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UNEMPLOYMENT INSURANCE (UI)

FOR WORKERS:

Work-search requirements have been waived for unemployment claimants. Click [here](#) for more information.

Filing Questions:

How do I file for Unemployment Insurance benefits or get more information about the process and requirements?

- Please go to www.filectui.com to file with your personal computer, tablet or Smartphone. Click the [BLUE](#) button on that page to start your claim.
- If you are unemployed due to the COVID-19 event, follow the instructions found at the tutorial found at this link on how to answer the questions. <http://www.ctdol.state.ct.us/UI-online/Guide%20for%20Filing%20CT%20Unemployment%20Claims.pdf>.

Do I need any paperwork from my employer before I can file for unemployment benefits?

- You should ask your employer for a Separation Package, available [here](#), but do not delay filing your claim for unemployment benefits even if your employer has not issued you any paperwork.
- It is important to file as soon as you become unemployed to avoid being denied benefits. For faster processing of your claim, please have your employer's registration number and a return to work date readily available when you file your claim online.

How can I contact the Department of Labor for questions related to my claim?

- You should first visit our Online Assistance Center at www.filectui.com
- You may also submit your general question to dol.webhelp@ct.gov. A response can be expected in 3 to 5 business days, depending on volume.
- Our American Job Centers are closed to in-person visits, but you may call 860- 263-6975 or 203-455-2653 from 8:00 am to 4:00 pm for general information concerning your unemployment benefits. You may get a busy signal due to high call volume – please keep trying. Unemployment claims cannot be processed or expedited by calling this telephone service.
- Our workforce partner agencies are currently assisting in providing basic information about unemployment benefits, and can be reached at any of the following numbers from 8:30 am to 4:30 pm :

(203) 723-3817

(203) 809-9847

(203) 892-6036

(203) 548-7322 (Spanish)

(203) 450-9268 (Spanish)

How do I file a weekly continued claim?

Why can't I file a weekly continued claim?

Go to www.filectui.com and click the **green** button. If you have never filed before, you must first create an account. If you have filed before, use the login information you established previously.

If your initial claim application is still being processed, you will not be able to file a weekly continued claim until it is. We are doing our best to process claims as quickly as possible but please understand they may be significant delays due to unusually high volume. Please check your email daily for specific instructions on how to file. Once your claim is processed we will process your weekly claims retroactive to the week in which you filed, and you will not lose any weeks of unemployment because of the delay. Also, a “next steps” email will be sent when the claim is processed. Thank you for your patience while your unemployment claim is still pending.

If you have a definite return to work date within six weeks that you entered when you filed your initial claim, you may qualify for our automatic payment process. Please check your email for instructions from the Department of Labor on this.

I need to notify DOL of an impending return to work date. How do I do that?

Go to www.filectui.com and click on “Return to Work.”

My return to work date has changed. What do I do?

If you selected “temporary shutdown” when you filed and you were not required to file continuing claims, in the near future, the system will be removing the return to work date and providing an email to claimants to let them know how to continue filing for weekly benefits. If you did not select temporary shutdown method, go to www.filectui.com and click on “Return to Work,” or send an email to dol.webhelp@ct.gov.

What is the age that someone can apply for unemployment benefits?

No age limit. If they are legally able to work, have a work history and are available for work, they may file for unemployment benefits.

I am locked out of my account. What should I do?

Go to www.filectui.com and click on “My Unemployment Account is Locked.”

I can't remember my user ID or my password. What should I do?

- Login issues with weekly claims filing system (green button):

If you are having trouble with the login you use to file your weekly claims, go to www.filectui.com, click on the green button, then click the links in the yellow box, and follow the instructions.

- Login issues with initial claims filing system (blue button):

If you are having trouble with the login you use to file your weekly claims, go to www.filectui.com, click on the My Unemployment Account is Locked link and follow the instructions.

Claim Inquiry on your website says that my claim is on hold? What should I do?

There are many reasons why a claim may be on hold. Please send an email to dol.webhelp@ct.gov to ask for assistance.

I was told that my claim has to go to a fact-finding. How will I know the status of the claim?

Check your account periodically to see if payment has been made. If your claim was denied, you will receive a letter in the mail.

I forgot to file my weekly claim for unemployment benefits! What can I do?

You can still file for the current week (week ending the Saturday before this date) up until Friday at 8:00 PM. If you missed a week prior to the current week, go to www.filectui.com and click on “Missed filing a weekly claim.”

I didn't receive any payment for this week. What can I do?

The Department is processing claims as quickly as it can. Please be as patient as possible. Your benefits, if you are eligible, will be paid to the direct deposit bank account or debit card as soon as the claims are processed. If you have further questions about this, please send an email to dol.webhelp@ct.gov to ask for assistance.

