



RI Department of Labor and Training Income Support Division Unemployment Insurance

Instructions for Online Claims-Filing

Customers may file a new claim for Unemployment Insurance benefits, re-open an existing claim or file for extended benefits online at www.dlt.ri.gov. No walk-in claims-filing service is available.

FILE A NEW CLAIM OR RE-FILE AN EXISTING CLAIM ONLINE

An Unemployment Insurance claim is active for 12 months, indicated by your Benefit Year Ending (BYE) date. If you are unemployed and have not filed an unemployment insurance claim within the last 12 months, you need to file a new claim. If you are unemployed and have a claim with a current BYE, but did not collect benefits last week, you need to refile your existing claim.

Visit the Department of Labor and Training at www.dlt.ri.gov, click on the "File a Claim" button under the Unemployment Insurance tab and follow the prompts. This service is available 24 hours a day, seven days a week. Public computer access is available at all *netWORKri* centers and many public libraries.

To file a new claim or re-open an existing claim online, you may need to have the following information available:

1. Your Social Security Number
2. The names, addresses, phone numbers, and dates of employment for all your employers; this includes your last employer and any employer where you worked during the past 18 months.
3. The name and local number of your labor union (if applicable)
4. Your alien registration number (if applicable)
5. The names, social security numbers and dates of birth for all dependent children (if applicable)
6. Your driver's license or state-issued ID number
7. Your bank account and routing number (if applicable)

When you file a claim online, you will receive a confirmation number for your records. You can use this number to track the status of your claim online.

During times of high claim volume, applications may take more than seven business days to process.

Computer Access at netWORKri Centers

Providence netWORKri
One Reservoir Ave.
(401) 462-8900

West Warwick netWORKri
1330 Main St.
(401) 828-8382

Woonsocket netWORKri
219 Pond St.
(401) 235-1201

Wakefield netWORKri
4808 Tower Hill Rd.
(401) 782-4362

Hours of operation and directions to centers are available online at www.networkri.org.

Computer Access at Local Libraries

Jessie M. Smith Memorial Library
100 Tinkham Lane, Harrisville

Cranston Public Library
140 Sockanosett Cross Rd.

East Providence Public Library
41 Grove Ave.

Newport Public Library
300 Spring St.

Providence Community Library
315 Academy Avenue

Smithfield-Greenville Public Library
573 Putnam Pike

South Kingstown Public Library
1057 Kingstown Road

Warwick Public Library
600 Sandy Lane

Westerly Public Library
44 Broad Street



RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

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

Equal Opportunity Employer • Auxiliary aids and services are available upon request to individuals with disabilities.

USING TELESERVE TO CERTIFY FOR WEEKLY PAYMENTS

After filing an unemployment insurance claim, you will receive instructions directing you to use the Teleserve automated system.

Before you can use TeleServe online, you must call the TeleServe automated telephone system at **401-243-9600 (toll free line: 866-557-0001)** to set up your four-digit Personal Identification Number (PIN). When you call, you will be prompted to enter your social security number, your two-digit "BYE Code," and a four-digit Personal Identification Number (PIN) of your choice.

Once you have set-up your PIN number by phone, you are encouraged to certify weekly by using TeleServe online at

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

You may also access TeleServe online from the DLT home page at **<http://www.dlt.ri.gov>**.

You must use TeleServe to:

- review your Unemployment Insurance benefit rights.
- establish a waiting period credit.
- certify for payments each week.

If you choose to contact TeleServe by telephone rather than online, you may do so only during hours when TeleServe is active:

- Sundays: all day, beginning at 12:01 a.m.
- Weekdays: 3:00 p.m. to 7:00 a.m.

Part-time earnings: Each week that you contact TeleServe, you must report any gross wages you had earned if you were working part-time during the week for which you are certifying. The wages must be reported for the week you earned them, not the week in which you actually received payment.

Vacation pay: You must report any vacation pay to TeleServe if you are out of work due to a company-mandated shutdown.

Skipping a weekly certification: You have six days (Sunday-Friday) to certify for Unemployment Insurance payments for the previous week. If, however, you do not certify for payment during this time period, you will not receive the corresponding benefit payment. Additionally, you will be unable to use TeleServe again until you refile your claim. You must follow the same procedure for refiling a claim as you did when you filed your original claim.

CONTACTING DLT

No walk-in claims service is available at the Department of Labor and Training, but you can reach us in the following ways:

EMAIL

Customers may contact Unemployment Insurance via e-mail at **uihelp@dlt.ri.gov**. In the body of the email, please provide your name, the last four digits of your Social Security number, your telephone number and the reason for your inquiry.

KIOSK

You can register a request for assistance through one of our information kiosks, located at our netWORKri centers. Please keep your receipt so that you will be able to track the progress of your request. You may also register a request online at **www.dlt.ri.gov** by choosing the "Unemployment Insurance" menu and clicking on the "Contact UI" option.

TELEPHONE

To contact the Unemployment Insurance call center, customers may call (401) 243-9100 during business hours:

- Mondays and Tuesdays:
8:00 a.m. to 3:00 p.m.
- Wednesdays and Thursdays:
8:00 a.m. to 12:00 p.m.
- Fridays:
9:00 a.m. to 12:00 p.m.

The call center does not accept calls during state and federal holidays.

Hearing impaired customers are encouraged to call RI Relay 711.



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