

1. Download and read the [Claimant Handbook](#) on the GDOL website
2. Check [My UI](#) for your claim status. Monitor the GDOL website, your email, and voicemail closely for messages from the GDOL.
3. **Request your weekly benefit payment. You must request a payment each Sunday thereafter to receive payments.** You may do so by selecting [Claim Weekly UI Benefits Payments](#) on the GDOL Home page or calling the Interactive Voice Response (IVR) System at 1.866.598.4164. **You must claim at least one week of benefits for a decision to be made on your claim.** You must report gross wages earned and any leave pay as earnings for each week claimed for benefits. Failure to report income could result in your having to repay any overpayment benefits.
4. **Check My UI on the GDOL website for your claim and payment status.** Monitor your voicemail and email closely for messages from the GDOL.
5. **Respond immediately to all requests for additional information.** In response to the recent development of COVID-19, the GDOL is temporarily suspending all in-person requirements of services provided by the agency. It is critical you respond timely as directed by GDOL to avoid delay or denial of benefits.
6. **If you are permanently separated from your job, register for Employment Services at [EmployGeorgia.com](#)** by creating a jobseeker account. Be sure to include your social security number to link your [Employ Georgia](#) account to your UI claim. Make sure your résumé is in the “COMPLETE” status and searchable by employers. Weekly work search requirements are waived at this time. However, you are strongly encouraged to utilize Employ Georgia in your job search.
7. If you have claimed a week of benefits and have not received your written determination of eligibility, Claims Examiner’s Determination, DOL-442B, within 21 days of the filed date, you may call UI Customer Service at 404.232.3001 (in Metro Atlanta) or 1.877.709.8185 (in all other areas) or email Customer.Service@gdol.ga.gov.
8. **NOTE:** If you are unemployed for a COVID-19-related reason and determined to be eligible for benefits for this reason, then you will be exempt from meeting the registration and work search requirements until further notice.