



# Unemployment Benefit 'Break in Claim'

## *What to do if you have one, and how to prevent it from happening again*

If you are unemployed, you return to work, and then you become unemployed again, you may experience what is known as a "break in claim." A break in claim may be caused by any of the following:

- A week not filed.
- A week when you earned more than your weekly benefit amount (for example, if you filed a weekly claim during a week that you worked).
- A week claimed late.
- If you filed an application and a weekly claim in the same week.

**If your payment status shows as "break in claim," you need staff intervention. Please call (877) OHIO-JOB (1-877-644-6562) or TTY at (888) 642-8203.**

### **HOW TO PREVENT BREAKS IN CLAIM IN THE FUTURE**

- Do not file an application and a weekly claim in the same week!
- During your first week of being unemployed (Sunday or later), when you log into your online account, you should select either "Restart Your Claim" or "File Additional/Reopen Application." **The system will present you with the correct option!** This will depend on when you last received benefits.
- During your second week of being unemployed (Sunday or later), if you took the action above, you can start filing weekly claims again. Continue filing claims for any subsequent weeks you are unemployed.

## HOW TO APPLY FOR UNEMPLOYMENT BENEFITS

Applying online is the quickest way to start receiving unemployment benefits. To apply online, go to [unemployment.ohio.gov](http://unemployment.ohio.gov) and follow the steps listed below. If you don't have access to a computer, you can apply by calling 1-877-644-6562. Call center hours are 8 a.m. to 5 p.m. Monday through Friday.

## INFORMATION YOU WILL NEED

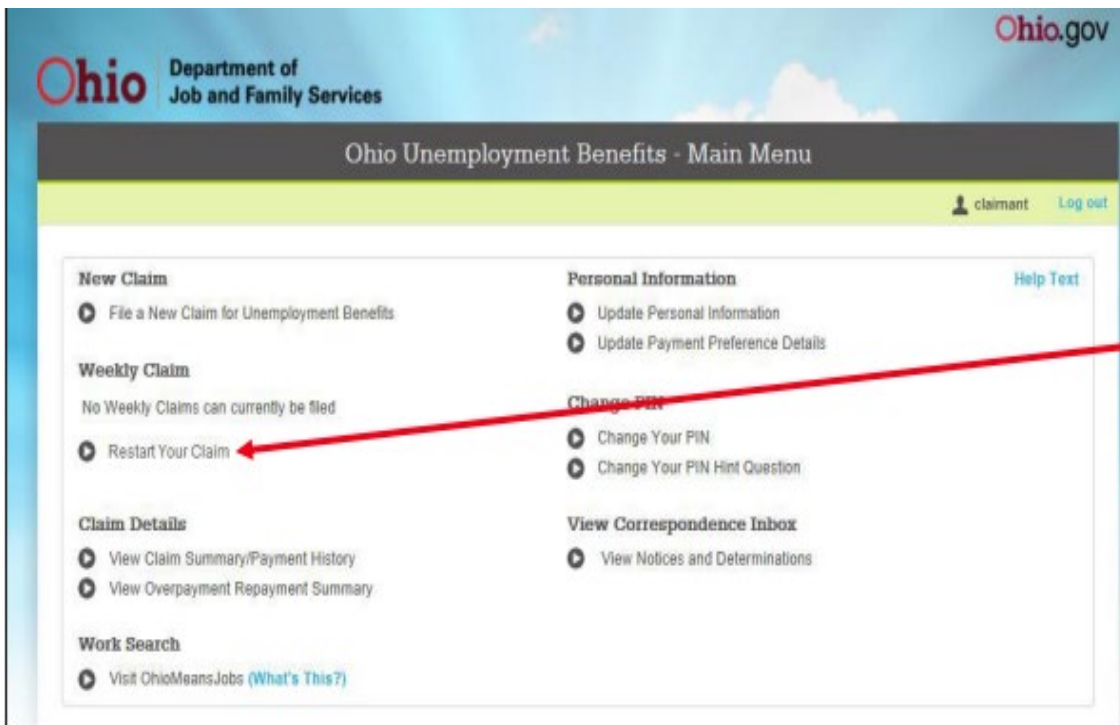
Before you apply for benefits, gather the following information:

