

# 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](http://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](http://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](http://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	7:30 AM – 4:30 PM
Thursday	8:00 AM – 3:15 PM
Friday	7:30 AM – 4:30 PM
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](http://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
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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.