

Dept. of Workforce Development: To retire automated telephone system for weekly claim filing Aug. 30, launches Spanish weekly claim online application

Posted on Wednesday, Aug 23, 2017

>> WisPolitics is now on the State Affairs network. Get custom keyword notifications, bill tracking and all WisPolitics content. [Get the app or access via desktop.](#)

Contact: DWD Communications, [608-266-2722](tel:608-266-2722)

On the Web: <http://dwd.wisconsin.gov/dwd/news.htm>

On Facebook: <http://www.facebook.com/WIWorkforce>

On Twitter: @WIWorkforce

Madison, Wisconsin – Beginning August 30, 2017, the Wisconsin Department of Workforce Development (DWD) will continue the transition to online services that began in May by retiring the 1990's-era automated telephone system for unemployment insurance (UI) weekly claims, shifting nearly all filing of weekly UI claims to DWD's free, fast and secure 21st century online application. Currently, over 92 percent of all weekly claims are filed using the online application. If individuals need help using online services or are unable to go online, DWD's Help Center staff will provide assistance via phone.

“Since transitioning away from the automated telephone system for the filing of initial claims in May 2017, nearly 92 percent of all claims, both initial and weekly, are now being filed through our modern and easy to use online claim filing system,” DWD Secretary Allen said. “In addition to our customer-friendly online application we are also pleased to announce the addition of Spanish online weekly claims to provide even better customer service to those whose primary language is Spanish.”

The addition of Spanish online weekly claims brings the convenience of online weekly claim filing to Spanish- speaking customers.

The advantages of filing weekly claims for UI online include:

- The ability to enter work search information online preventing any payment delays that may be caused by providing information via fax or U.S. Mail.
- The online application is mobile-friendly, allowing claimants to file their claim using any smartphone, tablet or computer.
- Provides claimants the ability to save their claim and return later that same day to complete the claim.
- A convenient employer search tool to add important employer information to a claim.
- Clarifying help text and questions to support greater self-service and accurate claim filing.

DWD is following the lead of other states such as Iowa, Idaho, Hawaii, and Indiana in transitioning to a predominately online-based claim filing system. In late 2016, DWD began [notifying](#) claimants of the plan to retire the 1990's-era telephone system with messages on the phone system, online, and through direct mailings. Later this fall, DWD plans to retire the automated telephone system for UI inquiries, instead encouraging claimants to utilize DWD's robust online system to locate UI information. As with previous transitions, individuals who need help using online services or are unable to go online will still be served via phone by DWD Help Center staff.

By utilizing DWD's modern online claim filing and inquiry system, customers can quickly access account information through the online claimant dashboard, such as:

- Individual claim information, payment status, and remaining benefit balance.
- Printer-friendly documentation of payments received for housing or energy assistance.
- 1099-G tax forms to view and print.
- Personal information including the ability to update an address, tax withholding, payment method, and bank information.

Additionally, other important information for claimants is also posted online in the UI [claimant handbook](#).

To file an unemployment claim, or to seek answers to claim questions online, UI claimants can log on to <https://my.unemployment.wisconsin.gov> and create a username and password.

For more information, please visit <http://dwd.wi.gov/ClaimsOnline>

###