



Online System Restored FAQ

These questions apply to the outage that occurred during the week ending 07/12/2019. For additional details concerning your claim, please contact our claimant services center at 800-244-5631 or visit an office near you, which can be found at [office locator](#).

I certified Monday, July 8th, and I haven't received my payment yet. Will I still be paid?

Unless you're otherwise ineligible, payments were issued 7/10/2019 and you should receive your payment within the next few days.

I completed my certification on Monday, July 8th, do I need to certify again?

No. Your certification has been processed. You should certify again on your next scheduled certification date.

I attempted to certify on my scheduled call date during the week ending 7/12/2019 but was unable to. What should I do?

You will be able to complete your certification on Thursday or Friday of this week. You may also certify on your regular certification day in the following week (or Thursday or Friday that week).

I submitted my claim online on Monday, July 8th. Do I need to file a claim again?

No. Your claim will be posted effective this week, unless you reported earnings over your weekly benefit amount. In that case, the effective date will be next week.

I tried to file my claim this week and was unable to. What should I do?

Call Claimant Services.

I had an interview scheduled for this week and I did not receive a call. What happens next?

You will be contacted by a Representative to complete your interview in the coming days. If you haven't received a makeup call by close of business Friday, July 12th, contact Claimant Services.

I submitted documents that were due during the outage. Do I need to resubmit the documents?

It is not necessary to resubmit documents unless notified.

Will I be penalized if the document was not received on time?

No.