

Filing a New  
Unemployment Insurance  
Claim Application During  
**COVID-19**

# Emergency Rules

On March 8, 2020, Governor Brown issued an Executive Order declaring a statewide emergency due to the novel coronavirus, otherwise known as **COVID-19**.

This document will **help you navigate the new claim application** during this statewide emergency.

In order to *avoid delays...*

Here's how someone impacted by **COVID-19** should answer the questions related to being *able, available and actively seeking work*, and selecting the correct reason that you are unemployed.

# Primary Occupation

After selecting your primary occupation, you will be asked if you are seeking and willing to accept that type of work now.

If you are impacted by COVID-19 and:

- Willing to seek and accept that type of work, or
- Plan to return to your regular employer when the statewide emergency ends

Answer **YES** to this question.

If you answer **YES**, do **NOT** add any additional information to the answer. Additional text may cause additional delays.

## Primary Occupation

Please answer the following questions:

\* indicates a required field.

 \* You Selected: *Cooks, Restaurant* [\[ Change Occupation \]](#)

\* Are you seeking and willing to accept this type of work now?  Yes  No

If "No" please explain why, and enter what specific type of work you are seeking now.  
(Enter a specific occupation. Do not type "any".)

### Please Be Aware

In order to be eligible for benefits:

- You must be able to work, be available for work and be actively seeking work each week you claim. It is your responsibility to keep track of your work search efforts.
- You must look for work in your labor market and normal occupation. You must stay in the area of your permanent residence for the major portion of the week unless you are seeking work elsewhere.
- You must be willing to work all days and shifts normal for your occupation.
- You must be available for full-time, part-time and temporary work. (If you are limited to part time work because of a permanent or long-term disability, you may still be eligible for benefits.)

Continue

[\[Cancel this entire transaction\]](#)

# Are you willing to work full and part-time?

Answer **YES** if you are impacted by COVID-19 and are willing to work both full- and part-time when the statewide emergency ends.

Also, answer **YES** if you normally worked part-time and are willing to work part-time when the emergency ends.

## Eligibility Questions

Please answer the following eligibility questions:

\* indicates a required field.

**Note:** Eligibility for benefits requires that you be willing to accept and be available for both full-time and part-time work.

\* Are you willing to work full and part-time?  Yes  No



If "No" please explain:

Text input field for explanation.

**Note:** Eligibility for benefits requires that you be willing to work and be available for work during all of the days and hours customary for the type of work you are seeking.

\* Are you willing to work during all of the days and hours normal for that type of work?  Yes  No

If "No" please explain:

Text input field for explanation.

\* What was your salary/wage when last working in your primary occupation? \$  per  -Select-

\* Are you willing to accept the same rate of pay for future work?  Yes  No

If "No", please explain why and enter the lowest rate of pay you are willing to accept:

Text input field for explanation.

## Eligibility Questions

Please answer the following eligibility questions:

\* indicates a required field.

**Note:** Eligibility for benefits requires that you be willing to accept and be available for both full-time and part-time work.

\* Are you willing to work full and part-time?  Yes  No

If "No" please explain:

**Note:** Eligibility for benefits requires that you be willing to work and be available for work during all of the days and hours customary for the type of work you are seeking.

\* Are you willing to work during all of the days and hours normal for that type of work?  Yes  No

If "No" please explain:

\* What was your salary/wage when last working in your primary occupation? \$  per  -Select-

\* Are you willing to accept the same rate of pay for future work?  Yes  No

If "No", please explain why and enter the lowest rate of pay you are willing to accept:

Are you willing to work all of the days and hours normal for that type of work?



Answer **YES** if you are impacted by COVID-19 and willing to work all the usual days and hours for your occupation when the statewide emergency ends.

## Is there any reason you can't begin full time work now?

Answer **NO** if you are impacted by COVID-19 and can work full time when the statewide emergency ends. This includes:

- If you are quarantined,
- Following the Stay Home, Save Lives order, or
- Home to care for your child due to school or childcare closures.

In addition, answer **NO** if you normally worked part-time and are willing to work part-time when the emergency ends.

Answer **YES** if you are hospitalized or if the reason you cannot begin work is unrelated to COVID-19.



\* Is there any reason you cannot begin full-time work now?  Yes  No  
*(For example: self-employment, injury, illness, childcare, transportation, etc.)*

If "Yes", please explain:

? **Help** \* Did you turn down any work since you last worked?  Yes  No

If "Yes", please explain:

\* Are you attending school?

