How to open a new unemployment claim – Initial Claims Guide



Welcome! Before you proceed with the instructions for opening a claim, read the below information to find out if you are filing your claim at the right time. Unemployment law is specific about not filing claims early or late; it must be done during the correct week **to help prevent claim delays and not miss any benefits.**

Claims are always effective on Sundays

If you submit your new claim Monday-Saturday, the effective date is the preceding Sunday. If you submit it on a Sunday, the effective date is the same day.

S M T W T F I	C		Month						
	3	F	Т	W	Т	Μ	S		
	-		-						

"Claims weeks" are always Sunday -Saturday

When the department asks questions about specific weeks, we are referring to what occurred from Sunday – Saturday. Your employer's week-to-week schedule may be different, but you must provide us information for Sunday-Saturday for our purposes. The claim week ending date, or "CWE," is always a Saturday.

A common error: Opening your claim a week too early or too late

You must open/reopen your unemployment claim the first week when you are fully/partially unemployed.

EXAMPLE OF BEING TOO EARLY: You normally work Monday-Friday. You are told on Friday not to return to work next week. Do not open your claim when you get home. Wait until SUNDAY to open your claim. You have seven days – Sunday through Saturday – to submit your new claim.

Consequence: Filing early causes the effective date of your claim to be the Sunday of the last week you worked, NOT the first week you were unemployed. This will cause a delay because staff will need to speak with you, and they must adjust the effective date of your claim one week later.

EXAMPLE OF BEING TOO LATE: You go to work Tuesday and are told to go home; your services are no longer needed. You can open a claim right away, or any day through Saturday (four days later). DO NOT wait for Sunday.

Consequence: Filing late does not prevent you from requesting backdating. However, there is no guarantee the request will be granted. Your reason for filing late must allowable according to PA regulations in order for you to be paid, so you may be denied benefits for weeks of unemployment that you missed.

Related information to help you through the rest of your claim

The weekly certifications that you will file in order to receive payments have similar, strict deadlines when it comes to timing. The system will prevent you from filing weekly claims early. However, filing late means you run the same risk of benefits not being granted that week. See our <u>File</u> <u>Weekly Certifications</u> guide for steps on how to certify your weeks for claim weeks.

All the information you provide to us is validated, whether you provided it on your new claim application or on your weekly certifications.

How to open a new unemployment claim





Go to <u>https://benefits.uc.pa.gov/</u>

Individual

Welcome to Pennsylvania's Unemployment Compensation (UC) system. Apply and manage your UC benefits anytime, anywhere. Self-Services available include:

- File or Reopen a Claim
- File for Weekly UC Benefits
- Check Claim Status
- View Benefit Payments
- File a Benefit Appeal

Employers

The UC system provides employers a helpful online tool to manage UC benefit requests and account information.

Self-Services available include:

- Respond to Requests, Fact-finding inquiries, and Trade Readjustment Allowances.
- View Determinations
- SIDES E-Response Portal

Third Party Administrators

The UC System also offers TPAs the opportunity to manage UC benefit requests and account information on behalf of their clients. Self-Services available will vary depending on the TPA/Employer relationship.

- SIDES Portal
- Respond to Requests, Fact-finding

Please enter your User Name and Password below before you continue. If you have not previously registered on this system, follow the instructions in the Create a User Account section to create a new account that allows you to access additional system features.

For help click the information icon next to each section.



If you have forgotten your user name and/or password, please click <u>Retrieve User Name or Password</u>.

Option 2 – Create a User Account

If you would like to become a fully registered user with Pennsylvania's Unemployment Compensation (UC) Benefits System and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the system, learn more about the benefits of registering on page: <u>Why Register?</u>

i Information / Click where highlighted 5

Agents

6 min(s) estimated

How to open a new unemployment claim

Individual

30 min(s) estimated

Register as this account type if you are an individual and wish to file a claim for unemployment.

Please contact 888-313-7284 to file for UC if English is not your primary language. The Department will provide you with a translator over the phone at no cost to you. Register as the account type if you wish to manage any unemployment claim associated with your company. You can register **on behalf of your company** or on behalf of another company acting as their agent with a valid Power of Attorney.

Individual Registration

Agents

Return to Previous Page

How to open a new unemployment claim







Please review the information below. Click *Next* to continue.

