

Instructions on How to File on CT Direct Benefits Site

WWW.FILECTUI.COM

Unemployment Benefits On-Line Job Seekers Employers Labor Market Information Directions/Office Information

[Oprima aqui para español](#)

File for Unemployment Benefits

File or Reopen Your Unemployment Claim

NEW - Avoid wait times on the phone - Please select this service to file a **NEW CLAIM** or to **REOPEN** an existing claim.

PLEASE NOTE: This service does not support Weekly/Continued Claim filing.

Manage Your Unemployment Claim and File Your Weekly Claims

Use this service for the following:

- File your Weekly/Continued Claim
- Select/Change your Payment Method
Direct Deposit or Debit Card
- Check Status of your most recent payment
- View Payment History

QUICK CLICK - For Immediate Assistance Use These Links:

Use this to file a New claim or Reopen your claim.

This is used *after* you have filed a claim. You can set up your Direct Deposit and file weekly claims here.

Click on the **File or Reopen Your Unemployment Claim (BLUE BUTTON)**

This page will appear. Click the “Proceed” button

Home About Us FAQ News and Notices Contact Us

Unemployment Benefits On-Line Job Seekers Employers Labor Market Information Directions/Office Information

LEAVING CT DOL SITE

By clicking the Proceed button, you will be leaving the Department of Labor website. The web site you will be proceeding to is managed by Salesforce, a Department of Labor partner responsible for processing all online initial unemployment claims for Connecticut. The Salesforce website has a different privacy policy and may have different security than the Department of Labor website. Salesforce is certified by The Federal Risk and Authorization Management Program for its ability to handle personal and confidential information.

In order to file an initial claim or reopen your claim, you will need to create an account with CT Direct Benefits, if you did not previously do so. Please note that this account is not related to, and is separate from, the CTDOL account you may use to file your continued claims, change your payment method, etc.

To cancel, please close this window.

200 Folly Brook Boulevard, Wethersfield, CT 06109 / Phone: 860-263-6000
Home | CT.gov Home | Send Feedback
State of Connecticut [Disclaimer](#) and [Privacy Policy](#). Copyright © 2002 - 2017 State of Connecticut

By clicking on "Proceed" you are brought to the CT Direct Benefits site.

The screenshot shows the CT Direct Benefits website. At the top left is the logo "CT Direct Benefits". To the right, there are links for "Páginas en español" and "Live Chat is not available at this time". A dark blue banner reads "Welcome to CT Direct Benefits!". Below this, there are sections for "Already filed a new claim?" and "Filing a new claim?". The "Filing a new claim?" section includes instructions about email confirmations. At the bottom, there are two buttons: a green "Apply for Benefits" button with a pencil icon and a yellow "Am I Eligible" button with a question mark icon. A footer at the bottom reads "2016 State of Connecticut, Department of Labor. All Rights Reserved. Privacy Policy".

Click on "Apply for Benefits".

The screenshot shows the login page for the Connecticut Department of Labor. The header reads "Connecticut Department of Labor". Below it, the text says "LOG IN TO ACCESS YOUR CT DIRECT BENEFITS ACCOUNT". There are two input fields: "Email Address" and "Password". Below the "Password" field is a blue "Login" button and a link for "Forgot your Password?". To the right of the login fields, there is a vertical line and the text "Don't have an Account?". Below this, it says "CLICK [HERE](#) TO CREATE AN ACCOUNT". An arrow points from the "HERE" link down to the list of instructions below.

- If you have not previously created an account click the link on [HERE](#).
- If you previously created an account you can login with the Email and Password you used while creating the account.
- If you have forgotten your password, use the [Forgot your Password](#) link, input your email, and a link to reset your password will be emailed to you.

If you have to create an account this page will appear:

Create An Account Login

*First Name

*Last Name

*SSN

*Confirm SSN

*Email Remember This Email Address to Sign Into CT Direct Benefits

*Confirm Email

*Password Remember This Password to Sign Into CT Direct Benefits

*Confirm Password

Password Requirements:

- 8 characters
- 1 lowercase letter
- 1 uppercase letter
- 1 number

- In order to create an Account on CT Direct Benefits you must fill out this entire page and click continue.
- If there are any issues, an error message will be displayed at the top of the page after you have clicked continue. You can then change your answers based on the message and try clicking continue again.
- Each Social Security Number and Email address can only be used once, so if you have previously created an account you need to use the existing account, you will not be able to create a new account.

Please Note: The Email/Username and password from the Manage your Unemployment system will **NOT** work on this site. These systems are separate and each has its own Username and password.

After creating an account, you will get a message advising you to remember the email and password you used to establish your account, as you will need it in the future if you need to file or reopen another unemployment claim.

