

CERTIFICATION TIMELINE

REGULAR UI ONLY



STEP 1

Apply for benefits

- File a claim for benefits online or by phone
- Within 7-10 days of filing, you will receive a UI Finding letter. This contains your benefit amount and first date of certification (approximately two weeks after first filing).

Note: Once you've applied for regular benefits, unless you have signed up for direct deposit, you will receive an empty KeyBank debit card. You may sign up for direct deposit immediately after submitting your claim or any time thereafter.



STEP 2

Certify online or by phone

- **Certification is how you are paid benefits.**
- On the date indicated in your UI Finding letter, go online and answer the certification questions about your previous two weeks of unemployment. For regular UI, you can also certify by calling the Tele-serve number listed below.
- Prepare to report whether you worked and the amount of gross wages that were earned over the past two weeks.

Note: You must also certify that you are able, available, and actively seeking work. See our [online FAQs](#) for more info on what this means during COVID-19.



STEP 3

Receive payment

- 2-3 days after certifying for benefits, payment will be made on your debit card or through direct deposit.
- You must continue to certify (on the same day of the week indicated in your UI Finding letter) every two weeks to continue to receive benefits.

Note: If your UI Finding letter indicates that your Weekly Benefit Amount is \$0.00, then you have been found Monetarily Ineligible. If you believe that you earned enough to qualify for benefits, please upload proof of your income from the previous 15 months to the [IDES website](#).

Sample Calendar

Once you **file a claim**, you will wait about a week to get your **UI Finding letter**. This letter tells you when to **certify** -- either on Monday, Tuesday, or Wednesday.* You'll continue certifying every other week, and get your **payment** a few days after certifying each time.

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2 File Claim	3	4	5	6
7	8	9	10	11 Get UI Finding Letter	12	13
14	15	16	17 Certify	18	19 Payment	20
21	22	23	24	25	26	27
28	29	30	31 Certify		2 Payment	

*If you miss your regular certification day, you can certify on Thursday or Friday

[FILE A CLAIM](#)

[CERTIFY](#)



CUSTOMER SERVICE
800-244-5631

TELE-SERVE
312-338-4337
(UI CERTIFICATION ONLY)