

What New York Customers Can Expect from the Upgraded Unemployment Services System

The New York State Department of Labor (NYSDOL) is actively preparing to transition to an upgraded Unemployment Services system starting **Monday, 11/02/2026 at 5 PM.**

BENEFITS OF THE UPGRADED SYSTEM

INDIVIDUALS

Fewer delays: Missing customer information is one of the most common reasons that claims are delayed. The upgraded system will automatically prompt customers to provide all required information before they file their claim, greatly reducing the frequency of claim delays.

Real-time updates and alerts: Customers will be able to view the status of their claim, send and receive messages, and upload paperwork online by logging in using their existing NY.gov account information. This will greatly reduce the need to call a customer service representative and shorten wait times for the remaining callers.

Anytime access: No more waiting on snail mail. Submit, view, and receive messages, paperwork, and more — all online, any time.

Smartphone friendly: Individuals will be able to access Unemployment Services and complete the entire unemployment insurance process from the web browser on their smartphone.

Expanded accessibility: Unemployment Services 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.

Stay Current



Check NYSDOL's dedicated webpage for important information and updates regarding the Unemployment Services upgrade.

BUSINESSES

Do more in real time: Businesses can make payments online, view and update account information, add third-party representation, and more, anytime.

Improved efficiency: Businesses can view the status of their accounts online and respond to requests for information about claims filed against their accounts to expedite processing and resolve outstanding claims faster.

Increased accuracy: Businesses have access to comprehensive information about rate and financial information, reducing under and overpayments.

Continued strong fraud prevention: The upgraded system upholds New York State Department of Labor's strong protections of personal information and maintains a high level of fraud prevention.

Expanded service options for representatives: Filing agents, powers of attorney (POAs), and third-party representatives (TPRs) can add and update client information online. They will also be able to make account updates to their clients' accounts depending upon the level of authorization they are granted.

Professional employer organizations (PEOs): PEOs will now submit applications, renewals, and exemptions through Unemployment Services (previously, PEOs worked through the Division of Labor Standards to complete these actions). They can also add and remove clients using an easy upload feature and submit all required documents online.

Improved hearing and appeal processes: Businesses can use Unemployment Services to submit requests and information, view the status of their case, access transcripts, recordings, and files, receive updates and correspondence, and more.