



Elected Official Toolkit

Unemployment Services Upgrade

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Overview

Beginning November 2, 2026, at 5 p.m., the New York State Department of Labor (NYSDOL) will begin to transition to an upgraded unemployment insurance system, known as the Unemployment Services system. This significant overhaul of the unemployment insurance system is part of the Department's long-term plan to enhance customer service. NYSDOL's upgrade has been years in the making, reflecting our commitment to efficiently delivering the services New Yorkers rightfully deserve.

During the 9-to-12-day upgrade period, **all online and phone-based unemployment insurance services will be temporarily unavailable**. Individuals will not be able to file unemployment insurance claims, certify for weekly benefits, or access or update account information. **As a result, payments will be delayed**. Customers will need to file or certify in the upgraded system when it's available to receive all benefits due to them. The Department will notify all customers when the upgraded system is available.

During the upgrade period, Career Centers will be available by virtual appointments only. During those appointments, Career Center staff will not be able to assist with unemployment insurance, but they can help customers with their job search.

In the coming weeks, NYSDOL will also share clear guidance outlining the steps individuals and businesses should take in preparation for, during, and after the upgrade period. [Check our website](#) for the latest updates.

NYSDOL will upgrade how it serves the public through this system, which will improve communication, uphold strong fraud prevention, and reduce common delays. Most users will be able to complete the entire unemployment insurance process online and from their smartphones, including filing and certifying for weekly benefits, and receiving notifications about their accounts. Embracing innovation will allow us to better serve our customers.

Loss of employment through no fault of your own causes stress, uncertainty, and financial hardship. For eligible New Yorkers, unemployment insurance is a critical lifeline during difficult times. NYSDOL's upgraded Unemployment Services system will make it more efficient for individuals to access support, all while connecting New Yorkers with the help they need when they need it most. The upgraded system will also significantly streamline the process for businesses.



Advantages for individuals and businesses include:

System Improvements for Individuals:

- **Fewer delays:** Missing information from customers is one of the most common causes of delays in claim processing. The upgraded system will automatically prompt customers to provide any required information before they submit their application.
- **Improved communication:** Customers will be able to view the status of their claim, send and receive messages, and upload paperwork online. This will greatly reduce the need to call for assistance, helping to shorten wait times for those who do still need to speak with a customer service representative.
- **File, certify, and more on your smart phone:** New Yorkers will be able to apply for benefits and manage their claims from their smart phones, offering a more flexible and accessible user experience.
- **Improved accessibility:** The Unemployment Services system is designed to be compatible with assistive devices and technologies like screen readers, making it easier for New Yorkers with disabilities to access benefits, information, and resources from the NYSDOL.

System Improvements for Businesses:

- **Anytime access:** Businesses can make payments online, view and update account information, respond to requests for information about claims filed against their accounts, and add third-party representation, 24 hours a day, 7 days a week.
- **Greater accuracy:** The upgraded system provides better access to rate and financial information, helping to reduce overpayments and underpayments.
- **Expanded service options for representatives:** Filing agents, powers of attorney, and third-party representatives can add and update customer information online.

Social Media Resources (English and Spanish)

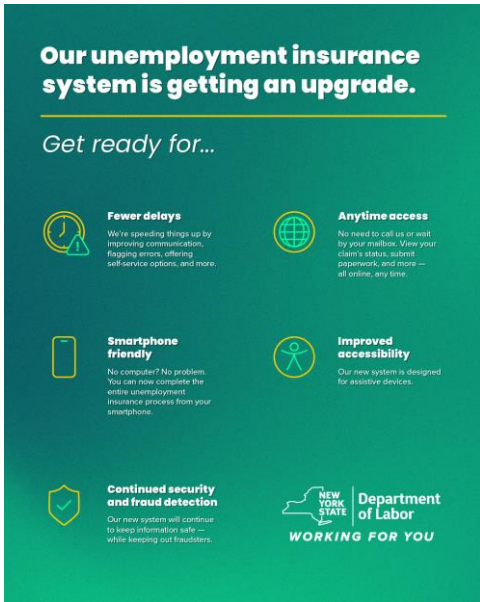
Help inform your community about the upgrade to Unemployment Services by sharing social media posts from the accounts below.