*Indicates required fields.

Unemployment Insurance Compensation

This system allows you to file an Unemployment Insurance compensation claim. Please confirm your actions below.

*Are you attempting to file an Unemployment Insurance claim at this time?



Welcome to Pennsylvania's Unemployment Compensation (UC) Benefits System

On the next screen, you will be asked to enter your social security number to begin the application process. <u>Why do I have to provide my social security number?</u>

You MUST use your correct social security number, name, and date of birth to complete the application process.

The Pennsylvania Department of Labor and Industry routinely exchanges information with other state, federal and local agencies. Computer resources are used to detect illegal receipt of benefits and to verify information provided. Providing correct and complete information will ensure the accuracy of your claim. Providing incorrect information, or information on someone other than yourself, may be considered fraud. False statements are punishable pursuant to 18 Pa. C.S. §4904, relating to unsworn falsification to authorities. A person who knowingly makes a false statement or knowingly withholds information to obtain UC benefits commits a criminal offense under section 801 of the UC Law, 43 P.S. §871, and may be subject to a fine, imprisonment, restitution, and loss of future benefits.

NOTE: Your session will time out after 120 minutes of inactivity. Gather all the necessary information before you continue. For a complete list, view our <u>application requirements checklist</u>.

Click Next to proceed to the next screen.



How to open a new unemployment claim

We need to verify whether you are in the system or not - Please enter your social security number and click "Next" to continue.



*Indicates required fields.

Social Security Number

*Social Security Number (SSN):

123456789

Do not enter dashes (for example, 99900111)

*Re-enter Social Security

Number:





How to open a new unemployment claim



D.me

Identity Verification Required for Initial Application

Identity Verification Required for Initial Unemployment Application



ID.me is a federally certified identity verification provider specializing in digital identity protection. This secure, online service helps the Pennsylvania Department of Labor & Industry make sure you are who you say you are - and not someone who has stolen your identity. More information about ID.me, including how it protects your privacy, is available <u>here</u>. You will need to have your driver's license or state-issued identification and your Social Security number available.

To begin the process, please click

⊘ | Verify with **ID.**me

and you will be directed to ID.Me.

Si usted desea utilizar este servicio en español, por favor haga clic <u>aquí</u> y será dirigido a ID.me.

You must verify your identity using this service in order to continue the online application. If you do not verify your identity with ID.me, you can choose to file for Unemployment Insurance by calling the Pennsylvania Department of Labor & Industry Claim Center at (888) 313-7284. If you are under 18 years of age, you MUST file by calling the Pennsylvania Department of Labor & Industry Claim Center at (888) 313-7284.



Please enter the following information below and click the Next button when you are finished.

Unemployment Insurance Claim Filing Process



Did you receive Workers' Compensation payments?

*In the last 18 months, did you receive Workers' Compensation payments?





Work History Verification



States You Have Worked In

*Have you worked in two or more states between MM/DD/YYYY and MM/DD/YYYY?

O Yes **O** No



States Where You Have Claimed Unemployment

*Have you claimed unemployment insurance benefits
within the last 12 months?
Yes
No



Federal Service

*Have you worked for, or earned wages from, the United States federal government (not military) between MM/DD/YYYY and [Today's Date]? • Yes • No



Military Service

*Were any of your wages earned in the military from MM/DD/YYYY to MM/DD/YYYY? O Yes O No





Please enter the following information below and click the Next button when you are finished.

Be sure to remember your User Name and Password. You will need them to access this system again.





Primary Location	nformation		
		0	
*Country:	Jnited States 👻		
* Please enter your zip code:	Find zip code		
E-mail Address			
		?	
* Primary E-mail:	Create E-mail Account 🗹		
*Confirm Primary E-mail Addre	255:		

Your email cannot be changed by you after a claim has been filed. Please contact staff for assistance.

Demographic Information

Date of Birth:

MM/DD/YYYY

Your Date Of Birth cannot be changed by you after a claim has been filed. Please contact staff for assistance.





i Information / Click where highlighted 16

Name

First Name: Middle Initial: Last Name:

[FIRST NAME] [MIDDLE INITIAL] [LAST NAME]

If you have worked under a different name than what has been entered, Go here if you have worked under a different name.



