



Rhode Island Department of Labor and Training



TeleServe: Certifying for Weekly Unemployment Insurance Payments

All unemployment insurance claimants must certify that they are eligible for benefits each week that they are collecting.

You are ready to certify for benefits only if:

1. You have successfully filed or refiled a claim;
2. You have received a benefits determination confirming your weekly benefit amount;
3. You have served a one-week waiting period; and
4. If you had an adjudication issue, you have received an allowal notice confirming that you can collect benefits.

You have two ways to certify:

1. Certify through the TeleServe **Online** Payment System.
2. Certify through the TeleServe **Telephone** Payment System.

Both methods require that you first establish a **Personal Identification Number (PIN)** through the TeleServe telephone system (see hours of operation, right). Once you establish a PIN, you may use either the online or the telephone method for payment certification each week thereafter.

IMPORTANT: TeleServe is designed for benefits payments only. You cannot use this system to file a benefit claim or refile an existing claim. Claims may be filed any time online at <http://www.dlt.ri.gov> or during Call Center business hours at (401) 243-9100.

When you certify for payment, please prepared to answer the following questions:

- Are you claiming benefits for last week?
- Were you able and available for full time work last week?
- Did you look for full-time work last week?
- Did you return to full-time work last week?
- Did you refuse any work offered to you last week?
- Did you work part-time, earn or receive any vacation pay, bonus pay, or wages for last week? (If yes, be prepared to enter gross earnings before tax deduction)
- Did you apply for or receive any Social Security or private pension for last week?
- Did you apply for or receive any Workers' Compensation, Temporary Disability Insurance, sick pay, or disability pay ?

TeleServe Online <https://teleserve.dlt.ri.gov>

The TeleServe online payment system is operational all day Sunday, as well as weekdays from 7:00 a.m. to 6:30 p.m. and from 9:00 p.m. to 5:30 a.m.

NOTE: This application is compatible with a Windows PC platform.

TeleServe via Telephone **(401) 243-9600**

The TeleServe telephone payment line is operational from 12:01 a.m. Sunday to 5:30 a.m. Monday morning. It is also operational weekdays from 3:00 p.m. to 6:30 p.m. and from 9:00 p.m. to 5:30 a.m.

NOTE: The greatest demand for the TeleServe phone line occurs between 6:00 a.m. and 2:00 p.m. on Sundays; you are more likely to encounter busy signals or extended waits during this time period.