



QUICK REFERENCE GUIDE FOR FILING YOUR UNEMPLOYMENT CLAIM

www.filectui.com

Setting up an Online Account

1). Visit the Labor Department’s secure website www.filectui.com and select this icon:



2). Select a User ID and Password to use our Online Services

Important: You can only log-in using the User ID and Password you select. Always ensure all information is written down and secured for future reference.

3). Set up payment method (payment method can only be set up online):

- Click the “Select/Modify Payment Button”
- Select Direct Deposit option or Debit Card option

**Note: Method of payment can be changed or edited at any time*

Direct Deposit tips - <i>offers faster payment</i>	Debit Card tips
<p>If selecting Direct Deposit, enter both your bank routing and account number by following the diagram (<i>check with your financial institution to verify correct routing and account number</i>)</p> <p>Only a personal banking account can be used to set up Direct Deposit. Your name must be on the bank account.</p>	<p>If Direct Deposit is not selected, a Debit Card will automatically be sent to you once payment has been approved (<i>it will take up to 10 business days within installment of first payment to receive your Chase Debit Card</i>).</p> <p>If your Chase Debit Card is lost or stolen, contact Chase Bank to have your card reissued: 1-866-315-7808</p>

4). Use the web to file your weekly continued claim:

- Click the “File a Weekly Continued Claim” button.
- Carefully read and answer the questions regarding the prior week.
- Click “Submit” and make sure you have successfully submitted the claim.

**Note: You must file a weekly claim for each week you are unemployed in order to receive benefits.*

If you miss filing a claim for a week, you will not be able to continue to file your weekly claim.

5). How to obtain *claim inquiry/print claim history/obtain income tax information*:

- Click the “Perform Claim Inquiry” button.
- View or print payment information, or view or print a copy of income tax information.

Additional Online Services

To access the **Unemployment Assistance** option located at www.filectui.com, select the purple icon located on the left side of the page. Requests will be answered within 24 hours and include these services:



- Unlock account request
- Address change request
- Change income tax withholding status
- File a continued claim for a week missed
- Report returning to work
- Resetting your TeleBenefits Pin
- Sending an email with a question
- Asking why you did not receive payments or why you are not authorized to file

Filing Weekly Continued Claims

1). **You must file a weekly continued claim each week.** *If you miss filing a claim for a week, you will not be able to continue to file. This will delay your benefit payment since you need to contact the agency to reopen your claim.*

- **Filing a weekly claim online:** This is the easiest and fastest way to file. Go to www.filectui.com and click on the *File a Continued Claim* link to log onto your account.
- **Filing a weekly claim by phone:** If you are unable to file online, you can call the *TeleBenefits* line and select Option 1. Phone numbers for the *TeleBenefits* system are list on the back of the Benefits Rights booklet or by calling 2-1-1.

2). **While most people file their weekly claim on Sunday for the previous calendar week, your claim can be filed during any of these hours:**

- SUNDAY filing hours: 12:01 a.m. to 11 p.m.
- MONDAY – FRIDAY filing hours: 6 a.m. to 8 p.m.

**Note: If you make a mistake when answering any of the filing questions, you can log back into “File a weekly continued claim” and re-answer your questions within that same day.*

3). You must report all gross income earned for work performed within the claim week. Gross income is what you earned before taxes were withheld. Failure to report employment when the work is performed will result in an overpayment and may result in Administrative Penalty equaling 50 percent of the amount overpaid.

4). Reporting Partial Earnings: If you worked full time or part time for an employer, in self-employment, or returned to full-time work during the week ending last Saturday of your claim, you may qualify to file for a partial unemployment claim. Use these guidelines when filing:

- If you start working part time during any week that you are filing for you must report all gross earnings (wages before taxes were taken out), for the time worked – not when you are paid.
- Gross earnings include tips, commission, per diem, and permanent/temporary assignments earnings.
- Multiply hours worked by hourly rate. Example: 10 hrs. x \$10 per hr. = \$100. Add all tips to this amount.

**Note: For more information on filing partial wages, refer to page 9 in your Benefit Rights booklet.*

Important Unemployment Benefit Guidelines

- Time Frame: Qualified individuals can collect 26 weeks of benefits in a 52-week benefit year.
- Lack of Work Verification: Claim will be on hold nine days to verify separation from employment.
- Scheduled Hearing: Claim is on hold for up to 10 days following a hearing.
 - If you are approved, you will receive the pending payments so you *must* file your weekly claims
 - If you are denied, you can file an appeal online by locating the “*Filing an Appeal on the Internet*” under “*Links to Useful Resources*” located on www.filectui.com



The Department of Labor offers many no-cost re-employment services such as job search and résumé assistance, career counseling, employer recruitment and a self-service online job bank. For more information regarding resources available to you visit www.CT.jobs or visit your local *American Job Center*. To locate a convenient *American Job Center*, refer to page 38 in your Benefits Rights informational booklet.