- No
- Full-time
- Part-time

Continue

[\[Cancel this entire transaction\]](#)

### Help Screen

Did you turn down any work since you last worked?

This includes work offered by a former employer as well as any new job.

Once you have answered the questions about being **able and available for work**, the next page requests your employer history for the last eighteen months.

Be sure to **include all of your employers**, including any:

- Part-time or temporary work
- Work performed in another state

If you are still working but your employer reduced your hours, enter your **Separation Reason** as **Still Working**.

If your employer is still open but you are not working due to:

- Quarantine
- Risk of exposure
- Care for your child due to childcare or school closures
- Care for a family member with **COVID-19** related symptoms

then enter your separation as **Still Working** if you intend to return to work for your employer.

If your employer laid you off or closed, enter your separation as **Laid Off/Lack of Work**.

## Employer Information

List the most recent employer you worked for.  
We will also notify all employers you worked for during your base year (January 1, 2017 - December 31, 2017)  
**Note: if you were self-employed, list your employer as "SELF EMPLOYED".**

\* Indicates a required field.

\* Most Recent Employer Name:

? Help \* Starting Date of Employment: month  day

? Help \* Last day of work: month  day

? Help \* Total gross earnings for this period: \$   
(or best estimate for the last 12 months)

\* Did you work for this employer in a state other than Oregon in the last two years?  Yes  No

\* Is this employer an agency of the Federal government?  Yes  No

Employer mailing address:

\* Street Address Line 1:

Street Address Line 2:

\* City:

\* State:

\* Zipcode:

Check here if mailing address is same as address where you worked:

\* Address where you worked:

\* City:

\* State:

\* Zipcode:

\* Employer Phone: (  )  -

\* Job title:

Job duties:

\* Last pay rate: \$  per

? Help \* Have you separated from your employer?  Yes  No

If you are temporarily unemployed, enter your expected return to work date here - see Help above for more information: month  day  year

Continue



If selecting **Laid Off/Lack of Work**, you will be asked to enter a date you expect to return to work if you are temporarily unemployed.

**Only enter a date if you are absolutely sure you will be returning to work by that specific date.**

Adding a date here and continuing to claim it will cause your claim to be stopped on that date because you did not return to work.

\* City:

\* State:

\* Zipcode:

\* Employer Phone: (  )  -

\* Job title:

Job duties:

\* Last pay rate: \$  per



\* Have you separated from your employer?  Yes  No

If you are temporarily unemployed, enter your expected return to work date here - see Help above for more information:  month  day  year



Continue

[Cancel this entire transaction]

If you quit, were fired, or were suspended, you must enter that as your separation type, even if it was COVID-related.

Staff will review your separation and determine if you are eligible.

If contacted for additional information, respond right away.

#### Help Screen from Above

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#### Tips for keying the address:

- Do not use hyphens or a dash mark when keying an apartment or a space number.
- When keying one half, use the slash (1/2) for example, rather than the hyphen or dash.

#### Reasons for Separation:

- **Laid off/ lack of work** - You were released from work because your employer no longer had work for you to perform, or your position was eliminated. The lay off can be temporary or permanent.
- **Quit** - You left work that would have continued if you had not quit.
- **Discharged** - Your employer fired you for reasons other than lack of work and will not be rehiring you.
- **Leave of absence** - You are still attached to the employer, but are not working because you requested time off for personal or medical reasons. You expect to return to work for this employer.
- **Suspended** - Your employer suspended you for reasons other than lack of work. The suspension may be for a definite time period, or pending an investigation.
- **Strike/lockout** - You are not working due to labor dispute that you may or may not be actively involved in. You expect to return to work once the labor dispute is resolved.
- **Still working** - You are still performing services for this employer, either part or full time.

Please note we will contact your employer to confirm the reason for separation

#### Are you temporarily unemployed?

You may be temporarily unemployed if you have been laid off or had your hours reduced and expect to return to your employer. You must be returning to full-time work or work that pays more than your weekly benefit amount. There must not be more than four (4) weeks between the week you became temporarily unemployed and the week you are returning to work. You are actively seeking work by staying in contact with your employer. If your return to work date changes and is beyond four (4) weeks, you must begin actively seeking work at once.

