



Unemployment Insurance and ReEmployCT Basics

www.filectui.com

Filing a New or Weekly Unemployment Claim

Individuals can:

- file a New Claim
- file a Weekly Certification (Weekly Claim)

1

CT DEPARTMENT OF LABOR
UNEMPLOYMENT BENEFITS AND CLAIM SERVICES

START A NEW CLAIM
File your first claim to begin receiving benefits
1st Time Filers

WEEKLY FILING
Manage your claim or file your weekly certification
Weekly Filers

2

REEMPLOYCT
Unemployment System Alliance Partner

CONNECTICUT DEPARTMENT OF LABOR
Partner of the American Job Center Network

Welcome to ReEmployCT, Connecticut's unemployment system.

Create a claimant account
If you are a new unemployment filer and don't have a ReEmployCT account
or
you created an account before July 5, 2022
Create an Account
1st Time Filers

Claimant Log In
User ID
Password (Case sensitive)
Log In
[Forgot User ID](#) [Forgot Password](#)
Weekly Filers

Create User ID and Password

1

New User ID and Password Requirements	
User ID	Password
<ul style="list-style-type: none"> - Minimum 6 characters - Case sensitive 	<ul style="list-style-type: none"> - Minimum 14 characters - Case sensitive - Include: <ul style="list-style-type: none"> o one uppercase letter o one lowercase letter o one number o one symbol !@#&*' - Passwords expire in 60 days

2

Create User ID and Password screen

- Complete all Required information

Create User ID and Password
* Required Information

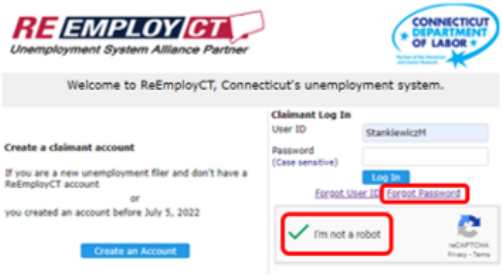

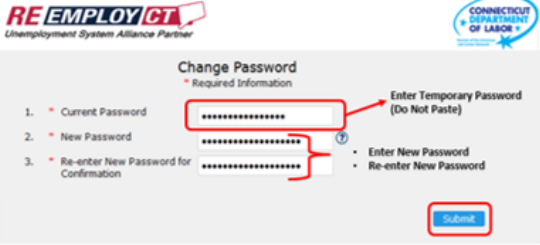
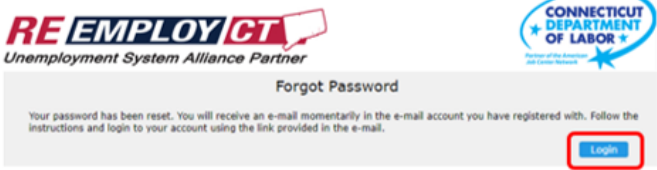
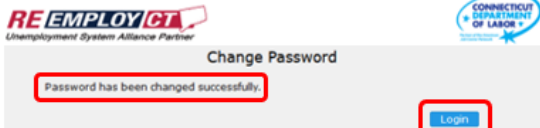
- * Create User ID (Must begin with a letter and be 6-30 characters long.)
- * Create Password (Case sensitive)
- * Confirm Password (Case sensitive)

The following question will be used to reset your password if you forget it

- * Security Question 1
- * Answer 1 (Case sensitive)
- * Security Question 2
- * Answer 2 (Case sensitive)
- * Security Question 3
- * Answer 3 (Case sensitive)
- * Enter Email Address
- * Confirm Email Address


Note: You must verify your email before your account is active. CTDOL will send you an account verification email to complete your sign up. Look for "CTDOL Accounts: Email Verification" in your inbox.

Locked Out of Your *ReEmployCT* Account – Self Heal Process

<p>1. From <i>ReEmployCT</i> Home Page (www.filectui.com)</p> <ul style="list-style-type: none"> Enter checkmark in I'm Not a Robot Select Forgot Password 	<p>4. Copy and Paste Temporary Password to Word document</p> <ul style="list-style-type: none"> Enlarge Temporary Password so easily visible (Note: cannot cut and paste Temporary Password into <i>ReEmployCT</i>) Write down Temporary Password to ensure accuracy and future reference <p style="text-align: center;">Temporary Password: vS1#sZ4\$yf204ogD</p>
<p>2. Will receive Reset CTDOL Password Notification email Note: check regular Email and Junk/Spam Email to ensure receipt</p> <p style="text-align: center;">RESET CTDOL PASSWORD NOTIFICATION</p> 	<p>5. From Change Password screen</p> <ul style="list-style-type: none"> Type Temporary Password (vS1#sZ4\$yf204ogD) in Current Password (Do Not Paste) Enter New Password Re-enter New Password for Confirmation Select Submit 
<p>3. Go back to <i>ReEmployCT</i> Forgot Password Screen – Select Login</p> 	<p>From Change Password screen</p> <ul style="list-style-type: none"> Will receive confirmation message (<i>Password has been changed successfully.</i>) Select Login 

