

UNEMPLOYMENT HOURS OF OPERATION

Claimant Online Services and Contact Information

Apply for Benefits Online

For a New Claim or to Reopen an Existing Claim

1. Go to my.unemployment.wisconsin.gov
2. Read and accept terms and conditions.
3. Create a username and password.

You may need to verify your identity as part of this step. If you need to verify your identity, you will not be able to file a claim until your identity is verified.

4. Logon to access your claimant portal.
5. Complete your initial claim application.

Apply online during these times:

Sunday	9:00 AM – Midnight
Monday – Friday	Available 24 Hours
Saturday	Midnight – 3:00 PM

Your Claim Information

Access Your Claim Information Online

1. Go to my.unemployment.wisconsin.gov
2. Logon to view and manage your claim information online:
 - Check your claim status.
 - View or print your payment history.
 - Check status of eligibility issues or appeals.
 - View or print determinations.
 - and more!

Access your claim information online during these times:

Sunday	9:00 AM – Midnight
Monday – Friday	Available 24 Hours
Saturday	Midnight – 3:00 PM

File Your Weekly Claim

For an Unemployment Benefit Payment

1. Go to my.unemployment.wisconsin.gov
2. Logon to access your claimant portal.
3. File your weekly claim.

File your weekly claim online during these times:

Sunday	9:00 AM – Midnight
Monday – Friday	Available 24 Hours
Saturday	Midnight – 3:00 PM

For help using online services or if you are unable to go online call (414) 435-7069 or toll-free (844) 910-3661.

Help Center Business Hours:

Wednesday – Friday	7:30 AM – 4:30 PM
Saturday	7:30 AM – 10:30 AM
Monday – Tuesday *	7:30 AM – 4:30 PM

* Mondays and Tuesdays are our busiest days. To reduce your wait time, call on other days of the week.

Report Unemployment Fraud

Go to dwd.wi.gov/ui/fraud/report.htm

Or contact a fraud specialist on the UI Fraud Hotline: (800) 909-9472:

Monday – Friday 8:00 AM – 4:00 PM

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Unemployment Insurance Division at (414) 435-7069 or toll-free at (844) 910-3661 to request information in an alternate format, including translated to another language.