DATA SAVED

You have successfully created an account in CT Direct Benefits. It is important that you remember the **Email Address** and **Password** that you entered on the “Create An Account” screen. You will need these to sign into CT Direct Benefits in the future. Also, you will receive information about your unemployment claim and filing for weekly benefits at the email you just entered on the “Create An Account” screen. Click “OK” to continue.

IMPORTANT INFORMATION ABOUT FILING A CLAIM

- Go through the rest of the pages of the claim completing each section in its entirety. All questions with a * require an answer.
- If someone is helping you file make sure it is **YOUR INFORMATION** (Name, Address, etc.) being input and not theirs.
- When you finish filling out a page you click next to save the information and move on to the next page. If you need to look at a previous page you can do so by clicking Previous until you return to the page, or by clicking on the page's name on the left side of the page.
- You must provide information about all of your employers in the last 18 months. Employers you worked for prior to the last 18 months should not be included.
- After submitting the claim you **cannot change** any of your answers. The submission is considered a legal document, please make sure all of the information you provided is accurate.
 - If inaccurate information is provided, or requested information is not provided, it could cause a delay in your claim or in some cases an overpayment. If you provide inaccurate information or fail to provide requested information, it will be considered willful misrepresentation or willful nondisclosure of information.

The following pages will show screenshots of the CT Direct Benefits System, pointing out important sections. After you login, the first page is below:

The screenshot shows the CT Direct Benefits logo on the left. To the right, there are links for 'Páginas en español' and 'Live Chat is not available at this time'. A 'Test Account' button is also visible. The main content area is titled 'TRIAGE QUESTIONNAIRE' and contains a red instruction: 'Do not file your unemployment claim if you were employed 40 hours or more this calendar week (Sunday – Saturday)'. Below this is a question: '*Do you have a DEFINITE return to work date after today?'. A dropdown menu is set to 'No'. A 'Next' button is located below the dropdown. At the bottom of the page, there is a footer: '2017 State of Connecticut, Department of Labor. All Rights Reserved. Privacy Policy'.

Answer the question as “No” and click Next.

Claimant Information Selection

Claimant Information

Additional Claim Information

Occupational/Educational Information

Dependent Information

Eligibility Questions

Employment History

Acknowledgments

Claimant Information

Save

Delete Claim and Start Over

Next

*The information that you are providing will be used by the Connecticut Department of Labor to access wage records and process your claim. Information concerning an individual's unemployment compensation claim may also be given to other governmental agencies, pursuant to state and federal law.

Persons who apply for unemployment compensation must, under state law, register with the Department's American Job Centers. This requirement can be met by allowing the Connecticut Department of Labor to share the basic registration information that you provided today on your application for benefits with the American Job Center and its partners upon the processing of your claim. If you have previously filed for unemployment you are already registered.

If you agree to the sharing of the information with the American Job Center and its partners, please check the box below. Without this permission, the Department will not be able to complete your application using this online system and you will need to contact the Call Center. If you do provide your cell phone number, please keep in mind that additional charges may apply. If you do provide your cell phone number, we contact you by text message - please contact your provider for details.

*First Name

Test

Middle

*Last Name

Account

Suffix

--None--

*Social Security Number

XXX-XX-1111

*Your Mother's Maiden Name (for security purposes)

*Date of Birth

mm/dd/yyyy

*Gender

--None--

*Marital Status

--None--

*Race

--None--

Email Address

testclaim@testclaim.com

Cell Phone

*Best Phone Number to Reach You at (Include Area Code)

*Country

--None--

*State

--None--

*Current Mailing Street Address

*City

*Zip Code

Save

Delete Claim and Start Over

Next

Make sure to click this checkbox. You cannot submit the claim if this is not checked.

Additional Claim Information

Claimant Information

Additional Claim Information

Save Delete Claim and Start Over Previous Next

*Have you worked in Connecticut in the last 2 years?
--None--

*Have you worked in a state other than Connecticut, or filed an unemployment claim in a state other than Connecticut in the last 2 years?
--None--

*Are you a US Citizen?
--None--

*Have you worked under a different name in the last 2 years?
--None--

*In the last 2 years did you start receiving a pension or other retirement benefits?
--None--

Save Delete Claim and Start Over Previous Next

Occupational/Educational Information

Claimant Information

Additional Claim Information

Occupational/Educational Information

Save Delete Claim and Start Over Previous Next

*Have you ever served in the US military?
--None--

*What was your highest grade completed in school?
--None--

*What professional certification(s) do you have?
--None--

*When working, what is your primary occupation?
Begin to type in your occupation and the screen should display a drop down menu. If the screen does not display a drop down menu after making an entry, click ?
Select the occupation that is closest to yours from the drop down menu. If your occupation does not display in the drop down menu, click ?

*Do you expect to receive employment through a Union hall?
--None--

*What degree(s) do you have?
--None--

*If employed in a trade, please select from the following:
--None--

Please select the occupation that most closely matches yours.