My payments are on hold because of remaining balance on a monetary penalty that was assessed on a prior overpayment of benefits. What can I do?

Go to www.filectui.com and click on “Overpayments and Penalties” for information on how to repay the monetary penalty.

I was denied benefits and need to file an appeal. What should I do?

Go to www.filectui.com and click on “File an appeal online.” Await further instructions from our Appeals Division via US mail.

I missed the deadline for filing an unemployment appeal due to COVID-19 related reasons. Have the deadlines been extended? Can I still file a late appeal?

Connecticut unemployment law says that any appeal or motion to reopen filed after the deadline will not be considered late if the party had “good cause” for missing the deadline. “Good cause” includes factors that were outside the party’s control, and could include COVID-19 related reasons. If you have missed the deadline, file as soon as possible and explain why the appeal was late. Claimants may file an appeal online at:
<http://www.ctdol.state.ct.us/appeals/ClmtAppeal.htm>.

I had to move and need to update my address. How do I do this?

Go to www.filectui.com and click on “Address Change.”

Will there be a federal extension that will allow me to file for unemployment benefits beyond the customary 26 weeks?

On March 18, 2020, the President signed into law the Families First Coronavirus Response Act which includes an Emergency Unemployment Insurance Stabilization and Access Act of 2020, effective April 3, 2020. This is a federal law and CTDOL will not have jurisdiction. Information and guidance will be forthcoming from the US Department of Labor and we will update our website as soon as additional information is available.

Am I eligible for the additional \$600 on top of my regular weekly unemployment benefit payment?

The Department is working as quickly as possible to analyze the federal pandemic relief details found in the Coronavirus Aid, Relief, and Economic Security (CARES) Act, signed into law on March 27, 2020. The CARES Act does provide for a supplemental benefit payment of \$600 for claims filed after March 29, 2020 through July 31, 2020. However, as this is a temporary, federally funded payment, CTDOL is awaiting federal guidance from the US Department of Labor and is working with technical experts to develop additional programming within CTDOL to accommodate the new federal relief programs. As this evolves, this Department will be updating our FAQs on a regular basis: <http://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF>.

Specific Scenarios:

I am confused by the work search question. I am currently out of work due to COVID-19 related reasons and not being paid by my employer. If I am approved for benefits, I am worried because I don't know when I will be allowed to return to work. I am not looking for another job right now because many businesses are closed and I should be returning to my current employer. How should I answer the question and still tell the truth?

It is understandable to be confused. Just during the pandemic and until Governor has lifted restrictions, please be sure to answer YES to question 1 on your weekly claim. Due to the COVID-19 pandemic, the Commissioner has waived the requirement to look for work. If you answer no, your benefits will be stopped.

I am working from home full-time and getting paid by my employer. Can I file for benefits and, if so, will I be eligible?

You can only receive unemployment benefits if you are totally or partially unemployed. If you are working full-time, unfortunately, you will not be eligible to receive benefits. You may file, but you risk being assessed an overpayment down the road, when the Department has more time to fully review all claims. Moreover, if you are working full-time, and you say on your unemployment claims that you are not, that is fraud, and carries monetary and possibly criminal penalties, as well as your needing to pay benefits back, perhaps with interest.

If I need to take time off from work because I come down with COVID-19 and have no paid time off through my employer, can I collect unemployment benefits?

If I am terminated from my job because I come down with COVID-19 can I collect unemployment benefits?

You may file for unemployment benefits and a determination will be made concerning your eligibility. Determinations will be made on a case-by-case basis. However, please note that an individual must be physically and mentally able for full time work and ready to return to work in order to qualify for unemployment benefits, unless the individual has a note from a physician stating that the individual is only available for part time work.

- For faster processing of your claim, please have your employer's registration number and a return to work date readily available when you file your claim online.
- Your employer should provide you with an Unemployment Separation Package, found [here](#), but do not delay filing if you do not have it.

My employer is requiring that I self-quarantine for 14 days even though I am not sick, and I am not getting paid. Can I collect unemployment benefits?

My employer closed its doors and is requiring all employees to stay home for 14 days. My employer does not offer teleworking, and we are not getting paid. Can I collect unemployment benefits?

- You may file for unemployment benefits and a determination will be made concerning your eligibility. Determinations will be made on a case-by-case basis.
- For faster processing of your claim, please have your employer's registration number and a return to work date readily available when you file your claim online.
- Your employer should provide you with an Unemployment Separation Package, found [here](#), but do not delay filing if you do not have it.

I am unable to work because a family member is ill. Can I collect unemployment benefits?

- If you are unable to work, you are most likely ineligible for UI until you are able to work. However, you may file for unemployment benefits and a determination will be made concerning your eligibility. Determinations will be made on a case-by-case basis.
- For faster processing of your claim, please have your employer's registration number and a return to work date readily available when you file your claim online.
- Your employer should provide you with an Unemployment Separation Package, found [here](#) if you do not have it.

