



(See Updates in RED)

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UNEMPLOYMENT INSURANCE (UI) 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.

What can I do when I am having issues filing for unemployment? What are some tips that would be helpful, especially if there appear to be issues causing a delay, such as an issue with my Social Security Number?

- Take your time. Errors add to delays in your claim.
- It is extremely important that you enter your name into the system correctly and match it to your name on your Social Security card. Please check your name several times for typos before submitting your claim.
- Use your own email address that is personal to you. Do not share email addresses with anyone as the person with the email address will appear on the claim.
- If you are getting help with completing the application, make sure that the person assisting you does not list their name by accident on the application.
- When the system asks for your date of birth and then your mother's maiden name, please only put your date of birth, not your mother's date of birth. Her maiden name is used for security reasons.
- Enter your Social Security Number very carefully. Check it again before submitting your claim.
- Check your zip code. Then check it again.
- If you change your name for any reason i.e. marriage, divorce or through probate, you must change it with the Social Security Administration (SSA) at one of their local offices. SSA offices with their local number can be found on the SSA website: <https://www.ssa.gov/>, as well as what is needed to obtain a new social security card. (At this time their offices are closed, however you can still do a change online through their web site.) Remember, the name on your driver's license should match the name on the Social Security card.

- Always check your W2 issued by employer for prior year to make sure the social security number is listed correctly, whether or not you are filing for unemployment benefits. If there is an issue, the employer needs to re-issue a revised W2. Wages reported under incorrect Social Security Numbers results in a delay.
- Always check your email for correspondence from the Connecticut Department of Labor, including your spam or junk email box.

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 do 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.

Why can't I file a weekly continued claim?

- 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, you may qualify for our furlough 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?

Call the Consumer Contact Center, see information below.

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

Go to www.filectui.com and click on “My Unemployment Account is Locked” or call the Contact Center, see information below.

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 or call the Contact Center, see information below.

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 or call the Contact Center, see information below

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.”

I forgot or was unable to add dependents to my claim --- how do I correct that?

Log on to www.filectui.com , click on "Hearing Forms" under the QUICK CLICK section and then click on #5, Dependency Allowance Questionnaire." Complete that form and return it to UI Special Programs via regular mail (Connecticut Department of Labor, 200 Folly Brook Boulevard, Wethersfield, CT 06109) or by fax (860-263-6666).

If I am unable to find an answer to my questions, is there someone at CTDOL that I can call?

Yes, you can reach out to our CTDOL Consumer Contact Center at www.FileCTUI.com

Monday - Friday: 8:00am - 5:00pm
Saturday: 8:00am - 3:00pm (through June 26, 2021)
Closed Sun & holidays
1 203-941-6868
1 860-967-0493
1 800-956-3294

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