Save Delete Claim and Start Over Previous Next

Dependent Information Selection



Páginas en español

Live Chat is not available at this time

Test Account

- Claimant Information
- Additional Claim Information
- Occupational/Educational Information
- Dependent Information**
- Eligibility Questions
- Employment History
- Acknowledgments

Dependent Information

You may be eligible for a \$15 dependency allowance for each qualified dependent. Total dependency allowances cannot be paid for more than five dependents (\$75) and may never exceed your weekly benefit rate.

Save Delete Claim and Start Over Previous Next

*Are you claiming any dependents?

--None--

Save Delete Claim and Start Over Previous Next

If you are the main support of dependents in your household, you can request to include them on your unemployment claim (\$15 per dependent up to a maximum of five). In this case, you can answer "yes" to this question and fill out the dependent information. When your claim is processed by a representative, they will review the dependent's eligibility and add the dependent to the claim if it is an eligible dependent. If you do not have any dependents you believe are eligible, you should answer "no" to the question.

Spouse

Details of the Spouse:

*First Name of Spouse	Middle Initial of Spouse
<input type="text"/>	<input type="text"/>
*Last Name of Spouse	*Spouse's SSN
<input type="text"/>	<input type="text"/>
*Does your spouse currently live with you ?	*Is your spouse filing for unemployment?
<input type="text" value="--None--"/>	<input type="text" value="--None--"/>
*Has your spouse been unemployed for the last 3 months?	*Is your spouse pregnant?
<input type="text" value="--None--"/>	<input type="text" value="--None--"/>
*Does your spouse have a physical or mental disability that is expected to continue for a long or indefinite period?	
<input type="text" value="--None--"/>	

Child

*What are your gross weekly wages when working?	*What are the gross weekly wages of your spouse/child's other parent? If not working, enter 0.
<input type="text"/>	<input type="text"/>
Details of the First Child:	
*Child's Name	*Child's Date of Birth
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
*Relationship of Child Dependent to Claimant	*Does this child live with you?
<input type="text" value="--None--"/>	<input type="text" value="--None--"/>
*Does this child have a physical or mental disability?	
<input type="text" value="--None--"/>	
*Do you pay child support?	
<input type="text" value="--None--"/>	
*Do you receive child support?	
<input type="text" value="--None--"/>	

Eligibility Questions Selection

- Claimant Information
- Additional Claim Information
- Occupational/Educational Information
- Dependent Information
- Eligibility Questions**
- Employment History
- Acknowledgments

Eligibility Questions

Generally, to be eligible for unemployment benefits, the unemployment compensation law requires that an individual be able and available for and seeking full time work. Under certain conditions an individual who has a chronic, long term or permanent impairment may limit his or her availability for work to part time only.

Save Delete Claim and Start Over Previous Next

*Are you able, available and actively seeking full time work?

--None--

*Are you attending school or a training program?

--None--

*Did you collect Worker's Compensation or were you on an approved medical leave within the last 2 years?

--None--

*Are you self-employed? Answer YES whether or not you are currently receiving income from self-employment.

--None--

*Are you or have you been an officer of a corporation within the last 2 years?

--None--

*Have you worked for the Federal government within the last 2 years?

--None--

*Have you served in the armed forces (excluding reserve duty) within the last 2 years?

--None--

*Have you worked for an educational institution within the last 2 years?

--None--

*Are you a construction worker?

--None--

*Are you a member of a union?

--None--

Save Delete Claim and Start Over Previous Next

If you have not collected payments from a Worker's Compensation claim, or were not on an employer approved medical leave, please answer "no" to this question.

Employment History Selection



Páginas en español

Live Chat is not available at this time

Test Account

Claimant Information

Additional Claim Information

Occupational/Educational Information

Dependent Information

Eligibility Questions

Employment History

Acknowledgments

Employment History

Beginning with the most recent employer, PLEASE LIST ALL OF YOUR EMPLOYERS OVER THE LAST 18 MONTHS. Failure to provide accurate information may result in substantial delays in the processing of your claim. No payments can be made without complete information regarding your employment in the last 18 months. Employment information is required even if the employment was only for a short period of time.

Save Delete Claim and Start Over Previous Next

*Number of Past Employers

1

Choose the number of employers you have had in the last 18 months, up to the most recent 5 employers.

Details of the First Employer:

*Name of Most Recent Employer (As Per Pay Stub)

Employer Registration Number

Full employer address where work was performed :

*Employer Country

--None--

Employer Payroll Address (if available from stub) :

Employer Payroll Country

--None--

*Employer State

--None--

Employer Payroll State

--None--

*Employer Street

Employer Payroll Street

*Employer City

Employer Payroll City

*Employer Zip Code

Employer Payroll Zip Code

*Employer Phone #

*What is the nature of business?

