



To Our Partners and Stakeholders:

As you know, we are doing everything we can to accommodate the dramatic increase in unemployment-related calls and web traffic that our state has seen in response to COVID-19.

Because of this, we are encouraging as many claimants as possible to file their claims online, at unemployment.ohio.gov. Filing online is easy to do and possible 24 hours a day, seven days a week. If you encounter individuals needing to file unemployment claims, it would be extremely helpful if you could direct them to our online options so our staff can focus on those who truly need special assistance in filing their claim or who do not have access to the internet.

When filing a claim related to COVID-19, workers should use the following mass-layoff number to expedite claim processing: 2000180. However, if someone filed without the mass-layoff number, there is no need for them to amend the application; we will correct those with system intervention.

Once a claim is filed and a claimant receives confirmation, there is no need to call us to verify that it has been filed. If they received a confirmation, then their claim has been filed. We ask for patience to allow the claim to process.

It is also important to tell claimants that unemployment insurance is a week-to-week benefit. Claimants must claim each week of unemployment taking the following steps:

- Log in at unemployment.ohio.gov.
- Click on the button next to the week they wish to claim.
- Answer all the questions.
- Certify your answers and click "Next" to receive a confirmation number.

For a Step-by-Step Guide to filing for unemployment, click here:

<http://jfs.ohio.gov/ouio/pdf/QuickTipsAndStepByStepGuide.pdf>

We have expanded our call center hours to better meet the increased need for services. Individuals needing help with PIN resets may call 1-877-OHIO-JOB (1-877-644-6562) toll-free during the following days and times:

Monday – Friday: 7 a.m. – 7 p.m.

Saturday: 9 a.m. – 5 p.m.

Sunday: 9 a.m. – 1 p.m.

Those needing other assistance with their claims may call 1-877-OHIO-JOB (1-877-644-6562) toll-free during normal weekday business hours .

For more information and resources related to unemployment insurance and COVID-19 visit:

unemployment.ohio.gov.

We appreciate your patience—and your assistance—during this challenging time.