



RI Department of Labor and Training

Unemployment Insurance Customer Information

DLT advises customers that the best way to file new claims or refile existing claims for Regular Unemployment Insurance and Federal Emergency Unemployment Compensation through the Internet. The department does not offer walk-in claims-filing services.

TO FILE A CLAIM ON THE INTERNET: Available 24/7

Visit <http://www.dlt.ri.gov>, click on the "File a Claim" button and follow the prompts.

Save your confirmation number so you can use the "Check the status of your claim" feature in the future.

Public computer access is available at all netWORKri centers and most public libraries.

TO FILE A CLAIM BY TELEPHONE

Call (401) 243-9100 during call center business hours:

Monday	8:00 a.m. to 3:00 p.m.
Tuesday	8:00 a.m. to 3:00 p.m.
Wednesday	8:00 a.m. to noon
Thursday	8:00 a.m. to noon
Friday	9:00 a.m. to noon

NEW CALL-BACK FEATURE: Choose to remain on hold or schedule a call-back time based on the call's estimated wait time.

WORKING IN MASSACHUSETTS?

Any Rhode Island resident whose last job was in Massachusetts should call the Massachusetts Unemployment Insurance Office at (617) 626-6800 for assistance.

EMAIL ASSISTANCE

Contact UI staff at uihelp@dlt.ri.gov.

Please include your name, telephone number and question in the body of your email.

TELESERVE

Once a customer has filed an unemployment insurance claim, he or she must certify his or her benefit eligibility each week in order to receive a UI payment. Only customers who were able, available and actively seeking work during the previous week are considered eligible for a benefit payment.

TO CERTIFY ONLINE:

TeleServe online is available at <http://www.dlt.ri.gov> during the following times:

- 24 hours/day on weekends
- Weekdays from 7:00 a.m. to 6:30 p.m. and from 9 p.m. to 5:30 a.m.

TO CERTIFY BY PHONE:

Call (401) 243-9600 during the following hours:

- Sunday morning at 12:01 a.m. to Monday morning at 5:30 a.m.;
- Monday and Tuesdays from 3:00 p.m. to 6:45 p.m. and 9:00 p.m. to 5:30 a.m.
- Wednesdays, Thursdays and Fridays from 3:00 p.m. to 6:45 p.m. and 9:00 p.m. to 5:30 a.m.



RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

Administrative Offices: 1511 Pontiac Avenue, Cranston, RI 02920 • www.dlt.ri.gov • TTY via RI Relay 711

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