Contact the UI Center if you do not know whether the situations above apply to you.

If you are temporarily unemployed as outlined above enter your expected return to work date in the field provided. You may enter the Saturday date of the week you expect to return if you do not have a specific date in the week.

If you are not temporarily unemployed as outlined above, leave the field blank.

On the Certification page, there is an eligibility notice based on regular rules and requirements, **but this notice does not include the temporary changes for COVID-19.**

**Therefore, you may still be eligible for benefits.**

The emergency rules also changed the minimum work search standards.

You will be considered “actively seeking work” if you are willing to look for work or return to work for your employer when the statewide emergency ends.

## Certification

**Please read the following certification prior to submitting your application for benefits.**

1. I certify under penalty of perjury that I am a citizen of the United States or legally authorized to work in the United States.
2. I understand the questions I have been asked. My answers are true to the best of my knowledge.
3. I understand the law provides penalties for making false statements in order to obtain unemployment insurance benefits.
4. When claiming unemployment insurance benefits online, or by touch-tone telephone, I accept the responsibility for the security of my personal identification number (PIN). I will notify the Employment Department to have my PIN changed if I forget my PIN or if it becomes known to someone else.
5. By submitting this application, I hereby register for work and request an initial determination of benefits potentially payable to me. I authorize the Employment Department to obtain and use information from any source I provide for administering unemployment insurance and employment service activities.

### 6. Eligibility Notice: Your Work Search Requirements

**Failure to seek work as required will result in a denial of benefits.**

For each week you claim benefits, you must be:

- physically and mentally able to work;
- available for full-time, part-time, and temporary work during all of the days and hours normal for your type of work; and
- actively seeking work for jobs you may be hired to do.

To be considered actively seeking work, you must make two (2) direct employer contacts AND do three (3) additional work seeking activities, each week you claim.

You should make your direct contact with employers, to ask about or apply for jobs, in the way the employer prefers. You must record:

- the date of contact;
- the company name;
- the company location or online job posting ID number;
- how you contacted the company;
- the type of work or position you applied for; and
- the results (examples: applied for job, interviewing, or not hiring).



When making a weekly claim report, mark the **“Temporarily Unemployed”** box instead of entering your work search activities.



(enter numbers only, round up to the nearest hour)

Enter your total gross earnings, vacation or holiday pay (before deductions), even if you have not been paid:	\$
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Please Record Your Work Search Activities for Last Week

You are required to actively seek work during each week you claim. Failure to provide your work search or failure to look for work may result in a delay or denial of your unemployment insurance benefits. [Help](#)

Date	Company Name	Location	Contact Method: (in person, phone, resume)	Type of Work Sought	Results: (hired, not hired)
Select- ▼					
Select- ▼					

List your three best work seeking activities in the space below. If your work seeking activities include employer contacts not listed above, enter those in the spaces below. [Help](#)

Date	Work Seeking Activities
Select- ▼	
Select- ▼	
Select- ▼	

I am a member in good standing with a union that does not allow me to seek non-union work within my trade. I have stayed in contact with my union and I am on the out-of-work list. I have been capable of accepting and reporting for work if dispatched by my union. I understand false answers may result in overpaid benefits and additional penalties I must pay back. [Help](#)

I am temporarily unemployed because I have been laid off or had my hours reduced and expect to return to work with my employer. I am returning to work that is full-time or work that pays more than my weekly benefit amount. There are no more than four (4) weeks between the week I became temporarily unemployed and the week I am returning to work. I have stayed in contact with my employer. I understand false answers may result in overpaid benefits and additional penalties I must pay back. [Help](#)

[Cancel and return to Online Claim System menu](#)

To move forward, you must mark the “I agree” box on the Confirmation Screen if you are willing to meet either the regular or the emergency requirements for seeking work.

Your additional work seeking activities may include more employer contacts, updating your resume, or searching job listings. Keep track of the date and what you did.

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The following situations are not common:

If you are a member in good standing with a union that does not allow you to seek non-union work, you are actively seeking work if you remain on your union's out-of-work list, stay in contact with your union, and are capable of accepting and reporting for work when dispatched by the union.

You may be temporarily unemployed if you have been laid off or had your hours reduced and expect to return to your employer. You must be returning to full-time work or work that pays more than your weekly benefit amount.

