

1. **How do I apply for Unemployment Insurance?**

To file a claim online, you can visit labor.ny.gov. You can also call the Telephone Claim Center at 1-888-209-8124. Due to the larger than normal call volume, we are strongly encouraging individuals wishing to file a claim to first visit the website, if possible.

2. **I received a message that DOL would contact me after I submitted my claim, but I haven't been called within 72 hours. Did I do something wrong?**

Claimants that submitted a partial claim did not provide sufficient information (missing their employer's FEIN number) on their claim, so a representative either has called or will be trying to reach you. Calls may be coming from a "Restricted / Blocked" number, so please look out for the call. The staff will identify themselves as DOL staff and will provide you with indicators that they have your some of your information. i.e: Last day of employment; date that you filed for UI/PUA and name of last employer. If you missed a call, you will get a call back.

There are volunteers working with Deloitte that are assisting in making calls also.

3. **How can I change from a debit card payment to direct deposit?**

- Sign in to labor.ny.gov
- Select: Unemployment Services on the "My Online Services" page
- Select: "Update Personal Information"
- Select: "Updated/Register for Direct Deposit"

4. **Why is my claim still showing that it is "Pending" or "\$0.00" amount when I check via my NY.gov account?**

After your claim is filed, we must review and process your application for benefits. If you are eligible for UI, your first payment will generally be made two – three weeks from the time you file your claim. In some cases, additional information must be obtained before payment can be made and your first payment may take longer. Continue to claim weekly benefits as long as you are unemployed and meet the eligibility requirements. Also, check your email and respond to any questionnaires or phone calls from DOL, right away, to prevent delays in your payments. If you are found eligible, you will receive any back weeks of benefits owed with your first payment. The system will change the status from "pending" to "payable". If you are able, continue to certify weekly.

5. **I filed for unemployment in March, and I haven't received any payments. I know see that the system is now changed. So will I have to go back in and submit another claim?**

The website was updated and the application process was streamlined, so that submitting an claim would be easier. There is no need to submit another claim.

Your claim is in the system and you will be sent a determination letter, that will inform you of your eligibility. You can also check for a status update on your NY.gov account.

6. **I am locked out of my account or do not remember my log in information.**

Please call, 1-800-833-3000 Monday through Friday 8:30 a.m. to 4:30 p.m. EST to speak to a representative at the DOL Contact Center. You can call and leave a message at other times. Or, you can use the [contact form](#). A representative will reply to your phone or e-mail message during business hours.

7. **I cannot remember my password, but I am aware of my username. How can I gain access to my account?**

There is a link on our website where you can reset your password and reset the security questions. Go to: <https://my.ny.gov/FPSV3/fps.xhtml>.

If you have your "Username", you will be able to reset your password.

8. **What if I forgot my NY.gov ID Username / Password?**

Click on "Forgot your [Username](#) or [Password](#)" under the "Sign In" button on the Online Services for Individuals page. This will guide you through the process of obtaining your username or password. If you still need help, please call 1-800-833-3000 Monday through Friday 8:30 a.m. to 4:30 p.m. EST to speak to a representative at the DOL Contact Center. You can call and leave a message at other times. Or, you can use the [contact form](#). A representative will reply to your phone or e-mail message during business hours.

9. **I received the first payment of \$600.00 (PUA), but I haven't received anything in two weeks. Is there a reason why I am no longer receiving money?**

Your claim has been processed and you are eligible for the Federal funding. The first round of PUA funds were distributed and you will receive the money that you are owed. With there are so many claims within the state that are being processed, you may not have received your payment as scheduled. You will receive all payments that are due, please certify for your benefits weekly.

10. **I am self-employed. If I am eligible for Pandemic Unemployment Assistance, how much will I be paid each week and how long will it last?**

PUA recipients can receive regular unemployment benefits and an additional compensation via PUA for \$600.00. PUA will allow for a person to receive benefits up to 39 weeks.

Below are some useful resources:

Filing for benefits:

<https://dol.ny.gov/unemployment/file-your-first-claim-benefits>

UI Frequent Asked Questions:

<https://www.labor.ny.gov/ui/coronavirus-faq.shtm>

Pandemic Unemployment Assistance / NY Cares Act

<https://dol.ny.gov/coronavirus-aid-relief-and-economic-security-cares-act>

PUA & UI FAQ:

<https://labor.ny.gov/ui/pdfs/ui-covid-faq.pdf>

Resetting your Password:

<https://www.labor.ny.gov/ui/claimantinfo/pdf/guide-1.pdf>

How to Send a "Secure Message on NY.gov

<https://labor.ny.gov/formsdocs/ui/P837.pdf>

NYSLabor Twitter Page (Great resource for answers):

<https://twitter.com/NYSLabor>