Please tag the New York State Department of Labor when sharing this content:

- Twitter: [@NYSLabor](#) | [@NYSDOLenEspanol](#)
- Instagram: [@NYSLabor](#)
- LinkedIn: [@New York State Department of Labor](#)
- Facebook: [@New York State Department of Labor](#) | [New York State Department of Labor en Espanol](#)

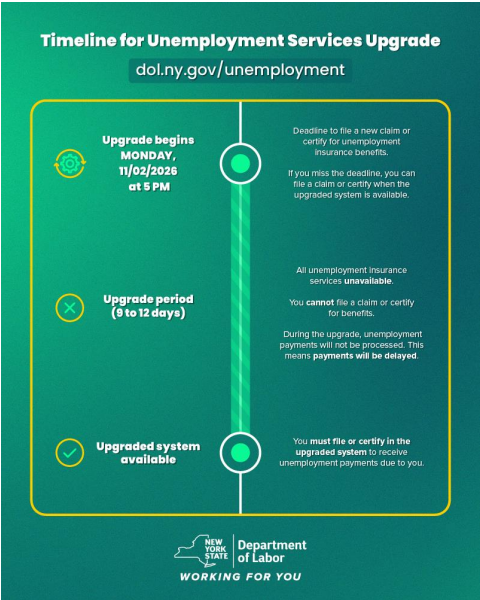
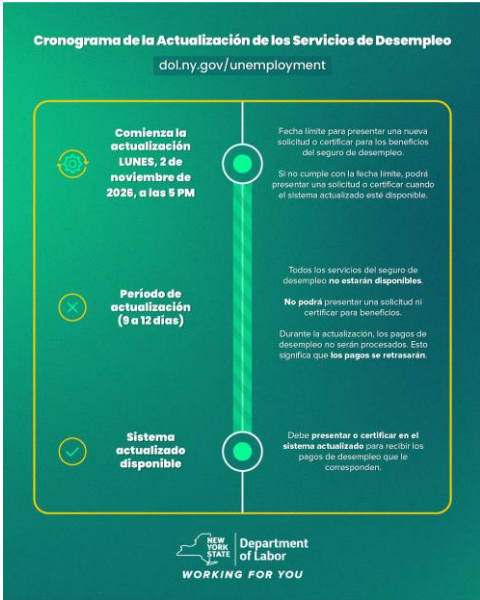
Social Media Posts Template

Social Media Post 1

GRAPHIC (English)	GRAPHIC (Spanish)
	
CAPTION (English):	CAPTION (Spanish):

As a reminder, the New York State Department of Labor will be upgrading the unemployment insurance system. The upgrade will begin on November 2, 2026 and last 9 – 12 days. Benefits will be delayed. For more information, please visit: dol.ny.gov/unemployment	Le recordamos que el Departamento de Trabajo del Estado de Nueva York actualizará su sistema de seguro de desempleo a partir del 2 de noviembre de 2026 y durará entre 9 y 12 días. Los beneficios sufrirán retrasos. Para más información, visite: dol.ny.gov/unemployment
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Social Media Post 2