Residential Address

This is where you live.

*Address Line 1:	[ADDRESS LINE 1]
Address Line 2:	
*Zip Code:	[ZIP CODE]
*City:	[CITY]
*State:	[State]
*Country:	[Country]



i Information / Click where highlighted 17

Mailing Address

This is where you rece	ive your mail.
*Address Line 1:	[ADDRESS LINE 1]
Address Line 2:	
*Zip Code:	[ZIP CODE]
*City:	[CITY]
*State:	[State]
*Country:	[Country]
	< < Back Next >

[Save Progress and Exit]

Phone Numbers

Your phone number cannot be changed by you after a claim has been filed. Please contact staff for assistance.

* Primary Phone:	Ext:	
* Primary Phone Type:	None Selected 🔻	
* Primary Phone Mode:	Voice •	
Alternate Phone:	Ext:	
Alternate Phone Type:	None Selected 🗸	
Text Message Cell Phone Number:		

Only certain communications can be sent via text message. Normal text messaging rates apply. Other important notices, including some regarding unemployment benefits, will NOT be sent via text message.



Preferred Notification Method

*Please select a method in which you prefer to receive your notifications:



	None Selected
	None Selected
	Internal Message Postal Mail
I	nternal Message with Email Notification

Selecting Postal Mail means your determinations and correspondence will take longer to reach you.



Dependents

*Do you have dependents? O Yes O No A dependent can be a legally married spouse who lives with you. Children under the age of 18 or children older than 18 with a mental or physical infirmity.



Citizenship

*Citizenship:

Citizen of U.S. or U.S. Territory

▼

Citizen of U.S. or U.S. Territory

U.S. Permanent Resident

Alien/Refugee Lawfully Admitted to U.S.

Disability

*Do you wish to disclose a disability?

- Yes, I have a disability I wish to disclose.
- No, I do not have a disability.
- **O** I do not wish to answer.



Education Information

*****Your Highest Education Level Achieved:



If you have a High School Diploma or High School Equivalency Diploma, please select the appropriate value of High School Diploma or High School Equivalency Diploma.



Employment – Status *Are you self-employed, or the owner, or operator of a business or farm? O Yes No *Are you in an elected, appointed or in a major policy making position? Yes No Able and Available Self-employed Elected / Appointed / Policy Making



Employment – Miscellaneous





O Yes

U.S. Bureau of

Labor Statistics

O No

O Information Not Provided

Race

*Race – Please check all that apply:

- African American/Black
- American Indian/Alaskan Native
- Asian
- Hawaiian/Other Pacific Islander
- White
- I do not wish to answer

Language





Military Service

Veterans may be entitled to additional State and Federal benefits. Please answer the following questions.

*Did you ever serve over 180 consecutive days in active duty for the US military?



Payment Information

*What type of benefit payment would you like to receive?



) Debit Card



Information / Click where highlighted 27

I Confirm that debit card is my preferred payment method.

If you are determined financially eligible, you will receive a debit card. The card will be mailed in a plain white envelope, so please watch the mail closely.

If you would prefer direct deposit of UC benefits, you can apply now. You will need your bank account and routing number. If you skip the application now, but later change your mind, you can apply anytime by logging into Pennsylvania's Unemployment Compensation (UC) Benefits System and following the Direct Deposit UC Benefits link on your dashboard.

If you do sign up for direct deposit, be advised it takes time for direct deposit to begin. In the meantime, benefits will continue to be paid to you through your debit card. Retain your debit card in a secure location until the expiration date on the card.

View the <u>Unemployment Compensation Pre-Acquisition Disclosure</u> to learn more about the debit card.

□ I have read the Unemployment Compensation Pre-Acquisition Disclosure Information. You are required to click the Unemployment Compensation Pre-Acquisition Disclosure Information Link and read the disclosure to proceed.

Payment Deductions



Unemployment Compensation Claim

To proceed with your Unemployment Compensation claim, you must provide *18* months of previous employment histories. Click *Next* below to continue. Please note that you have not completed the filing of your Unemployment Compensation claim until you have completed this step.



Please review the information listed below.