I am physically and mentally able to work, but home during the pandemic with my young children. Can I collect unemployment benefits?

You may file for unemployment benefits and a determination will be made concerning your eligibility. Determinations will be made on a case-by-case basis. You may restrict your availability to return to work due to compelling personal circumstances (childcare) as long as you remain genuinely attached to the labor market. In other words, ready to return to work after a brief readjustment period to make childcare arrangements so that you are available for work.

If my employer only permits me to work part-time rather than my full-time hours, will I be able to collect unemployment benefits?

If I have a full time and part time job and my full-time employer closes because of COVID-19, will I be able to collect while still working part time?

You should file for benefits as you may be eligible for partial unemployment. Please note: when working and filing, all hours and gross earnings must be reported. A portion of your gross earnings will be deducted from your weekly benefit rate.

Religious schools and churches are generally not covered by unemployment. Are teachers who work for religious institutions eligible for UI benefits?

- Generally, no, unless the specific employer has “opted in” to voluntarily participate in the Unemployment Compensation program.
- Affected workers may file for unemployment benefits, and a determination will be made on the individual’s eligibility for benefits on a case-by-case basis.
- Also, the Department is working as quickly as possible to analyze the federal pandemic relief details found in the Coronavirus Aid, Relief, and Economic Security (CARES) Act, signed into law on March 27, 2020. The CARES Act includes a temporary, federally funded Pandemic Unemployment Assistance program for those individuals not otherwise eligible for unemployment benefits under state and federal law. We’re awaiting federal guidance from the US Department of Labor and are working with technical experts to develop additional programming within CTDOL to accommodate the new federal relief programs. As this evolves, this Department will be updating our FAQs on a regular basis:
<http://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF>

I received an offer to return to work, but I am concerned about the safety of the position in light of COVID-19. Will I be denied unemployment for that week?

Unemployment benefits are paid on a week to week basis. If the Governor's restrictions are still in place regarding essential and nonessential employment, or you have concerns regarding your specific place of employment, you may have good cause to refuse your employment as it is not suitable due to possible exposure to the COVID-19 virus, and would not be denied benefits on that basis.

I am an educational employee. Will I be eligible for unemployment during the summer?

Unemployment benefits are paid on a week to week basis. If the Governor's restrictions regarding schools is lifted by the summer, an educational employee returning to work in the fall may have reasonable assurance, and a fact-finding would need to be conducted to determine continuing eligibility.

I am a temporary worker. Will I be eligible for unemployment benefits?

You may file for unemployment benefits and a determination will be made concerning your eligibility. Determinations will be made on a case-by-case basis. However, please note that an individual must be physically and mentally able for full time work and ready to return to work in order to qualify for unemployment benefits, unless the individual has a note from a physician stating that the individual is only available for part time work.

May an employer require that I deplete my PTO time during the period of time I am out of work – whether it is due to a temporary shutdown, or any other reason? How will that affect my unemployment benefit?

An employer may require an employee to take Paid Time Off, except that an employer may not take a deduction for the time that an exempt employee is absent from work from the employee's accrued benefits when a lack of work is due to the operating requirements of the employer. In regards to the unemployment payment, PTO that constitutes sick time is being considered a non-allocable bonus under CTDOL regulations which means that it will not be deducted from a claimant's unemployment benefit. Otherwise, a claim will need to go to a fact-finding to determine if the dismissal/separation payment may be non-allocable as vacation time if the employee's place of business has closed and there are no reemployment opportunities at that location or as severance pay, and the severance payments are conditioned upon the employee signing a waiver of statutory or common law rights.

If my employer lays me off due to COVID-19 or any other reasons, and I receive severance payments, how will that affect my unemployment benefit?

If you were required to waive a common law or statutory right to receive the severance payment, it will not be deducted from your weekly benefit payment. If you did not waive such rights, then it will be deducted from your weekly benefit payment.

If my employer pays me a supplemental payment to make up the difference between my unemployment benefits payment and my regular salary, how will that affect my unemployment payment?

Supplemental pay provided to an employee is non-allocable, which means that it would not be deducted from your weekly benefit payment.

My employer may have retaliated against me because I filed for unemployment benefits. Is there any recourse?

Yes. It is illegal for an employer to retaliate against individuals who have exercised their rights under the Connecticut Unemployment Compensation Act. Conn. Gen. Stat. §31-226a provides individuals who believe that they have been retaliated against with an opportunity for a hearing.

If I received paid sick leave, am I eligible for unemployment benefits?

No, you would not be eligible for unemployment benefits during a week in which you received paid sick leave.