



NEW YORK STATE SENATOR

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May 5: 2020, URGENT: Solution to Unemployment Benefits Delay - Are you STILL waiting to be called by DOL? Follow THIS Walkthrough.

JULIA SALAZAR May 5, 2020

| ISSUE: DEPARTMENT OF LABOR, DEPARTMENT OF LABOR; COVID-19; UNEMPLOYMENT , NYS SENATOR JULIA SALAZAR

**UNEMPLOYMENT  
UPDATE**

IMPORTANT update for people who have been waiting more than 72 hours to hear back about their unemployment claims. The problem might be due to a glitch in the NY State Dept. of Labor website. See important information about the glitch and a step-by-step guide on how to fix it below!

For the most part, once your application has generated a confirmation number, the DOL should *actually* call you back within 72 hours. But many people’s applications never generate a confirmation number, which leads to the claim getting lost in the system.

**Goal: Get confirmation number like this:**

New York State Department of Labor

Print

<b>CONFIRMATION PAGE</b>	
Your application for Unemployment Insurance benefits is now complete. Your confirmation number is <b>123456789</b>	
*** IMPORTANT - PRINT THIS PAGE***	
You must follow the instructions below before we can determine if you will be paid Unemployment Insurance benefits. Read and print this page for your records. If you cannot print this page, write down the 'steps' that you need to take so that your claim can be processed.	
You chose NOT to have the Unemployment Insurance Information for Claimants Handbook mailed to you. You are responsible for reading the on-line version of this Handbook on this website. You must follow all of the information provided in this Handbook. You will be held accountable for following these rules. Look to "Reminders" below for the information for Claimants Handbook link.	

  

<b>HOW DO I GET MY BENEFITS?</b>	
Step 1	Your first step is to claim credit for the current week in order to validate your claim. You must do this beginning Wednesday, 04/29/2020, but no later than Saturday, 05/02/2020. Claim credit by returning to our website, <a href="#">unemployment.ny.gov</a> , step 1.

Once your application has generated a confirmation number, the DOL should *actually* call you back within 72 hours. If you were only sent to this page you probably did not receive a confirmation number. In order to generate your confirmation number, please follow the steps below:

1. Visit <http://labor.ny.gov> and click the “Services” tab.



## Submission Confirmed

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

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

2. Next, click the "Unemployment" icon.

Visit this site:

Department of Labor Home Page | Department of Labor - [www.labor.ny.gov](http://www.labor.ny.gov)

April 29, 2020 | 2:45 pm  
**Information on Novel Coronavirus**

NY State remains on PAUSE through May 15. All non-essential workers are directed to work from home, and everyone is required to wear a face covering and maintain a 6-foot distance from others in public. [GET THE FACTS >](#)

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

Department of Labor **Click here**

[Services](#) [Unemployment Insurance](#) [Find a Job](#) [Manage Your Workforce](#) [Laws and Regulations](#) [Government and Research](#) [Other Information](#)

# File a New Unemployment Insurance Claim

Our online system has been improved to better serve New Yorkers. You may file any day of the week from 7:30 AM to 7:30 PM.

3. You should be directed to this screen.

April 29, 2020 | 2:45 pm

## Information on Novel Coronavirus

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[GET THE FACTS >](#)



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# Services ▾ Unemployment

### FILTER

- Appeals
- Benefits
- Employers
- Programs

### REFINE

**16** Unemployment Services

Scroll down

Get

### [Get Unemployment Assistance](#)

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

**OVERVIEW**



**ELIGIBILITY**



**GUIDANCE**



★ [SAVE TO MY SERVICES](#)

Jobs

### [Apply For Shared Work](#)

Shared Work program to help businesses stay in business and avoid layoffs

Visit Site: <http://labor.ny.gov/ui/employerinfo/shared-work-program.shtml>

4. Scroll down to the "Claim Weekly Unemployment Insurance Benefits"

## To this option:

[Claim Weekly Unemployment Insurance Benefits](#)

After you apply for UI benefits, each week, you are required to certify. File your weekly certification.

Visit Site: <https://applications.labor.ny.gov/Individual/> 

★ **SAVED**

5. Sign in with your login credentials.



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.



This page is for NY.gov IDs only.  
Your SSN/DOB 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 Downloads



**Sign in here**

6. You will then be taken to this screen.



### My Online Services

**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

[Search More Jobs](#)

**Important Information**

**Scroll down**

7. Scroll down and click “Unemployment Services.”



- [Verify receipt of benefits](#)
- [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

**Tools**

[Unemployment Services](#)

[Work Search Record](#)

Click here



**Employment Services** ▼

- [Career Center Locator](#) ?
- [Employability Score](#) ?
- [Career Center Events and Recruitments](#) ?
- [Military to Civilian Occupation Translator](#) ?
- [CareerZone](#) ?
- [Prevailing Wage](#) ?
- [Self-sufficiency Estimator](#) ?
- [Self-Employment Assistance Program](#) ?

