

NYSDOL Launching Upgraded Unemployment Services System

The New York State Department of Labor (NYSDOL) is actively preparing to upgrade the Unemployment Services system to deliver an easy and efficient way for individuals and businesses to navigate through the unemployment insurance process.

WHAT NYSDOL WILL COMMUNICATE	HOW NYSDOL WILL COMMUNICATE
CHANGE IS COMING We are implementing a upgraded, more efficient and user-friendly unemployment system to better serve New York’s customers.	WEBSITE Our website will provide detailed information about the upgraded system and user interface. Dedicated pages will be updated continuously with the latest information for business and individuals.
BENEFITS TO INDIVIDUALS AND BUSINESSES We will detail the benefits of the upgraded system and how it will streamline the application and reporting process.	EMAILS AND OTHER DIRECT MESSAGES As the upgrade approaches, we will send detailed information to you and your constituents by email, text message, and other means.
SUPPORT AND GUIDANCE We are committed to assisting New Yorkers throughout the transition period and beyond.	SOCIAL MEDIA We will share updates, and all posts will link back to our dedicated web pages. We will also supply you with template social posts you can adapt and send to your constituents.
IMPORTANT DATES AND ACTIONS Clear information on when the changes will take effect and what actions are required.	WEBINARS AND TUTORIALS We will be offering webinars and open office hours to elected officials detailing the upgraded system, the latest news, and the best way to assist your constituents during the process.



Our Intergovernmental Affairs team is here to inform and support you through the process.
We can be reached at intergov@labor.ny.gov.