How to open a new unemployment claim

Unemployment Insurance Claim Filing Process



Previous Employment History

Our records indicate that you have previously worked for one of the employers listed below. Please identify the employer you worked for by clicking the Select link to the right of that employer's name. If you did not work for any of the employers listed, please click the I have not worked for any of these employers link.

Em	ployer	Address	Action
EMPLOYER NA	ME 1	EMPLOYER ADDRESS 1	<u>Select</u>
EMPLOYER NAME 2		EMPLOYER ADDRESS 2	<u>Select</u>
EMPLOYER NAME 3		EMPLOYER ADDRESS 3	<u>Select</u>
EMPLOYER NAME 4		EMPLOYER ADDRESS 4	<u>Select</u>
EMPLOYER NA	ME 5	EMPLOYER ADDRESS 5	<u>Select</u>
EMPLOYER NA	ME 10	EMPLOYER ADDRESS 10	<u>Select</u>
	[I have not worke	ed for any of these employers]	

Base Period Employment History

i Information / Click where highlighted 30

Please indicate if you worked for the following employer.

Employer	Address
EMPLOYER NAME	EMPLOYER ADDRESS

*Did you work for the employer [EMPLOYER NAME] listed above?



(If Yes, you will be required to provide additional information on this employer.)



Employer

*Employer Name:	Employer Name				
*Address:	Employer Address				
Address 2:					
*Zip Code:	ZIP Code				
*City:	City				
*State / Province:	State / Province				
*Country:	Country				
*Phone Number: ###	### ### Type v				

Linked Pennsylvania's Unemployment Compensation (UC) Benefits System Employer Account:

EMPLOYER NAME EMPLOYER ADDRESS

<u>Change</u> If you have selected the wrong employer, please click **CHANGE** to return to the previous page.

In this section, the system would like to get the industry classification information for this employer. It may have been preset for you below based on the employer information you entered. If it has not been preset below, click Search for Industry Code (NAICS) below to search for an appropriate industry classification for the employer entered.

*Employer's NAICS code (the primary industry of the employer):

Search for Industry Code (NAICS)

00000 [Industry Classification Description]

*Did you earn at least \$3,564 from this employer? *Is this your last employer? *Is this employer considered a temporary agency? A temporary agency specializes in finding positions for individuals looking for work on a temporary basis.

*Enter the EMPLOYER'S name (not your name) as shown on your check stub:

If Maritime, enter the vessel name:



Job Title

Please enter a job title below for this employment history. As you are entering the job title, you may see a list of common job titles similar to what you are entering. If you see your job title in the list, select it.

*Job title:

Occupation

[Search for an occupation]

***Occupation title:**

Occupation code:

Position

*****Type of employment:







How to open a new unemployment claim

i Information / Click where highlighted 35

*Are you currently employed with this employer? *Gross earnings this week:

Yes No
\$ 0.00

*Number of hours worked this week:

Employer's Reason for Separation: Not Yet Submitted

Partial Employment is defined as a reduction in your normal and customary hours with your regular full-time employer due to a lack of work.

*Reason for Separation:

Ouit

Firec

None Selected

	None Selected					
	Labor Dispute / Strike					
	Layoff					
	Military Separation					
	Part Time or Reduced Hours					
	Resigned / Quit/Leave of Absence					
Still Working Full-Time						
	Terminated / Fired /Suspended from Work					

***Is this layoff a result of a Voluntary option with this employer? O** Yes **O** No





*Are you a spouse or parent of this employer?



Benefit Payment Information

Please indicate if you will receive benefit payments from any of the following categories from this employer.

*Did you or will you receive any <u>Severance Pay</u>?

Pension / Retirement Information

Please indicate if you have received, or will receive within the next 52 weeks,

payment for any of the following from this employer.

*****Pension / retirement benefits:







Monetary Finality Date (not set yet)

Below are the employers for which you earned income between MM/DD/YYYY and MM/DD/YYYY.

Employer	State Source	Q1	Q2	Q3	Q4	Total Wages	Wage %	SIDES
EMPLOYER NAME 1	PA	\$	\$	\$	\$	\$	25%	Y
EMPLOYER NAME 2	PA	\$	\$	\$	\$	\$	25%	Y
EMPLOYER NAME 3	PA	\$	\$	\$	\$	\$	25%	Y
EMPLOYER NAME 4	PA	\$	\$	\$	\$	\$	25%	Y
Total		\$	\$	\$	\$	\$		

Monetary Information

*Please select the appropriate option below to indicate whether the employers and wages above are shown correctly:

I agree that these are all of the employers and wages I had between MM/DD/YYYY and MM/DD/YYYY.