Locked Out of Your Account – Ask for Help

1



Use Form:

- if experiencing errors with/cannot remember User ID
- If cannot remember Password
- if exhausted three (3) attempts to log into *ReEmployCT*
- If exhausted three (3) attempts to reset Password in *ReEmployCT*

Note: If not attempted to reset Password in *ReEmployCT*, go to www.filectui.com, select **Reset My Password**

2

Locked Out

* First Name

* Last Name

* Phone

* Email

* Social Security Number

* Mother's Maiden Name

* Date of Birth

* Driver's License/State ID Number

[Next](#)

Request a Call Back from an CCC Agent

- allows Claimants to request Call Back if there are no available CCC Agents or
- if Claimant wants to be contacted by a CCC Agent

The screenshot shows the CT Department of Labor website. The main navigation bar includes links for HOME, UNEMPLOYMENT, JOBS, EMPLOYERS, SERVICES, PROGRAMS, ABOUT, and PRESS RELEASES. Below the navigation bar, there are two main sections: 'START A NEW CLAIM' (File your first claim to begin receiving benefits) and 'WEEKLY FILING' (Manage your claim or file your weekly certification). On the right side, there is a 'Schedule a call back below' form. The form has a 'Language' dropdown menu set to 'English'. Below the dropdown, there is a text box with the instruction: 'To schedule a callback: Select a reason for your inquiry. This feature is not yet available to PUA claimants.' A dropdown menu is open, showing a list of reasons for requesting a callback: 'New Claim Filing', 'I am unable to sign in to ReEmploy', 'I missed my weekly certifications', 'I am unauthorized to file my weekly certification', 'Dependency allowance form', 'Received pension', 'Weekly Certification payment issues', 'Locked out of account', 'How do I file an appeal?', and 'Upload of Pertinent information form'.

Work Search Waiver

Exemptions from Work Search Requirements

- member of Trade Union and connected to Union Hiring Hall
- Return to Work date within thirteen weeks of filing initial Unemployment claim
- obtained new job that starts within 13 weeks of Claim Start Date

File Claim Continuation screen:

1. Answer **YES** to Are you a construction worker?
2. Provide **NCCI code** for associated trade (Drop down list)
3. Answer **YES** to Are you a member of a trade union?

**If Claimant answers questions correctly, omitted from Work Search Requirement

The screenshot shows the 'File Claim Continuation' form. The form is titled 'File Claim Continuation' and has a sub-header 'Required Information'. There are two input fields: 'Claimant SSN' and 'Claimant Name'. Below these fields, there are four questions with radio button options for 'Yes' and 'No'. The first question is 'Are you a construction worker?'. The second question is 'Do you expect to get employment through a Union Hall?'. The third question is 'Did you collect workers compensation since 10/01/2022?'. The fourth question is 'Were you on approved sick/disability leave since 10/01/2022?'. The 'Yes' option for the first question is selected. Below the first question, there is a dropdown menu for the NCCI code, which is set to '5403 | Construction - Laborer/General'. The form has a 'Cancel' button, a 'Finish Later' button, and '<Back' and 'Next>' buttons.

National Council on Compensation Insurance (NCCI): Class codes are four digits that help identify the type of work. Insurance companies use Class codes to estimate exposure to risk while determining workers' compensation insurance.

**CONNECTICUT DEPARTMENT OF LABOR
CONSUMER CONTACT CENTER (CCC)**

Work Search Waiver (Verification of Correct Entries)

From Claim Summary screen

Claim Details section:

- Construction Worker - Yes
- NCCI Code - Completed
- Trade Union Member - Yes

CCC Agent View



Claim Summary			
Claim Details		File Unemployment Claim	
Type	Regular -UI Only	Status	Active
Claim Start Date	04/11/2021	Regular base period	Jan-Mar 2020
Claim End Date	04/09/2022		Apr-Jun 2020
Weekly Amount	\$ 667.00		Jul-Sep 2020
Maximum Amount	\$ 17,342.00		Oct-Dec 2020
Balance	\$ 12,949.00	Dependency	Yes
Pension	N/A	Trade Union Member	Yes
Adjusted Weekly Amount	N/A	Commuter	Yes
Non Sports Benefit	No	Consent Agreement	Yes
Construction Worker	Yes		
NCCI Code	5403		
Non-School Benefits	No		

CONTACT INFORMATION

Consumer Contact Center Hours:

Monday – Friday: 7:30 AM – 4:30 PM

Closed Saturdays, Sundays, & CT State Holidays

Phone Numbers:

(203) 941-6868

(860) 967-0493

(800) 956-3294

Purpose

TTY - 711 or (800) 842-9710

ReEmployCT is available 24/7 except during maintenance & updates.

Consumer Contact Center Contacts:

Jimmy Guevara jimmy.Guevara@ct.gov

Jon Sarkis jon.sarkis@ct.gov

Mark Stankiewicz mark.Stankiewicz@ct.gov

Consumer Contact Center is a direct link for Connecticut Department of Labor customers needing to file for Unemployment Insurance (UI), new or continued unemployment claims, or for any question related to Unemployment or a customer’s benefits.