

PA UNEMPLOYMENT CLAIMS FILING TIPS

New Claim:

- Claims are effective for 1 year (the BYB date of your claim – Benefit Year Begin date)
- Say **no** to being a seasonal worker. A “seasonal worker” is a very specific agricultural job in unemployment law.
- When choosing your Union from a drop-down list, if it is not listed, there is a box to check where you can enter it manually.
- Non-union employees must register with CareerLink **and** complete the work search requirements if you do not have an exact recall date **in writing**.

Reopening Your Claim:

- The process is the same for opening a new claim and reopening a claim. The system will know which it is after you submit the application.
- If reopening a claim, you must reopen **during** the week of employment, then file the weekly benefit starting Sunday. (**THIS IS A CHANGE**)
- If your work schedule is “on and off”, meaning you work some weeks but not others, you must reopen your claim in situations where you work less than you did the prior week:
 - You worked part time and claimed partial benefits, but the next week you worked very little or not at all.
 - You worked full time but are at least partially unemployed the next week.
- Your Employer information needs to be re-entered for every period of employment, even if it is for the same employer.

Filing Weekly and Payments:

- You need to file weekly claims to receive payments.
- If you are unable to claim a week, your claim may need to be reopened.

Work Registration and Work Search:

- Union employees who receive jobs through a Union hiring hall are **not exempt** from registration with CareerLink. You are exempt from work search requirements and the work search question should not appear when you file weekly claims. If the question does appear, you should indicate “yes”, you have met your requirements.

Victim of Fraud:

- If you were unable to open a claim because a fraudster opened one using your information, you must first file a fraud report.
- If your claims has been identified as being hijacked by a third party, you **MUST** create a new Keystone ID and password following the guidelines in the Keystone ID section.

Dashboard:

- The dashboard section of your claim is where you can find communications from the UC program, including monetary determinations, determinations regarding a separation from employment, or a message from a UC representative.

Keystone ID:

- If you are attempting to use a Keystone ID and password that was created with PA CareerLink and you cannot log in to your claim with the existing password, you will not be able to use the password reset function within PA Unemployment. The security questions used to create the password for

that Keystone ID reside on the PA CareerLink website. You must visit the PA CareerLink website to update your security questions and change the password to one that meets PA Unemployment's password requirements shown below. Once that has been done, you will be able to log in to PA Unemployment with your existing Keystone ID.

- Keystone ID user names, passwords and answers to security questions should not contain:
 - Any part of your name, social security number, address, phone number or email address.
 - Double letters such as mm, tt, nn,oo, etc.
 - Do not include any part of your new user name within your password or answers to security questions.

If You Experience A Looping Issue Creating Your Keystone ID:

- Carefully review your Keystone ID, password and answers to Security Questions to ensure the above guidelines were followed.
- Once you have identified the error(s), begin the process again by creating a new user name that has not been attempted in the past. Change any information that was in conflict and continue until you can successfully access your claim.

Example of information that would be conflicting within a profile:

Profile of John Doe	
Phone number:	123-456-7890
Address:	12 Main Street, Anytown, PA 98765
Date of Birth:	01-02-1999
Conflicting info with above profile:	
User Name:	Company@1999 (any is included in name of town and 1999 is in date of birth)
Password:	Mickey#12 (12 is included in street address)
Answers to Security Questions:	
What is your mother's maiden name?	Stowe (tow is included in the city)
Where were you born?	Maine (Main is included in street address)
Where did you first need your spouse?	Johnstown (John is included in name)