There must not be more than four (4) weeks between the week you became temporarily unemployed and the week you are returning to work. You are actively seeking work by staying in contact with your employer. If your return to work date changes and is beyond four (4) weeks, you must begin actively seeking work at once. Contact the UI Center if you do not know whether the situations above apply to you.

  I agree

[\[Cancel this entire transaction\]](#)

## What happens next?

Claim benefits for every week you are unemployed. If you are required to register in your home state's labor exchange system, we will send you a notice and instructions.

At the end of this screen, click the **“Complete Application”** button to submit your claim.

This will take you to the confirmation screen and provide you a confirmation number.

**IMPORTANT: Write down your confirmation number or take a screenshot of this page.**

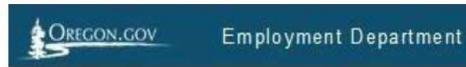


### Important information for you to know.

Once your claim has been processed, the online claims system is the fastest way to perform many claim functions including filing weekly claims, restarting a claim after a reporting break, viewing your claim status, changing your address, and signing up for electronic deposit.

Unemployment claim records are confidential. We will not give information about your claim to anyone who calls unless you have already given us a signed release authorizing that person to make inquiries on your behalf.

What happens next?



## What happens next?

### This is what you need to do.

Claim benefits for every week you are unemployed. The week starts on a Sunday and ends on Saturday. The first week you file is called the "Waiting Week". You will not receive benefits for this week but you must claim it in order to receive future payments. Filing an initial claim alone does not establish waiting week credit. The waiting week must be claimed like any other week.

You can make your weekly claim online by going to our Online Claims System. It's the fastest way to file. The system can handle many claims functions and questions about your claim. You can also claim by using the telephone. The claimant handbook will explain how to do this.

You are required to register in iMatchSkills and have an individual review with WorkSource Center staff. iMatchSkills is the Employment Department's tool that connects you with hiring employers. You will receive a letter in a few days telling you how to register and complete your review. Failure to complete your registration and individual review will result in a denial of benefits.

Continue



## Confirmation

For your protection, this page will be displayed for only 15 minutes.

### Weekly Claim filing:

Now that you have filed your claim application, you must file a **weekly** claim to receive benefits. To request waiting week credit, wait until the Sunday after you submit your claim application. Use the Oregon Employment Department's website or phone system to file your weekly claim for benefits between midnight on Sunday and 11:59 PM on Saturday. Continue to file for weekly benefits every week that you are unemployed to request payment.

### In order to be eligible for benefits:

- You must be able to work, be available for work, and be actively seeking work each week you claim. It is your responsibility to keep a record of your work search efforts.
- You must look for work in your labor market and normal occupation. You must stay in the area of your permanent residence for the major portion of the week unless you are seeking work elsewhere.
- You must be willing to work all days and shifts normal for your occupation.
- You must be available for full-time, part-time, and temporary work. (If you are limited to part time work because of a permanent or long-term disability, you may still be eligible for benefits.)

### Claimant Handbook:

To protect your rights, it is your responsibility to read and understand the information in the Claimant Handbook. The handbook explains what you need to know while claiming Unemployment Insurance (UI) benefits. The claimant handbook is available on our web site; you can view it by clicking the link below. If you do not understand the information, please contact the UI Contact Center at 1-877-FILE-4-UI (1-877-345-3484). To receive a copy of the Claimant Handbook, please visit your local WorkSource Center or call 800-237-3710 and select option 0.

[Claimant Handbook](#)

Claimants who have provided the Oregon Employment Department with an email address in their new claim application online will receive a confirmation email after they have successfully filed an Initial Claim.

1. Once you have a confirmation number, you have successfully submitted your claim application. Due to the extremely high volume of new claims, your claim may not be processed right away. However, do not worry.
2. You can start making your weekly claim reports as early as the Sunday after you submit your application, even if we have not yet processed your claim.
3. Once processed, your weekly claims will connect to your application. We will mail you documents about your claim, and if eligible, process payments. You will know your claim was processed once you get mail from us about your claim or by checking the STATUS of your claim online.
4. Once your claim is processed, you can file for direct deposit if that is your preferred payment method.
5. Find more information about weekly claim reporting and eligibility for COVID-19 impacted customers on our website at [https://bit.ly/OREmploy\\_COVID19](https://bit.ly/OREmploy_COVID19), in the online Claimant Handbook, or by calling the UI Center at 1-877-345-3484.

