

Answers to Questions about Weekly Unemployment Insurance Claims

- [Español](#)

The weekly claim filing process (also referred to as weekly certification) is used to verify that you were unemployed during the week and are eligible to receive benefit payments (provided that you qualify monetarily and are determined eligible to receive benefits). Weekly claims are filed by individuals who have applied for Unemployment Insurance (UI) Benefits and/or have an existing Arizona Unemployment Insurance Claim with a monetary balance (meaning, you still have money remaining in your total benefit entitlement).

[File Your Weekly UI Claims](#)

I've applied for UI Benefits, why do I have to file weekly claims?

I've applied for UI Benefits, why do I have to file weekly claims? Applying (also referred to as the initial claim) only begins the benefit claims process. You must file regular weekly claims either on the Internet or by submitting a paper certification. You must continue to file each week for as long as you are unemployed, meet all eligibility requirements and wish to make a claim for benefits.

The following actions may be pending but should NOT prevent you from filing weekly claims:

- Your application for benefits is pending and you are waiting to see if you are eligible;
- You received a Wage Statement/Form UB-107 ([look at a sample Wage Statement](#) and filed a Wage Protest because of missing or incorrect wages;
- You receive a letter or be informed that a "benefits cannot be paid at this time due to [issue]" (this does not mean you have been denied benefits; follow the instructions in the letter and continue filing);
- You have a separation or other eligibility issue pending on your claim and a determination about your eligibility for benefits is still pending;
- You received a determination of ineligibility or disqualification and have filed an appeal (if this determination is later reversed, payments will only be issued for benefit weeks you have filed).
- While continuing to file weekly claims, you know that you were not eligible during a specific week.

When do I need to file my weekly claims?

	S	M	T	W	T	F	S
Week 1		1	2	3	4	5	6
Week 2	7	8	9	10	11	12	13
Week 3	14	15	16	17	18	19	20
Week 4	21	22	23	24	25	26	27
Week 5	28	29	30	31			

[weekly_claim_filing_process.jpg](#)

The first weekly claim must be filed beginning the Sunday after you initially apply for benefits (whether or not your application has been processed) and no later than Friday by 6 p.m. (MST). Note: When a [state holiday](#) is observed on a Friday, the Internet Weekly Claim Filing system will NOT be available on that day. When a [state holiday](#) falls on Friday, you must file your weekly claim by 6 p.m. (MST) on Thursday. All weekly claims for benefits are for a calendar week, beginning Sunday and ending Saturday. Example of how to begin the weekly claim filing process after initially applying for UI benefits:

Week 1 - Mary is laid off on the 1st and applies for unemployment benefits that day.

Week 2 - She files her first weekly claim on the 7th for the week that ended on the 6th. (The first week is a waiting week for eligible filers. No payment is issued for the waiting week.)

Week 3 - She files another weekly claim for the week that ended on the 13th. The first payment is issued for this week, if eligible.

Week 4 - She files a weekly claim every week until her benefits are used up.

What happens if I forget to file my weekly claims?

All weeks must be filed (certified) in order, without a break. If you miss a week, you will be able to file for the current week and the prior week (the one you missed filing for) only. If you miss filing your weekly claims for more than two weeks, the weekly claim filing system will no longer recognize you. Failing to file a weekly claim can result in a delay in having your benefits approved and/or in receiving your weekly benefit payments. If you receive a message indicating that there is no record of your Social Security Number, the system is missing two or more of your most recent weekly claims (meaning that the two previous consecutive benefit weeks were not submitted for processing/payment in a timely manner). You may reactivate your claim [online](#). **Note:** the online system that you used to initially apply for UI benefits is also used to reopen your claim, provided that you have a benefit year that has not yet expired.

How do I file my weekly claims?

Each time you file your weekly UI claims using the Internet you will be required to enter the Personal Identification Number (PIN) that you created when you completed your initial application for UI benefits (if you applied online). If you applied for UI benefits through the Call Center (by telephone), you will need to create a PIN that will be used to file all future weekly claims and to view payment information. Your PIN can be any combination of numbers except all zeroes (0000), all nines (9999), or any symbols (#, *). [Learn how to establish a PIN](#). Weekly UI claims may also be filed by mail using paper Weekly Claim for Unemployment Insurance (UI) Benefits forms. View sample. Go to the [weekly claim filing online application](#) to file.

What happens if I forget my Personal Identification Number (PIN)?

Visit our [PIN or Password Reset](#) page for instructions.

I don't have a computer, where can I go to file my weekly claims?

DES does not have Unemployment Insurance Offices. Individuals who don't have computer access can use computers for free at an [Arizona @ Work Job Center](#), [DES Employment Service Office](#) or the nearest public library. Staff at the Arizona @ Work Job Centers or DES Employment Service can also inform job-seekers about the other services available to help them find employment.

How can I view information about my weekly claims?

You may view information about your claim online by accessing the [Weekly Claim System](#). After making your language selection and entering your Social Security Number (SSN), choose "View Claim Information" from the dropdown options.

- Remaining balance
- [Claim status](#). *You may view information about your claim online by accessing the Weekly Claim System. After making your language selection and entering your Social Security Number (SSN), choose "View Claim Information" from the dropdown options.*
- Information about weeks claimed and processed
- Unresolved issues
- Disqualifications
- [Benefit payment information for income tax purposes](#)

What if I've returned to work or am working part time?

Should you return to work or find that you no longer wish to claim benefits, you simply stop filing your weekly claim forms—there is no requirement that you must notify UI. If you become unemployed again or wish to reactivate your claim (or file a new one if your current benefit year has expired), you may do so online or by telephone. Please note: if you return to work or continue to work part time during a week in which you are claiming benefits, you must [report all earnings](#) even if you haven't been paid by your employer

I quit filing my claims, how do I reactivate my benefits?

When you initially apply and qualify for benefits, a benefit year is established. The benefit year normally begins the Sunday of the week in which you file your initial application for UI. Your benefit year ends 365 days later. Your benefit year ending date will appear on your Wage Statement (UB-107). If, during this benefit year, you stop filing because of work, vacation, illness or some other reason; you must re-activate your claim (provided that you have a balance remaining in your regular account with a benefit year that has not expired or qualify for one of the extensions that are still in effect). You may [reactivate your regular UI claim](#) online.