- **The mass-layoff number for the specific week you are applying for. You can get this from your employer.**
- Your Social Security number and driver's license (or state ID) number.
- The Social Security numbers and dates of birth of any dependents, including children and your spouse.
- The name, address, telephone number, and dates of employment for your most recent employer and any other employers from the last 6 weeks.
- Bank routing and account number or debit card number for payment.
- Alien Registration Number and expiration date of your work authorization.
- If you had out-of-state employment, have worked for the federal government, or are separated from military service, more information is required, including:
  - Form DD-214, member 4 copy (for military service)
  - SF-8 or SF-50 form (for federal government employment)

## HOW TO APPLY FOR UNEMPLOYMENT BENEFITS ONLINE

1. Gather your personal information as detailed above.
2. Go to [unemployment.ohio.gov](http://unemployment.ohio.gov).
3. Click "I am an Unemployed Worker" and then "Apply for Unemployment Insurance."
4. Read the "Release of Information" message and click "I agree."
5. Under "Unemployed Workers," click "Login."
6. Enter your Social Security number.
7. You will be redirected to the OH|ID log-in page to log in and/or create your OH|ID account. An OH|ID is an online user account that provides a secure, personalized experience for Ohioans to interact with multiple state agencies, programs, and services—all with a single username and password.
8. If you have claimed unemployment benefits within the past 12 months and it has been **more than 3 weeks** since you last filed a weekly claim, you will see the "Restart Your Claim" option. Click "Restart Your Claim."

**NOTE:** *The system will present you with the correct option.*



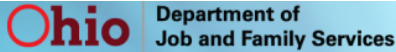
If it has been **less than 3 weeks** since you last filed a weekly claim, you will see the “File Additional/Reopen Application” option. Click "File Additional/Reopen Application."

**NOTE:** *The system will present you with the correct option.*

- You will be asked to confirm your choice of reapplying for benefits. Confirm by selecting the corresponding button and then click “Next.”

10. Answer all the questions that you are shown. If you need help, click on the “Help Text” links. You also can view how-to videos at [ifs.ohio.gov/ouio/HowToVideos.stm](https://ifs.ohio.gov/ouio/HowToVideos.stm).

If you choose to claim one or more dependents, you will be taken to a page where you can provide that information. Click “Next.”



DUMMY, DUMMY [Log out](#)

## Reopen Your Unemployment Claim.

**Reopen Your Unemployment Claim**

\* Please select the state in which you are physically present while filing this application. Select One ▾

\* Do you regularly commute to work in Ohio, and do you intend to look for work in Ohio?  Yes  No

---

\* Have you worked since you last filed for benefits?  Yes  No [Help Text](#)

If yes, was any of your work federal civilian employment?  Yes  No

Were you in the military?  Yes  No

Was the employment self-employment (no UI taxes withheld)?  Yes  No

\* Are you or have you been an officer of a corporation, or did you own or operate a business since you last filed for benefits?  Yes  No

\* Do you have a definite recall date from any of your former employers?  Yes  No

If yes, please enter the date (mm/dd/yyyy)

What was the last day you worked?

\* Do you expect to be recalled by any of your former employers within 12 weeks of your last day of work?  Yes  No

**Training Information**

\* Are you currently enrolled in/attending school, college, or vocational training?  Yes  No [Help Text](#)

If yes, are you attending full or part-time?  Full-Time  Part-Time

Please enter the requested details about your school/training:

Course Name/Major Course of Study

School Name

City

State Select One ▾

\* Were you in school from 10/01/2020 to 09/30/2021 and also at the time you became unemployed?  Yes  No

**Trade Union Information**

\* Are you a member in good standing of a skilled trade union? Please select your union from the list and enter the details about your union. [Help Text](#)

Select your union None of these / Not in a union ▾

Local Number

City

State Select One ▾

Are you required to seek work through your union (exclusive hiring hall)?  Yes  No

**Additional Information**

\* Have you applied for or are you currently receiving any of the following: pension, retirement payments, severance pay?  Yes  No [Help Text](#)

If yes, please provide details including the type, source and amount.

Next

11. If you were provided a mass-layoff number, select “Yes” and enter the ID number.

**IMPORTANT:** Be sure to use the number provided by your employer corresponding with your LAST DAY of work, not an old number that you may have been provided in the past.