GRAPHIC (English)	GRAPHIC (Spanish)
 The graphic is a vertical timeline titled "Timeline for Unemployment Services Upgrade" with the URL "dol.ny.gov/unemployment". It features three main stages: 1. "Upgrade begins MONDAY, 11/02/2026 at 5 PM" marked with a green circle and a clock icon. 2. "Upgrade period (9 to 12 days)" marked with a red 'X' icon. 3. "Upgraded system available" marked with a green checkmark icon. Text on the right side explains each stage: the deadline to file a claim or certify for benefits is 11/02/2026 at 5 PM; during the upgrade period, all unemployment insurance services are unavailable and payments will be delayed; once the system is upgraded, users must file or certify to receive payments.	 The graphic is a vertical timeline titled "Cronograma de la Actualización de los Servicios de Desempleo" with the URL "dol.ny.gov/unemployment". It features three main stages: 1. "Comienza la actualización LUNES, 2 de noviembre de 2026, a las 5 PM" marked with a green circle and a clock icon. 2. "Período de actualización (9 a 12 días)" marked with a red 'X' icon. 3. "Sistema actualizado disponible" marked with a green checkmark icon. Text on the right side explains each stage: the deadline to present a new claim or certify for benefits is 11/02/2026 at 5 PM; during the update period, all unemployment insurance services are unavailable and payments will be delayed; once the system is updated, users must present or certify to receive payments.
CAPTION (English): New York State's unemployment insurance system upgrade is approaching. Starting 11/2, all online & phone services will be temporarily unavailable. Please note there will be a delay in payments, and all customers must file or certify in the new system to receive benefits. 🗣️ (1/2)	CAPTION (Spanish): ¡Se acerca la actualización del sistema de seguro de desempleo de NY! A partir del 2 de noviembre, todos los servicios en línea y telefónicos no estarán disponibles y los pagos se retrasarán. Deberá solicitar o certificar en el nuevo sistema para recibir los beneficios. 🗣️ (1/2)

During this transition, we encourage you to explore New York State programs and resources available to help you and your family.
Learn more: <https://forms.ny.gov/s3/Your-Services>
(2/2)

Durante esta transición, le invitamos a explorar los programas y recursos del estado de Nueva York disponibles para ayudarle a usted y a su familia.
Conozca más:
<https://forms.ny.gov/s3/Your-Services>
(2/2)

Newsletter content

ENGLISH

Newsletter blurb

Important Information Regarding Unemployment Insurance!

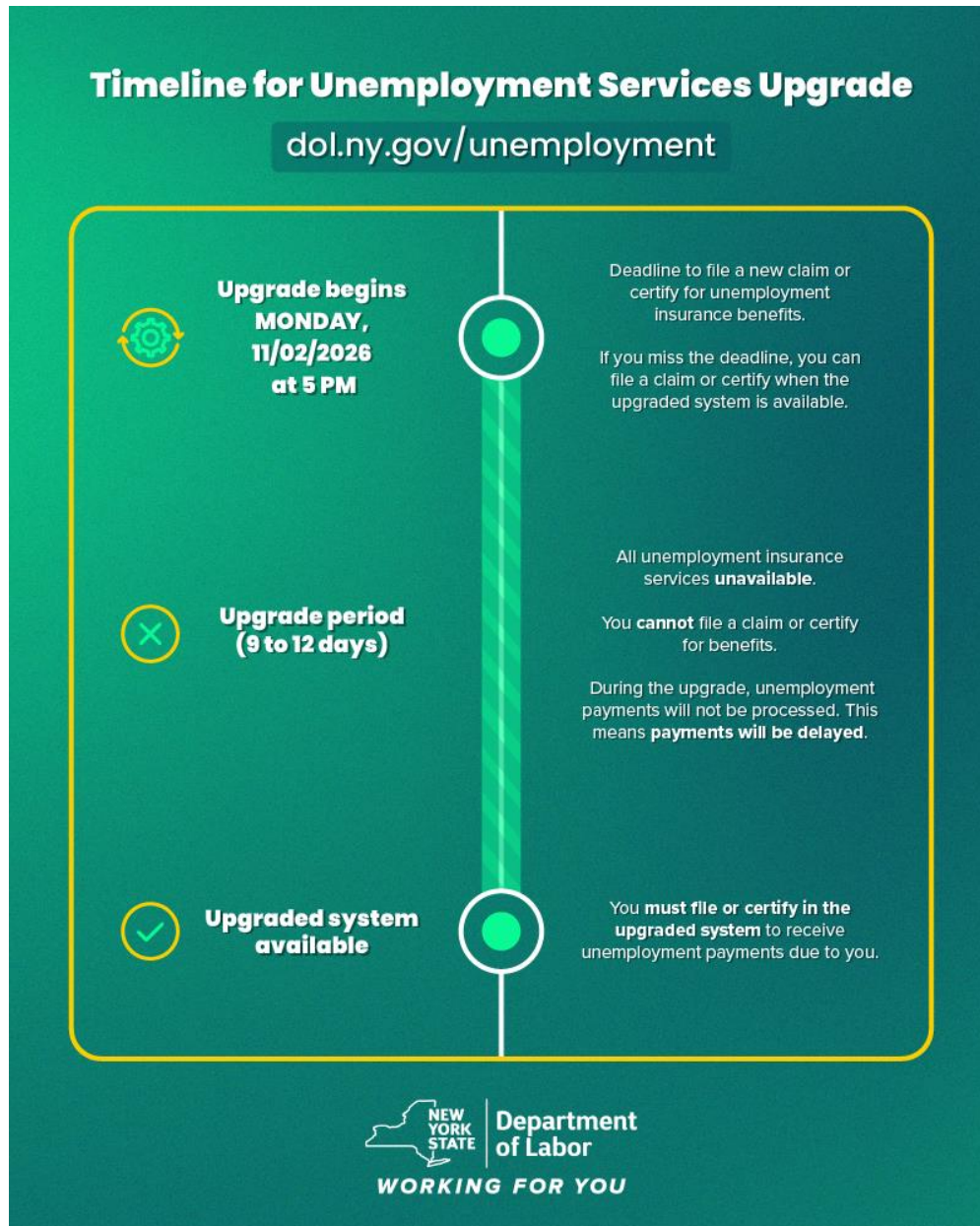
In case you missed it, the NYS Department of Labor will be upgrading their unemployment insurance system. The service upgrade period will begin on November 2, 2026, at 5 p.m. and is expected to last 9–12 days. The upgraded Unemployment Services system will introduce real-time tracking of claims and enhanced communication, leading to fewer delays and better customer experience.