Select this option if you were Self-Employed during this period.

• I had other employment and/or wages between MM/DD/YYYY and MM/DD/YYYY that are not shown.

You do not need to select this option if the missing employment and/or wages include Self-Employment, Out-of-State, Military, or Federal Civil Service

• I did not work at one or more of the employers listed above.



Unemployment Insurance Claim Confirmation

If you would like to review what the system has on file for your Unemployment Compensation claim up to this point, click the *Review My Claim* link below. Otherwise click the *Next* button to continue.

[<u>Review My Claim</u>]

Next >>

Please review the following information below and click the *Next* button below to continue.



Important Agreement

I want to file an Unemployment Compensation (UC) claim in the Commonwealth of Pennsylvania.

I certify that the information I give in this claim is true to the best of my knowledge. The Pennsylvania Department of Labor and Industry routinely exchanges information with other state, federal and local agencies. Computer resources are used to detect illegal receipt of benefits and to verify information provided. Providing correct and complete information will ensure the accuracy of your claim. Providing incorrect information, or information on someone other than yourself, may be considered fraud. False statements are punishable pursuant to 18 Pa. C.S. §4904, relating to unsworn falsification to authorities. A person who knowingly makes a false statement or knowingly withholds information to obtain UC benefits commits a criminal offense under section 801 of the UC Law, 43 P.S. §871, and may be subject to fine, imprisonment, restitution, and loss of future benefits. I am providing my social security number as required under the authority of the Internal Revenue Code of 1954, and the Social Security Act. Your social security number is mandatory for filing UC. Your social security number will be used to report the amount of any UC that you receive to the IRS as income that may be taxable. It will also be used to identify your claim, for statistical purposes, and to make sure you are eligible for UC and other public assistance benefits.



Yes, I want to file this claim.

• No, I do not want to file this claim.



What You Must Do to Request Weekly Unemployment Benefits

Please check each box below to indicate that you have read and understand the following requirements before you continue. * To be eligible for benefits each week you **MUST** be able to go to work each day. If you were offered a job today, you must be able to accept it.

You **MUST** register for employment search services by MM/DD/YYYY, which is the 30th day after the date of your initial claim application. If you do not complete your registration by this date, you may be disqualified for UC benefits, unless you are exempt.

If your local labor market is outside of Pennsylvania, you must register with the state employment service that serves your local labor market.

If your local labor market is within Pennsylvania (either you live in PA, or commute to PA for work) you must register for employment-search services through PA CareerLink[®] at <u>www.pacareerlink.pa.gov</u>.

- * You **MUST** actively search for work beginning with the third week of your benefit year by applying for two jobs and participating in one work search activity each week. You should keep a list of your work searches, including employers' names, addresses (mailing, web, or email), phone numbers, dates of contact, person contacted, how you contact the employer, and results.
- * Beginning this Sunday, you **MUST** file a weekly certification to receive benefits. You can file online at <u>benefits.uc.pa.gov</u>. Continue to file each week if do not have a job. You cannot be paid for any week(s) that you do not claim.

- ★ You **MUST** report ANY earnings for the week you work, **even if you've not yet been paid.** Include all income, commissions, tips, and gratuities. Report the gross amount before deductions.
- ★ If your contact information changes, inform the UC service center (<u>benefits.uc.pa.gov</u>), the PA CareerLink[®] system (<u>www.pacareerlink.pa.gov</u>) and the United States Postal Service immediately, even if you are not filing for benefits at that time.
- * You MUST read and understand the Pennsylvania Unemployment Compensation Handbook, which explains these requirements in more detail. <u>Please download and view the PA UC Handbook</u>.

Please Note: Benefits can be paid ONLY if you meet ALL eligibility requirements.

The information above includes some of what is in your Pennsylvania Unemployment Compensation Handbook.



Please read the following information below and click the *Next* button below to continue.

