

Unemployment (UI) Questions Desk Aid – COVID-19

Question/Subject	Resource
COVID-19	
COVID-19 related UI questions from workers	https://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF
COVID-19 related UI questions from employers	https://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF
COVID-19 related questions on wages & hours	https://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF
COVID-19 related questions on paid sick leave/FMLA	https://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF
UI Benefits	
How to file an initial claim for unemployment benefits	Go to www.filectui.com and click the blue 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.
How to file a weekly continued claim for unemployment benefits	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. If you have a definite return to work date within six weeks that you entered when you filed your initial claim, you may qualify for our automatic payment process. Please check your email for instructions from the Department of Labor on this.
Don't have a computer to file claims or need help filing online	Advise them to use cell phone, family/friend's computer, or public library, if possible. If none of those are an option, take person's name, phone number and social security number. Please send email to Kevin.massicotte@ct.gov and he will assign staff to contact them within 5 business days. (NOTE: This should be a last measure).
Extensions on unemployment	There are no extensions at this time. However, CTDOL is awaiting approval by Congress of an extension to regular unemployment benefits and accompanying guidance from the federal government. Please check our website for updates.
Status of my initial claim application	Advise claimants to wait for "claim processed" email with next steps that will include instructions on filing weekly continued claims.
Status of my weekly claim(s)	Your benefits, if you are eligible, will be paid to the direct deposit bank account or debit card,

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	whichever payment method you selected, within two to three business days after you file your claim.
Locked out of unemployment account	Go to www.filectui.com and click on “My Unemployment Account is Locked” .
How to sign up for Direct Deposit of my unemployment benefits	Go to www.filectui.com and click the green button. Log into your account or create a new account if you have never filed for unemployment before and select “Select/Modify Payment Method” .
Claim Inquiry on your website says my claim is on hold. What do 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.
Question about an overpayment of unemployment benefits	Go to www.filectui.com and click on “Overpayment Assistance” . Someone will respond to you within 1-3 business days.
Forgot to file or missed filing a weekly claim for unemployment benefits	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” .
Did not receive benefit payment for the week	Your benefits, if you are eligible, will be paid to the direct deposit bank account or debit card, whichever payment method you selected, within two to three business days after you file your claim. If you do not receive payment after that time, please send an email to dol.webhelp@ct.gov to ask for assistance.
Payments are on hold because of balance on monetary penalty for a prior overpayment of benefits	Go to www.filectui.com and click on “Overpayments and Penalties” for information on how to repay the monetary penalty.
Need to file an appeal of an unemployment decision	Go to www.filectui.com and click on “File an appeal online” . Await further instructions from our Appeals Division via US mail.
Moved, need to update address	Go to www.filectui.com and click on “Address Change” .
Lives out of state, needs help filing for unemployment in Connecticut	Go to www.filectui.com and click on “I live out of Connecticut and need help filing” .
Need to notify DOL of an impending return to work date	Go to www.filectui.com and click on “Return to Work” .
Need 1099G for income tax filing purposes for tax years 2015-2019	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.