

Unemployment Insurance Benefits

How to file an Unemployment Claim

1. Go to **Jobs4tn.gov**
2. Click on “**Unemployment Benefits**”
3. Select “**File a Claim**”
4. If you have an account sign in by entering your **username** and **password**
5. If you do not have an account, click “**Next**” to proceed to the next screen.
6. Follow the prompts and enter all required information



Where do I go to file an unemployment claim?

- You can file your claim anywhere and at any time during the week online.
- If you need assistance you can click on the help icon and speak to a representative.

Covid-19

If you were affected by a recent closure due to COVID-19 please answer “**Yes**” to the question below.

Are you unemployed as a direct result of COVID-19? During your claim filing process and then follow the prompts and enter all required information.

Information Needed to Apply for Unemployment

- Social Security Number
- Driver’s License or State Identification Card
- Complete mailing address
- Phone number
- Email address
- Names and addresses of all previous employers for in the last 18 months.
- Banking Information

Need Claim Assistance?

If you have any questions pertaining to your claim, please contact the help line at **877-813-0950**

Website assistance <https://tdlwd.zendesk.com> (This link will allow you to create an email request ticket, to correspond with an agent regarding any inquiries that you may have.

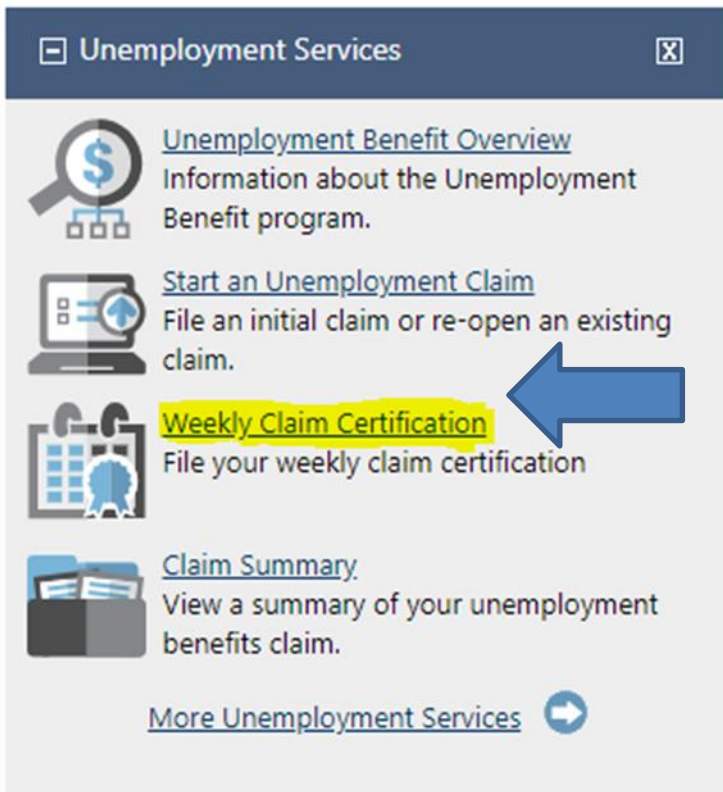
An agent will respond within 48-72 hours of the ticket being submitted).

Partial Unemployment Insurance Benefits

Weekly Certification Guide

The weekly certification link is located in your **JOBS4TN** Dashboard {www.JOBS4TN.gov}

1. Sign into your **Jobs4TN** account by entering your **username** and **password**
2. On your dashboard, locate the “**Unemployment Services**” tab
3. Click on “**Weekly Claim Certification**”
4. Follow the prompts and enter all required information



It is your **responsibility** to file your own UI claim, and to certify each week you are unemployed. **Unless**, your employer is submitting your information to the State on the Partial Claims spreadsheet.

You are **able** to **certify Sunday-Friday**. If you forgot to certify on Sunday, your make up days are Monday thru Friday but it will cause a delay in payment, if eligible.

If you **fail** to certify for two consecutive weeks you will be locked out and will be required to refile your claim. If this occurs you will **NOT** receive back pay.

If you fail to report any wages earned during the week of the certification you will be overpaid and will be required to pay back the benefits.

Since you have a return to work date you are considered **job attached**, you **DO NOT** have to report 3 work searches during the weekly certification.

On every new benefit year established the State of Tennessee has a waiting week. The first week you are eligible for will be considered your waiting week. This agency does not pay you for this week unless you certify for, and are eligible for four consecutive weeks.

Need Additional Help Call 1-844-224-5818

Unemployment Insurance for Temporary Layoffs



Department of
**Labor & Workforce
Development**

Employment Security

JOBS4TN.GOV

- The **Employer** will submit a Partial Unemployment Spreadsheet. This Spreadsheet will be uploaded and does file an unemployment claim for the employee during a temporary layoff.
- The **Employee** does not need to file their own unemployment claim.
 - It is still the **employees`** responsibility to file their own weekly certification in a timely manner.
- The **Employee** will receive an E-Mail at the E-Mail Address they have provided from JOBS4TN.GOV.
 - The E-Mail will contain instructions and a link to file their weekly certification each Sunday following the week they are laid off.
- If the **Employee** fails to do the weekly certification, it can/will result in not serving a Waiting Week if it has not already been served, or Benefits not being paid or delayed.
 - Employee **MUST** report Holiday and/or Vacation pay.
- If the **Employee** does not receive an E-mail with the link, have them check their Junk or Spam folder.
 - If the **Employee** truly did not receive the E-mail link, they can just create a user name and password on Jobs4tn.com and file their weekly certification that way.
- Any issues arising from during the **employees`** weekly certification should be directed to the agency at the following number: **877-813-0950 option 1**.
- The **Employee** should be directed to the phone number provided above.
 - No list of issues or errors caused by a claimant`s weekly certification should be e-mailed or sent to agency staff.

PARTIAL CLAIMS INFORMATION

Employee Social Security Number _____

Employee First Name _____

Employee Middle Initial _____

- (If any, if not, leave blank)

Employee Last Name _____

Employee Street Address _____

City _____ State _____ Zip Code _____

Employee Phone Number _____

Employee E-mail Address _____

Employee Date of Birth (____ / ____ / ____) _____

- 2 digits for month & date – 4 digits for year
- Example 01/01/2017

US Citizen ____ Yes or No _____

- Circle one

Veteran Status ____ Yes or No _____

- Circle One