**Labor Standards** ▼

Online Forms for the Division of Labor Standards

- 15-day Child Performer Permit Application

[Labor Standards Forms](#)



Agencies  
Services

App Directory

Counties

Events

Programs



8. You will be taken to this screen. Click “File a Claim” \*even if you have already filed a claim.\*

**NEW YORK STATE**

Services News Government Local

New York State Department of Labor

Unemployment Insurance Benefits Online

## Unemployment Insurance Benefits Online

**Arrive here**

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](#)

**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](#)

**Update your personal information**  
You may use this system to:

- Cancel or register for direct deposit
- Make changes to your bank information if you have direct deposit
- Change your address or your tax withholding options

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.

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

9. This step is the key to generating your unique confirmation number. Click on your **designated Day**.

**You may have filed a claim already,  
but you need to click “File a claim”  
AGAIN,  
this time, click on your designated day:**

<b>MON</b>	<b>TUE</b>	<b>WED</b>	<b>THU</b>	<b>FRI</b>
Last names beginning with <b>A - F</b>	Last names beginning with <b>G - N</b>	Last names beginning with <b>O - Z</b>	Missed your filing day? File on Thursday or Friday.	

**this is key to getting a confirmation number!!!**

10. You may be asked to stop your application, and repeat steps 1-10 on your designated day. You may not be asked to do this. If you are asked to do this, determine which days you can file a claim, and visit <http://labor.ny.gov> on one of those days.
11. File your claim.
12. Once you submit your claim, this is the point at which you should be given your confirmation number!
13. Unfortunately, the system may still give you trouble. If it does, repeat steps 1-12 until it results in a confirmation number.

## The system may give you trouble

### Your session has timed out

Click here to [start the online application again](#).

If you continue to receive this message after you return to the Sign In page and enter your Username and Password, you may need to adjust your browser settings. Click here to [review the system and browser setting requirements](#) to use this system.

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**This is okay, just keep redoing the process until you get the confirmation number.**

14. Your screen should look like this if you have filed correctly. Click “**View Payment History**” to see the status of your claim.

# Your view will look like this if you have filed correctly

**NEW YORK STATE**

Services News Government Local

New York State Department of Labor

Unemployment Insurance Benefits Online

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

## Unemployment Insurance Benefits Online

You have already claimed benefits for this week. Please select from one of the following:

[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](#)

[Update your personal information](#)

You may use this system to:

- Cancel or register for direct deposit
- Make changes to your bank information if you have direct deposit
- Change your address or your tax withholding options

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.

**So, Click here to see your status**

15. This page will keep you up-to-date on your claim and and money you receive.

# This page will keep you up to date on your claim and money



Services News Government Local

Department of Labor

My Account Services

Privacy Policy

Help

Sign Out

## Official Record of Benefit Payment History

### Current Claim

Name:	[REDACTED]
Social Security Number:	[REDACTED]
Start/Effective Date:	04/13/2020
Benefit Year Ending Date:	04/18/2021
Weekly Benefit Amount:	\$504.00
Maximum Amount Payable:	[REDACTED]
Effective Days Remaining:	100

### Latest Transaction(s) as of 04/30/2020

- You last certified for benefits for the week ending 04/26/2020.
- Your payment for the week ending 04/26/2020 was released on 04/27/2020.
- Weekly payments for \$600 showing "0" under the "Effective Days" column, and Debit Card or Direct Deposit under the "Type" column, are the Federal Pandemic Unemployment Compensation (FPUC) payments.

### Effective Days

Each day in a week (Monday through Sunday) that you qualify for benefits is called an effective day. There is a maximum of 4 effective days each week, and you must qualify for all 4 effective days in order to receive your total weekly benefit rate. For each day in the week that you are not eligible to receive benefits, you will receive one less effective day, which is equivalent to one fourth of your weekly benefit rate. For example, if you are not available to work one day in a week, or if you have worked any part of a day, or have received vacation or holiday pay for one day in a week, your benefits will be reduced by one effective day (the same as one-quarter of your benefit rate). You can receive a maximum of 104 effective days on your claim.

If three days have passed since a payment was released and the funds are not in your account, you should contact KeyBank Customer Service at (866) 295-2955 if you have a debit card. If you have direct deposit, contact your bank. If there is a holiday in a given week, payments may be delayed by one day that week.

### Payment History

Week Ending	Total Amount	Net Amount	Effective Days	Release Date	Type
04/26/2020	\$600.00	\$600.00	0	04/27/2020	Direct Deposit
04/26/2020	\$504.00	\$504.00	4	04/27/2020	Direct Deposit
04/19/2020	\$0.00	\$0.00	4	04/23/2020	Waiting week

16. We're so sorry if you have had this frustrating experience. You are not alone, and we hope this was helpful! If you are a constituent and you're still struggling with your unemployment application please reach out to [senatorsalazaroffice@gmail.com](mailto:senatorsalazaroffice@gmail.com).