

## Unemployment Insurance Filing a Claim and Weekly Certification

The Unemployment Insurance (UI) program pays benefits to people who are out of work through no fault of their own and who meet certain qualifications. It is an insurance program, and employers support this program by paying unemployment contributions to the state and federal governments.

### Filing a New Claim

Unemployment Insurance (UI) claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for unemployment:

1. The online New Mexico UI Tax & Claims system ([www.jobs.state.nm.us](http://www.jobs.state.nm.us))
2. The toll-free number 1-877-NM-4-MYUI (1-877-664-6984)

**ONLINE:** You can file your new (initial) Unemployment Insurance (UI) claim online by going to the New Mexico Workforce Connection online system at [www.jobs.state.nm.us](http://www.jobs.state.nm.us).

Computers are available at your local New Mexico Workforce Connection Centers and local libraries. Our UI Tax & Claims system is available to take initial claims and weekly certifications from 4:00 a.m. to 9:00 p.m. Sunday through Friday. Please allow at least 30 minutes to file an online claim prior to system down time.

All individuals applying for and receiving unemployment benefits are required to log into the New Mexico Workforce Connection Online System ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)) **first** in order to access the UI Tax & Claims system. UI claimants will be required to maintain usernames and passwords for **both** the online jobs system ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)) and the UI Tax & Claims system.

**1-877-664-6984 TOLL-FREE TELEPHONE:** You can also file by phone by calling 1-877-NM-4-MYUI (1-877-664-6984). After following the automated prompts, your call will be transferred to a Customer Service Agent (CSA) who will complete your claim. Our UI Operations Center is open from 8:00 a.m. - 4:30 p.m., Monday - Friday.

### Information to File Your Claim

Whether over the internet or by telephone, you will need the following information to file a new claim:

- Social Security Number (SSN)
- Mailing address and phone number(s) of employer(s) you worked for in last 18 months
- The starting and ending dates of your last job (or jobs if more than one employer in last 18 months)
- If you are a non-citizen, have your alien registration number and expiration date
- If you worked during the week you are filing your claim, be sure you know the gross amount (total dollars and cents before any deductions) of your pay before filing
- Pencil and paper to write down questions and instructions

### Weekly Certification for Unemployment Benefits

After you have applied for and have been determined eligible for benefits, you must “Start Weekly Certification” each week for which you are applying for benefits. You must submit your weekly certifications on time, and you can certify Sunday through Friday of each week.

**Please note:** The first eligible week of any new claim is a “waiting week”. You will not receive benefits for this week and it is not included in your weeks of payment.

Your certifications can be filed through the online system at [www.jobs.state.nm.us](http://www.jobs.state.nm.us) (4:00 a.m. to 9:00 p.m. Sunday through Friday) or by calling 1-877-664-6984 using a touch-tone telephone. Customer Service Agents (CSAs) are available in the UI Operations Center, 8:00 a.m. to 4:30 p.m. Monday through Friday.