Are you currently employed part-time with this employer?

--None--

Dates of employment with this employer?

*Start Date of Employment

mm/dd/yyyy

*Last Physical Day of Work

mm/dd/yyyy

If your employer provided you with their Employer Registration Number please provide it. However, this is not a required field.

Employer's Payroll Address information is not a required field.

If you are employed part-time, indicate it here with a "yes." The separation reason in this situation is Lack of Work.

Employment History Selection Cont.

***Are you returning to work for the same employer within 6 weeks of your last day worked?**

***If you worked during the week 06/11/2017 through 6/17/2017, please provide the gross wages you earned during that timeframe below. This will be used to determine if you qualify for any partial unemployment payment during this week.**

***If you worked during the week 06/11/2017 through 6/17/2017, please provide the total number of hours you worked.**

***How many hours did you work during a typical work week?**

How many days did you work during a typical work week?

***Did or will you receive severance pay?**

***Did or will you receive vacation pay on or after your last day of work?**

***Did or will you receive any other payments upon separation from the employer?**

***Reason for Separation from Job**

***Is this separation from this employer part of a mass layoff of 20 or more employees who work in Connecticut?**

What were your gross earnings with this job in the last six months of employment?

If you did not work at all during this week put a 0 in these fields.

This is important if you have had multiple employers in the last 18 months.

Other payments include:
Wages in Lieu of Notice
Holiday Pay
Retention Bonus
Dismissal Pay
Personal Time Off

Choose the separation reason that best describes your situation.

If you are still employed part-time, put Lack of Work.

Acknowledgments Selection



Páginas en español

Live Chat is not available at this time

Test Account

Claimant Information

Additional Claim Information

Occupational/Educational Information

Dependent Information

Eligibility Questions

Employment History

> Acknowledgments

Acknowledgments

Save

Delete Claim and Start Over

Previous

Next

***For the purpose of finding facts necessary to make a determination of eligibility for benefits, it may be necessary for a telephone interview or "hearing" to be conducted. Should you require a hearing to determine eligibility, would you require reasonable accomodation for a physical or mental disability, including any learning disability?**

--None--

***Do you require a language interpreter if hearing is necessary?**

--None--

***I certify that the method of payment for my Unemployment Benefits will be via an agency issued Debit Card or via Direct Deposit into my bank account. I understand that the method of payment will default to Debit Card unless I select Direct Deposit through the Connecticut Department of Labor's internet application or I have already established Direct Deposit as my payment option during a previous filing of Unemployment Benefits.**

You must click this checkbox.

***Any unemployment benefits you receive are fully taxable as income by the IRS and the Connecticut Department of Revenue Services, PROVIDED YOU ARE REQUIRED TO FILE A TAX RETURN. The amount of unemployment compensation benefits paid to you along with income taxes (if you opted to have taxes withheld - 10% for federal taxes and 3% for CT state income tax) withheld will be mailed to the last address on record by January 31st of the upcoming year. Would you like taxes to be deducted from your unemployment payments?**

--None--

If you do not receive an email after you Save or Submit your claim then please check your Spam/junk email folder.

Save

Delete Claim and Start Over

Previous

Next

If you click "Next" on this page and any required questions are not answered, an error will appear at the top of the page advising you what pages have missing information. You can navigate back to the pages with missing information by using the previous button or clicking on the name of the page on the left side.

Error:

Please check the required checkbox on Claimant Information Section before submitting the Claim.

Confirmation Section

Confirmation section

Almost Done! Please click on the “**Submit**” button to complete your online application for unemployment compensation benefits. We will review the information you provided and will contact you if we have any additional questions. Please monitor your e-mail for upcoming communications.

Upon review of this claim application by Department of Labor personnel, you will receive a confirmation email as well as follow up correspondence by mail. Please allow the Department of Labor at least five business days following the submission of this claim since important information will be forthcoming by email as well as in writing.

*I hereby authorize the Department with permission to send an electronic Unemployment Compensation Benefits Rights Informational booklet upon submission of this claim to the email address provided with this claim. I further acknowledge that I am responsible for reviewing the contents of this electronic document to learn about my rights and responsibilities. I understand that I may request a paper copy of the Benefits Rights Informational booklet by sending an email request with my name and address to the following email address: doL.callcenter@ct.gov



After your claim is submitted

- When the claim is submitted you will be redirected to a page that advises you on the next steps in filing. Your claim is submitted, you do not need to go back to the CT Direct Benefits site.
- You will receive an email confirmation that your claim has been submitted and advising you that it will be processed within the next 5 business days.
- Once the claim is processed, you will receive another email providing you more information and advising you on your next steps. Read this email in its entirety as it is your responsibility to know this information. This email will also have several attachments for your review.