During the 9-to-12-day upgrade period, **all online and phone-based unemployment insurance services will be temporarily unavailable**. Individuals will not be able to file unemployment insurance claims, certify for weekly benefits, or access or update account information. **As a result, payments will be delayed**. Customers will need to file or certify in the upgraded system when it's available to receive all benefits due to them. The Department will notify all customers when the upgraded system is available.

Also during the upgrade period, Career Centers will be available by virtual appointments only. During those appointments, Career Center staff will not be able to assist with unemployment insurance, but they can help customers with their job search.

To stay up to date, visit the [NYS Department of Labor's website](https://dol.ny.gov/unemployment) and official social media accounts.

Newsletter graphic



SPANISH

Newsletter blurb

¡Información importante sobre el seguro de desempleo!

Por si no se ha enterado, el Departamento de Trabajo del Estado de Nueva York actualizará su sistema de seguro de desempleo. El periodo de actualización del servicio comenzará el 2 de noviembre de 2026 a las 5 p.m. y se espera que dure entre 9 y 12 días. El sistema actualizado de servicios de desempleo introducirá el seguimiento de reclamos en tiempo real y una comunicación mejorada, lo que provocará menos retrasos y una mejor experiencia para el cliente.

Durante el periodo de actualización de 9 a 12 días, **todos los servicios del seguro de desempleo en línea y telefónicos estarán temporalmente fuera de servicio.** Los clientes no podrán presentar solicitudes de seguro de desempleo, certificar para los beneficios semanales ni acceder o actualizar la información de su cuenta. **En consecuencia, los pagos serán retrasados.** Los clientes deberán presentar sus reclamos o realizar las certificaciones en el sistema actualizado una vez que esté disponible, a fin de recibir todos los beneficios que les correspondan. El Departamento notificará a todos los clientes cuando el sistema actualizado esté disponible.

Además, durante el periodo de actualización, los Centros de Carrera estarán disponibles solo mediante citas virtuales. Durante esas citas, el personal no podrá ayudar con el seguro de desempleo, pero sí podrá asistir a los clientes en su búsqueda de trabajo.

Para mantenerse al día, visite el [sitio web](#) y las cuentas oficiales de redes sociales del Departamento de Trabajo del Estado de Nueva York.

