owed holiday pay and I did not receive holiday pay.
- I have not returned to work full time.

I understand I must be actively seeking work and must develop and keep a record of my work search activities for one year. I have made at least three work search activities per week on different days of the week, or followed an official written work search plan developed and approved by the Department of Labor if one has been developed, unless I have been specifically designated as exempt from this work search requirement by the Department of Labor. My activities include at least one activity from activities 1 through 5 as listed in the Unemployment Insurance Information for Claimants Handbook. If I receive a request to submit my Work Search Record to the Department of Labor, and fail to respond to this request, my benefits may be stopped.

By placing this claim, I certify that I have complied with these work search requirements in the week claimed. I certify that the statements above are true and correct, and may be used in a hearing involving my claim and that I am not claiming benefits during any period while I was outside of the United States, a U.S. Territory or Canada, and I understand that the law provides penalties for false statements.

Step 9: Confirmation

-Review information, print if desired, and click "Exit"

Department of Labor My Account Services Privacy Policy Help Sign Out

Unemployment Insurance Benefits Online

Confirmation Page for SS#: XXX-XX-1192 Print

Claim Complete

- Your claim for the week of 4/6/2020-4/12/2020 has been entered for processing.

Important Information

- You have completed your weekly certification.

Direct Deposit Option

You may choose to have your weekly benefits directly deposited into your checking account. You must have a check handy in order to enter your bank routing and checking account numbers. If you have already registered, but would like to cancel your direct deposit or change your account information right now, see below.

Once you have registered for direct deposit and your banking information has been verified, it is not necessary to re-register each time you claim benefits. You will only need to re-register if your banking information has changed.

It is important that you **print** a copy of the "Direct Deposit Information Review" page information before submitting your information as this will be your only proof of the account information that you provided. You will need this information in case of any inaccuracies with your checking account information.

Whether you are registering for direct deposit or changing your existing account information, it will take approximately 5 business days between the date your account information is received and the date that your benefits can be electronically sent to your checking account. If you already have a Key2Benefits debit card, your weekly benefits will be transferred to your card during this time. Once direct deposit has been established, benefits will be deposited to your checking account usually within three business days after you claim your weekly benefits.

You may register for direct deposit, cancel your direct deposit, or change your checking account information using the Direct Deposit application.

Direct Deposit

Find a Job

Your local New York State Career Center provides a wide range of services to assist you in returning to work. As a condition of eligibility for unemployment insurance benefits, you may be required to attend reemployment service meetings. The office will notify you by mail of when and where to report for your appointment. Failure to attend scheduled meetings will result in a delay or loss of benefits. You can visit a New York State Career Center and speak with staff about our Career Services, including resume writing, interview techniques, apprenticeship opportunities, training grants, search our on-line job listing or attend a job fair. Check out JobZone where you can research occupations, post customized resumes, and use the JobZone [Work Search Record](#) tool to track your job search activities. We also provide priority service to Veterans during their job search. Go to <http://www.labor.ny.gov/careerservices/careerservicesindex.shtm> for more information.

Other New York State Programs

Find out about other New York State programs and services at [myBenefits](#) (www.mybenefits.ny.gov). myBenefits is an online tool where anyone can quickly and confidentially 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 the Home Energy Assistance Program.

Inquire about Benefits Payment Status

Exit