

Hang up and **LOG-ON**

Our phone system for filing weekly unemployment claims and performing an account status inquiry will soon be phased out to allow for enhanced electronic processing. During this transition, you'll still be able to use the phone system three days a week, and we're adding a new feature to our web service to make it easier than ever to file a claim or check your account status online!



Mobile Friendly!

This new service allows you to file a claim Sunday - Friday or check an account status Sunday - Friday using a **mobile friendly device** – Smartphone, tablet or computer.

**File Your Weekly Claim and
Manage Your Unemployment Claim**

Filing Your Weekly Claim Online

Visit www.fileCTUI.com
Select the green button labeled "File Your Weekly Claims and Manage Your Unemployment Claim."



Safe & Secure

Approximately 80% of Connecticut residents already file their weekly claim online – it's **safe, secure, fast and convenient.**



Phone Service

Beginning October 6, 2019 weekly unemployment claims can be filed by phone on these days: **Wednesday, Thursday, Friday.** The phone system will not be available Sunday, Monday or Tuesday.

If you need help filing your unemployment claim online...

Our Online Assistance Center, located at www.FileCTUI.com can help with questions including how to: change your mailing address, get your account unlocked or PIN reset, or what to do if you miss filing a weekly claim. You can also meet with an Unemployment Insurance Benefits Specialist at any of the five full-service American Job Centers located in Bridgeport, Hamden, Hartford, Montville and Waterbury. Specialists are also in many of the Affiliate American Job Centers certain days of the week. Visit www.JobCenterCT.com for locations and schedule. No computer, smart phone or tablet to file online? Visit any American Job Center and use a computer in the Career Center. To ensure your information is secure, remember to log off completely after using a public computer to file or do an inquiry.



Thank you for your assistance as we transition to our enhanced system for filing weekly claims and performing account status inquiries!