

Unemployment Insurance Basics For Claimants



Unemployment Insurance (UI) is available to Hoosier workers who are out of work through no fault of their own; this includes employees impacted by a temporary layoff.

If a person's employment has been interrupted or ended due to COVID-19, they should file for UI and their claim will be evaluated.

Individuals must apply for UI benefits online, using a **computer or smart phone**. Online filing information can be found at [Unemployment.IN.gov](https://www.in.gov/unemployment). If you have questions, please review the Frequently Asked Questions, the Claimant Handbook and/or the online video tutorials on this page.

If you still have questions, contact us via webchat, email or telephone:

NOTE: Due to **extremely high call volume**, waits will be longer than usual. We are doing everything we can to answer chats, emails and calls as **quickly as possible**. Visit [Unemployment.IN.gov](https://www.in.gov/unemployment) for instructions, frequently asked questions and tutorials.



At DWD UI Contact Center via webchat at www.in.gov/dwd/webchat.htm



Via email at AskUIContactCenter@dwd.IN.gov



Phone at 1-800-891-6499

If in-person assistance is still needed, limited WorkOne centers are open throughout the state. Please **contact your local WorkOne before traveling**, as hours of operation may have changed and appointments may be required. Each office and staff are taking precautions to promote social distancing while serving claimants.



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