You can answer “Yes” or “No” to the question asking whether you worked for other employers over the last six weeks.

Below is an example of what this screen looks like:

The screenshot shows a web form titled "Enter Mass Layoff/Buyout ID Number" from the Ohio Department of Job and Family Services. The user is logged in as "DUMMY, DUMMY". The form contains two questions: "At the time of your layoff, did your employer provide you with a Mass Layoff/Buyout Identification Number?" with radio buttons for "Yes" and "No", and "If yes, please provide the ID number" with a text input field containing "0". A second question asks "Have you worked for any other employers in the last 6 weeks besides the one who provided you with this ID number?" with radio buttons for "Yes" and "No". There are links for "Help Text" and "Help Video". A "Next" button is at the bottom left. Copyright information and user details are at the bottom.

12. If you do not enter a mass-layoff number, you will be asked to enter your employer’s information. Answer and click “Next.”

The screenshot shows a web form titled "Recent Employment History Summary" from the Ohio Department of Job and Family Services. The user is logged in as "DUMMY, DUMMY". The form instructs the user to provide all regular employment for the last 6 months, excluding military service, federal civilian, or out-of-state employment. Below this is a table with columns for "Employer Name", "City", "State", "Start Date", and "Last Day Worked". The search result is "0 Found". There are buttons for "Add Employer", "Edit", and "Delete". There are links for "Help Text" and "Help Video". A "Next" button is at the bottom left. Copyright information and user details are at the bottom.

13. You will be asked additional questions, including whether you are a veteran, your previous wage information, and occupational details. Answer them and click “Next.”

**NOTE:** The system requires you to choose two occupations, even though you may not be required to conduct work-search activities.

**Ohio** Department of Job and Family Services

### Register for Job Matching

DUMMY, DUMMY [Log out](#)

---

**Veteran Status** [Help Text](#) [Help Video](#)

\*Did you serve on active duty in the Military for a period of more than 180 days, or were you activated for any length of time under Title 10 and released with other than a dishonorable discharge?  Yes  No

\*Are you eligible for Veterans Preference as a spouse of a Veteran?  Yes  No

If any of the following are true, answer "Yes"; otherwise answer "No."  
Are you the spouse of a veteran who was killed in action?  
Are you the spouse of a veteran who was captured or interned during war?  
Are you the spouse of a veteran who died with a service connected permanent disability?

---

**Wage Information** [Help Text](#) [Help Video](#)

\*What is the lowest acceptable hourly wage that you will accept? \$  per hour

\*For what type(s) of work are you available?  Full-Time  Part-Time

\*What shift(s) do you prefer?  First  Second  Third

\*Please select the type of Driver's License you have

---

**Occupational Details** [Help Text](#) [Help Video](#)

Please select up to 2 occupations in which you would like to work, and enter the months of experience you have for each

\* (1) Occupation  [Occupation Lookup](#) \*Months of Experience

\* (2) Occupation  \*Months of Experience

\*List the skills you have that qualify you to work in the jobs selected above

14. The last page will ask you to certify that all the information you entered is accurate. If it is, click “Agree” to submit.

## WHAT NEXT?

- After applying, you will receive further instructions by mail or in the Correspondence section of your online account. If you selected email as your preferred correspondence method, you will receive an email from [OJI@odjfs.state.oh.us](mailto:OJI@odjfs.state.oh.us) whenever you have new items to view in the Correspondence section of your online account.
- While you're waiting for your eligibility determination, during your second full week of unemployment, be sure to file your first weekly claim. **In order to be paid, you must file weekly claims** for each week that you are unemployed or make less than your weekly benefit amount.
- The easiest way to file weekly claims is by logging into your account at [unemployment.ohio.gov](http://unemployment.ohio.gov). If you don't have access to a computer, you can file weekly claims by calling 1-877-644-6562. Call center hours are 8 a.m. to 5 p.m. Monday through Friday.
- **If you receive a message that you are unable to file a weekly claim until Sunday, that is because you cannot claim a week of benefits until the week has ended on Saturday at midnight.**

## HOW-TO VIDEOS

For additional help navigating Ohio's unemployment system, please visit [jfs.ohio.gov/ouio/HowToVideos.stm](http://jfs.ohio.gov/ouio/HowToVideos.stm).