Unemployment Insurance Claim Filing Process



Unemployment Claim Confirmation

Your application for Unemployment Compensation Benefits has been successfully processed and will be reviewed for eligibility. Your unemployment claim confirmation number is 0000000000

ACKNOWLEDGEMENTS

You have acknowledged that:

• To be eligible for benefits each week you **MUST** be able to go to work each day. If you were offered a job today, you must be able to accept it.

• You **MUST** register for employment search services by MM/DD/YYYY, which is the 30th day after the date of your initial claim application. If you do not complete your registration by this date, you may be disqualified for UC benefits, unless you are exempt.

If your local labor market is outside of Pennsylvania, you must register with the state employment service that serves your local labor market.

If your local labor market is within Pennsylvania (either you live in PA, or commute to PA for work) you must register for employment-search services through PA CareerLink® at <u>www.pacareerlink.pa.gov</u>.

- You **MUST** actively search for work beginning with the third week of your benefit year by applying for two jobs and participating in one work search activity each week. You should keep a list of your work searches, including employers' names, addresses (mailing, web, or email), phone numbers, dates of contact, person contacted, how you contact the employer, and results.
- Beginning this Sunday, you **MUST** file a weekly certification to receive benefits. You can file online at <u>benefits.uc.pa.gov</u>. Continue to file each week if do not have a job. You cannot be paid for any week(s) that you do not claim.

- You **MUST** report ANY earnings for the week you work, **even if you've not yet been paid**. Include all income, commissions, tips, and gratuities. Report the gross amount before deductions.
- If your contact information changes, inform the UC service center (<u>benefits.uc.pa.gov</u>), the PA CareerLink[®] system (<u>www.pacareerlink.pa.gov</u>) and the United States Postal Service immediately, even if you are not filing for benefits at that time.
- You MUST read and understand the Pennsylvania Unemployment Compensation Handbook, which explains these requirements in more detail. <u>Please download and</u> <u>view the PA UC Handbook</u>.

Please Note: Benefits can be paid ONLY if you meet ALL eligibility requirements.

The information above includes some of what is in your Pennsylvania Unemployment Compensation Handbook.



Work Registration & Work Search Requirements

Your application for Unemployment Compensation Benefits has been successfully processed and will be reviewed for eligibility. Your unemployment claim confirmation number is 0000000000

Next Steps:

REGISTER FOR WORK* AT		LOOK FOR WORK EACH WEEK	KEEP RECORD OF WORK SEARCH
www.pacareerlink.pa.gov		Beginning with the third week of	ACTIVITIES
THE LINK BELOW WILL TAKE YOU DIRECTLY		your benefit year, for which you file	You will be required to report your work
TO THE PA CAREERLINK® WEBSITE.		a weekly certification, you must	search applications and activities each
PA CAREERLINK		apply for at least two jobs and	time you file a weekly certification.
		complete one work search activity	You can download this form to help you
		each week.	keep track.
You must register within 30 days after filing			<u>UC-304</u>
an application for UC Benefits. *If your local		We encourage you to use	UC-304 (en español)
labor market is outside of PA, you must		www.PACAREERLINK.pa.govas a	You must retain these records for two
register with the state employment service		tool to complete your search for	years and provide them to the
that serves your local labor market.		work.	department upon request.

Click here to review the FAQ's regarding the Active Search for Work Requirements.

Click here to see if you will be exempt from registering for employment search services through the PA CareerLink® website.

<u>Click here</u> to see if you will be exempt from conducting a weekly work search after the second consecutive week of your benefit year.



Welcome to My Individual Workspace CLAIMANT NAME

<u>View your Personal Profile and Contact Information.</u> This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

My Dashboard	Directory of	Directory of Services		My Resources	
Unemployment Assistance	<u>Review Benefits</u> <u>Available</u>	Other Sen	<u>vices</u>		

Helpful links to find yourself the ideal job...

My job matches All jobs near me Jobs based on employment history

Jobs in related occupations Current job openings that need your skills Featured jobs

Trending Employers' Jobs Jobs Related to Your Searches My Liked Jobs

Below are jobs that match your desired occupation in a 25 mile radius from your zip code of 17823. Select a job to learn more.

WARNING: Always be on the lookout for job scams! Learn more on how to protect yourself against <u>online</u> <u>scams and identity theft (Opens in a new window)</u>