Newsletter graphic





Email template

ENGLISH

[Greeting],

As your [Senator/Assembly Member], I am writing to inform you of an important development that will affect your access to the New York State Department of Labor's services.

On November 2, 2026, the Department will begin transitioning to an upgraded unemployment insurance system called Unemployment Services. This upgraded system will include many enhancements for users, including fewer delays, real-time updates, and greater accessibility.

While the Department of Labor implements this upgraded system, individuals will be unable to file for unemployment insurance, certify for benefits, or reach their call centers. Specific dates regarding this upgrade are below:

- **November 2:** The upgrade begins. Online and phone services for unemployment insurance are unavailable beginning at **5 pm**. The Department expects the upgrade to take 9 – 12 days
- **Upgraded system available 9-12 days after the upgrade begins:** Customers with active claims must use the upgraded system to certify benefit payments. New customers can begin to file claims in the upgraded unemployment system.

During the 9-to-12-day upgrade period, **all online and phone-based unemployment insurance services will be temporarily unavailable**. Individuals will not be able to file unemployment insurance claims, certify for weekly benefits, or access or update account information. **As a result, payments will be delayed**. Customers will need to file or certify in the upgraded system when it's available to receive all benefits due to them. The Department will notify all customers when the upgraded system is available.

Also during the upgrade period, Career Centers will be available by virtual appointments only. During those appointments, Career Center staff will not be able to assist with unemployment insurance, but they can help customers with their job search.



If this will affect you, we encourage you to stay up to date by following the [Department's website](#) and official social media accounts.

Sincerely,

[Senator/Assembly Member]

SPANISH

[Estimado/a],

Como su [Representante en el Senado/Asambleísta], le escribo para informarle sobre un acontecimiento importante que afectará su acceso a los servicios del Departamento de Trabajo del Estado de Nueva York.

El 2 de noviembre de 2026, el Departamento comenzará la transición a un sistema de seguro de desempleo mejorado llamado Servicios de Desempleo (Unemployment Services en inglés). Este sistema optimizado incluirá muchas ventajas para los clientes, como menos retrasos, actualizaciones en tiempo real y mejor accesibilidad.

Mientras el Departamento de Trabajo implementa este sistema actualizado, no será posible solicitar el seguro de desempleo, certificar beneficios ni comunicarse con los centros de llamadas. A continuación, se indican las fechas específicas relacionadas con esta actualización:

- **2 de noviembre:** Inicia la actualización. Los servicios en línea y telefónicos del seguro de desempleo no estarán disponibles a partir de las **5 p.m.** El Departamento estima que la actualización tomará entre 9 y 12 días.
- **Sistema actualizado disponible entre 9 y 12 días después del inicio de la actualización:** Los clientes con reclamos activos deberán utilizar el sistema actualizando para certificar los pagos de beneficios. Los nuevos clientes podrán comenzar a presentar solicitudes en el sistema de desempleo actualizado.

Durante el periodo de actualización de 9 a 12 días, **todos los servicios del seguro de desempleo en línea y telefónicos estarán temporalmente fuera de servicio.** Los clientes no podrán presentar solicitudes de seguro de desempleo, certificar para los beneficios semanales ni acceder o actualizar la información de su cuenta. **En**



consecuencia, los pagos serán retrasados. Los clientes deberán presentar sus reclamos o realizar las certificaciones en el sistema actualizado una vez que esté disponible, a fin de recibir todos los beneficios que les correspondan. El Departamento notificará a todos los clientes cuando el sistema actualizado esté disponible.

Además, durante el periodo de actualización, los Centros de Carrera estarán disponibles solo mediante citas virtuales. Durante esas citas, el personal no podrá ayudar con el seguro de desempleo, pero sí podrá asistir a los clientes en su búsqueda de trabajo.

Si esto le afecta, le recomendamos mantenerse informado consultando el [sitio web del Departamento](#) y sus cuentas oficiales en redes sociales.

Atentamente,
[Representante en el Senado/Asambleísta]